Obtaining Buy-in and Navigating Internal Approvals: A case study of Implementing Changes to Existing Evaluations

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University of Melbourne

About Learning Environments

- Manage, support and provide professional development for the University's core educational learning technologies
- Staff training, workshops and events for learning and teaching with technology
- Design and development of online modules, web and mobile apps and graphic design
- Teams in Learning and Teaching, Video and Media Production and ‘Academic Systems and Digital Experience’
- Sits within the Scholarly Services portfolio (library)

What we (Tom and Claire) do

- Primary system administrators, support contacts and coordinators for educational technology
- Systems include: Blackboard, Echo360, Qualtrics, Canvas, PollEverywhere, Blue and Kaltura
- Learning more about Explorance Blue
- Work centrally to support faculties from the education side and liaise with IT on the tech side. We try to speak human and computer.
- Fans of coffee, beer and making too many jokes in meetings

Where does the SES fit?

- Policy set by TALQAC (Teaching and Learning Quality Assurance Committee)
- User, course, enrolment data feed provided by central IT
- Software provided by Explorance (duh)
- System support, administration, configuration provided by LE
- SES institutional communication typically delivered through provost, with LE providing campaign support and ‘awareness’
- Survey data moderation by head of department (*in policy*)
- Institutional reporting conducted by Business Intelligence and Reporting unit (BIR), after raw data provided and prepared by LE
- Additional dashboard reports provided by LE to track response rates by department
- Each faculty has an SES representative responsible for managing delivery of reports to academics, scheduling of surveys and local support, and appropriate template for surveys

The SES at the University of Melbourne

- A consistent base set of 8 questions (6 likert and 2 open ended)
- Base questions set by TALQAC
- **227** extra questions requested by faculties and approved by TALQAC
- Extra questions required due to the range of teaching methods and gaps in knowledge of student experience by the faculties
- Some questions were asked essentially to gather student metadata. Blue has since made this easier.
- 49 templates used at a subject, course or institutional level
- *Not* to be used for performance reporting of teaching staff (*in policy)*
- A compromise between gaining broad understanding of student experience and specific information at a subject level
- 50% response rate. *Very important*

