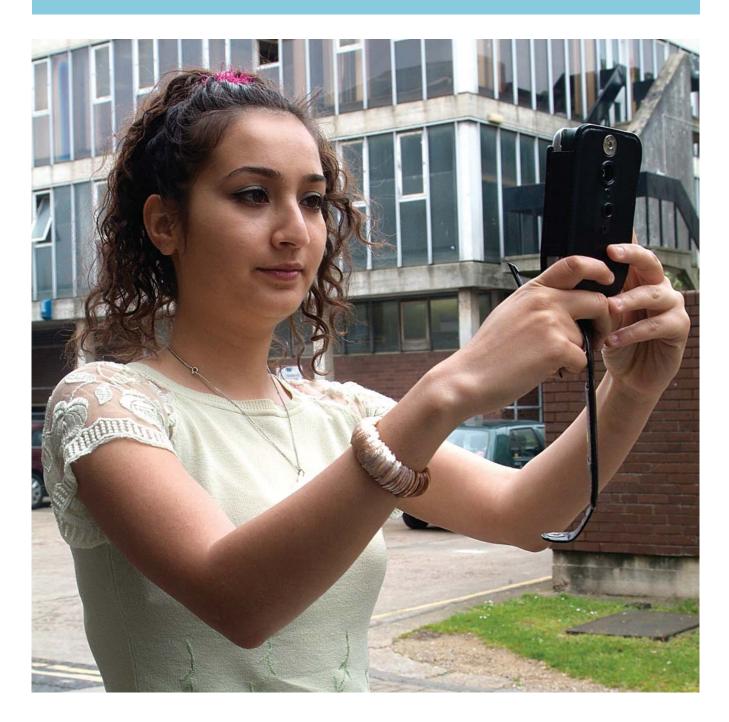
I record conversations with lecturers when I go to discuss I'm not tied to being on camand I also use my mp3 player give me increased mobility. to take notes in lectures...

E-libraries are great because

I can do [the online activities] anytime, anywhere. When I've my assignment for later review pus... My PDA and laptop also got 10 minutes between meetings, half an hour between other things... you can slot it in any day of the week.

### technology is widely used by learners to fit learning into life



[The VLE] is simply outdated. Incredibly poor UI, terribly hard to navigate. Tutors have no idea how to use it and administrate it.

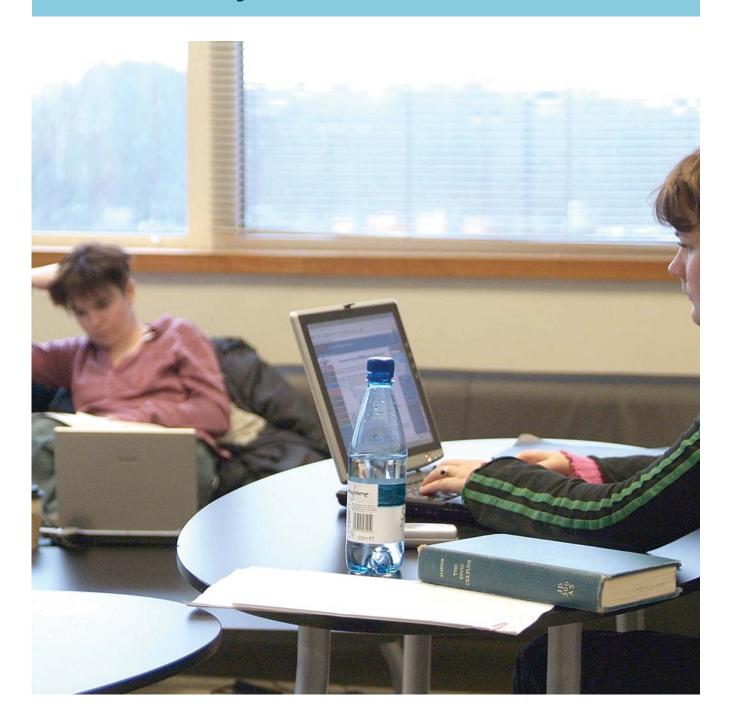
LXP

University e-mail I don't really It would be extremely helpful use for people at University, I usually use texting, Facebook or MSN... You can get an immediate response with phones and Messenger.

to have a campus-wide wireless network, not just a few hotspots scattered throughout the campus. I should be able to open up my laptop anywhere on campus and connect to the Internet.

