

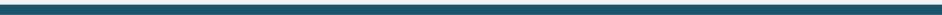
# "Everything's OK Alarm"

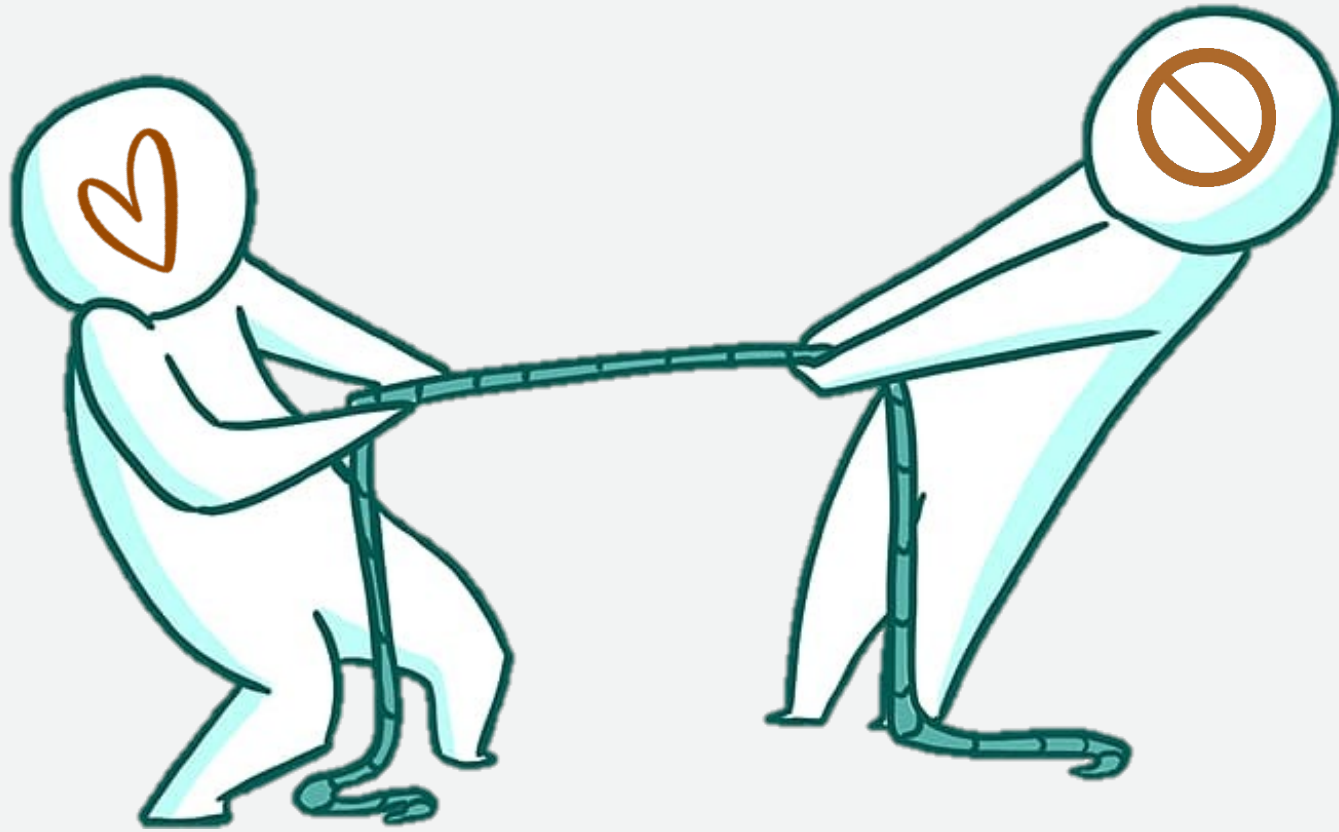
A change in the  
approach to evaluations  
at the University of  
Newcastle



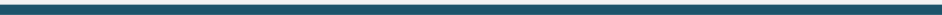
THE UNIVERSITY OF  
**NEWCASTLE**  
AUSTRALIA

