

EVERYTHING'S OK ALARM



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

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ACKNOWLEDGEMENT OF COUNTRY

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NEWCASTLE CALLAGHAN CAMPUS

Nestled amongst beautiful bushland, Newcastle Callaghan Campus is our founding campus known for strong industry connections and global research partnerships.

THE UNIVERSITY OF NEWCASTLE **BY NUMBERS**



**TOP
200**

university in the world¹



37,946

students from 113 nations
educated and supported by 2,766
full-time equivalent staff²



148,000+

in our global alumni community based
in 144 countries around the world³



**TOP REGIONAL
UNIVERSITY**

one of the top regional
universities in Australia⁴



**180
PARTNERSHIPS**

in 32 countries for student exchange
and study abroad programs



NO. 1

university in Australia for
Indigenous enrolments⁵

Introduction

Where are we going today?

- Current Landscape
- Identifying a need for change
- A year of disruption
- Obtaining executive and academic buy-in
- A feedback model
- That lightbulb moment
- Our new survey model
- Engagement strategies
- The evaluation
- A feedback culture
- What does the future hold?



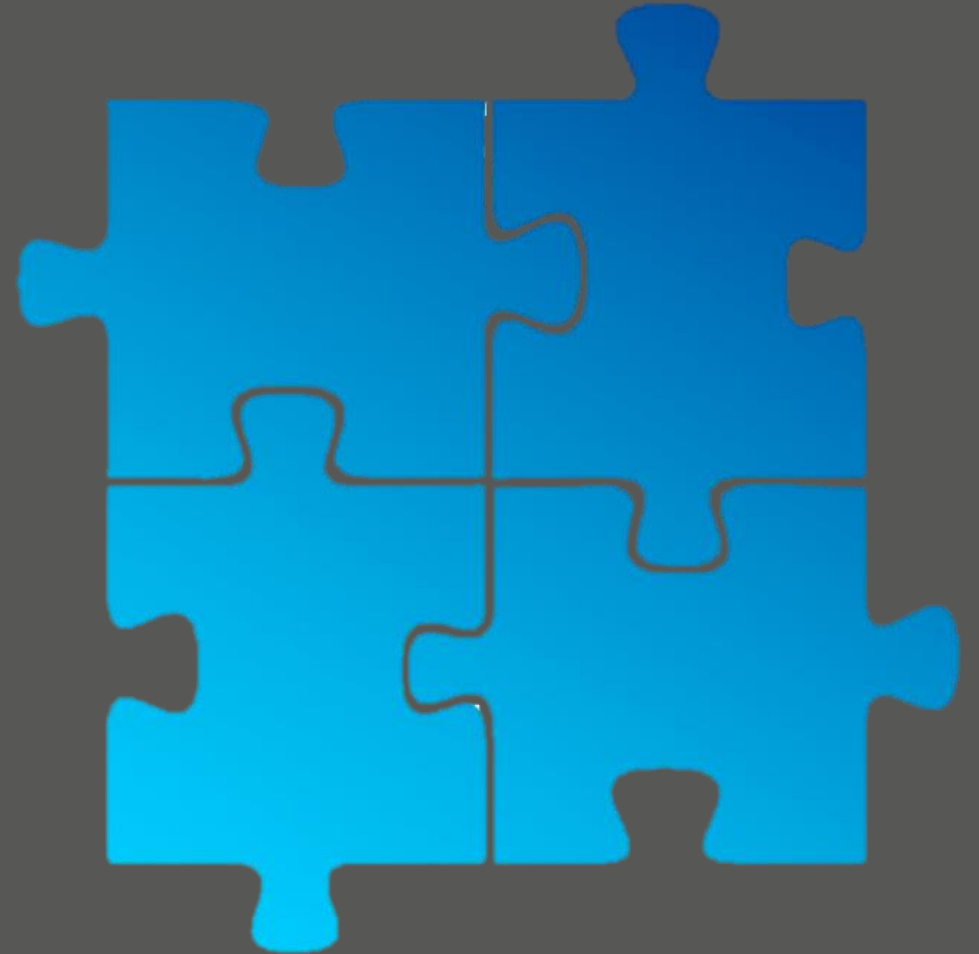
THE LANDSCAPE

- Too many surveys
- Too many questions
- Over burdened students
- Disengagement
- No Feedback culture



