



THE UNIVERSITY OF
MELBOURNE

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

Claire Lockett and Tom Dun

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

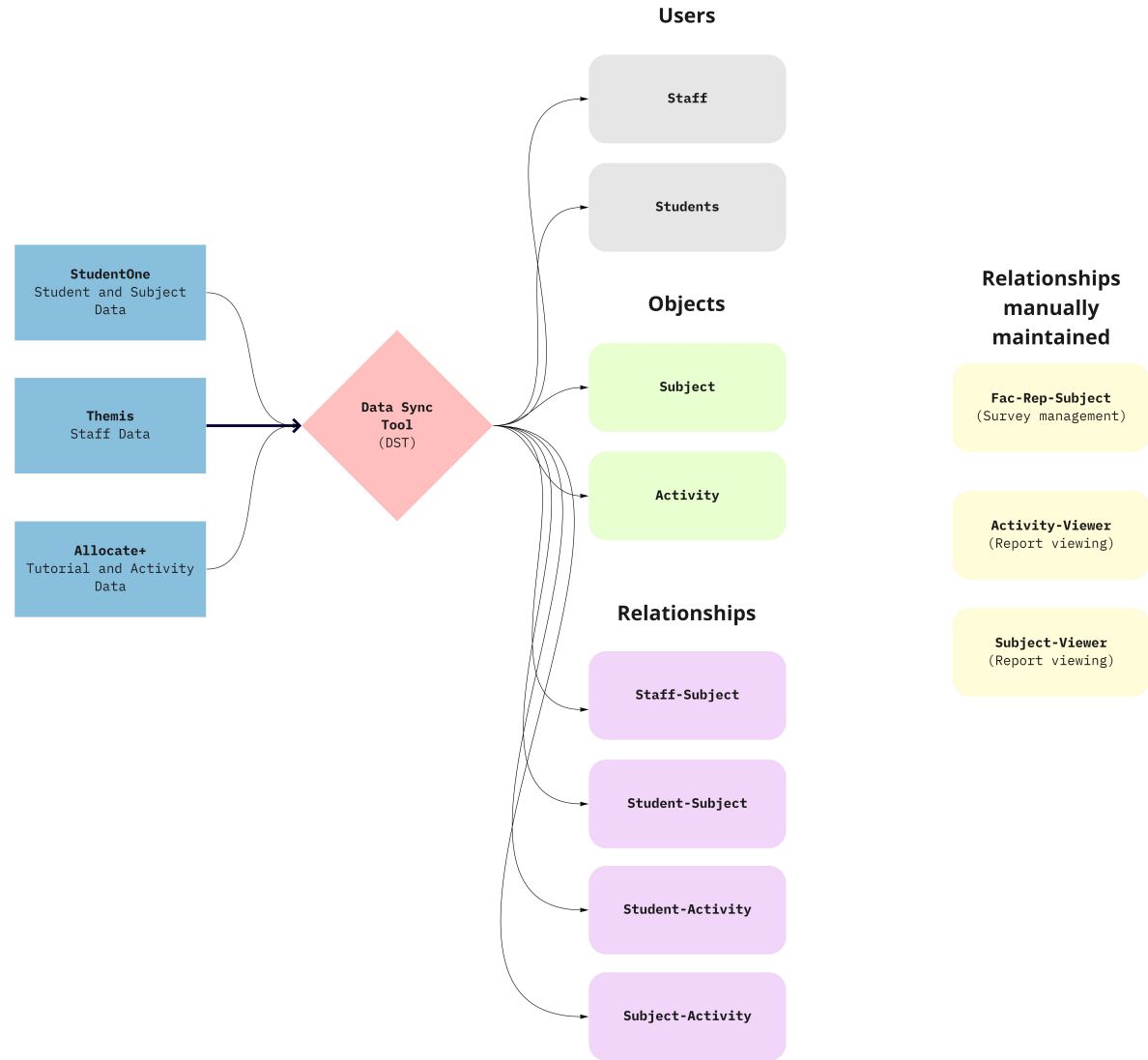
The major surveying period for the SES is scheduled at the end of each semester. If your subject follows a standard semester-based timeline, it is likely that your survey will be available during this time.