**ECAR** 

### learners have high expectations of technology with respect to access, choice and reliability



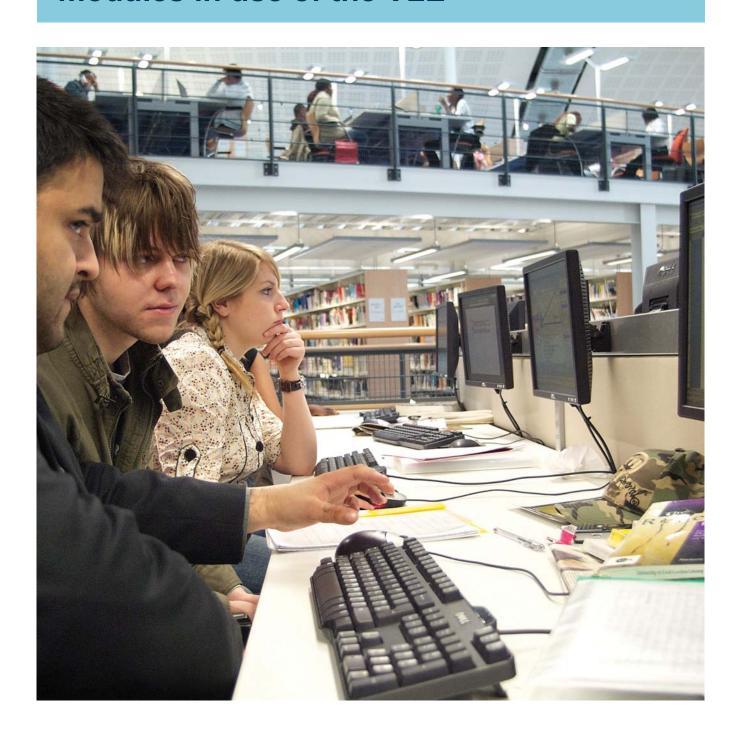
[The VLE] has supposedly been embraced by the Univer- better at it than others and sity, but content is rarely ever provided by course tutors... LXP

when you become comfortable with one tutor and he's ex- if it can be helpful and useful tremely helpful on it, you sort and not such a huge change, of expect that from the others. and make it accessible.

not using [the VLE] to see what others are doing and see

LEAD

#### students expect consistency across modules in use of the VLE



Have to turn off desktop com- I would advise [new students] In the end there was no way I puter in my room in order to read – too noisy and distract-

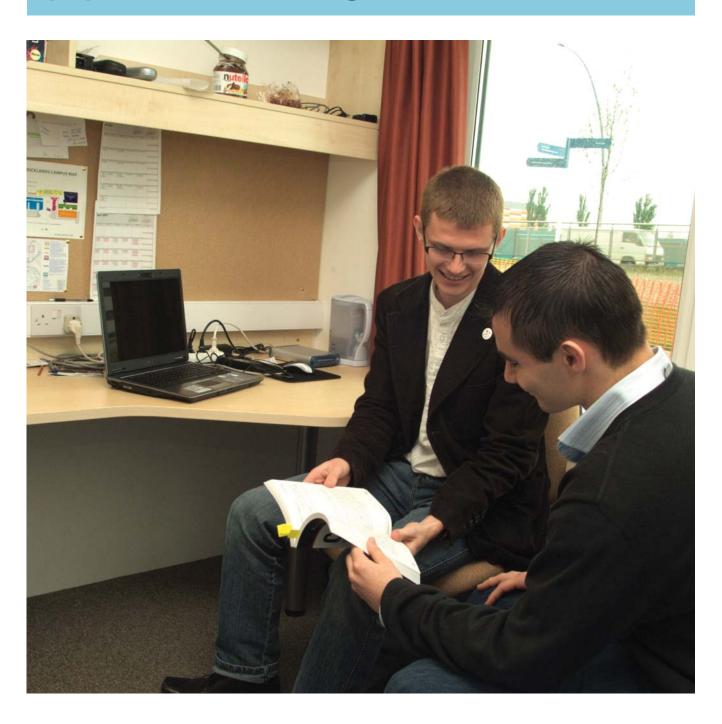
LXP

to not get too one dimensional could go near [the languagein their study habits and only use IT but use other forms of learning as well.

LEAD

learning software], it was so boring... What I really wanted was to interact with people.

### students stress that learning with ICT should be balanced with face to face and paper-based learning



own laptop for work and social search engines... reference purposes but it can also be very distracting.

