Frequently Asked Questions: Jisc Digital Experience Insights Survey

What is the Flexible Learning Programme?

The Flexible Learning Programme is working to create the right conditions and support structures to explore new ways of teaching and learning across The University of Manchester.

Flexible Learning will explore how flexibility over pace, place, time, mode, and qualification can support learners' individual choices. We want to ensure the future of teaching and learning at The University of Manchester is accessible, inclusive, and international by developing a strategic approach with students and colleagues.

You can find out more about the aims and scope of the programme how we're developing the strategy on the [Flexible Learning pages](#).

What is Jisc?

[Jisc](#) is the UK digital, data and technology agency focused on tertiary education, research, and innovation. Their main mission is to enable the use of digital technology and resources to enhance teaching, learning and research.

Jisc provides both open resources and paid for services that can support and enable us, as a university, to be equipped to adapt and improve our digital experience for both students and colleagues.

Why is the Flexible Learning Programme (FLP) launching this survey?

We are partnering with Jisc to launch the digital experience insight survey to ensure we review and continually improve the digital technologies and support. The information provided will enable us to understand:

- How our students and colleagues use our technologies at the University;
- What is making a difference to your learning and working experiences;
- Inform the evaluation for multiple FLP deliverables, including digital capabilities;
- What further improvements can be made.

How do I know which survey I should complete?

Colleagues should only complete **one** of the surveys.

Professional Services

The Professional Services survey is relevant to all colleagues in professional roles across the University including:
- library and eLearning staff,
- learning support staff,
- colleagues in employability and access roles, and other student-facing services.
- colleagues who support functions such as management, HR, finance, operations, estates and staff development.

The Professional Services staff survey will not be relevant to Professional Services staff who do not interact with the digital environment as part of their role.

Teaching staff

Colleagues with a role closely aligned to teaching or the curriculum should take the teaching staff survey.

Why is there not a survey for researchers?

Jisc has discontinued the digital experience insights survey for research colleagues so we currently cannot offer one. If, however, your role overlaps with teaching or being in Professional Services, please complete the relevant survey to your role.

What kind of questions can I expect in the survey?

The survey includes questions about your experiences with various digital tools, platforms, and services, covering topics such as online learning, library resources, virtual learning environments, and more.

What will you do with the survey results?

The survey results are used to identify areas for improvement and to inform decisions regarding the digital services and support provided by the University. The surveys will be used to establish critical baseline data ahead of the Central Learning Environment (CLE) implementation and inform the evaluation of multiple the Flexible Learning Programme's deliverables, including Digital Capabilities.

Findings from the 2023/2024 surveys are under review and recommendations are being identified. Results of the 2024/2025 survey will be shared with leaders and colleagues after the survey closes in 2025.

What is the difference between the terms Digital Learning Environment (DLE), Virtual Learning Environment (VLE) and Central Learning Environment (CLE)?

Virtual learning environments (VLEs) and digital tools have played a vital role in our teaching for many years as a means of structuring, delivering, and accessing content and activities. The term 'Digital Learning Environment' includes our Central Learning Environment (CLE), alongside the wide range of other digital tools and applications required to support teaching, learning and student experience.

The CLE is an environment which structures and allows students and colleagues to navigate learning content and tools. This may be a previously recognised Virtual Learning Environment (VLE) such as our current 'Blackboard Learn' or another system such as Teams.

How will my data be used?

We will ask you questions about your use of digital tools and the digital infrastructure as part of your role. You can learn more about our data protection policies here.

I have a question – who should I get in touch with?

If you have a question, please send an email to flexiblelearning@manchester.ac.uk and a member of our team will respond to you.