*Poor survey results –  
Explain yourself!*





*Groupies  
and  
Grumpies*

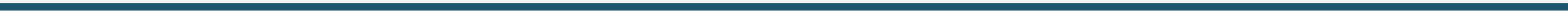




*It's just  
the vibe  
of it!*

The iconic Australian Film – The Castle

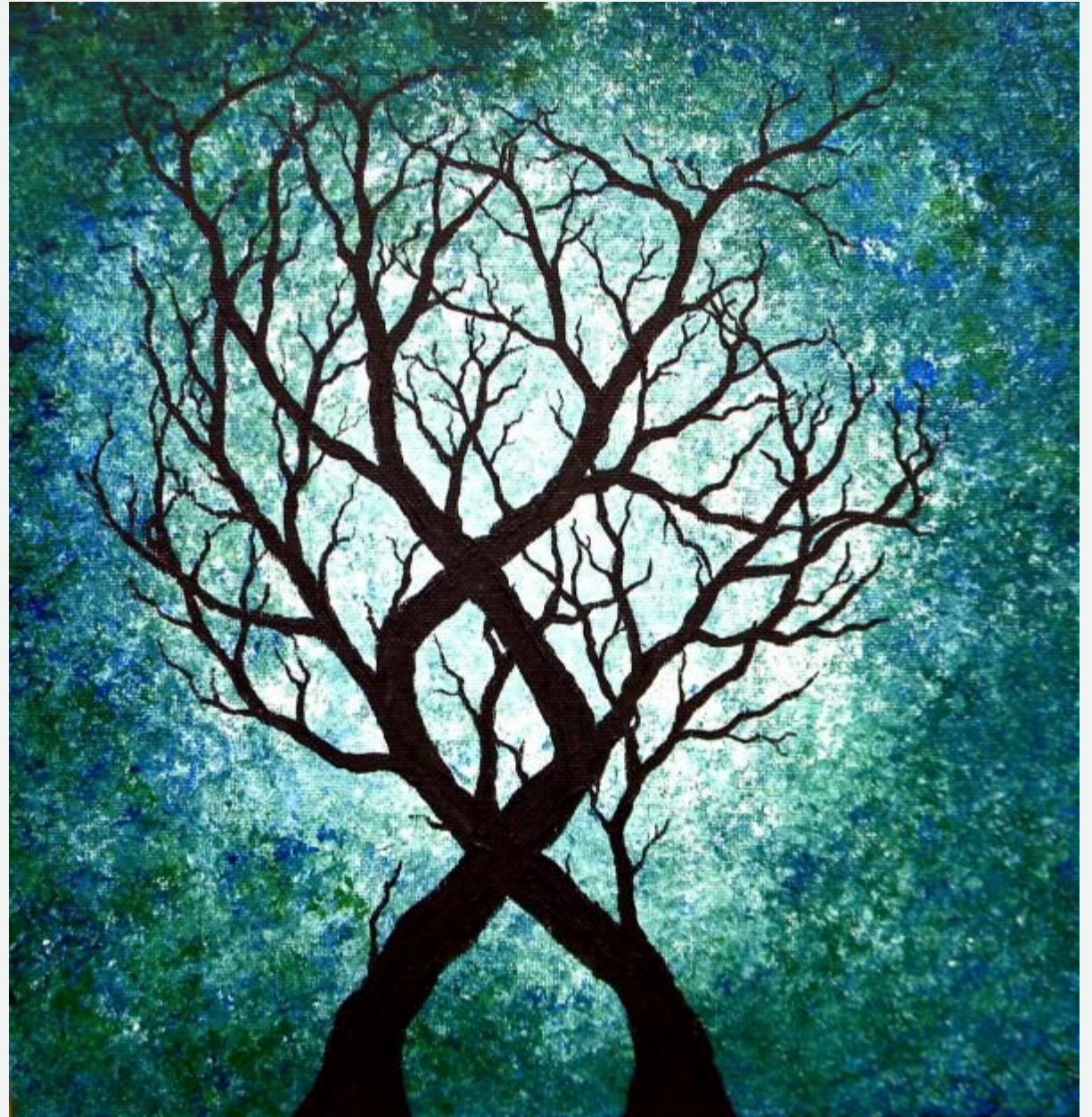
# *What is the 'right' survey instrument?*





*Combining  
course and  
teacher  
surveys  
just makes  
sense*

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*Getting  
people  
on board*

