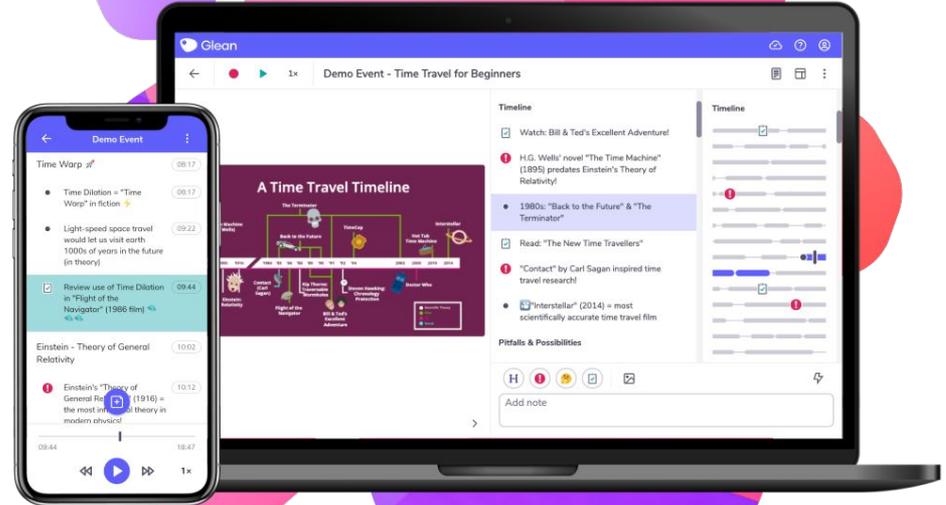




Improving student adoption of note taking technology



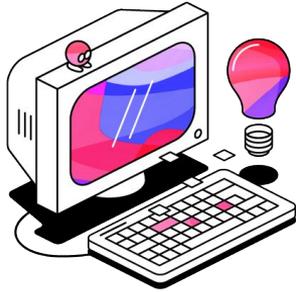
Your *note-orious* host

Paddy Heaton

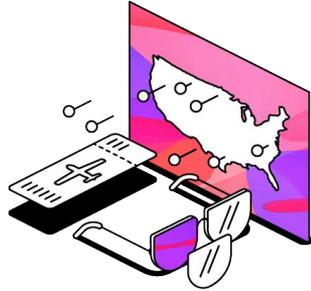
Event & Community Lead



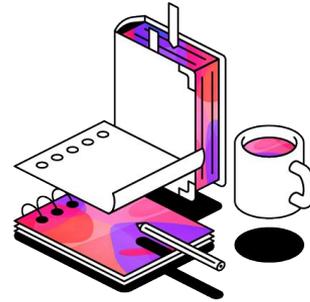
The Glean Story



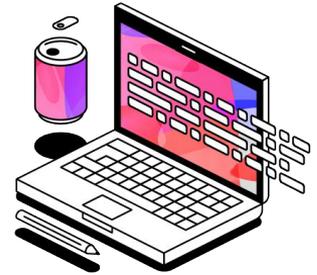
Founded in the UK as
Sonocent in
2007



Over
450
North American
institutions



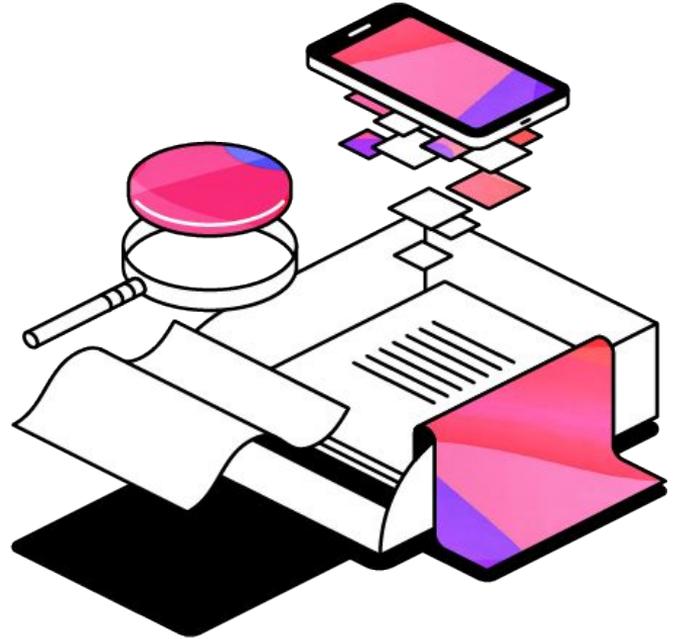
We've helped over
200,000
Students take better
notes



