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The student experience of providing feedback: Do universities listen and act?


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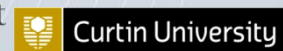
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Thank You

*...to all the students, educators,
evaluation personnel and educational
leaders who shared their strategies
and success stories*

Student Evaluation **MATTERS!**

“

Student involvement in quality processes should start from the idea of building learning communities. Practically speaking, this involves shaping student expectations of their role as responsible partners who are able to take ownership of quality enhancement with staff and engage with them in dialogue about improving assessment, curriculum and teaching.

”

- Paul Ramsden

The QUESTIONS?

01

How can we measure student engagement and learning success using student evaluation processes?



02

How can students contribute to on-going improvement in university learning and teaching?

• WHAT IS • STUDENT EVALUATION?

“

To measure differences in the quality of teaching, namely those aspects of teaching in which students have direct experience and therefore validity to comment.

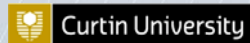
”

- Taylor & Taylor (2003)

PROJECT overview



The aims of this project are to describe and disseminate Australian case studies of effective systems, approaches and strategies used to measure and improve student course engagement and learning success through the use of online student evaluation systems. Six universities have developed innovations. This project aims to disseminate these and additional strategies to the sector.



System Highlights

for



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BRINGING AMBITION TO LIFE

Pop-up Feature

Implemented an online pop-up feature that integrates with the learning management system to achieve response rates over 90%

Usability

Created a user-friendly system, making it easy for students to enter comments and advertise the importance of the comments

Text Analysis

Implemented a text-analysis feature to identify key themes within the comments, which would enable targeted responses and resulting actions to the identified issues

Survey Design

Ensured that the wording of the questions derived the responses that achieve the goals motivating the evaluation (i.e. if the purpose of the evaluation is to improve learning, then asking the students what changes would help them learn, was important)

System Highlights

for



Efficiency

Reduced administrative workload associated with setting up evaluations. Wide spread coverage of all units taught through a standardized and centralized system with efficient reporting mechanisms

Incentives

Increased student engagement and commitment by way of releasing grades early as an incentive for students that complete their evaluations

Collaboration

Working with students to provide constructive/professional comments by connecting with them through email and newsletters from the DVC

Survey Design

Ensure that the wording of the questions will derive responses that will achieve the goals motivating the evaluation (i.e. if the purpose of the evaluation is to improve learning, then ask the students what changes would help them learn)



System Highlights

for



Usability

Simple, intuitive evaluation system which students can access directly through the “Have Your Say” button within their LMS dashboard

Efficiency

Centralized online system which requires very minimal resources/work in setting up evaluations and analysing and generating reports

Accessibility

Using an online system has enabled greater reach/coverage of students in remote areas or studying via correspondence

Reporting

“Traffic light” reports provide a summary/overview of high and low performing subjects within the dashboard, leading to better informed decisions



System Highlights

for



Accessibility

Simple, easy access evaluations which students can complete via a mobile app

Survey Design

Administration of two separate surveys according to the type of course a student is undertaking, which has provided greater insight into how the courses are working

System Integration

Integration of evaluation data with other university databases to get more holistic and powerful reporting features

Alignment

Ensured there is greater alignment of questions with the curriculum and they reflect what students value about their learning experience



System Highlights

for



Curtin University

System Integration

Seamless integration with multiple databases to enable thorough interrogation and triangulation of data as they relate to outcomes

Reporting

Data is used as a quality improvement mechanism for the teacher, unit and course to inform areas of practice within Teaching and Learning

Construct

Survey questions are tied closely to student engagement and the student experience

Alignment

Data is utilized extensively throughout the course review and development processes which is used to inform course level decisions



System Highlights

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Student Voice

Ability to provide students with a voice to discuss their concerns and positive experiences

Administration

Multiple evaluation instruments allow for targeted, meaningful responses/results



System Highlights

for



Efficiency

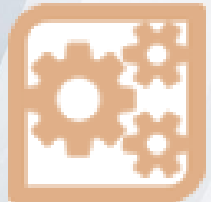
Ability to easily setup and moderate different timings for various subjects as needed

Reporting

Well embedded system processes which integrates with the learning management system for easy access and more comprehensive data interrogation