LEAD

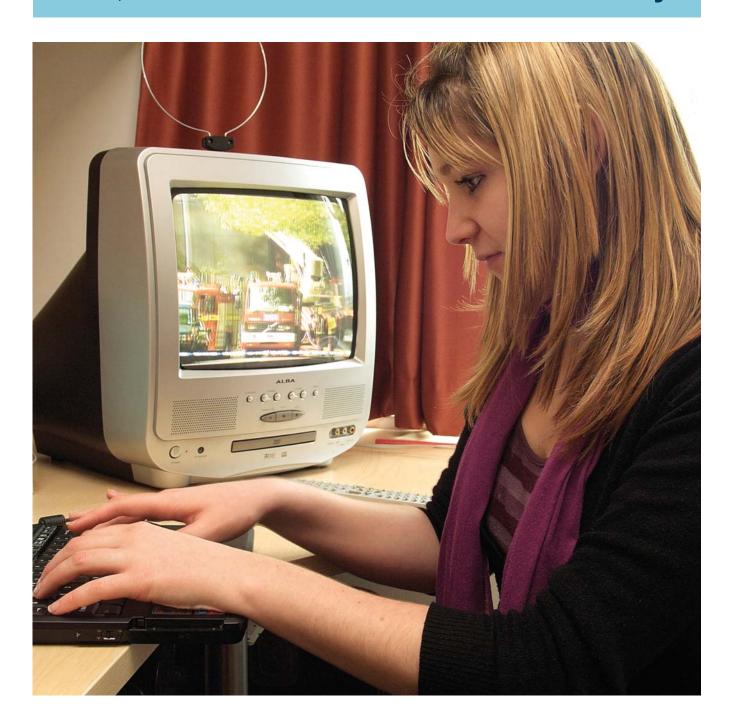
It is very useful to have one's I search for what I need using I suppose I would [write my those through to Word, and send the file to my peers using IM, where I get feedback and additional info.

essay] for about an hour and then if I got bored or needed a break then maybe I'd take a break by going on Myspace or Hotmail... and MSN, you know, and then go back to it.

LEX

### many learners use technology to multitask; some find it a distraction from study

LXP



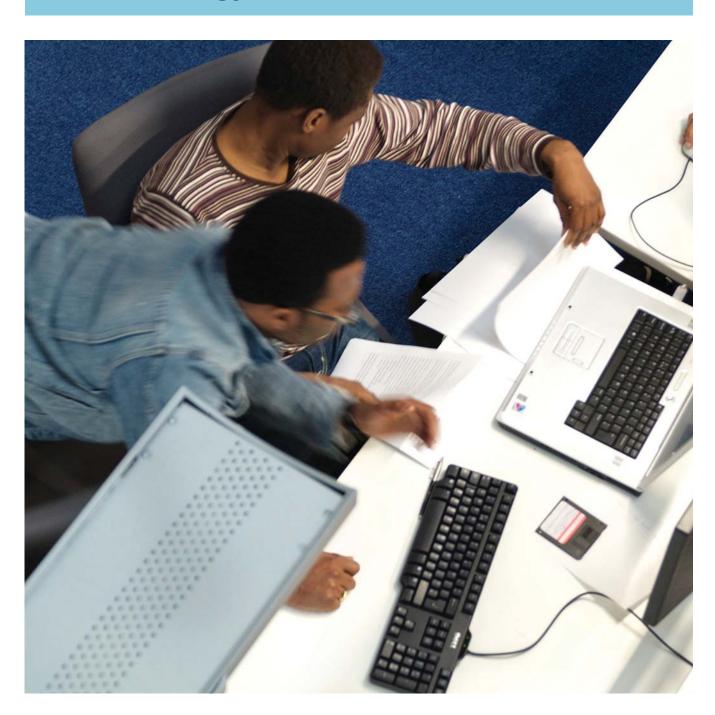


I build a lot of my own software, e.g. for bibliographic referencing, because it better fits my own way of working. [Using my assistive technology] helped me to develop more courage to use new things... they were all in awe of my preparation, my Mind Map. They said 'wow'.

I use *Inspiration* only because I have decided that I am going to do as much as possible to further myself in my life. So, I have all this stuff and I'm going to mess around with it.

## some learners, including many disabled learners, are agile adopters and explorers of technology

LexDis



Over the three years I have had to do presentations... so I have had to use different technologies

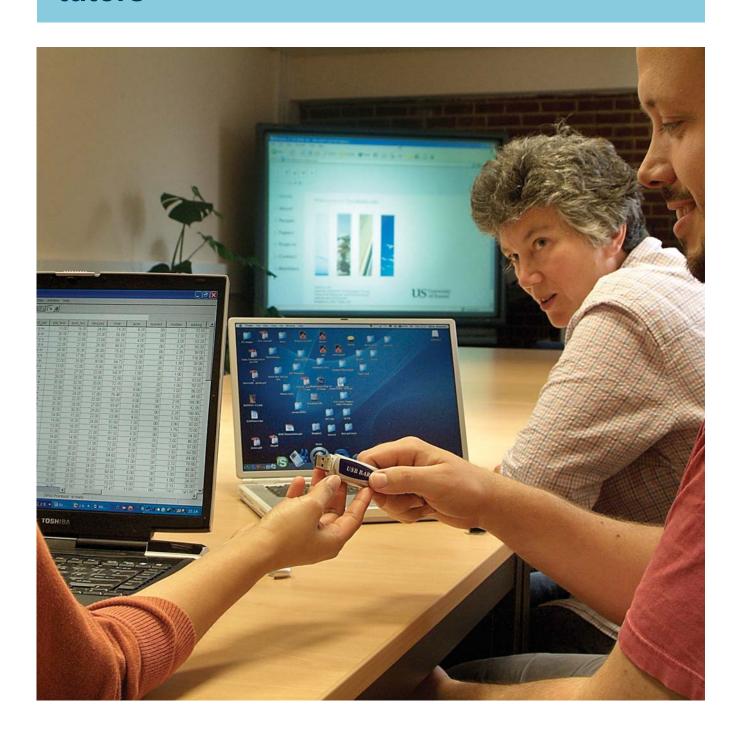
**STROLL** 

I didn't really know how to use Things like [the VLE], Univerthe online journals... now I sity e-mail account and lancan use them confidently guage learning software, they

I've gone from using pencils to do my drawings to using different mediums like digital media, photoshop and flash STROLL Things like [the VLE], University e-mail account and language learning software, they were all introduced to me by teachers and tutors. Friends would introduce things like SMS, YouTube...

