Closing the Feedback Loop on Student Surveys

DEVELOPMENT OF A NEW SOFTWARE SYSTEM FOR MODULE AND PROGRAMME SURVEYS IN TU DUBLIN

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Context

TU Dublin was formed on 1st January 2019

Has campuses in Dublin City Centre, in Blanchardstown and in Tallaght,

Strategic Intent 2030 launched in 2020: Key Focus on People, Planet and Partnership

Major infrastructural development plan, we are currently investing over €500 million in new, state-of-the-art, technology-enabled facilities to enhance our students' experience.

New Organisational Design under development for new overall structure

TU Dublin Students Union established across all three campus

In 2019 a Quality Framework Development Team established to develop a new Quality Framework

Process for Developing the Framework
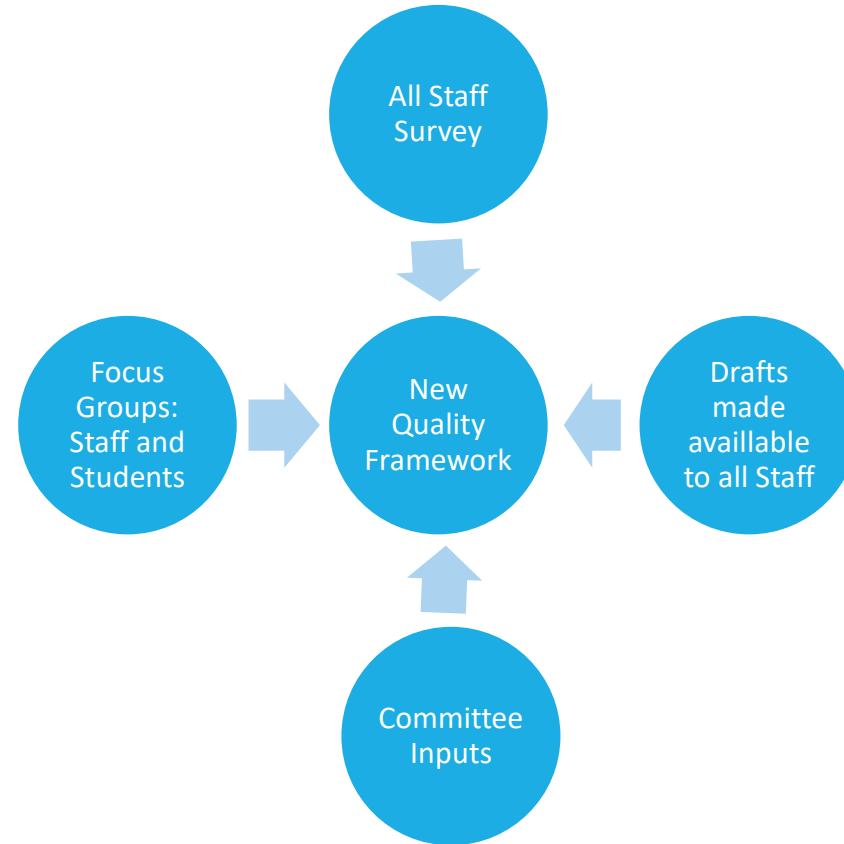
Key Findings from Consultation on Student Feedback

Students don't receive module feedback forms from every lecturer, some do distribute manually and some electronically via VLE.

Students have concerns re anonymity of using same system for giving feedback as submitting their assessments.

Students did not have visibility of what is done with their feedback.

Staff found on-line programme feedback response rates where often low and didn't necessarily ask the questions they wanted

Staff also found that the module response rates were erractic but also time consuming to summarise hard copies into a report for the Programme Committees. Programme Committees did not receive reports on every module.

Students explained that if doing 12 modules a year plus the programme that equated to 13 surveys – they had survey fatigue

Consensus was a new system of Student Feedback is needed

Partnership with TU Dublin Students Union

Quality Framework Team has developed close working relationship with TU Dublin SU

TU Dublin SU participated activity in the QE Framework consultation and developing the proposed solution for an improved Student Feedback System

In May 2020, new programme survey was designed. Student Workshops were held to word the questions so that they would be understood and meaningful to students

Students Union also submitted additional questions to be included on topics of interest to them. Consensus reached on which ones could be included.

