Evolving Explorance Blue:
from staff transitions to COVID-19

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Loughborough?

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Looga-baroo-ga?

Lufbra

Loughborough

- Located in centre of England
- 17,000 students
- UK's largest single-site campus

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Outline of Session

1. Background to Module Feedback at Loughborough

2. Scenario 1 - key staff member leaves

3. Scenario 2 - COVID-19 v's Module Feedback

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Background at Loughborough

- Established Module Feedback since mid 1990s
- Evaluation of individual teacher as well as module
- Use of paper-based method, followed by Moodle

And then came **Blue** in 2018/19…

- All modules evaluated every year
- Standard question set, with variations for different teaching types
- Underpinned by Code of Practice

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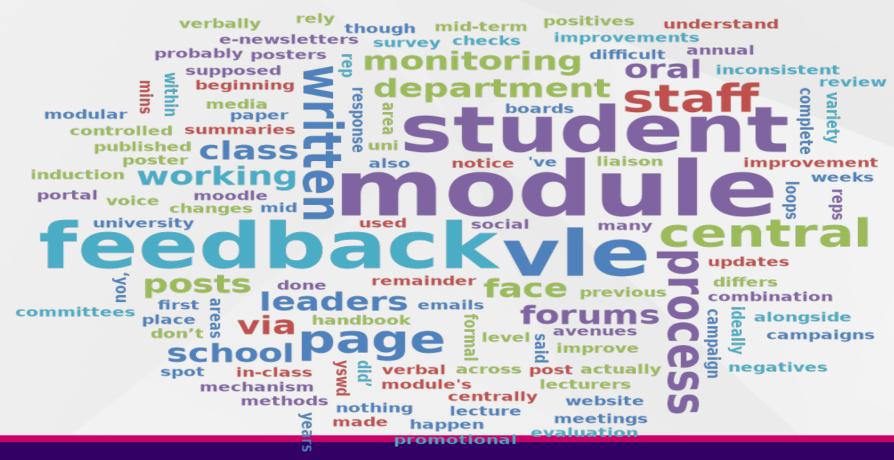#InspiringWinners since 1909

Set-Up at Loughborough

- 9 Academic Schools
- Covering 22 Disciplines

- Established a hub and spokes approach for process set-up
  – Small central team supported by Feedback Administrators in Academic Schools

Key Component -
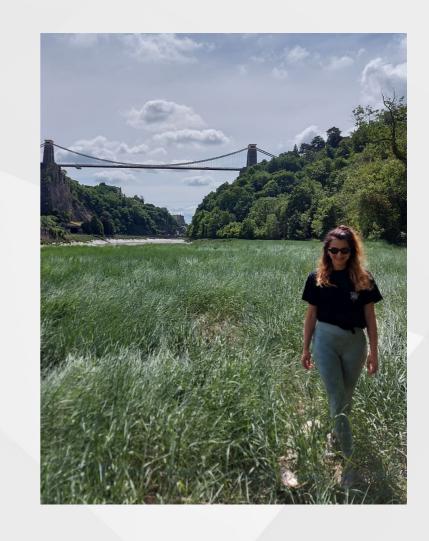# Closing the feedback loop

Scenario 1

You've been supported through your implementation by Explorance Professional Services and everything's been going smoothly for a year and then it happens… your main system admin leaves you for a role elsewhere!

Initial Implementation

- Well supported & documented by Explorance Professional Services
- Implementation Project was for all modules in Semester1 2018/19
- First run on own in Semester 2 2018/19 (*but majority set-up in advance by PS*)
- So really only first ran on own in Semester 1 2019/20
- System Admin, "Andria", left two weeks into Semester 1…

Welcome System Admin "Matt"

- Started at Loughborough July 2019 as Technology-Enhanced Learning Officer
- Main role is to:
  - support our academic/faculty to use our learning technologies in their teaching
  - enhance student learning experience
  - evaluating and investigating new learning technologies
- Given Module Feedback as a temporary fix!

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Thoughts from "Matt"

- Module feedback is not simple
- Always save and then save again
- Build confidence – two people better than one

Lesson Learnt

- Make sure document is right and kept up-to-date
- Have plans in place for who the next people to be trained will be (to build contingency)
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- Don't be on vacation when the Feedback Window closes if you're expecting to extend it!

Scenario 2

Your new system admin has just got through their first semester and knows how to improve things for the next one when a worldwide pandemic strikes and suddenly evaluating at module-level doesn't feel like the right thing to do…

Semester 2 2019/20

- Module Feedback launches for a few block taught modules in Feb/Mar 20
- University moves to remote teaching 16th March
- Decision taken to not continue evaluating at module-level

"Let's just survey the students by year through Explorance Blue"

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Developing a "Simple" Survey

- Single question set for all students
  - 5 core quantitative questions
  - Two trigger questions for 'continuing students' and 'postgraduates'
  - 5 open response questions
- Focus more on remote learning with option to feedback on specific modules
- Enable reporting at Year, Discipline, Academic School-level

Implementing the 'Simple' Survey

- Created a new project
- Set up the questions and triggers
- Pulled in the students

- Eeek! Too many students and no way to filter!!
  - 7,000 too many ☹

Evolving our Data

- Data structures were all based on modules, no 'Year' attached to individual students
  - Therefore no way to filter them out
- Resolved fairly easily, an additional piece of data needed to be sent across for 'Year' against students
  - Not helped when the person who needed to do this was setting the University up for remote exams!
- Survey then ran smoothly and responses have informed our approaches for 2020/21

Opening up other possibilities

- Now we can filter by 'Year' we can easily run more targeted surveys:
    - Placement Surveys
    - Specify certain groups of students, e.g International Students in Business School
- These were previously not possible with the way the data was set up
- So there are some benefits of living in this new world ☺

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- And now we'd better go and update our documentation…

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