

[MUSIC PLAYING]

**KAREN:** Hi, and welcome to Student Connections. Well, it is Saturday today if you're watching in real time. And I'm Karen Foley Welcome to the studio. I'd like to start today by setting up a few widgets. So for those of you at home, you can choose the live and interactive option or the watch only option. If you're watching only, go onto our website [connections@open.ac.uk](mailto:connections@open.ac.uk) and choose the live and interactive button. And you can get a free OUCUN, there, an Open University Computer User Name, and then you can see the chat as well as participating. And also these widgets, which we're going to put up on the screen now.

So what we'd like to know is on this lovely, sunny Saturday, how are you feeling right now? Which level are you studying with? And the last one is where are you? Now, what we're going to do with that information is when we know where you are-- and if you send us a selfie to our mailbox we're going to put it up on our social media board. So without further ado, I'm going to introduce you to HJ and Rachel who are going to explain how all of that works. Good morning, both.

**HJ:** Morning.

**RACHEL:** Hello.

**KAREN:** Noon even, isn't it.

[LAUGHTER]

**HJ:** Well, we've got our fantastic manual social network here. My face. As you can see, we populated loads of selfies and people came in and watched from everywhere today. So as you said, we'd love to see where you are and have your selfie sent in. You can send in selfies [connections@open.ac.uk](mailto:connections@open.ac.uk), and we have our Twitter hashtag SCC15. And of course, the faculty Twitter [@ousocsci](https://twitter.com/ousocsci) and everything else you can find on the website [INAUDIBLE].

**KAREN:** Lovely. Tell us a bit about yesterday. Is anyone in the chat who was here yesterday or have we got lots of new people?

**RACHEL:** Yes, we have a selection. We have a mixed, should I say. We have Claire, Daven, Katrina as

well from yesterday. We've got Sean as well. So hello, everybody. Should we start off with our first selfie that's come through?

**HJ:** Yeah, we have a selfie last night.

**RACHEL:** We did. As we were mentioning, send your selfies through to us. This is Katrina and her son Noah. A little study mascot. So we were thinking today that Noah should be our mascot for the today on the My Face board. So we're going to be putting this big picture right up there for everyone to see. Shall I just-- There we go.

**HJ:** There we go. Looking lovely there.

**RACHEL:** Well, we want to see some more. We had a fantastic day yesterday. We had lots of your tips coming through, so if you have a tip that you share with students, if we get a chance to see it we'll select it and pop it on the board here. And hopefully, we'll be able to come back to those throughout the day.

**KAREN:** Lovely. So tell our students then what happens when they mail you?

**HJ:** Well, when they mail us we've got some minions working in the back, and then the postman comes and he'll come to our lovely mailbox here. And you'll hear a ping [PING] when there's something in it. And our little flag goes up as well, and we just pop in and it'll go up on the board.

**KAREN:** Brilliant. [INAUDIBLE].

**HJ:** Yeah, the postman came to deliver that one last night because we weren't here so hopefully we're-- we want to fill this up and have loads more of your selfies because we absolutely love seeing that. And of course, the tips. I absolutely loved all the tips that came in from the library sessions. And they'll be on catch up, and we're working on that getting that up so if you miss yesterday don't worry. Or if you're popping off to work or anything today, eventually you'll be able to watch them and catch up, which would be fantastic. Because there's loads of things that I want to watch and I can fill up my notebook with all these tips because I think first time around you can't keep up with all the good stuff that comes out of it, can you?

**RACHEL:** And from the social media desk, we just want to high five the library team for being here for the first session.

**KAREN:** Excellent. So there's lots of ways that you can interact with us. I know there was some mail that came in the mailbox last night so we're just getting all of that so we can read some of that out later. So do e-mail us any questions. We've got two Q&A sessions today, so if you're a new student and you've got some questions, we'd love to know what they are. Any questions for our student support teams also we'd love to hear those too.

So today we've got lots of exciting things going on. Our first session is from the library, which is about digital identities. We're then looking at what is criminology, a very popular option as well from the careers service yesterday. Lots of questions about postgraduate study, and we have a slot on that. We're also going to be following up a really interesting discussion on the faculty Facebook page yesterday about responding to the rise of Islamic state in the Middle East.