Since January 2020
25,000+
Classes captured

What do we want to achieve today?

- ✓ Why is adoption of technology a problem?
- ✓ What can be done to improve adoption?
- ✓ How is Glean a solution for note taking?





**How big a problem is
adoption of technology?**

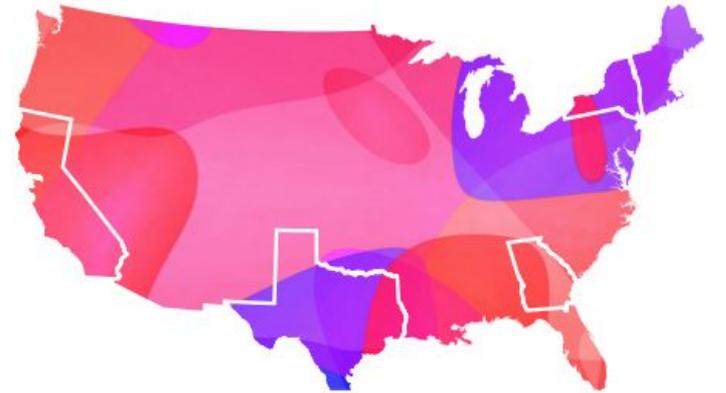
We asked 200 institutions

Professionals from across North America

- Participants came from institutions large and small, public and private
- All 50 states

With a range of job titles and responsibilities

- Coordinators were the largest group (32%), followed by Directors (18.3%) and AT Specialists (17.6%)
- In all, 29 different titles were specified by respondents



Texas
9.9%

New York
8.9%

California
5.9%

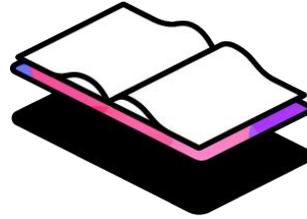
Georgia
4.0%

Adoption and engagement



58%

offered technology following a student request



47%

lacked resources to provide support during the implementation



78%

had failed to implement AT due to a lack of student engagement

We asked students: why ask for a tool and then not use it?



“It was too much effort to work out how to use it”



“I didn’t want to ask too many questions”



“It was obvious to my friends I was getting special help”



“I process things slowly and it felt too complex to understand”



Why was this concerning for providing note taking support?

A tech-first approach

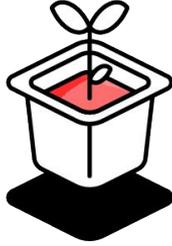
Respondents believed technology could provide better note taking support because tools are:

- Less time-consuming to manage
- Create more comprehensive notes
- Prove more cost effective

73%

believe note taking
support is more
equitable with
technology

Why is note taking so important?



The act of taking notes is critical to the learning process and retention



Processing and reviewing notes improves learning outcomes



Taking their own notes means students identify deeper meaning

Students lack note taking skills



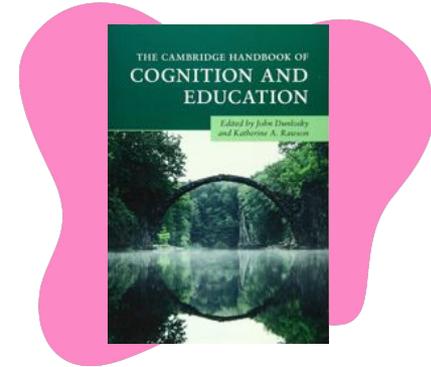
60%

Every year in the US, nearly 60% of first-year college students discover that, despite being fully eligible to attend college, they are not ready for post secondary studies



