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Technology to support Gen Z student experience

Reza Mosavian
Max Scales

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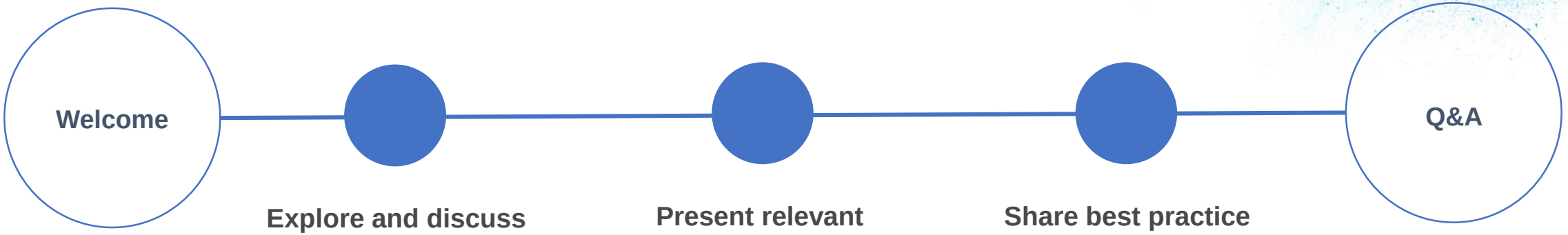
Welcome
Explore and discuss Expectations of Gen Z Learners
Present relevant emerging tech. to connect & communicate safely
Share best practice
Q&A

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Reza Mosavian

Product Owner, Student Experience

- Former Head of EdTech
- Teacher/Lecturer within Secondary, FE and HE
  - Computing, Media, Music Technology, Spanish
- Lead on technology strategy, policy & adoption
  - VLEs, Virtual/Augmented Reality, Social Media, Digital Safety, capability and skills
  - Seeking and defining efficiencies
- Identifying, defining and leading institutional CPD programmes
- Management of Learning Resource Centres (Multiple sites)
- Trained and experienced Teaching & Learning observer

- Other
  - Shortlisted for TES FE Awards for 'Outstanding use of Technology…"
  - Speaker at JISC, Inside Government, BETT, BLC Conference and more

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Max Scales

Student Experience & Learning Technology Lead

- Background in HE student engagement
  - Supporting Student experience at School, Faculty and University-Wide alongside all part-time provision
- Lead HE team on adoption of new digital signposting app with over 27,000 uses in it's first year
- Also supported student experience whilst working in a number of Professional Service areas across HE
  - Careers
  - Customer Service
  - International Alumni (China)
  - Student Recruitment

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STUDENT EXPERIENCE; *then and now*

2000's

9am – 5pm learning and support

Long enrolment queues

Paper grant application

Email notifications

2018 and beyond

24/7 communication and access to learning

Instant connections and information

A safe and secure place to connect

Online enrolment

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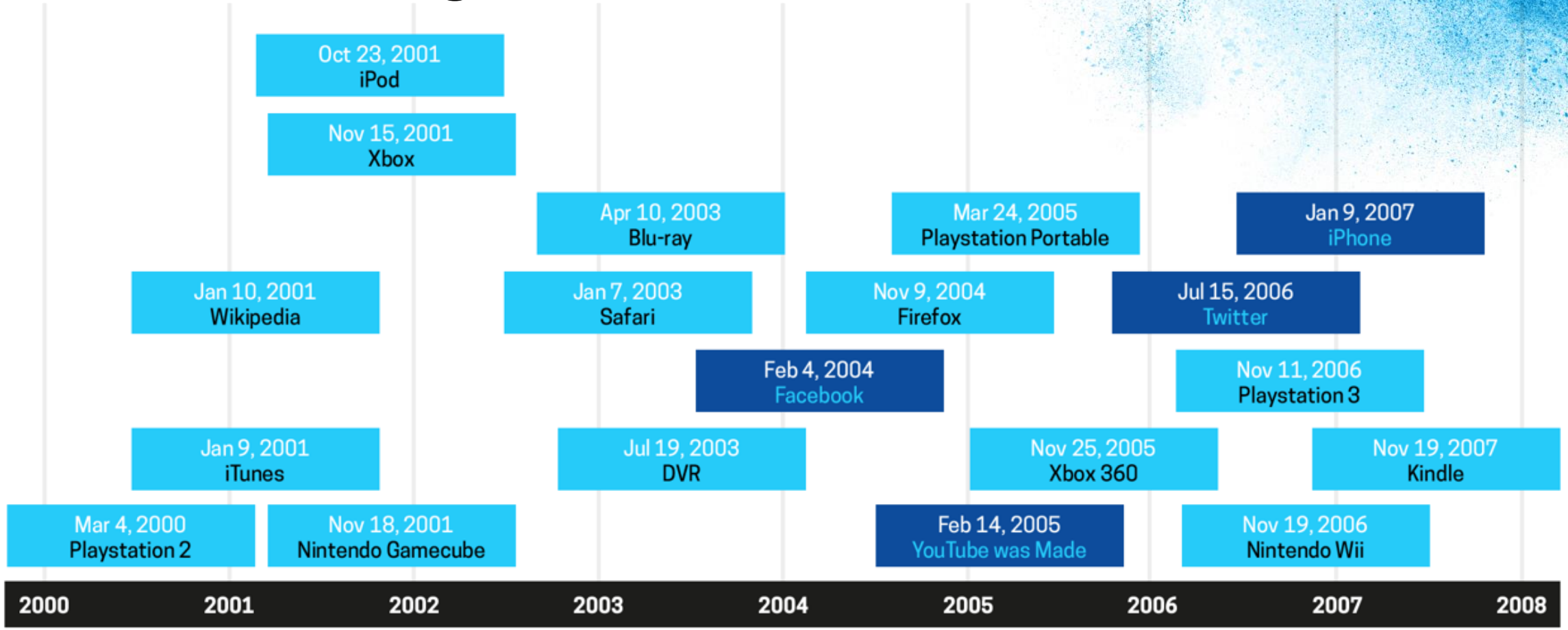
Understanding our learners



