

# Square Pegs & Round Holes

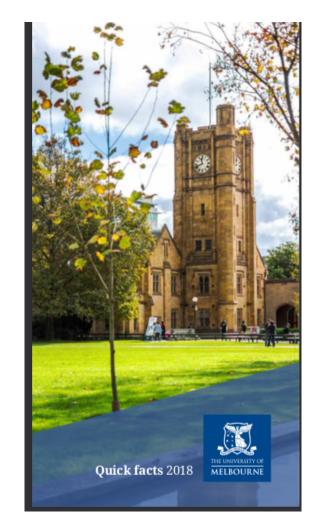
Ancillary services when Blue can't match by itself local policy needs

Patrick Stoddart Senior Manager, Academic & Learning Systems Support





### **University of Melbourne Statistics**





### **Policy Requirements of Subject Experience Surveys at UoM**

ALL\* subjects are to be surveyed, towards the end of teaching, EACH time the subject is taught ONLY exemption is if there are fewer than four students

Some policy level wording:

https://policy.unimelb.edu.au/MPF1327

5.51. The Board reviews and monitors subjects through the Subject Evaluation Survey (SES) instrument, developed by the Board for that purpose.

5.52. The SES is used to seek students' perceptions of taught subjects in all teaching modes and locations. All taught subjects are surveyed in the teaching period in which they are offered except for subjects with fewer than 4 enrolments.

5.53. The administration of the SES and use of data collected from it protects respondent confidentiality.

5.54. The Academic Secretary publishes the rules for implementation and use of the SES on the Board's website.

<sup>\*</sup> regardless of under or post graduate status OR whether semester long or intensively taught

### **Further strictures introduced at the Academic Board 'Rules' level**

Along with Policy, the Academic Board defines 'rules' for how the policy is to be enacted:

- The board approves the development & management of the survey and survey questions on the recommendation of its Teaching and Learning Quality Assurance Committee (TELQAC)
- Administration of the subject surveys across the University are managed collaboratively between University Services, faculties and departments.
- Learning Environments coordinates the SES.
- Faculty based SES co-ordinators coordinate the surveys within their faculty and have a role in survey creation. They are the principal liaison between Learning Environments and the faculty for all subjects offered by the faculty.
- Deans ensure that taught subjects offered by their faculties are surveyed in accordance with the Courses, Subjects, Awards and Programs Policy and these rules, and that survey operations and reporting of results within the faculty comply with these rules.
- Heads of departments ensure compliance with policy and these rules on administration of the subject surveys and reporting of results for subjects within their area of responsibility and:
- a. ensure that students are given sufficient opportunity to complete the surveys;
- b. develop and monitoring departmental procedures;
- c. assist in achieving the target response rate (50%) for the surveys, including by supporting and collaborating with subject coordinators; and
- d. ensure respondent confidentiality.



The SES has:

- a. a group of common or core questions;
- b. the ability to add questions to the survey in order to assess student perceptions of other aspects of their learning or of the delivery of the subject; and
- c. the capacity to request qualitative feedback.

The common questions are used in University reporting of subjects, and, in aggregated form, at department/school and faculty levels.

Faculties, departments and subject coordinators may obtain more detailed student feedback for each subject by modifying the instrument through additional quantitative questions to address discipline, department or subject specific issues, such as students' experience of learning in clinical or other workplace settings. The use of additional questions addressing subject-specific issues, or more fine grained information at discipline level, is encouraged.



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SERIOUSLY!! Now you're just being unreasonable! 5



### ...a handy lack of detail...

All subjects are usually surveyed at the end of the teaching period and before the examination period.

This applies to all teaching periods, including those which fall outside the two standard semesters (e.g. summer semester) and intensive teaching modes.

The surveys should be open to students to complete only after they have had sufficient time to experience and evaluate the subjects, and should close before students submit their last piece of assessment. Generally, for standard semester-length subjects, this will involve the subject being administered during weeks 11 and 12 of the semester and Swotvac, that is, a three week survey period. Heads of departments are responsible for ensuring that students are given sufficient opportunity to complete the survey.



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S00000, How are you supposed to do this with 1 or 2 week intensives?





## ...yep, doesn't happen at all...

...The SES is not designed to evaluate teaching performance, and the common questions do not of themselves form an adequate evaluation of individual teacher or shared teaching performance. It is recognised, however, that the surveys are used to obtain student feedback on individual teacher performance, especially where multiple lecturers may teach into the same subject...