5%

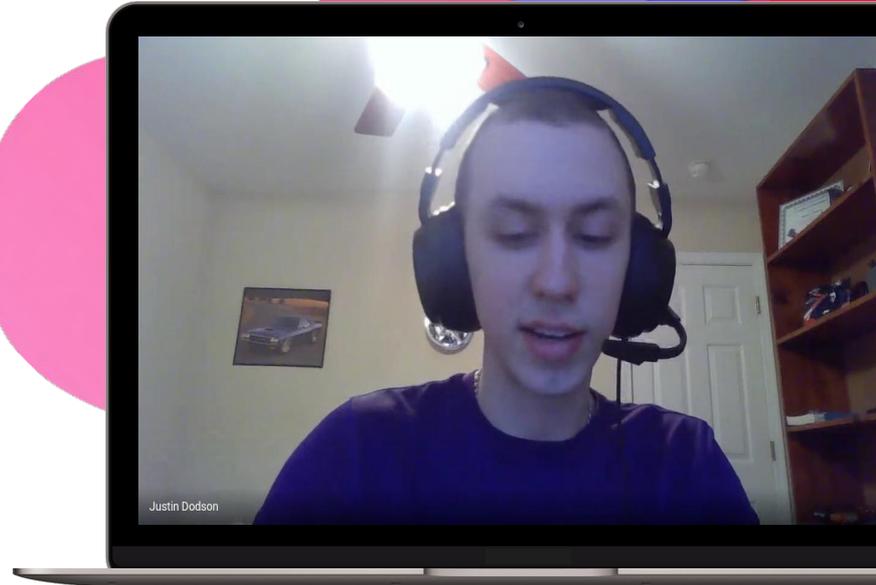
The chance that students remember key points in tests



1/3

The average student only records one third of important lecture content

...and we keep
**hearing the same
things** from
students



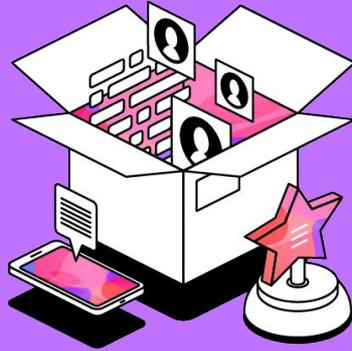
Independent note taking

"It's really difficult to need to rely on someone else [...] but when it came to my own learning and my own note taking, I thought it was so important that I was able to capture the information.

So peer notetakers were a form of anxiety for me as it reminded me that I struggle with this."

Samantha, Harvard University





**How do you improve
student adoption?**

Baker & Abandonment

For user u , assistive device d , task t , and context c , the likelihood of the user using the assistive device to perform the task given the context is defined as:

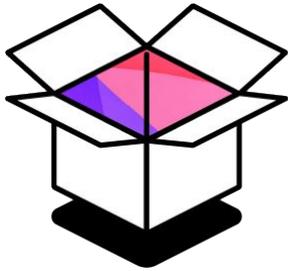
$$\text{Likelihood of Usage}(u, d, t, c) \propto \frac{\text{Necessity}(u, d, t, c) \times \text{Motivation}(u, t, c)}{\text{Time}(u, d, t, c) + \text{Effort}(u, d, t, c) + \text{SocialWeight}(u, d, t, c)}$$

where

$$\text{Effort}(u, d, t, c) = \text{Physical Effort}(u, d, t, c) + \text{Cognitive Effort}(u, d, t, c)$$

Figure C.1: Revised, parametrized form of Baker's Basic Ergonomic Equation.