E4L

## in choice and use of technology for learning, students are largely led by their tutors



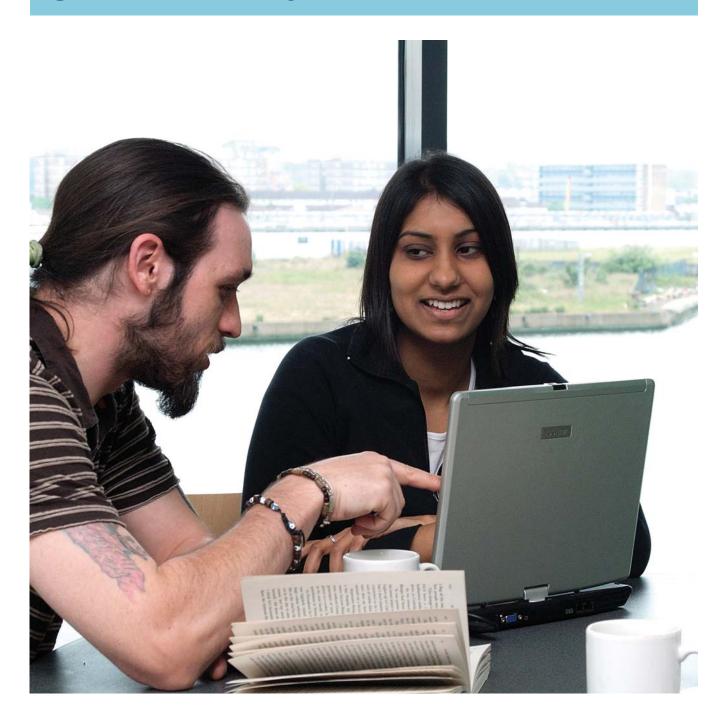
So I think oh okay, perhaps I should post these concepts on [the VLE] to make my tusome progress.

Oxford Brookes

You get assessed on how much you talk on [the forum], so we try to keep to a minitor understand that I did make mum the other contact, unless we meet in person and the facilitator is there to see that we have done it.

LexDis

### as technology makes learning more public, learners are playing the academic game in new ways



My pen tablet [means] I can input images to a computer with analogue pressure, and very good accuracy, rather than using a mouse.

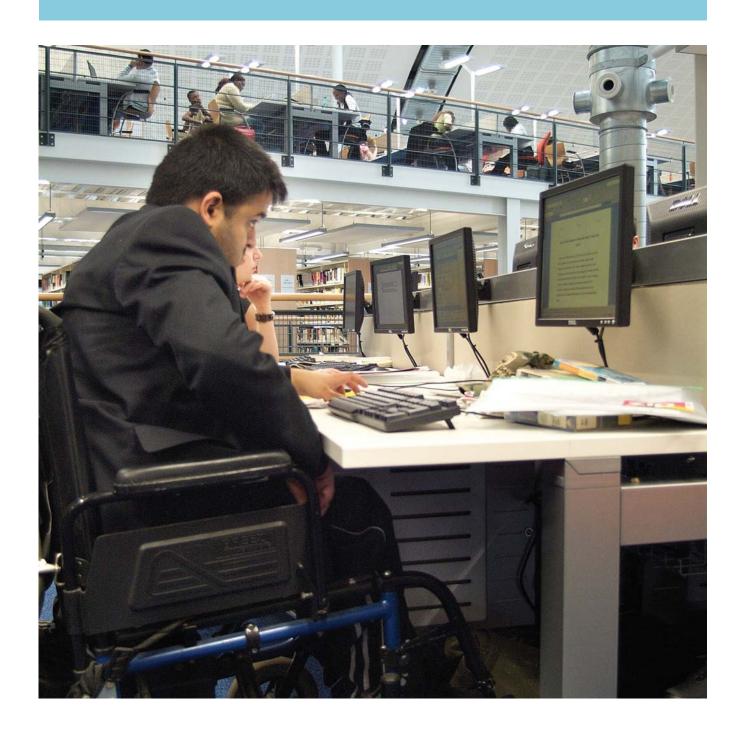
**STROLL** 

If we are required to be networked for a computer workshop, for example, there generally aren't places you can plug in a laptop with assistive technology in.