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





DIG

Fac-Rep-Subject

Status **Name**

[Save](#) [Cancel](#) Creativity, Play and the Arts_

Incomplete

Name
Creativity, Play and the Arts_EDUC10048_2020_SM1

Subject ID
EDUC10048_2020_SM1

Survey Start Date **Incomplete**
yyyy-MMM-dd

Survey End Date **Incomplete**
yyyy-MMM-dd

Org Unit
4600

Enrolled Students
44

Template
-

Sports Coaching: Theory an

SES - First Half 2020

Welcome message

Preview templates


Search... Add criteria

0 of 234 subjects (0 selected / 234 found)

Status	Name	Subject ID	Survey Start Date	Survey End Date	Org Unit	Enrolled Students	Template
<input type="checkbox"/> Incomplete Edit	Creativity, Play and the Arts_EDUC10048_2020_SM1	EDUC10048_2020_SM1			4600	44	
<input type="checkbox"/> Incomplete Edit	Sports Coaching: Theory and Practice_EDUC10051_2020_SM1	EDUC10051_2020_SM1			4600	231	
<input type="checkbox"/> Complete View	Sports Coaching: Theory and Practice_EDUC10051_2020_SUM	EDUC10051_2020_SUM	2020-Feb-07 00:00	2020-Feb-28 00:00	4600	105	MGSE-Postgrad
<input type="checkbox"/> Incomplete Edit	Drawing, Painting and Sensory Knowing_EDUC10054_2020_SM1	EDUC10054_2020_SM1			4600	44	
<input type="checkbox"/> Incomplete Edit	Learning and the Digital Generations_EDUC10056_2020_SM1	EDUC10056_2020_SM1			4600	35	
<input type="checkbox"/> Incomplete Edit	Wellbeing, Motivation and Performance_EDUC10057_2020_SM1	EDUC10057_2020_SM1			4600	315	
<input type="checkbox"/> Complete View	Wellbeing, Motivation and Performance_EDUC10057_2020_SUM	EDUC10057_2020_SUM	2020-Feb-14 00:00	2020-Mar-06 00:00	4600	232	MGSE-Postgrad
<input type="checkbox"/> Incomplete Edit	Music, Learning and Popular Musicians_EDUC10058_2020_SM1	EDUC10058_2020_SM1			4600	21	
<input type="checkbox"/> Incomplete Edit	Introduction to Indigenous Education_EDUC10060_2020_SM1	EDUC10060_2020_SM1			4600	35	
<input type="checkbox"/> Incomplete Edit	Youth Arts: Expressing Cultural Identity_EDUC20062_2020_JUN	EDUC20062_2020_JUN			4600	6	



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

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University of Melbourne

My Reports New Report

Q 2019 ✕ All Reset

Category: All Status: All Language: All Sort by Project Title

10 of 20 Reports Found Current Archived

- SES 2018 Subject Report - (09/10/2018 - 07/01/2019)

SES - 2018

End Date: No Expiration Published

2018 Subject Report
- SES - 2019 - Subject Ad hoc reports

SES - First Half 2019

End Date: No Expiration Not Published

2019 Subject Report
- SES - 2019 Adhoc Activity

SES - First Half 2019

End Date: No Expiration Not Published

2019 Activity Report
- SES 2019 Activity Report - (01/01/2019 - 03/03/2019)

SES - First Half 2019

End Date: No Expiration Published

2019 Activity Report
- SES 2019 Activity Report - (01/02/2019 - 12/05/2019)

SES - First Half 2019

End Date: No Expiration Published

Report List - SES 2019 Subject Report Second Half - (11/11/2019 - 31/12/2019)

This table provides a list of links to reports in both PDF and HTML format. The PDF versions of the reports listed here are not WCAG 2.0 compliant. Please use the HTML version by opening the link located in the Report Title column of the table as an accessible alternative.

Search report title Clear search

Results: 1 - 10 of 118 Item(s) 1 2 3 4 5 6 7 8 9 10 ...