The SES at the University of Melbourne

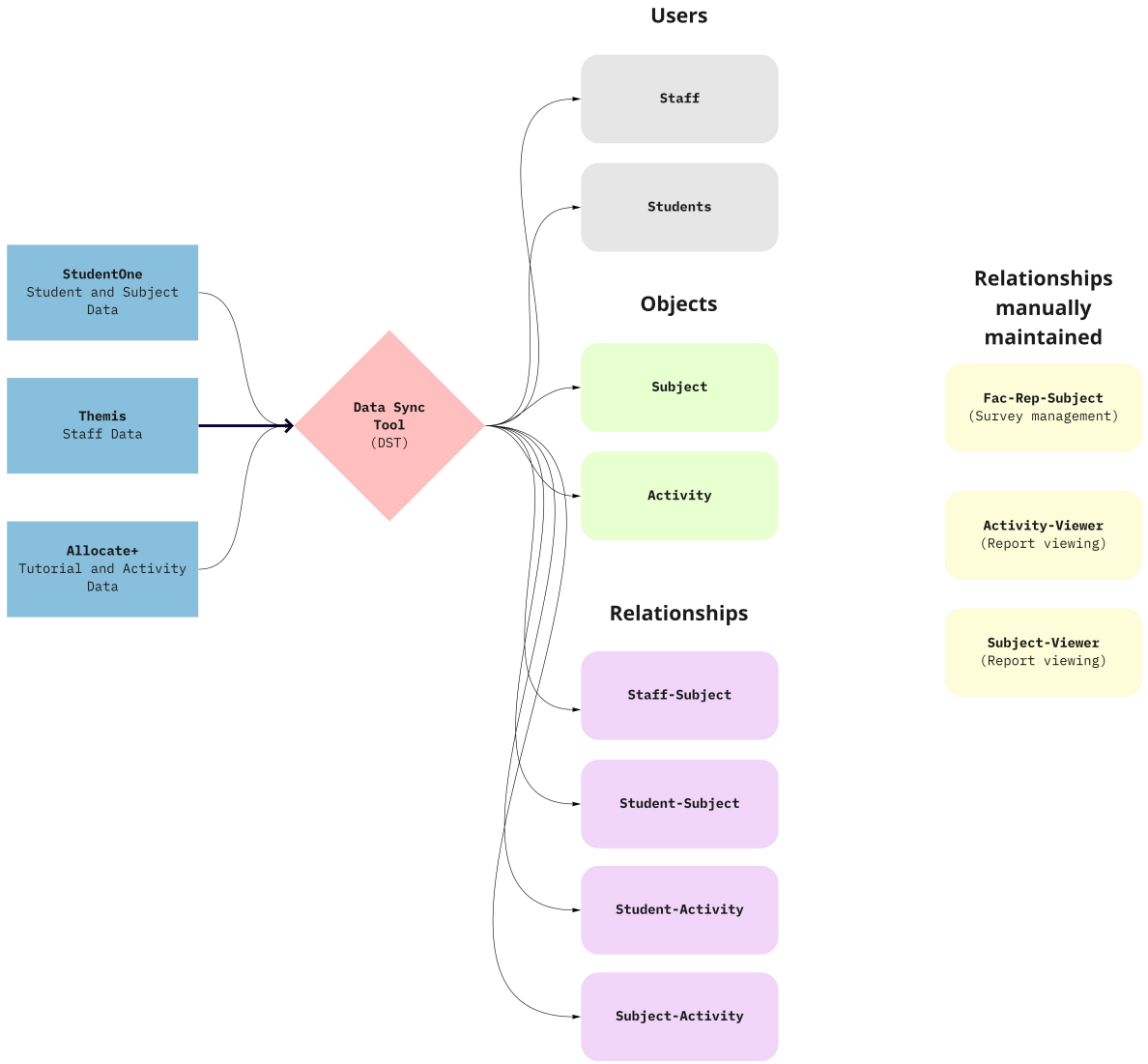
Dates of major survey periods

The major surveying period for the SES is scheduled at the end of each semester. If your subject follows a standard semester-based timeline, it is likely that your survey will be available during this time.

The dates for the major survey period follow weeks 11, 12 and SWOT Vac.

Major survey period	Start date	End date
Semester 1, 2020	Monday 18 May	Sunday 07 June
Semester 2, 2020	Monday 12 October	Sunday 1 November