We're then looking at capitalism. Q&A sessions. HJ and Rachel are going to give us some more study tips. Then we're going to look at free educational resources and what you can do, or get your friends to do, if they're talking to you about OU modules. A Q&A session and then wrap up the day. So a really, really jam packed programme. Do chat on the chat box. You can talk about anything on there, and HJ and Rachel will feed that into us. So get to know each other. This is your event and it's all about connecting students with this academic community. So you just chat in the chat box and press enter.

Right. I think that's pretty much explained how it all works. Have I missed anything out guys?

**HJ:** I don't think so. Yeah. I think that's about everything. But we had a fantastic day yesterday. Lots of good sessions. I really enjoyed Richard Heffernan session talking about politics because that's my area.

**KAREN:** He was brilliant. That's our top slot on the catch up.

**HJ:** Top slot, yeah.

**KAREN:** I think that's been attracting a lot of attention.

**HJ:** And talked about public spending as well. That was really good. I got made a president which I'm pleased about, so I'm getting some robes for that, I think, at some point.

**KAREN:** Yeah, it's not going so well though, is it, HJ, to be honest. I think--

**HJ:** No.

**KAREN:** --you need to really think about where you're allocating resources and things. But we can talk about that later, so all good. All right. Well, do keep in touch with us. I'm going to introduce the library session because I'm joined with Jonquil who was central in that discussion last night. And we're going to be talking about digital identities. So could we all introduce ourselves and explain to our audience what we're going to be talking about because this is a very, very topical area.

**KAHTERINE** Hi, I'm Katherine Moore. I'm a learning and teaching librarian.

**MOORE:**

**FIONA DURHAM:** And I'm Fiona Durham, and I'm also a teaching and learning librarian.

**JONQUIL LOWE:** And I'm Jonquil Lowe. I'm in the Economics Department, and so one of the academics who has to have a digital identity.

**KAHTERINE** So for this session we're taking digital identity to mean the image that's available about you

**MOORE:** that's made up of all your online activities, be those implicit or explicit. If you have any other definitions you'd like to share with us please tell us via the social media desk.

**FIONA DURHAM:** The digital world is everywhere these days, and you can't actually miss it if you're living in the 21st century. And we'll be looking at some digital identity in this session and that's how you manage your online spaces and how you present yourself online.

**KAHTERINE** So we asked you before the session what you use social media for, and you talked to us,

**MOORE:** which was great, and said keeping in contact with friends, using LinkedIn to network for work reasons, and stuff that I never would have thought of and will now start doing. So using Facebook to check out what people think of local tradespeople and then using them or not, and also checking out reviews of things like play groups before taking children to them. Really interesting stuff.

**FIONA DURHAM:** We'll we'd love it if you could share your own views, experiences and tips online with us, and we've actually got a poll which we'd like to start with. And we've asked you, which of the following are most important to you in controlling your digital identity? Having a strong password, making sure your LinkedIn professional network is up to date, managing the privacy settings of your social media, and checking on Google to see what information is publicly available about you. And while we're waiting for the results, I think we'll start and ask Katherine. What happens when you Google yourself?

[LAUGHTER]

**KAHTERINE** That's a great question. The answer is a bit boring. So no bad pictures or anything like that.

**MOORE:** When I Google myself I get my Facebook profile for work.

**FIONA DURHAM:** And Karen, have you ever done it?

**KAREN:** I did once, but it was a long time ago. And there's this woman called Karen Foley who writes for Harlequin, so I think I turned it off because that wasn't me at all.

[LAUGHTER]

**FIONA DURHAM:** Yes, I get the same thing, actually. There seem to be lots of Fiona Durham's around, and one of them is the secretary of a potholing society in Yorkshire, and that is definitely not me. What happens to you, Jonquil.

**JONQUIL LOWE:** Well, one of the things that my parents gave me which they probably didn't think about was not just an unusual name but a fairly unique Google footprint. So when I Google myself I do actually get myself.