...Where results are used to inform managerial decisions about staff appointment, confirmation, promotion and performance management they should be considered in the context of a range of available data. Decisions should not rely on mean scores in isolation.



Open-ended comments from students are confidential and are not to be made public. They are normally only to be available to the head of department or school and the lecturer/s whose subject has been assessed. It is the responsibility of departments and schools to ensure confidentiality of student comments. Faculties and departments:

a. communicate with staff on subject results, and free-form comments received as part of subject results;

b. take action on outcomes of surveys as appropriate;

c. put in place mechanisms and processes within the department to ensure students are given feedback and appropriate interpretation on survey outcomes;

d. provide advice to BIR on the reporting of results for subjects surveyed in multiple batches in University reporting. Where departments fail to provide the required advice, an average result is reported; and

e. analyse and report within the department data gathered through supplementary questions, and students' comments through additional questions.



# ...ah, ok, insert Professional staff super heroes at this point ...

All Faculties, Schools and Departments should adhere to the following practice: survey comments that are offensive (for example, misogynistic, racist, homophobic, transphobic and those relating to appearance) must be removed. They must not be passed on to teachers who are the subject of such comments. Further, teachers should not be told that they were subject to (removed) offensive comments. Offensive comments (for example, misogynistic, racist, homophobic, transphobic comments) have no place in an anonymously completed survey. They should not be passed on to affected teaching colleagues. No staff member should be subjected to them. From a practical perspective, because of the anonymous nature of the survey responses, general misconduct procedures cannot be employed against students who make repugnant comments. However, that does not inhibit management's responsibility to prevent staff from being exposed to such comments. If these comments are not removed, the university is not discharging its duty of care to its employees. The distribution of such comments cannot be countenanced. A variety of practices exist across the University with respect to who is responsible for handling and distributing SES information to teaching staff. This ranges from Heads of Department to Subject Coordinators. Regardless of the organisational structure used in particular Departments, Schools or Faculties for passing on SES 'scores' and responses to teaching staff, the person with that responsibility must remove offensive comments before distributing the survey results, regardless of resulting workload issues. If necessary, additional resources should be dedicated to the task. Despite the workload, we see reading the SES comments as a core duty of senior staff who are Page 9 of 13 overseeing the curriculum and who have the role in mentoring the development of teaching staff. Obviously this needs to be done in such a way that the information is treated sensitively and staff are treated respectfully when given feedback

### SO, did you catch all of those? AND how they interplay with one another?

• Applies to ALL subjects

THE UNIVERSITY O

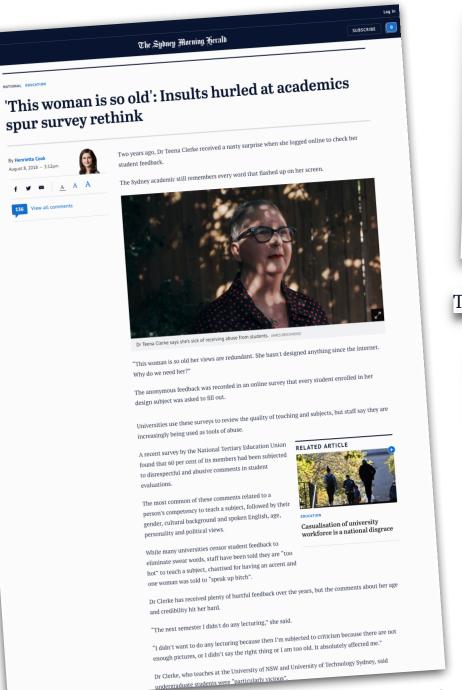
- To be conducted AFTER the bulk of teaching but BEFORE final assessment, while ENSURING adequate time for the students to fulfil. No matter what time structure the subject has!
- Changes can only be made via a committee - which in effect approves everything
- Faculty based SES reps are responsible for their Faculties instruments and scheduling
- Deans are responsible for ensuring their faculty abides by the policy and rules

- HoD are responsible in practice for their school abiding by the rules and for dissemination of results
- HoD are supposed to help drive response rate to 50%+
- Student confidentiality must be maintained
- Each subject can request, and indeed are encouraged, to add additional questions to the instrument for their subject
- Not supposed to be used for teaching performance assessment or hiring decisions, but are openly used in precisely this manner
- Open ended student comments cannot be shared, and are only

viewable by the HoD and the individual academic.