*Source - https://www.timetoast.com/timelines/technology-in-the-2000s

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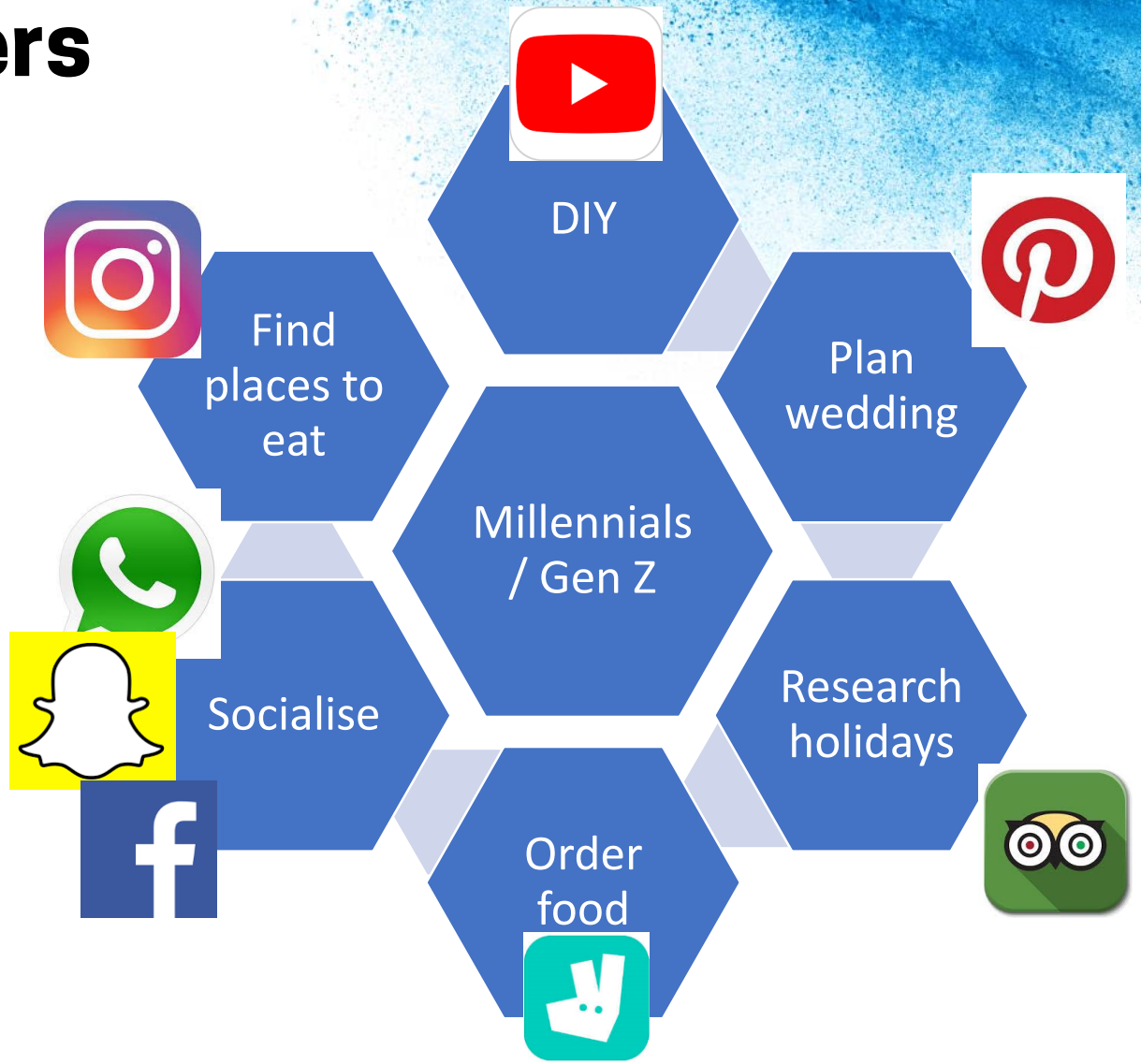
Understanding our learners