Outline Features of the New System

Each Semester: 1 survey combing Programme Wide Questions and Module Specific Questions.
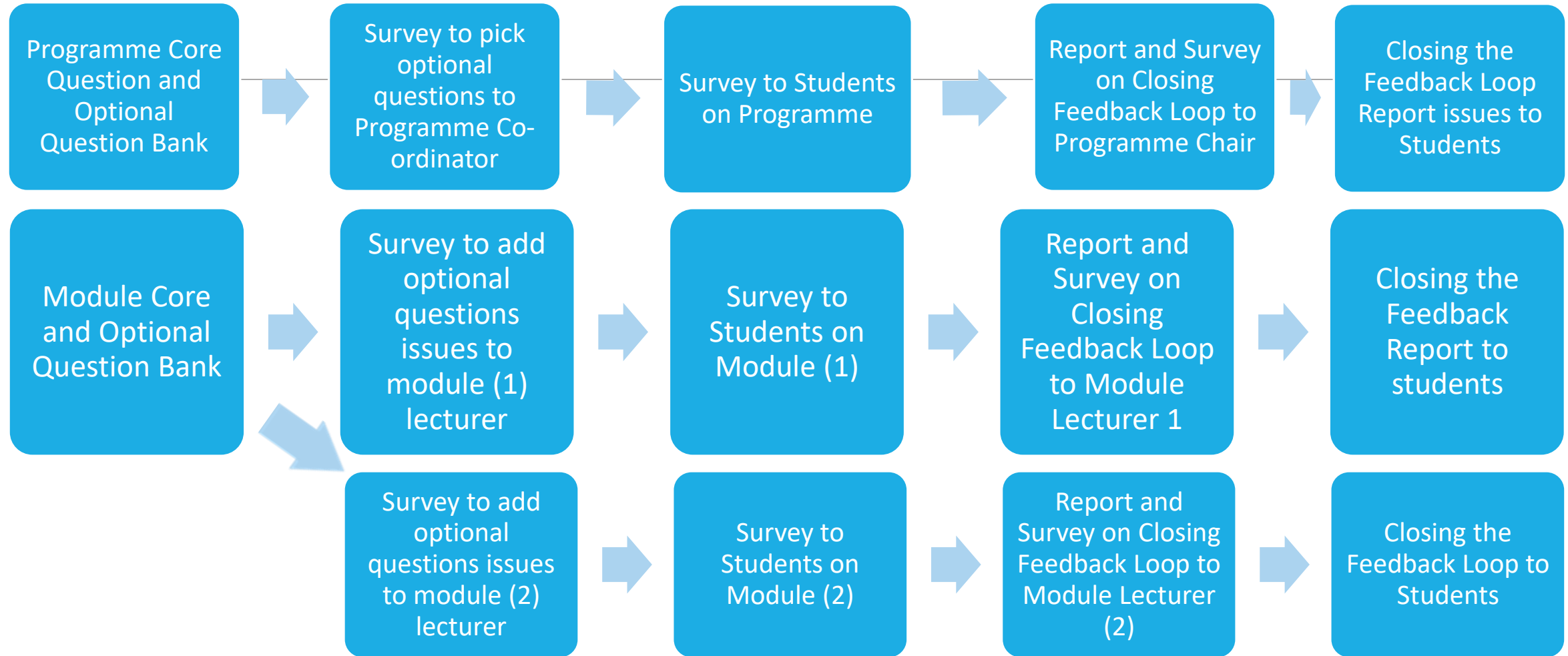
Ability to change the modules included in the survey each semester so there is a rotational random sample.

Ability to have Core Questions for each Survey and for individual Programme Co-ordinators and Module Lecturers to add additional questions depending on their needs.

Needs to be secure, so that students completing the survey are authenticated but also all results are anonymised so the staff reading the responses cannot identify the students

Needs to Close the Feedback Loop back to students.