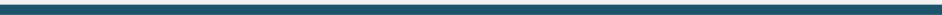
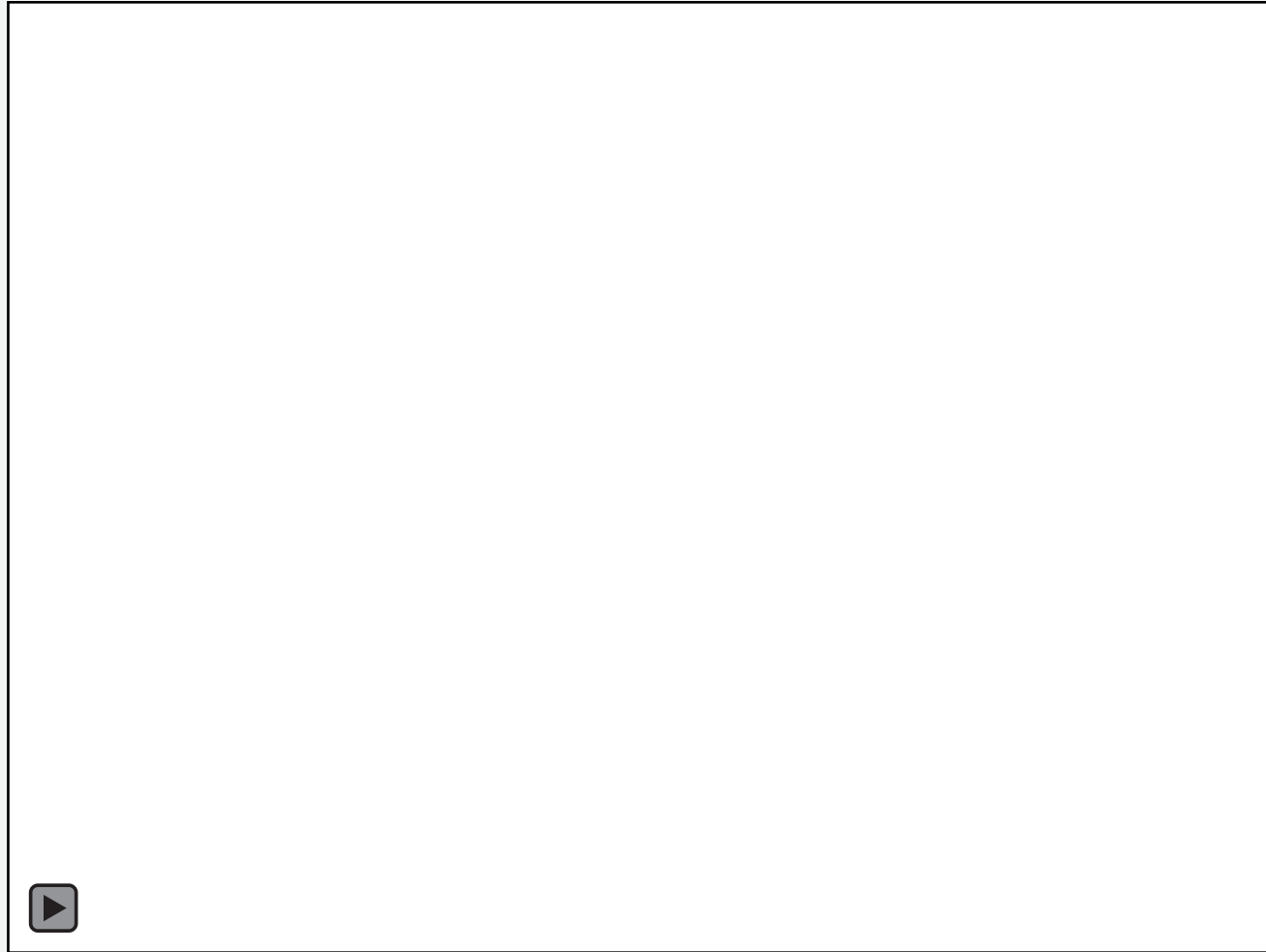
*Collecting  
feedback on  
feedback*

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# *The Everything's OK alarm*