Order **Notified** **Track** **Delivered**



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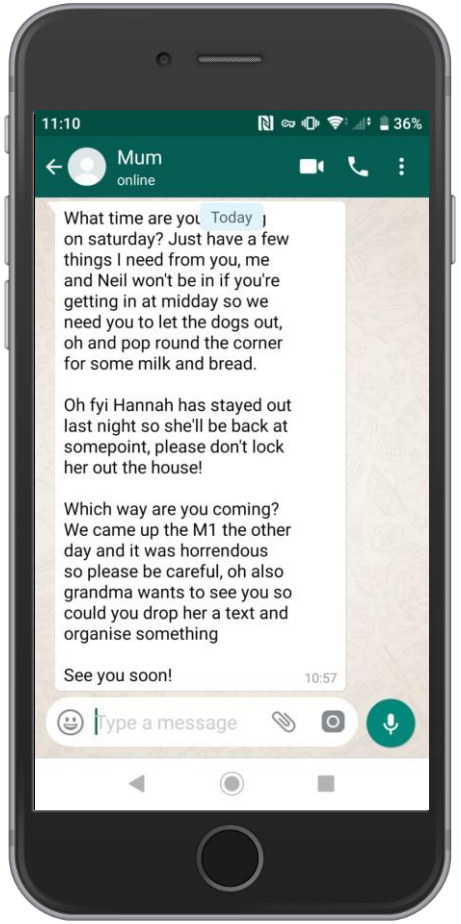
