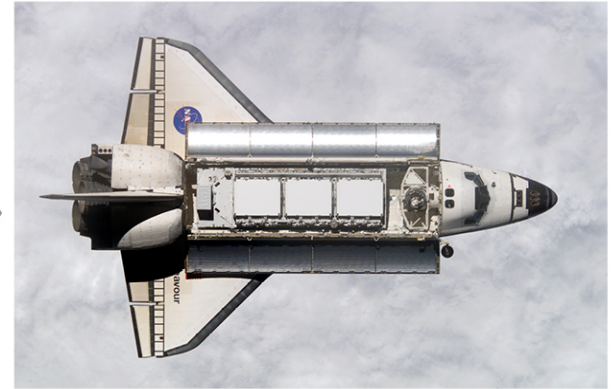


Factors contributing to a rapid and successful implementation of Blue at Monash University

Elizabeth Toy, Learning and Teaching Quality Manager



Overview



- 2013 – 2014 review process
- December 2014 Academic Board approval
 - Survey platform inadequate
 - Academic Board requiring action immediately following approval
- SETU taken for granted, different utilisation in each faculty

Where we were

- Voice of the Student Policy – Vice Provost (Learning & Teaching) is the policy owner
- Expert group running the surveys, delivering reports
 - Hidden away and taken for granted
 - Absorbing much of the pain on data quality / keeping the platform functional
- Better Teaching, Better Learning
 - Unit enhancement
 - Education Performance Standards

Drivers of change

- Deliver Academic Board requirements
- Replace the current platform
- Automate / workflow as much as possible
- Reduce manual cleaning of data
- Role based access and security
- Provide mobile optimised surveys to students

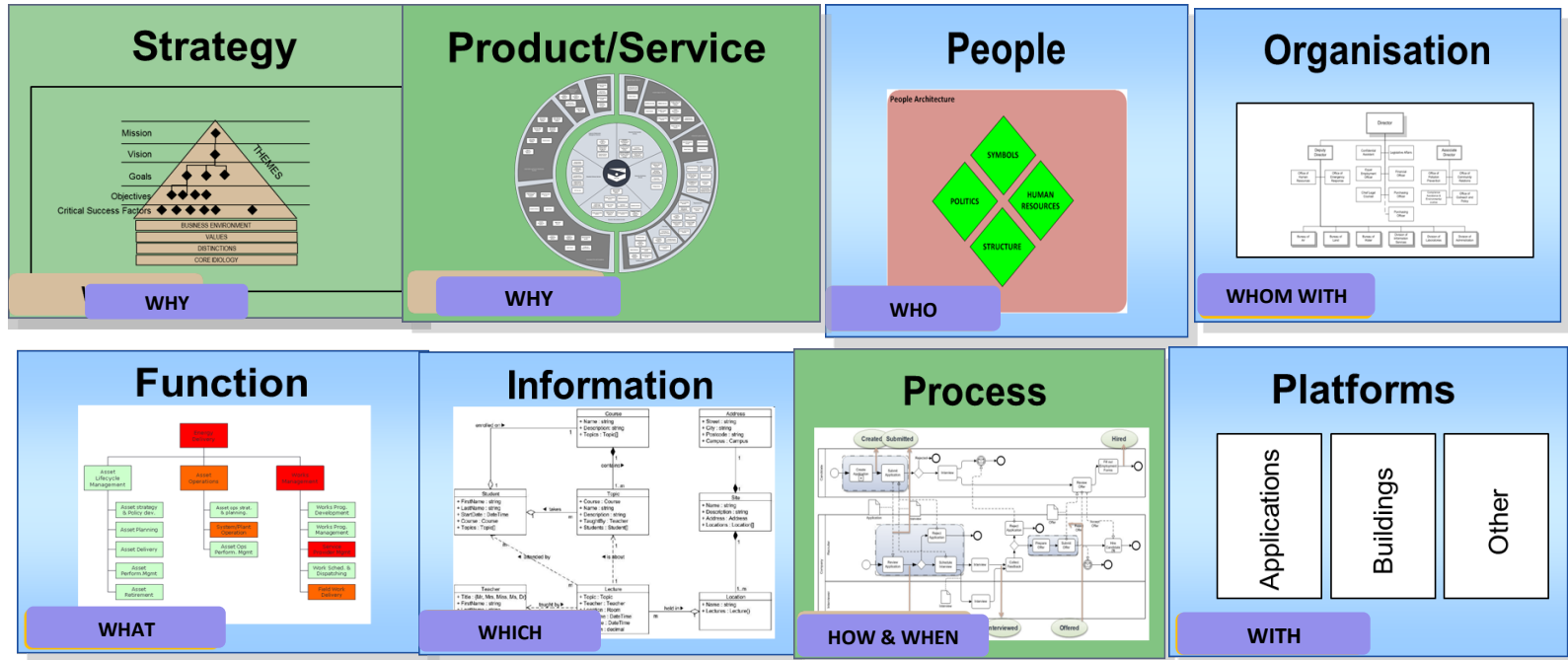
What we did

Two streams of work

- 3 phases of implementation of Academic Board requirements
 1. Communication strategies to students and staff to drive improved response rates
 2. Screening and distribution guidelines
 3. Pilot Item Bank
- Create project to procure and implement new platform
 - Set up governance
 - Secured key resources
 - Requirements gathering