[LAUGHTER]

And top of the list is my open university profile, so how about that?

**KAREN:** I wonder why everyone is saying at home? Let's see what the poll's showing so far. So 35% are saying password, 4% LinkedIn, and 31% privacy settings, and 31% Googling. Interesting.

**FIONA DURHAM:** --even between the three of those, isn't it? That's interesting. It might seem a jokey question and a bit vain to Google yourself but it's actually very important to know what is out there on the internet about you.

**KAHTERINE** So given that you can find yourself--

**MOORE:**

[LAUGHTER]

--very easy on Google, how do you make sure your profile is suitable for employers in your working life?

**JONQUIL LOWE:** Well, I mean, you could see I'm from a slightly older generation anyway, so I started using the

internet a very long time ago back in the 90s. But I guess I've always tended to use it much more for work. And when we do Friday Thinkers-- the social sciences Friday Thinkers, which is great-- we're actually told in our little biographical details say something about yourself. Something social. And I actually don't even really like doing that because for me work is quite a separate category to my social world.

So when I Google myself, as far as I can tell it is all work related, publications related, or things that I've done the previous place I lived. I worked in the film society there, so there are little things like that. Because one of the things you need to be aware of, I suppose, is that what goes on the internet tends to linger around. So even when it's not even relevant anymore it's still there, isn't it?

**KAHTERINE** Karen, how do you do your work and play digital identities? Do they differ?

**MOORE:**

**KAREN:** Well, it's funny because I am friends with some of the people from the library on Facebook because I have an individual account and I then see other people from the library with the at work profiles. I've been thinking that's quite an interesting distinction, isn't it? Because I use my Facebook for some personal things and then some work things, but I do categorically-- I'm not friends with anyone I'm not actually friends with, whereas I know a lot of people will just have acquaintances and use it for messaging or political agendas or various things like that. So I think my friends on Facebook I manage that identity, which is my work and personal life because I see them as quite interlinked. I would say that. I'm a psychologist.

[LAUGHTER]

But I don't see them as entirely separate. But yes, I've become a lot more conscious of it with the publication side of things and being very mindful about which images are there and how all of that sort of relates to things. I'm a lot less quick to put drunken pictures on my Facebook than I was maybe a few years ago.

[LAUGHTER]

**KAHTERINE** The images thing is something that is really important and actually a really sort of easy thing to get your head around in that. I am happy for all my friends to know I had the best time at a Christmas party, but I might not want my current or indeed future employers to see said photo. And just the same way in which you may have some hobbies that you're happy to share with

employees and some not. And that's not to put you off social media at all because it's a great tool for connecting. It's just a case of being mindful who you're posting to. And Facebook does let you do that into who-- let you control what you share, who you share your posts with, especially for things like images.

**FIONA DURHAM:** Yes, you don't want to seem negative about this because it can be a really powerful tool, the internet, to get your presence out there and to let people who want to employ you, for example, you can be visible to them. Your research can be much more widely read. If you're a business, you need to be in the spaces that people congregate online.

And one of the things I read about recently in the Times Educational supplement was about a headmaster who was tweeting on behalf of his school and he does something he calls the daily mail check. So when he writes his tweet he says to himself, would I like to see this as a headline in the *Daily Mail* or tabloid of your choice, and if not, then he doesn't write it. And I think that's a really good test actually. It's the tabloid test, and it's a good tool to have.

**KAHTERINE MOORE:** One of the great things about OU Study is that because you are studying online, loads of these skills that are really essential for your digital life are already built into your modules. So just by studying you'll be thinking along these lines already.

**FIONA DURHAM:** We'll just go back to the poll, actually. It's quite interesting to see that there was quite a split between the different things. But one of things I just wanted to mention was that with passwords, there's been a recent report by GCHQ no less which actually talks about passwords. And one of the things which is a bit counter-intuitive perhaps is that complex passwords are actually counterproductive and that people write them down on pieces of paper and put them on their desktop so they can remember them. So all the resources we mention in this are actually on the Resources page. You can find links to them, and there is a link to the news report about the GCHQ password thing, so do have a look at it.