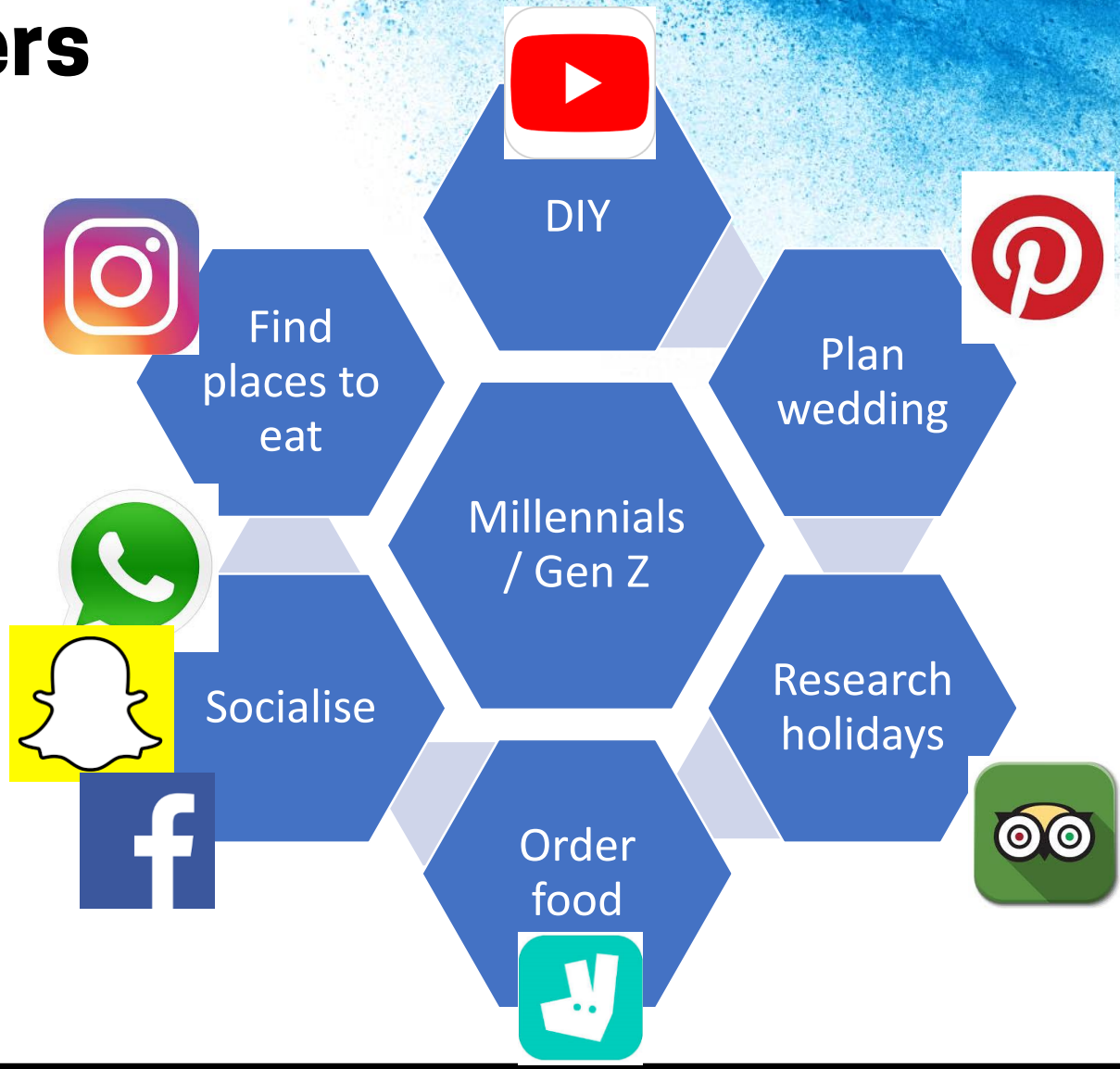
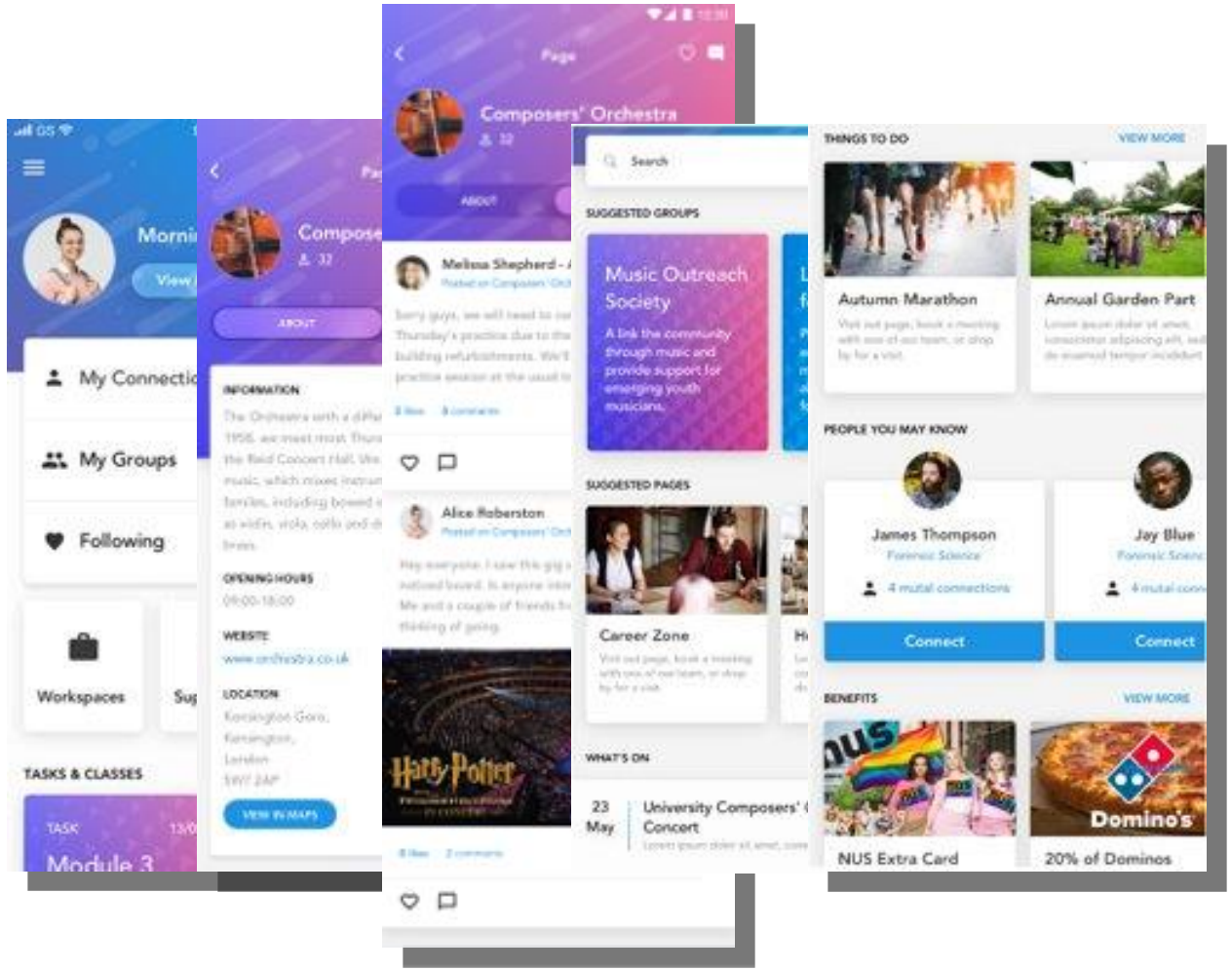
Understanding our learners