- Derogatory comments must be removed & not be seen by the academics, but comments can then only be seen by the HoD, so...
- Redaction of comments isn't enough, there must be no indication of a derogatory comment's removal due to safe workplace needs
- Review and removal of such commentary must be done, regardless of workload issues





A recent survey by the National Tertiary Education Union found that 60 per cent of its members had been subjected to disrespectful and abusive comments in student evaluations.

The most common of these comments related to a person's competency to teach a subject, followed by their gender, cultural background and spoken English, age, personality and political views.

### The union is calling for a rethink of the surveys,

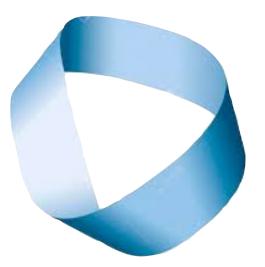
Universities Australia chief executive Catriona Jackson said student feedback should be respectful and constructive, and abuse and disrespect was "never OK".

"If I am giving a student feedback about their essay, I am not going to say 'you're not very talented, you're always late, and I don't know why you're bothering with design because you're so young'.

Imagine if I said that?"

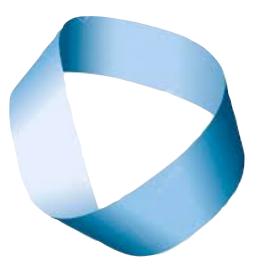






The policy and guidelines represented here in clear and concise flowchart

### "Yes, we can!" ... "wait, no we can't" ... "YES WE CAN!! - because - we have to!"



THE UNIVERSITY

The policy and guidelines represented here in clear and concise flowchart



### "Yes, we can!" ... "wait, no we can't" ... "YES WE CAN!! - because - we have to!"



THE UNIVERSITY C

The policy and guidelines represented here in clear and concise flowchart







Provost

DVC A

Director of Academic Services & Registrar

Deans

& all the ancillary staff they each nominate : Personal Office Staff

AD T&L

Program Co-ordinators

HoD

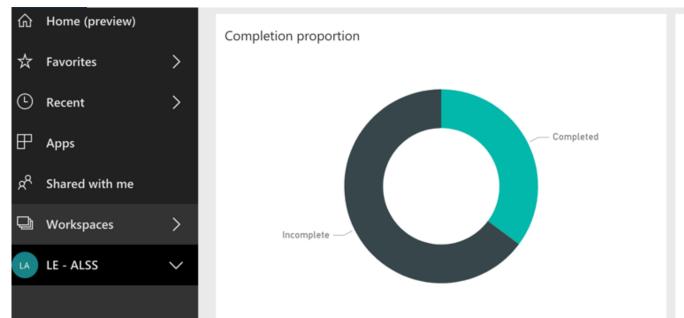


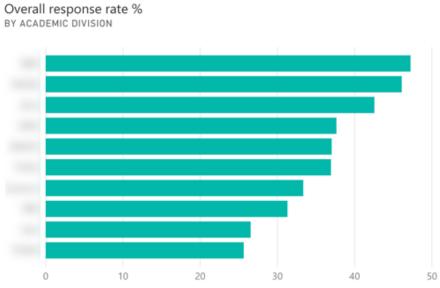
e completion rate for the Academic Divisions you > drill down into the data. If on a mobile device ight and choose 'View Report'.

e performance of each Academic Division. Data is

ence Surveys that commenced after 8th October 2018 administered through eXplorance Blue. Only jenerated by Faculty representatives are included.

So, a primary subject and a group element walk into a bar...



