

Jisc digital experience insights survey community

Welcome pack (2025)



Welcome

Hello and a warm welcome to Jisc's digital experience insights survey community. This short guide will help you to get the most out of this active and supportive group. It includes:

- Who this Teams community site is for
- The purpose of the Teams community site
- Ways to access the community on Microsoft Teams
- Help to find your way around
- Hints and tips
- Contact details if you need help or have any feedback

Who is this Teams community site for?

This site is specifically for people within organisations that are subscribed to the digital experience insights service. Initially, we will invite all named contacts within those organisations but we recognise that there are others in your universities or colleges who have a real interest in this work – these people are also welcome. Just complete our [registration request form](#) or email any of the following facilitators and we will welcome you onboard:

- Clare Killen, senior consultant (HE): clare.killen@jisc.ac.uk
- Andrew McFadyen, senior consultant (FE): andrew.mcfadyen@jisc.ac.uk
- Dominic Walker, business intelligence consultant: dominic.walker@jisc.ac.uk

Purpose of Teams community site

Our aims in launching this site are to:

- Facilitate sharing of effective practice, problem solving and collaboration between service users
- Create a space where challenges and any special interests of the group can be discussed
- We also hope it will help the us to better understand community needs and inform service development

Accessing the community on Microsoft Teams

Multi-factor authentication

To access the community, users must complete Multi-Factor Authentication (MFA). This reduces the risk of a security breach and keeps community data protected and provides peace of mind as you have conversations with other community members and share resources.

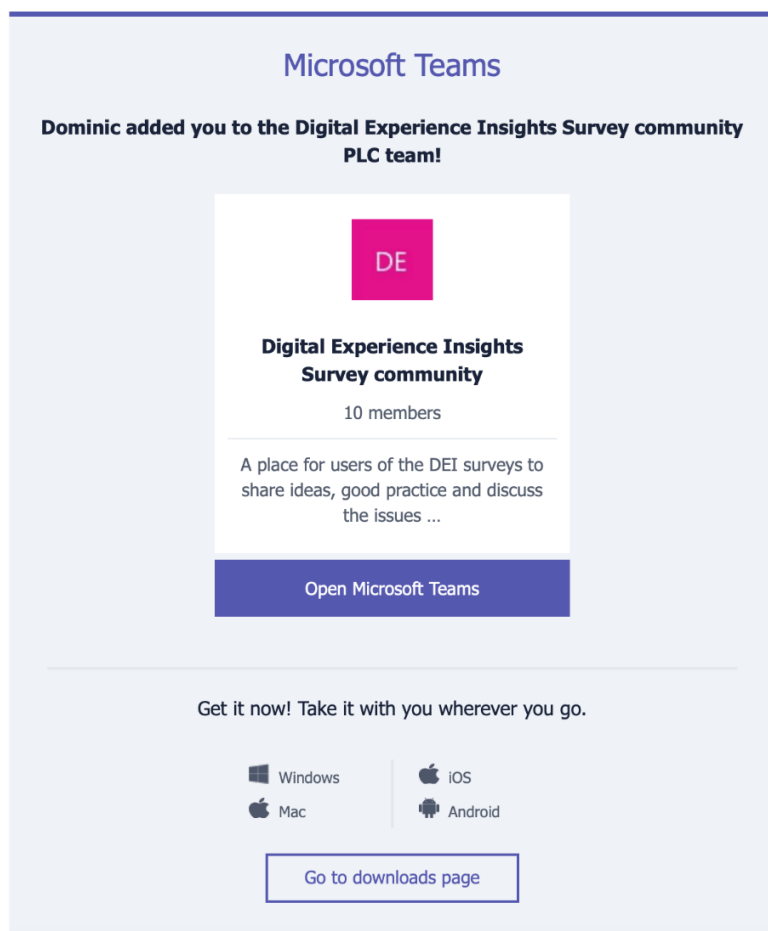
To action this, you will need the MFA app on a mobile device or browser. For more details, visit the community MFA blog

<https://communities.jiscinvolve.org/wp/2023/04/28/providing-safe-spaces-for-conversation-and-support-with-mfa/>

Information for organisations using Microsoft Office 365

If your college or university is already using MS Teams, you will be able to access the digital experience insights communities Teams site as a guest, using the Teams app on your device.

You should receive an email similar to the screenshot below:



To activate your registration you need to click on the link to open Microsoft Teams.