Learners Needs from an App



- Personalised experience
- Build communities
- Improve communication
- Intelligent profiles
- Have 24/7 access to information, guidance and support

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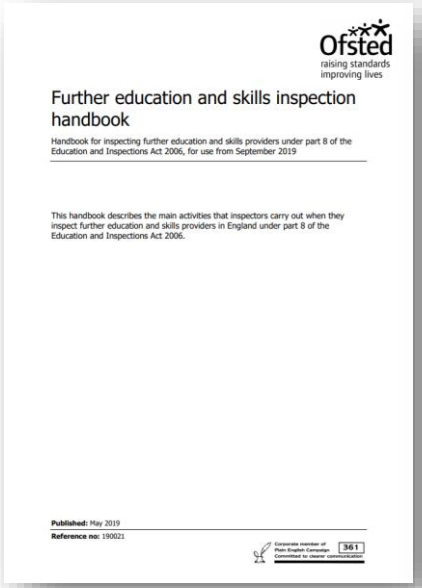
Varied Bodies | Frameworks | Recommendations



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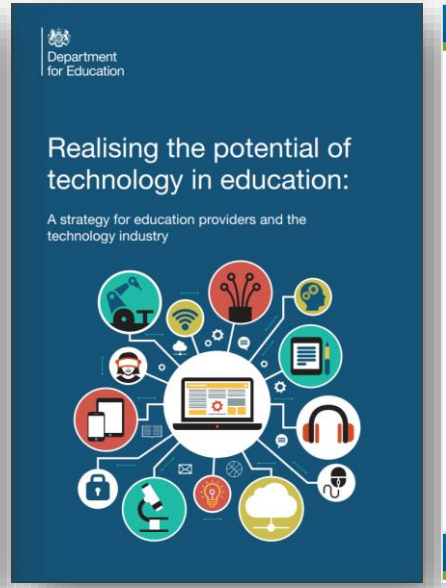

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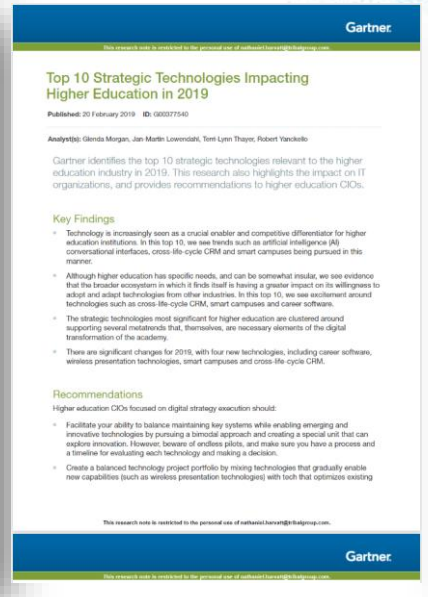

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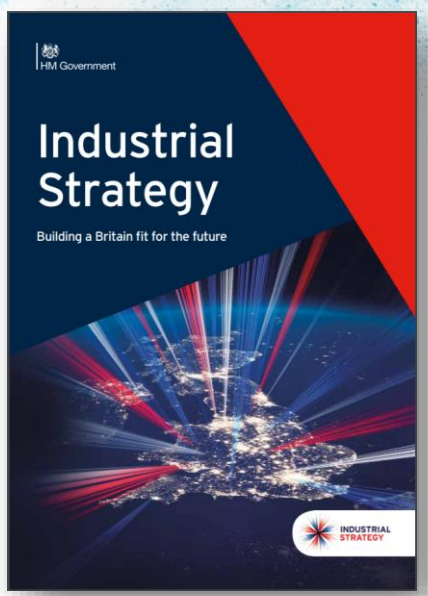