Data Sync Tool



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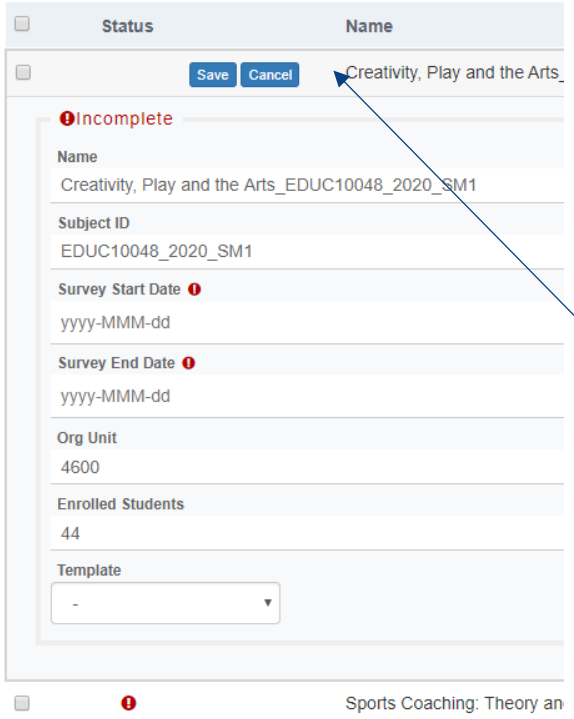