**JONQUIL LOWE:** Do they mention password management accounts at all?

**FIONA DURHAM:** Yes, they do.

**JONQUIL LOWE:** Are they advocates of those?

**FIONA DURHAM:** Yes and no. It's one of those reports where they say, well, this is really good but. It's interesting to see that they're coming around to the idea that perhaps complex passwords aren't such a good idea because people are using mobile devices a lot. And trying to get

symbols and capital letters and things on a mobile device can be really difficult.

**KAREN:** I know everyone at home has been talking about Googling themselves and also, of course, how this relates to the library. And I know you're going to come onto that, but do let us know if you've got any questions that you'd like ask specifically about any of those and we'll bring those in shortly.

**FIONA DURHAM:** And then one of the things we thought about was where abouts are you when you're in an online space? So we'd be quite interested on your views. And some of the things we thought about were shopping, banking, dating websites. Ashley Madison springs to mind.

[LAUGHTER]

And things like TripAdvisor and doctor's appointments actually are also online these days, so there's lots of online spaces. And enhancing your digital skills is really important in today's world because you really need to manage your online presence.

**KAHTERINE MOORE:** And we do have two activities to help you with managing your online presence. They're [? Bing ?] digital activities, so that means they're bite sized and sort of quick and fun to do. One is called My Digital Identity and the other is Developing a Good Digital Footprint, and they're about how you can sell yourself online but also how you can protect your identity online.

**KAREN:** They're on the resources page, aren't they, of the website. So if you go back to the main website then you can see all of those links and do those quick and fun activities at your leisure.

**FIONA DURHAM:** Now this is a practical session, really, about how you manage your online presence, but this is being the library we're just going to do a quick plug for the library. And I actually searched for digital identity in library search on the library home page, and it came up with thousands of results-- articles, ebooks, all sorts of things. And I've just picked out three things which I'd just like to mention, and Katherine is going to show you.

This first one is an e-book and it's called *Digital Identity and Social Media*, and it's got some great chapters in, including This Is Me, Digital Identity and Reputation on the Internet. Then there's another ebook which is Digital Identity-- An Emergent Legal Concept. And this is quite interesting. It's got something about digital identity cards in this one, so we really are moving everything online here.

And the final one was a peer reviewed journal article called Digital Identity-- Develop One



Before You're Given One. And this is actually from a journal called *Urology*, so it's a medical journal and it's actually aimed at doctors and it's getting them to think about their professional presence online. So you can see that this is something that's happening in occupations throughout the country and in all sorts of different places that you might not have thought of.

**KAREN:** Can we go to the social media desk because I know that people at home have got loads of really good ideas about all of this. HJ and Rachel. What are some of them?

**HJ:** Yeah, there's some great discussions going on about using different services. So like password managers to make sure it's more secure, going off what you said. And a lot of people use pseudonyms, different names, for when they sign up for different services. Either short versions of their own names or completely different. But Rachel picked up on a really good comment as well.

**RACHEL:** Yeah. A viewer said that she's about to start a prisoner pen-pal scheme and her main issue is her unusual surname, which makes it too easy to find her if the inmate ever decided it was a good idea to find her online. So there's a lot of issues about digital identity. It's not just what we would expect in the every day. It's securing yourself potentially for the future. And then somebody else had mentioned that the one thing that she had learned is that once you post something online, no matter how much you try and delete it, there's always that digital footprint there somewhere. So good comments coming through.

**KAREN:** Lovely. Thank you very much for that.

**FIONA DURHAM:** So do you have any key messages about being online?

**KAREN:** I think it's such an interesting area, and I think it's something that we're so unmindful of. We often post things. We don't always think about them. I also think that, again from a psychology perspective, we're often quite eager to put things online that maybe we wouldn't say to somebody. So I think, like you were saying before, about being very mindful about what sorts of things we're posting, whether we would be prepared for anybody to see that, and being mindful that audience can sometimes be a lot bigger than we may think it is.

So yeah, I think it's just being very aware of the parameters. And like you also say, being also aware of what technologies there are to assist you. Managing your Facebook settings, managing your profiles, controlling your access to things can also be a way of making sure that your parameters and groups are the way you want them to be.