LexDis

My favourite piece of technology is my voice recognition software...so rather than reading and making notes I am reading and speaking my thoughts about what I'm reading into a Word document. STROLL

learners expect to personalise institutional technology and use personal technology in the institutional environment



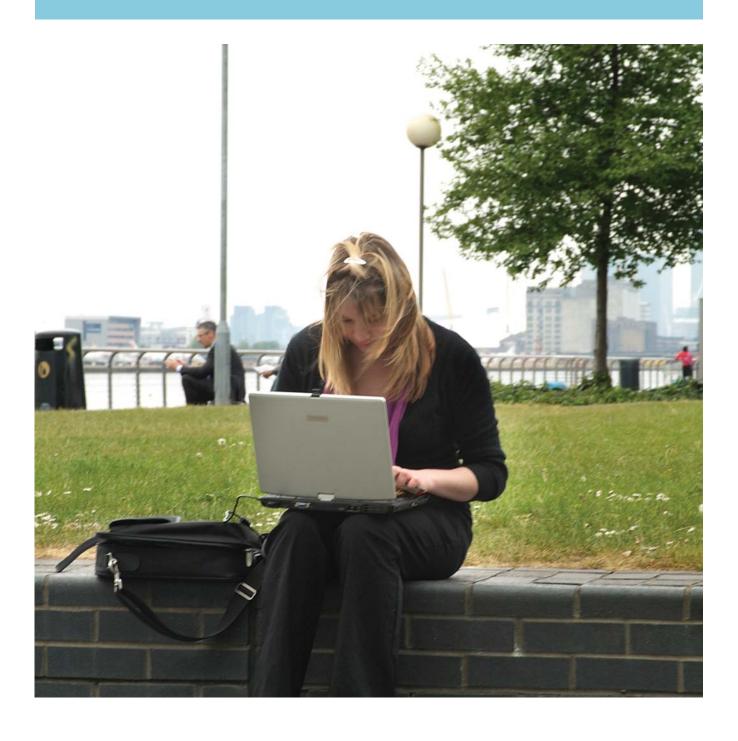
Students learn differently and want choice. Such as paper or book, computer or internet, hand out or [VLE].

Variety... with different options I hate sitting in front of the for each course, so students can choose which systems to ing because I just get sick of learn from.

**LEAD** 

computer when I'm not workbeing there 10 hours a day anyway, so really I would much rather be out walking with my MP3 player

### learners want meaningful choices over how they learn with or without ICT





e-books and journals are a fantastic resource via an Athens account.

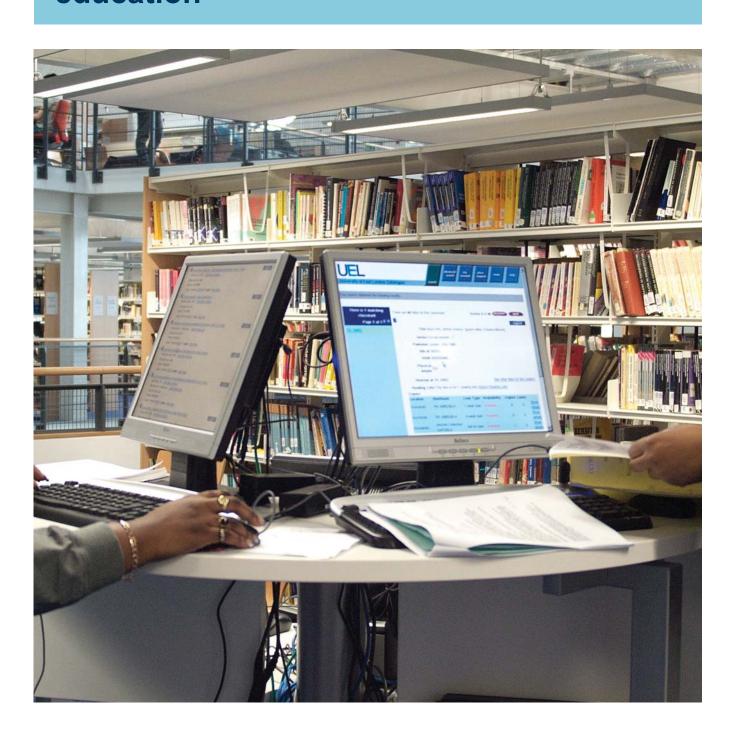
LXP

I've been using a lot more journal articles for research data to complement the books I really did think ... yes, this is that I've been getting from the loads better than going to find library. I can access it wherever I am via the Internet. **STROLL** 

When we used the search engine for journals and such like, a paper journal... It will search 7,000 journals or whatever in a minute

E4L

### access to academic digital content is seen as a unique benefit of further and higher education



. .. and they're saying use books, but books cost money so the internet is the main thing that we end up using... Well firstly if I want to look anything up... I will usually Google it... Then I would fire up MSN... Finally [the VLE] and all the resources the University makes available online. [The internet] is a world of information. You don't have to go anywhere, it is all on one database

You can Google it and you've got what you need in a second.