System Integration

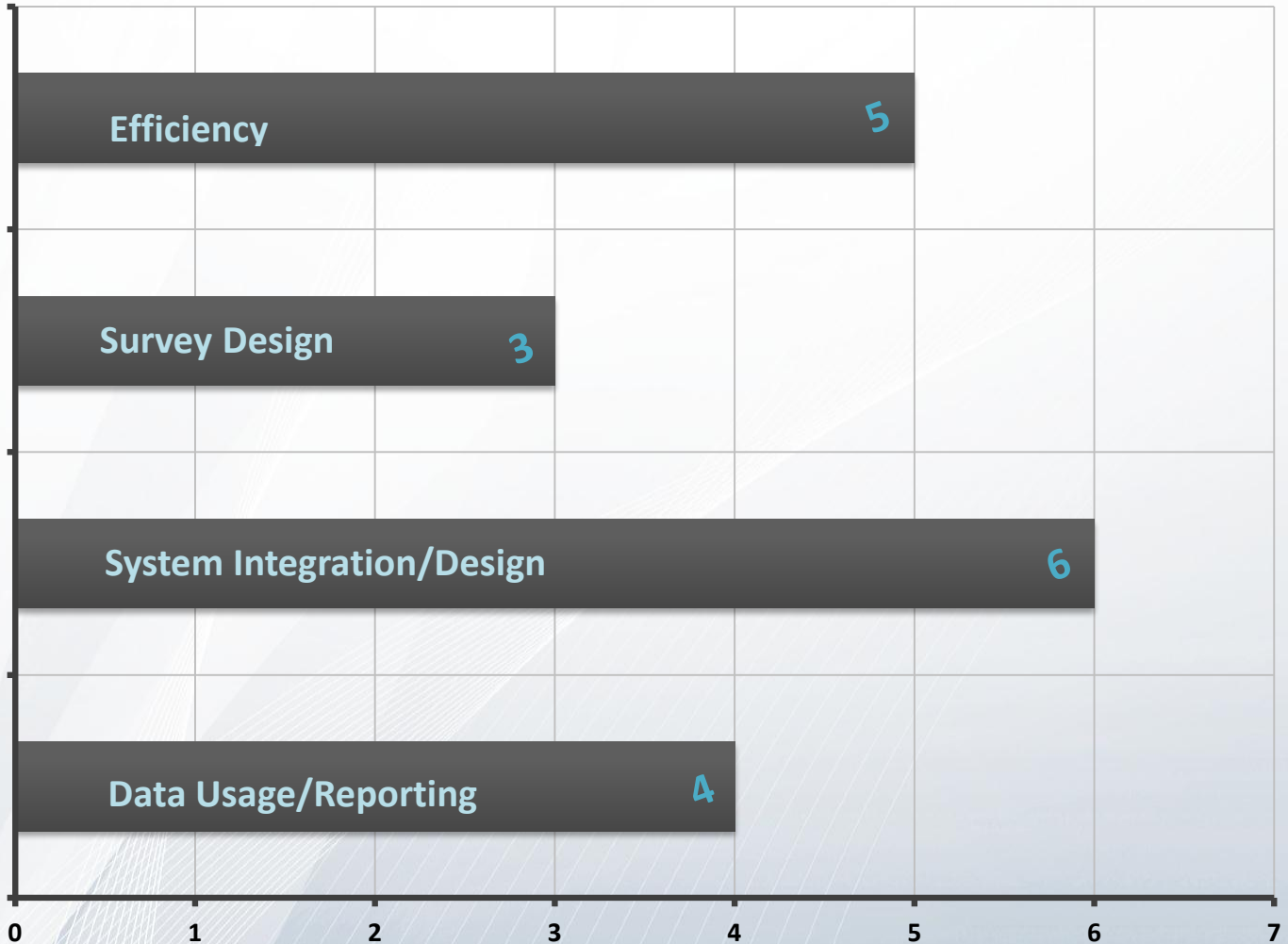
Ability to track and cleanse data that may be offensive/unconstructive





The Overall

RESULT



Do you see evidence that your university applies the feedback students provide to making improvements?

YES

**Currently
Implementing**



Common Strategies/Practices:

In-class Communication

- Verbal report to class
- Written report to class
- Student Representative report

Electronic Communication

- Targeted email
- Subject/Unit Outline
- LMS/Subject Site
- Student Portal





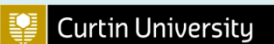


Print

- Posters/flyers



SHARING RESULTS with

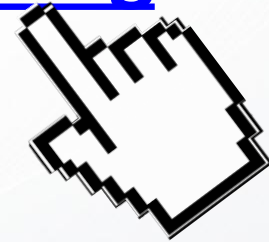
STUDENTS

Institute	Reports SECT outcomes to students	Where are outcomes published
 AUSTRALIAN CATHOLIC UNIVERSITY	YES - Limited	Unit Outlines
 BRINGING AMBITION TO LIFE	YES – Only Quantitative Data	Student Portal, Library Reserve
	YES – Only Units	Student Portal, Course Profile/Outlines
	YES – Only Subjects	Subject Outlines
	YES – Only Units	Online, Unit Outlines
	YES – Only Quantitative Data	Online, Unit Reports
 THE UNIVERSITY OF WESTERN AUSTRALIA <i>Achieve International Excellence</i>	YES - Only Units, Limited	Online, Unit Outlines



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