Three key themes



Ease of use



Quick training



Accessible

Glean's Inclusive Design Principle

Get out of the way

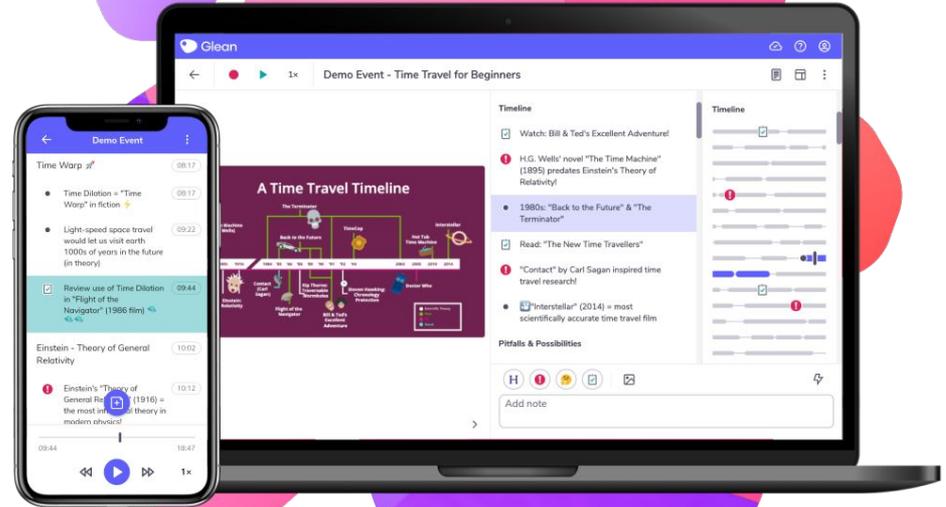
- Demand the smallest possible amount of attention
- Respect the limitations of an individual's ability to multitask
- Require the fewest number of interactions to complete tasks



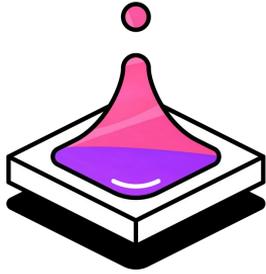
Introducing Glean

Glean is a web and mobile based note taking tool that's designed to develop students' note taking skills.

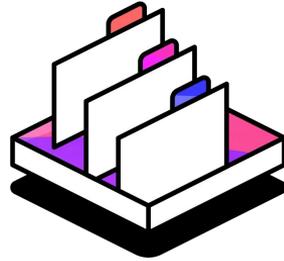
Improve learning outcomes *and* compliance with a complete **note taking support solution.**



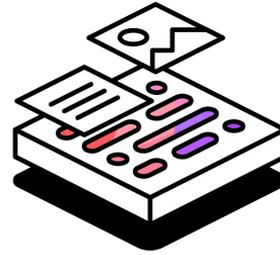
The Glean Method: CORI



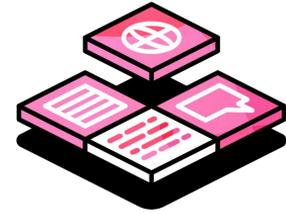
Capture



Organise



Refine



Integrate

Log In

 [Sign in with Google](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

[Need Help?](#) | [Forgotten Password](#)

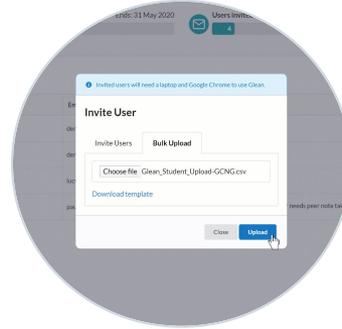
Log In

[Forgotten Password](#)