STROLL

# sites such as google and wikipedia are referred to before academically approved sources



#### WIKIPEDIA

#### English 日本語 The Free Encyclopedia フリー百科事典 2 634 000+ articles 539 000+ 記事 Deutsch Español Die freie Enzyklopädie La enciclopedia libre 830 000+ Artikel 419 000+ artículos Français Italiano L'encyclopédie libre L'enciclopedia libera 730 000+ articles 518 000+ voci 祖 Polski Português Wolna encyklopedia A enciclopédia livre 555 000+ haset 441 000+ artigos Русский Nederlands Свободная энциклопедия De vrije encyclopedie 333 000+ статей 498 000+ artikelen search·suche·rechercher·szukaj·検索·ricerca·zoeken·busca·buscar·поиск sök・搜索・søk・haku・cerca・пошук・ara・căutare・suk・hledání・keresés・serĉu・hľadať English

Especially Facebook...

I keep in touch with friends who are studying Law at other universities and we have been able to compare notes sometimes

**STROLL** 

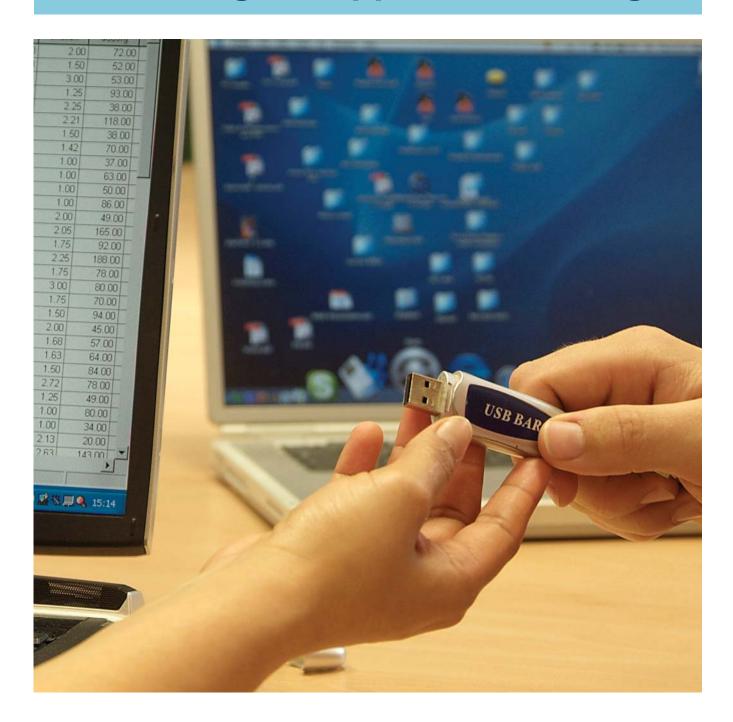
I used my mobile phone to contact a friend to find out where I could get my cover sheet for my essay... I found one on another student's home page who'd put it up there conveniently.

LXP

My [group] we always text each other and say, 'Oh, are you coming in at this time,or we'll meet at this time', and so it looks on the face of it from the [VLE] that we haven't been communicating all year, but we have, it's just outside of that board.

**LEAD** 

### there is an underworld of social networking in support of learning

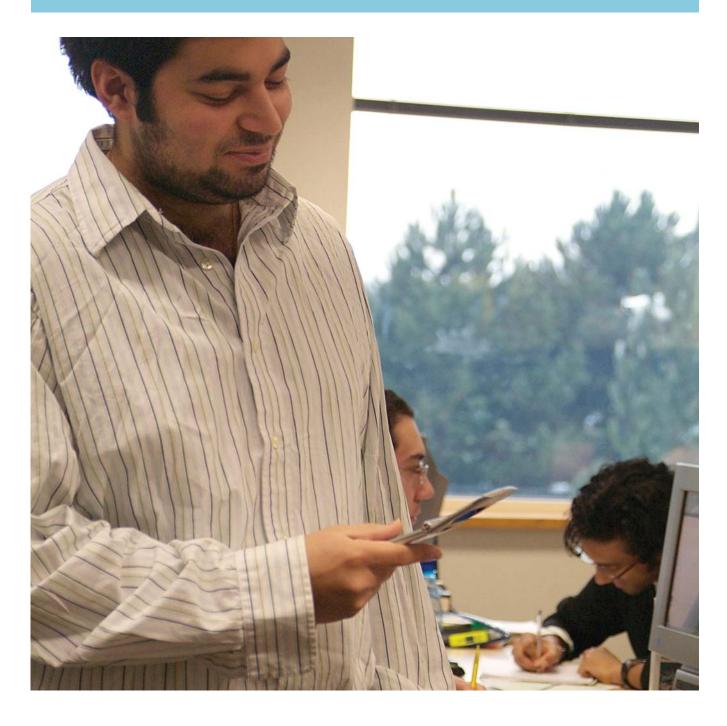




When I started the course... if the kids were at school I couldn't turn on the computer.