Once you are in Teams, you will need to switch from your own organisation's Teams site to Jisc Teams. You can do this by:

- Clicking on your profile picture at the top right-hand corner of the screen
- Selecting the Jisc Teams site listed below your own organisation's Teams name
- Once you are in the Jisc Teams site you should be able to see the **digital experience insights survey community Team**

Note that if you switch over to Jisc, this will log you out of your own organisation's Teams site and so you will not get live notifications from your own organisation until you switch back again.

Information for organisations which do not use Microsoft Office 365

You will need to create a Microsoft account if you don't already have one. You will receive an automated email notification telling you that you have been added to the community and this will prompt you to create an account if necessary.

- You may be able to create an account with your work email (ie an ac.uk address) if your organisation's IT department allows this
- If your organisation doesn't allow you to create an account, it is possible to access Teams via a web browser so you don't have to download the Teams app. Please be aware that some Teams features may not be available if you choose this option.

Microsoft has some guides which you may find useful:

- [The Microsoft Teams guest experience](#)
- [Getting started with Microsoft Teams video guides](#)

If you need further help, please email one of the community facilitators (listed above).

Finding your way around

You'll find most of the community content on the general and discussion channels.

- The general channel is where we will share information and other service information
- The discussion channel is a good place to:
 - Ask questions about the service or related aspects - you can be sure that if something is of interest to you, it's likely to be interesting to other members too
 - Share your experiences - the good, the bad and anything in-between! Sharing successes, challenges and ideas within the group is a great way of offering peer support
 - Suggest new areas of interest
- Introduce yourself – a place to introduce yourself to other members of the community
- Events - this is where we will post information about any events or webinars we are running
- BDC/DEI joint community of practice channel – a space for discussion around our twice-yearly community events shared with the building digital capability service. You can also use this channel for discussion that might be of interest to both communities

We can set up additional channels at the request of members who want to focus on a specific theme. Channels may change over time depending on how much members have to talk about. Do let the community facilitators know if you would like a new channel (email addresses above).

We'll be governed by your interests. Other communities have included channels on things like **roving reporters** where community members can post about interesting events or CPD that they have taken part in, channels specific to either **higher education (HE)** or **further education (FE)**. Or perhaps you would like channels relating to different stages of the survey cycle such as **engagement strategies**, or approaches to **qualitative analysis**?

Each channel has a files area for resources sharing and tabs where you can access a variety of information such as videos or community events.

Community governance

The digital experience insights survey community is supported by a team of Jisc community facilitators:

- Clare Killen, senior consultant (HE): clare.killen@jisc.ac.uk
- Andrew McFadyen, senior consultant (FE): andrew.mcfadyen@jisc.ac.uk
- Dominic Walker, business intelligence consultant: dominic.walker@jisc.ac.uk

Your facilitators work closely with the community and aim to reflect member interests and facilitate collaborative discussion between members and Jisc relating to the digital experience insights service. If you are interested in joining the facilitators in managing and supporting this channel, please get in touch with one of the facilitators.

Posting guidelines

The community aims to foster a safe space for peer support with an emphasis on sharing experience, hints and tips. Your point of view and experience is always welcome. Please post respectfully and politely.

Please read our [terms of use for Jisc Microsoft Teams community](#) which gives further information, including on acceptable use and on our privacy notice - outlining our use of personal information.

Hints and tips

- Take a little time to explore – listening is good, don't feel you have to jump in and 'talk' a lot straight away if you don't want to
- When you are ready, use the **introduce yourself** channel to pop a quick "hello" and a little information about yourself (eg job role, where you are based, how you use the surveys and the data they generate)
- Set aside some regular time in your diary to catch up with what's happening on the Teams channels
- Set your Teams notifications so you are alerted to new posts
- Ask questions and check back for replies. If something is of interest to you, it's going to be interesting to many other members
- Share your experiences – the good, the bad and everything in between. Sharing successes, challenges and ideas with the group is a helpful way of offering peer support
- Encourage fellow members by responding to their posts with emojis – a 'thumbs up' can be a real boost. Offer a comment or a tip – even a very small suggestion can make a big difference
- Tag members in posts using the '@' key if you want to make sure they see your post or if you want to acknowledge them
- Has a topic come up before in the chat? Click in the search box and typing CTRL+F followed by your keyword

Contact

If you would like help or further information about the community, or would like to give some feedback, please email the community facilitators and one of us will get back to you as soon as possible (email addresses above).

We hope you enjoy being a member of the digital experience insights surveys community.