Identifying a need for change

- Who are we doing this for?
- What are the issues they are facing?
- Response rates
- Collapsing and combining
- The Winter term pilot
- Engaging the executive
- Academic buy-in
- Four pieces to the puzzle



The steps towards a Feedback Model



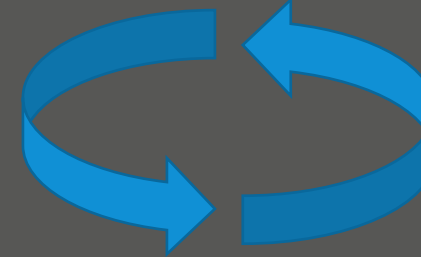
An isolated feedback event

- Feedback is gathered but not reviewed



A collect and forget feedback process

- Feedback is gathered, reviewed but not considered again



A cycle of feedback

- Feedback is gathered and reviewed. Learnings lead to change and improvements before feedback is gathered again



Could we ask less of them?

What did the feedback really say?

Overall how satisfied are you with this course?

If a student rated a course 5 out of 5, the mean of the remaining questions was 4.76

If a student rated a course 4 out of 5, the mean of the remaining questions was 4.03

Based on 18,789 survey responses and 7000 unique students



The Everything's Ok Alarm



How Many???

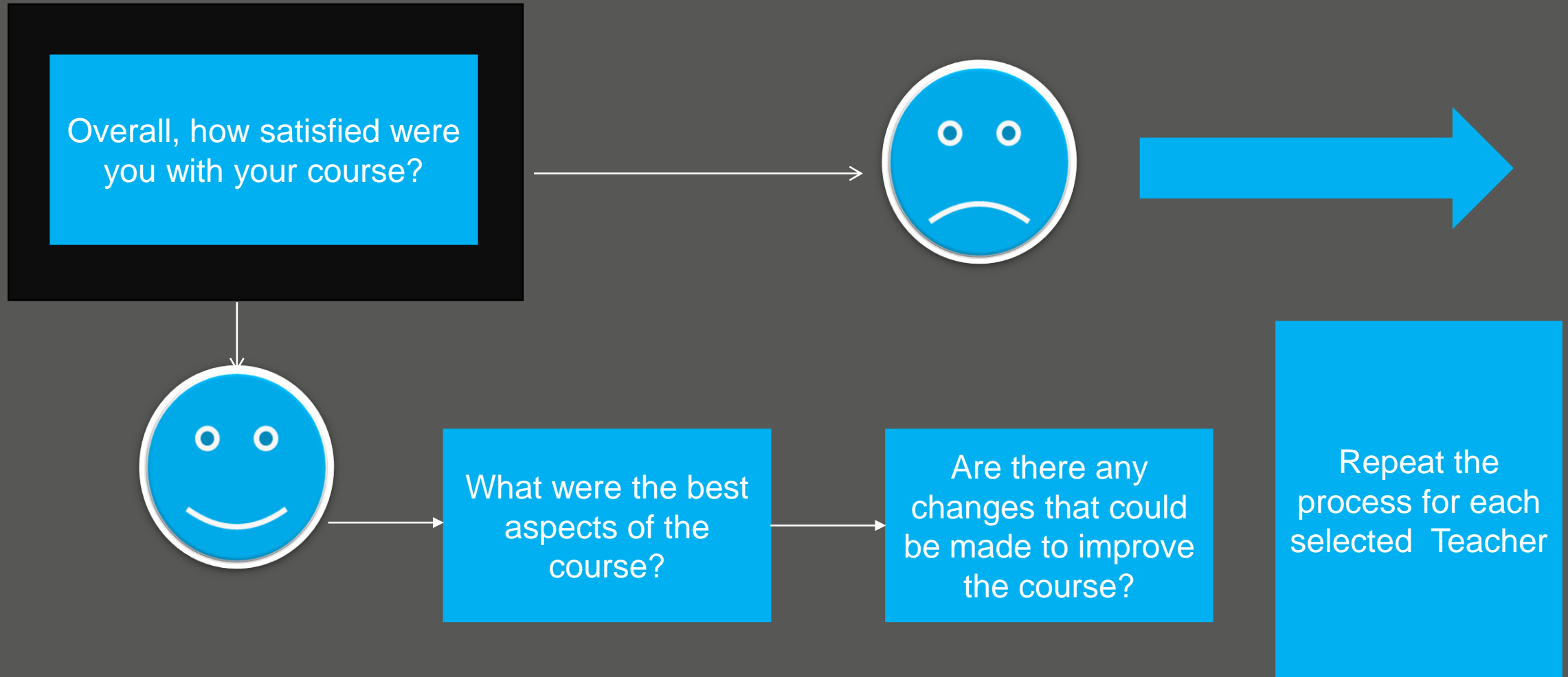
202,132 unnecessary
questions answered in
just one semester



How Many???

