NETSPass Resources Kit

Gateshead Council learningSkills

NETSpass North East Tutor and Student Passport project

Asset 2. Digital Literacy and Skills Confidence Survey Resources

Gateshead Council

Durham County Council

Newcastle City Council

NORTHUMBERLAND COUNTY COUNCIL

North Tyneside Council

South Tyneside Council

Sunderland City Council

The Combined Authority Further Education and Skills Managers

PROJECT LEAD

Kevin Pearson

Principal learningSkills Manager, Gateshead Council

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NETSPass devised its own survey tool following a manager's SWOT of the seven providers.

1. Summary

NETSPass consists of seven northeast local authority further education, community learning and skills service providers. There are some 49,000 learners across the combined authority area with approximately 480 teaching staff.

The range of abilities, confidence and use of technology in the tutor pools of the seven authorities is almost as broad as that in the general community.

The project created a simple and practical tool to gather information about three aspects of the teaching pool profile:

- A. A simple question on digital tools they own.
- B. A Digital Literacy and Skills experience question covering 11 areas of digital technology.
- C. Digital Literacy & Skills confidence in 8 digital skills.

In this document you will find a copy of the Digital Literacy and Skills Service (DLSS) form that covers all three (A, B, and C).

2. The Digital Literacy and Skills Survey (DLSS)

The design is deliberately simple. The questions and scales used can be replicated in to almost any software application or online survey tool e.g. Survey Monkey, MOODLE Survey or Quiz, Google Forms, etc.
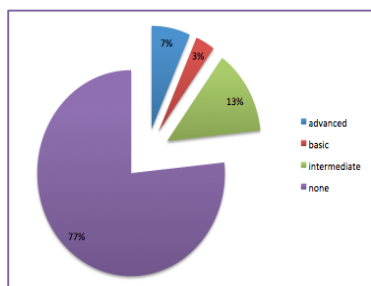
2.1 Rationale

The main thrust of the NETSPass CPD programme is to increase the digital skills and confidence of teaching staff in the FE and Skills sector. The main asset or vehicle for bringing about this intended change is the NETSPass flagship resource, the **Digital Curator Programme** (See Asset 3).

Prior to developing the Digital Curator Programme NETSPass wanted to understand existing technology use amongst its teaching staff.

2.2 Methodology

The survey parts A, B and C are all contained in one 3-page MS Word document, the DLSS. This was emailed to all registered FE and Skills tutors in each of the seven local authorities. Each NETSPass partner took responsibility for encouraging tutors to complete the form, then collate and return it to the project coordinator. This was completed early in 2015 with nearly 44% of the combined tutor pool returning a DLSS form. The form was then distributed a second time later in the project. These are still coming in with a likely return of 21%, mostly from tutors taking part in the Digital Curator programme.
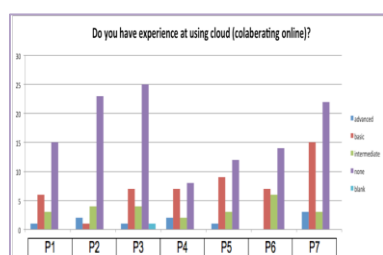
A number of teaching staff were invited to undertake the Digital Curator CPD Programme (**See Asset 3**). The survey returns from those who took part in the programme and those who did not are meant to show if there is any difference in their confidence and competence to use learning technologies.

The results are still being assessed as the second round of completed forms are returned, 52 to date. On the basis of the returns to date it is reasonable to say the DLSS is proving fit for purpose. There is clear evidence emerging of increased confidence from those taking part in the Digital Curator programme.

For example one partner was able to demonstrate that 100% of tutors on the Digital Curator programme expressed and evidenced improved skills and confidence with learning

The DLSS revealed useful information to help determine CPD priority areas e.g. cloud skills and uses.

technologies. This contrasted with 69% of tutors who did not undertake the programme who reported no improvement in skills or confidence over the same period. The remaining 31% who had not undertaken the Digital Curator programme said they had improved using their own initiative.

The DLSS has proved itself to be fit for the purpose in terms of the needs of NETSPass.

The DLSS survey form was helpful in identifying specific areas where there is considerable experience, skills and confidence using technologies with their learners. For example Spreadhseets, Word Processors, Email, with the vast majority of tutors declaring intermediate or advanced skills, experience (as opposed to none or basic levels) and high confidence levels.