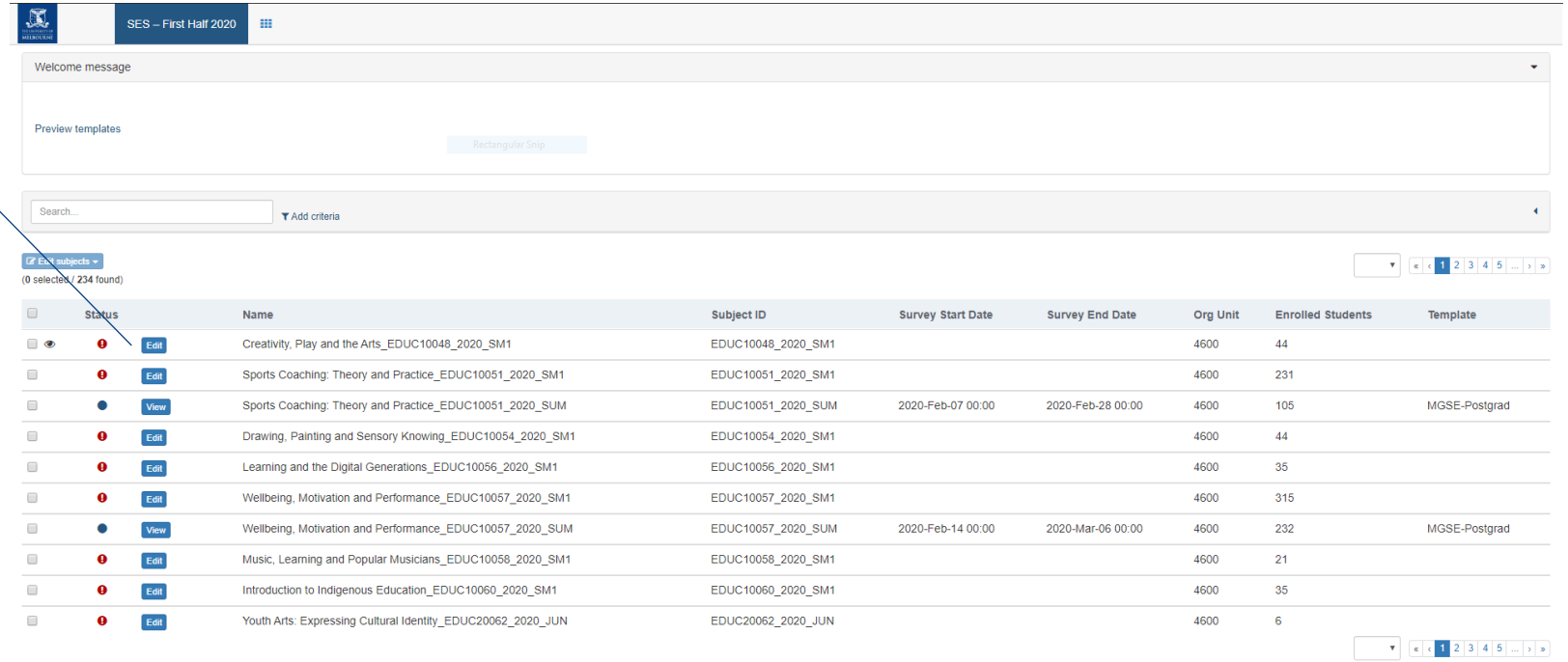
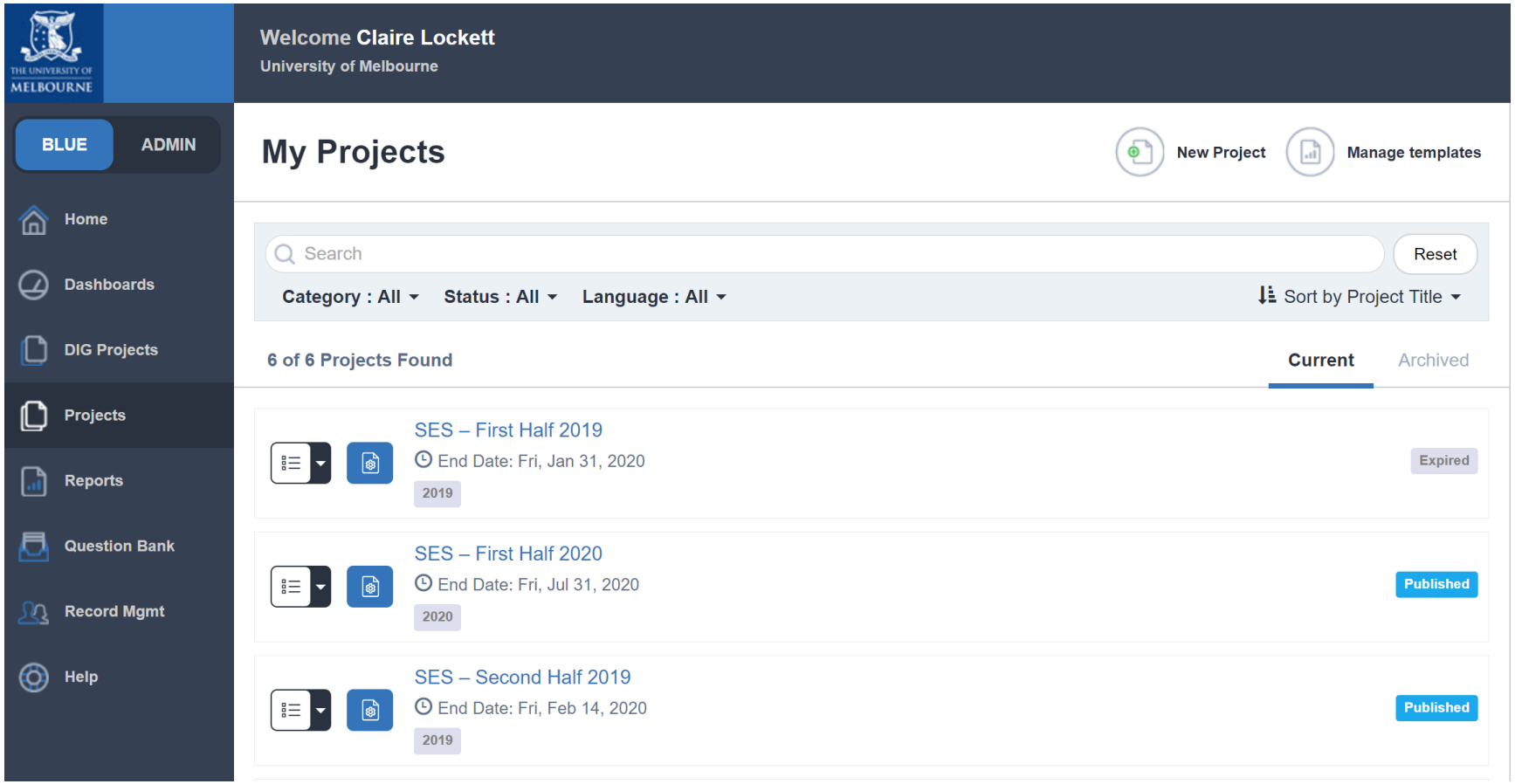
Fac-Rep-Subject