I find IT more of a challenge than traditional students who grew up in the Information Age... yet some instructors take it for granted that all of their students possess equal competence with technology. When teachers start making computer-based participation requirements it really puts poor students at a disadvantage. I do not own a computer and I should not be penalized for my inability to buy one.

# the digital divide is getting narrower but deeper: those without ICT access and basic skills are increasingly disadvantaged



I'll use Wikipedia when it comes up on a Google search...

LXP

We didn't get a use of [ICT in school] and never really got taught it. You just kind of went on and got slapped if you went on chat rooms.

LEAD

There is a definite gap between what we need and what we are given, where we have to find out how to use the technology for ourselves, which is for most of us a case of trial and error.

LEX

## despite their facility with digital technology, many learners lack information skills



I hope that dinosaurs eventually die and the rest see that digitalization is the most important human advancement. **ECAR** 

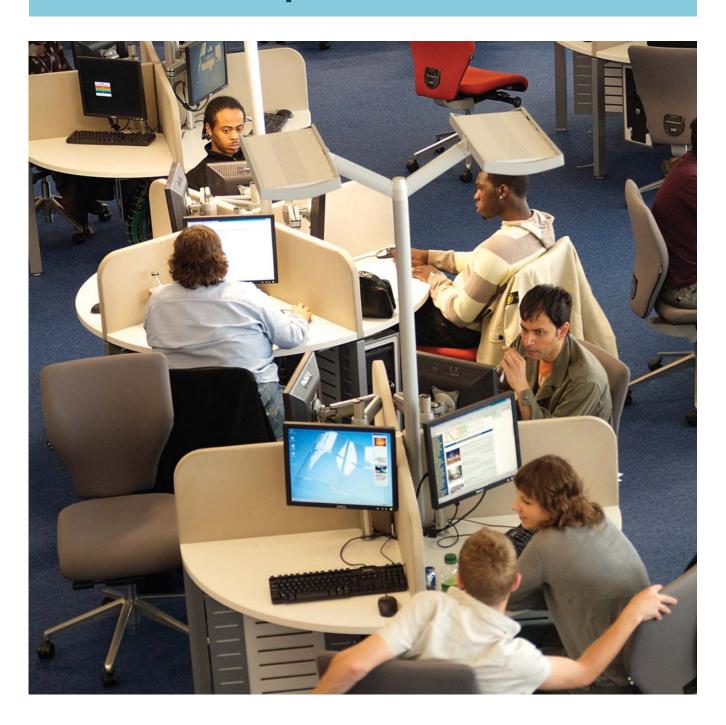
I prefer to do it by hand rather We had extensive computer than on computer ... my computer has crashed about three when we were eleven, and we times since we've been at Uni had our own school intranet... and I've lost everything that way

training at my school from And we were taught how to use all the different things from quite a young age.

LEAD

### learners display enormous differences in their ICT experiences, attitudes and preferences

LexDis



I use my laptop. I take it away, ... and I was lying on the it's attached to me. I couldn't survive without it.

LEX

I absolutely love my MacBook thing.

beach with my ipod, and it just front of my computer. had been through so much.... so it was an emotional attachment. Sad, but I loved that

LEX

[I] can't revise if I'm not in

My little memory stick which I can carry about in my handbag [means] I can get things from home to Uni and vice

STROLL

### learners attach emotional significance to their technologies



I use blogging as a personal means to reflect on work... Some of this is in private and some of it is open for viewing and commenting by others LXP I think that from the moment one person is present on the internet by giving his/her real name, by having blogs or using wikis for example, he/she is aware of evolving in a public space.

STROLL

Facebook and Myspace are avenues to get away from learning not to help learning.

#### STROLL

I think it's great to have tutors/ university staff/lecturers on Facebook. After all, it is supposed to be a social community network.

STROLL

## learners have different attitudes to learning in the public/private spaces of social networks



Sign Up

Facebook helps you to connect and share with the people in your life



[Exploring online social networks] is a guilty pleasure because I think that I really should be working instead, so I don't try out all these wonderful things.

LexDis

Researcher: Have you ever gone off and investigated technologies yourself that you might want to use...?