The Technical Solution: Layered Surveys

Programme Core Question and Optional Question Bank	Survey to pick optional questions to Programme Co-ordinator	Survey to Students on Programme	Report and Survey on Closing Feedback Loop to Programme Chair	Closing the Feedback Loop Report issues to Students
Module Core and Optional Question Bank	Survey to add optional questions issues to module (1) lecturer	Survey to Students on Module (1)	Report and Survey on Closing Feedback Loop to Module Lecturer 1	Closing the Feedback Report to students
	Survey to add optional questions issues to module (2) lecturer	Survey to Students on Module (2)	Report and Survey on Closing Feedback Loop to Module Lecturer (2)	Closing the Feedback Loop to Students

One Survey and Report

The initial survey set up contains all the questions

❑ Core Questons

❑ Optional Bank Questions (Hidden if not selected)

❑ Closing the Feedback Questions (Hidden until after the survey closes)

One Report: Different View Permissions

❑ Aggregation of Scaled Question Reponses (Visable to all users)

❑ All free text comment responses (Visible only to Programme Co-ordinator / Module Lecturer)

❑ Closing the Feedback Questions (Visible only after the Closing the Feedback Survey Closes)

User Friendly

Consolidation of Tasks into one Email.

◦ Staff who is a Programme Co-ordinator for Multiple Programmes Receives one invite email (plus reminders) to add questions for all programmes associated with. Different questions can be added to each programme.

◦ Staff who is Module Lecturer for multiple modules receives one invite (plus reminders) email. Different questions can be added to each Module

◦ Student receives one invite email (multiple reminders if task not completed) for both the programme and the modules they are registered on.

◦ Reports are available via HTML and can be downloaded

◦ Only can view reports for modules / programmes you are associated with

◦ Centrally reports can be downloaded for all and amalgamated across Schools / Faculties / Discipline Groupings

Applications

❖ Evaluations

❖ 360 feedback

❖ Surveys

"...a modern, accessible and comprehensive platform for collecting and analyzing institutional
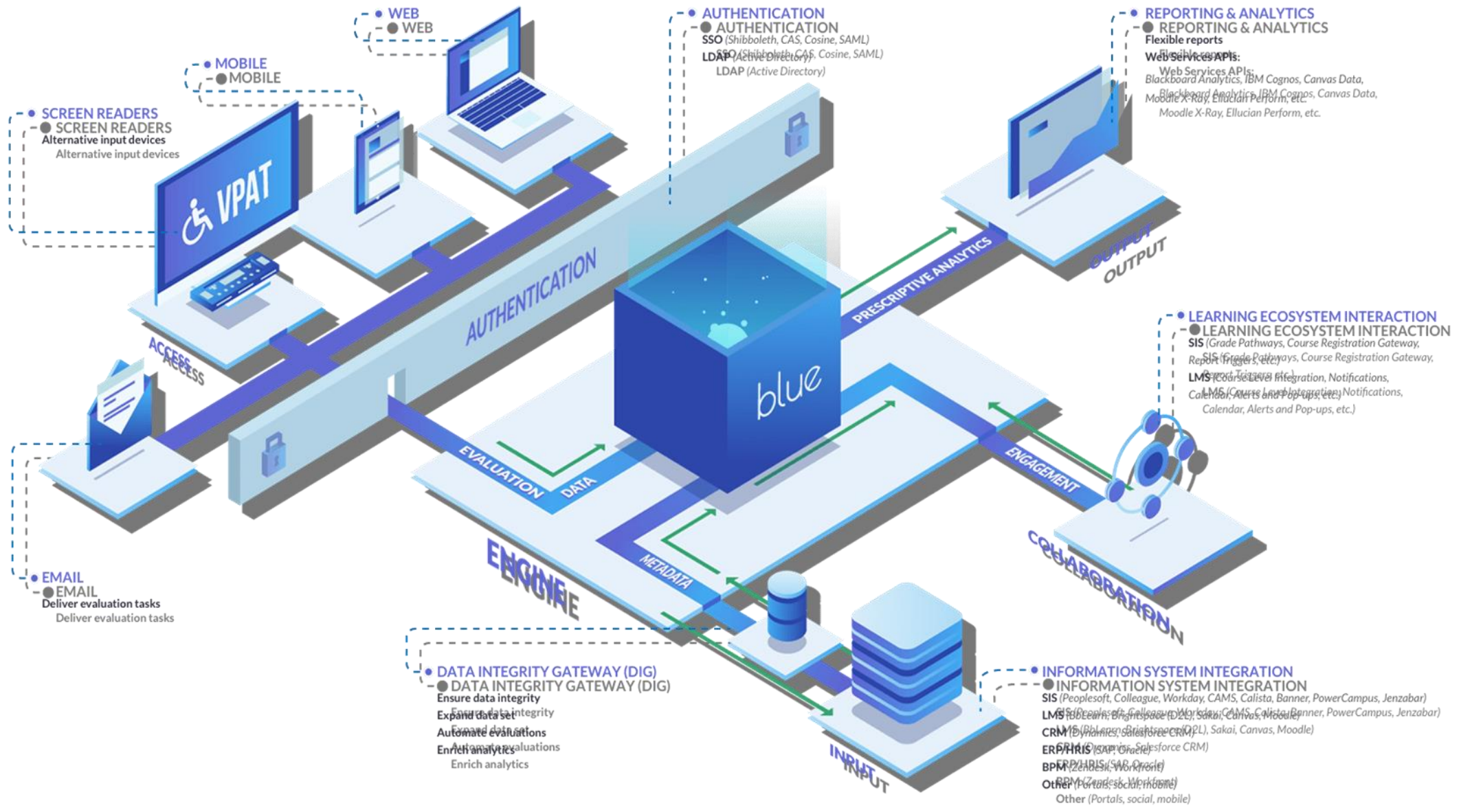
Excerpt from:
Cool Vendor's in Education Report