Just **1** question

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?

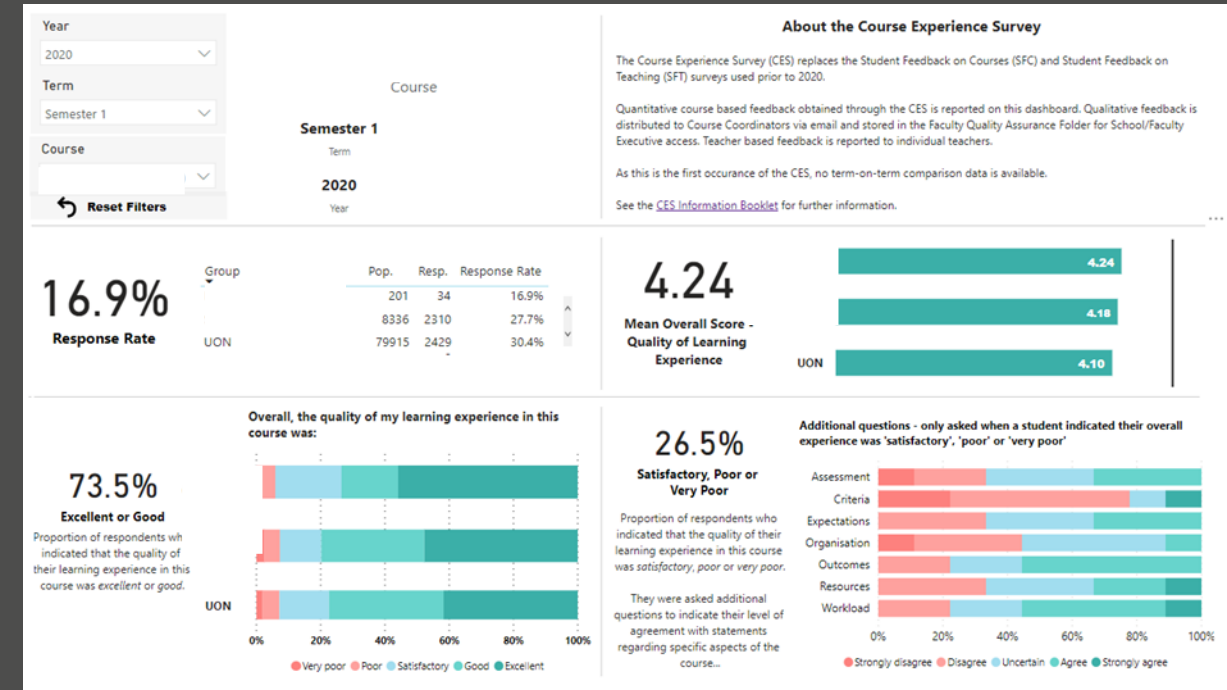
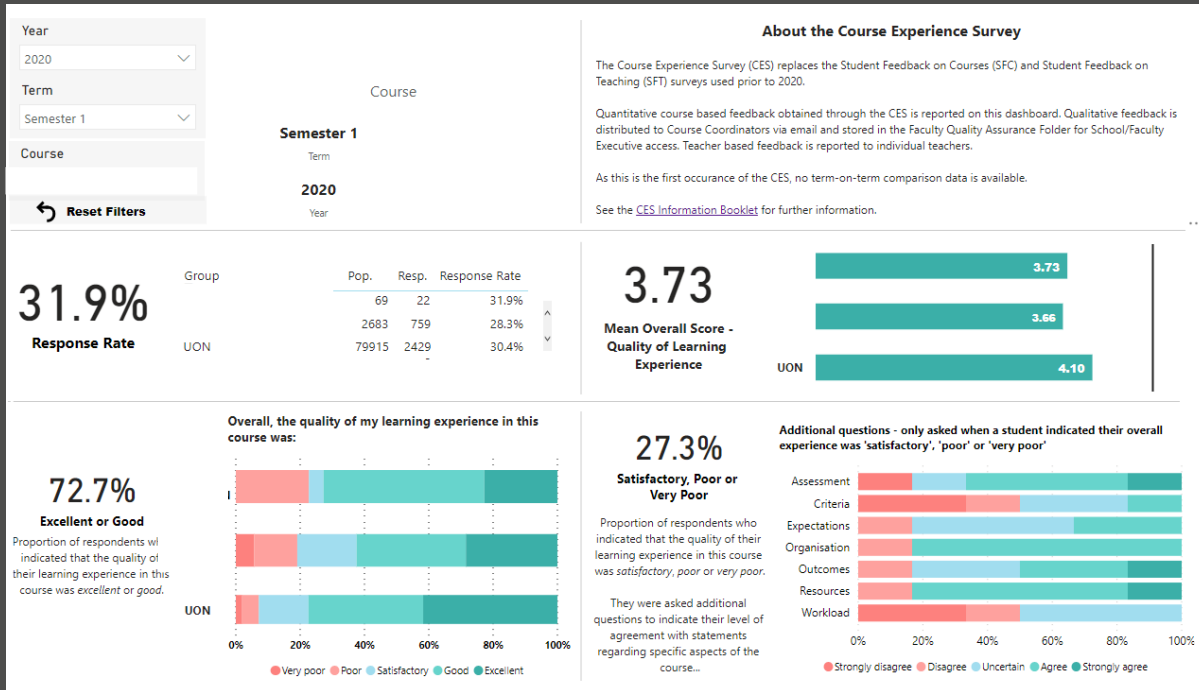