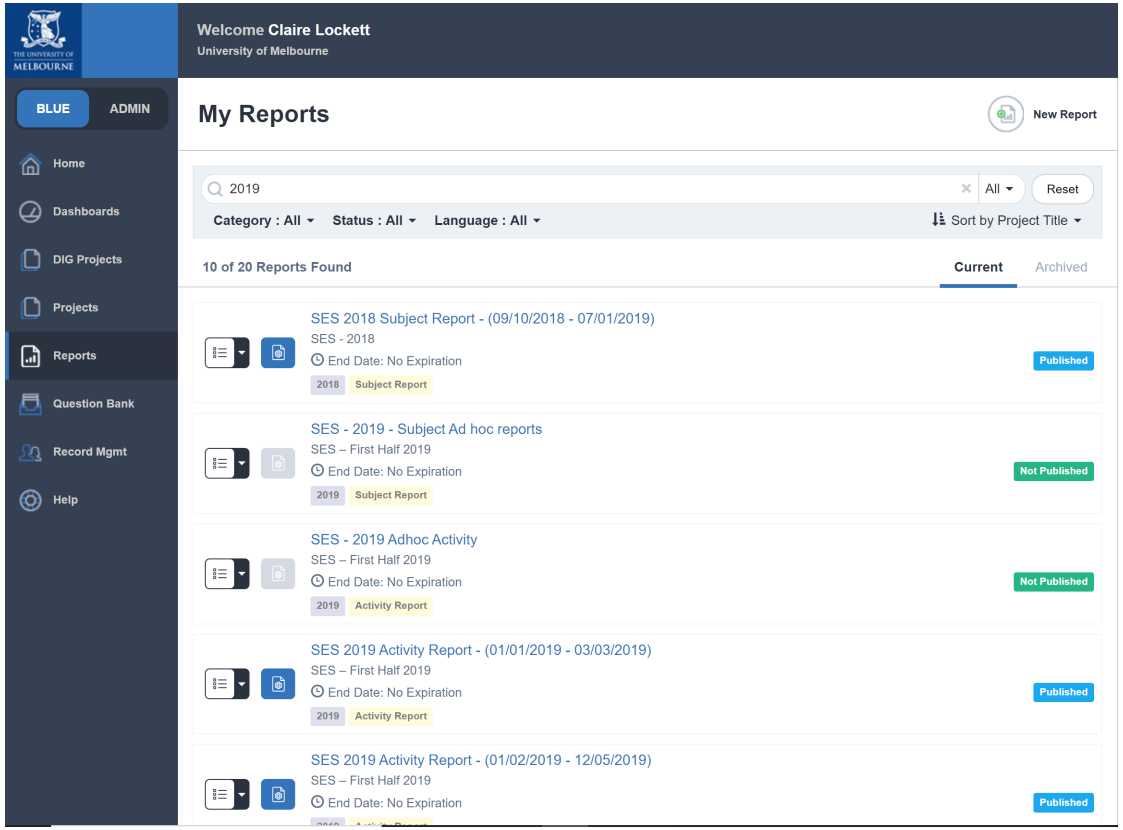
Projects

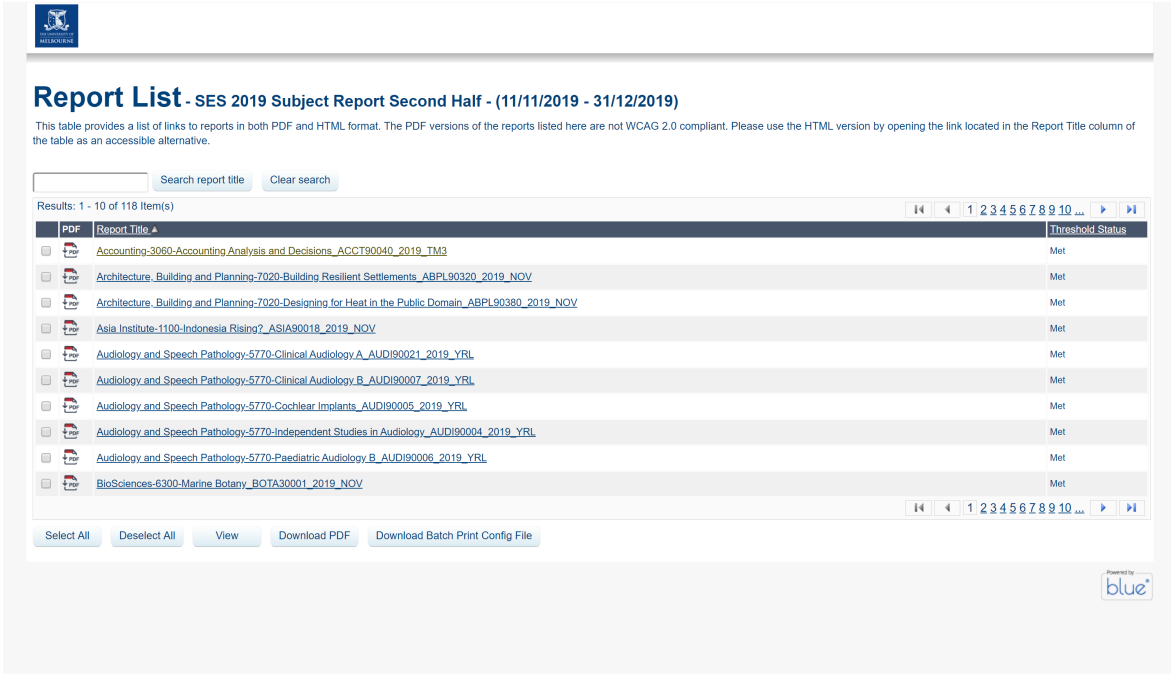

Welcome Claire Lockett
University of Melbourne
BLUE
ADMIN
Home
Dashboards
DIG Projects
Projects
Reports
Question Bank
Record Mgmt
Help
My Projects
New Project
Manage templates
Search
Reset
Category : All
Status : All
Language : All
Sort by Project Title
6 of 6 Projects Found
Current
Archived
SES – First Half 2019
End Date: Fri, Jan 31, 2020
2019
Expired
SES – First Half 2020
End Date: Fri, Jul 31, 2020
2020
Published
SES – Second Half 2019
End Date: Fri, Feb 14, 2020
2019
Published