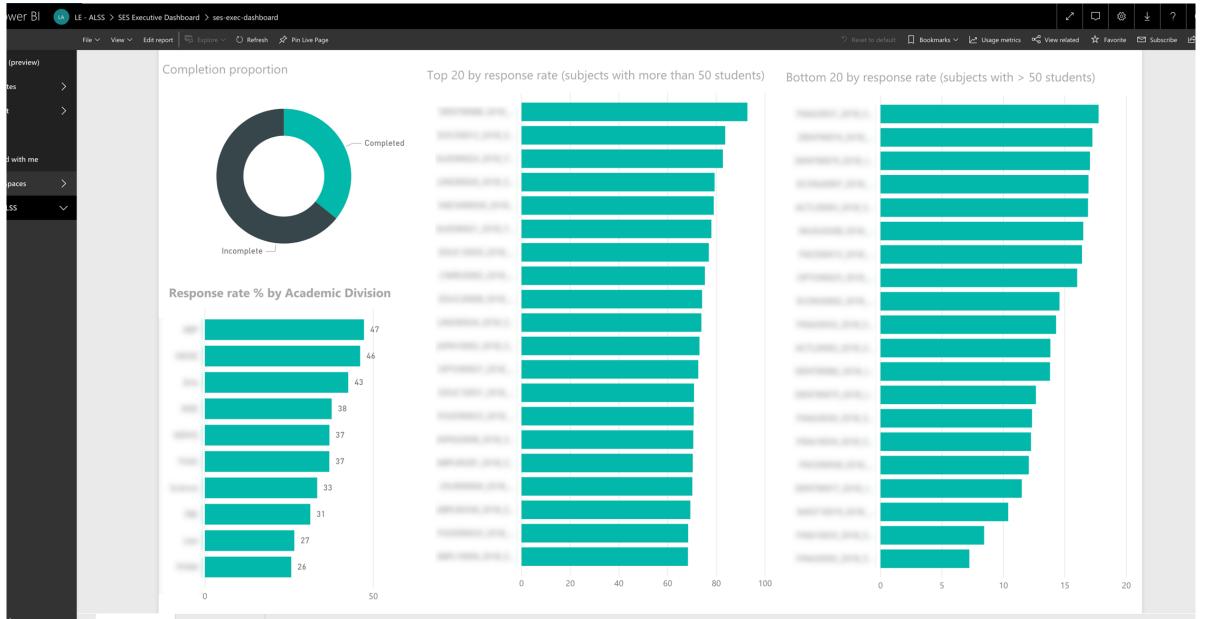


#### SES Executive Dashboard

The donut chart above shows the completion rate for the Academic Divisions you have access to. Click the chart to drill down into the data. If on a mobile device select the ellipsis (...) in the top right and choose 'View Report'.

The bar graph shows the relative performance of each Academic Division. Data is updated once a day by 8:30am.

All data relates to Subject Experience Surveys that commenced after 8th October and close before 28th October 2018 administered through eXplorance Blue. Only subjects that have had surveys generated by Faculty representatives are included.





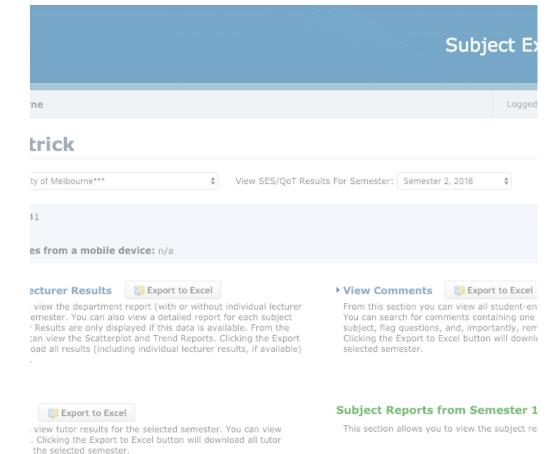
# **The Concierge System**

Consolidated process to quickly view, filter and edit anonymous student open comments (for removal, not redaction)

Ability to control precisely what staff can and cannot see in the generated SES reports (eg lecturers can see comments, aggregated reports can for HoD but not for Deans, etc)

Longitudinal reporting and cross comparative question report types - for subjects and for teaching staff

Aggregated Tutor reporting and drill-downs





THE UNIVERSITY OF MELBOURNE

### Subject Experience Survey Report

The University of Melbourne

Logged In As: Patrick Stoddart

LOGOUT 🔊

### **Welcome Patrick**

Organisation: ***The University of Melbourne***	\$ View SES/QoT Results For Semester: Semes	ester 2, 2018	
Total Enrolments: 20041 Responses: 9776 Response Rate: 48.8% % Number of responses from a mobile device: n/a			

View Subject and Lecturer Results

ts SExport to Excel

This section allows you to view the department report (with or without individual lecturer results) for the selected semester. You can also view a detailed report for each subject from this screen. Lecturer Results are only displayed if this data is available. From the Department Report, you can view the Scatterplot and Trend Reports. Clicking the Export to Excel button will download all results (including individual lecturer results, if available) for the selected semester.