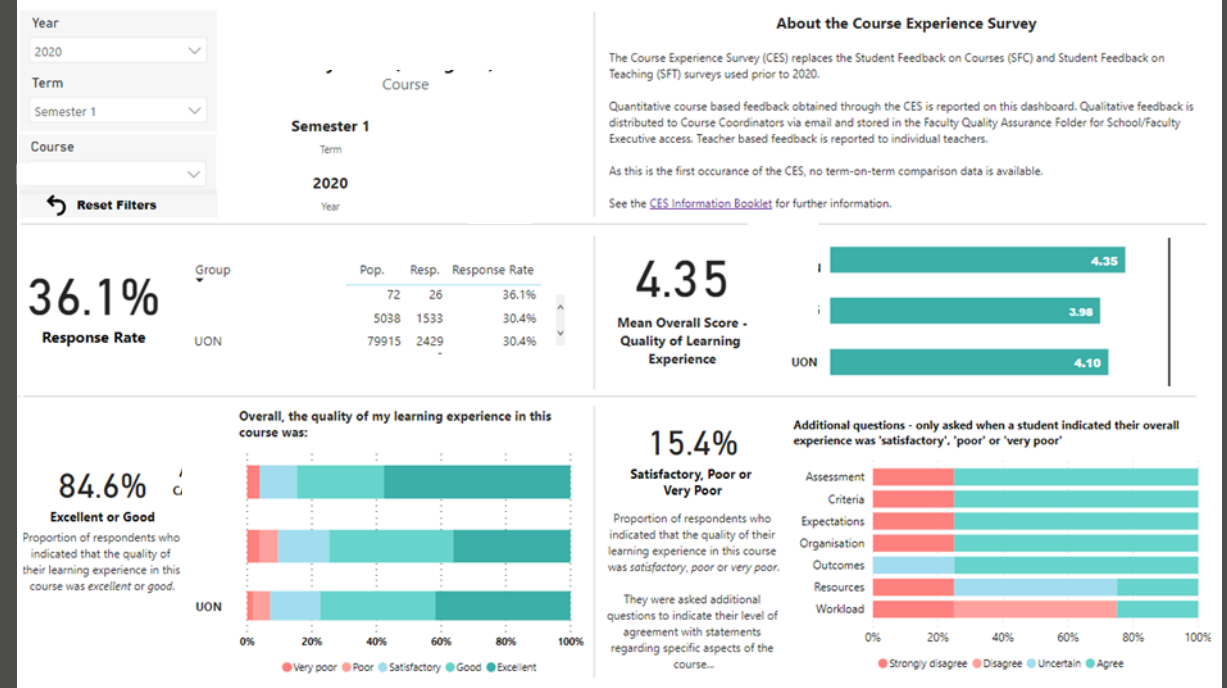
Repeat the process for each selected Teacher

What do the results look like?