**FIONA DURHAM:** It reminds me of a story, actually, which I read on the internet a few years ago about a PR executive called Justine Sacco-- you may have seen it in the news-- and she tweeted what might have been considered to be a racially sensitive tweet before she stepped on the plane to South Africa. And her tweet went viral while she was in the air, and so she'd actually more or less lost her job by the time she landed. So it really does pay to be mindful about what you're putting out there on the internet. And I think it was felt to be particularly bad because she was in fact a PR executive.

**KAREN:** I know there's loads more ideas on the social media. Should we just jump to you guys before we wrap up here as well?

**RACHEL:** We're having discussions about setting up different profiles and things like that. And Angela has also said, as a blogger, she needs to look at her online security a lot more than she used to. Gareth is saying about a lot of online job sites ask for your Facebook details so they can access it. And then Oliver has made quite a good point and said, what happens to your online identity when you pass, when you die? So what happens to that online identity? Does it just stay there forever?

**KAHTERINE MOORE:** It's, I think, one of those questions that hasn't been answered yet, and I think that actually in the future people will will their digital identities to a partner. Because it must be horrible to be bereaved of someone and actually know that you have no control over what people see about them. But yes, it's an interesting social question.

**JONQUIL LOWE:** What people don't always realise is the change in music, for example. So actually your digital music collection actually dies with you because you only have the licence to use that digital music rather than owning it as you would with a piece of vinyl or a CD.

**KAREN:** Excellent. What are your thoughts?

**FIONA DURHAM:** Well, I was just going to say that one of the problems with using online resources is things like emails, for example. So we've all had that email from a brother of a Nigerian dictator who wants to give you 23 million pounds. But those kinds of scams are becoming really sophisticated these days. They're much, much more clever than they used to be. And I was talking to an academic last week who said that he'd received one which was so clever that he felt obliged to send it to Action Fraud, which is the police centre for preventing fraud, because he thought that it was so clever that people would be fooled by it. So I think my top tip would

be make sure you know what you're clicking on before you click.

**KAREN:** It's been a really interesting discussion. There's been so much there and I know so much on the social media desk, and we've also highlighted those resources. We're just about to wrap up now. Are there any final things that we haven't crammed in that we need to mention to our audience?

**KAHTERINE MOORE:** If you have a job application Google yourself first. You want to know what your potential employees are seeing about you.

**FIONA DURHAM:** But don't be put off by privacy online. Think of it more as limiting your audience.

**JONQUIL LOWE:** You also do have rights now to ask for a search engine to take down searches. And that doesn't actually remove the web page with the information, but if you contact the people who control that web page then you may be able to get them to take down the information so stuff doesn't have to be out there forever. You do have some rights.

**KAREN:** Excellent. Well, thank you so much for that session. That's been really useful, and I'm sure that everybody will be checking out those resources on the website. We're going to show you some videos in a minute, but I just want to tap into our widget. I asked you at the start of the session for those of you who were here, back on 12:00 noon how you are feeling right now, and I'd love to see how that poll is looking. And don't forget, you can pop in three words that sort of sum up how you're feeling, what you're doing, that sort of thing, just so that we get a sense of who's out there.

And if you weren't here at 12:00 noon, we'd also love to have your selfies-- pictures of you engaging with the conference so that we know who's in the chat box. And you can send those to us either on Twitter hashtag SCC15, or to our e-mail which is [connections@open.ac.uk](mailto:connections@open.ac.uk), and it will come into my mailbox and we'll pop it on the board.

So the widget we'll see then is the how are you feeling right now, and you can see that here. Happy, excited, nervous, curious. So hopefully there's some new students here, hopefully there's some ones who wanted to find out more, so that's brilliant. So do you keep up to date. And like I said, any questions do let us know.

We're going to show these little media clips from the library resources, and then we're going to come in back and have a session with Vickie Cooper about criminology. I know that's been a really hot topic, so I'm really looking forward to that. We'll see you in a few minutes.

[MUSIC PLAYING]