

## Student Feedback - Visualising insights to drive institutional decision making

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#### **Outline**

- La Trobe stats
- Student Feedback on Subject Survey
- Student Feedback Reporting
  - Quantitative Analysis
  - Qualitative Analysis
- Dashboard demonstration
- Question time



#### La Trobe stats



39,500 student enrolments



2 Colleges, 11 Schools



Over 30 locations



2,240 subjects across 120 study periods





#### Student Feedback on Subjects - Survey

- Survey Audience: All Coursework students enrolled in a subject
- Survey Questions: 8 quantitative and 2 qualitative
- Administration: Administer the survey using Blue





### **Student Feedback on Subject - Reporting**





- Head of School and College reports distributed via blue using Dynamic reporting
- University level reporting using Power BI dashboard







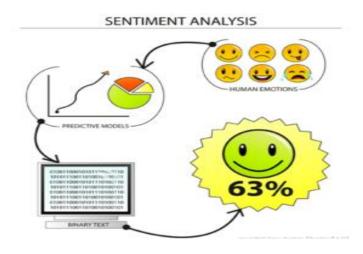


#### **Qualitative Analysis**



#### **Sentiment analysis:**

Is a type of data mining that measures the inclination of people's opinions through natural language processing (NLP). This is also known as opinion mining or emotion Al



#### Algorithms for topic modelling:

This technique is the unsupervised machine learning method to group data in different **topics**.

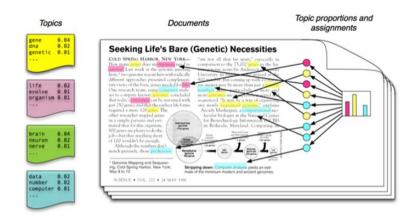


Figure source: Blei, D. M. (2012). Probabilistic topic models. Communications of the ACM, 55(4), 77-84.





#### **Quantitative analysis**

Interactive Power BI dashboard with timeseries mean score analysis for each of the questions drilling down to the subject code.









#### **Quantitative Analysis**

- Interactive Power BI dashboard with Mean Score analysis at the subject offering.
- Responses can be viewed at various subject level details, including study period, location, course









#### **Qualitative Analysis**

- Sentiment analysis, topics and subtopics can be viewed for best aspects and needs improvement for the 2 qualitative items.
- Course code and subject level filters can be applied at subject level details

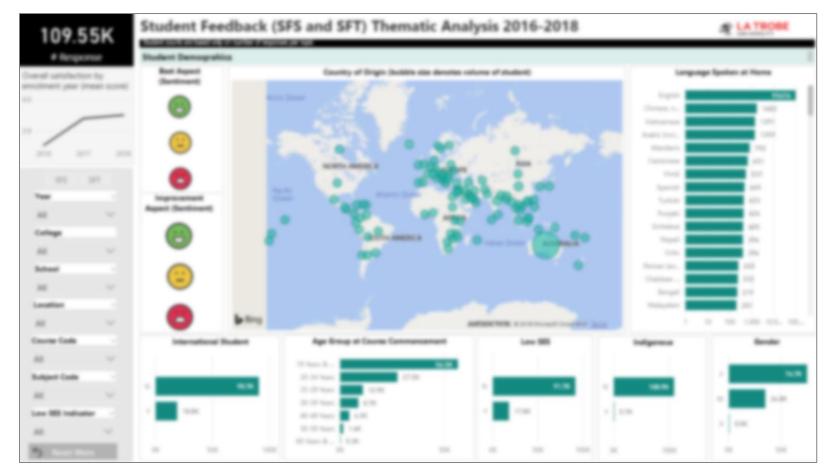






#### **Student Feedback Thematic Analysis**

Student Demographic analysis can be viewed based on the sentiment analysis









#### Benefits of a dashboard?

- Originally intended only for our Senior Executive due to policy limitations
- Reduced ad hoc survey requests (new staff/previous reports required for promotion)
- Reduced executive reporting requirements
- Easy to access timeseries data
- Identify problem areas at the tip of your fingers





#### Demo....

**SFS Dashboard Link** 





## **Questions/Discussion**







# Thank you

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