Clear visualisation of response rate and overall score

Comparison to school and the institution

Focuses on the actual issue, no matter how small



The Engagement Strategy

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.



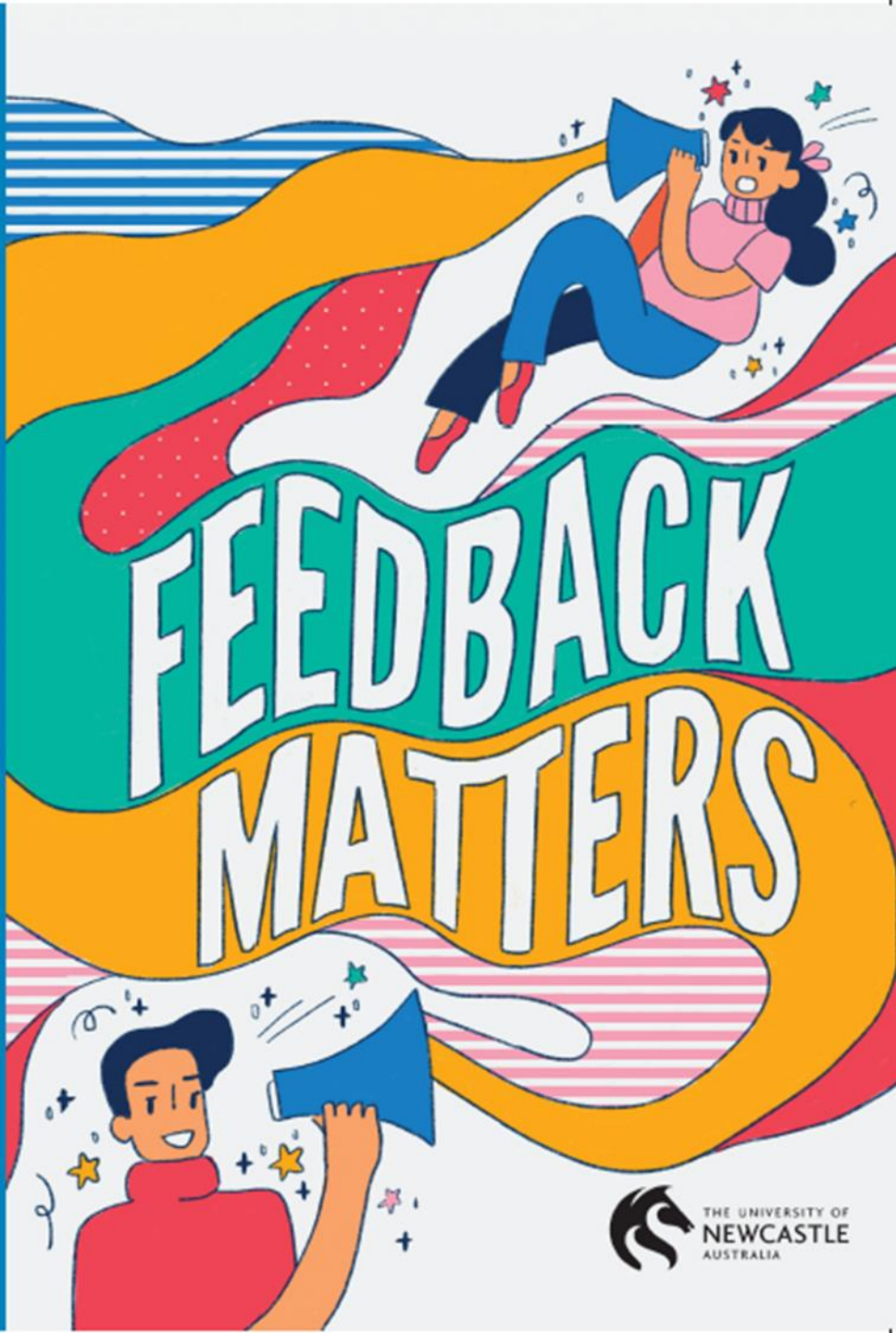
Bring in the hard stuff

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.