Reporting

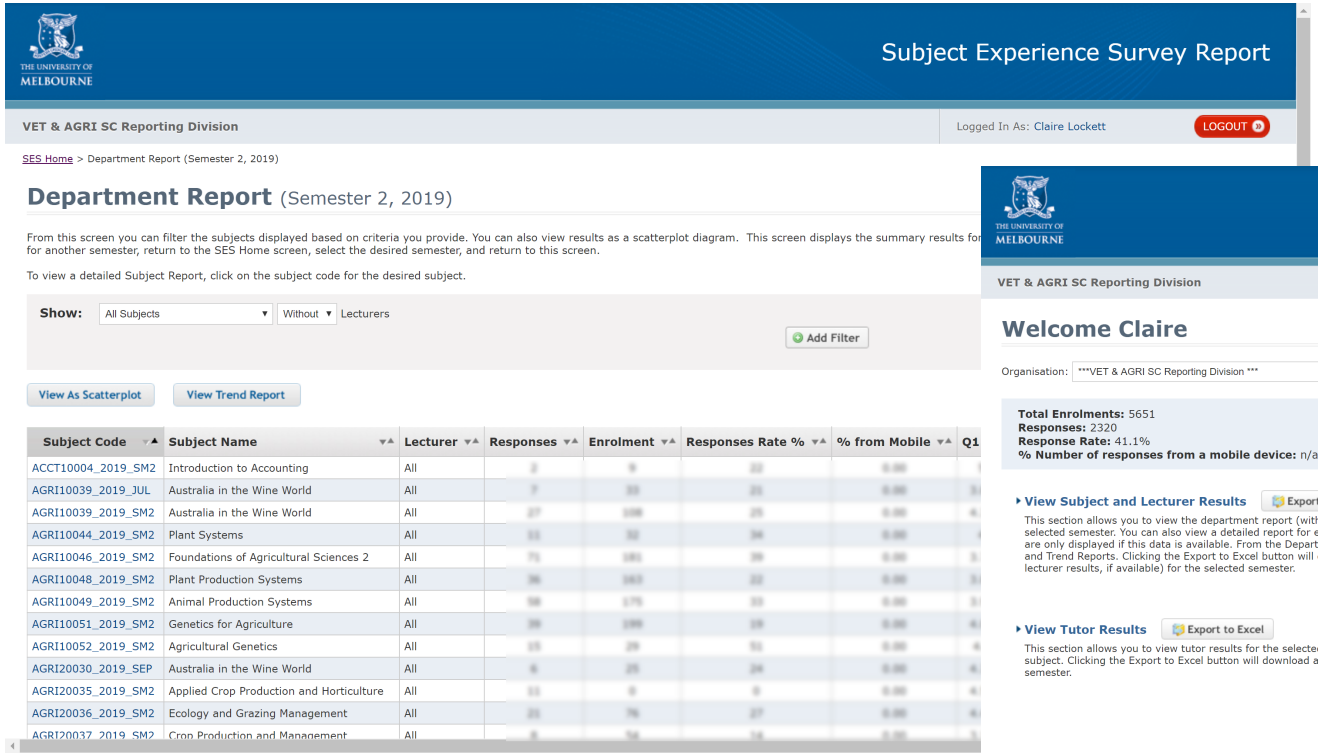
Activity-Viewer

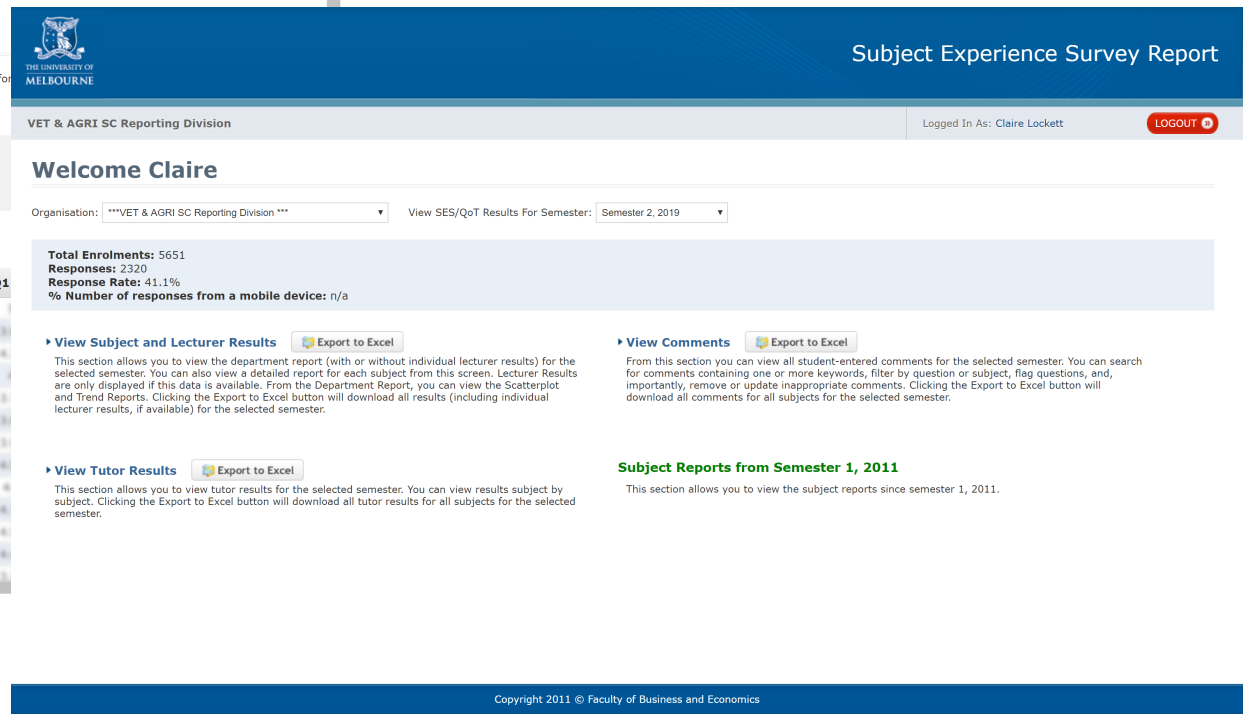
Subject-Viewer





Concierge


THE UNIVERSITY OF MELBOURNE
Subject Experience Survey Report
VET & AGRI SC Reporting Division
Logged In As: Claire Lockett
LOGOUT
SES Home > Department Report (Semester 2, 2019)
Department Report (Semester 2, 2019)
From this screen you can filter the subjects displayed based on criteria you provide. You can also view results as a scatterplot diagram. This screen displays the summary results for
for another semester, return to the SES Home screen, select the desired semester, and return to this screen.
To view a detailed Subject Report, click on the subject code for the desired subject.
Show: All Subjects Without Lecturers
Add Filter
View As Scatterplot
View Trend Report
Subject Code
Subject Name
Lecturer
Responses
Enrolment
Responses Rate %
% from Mobile
Q1
ACCT10004_2019_SM2 Introduction to Accounting All
AGRI10039_2019_JUL Australia in the Wine World All
AGRI10039_2019_SM2 Australia in the Wine World All
AGRI10044_2019_SM2 Plant Systems All
AGRI10046_2019_SM2 Foundations of Agricultural Sciences 2 All
AGRI10048_2019_SM2 Plant Production Systems All
AGRI10049_2019_SM2 Animal Production Systems All
AGRI10051_2019_SM2 Genetics for Agriculture All
AGRI10052_2019_SM2 Agricultural Genetics All
AGRI20030_2019_SEP Australia in the Wine World All
AGRI20035_2019_SM2 Applied Crop Production and Horticulture All
AGRI20036_2019_SM2 Ecology and Grazing Management All
AGRI20037_2019_SM2 Crop Production and Management All