Tools to improve adoption **for institutions**



Quick student onboarding



Manage Easily

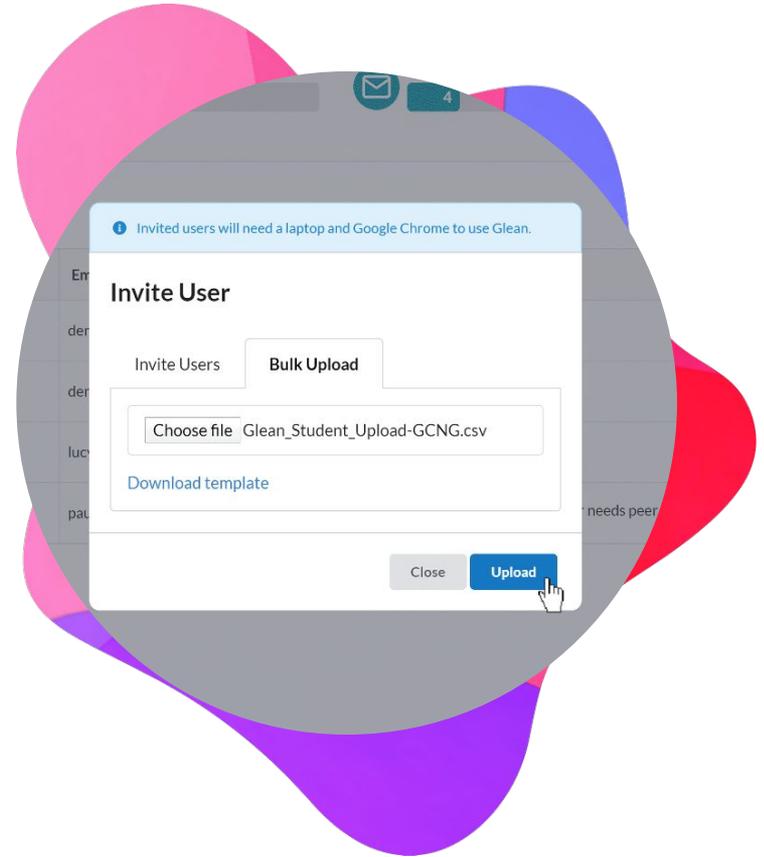


Monitor and support

Manage Easily

Use the Glean Admin dashboard to bulk invite your students

Grant access with just a few clicks



Monitor and support

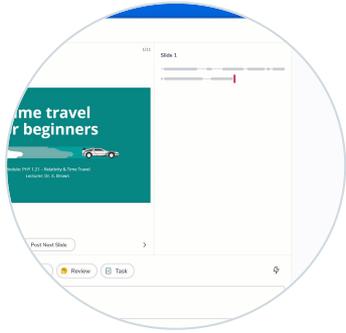
See student usage so you can intervene to offer additional support

Transfer access to other users to get the most value

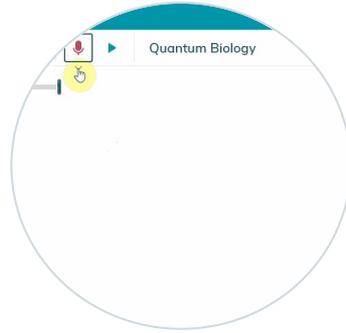


Notes	Status ▾	Last Active
	Invited	No data
	Signed Up	🕒 2 weeks ago
	Signed Up	🚫 1 month ago
	Signed Up	🕒 45 minutes ago