View Comments Seport to Excel

From this section you can view all student-entered comments for the selected semester. You can search for comments containing one or more keywords, filter by question or subject, flag questions, and, importantly, remove or update inappropriate comments. Clicking the Export to Excel button will download all comments for all subjects for the selected semester.

#### View Tutor Results Seport to Excel

This section allows you to view tutor results for the selected semester. You can view results subject by subject. Clicking the Export to Excel button will download all tutor results for all subjects for the selected semester.

#### Subject Reports from Semester 1, 2011

This section allows you to view the subject reports since semester 1, 2011.



THE UNIVERSITY OF MELBOURNE	Subject Experience Survey Repo
Reporting Division	Logged In As: Patrick Stoddart LOGOUT
SES Home > Comments ( ) - Semester Comments (	- Semester 2, 2018)
View Comments for: [All Subjects]	¢
Question: [All questions]	e
Filter By Keywords:	To filter comments, enter one or more keyword(s) into the box to the left. Entering words on separat lines will return all comments where ANV of the entered words appear. You can enter as many words you like. Multiple words appearing in a single line will be treated as a single search term.

To edit a comment, click on the Edit button located next to the comment you wish to edit. When you edit a comment, the edited comment is displayed in the Academic Portal in place of the original comment. The original, unedited comment is only available via the Department and Faculty Portals.

O Apply Filter O Select From Cloud O Clear Filter

Records Found: 3	287		
Subject	Comment	Displayed Comment	Options
	Lecturer was super engaging	Lecturer was super engaging	🧭 Edit 🛛 🗐 Flag
	wines from italy!!!	wines from italy!!!	🧭 Edit 🛛 🗐 Flag
	Practicals and some of the scientific and production content in lectures.	Practicals and some of the scientific and production content in lectures.	🧭 Edit 🛛 🗐 Flag
	Interactive practicals	Interactive practicals	🧭 Edit 🛛 🗐 Flag
	I am honestly thrilled to be walking away from this learning experience with a real skill that I can use in my work in hospitality.	${\rm I}$ am honestly thrilled to be walking away from this learning experience with a real skill that ${\rm I}$ can use in my work in hospitality.	🧭 Edit 🛛 🗐 Flag
	( are amazing! The wine is good, the vibe is excellent, great subject!!!	are amazing! The wine is good, the vibe is excellent, great subject!!!	🧭 Edit 🛛 🗐 Flag
	Pracs	Pracs	🧭 Edit 🛛 🖓 Flag
	The practical lessons and tasting and comparing the different wines	The practical lessons and tasting and comparing the different wines	🧭 Edit 🛛 🗐 Flag
	The practical classes were great, learned a lot through them. I liked how the content was structured throughout the semester.	The practical classes were great, learned a lot through them. I liked how the content was structured throughout the semester.	🧭 Edit 🛛 🗐 Flag
	The lectures were engaging and loved the practical lessons. Very well-taught by	The lectures were engaging and loved the practical lessons. Very well-taught by $\ \ i.$	🧭 Edit 🛛 🗐 Flag
	Prac classes were intellectually stimulating Lecturers, particularly	Prac classes were intellectually stimulating Lecturers, particularly	🧭 Edit 🛛 🖓 Flag
	Practical classes. They were fun but also eye opening.	Practical classes. They were fun but also eye opening.	🧭 Edit 🛛 🖓 Flag
	Both the lectures and practicals were stimulating. The whole subject was great! Also liked how some lectures were stopped early rather than spreading them out over 2 hours.	Both the lectures and practicals were stimulating. The whole subject was great! Also liked how some lectures were stopped early rather than spreading them out over 2 hours.	🧭 Edit 🛛 🗐 Flag
	The broad spectrum - chemistry and marketing are subjects I would never learn on their own, but their were very interesting very examined under the wine lens	The broad spectrum - chemistry and marketing are subjects I would never learn on their own, but their were very interesting very examined under the wine lens	🧭 Edit 🛛 🗐 Flag
	the practical aspect	the practical aspect	🧭 Edit 🛛 🗐 Flag
	The weekly practical sessions were incredibly beneficial to apply our knowledge. The pre-readings helped aid my understanding of the background of the cortent and develop a good foundation to the core materials. The lecturers were fantastic and super helpful & patient.	The weekly practical sessions were incredibly beneficial to apply our knowledge. The pre-readings helped aid my understanding of the background of the content and develop a good foundation to the core materials. The lecturers were fantastic and super helpful & patient.	Sedit Flag
	interesting, great introductory subject to wine	interesting, great introductory subject to wine	🧭 Edit 🛛 🗐 Flag
	Weekly practicals where we applied the knowledge	Weekly practicals where we applied the knowledge	🧭 Edit 🛛 🗐 Flag
	I really enjoyed the practicals and learning new never-before used skills, and learning to appreciate wine and different flavours more.	I really enjoyed the practicals and learning new never-before used skills, and learning to appreciate wine and different flavours more.	🧭 Edit 🛛 🖓 Flag
	Versatility and real-life usage	Versatility and real-life usage	🧭 Edit 🛛 🗐 Flag