PDF	Report Title	Threshold Status
	Accounting-3060-Accounting Analysis and Decisions_ACCT90040_2019_TM3	Met
	Architecture_Building and Planning-7020-Building Resilient Settlements_ABPL90320_2019_NOV	Met
	Architecture_Building and Planning-7020-Designing for Heat in the Public Domain_ABPL90380_2019_NOV	Met
	Asia_Institute-1100-Indonesia Rising?_ASIA90018_2019_NOV	Met
	Audiology_and_Speech_Pathology-5770-Clinical Audiology_A_AUDI90021_2019_YRL	Met
	Audiology_and_Speech_Pathology-5770-Clinical Audiology_B_AUDI90007_2019_YRL	Met
	Audiology_and_Speech_Pathology-5770-Cochlear Implants_AUDI90005_2019_YRL	Met
	Audiology_and_Speech_Pathology-5770-Independent Studies in Audiology_AUDI90004_2019_YRL	Met
	Audiology_and_Speech_Pathology-5770-Paediatric Audiology_B_AUDI90006_2019_YRL	Met
	BioSciences-6300-Marine Botany_BOTA30001_2019_NOV	Met

Select All Deselect All View Download PDF Download Batch Print Config File

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Concierge

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 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: 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	3	9	33	0.00	
AGRI10039_2019_JUL	Australia in the Wine World	All	7	33	21	0.00	
AGRI10039_2019_SM2	Australia in the Wine World	All	27	108	25	0.00	
AGRI10044_2019_SM2	Plant Systems	All	15	32	46	0.00	
AGRI10046_2019_SM2	Foundations of Agricultural Sciences 2	All	75	185	40	0.00	
AGRI10048_2019_SM2	Plant Production Systems	All	36	143	25	0.00	
AGRI10049_2019_SM2	Animal Production Systems	All	98	175	55	0.00	
AGRI10051_2019_SM2	Genetics for Agriculture	All	38	108	35	0.00	
AGRI10052_2019_SM2	Agricultural Genetics	All	15	28	53	0.00	
AGRI20030_2019_SEP	Australia in the Wine World	All	6	28	21	0.00	
AGRI20035_2019_SM2	Applied Crop Production and Horticulture	All	11	9	9	0.00	
AGRI20036_2019_SM2	Ecology and Grazing Management	All	24	76	31	0.00	
AGRI20037_2019_SM2	Crop Production and Management	All	8	76	10	0.00	

Subject Experience Survey Report

VET & AGRI SC Reporting Division
Logged In As: Claire Lockett LOGOUT

Welcome Claire

Organisation: View SES/QoT Results For Semester:

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.



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

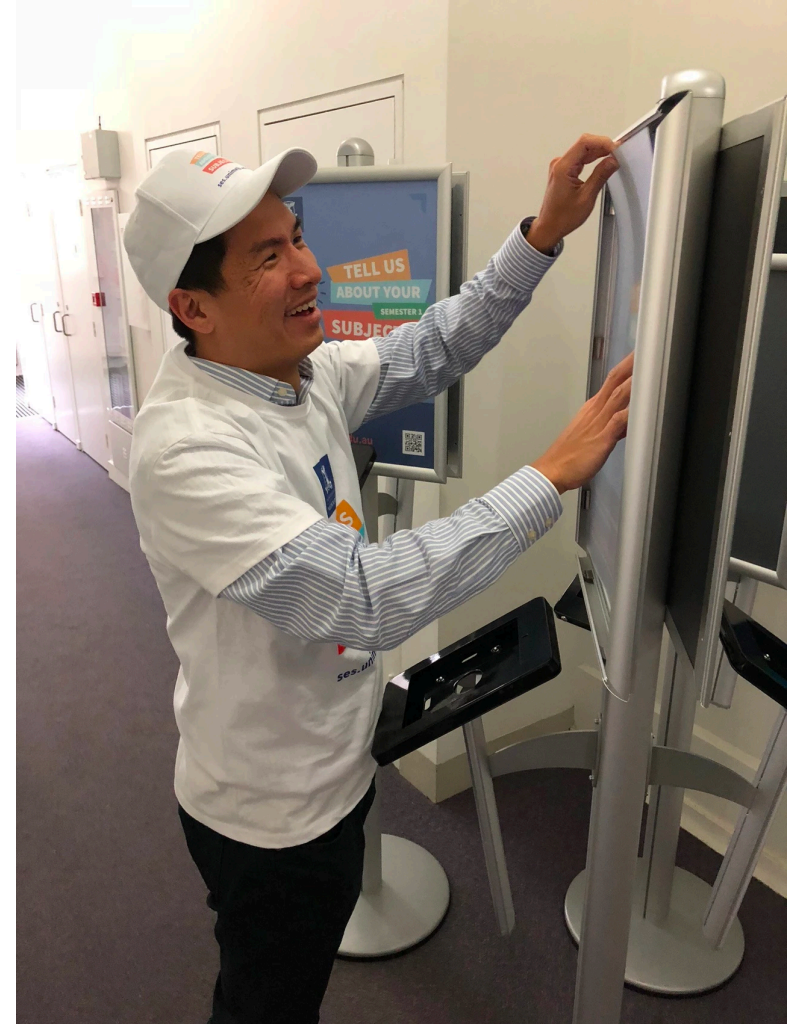
Campaigning

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 subjects 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. "



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?

