



Digital Solutions for Higher Education

CGI

Digital Native Students

Today's students are born digital natives and this is reflected in how they consume, learn and live. They have only known life with access to search engines capable of providing vast amounts of information in a matter of seconds. They are curious and well-connected.

With Gen X and Y mostly in employment, the classroom is dominated with the demands of Gen Z, who have an entirely new set of values and ambitions. Currently, this new generation of students is leading a huge digital change in the classroom and this presents a significant challenge to university leaders.

The App Generation

9/10 university students use up to



apps per day



94%

of students in the UK own a laptop



1/3

students use tablets or iPads to support their learning



80%

of students use a smartphone to support their learning

Students are seeking multi-channel learning experiences and accessing information on digital platforms in and out of the classroom. There is, therefore, now a need for education to marry with these learning techniques.

8/10

students are accessing lecture notes or recorded lectures at least weekly



7/10

use digital tools on a weekly basis to look for additional resources

The demand for self-learning outside of a lecturing environment is gaining traction. Businesses now need to be prepared for how graduates want and need to learn when they reach employment.

Overall, 59 percent of Gen Z and 66 percent of millennials believe technology can transform the way higher education students learn in the future. Beyond learning, students want to feel connected to their student experience with digital access to information on personalised services, student societies and social networks. With this in mind, the education system and businesses need to forge a strong relationship that will ensure this flexible digital learning goes beyond higher and university education, and into the workplace.

References

<http://www.pearsoned.com/generation-z-millennials-expect-technology-education/>, http://repository.jisc.ac.uk/6967/1/Digital_experience_insights_survey_2018.pdf



Higher Education in the Digital Age

Students entering university are looking for learning environments that will adequately prepare them for their future careers. They are seeking digital and innovative environments that will provide them with the right skills and tools to succeed as they transition from education into the working environment.

Alongside this, there is an ever-changing landscape in the world of higher education. The introduction of tuition fees has brought reliable income but has also positioned students as customers. As a result, universities are now tasked with being consumer-friendly businesses. Just like all consumers, students are deeply invested in the quality of their experience and are demanding more from the higher education sector than ever before. Digital environments are taking priority for institutions that want to continue to attract top students and guide them through to successful careers as alumni.

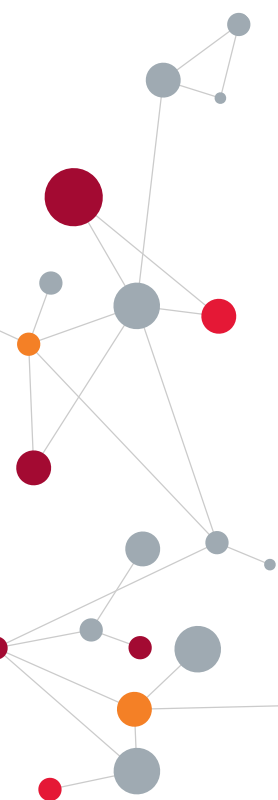
Assistive technologies are also enabling more students with learning difficulties to succeed in higher education. Within their customer landscape, universities are now considering how to cater to a more diverse set of students. 18 percent of students require, or choose to use, assistive technology to help them with their studies, and this number is rising.

This pressure is only increased by reforms driven by the UK Higher Education Bill, which is holding universities responsible for providing consistently high-quality learning environments.

Such changes are driving a clear need for higher education organisations to fundamentally transform every aspect of the student journey. While students are currently reporting relatively high satisfaction rates, according to the National Student Survey, there is an expectation that learning environments will continue to evolve in line with their interconnected digital lives. And part of this mindset is how they transition from a student to a worker.

Students are not the only drivers of digital change in the classroom. Many academics are engaging digital tools to boost classroom experiences and enhance student learning. Students are embracing digital interaction in conjunction with traditional teaching methods, and faculties are seeking innovative ways to create seamless integration with digital learning practices. This needs to be supported through solutions that are not purely technology-focused, but also encompass people and process for sustained success.

Importantly, higher education institutions now have an exciting opportunity to leverage the vast amounts of data produced by their students. By revitalising legacy technology, unifying student record systems and breaking down faculty siloes, universities can unlock data that their students are producing every day to better understand their audience, how they work and what drives them.



Challenges Facing UK Higher Education

With students becoming consumers immersed in a digital world, it is up to the Higher Education sector in the UK to meet rapidly changing demands for an enhanced student journey. This means increased focus on:



Retention

Ensuring continued student satisfaction and performance



Employability

Developing a strong community of graduates with realistic workplace skills and high employability



Connected Learning

Providing streamlined course delivery to elevate student experience



Learning Opportunities

Seeking new digital teaching possibilities to empower academics



Globalised Reach

Attracting new students and staff and cultivating an extensive collaboration network



Funding

Maintaining and enhancing data-driven, post-graduation communications to allow for closer relationships to alumni and contributors



The CGI Vision

Teaching, Learning, Living

Create a modern, engaging and secure student experience aimed at better **teaching**, **learning** and **living**.



Teaching

Transform the way faculties embrace digital in teaching by:

- **Gathering** accessible content and course materials
- **Creating** broader and more engaging digital content
- **Empowering** faculties to provide flipped learning experiences for more active learning
- **Deepening** learning capabilities across specialist apps in science, engineering, geography etc.
- **Designing** varied assessment opportunities for vocational degrees



Learning

Elevate digital student experiences in learning through:

- **Supplying** a one-stop shop for curriculum materials
- **Streamlining** work assessment submission and feedback
- **Fostering** debate and discussion throughout key teaching moments
- **Providing** opportunity for remote learning with 'digital tutorials'
- **Engaging** students in collaborative activities with apps designed for teamwork



Living

Revolutionise university life through digital experience by:

- **Mobilising** access to university services including accommodation, facilities booking and financial services
- **Reducing** complexities surrounding welfare and support services
- **Cultivating** community engagement with event notifications and important reminders
- **Enhancing** international student experience with content in native languages
- **Guiding** students through university with way-finding apps for navigation



The CGI Approach

Digital transformation in higher education is more than a technology solution, it is a cultural change that encompasses people, process and technology.

For most businesses, digital change can be received differently by different stakeholders. Students and academics will sometimes have very different needs from their technology. As a result, technology also needs to empower those responsible for the development and execution of quality academic programmes.

CGI embraces holistic solutions to allow for a seamless integration that empowers academics and satisfies student demands, covering: business outcomes and value drivers, student experience strategies, application design and development, platforms, security and systems integration, and devices and hardware.





Stay One Step Ahead



Be an early adopter and industry leader in digital student experiences



Utilise a white labelled digital solution to elevate your student journey, including an integrated application suite to support learning and business objectives



Enhance your digital strategy in a secure and sustainable way



Manage a subscription-based solution that allows for scalability



Why CGI?

1. Our approach is based on a sound understanding of all stakeholders in the higher education sector, including students, staff, IT departments, alumni and trustees.
2. We can tailor your integration journey to ensure solutions are realistic, achievable and effective, as well as functional and secure.
3. We believe in your commitment to life-long learning.
4. In operation for over 40 years, we have deep expertise in providing systems integration and application development for public and private sector organisations.
5. We differentiate ourselves by our way of working — approachable, flexible and easy to do business with.



About CGI

Founded in 1976, CGI is among the largest independent IT and business consulting services firms in the world. With 74,000 professionals across the globe, CGI delivers an end-to-end portfolio of capabilities, from IT and business consulting to systems integration, outsourcing services and intellectual property solutions. CGI works with clients through a local relationship model complemented by a global delivery network that helps clients digitally transform their organisations and accelerate results.

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