*How many?*

*202,132 unnecessary  
questions answered  
per semester*

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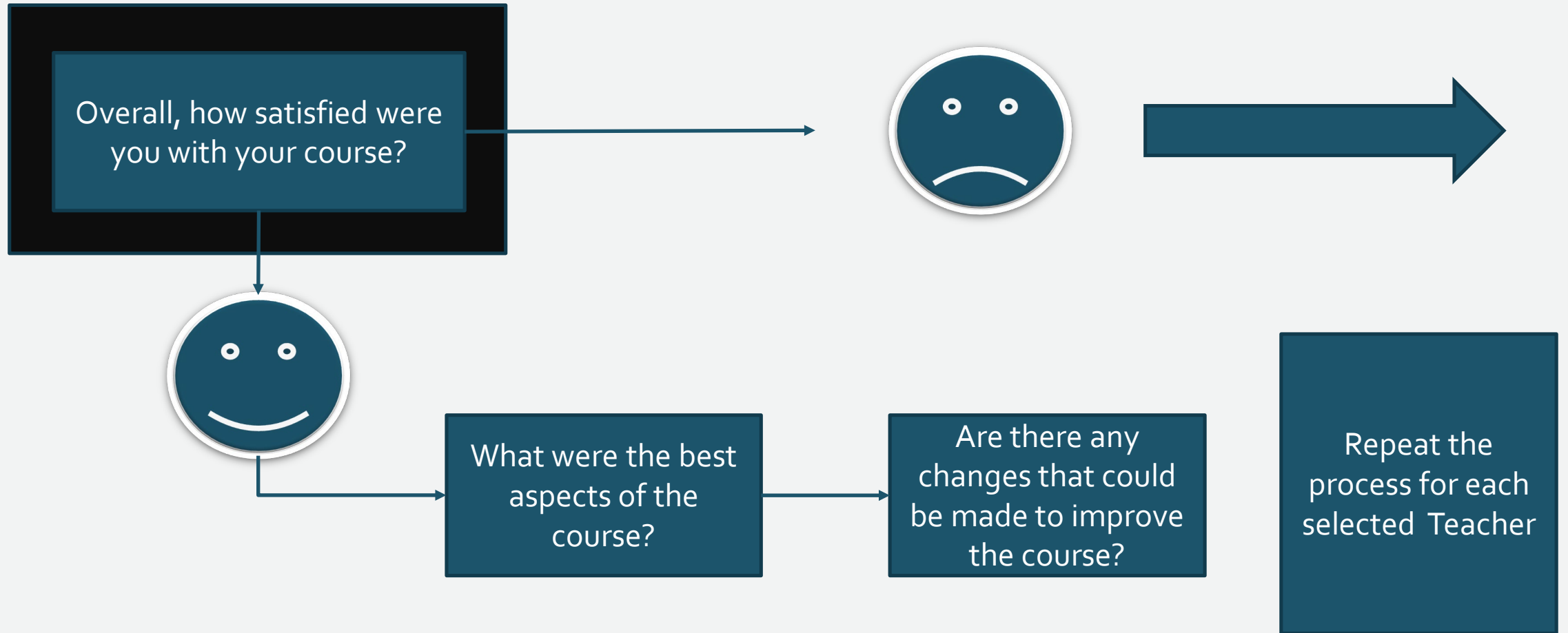
*How many?*

*Just*

*1 question*

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# Scenario 1



# Scenario 2

Overall, how satisfied were you with your course?



Expectations

Organisation

Workload

Criteria

Assessment

Outcomes

Resources

What were the best aspects of the course?

Are there any changes that could be made to improve the course?