The DLSS survey form was able to help identify where there was no or low experience or lack of confidence. For example when asked about experience of working in the cloud/ sharing and collaborating online/ using repositories, 44% had no experience/skills/confidence. As this is a core aspect of blended learning and using a VLE this is really useful in terms of targeting CPD more specifically.

The DLSS also highlighted pockets of potential expertise - 8% advanced/19% intermediate in this case of cloud/online working. Which means there are tutors who could perhaps buddy or support peers.

Complementing this quantitative profile, useful qualitative information can be found in the outcomes of the Digital Curator programme - the in-course assessments and reflective journals (**See Asset 3/ILP**).

Going forward the survey will form a useful bench marking activity that will be undertaken by all staff prior to completing the

CPD programme and then again at the end to capture distance travelled.

3. The DLSS Form

NETSPass considered using off-the-shelf, tried-and-tested survey questionnaires. We considered online survey options. In the end we decided to create our own using a simple MSWord document to ensure all tutors could take part and which could include questions specific to our needs and interest. This was based on an early SWOT done at the first meeting of the project management group. The SWOT helped to identify common areas of weakness and strength as understood from a manager perspective that helped the team identify which of the many questions we should try to answer as priorities.

On the following three pages are the three sections A, B, and C of the DLSS survey form.

The Digital Curator ILPs provided useful qualitative information to complement the DLSS survey.

Your Name: Your Local Authority: Date:

NETSPass Digital Literacy Skills Assessment (Staff) (DD/MM/YYYY)
NB: Please insert your name and local authority _in the header above._

A. Your Digital Resources

Do you have your own device?
(Tick all that apply)

No	Laptop	iPad	Tablet	Phone	Computer
☐	☐	☐	☐	☐	☐

B. Your Digital Skills: software, apps, resources

Do you have experience at using the following software programmes / Apps / resources?

(place an **x** in the box, to indicate what you think your level of experience is currently)

	No	Basic	Intermediate	Advanced
Word processing	☐	☐	☐	☐
Databases	☐	☐	☐	☐
Spread sheets	☐	☐	☐	☐
Desktop publishing	☐	☐	☐	☐
PowerPoint	☐	☐	☐	☐
Email	☐	☐	☐	☐
Video editing software	☐	☐	☐	☐
Photo editing software	☐	☐	☐	☐
Mobile*: Save files on device	☐	☐	☐	☐
Cloud**: Saving/sharing work	☐	☐	☐	☐
Cloud***: Collaborating online	☐	☐	☐	☐

*Mobile working means using a SMART phone, iPad or Android device to work away from the office.
**Cloud working means using, creating, storing files online e.g. Google Drive, Dropbox, Microsoft 365, for example (there are others).
***Collaborating online means being in the cloud, accessing & working on a shared file with colleagues, without having to download a copy to work on, and only having one master file you all work on together.

Your Name: Your Local Authority: Date:

C. Your Digital Skills: confidence
On a scale of 1-10, 1 being Not very confident and 10 being very confident, circle the number which shows how you feel at the moment.

C1. How confident are you at finding the right tool to find, use or create information?

            1   2   3   4   5   6   7   8   9   10

Not very confident   Very Confident

C2. How confident are you at finding information on the web?

            1   2   3   4   5   6   7   8   9   10

Not very confident   Very Confident

C3. How confident are you at establishing who owns information and ideas online for you to legally re-use?

            1   2   3   4   5   6   7   8   9   10 Local

Not very confident   Very Confident

C4. How confident are you at using advanced search options to refine a search?

            1   2   3   4   5   6   7   8   9   10

Not very confident   Very Confident

C5. How confident are you at using social networks as a source of information?

            1   2   3   4   5   6   7   8   9   10

Not very confident   Very Confident

Your Name: Your Local Authority: Date:

C6. How confident are you at using different media for example, videos or podcasts?

      1   2   3   4   5   6   7   8   9   10

Not very confident   Very Confident

C7. How confident are you at assessing whether an online resource (e.g. web page, blog, wiki, video etc.) is trustworthy?

      1   2   3   4   5   6   7   8   9   10

Not very confident   Very Confident

C8. How confident are you at communicating / adding comments to blogs, forums or web pages, observing netiquette (conducting yourself socially acceptable online)?

      1   2   3   4   5   6   7   8   9   10

Not very confident   Very Confident

Please return your completed survey form by email to:

Completed forms need to be sent to XXXXX by YYYYY, at the latest.

If you have any questions about this form or the project, please contact your own ZZZZZ Digital Champion

Thank You!

Combined Authority Further Education Managers