THE UNIVERSITY OF MELBOURNE
Subject Experience Survey Report
VET & AGRI SC Reporting Division
Logged In As: Claire Lockett
LOGOUT
Welcome Claire
Organisation: ***VET & AGRI SC Reporting Division ***
View SES/QoT Results For Semester: Semester 2, 2019
Total Enrolments: 5651
Responses: 2320
Response Rate: 41.1%
% Number of responses from a mobile device: n/a
View Subject and Lecturer Results
Export 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
Export 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
Export 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.
Copyright 2011 © Faculty of Business and Economics

Support

- LE service requests primarily from academics and faculty staff, but also students when trying to access reports
- Primary support previously delivered by one LE staff member (Nev)
- Support requests often related to custom report generation, troubleshooting staff access to reports, survey start and end dates (student access)
- Confusion for staff often surrounding the process for the SES (i.e. managed by faculties)
- Balancing act supporting SES amongst our other services

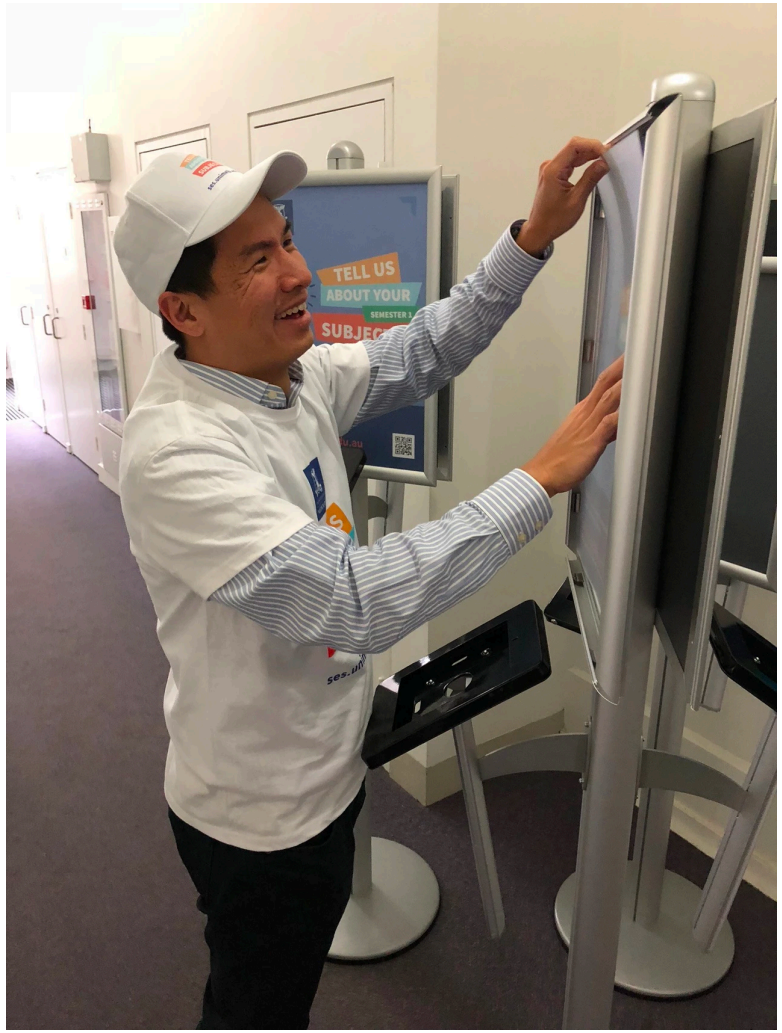
Campaigning

2018

- LE set up and delivered posters and iPad stands to 6 locations spread across the main campus
- Worked with library, Student IT and ‘Stop1’ (our student contact team)
- Free coffee + student interns as hype people
- We ran out of money. Students drink a lot of coffee. Coffee is expensive.

2019

- Deliver iPad stands. Unmanned… So far we’ve only lost one.
- Sent out posters
- Focused on online campaign



Campaigning

Response rate results

- Steady decline each year
- Coffee briefly slowed the decline
- Appears to be consistent across the board
- Responsibility/expectations for response rate falls within LE, but faculties have worked hard to improve in some cases
- Challenge to increase response rate centrally

Institutional Challenges

- Response rates
- System reliability
- Complex interdependence between departments and teams

Support and administration challenges

- Conducting user acceptance training in a way that represents a full deployment is challenging due to the scale and complexity of a standard major survey period.

SES review

- Process conducted to review the institutional challenges of the SES
- Subcommittee of TALQAC, with representatives from LE, BIR and a number of academic bodies
- Purpose was to look at the ‘background, methods, results and communication of evaluation of experience in University of Melbourne sujects by our students.’