Some of the newer software that has come out which I' not familiar with using, if I come to a point when I just

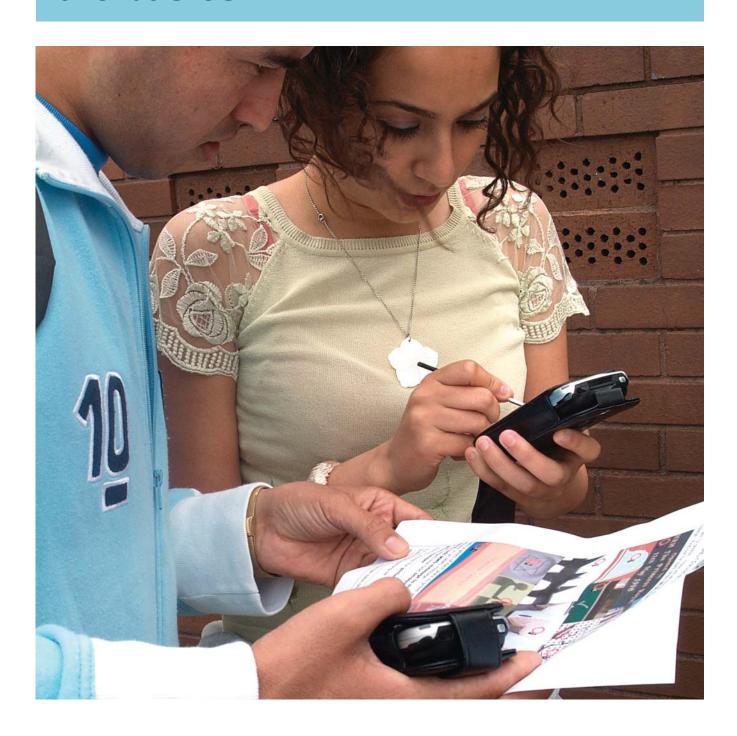
Student: No, I stick to what I'm told about.

E4L

Some of the newer software that has come out which I'm not familiar with using, if I come to a point when I just can't find out a way to use it I'll just leave it and won't bother with it.

E4L

## most learners do not explore the potential of technologies beyond the basics



I feel as if I'm doing two courses... a [subject] course and a technology skills

LexDis

I just don't want books to be on the computer, I don't like that idea at all. Everything else, films and things like that, take notes quickly while you OK, but books, no, it creeps me out.

I prefer to scribble down things, even if you are going to type them up neatly later, think about them... rather than searching through and copypasting, combin[ing] bits and pieces.

LEAD

### technologies that require learners to change habits of study may meet resistance

LEX



If you're on a website and it's interactive and... you see colours and all that, it stimulates you a bit more to actually sometimes you can drift, but read it.

LXP

[Video] keeps you focused more. Like I said if you're just listening to somebody talk, when you're actually watching my way here or on the bus or it, it holds your attention.

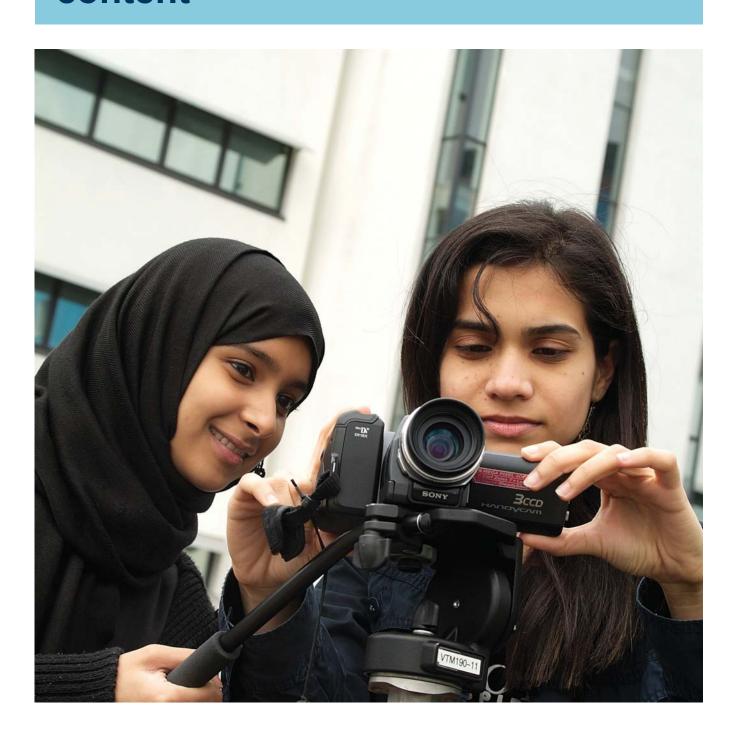
thing than read. If it was on a [video]-cast and I was on something, I could watch it on my phone or MP3 player.

I'm more of a visual per-

son. I'd rather watch some-

E4L

### younger learners in particular may prefer to work with image-based content



Online discussions for me personally don't work well... you can't observe how others really feel about something.

ECAR

The biggest thing that would allow me to [work] more effectively would be if more students were aware of the possibilities of using group collaboration tools such as citeulike and deli-cio-us. I use the forums more as exams become closer to develop an understanding by talking to other people, work with friends which is great if either of you is stuck. To teach someone else is just as good as working through papers.

I F

# technology-mediated collaboration is increasingly common; feelings about it vary

LXP