« First < Back Next > Last » Page 1/165 | Display: 20 \$ rows per page

HE UNIVERSITY OF AELBOURNE MELBOURNE				Sub	ject Experience Surv	ey Report
Reporting	g Division				Logged In As: Patrick Stoddart	
<u>SES Home</u> > Comments (		1 - Semester 2, 2018)				
Comments (		N. Aspertug 2	- Se	mester 2, 2018)		
View Comments for:	[All Subjects]			\$		
Question:	[All questions]		\$			
Filter By Keywords:				lines will return all comments where AN	eyword(s) into the box to the left. Entering ( of the entered words appear. You can ente ingle line will be treated as a single search t	r as many words as
	O Apply Filter	Select From Cloud	📀 Clear Filter			

To edit a comment, click on the Edit button located next to the comment you wish to edit. When you edit a comment, the edited comment is displayed in the Academic Portal in place of the original comment. The original, unedited comment is only available via the Department and Faculty Portals.

Records Found: 3287					
Subject	Comment	Displayed Comment	Options		
	Lecturer was super engaging	Lecturer was super engaging	🥩 Edit 🛛 🗐 Flag		
	wines from italy!!!	wines from italy!!!	Sedit Flag		
	Descticals and some of the scientific and production content in lectures	Describels and some of the colortific and production content in lastures	A 73		

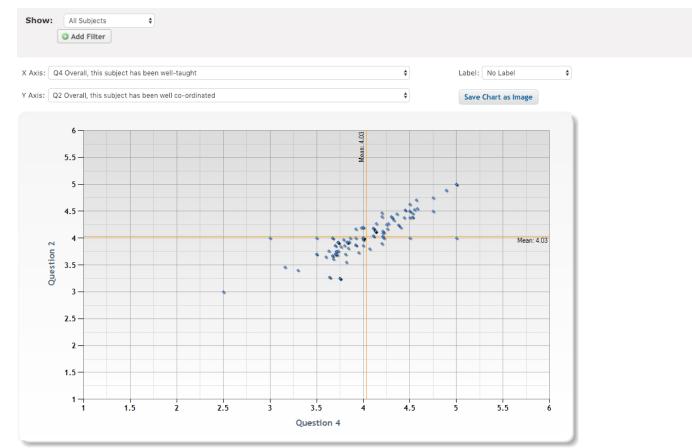




### 

This report displays the intersection of two questions for each lecturer and subject as a point on the graph below. You can change the questions displayed using the X-Axis and Y-Axis selected from lists below.

To display the lecturer and subject associated with a point, hold the mouse pointer over a point on the graph. Alternatively, you can select a lecturer from the Label List to find that lecturer on the graph. All subjects associated with the selected lecturer will be displayed.



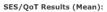


THE UNIVERSITY OF MELBOURNE	Subje	ect Experience Surv	ey Report
Reporting Division		Logged In As: Patrick Stoddart	
SES Home > Department Report (Semester 2, 2018) >Trend Report ( Reporting Division - Semester 2, 2018)			
Trend Report (Reporting Division - Semester 2, 2018)			

Show: All Subjects Question: Q4 Overall, this subject has been well-taught	¢ Lecturer: ¢
--	---------------







Semester	Lecturer	Faculty
Semester 2, 2018	4.49	4.01
Winter Semester , 2018	4.38	3.83
Semester 1, 2018	n/a	4.04
Semester 1, 2017	n/a	4.32
Semester 2, 2016	n/a	4.13
Semester 1, 2016	n/a	4.08
Semester 2, 2015	n/a	3.94
Semester 1, 2015	n/a	3.96
Semester 2, 2014	n/a	3.81
Semester 1, 2014	4.67	4.02





### Subject Experience Survey Report

The University of Melbourne	Logged In As: Patrick Stoddart	
<u>SES Home</u> > Tutor Report ( )		
Tutor Report (		

\$

**Display Tutor Results For:** 

To view student comments about tutorials, please click the tutor name.

