

JISC

DISCOVERY TOOL

FAQs for Individuals

The Jisc logo consists of the word "Jisc" in a white, sans-serif font, centered within a solid orange square.

Questions about the discovery tool

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Q: What devices and browsers are supported?

A: Potentially is a web-based platform, designed for easy access, sign-up and use. The discovery tool should run on most devices with a browser and internet connection. You should not need to download any software or browser you don't already have.

The discovery tool has been tested with both Windows and Apple Mac desktops plus a variety of tablets and mobile devices (Android, iOS) with the following browsers:

- Google Chrome
- Firefox
- Microsoft Edge
- Safari

For the best experience, we recommend completing the questions and viewing the report and resources on a full-sized screen on either a desktop, laptop or tablet at 1024×768 resolution using the latest version of Chrome or Safari. Google Chrome tends to work best.

Internet Explorer is not on the supported list above because most versions of IE are no longer supported by Microsoft and Microsoft are encouraging users to switch to Microsoft Edge (which is on the list above).

Q: How long should it take for me to complete the discovery process?

A: The 'capabilities for all' question sets should take no more than 25 minutes and covers all six areas (15 elements) of the digital capability framework. Specialised assessments 'for teaching', 'for learning' etc should take around 15 minutes. On completion, users receive a report which they can download and review at their leisure.

Q: Does the process have to be completed in one session?

A: You can leave a question and return to it, or change your answer, using the 'next' and 'previous' buttons. You can also save and exit the questions at any point and return for another session. You will be asked to complete any questions you have missed before submitting your answers, which triggers the release of your report. If you choose to take the assessment again, your previous report will be overwritten, so you are encouraged to download and save a version at the time you complete a question set.

Q: What should I do once I have completed my session?

A: You should click to log out, as the system doesn't currently log users out automatically. This is important if you are using a shared machine to ensure your responses can't be viewed by others.

Q: Will there be an option for me to indicate if a question isn't relevant to me?

A: We have tried to avoid this situation by splitting questions into capabilities 'for all' and capabilities for specialised areas of practice, such as teaching. 'For all' questions have slightly different versions for staff and students. We have user tested for perceived relevance. Any assessment that aims to be relevant across a wide range of roles and organisations will include items that are unfamiliar to some users. This is partly the point of the discovery tool – to raise awareness of opportunities beyond the user's current knowledge and practice. So long as it is understood that the questions and the scoring are there to give feedback and not to judge performance, we hope you will feel comfortable identifying that some activities are not in your current skill set. However, you are able to select a 'None of these' to any question where there is a range of options to choose from.

Q: Can anyone else see my reports?

A: No. You are the only person who can see your detailed report(s). You can show other people if you want to by either doing the questions with a colleague, manager or tutor (if you are a student) sitting next to you. You can also download your report(s) as a pdf which you could share with others if you wanted to.

Q: Do I need to tell anyone about my results?

A: The discovery tool is primarily a self-assessment tool to help you reflect on your digital capabilities and offer ideas, suggestions and resources to help you build on that. It is entirely up to you if you chose to share your results. You may be completing the questions in the discovery tool as part of an agreed self-development activity led by someone else. If this is the case there may be a value in sharing your results (for example to highlight your strengths or to get assistance with weaker areas).

Q: How do I claim a digital badge for completing a question set?

A: Once you have completed all the questions in a question set you will be presented with your feedback report. Once you have read through the report you will find a 'Claim your digital badge' request button where you submit your name and email address so that Credly can send your digital badge to you. This process will take up to 14 working days.



Q: What if I disagree with the results?

A: The discovery tool is not a test that you can get right or wrong. It aims to offer a reflective experience to help you think about the different aspects of digital capability and to offer ideas and next steps to help you improve in any areas that you want to. It is a generic tool intended to be used by staff across a wide range of departments and job roles and learners studying across diverse subject areas. Some areas included in the discovery tool might be less relevant to your own context, so do not treat the results as a definitive measure but as a general indication. You can repeat the questions again to check that you completed the questions accurately and to see what aspects of each area have been included in the questions.

Q: Can I do the questions again?

A: Yes you can repeat the questions but if you want to preserve your original report it is important to download it as a pdf first because every time you complete the questions online it generates and overwrites your report for that question set. It can be very useful to repeat the questions at intervals to see if your digital capabilities have changed over time, particularly if you have been working to improve a particular area.