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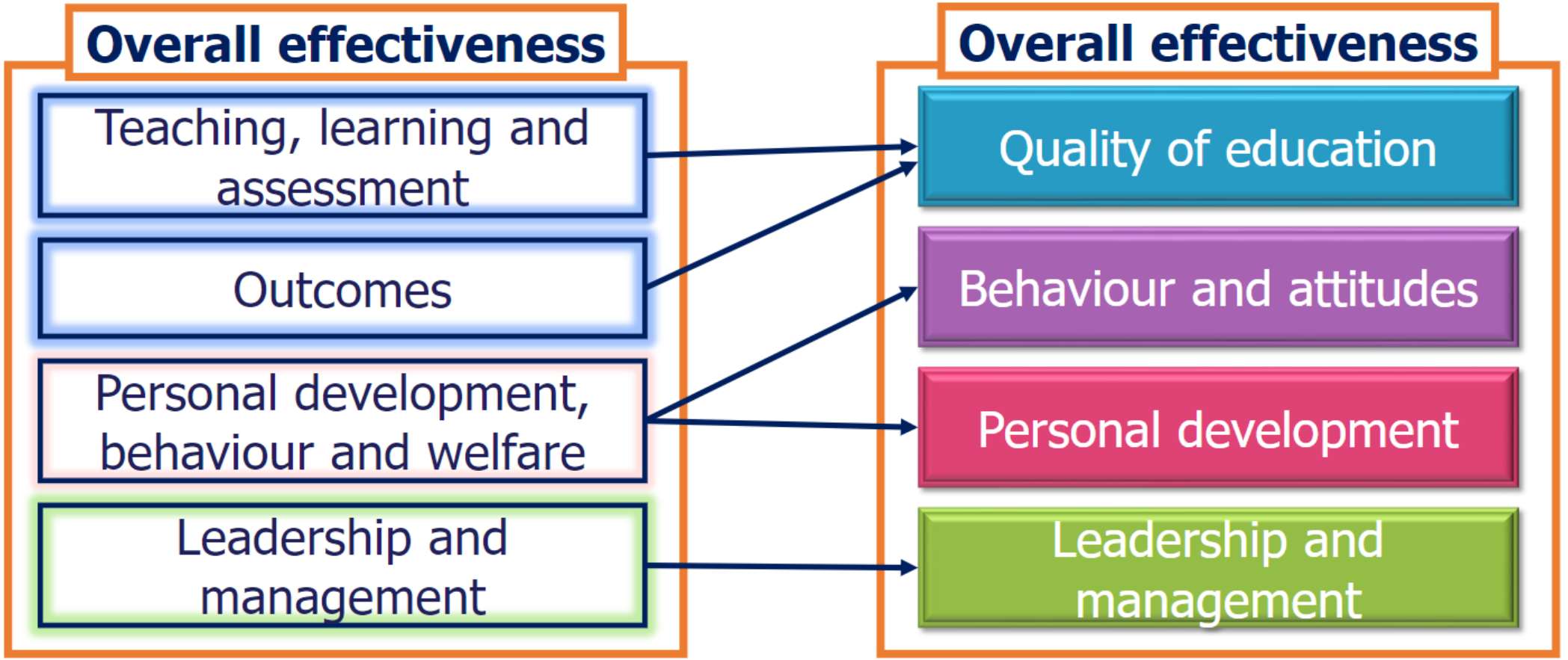
Evolution, not revolution!

Ofsted



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Judgements: our working **hypothesis** in detail

Ofsted

Quality of education

Intent
- Curriculum design, coverage and appropriateness

Implementation
- Curriculum delivery
- Teaching (pedagogy)
- Assessment (formative and summative)

Impact
- Attainment (qualifications & assessments)
- Progress
- Knowledge and skill development
- Destinations

Behaviour and attitudes
- Attitudes to learning
- Behaviour
- Employability
- Attendance & punctuality
- Respect

Personal development
- Enrichment
- Fundamental British Values
- Careers guidance
- Health and well-being
- Citizenship
- Equality & diversity
- Preparation for next steps

Leadership & management
- Vision & ethos
- Staff development
- Staff workload and wellbeing
- Student experience
- Governance / oversight
- Safeguarding