Repeat the process for each selected Teacher

# *What risks?*



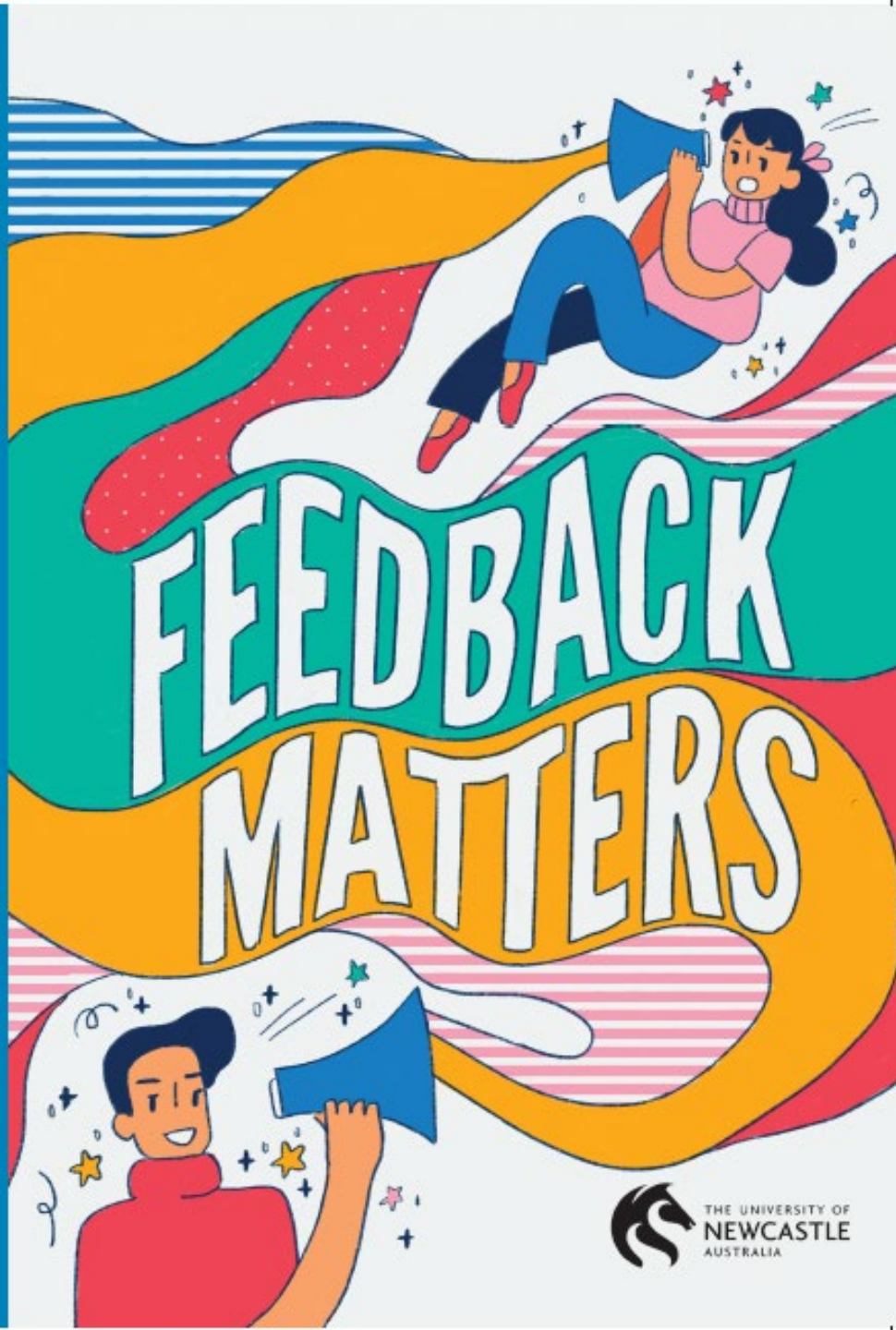


# *Student Feedback Literacy*

*Why is feedback important?*

*How do I give feedback that will  
be listened to?*

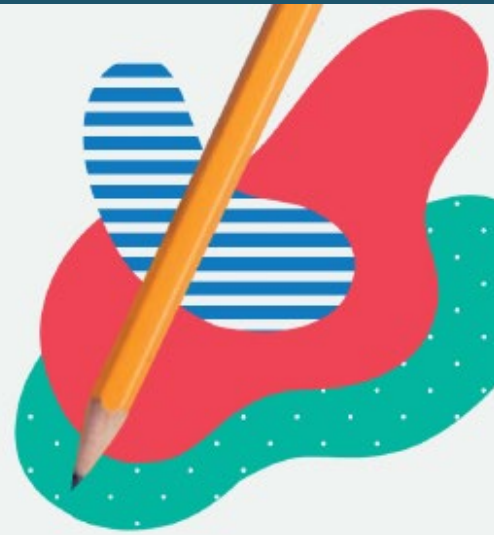
*What happens to my feedback?*



*They are just surveys, right?*

# How you say it can make all the difference

*How to phrase your feedback*



**What were the best  
aspects of the course?**



**Meh Feedback**

**Better Feedback**

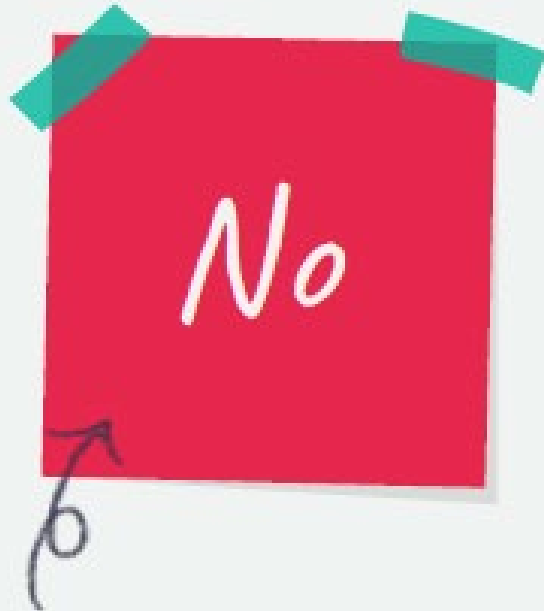
*The assignment  
was great!*



**Best Feedback**



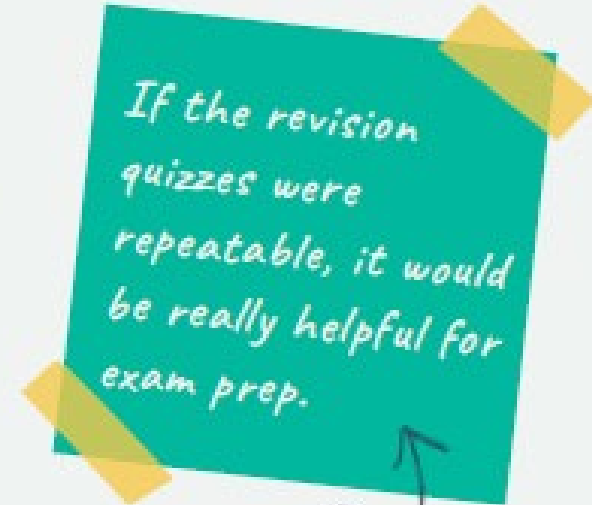
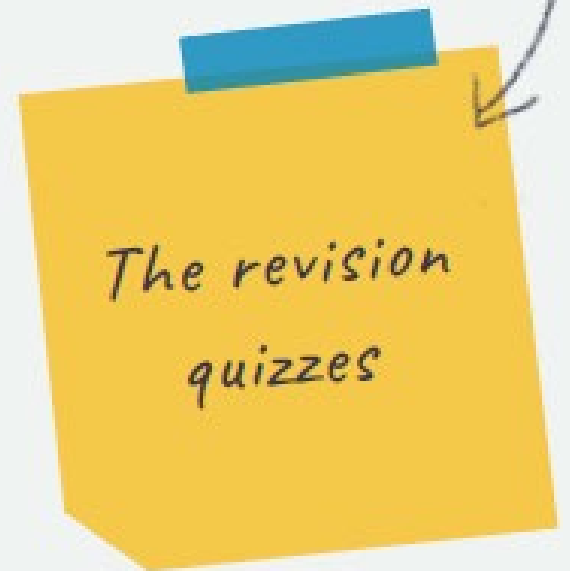
Are there any changes that could be made to improve the course?



Meh Feedback



Better Feedback



Best Feedback





# Compliment Sandwich

## Start positive!

Just like the soft outer layer of bread, start off by giving some feedback that isn't too hard to chew on.

Remember you are often giving feedback to a real person, and it is always best to start on a good note.

## Work with the crunchy parts

After starting off with what you liked, you can bring in the criticism.

Talk about what you didn't like and why. Remember, this isn't a chance to be rude but a chance to clearly identify and tackle what you are not satisfied with.



## Bring in the hard stuff

Following up your criticism, talk about the areas for improvement or what could have been done to make the situation or experience better.

Think of solutions! If you have ideas on how things could be handled better, talk through it at this point.

## Finish up easy

Lastly, mention another thing that you liked or enjoyed to finish up your perfect sandwich. And remember - we value your opinion and will work to make your experience rewarding.