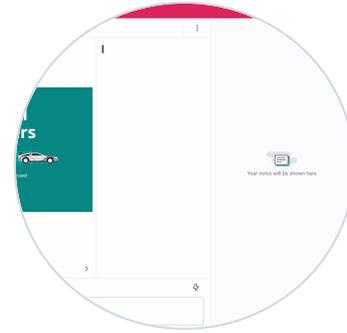
Improving engagement **with students**



Web browser and app based



In-person or online

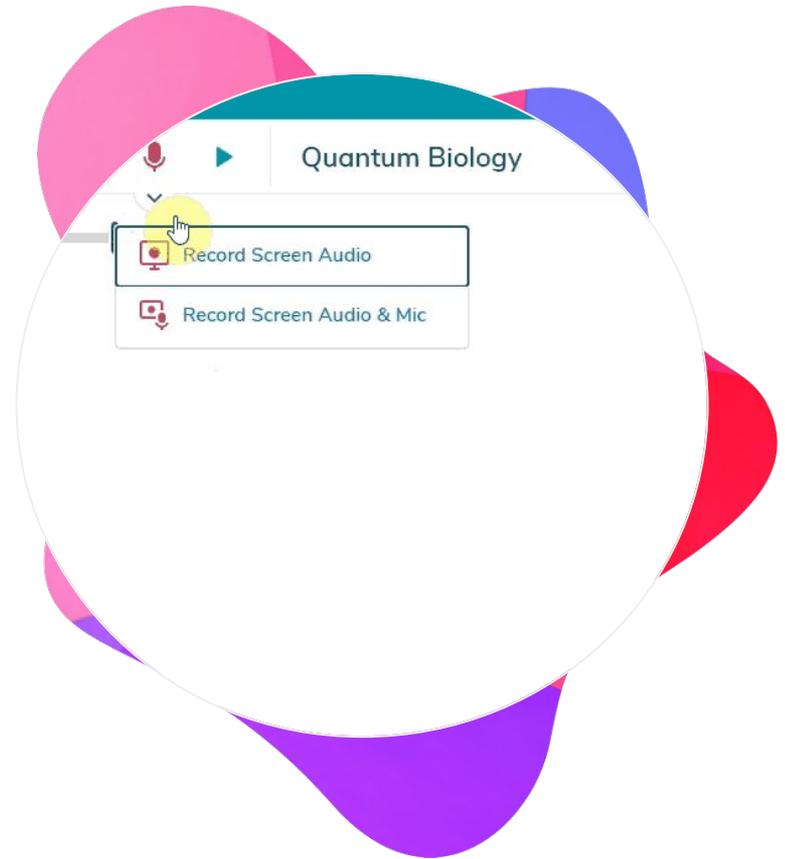


Independent note taking

In-person or online

Record and engage from live or recorded content without distractions

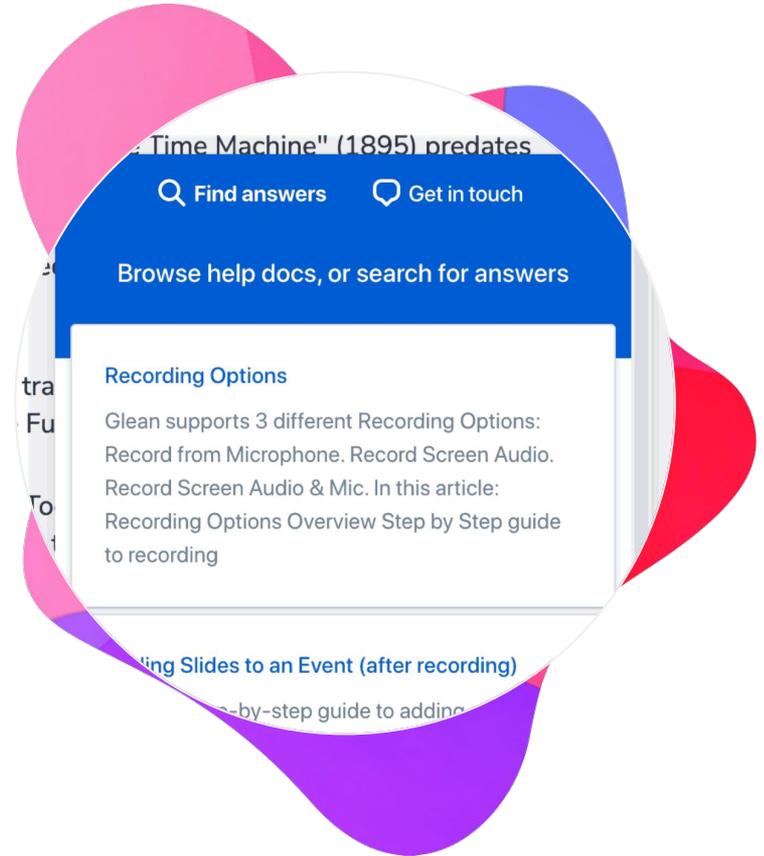
Provide support remotely by easily identifying low usage



Quick student onboarding

Lean on our simple in-built training resources

Students say they learn how to use Glean is less than 5 minutes



We asked students: why engage with Glean and not other tools?



“It only took me 5-10 minutes to learn”



“It’s pretty self-explanatory and I can ask for help right there”



“I’ve been able to tailor it to suit my dyslexia without any extra fuss”



“It’s helped me to improve my grades without having to change the way I work”

Content & Community



**Hear our latest
research about note
taking support**

glean.co/events



**Join the discussion on
the Note Taking Support
Network**

ntsn.glean.co



Great notes, wherever students learn

glean.co/institutions/