Anna's Story

Full admin view

Branded

Events

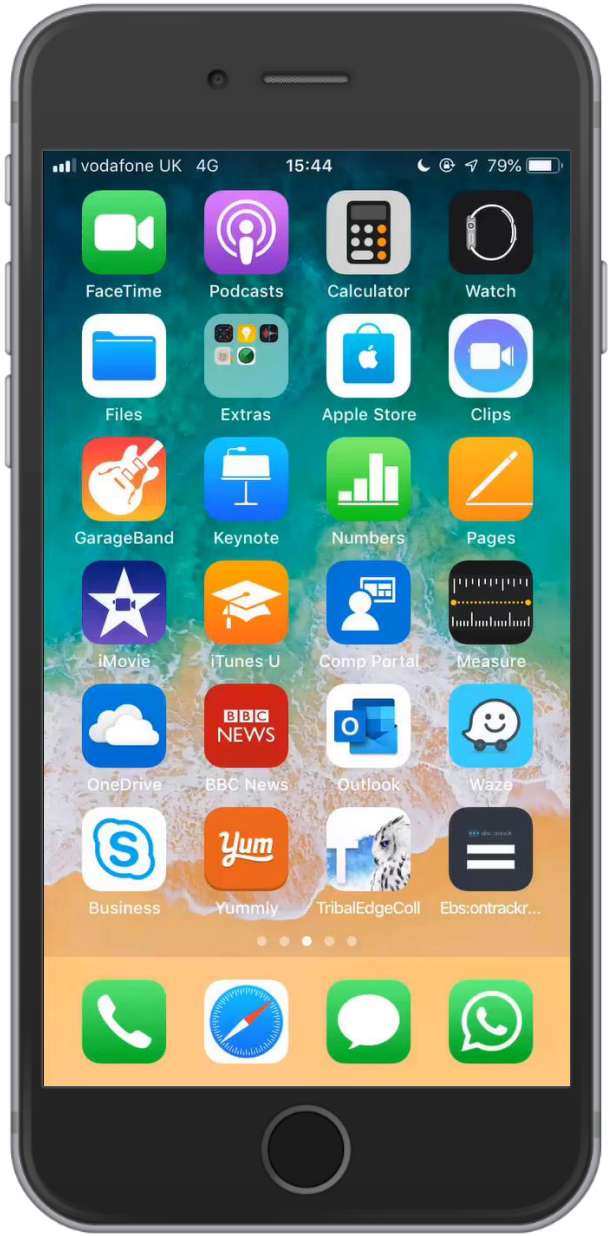
Completely safeguarded

Application & Enquiry

Push notifications

Read-receipts

Business support pages



Assessment information

1. Anna opens her college App

IOS/Android

2. Checks her daily timetable

Web App

3. Misses the bus! Contacts a staff member instantly

Blast message everyone

Closed/Open groups

4. Checks latest class based information

Exam information

5. Checks to make sure her lateness didn't affect her punctuality score

Group chats

6. Decides exams are coming up and contacts support

Mute notifications out of hours

Benefits

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What do our customers say?

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What are users saying?

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THE COMMUNITY

"It's helping to bring our WBL community together online"

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HAIR DRESSING

"It's great because I can speak to my tutor after working in the salon as it's really busy during the day"

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TEACHER:LEARNERS

"I can easily contact my learners quickly to notify them of a change in time & location"

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COLLEGE LEARNERS

"We like to use the app if our teachers give us a reason to use it…"

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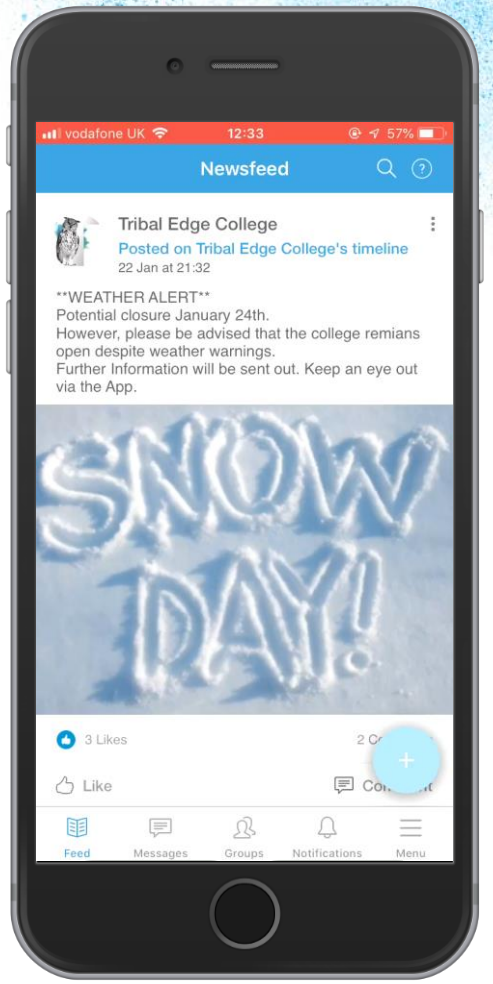
Other examples

Strategies to support learners who are young carers, bringing them together and having a platform to connect those who would not traditionally cross paths

How you use Engage for support?