100 Top Worksheet Templates (Key: Green, Yellow, Blue)

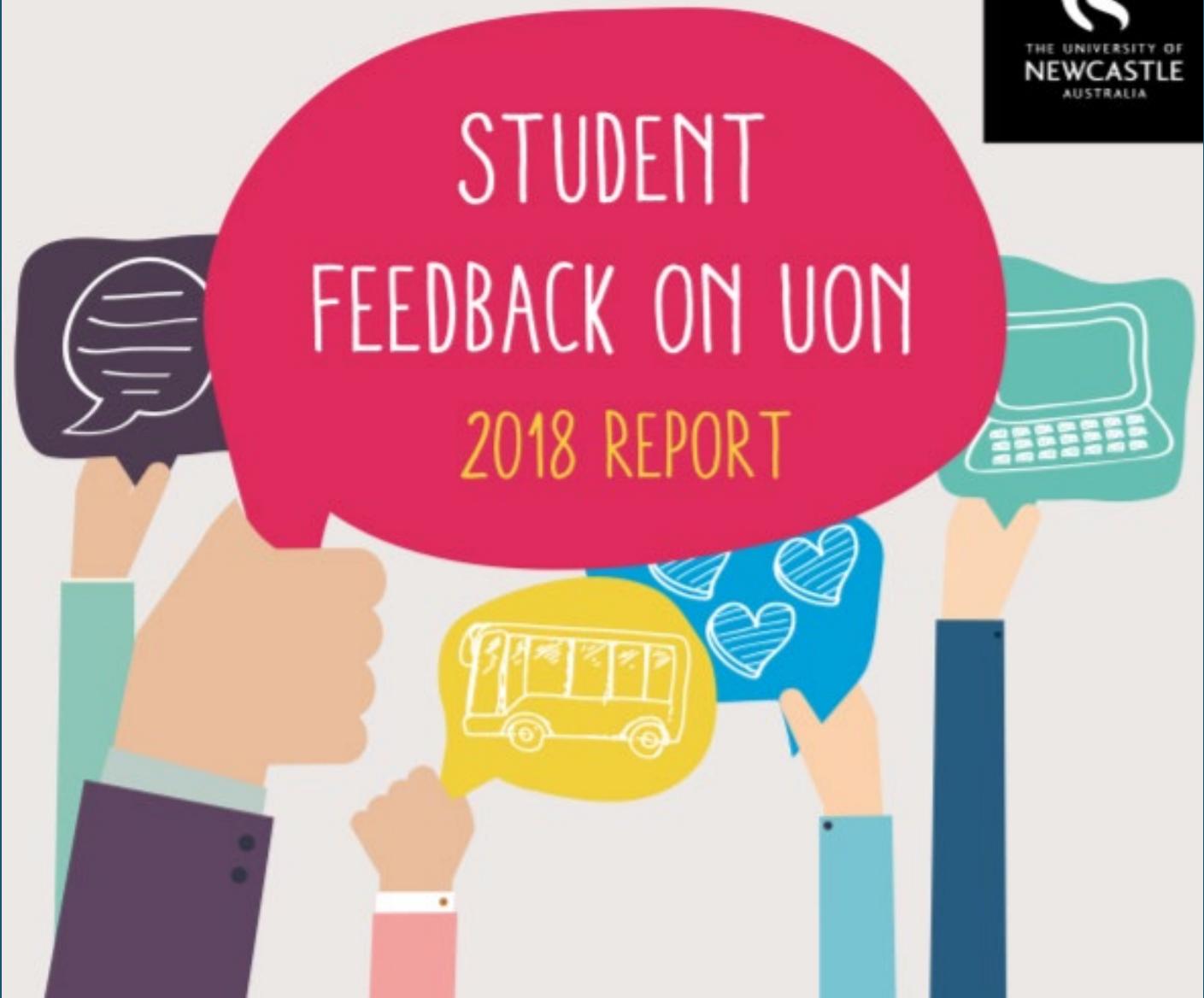
Navigation icons: Home, Back, Forward, Search, Print, Refresh, etc.

										
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Health & Wellbeing Contents	Health & Wellbeing	Health & Wellbeing Summary	Consulting & the New Summary	Travel Data Health & Wellbeing	Training Data	Social Health	Medical Care	Accessibility	Travel Data Health & Wellbeing	Online Coursework
										
Wellness	Wellbeing Contents	Wellbeing Data for	Wellbeing Data for Summary	Travel Data Wellbeing	Wellness Contents	Well	Components	Wellbeing Data for Summary	Wellbeing Data for Summary	International Student Experience
										
IT Commercial and Future Cost	IT Support Data	IT Support Data	Travel Data IT	IT Support	IT Access	IT Pricing	IT	IT Use	IT Construction	Emerging Tech





# STUDENT FEEDBACK ON UON 2018 REPORT



# *Next steps*

*The sky is the limit*  
*Disrupt your space*

*This is only the beginning*

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*Thank you*

*Feedback?*