Gartner.

WEB
- WEB

MOBILE
- MOBILE

SCREEN READERS
- SCREEN READERS
  Alternative input devices
  Alternative input devices

AUTHENTICATION
- AUTHENTICATION
  SSO (Shibboleth, CAS, Cosine, SAML)
  LDAP (Active Directory)
  LDAP (Active Directory)

REPORTING & ANALYTICS
- REPORTING & ANALYTICS
  Flexible reports
  Web Services APIs:
  Blackboard Analytics, IBM Cognos, Canvas Data,
  Moodle X-Ray, Ellucian Perform, etc.

LEARNING ECOSYSTEM INTERACTION
- LEARNING ECOSYSTEM INTERACTION
  SIS (Grade Pathways, Course Registration Gateway,
  Report, Roster, etc.)
  LMS (Course Level Integration, Notifications,
  Calendar, Alerts and Pop-ups, etc.)

EMAIL
- EMAIL
  Deliver evaluation tasks
  Deliver evaluation tasks

DATA INTEGRITY GATEWAY (DIG)
- DATA INTEGRITY GATEWAY (DIG)
  Ensure data integrity
  Expand data set
  Automate evaluations
  Enrich analytics

INFORMATION SYSTEM INTEGRATION
- INFORMATION SYSTEM INTEGRATION
  SIS (Peoplesoft, Colleague, Workday, CAMS, Calista, Banner, PowerCampus, Jenzabar)
  LMS (Blackboard, Brightspace (D2L), Sakai, Canvas, Moodle)
  CRM (Dynamics, Salesforce CRM)
  ERP/HRIS (SAP, Oracle)
  BPM (Zendesk, Workfront)
  Other (Portals, social, mobile)

ACCESS

AUTHENTICATION

PRESCRIPTIVE ANALYTICS

OUTPUT

blue

ENGINE

EVALUATION DATA

METADATA

ENGAGEMENT

COLLABORATION

INPUT

Lessons Learned from the Pilot

Greater flexibility for adding questions very positively received.

For selecting the random sampling of modules, this needs to be done earlier to ensure better buy in from staff and allow more time to consult with others before adding additional questions.

For scaling up, where staff have multiple versions of a programme / module for different cohorts, need to put in a differentiator into title, so it is clear which version is being responded to or displays need to be changed to allow codes and titles both to be shown.

SSO has been configured for enhanced security, but this means that as admin staff when staff forward us links to check with won't have the same access, so need to include test file with admin staff.

Need to back up with campaign so staff and students know to expect the emails and prioritise completion.

Feedback loop to students very positively received. Ideally need to find a way of doing aggregated reports on the feedback loop to enhance visibility.