The Review aimed to:

- Re-examine the existing SES for subjects to;
- identify the perceived purpose of SES
- evaluate current application and alignment to policy
- identify pain points experienced by academics and students
- identify SES priority areas for review
- Communicate and work collaboratively with key stakeholders to identify and review the priority areas

Recommendations

- Change the name from ‘Subject Experience Survey’ to ‘End of Subject Survey’ (ESS)
- Shorten the length of the ESS tool.
- “Change the wording of ‘Question 4’”
- Timing
- Templates
- Introduce mid-semester survey options for teaching specific feedback
- Devise a working group in 2020 to address ESS for team-teaching

“The working group predict that the shorter survey, standardised questions, increased time frame to keep the tool open, and changed survey name, together with the mid-semester feedback loop will work to increase response rates over time. This will largely be dependent on reinforcement of survey announcements by academics. “

Question 4: "Overall this subject has been well taught"

Further questions

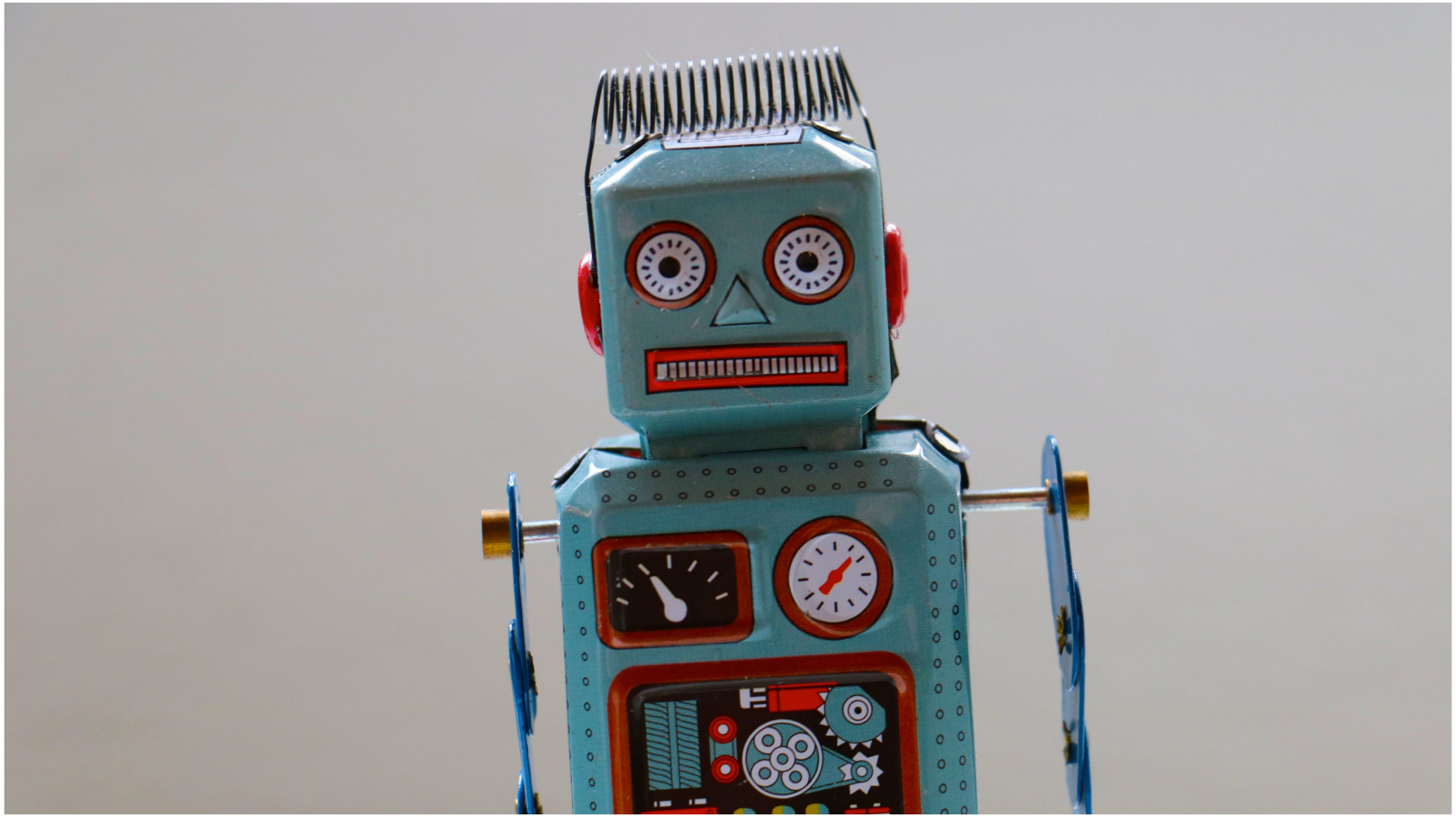
- Is response rate the most important measure for validity of feedback?
- Is an institutional response rate really useful information when looking at 1000+ courses?
- Does looking at response rate only prevent us from seeing other biases that might be affecting the dataset?
- How could we consider subjects more effectively longitudinally?
- How do you support the necessary rigorous moderation processes for ad hoc surveys?

Next steps

- Implementation of Canvas integration to assist with ease of access for students
- Follow recommendations from TALQAC review (pending approval)
- Investigate options for supporting a custom faculty ad hoc survey instrument
- Continue to review technical implementation
- Enhance UAT processes

Next Next steps…

- AI



Thank you

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