Breakthrough

Holistic view - extended enterprise architecture



Multiple views, relatable to each other via shared reference points

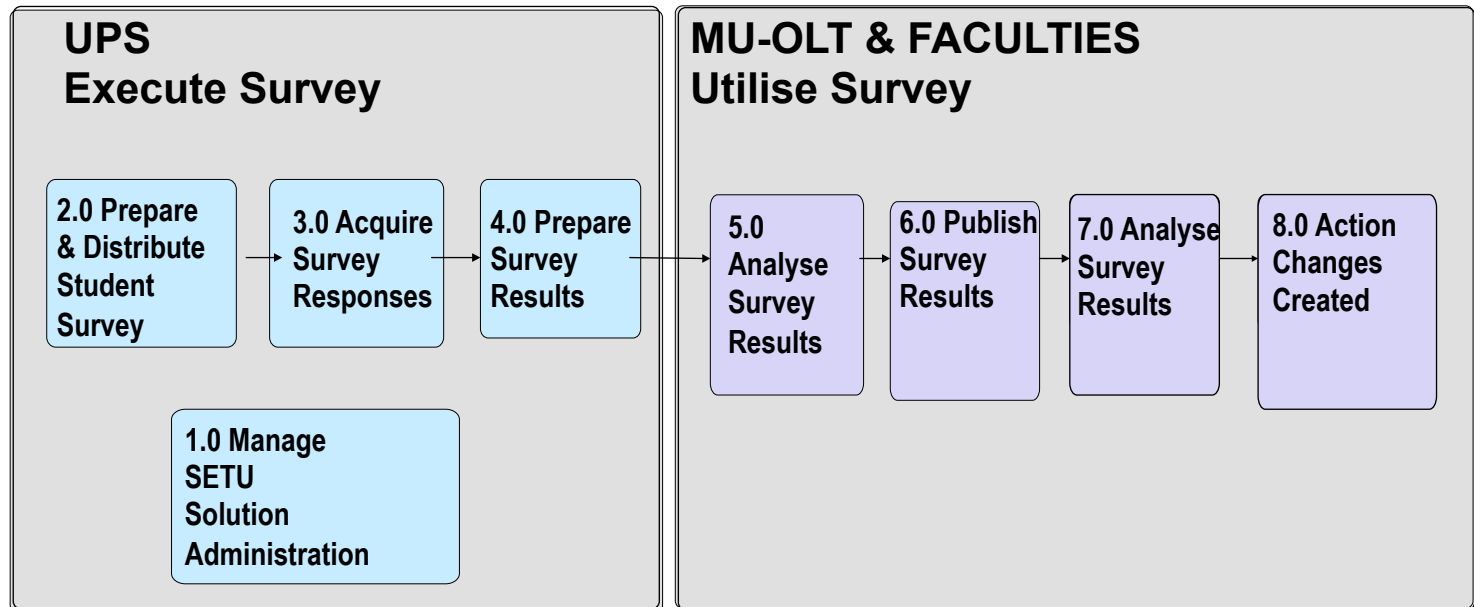
Value chain analysis

University
Value Chains

ASSESS EDUCATION DELIVERY

**DEVELOP
EMPLOYEE**

**SETU
Process**



- Tender process revealed weaknesses
 - Definition of requirements
 - Misalignment of service areas with end user needs
 - Lack of flexibility to handle multiple platforms/vendors
- Project realigned to
 - Revise scope to include both value chains
 - Introduce Proof of Concept to confirm platform match

Rapid and successful?

- Blue fully implemented within 4 months of contract signing
 - Delivered Sem 2 2016 survey via new platform as promised to AB
 - 2,703 unit offerings surveyed
 - 60,000+ students invited to provide feedback (total of 194,000 individual unit evaluations)
 - 3,100 receiving feedback via educator questions
 - Survey ran with no technical or procedural problems

Critical success factors - eXplorance

- eXplorance:
 - Full, uninterrupted participation and support
 - Dedicated time and resources to POC
 - Always open and transparent
 - Tolerated changes within the tender process, which increase the requirements and the level of testing
 - Early provision of sandbox and training
 - Incredibly responsive; available any time in Montreal, while eSolutions were very rigid
 - Support to develop workarounds to deliver enhanced reports

Critical success factors – the team

- By end of Proof Of Concept knew what we could/not achieve = focused
- Manager Information Systems and Surveys
 - Incredible determination, expertise, rapid skill acquisition
 - In full control of Blue, combined with mastery of earlier platform about to push boundaries
- Project Manager and Business Architect
 - Extensive experience in HE (including dual sector)
 - Application of their model for extended enterprise architecture
 - The power of the analytical processes
 - Technical expertise to overcome barriers

Where we can go now

Our ambitions

- Publish new reports – unit and educator
- Develop more complex reporting eg SETU + LMS analytics + student success data + space + + +
 - Gain timely, deep understanding of what is happening in units to make targeted improvements
- Encourage greater respect for the Student Voice in shaping their education experiences
 - Provide access data for key service providers for Education Resource Management eg eSol, Space management, AV, scheduling

Thank you