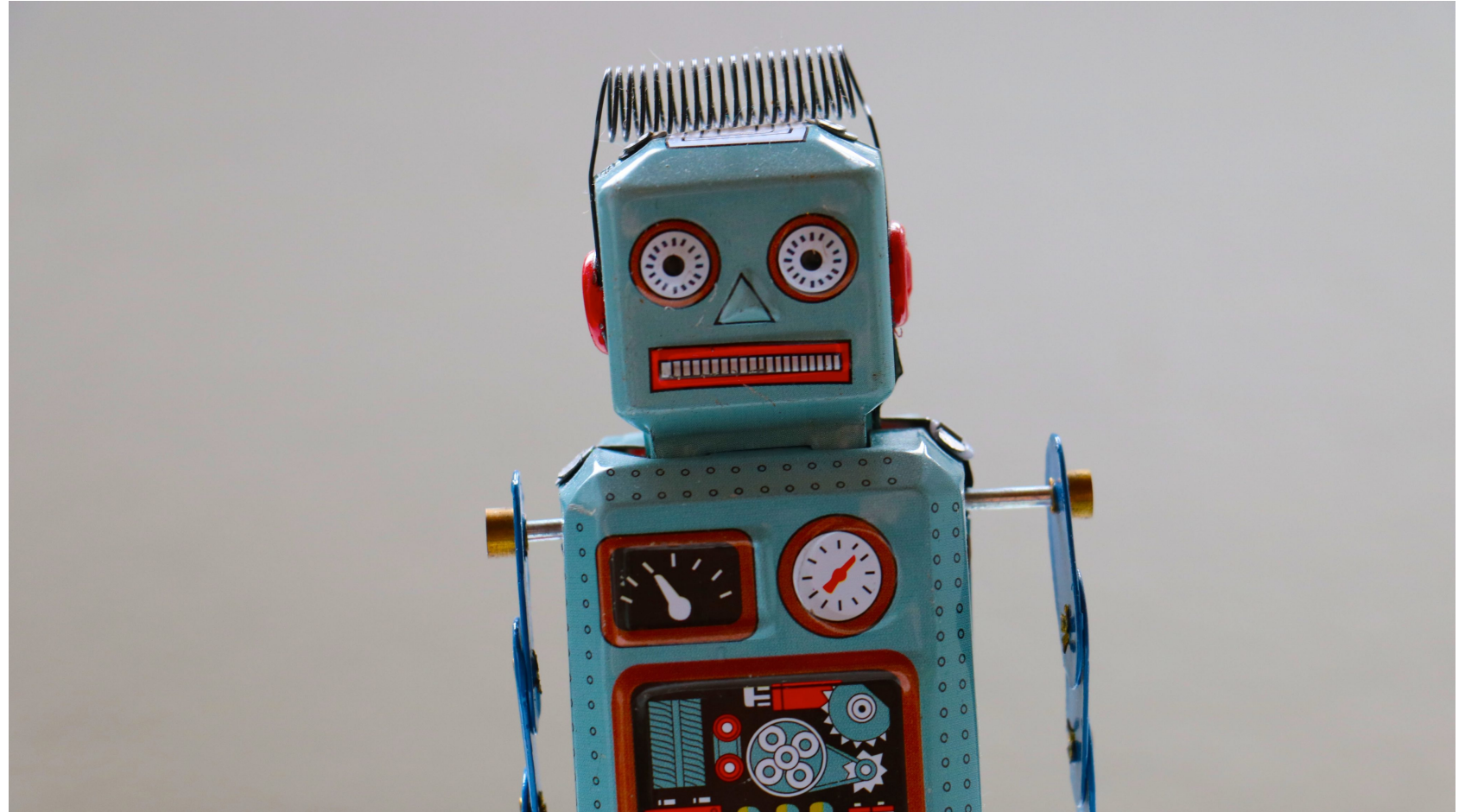


Next steps

- 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





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Thank you

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