Support pages

Quick chat support



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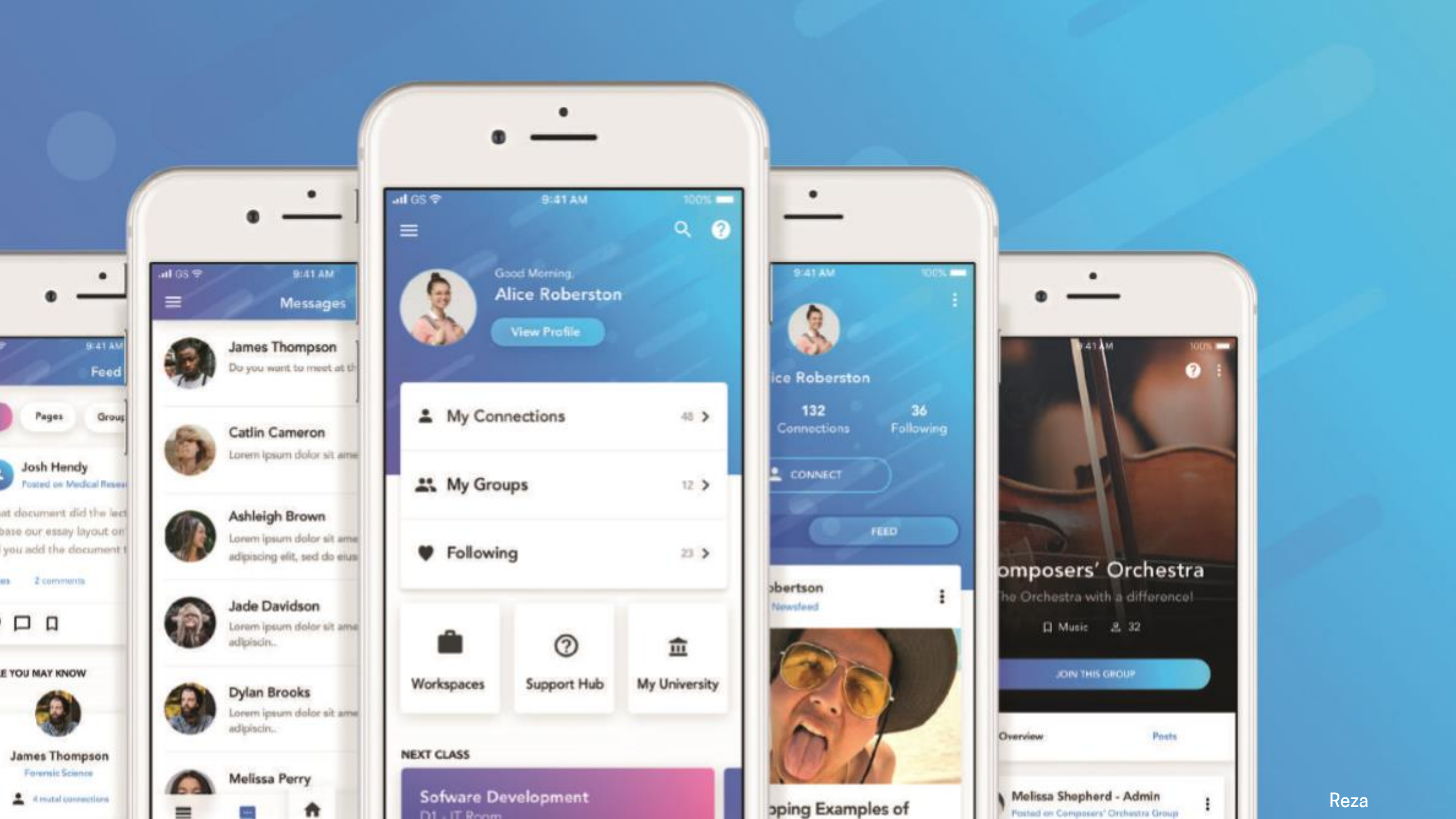
The latest App


Feed
Pages
Josh Hendy
Messages
James Thompson
Catlin Cameron
Ashleigh Brown
Jade Davidson
Dylan Brooks
Melissa Perry
Good Morning,
Alice Roberston
View Profile
My Connections
My Groups
Following
Workspaces
Support Hub
My University
NEXT CLASS
Sofware Development
132
Connections
36
Following
CONNECT
FEED
Newsfeed
Composers' Orchestra
Music
JOIN THIS GROUP
Overview
Posts
Melissa Shepherd - Admin

Reza

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Thank you

Make sure you visit us on stand 8!

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