Tutor	QH8	QH9	QH10
Second Second	4.11	4.39	4.53
And a second sec	4.37	4.21	4.32
Second State Contract	4.25	4.29	4.22
Number of States	4.35	4.3	4.6
Table Manager	4	4.18	4.17
Mean (All Tutors)	4.22	4.27	4.37

#### **QUESTIONS**

QH8. I found tutorials /workshops helpful to my understanding of this subject

QH9. My tutorials / workshops in this subject have been well taught

QH10. The tutor's explanations were clear.



NURSETY OF SOURNE	Subject Experience Survey Report
North Miler of Bostonian	Logged In As: Patrick Stoddart LOGOUT ()
<u>Home</u> > Semester Settings (Semester 2, 2018)	
emester Settings (Semester 2, 2018)	
Enable SES reports for this semester? No ¢	
When this option is set to 'Yes' academics can view their SES results for the selected using the options below.	semester. You can configure the amount of information available to individual academics
Allow all academics to view all subject results in the No \$	

#### Academics can view tutor reports for their subjects? No \$

When this option is set to 'Yes', academics can view the overall tutorial mean results for the subjects they taught. Academics can be given access to individual tutor results via the settings in the 'View Tutor Report' column below.

#### Academics can edit student comments about tutorial? No \$

When this option is set to 'Yes' academics can edit comments about tutorial for the subjects they have access to. Note that access to comments can still be restricted to individual academics using the 'View Comments' column below.

#### Allow tutors to view student comments about tutorials No \$

they taught? When this option is set to 'Yes', tutors can view the student comments about the tutorials they taught. Note that access to student comments can still be restricted to individual subject using the 'Subject SES Setup' button. Subject SES Setup

		"Yes' to all "No' to all "Yes' for SC only	('Yes' to all ('No' to all 'Yes' for SC only	"Yes' to all "No' to all "Yes' for SC only	SAVE CHANGES		
Subject	Lecturer	For subjects the lecturer has taught, the lecturer can					
Subject	Lecturer	View Full Tutor Report	View Comments	View All Lecturer Results	Subject Coordinator		
-	And all Records Therein						
		No \$	No \$	No \$	Yes		
	S S						
		No 💠	No \$	No \$	Yes		
	ingen inches	No ¢	No \$	No ¢	Yes		
	And in the South of South States						
		No ¢	No \$	No ¢	Yes		
-	And all surgerings						
		No \$	No \$	No \$	Yes		
	And the summaries where the						
		No \$	No \$	No \$	Yes		
-	And the Research State of						
		No \$	No ¢	No ¢	Yes		

SAVE CHANGES CANCEL

	Income and	No 💠	No \$	No \$	Yes
Subject	Lecturer	For subjects the lecturer has taught View Full Tutor Report	, the lecturer can View Comments	View All Lecturer Results	Subject Coordinator
		'Yes' to all 'No' to all 'Yes' for SC only	'Yes' to all 'No' to all 'Yes' for SC only	'Yes' to all 'No' to all 'Yes' for SC only	SAVE CHANGES
Allow tutors to view student comments about tutorials No they taught? When this option is set to 'Yes', tutors can view the student comments about the tutorials they taught. Note that access to student comments can still be restricted to individual subject using the 'Subject SES Setup' button. Subject SES Setup					
	can edit student comments about tutori option is set to 'Yes' academics can edit comme		ccess to. Note that access to commen	ts can still be restricted to individual academics usi	ing the 'View Comments' column
Academics can view tutor reports for their subjects? No +					
Academics can view student comments for their No to the subjects? When this option is set to 'Yes' academics can view comments for the subjects they taught. Note that access to comments can still be restricted to individual academics using the 'View Comments' column below.					
Allow all academics to view all subject results in the No \$ department? When this option is set to 'Yes', all academics will have access to all subject results for the department. Academics will not have access to individual lecturer results for subjects they did not teach.					
When this option is set to 'Yes' academics can view their SES results for the selected semester. You can configure the amount of information available to individual academics using the options below.					
Enable SE semester	<pre>S reports for this ? No \$</pre>				



# Thank you

Any Questions?