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



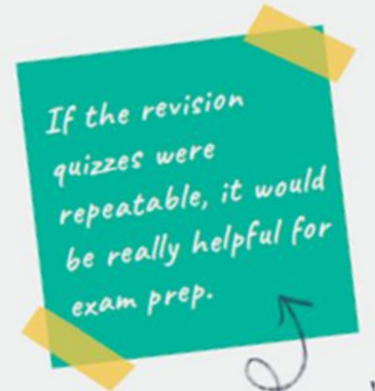
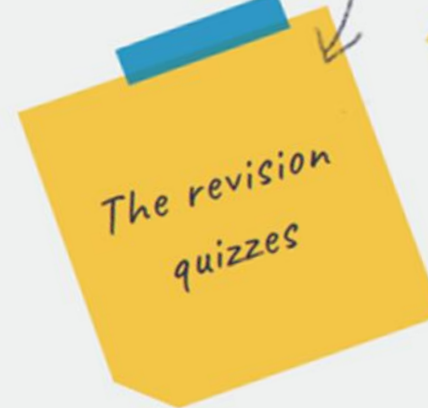
Best Feedback

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



Meh Feedback

Better Feedback



Best Feedback !!!



Make your voice heard!

**COURSE
EXPERIENCE
SURVEY**



Check your NUmair or click surveys in MyUON

Survey Open Now!

Make your voice heard!

**COURSE
EXPERIENCE
SURVEY**

Open Now!

...s in MyUON



Giving Quality Feedback is a skill

The Course Experience Survey is a great opportunity to build your work-ready skills in constructive feedback

The Course Experience Survey is open now!



Check your NUmail or click surveys in MyUON

So, did it work?

Highest semester based response rate in over 10 years

Great feedback from students

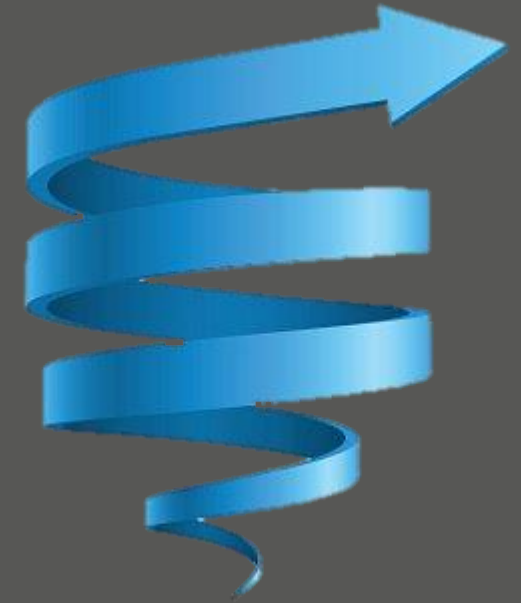
Unprecedented engagement with reporting

Qualitative analysis available at the same time as quantitative

General sentiment was positive



The steps towards a **Better** Feedback Model



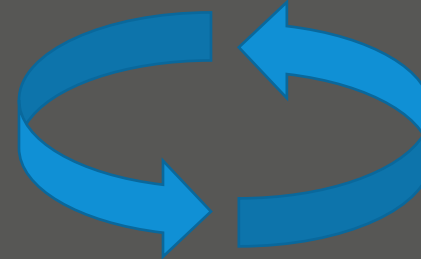
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A spiral of feedback

- Feedback is gathered and reviewed. Learnings lead to change. Processes are always reviewed. Innovative ideas are welcome. Leads to continuous improvement of the course and the feedback process

STUDENT FEEDBACK ON UON 2018 REPORT



HEALTH & WELLBEING



67%

feel physically healthy and able to look after their mental health while studying.

59%

of students feel like they can keep their stress at a manageable level while studying.

Less than
50%

were able to get an appointment in a timely manner when accessing Online Counselling, Health Services, Accessibility Support and Student Loans.

More than
70%
feel that

Student Loans, Face-to-Face Counselling, Health Services and Accessibility Support are worthwhile.

74%

agreed that the Consent Matters module provided useful information.



WHAT WE'RE DOING

A new Student Mental Health and Wellbeing Strategy is being implemented to address the stress levels and poor mental health experienced by some students. We're also making changes in staffing to minimise delays in making appointments at peak times.

If you need help, you can find all of our available services at <https://www.newcastle.edu.au/current-students/support/health-counselling-and-wellbeing>.

What's Next?

Make the metrics we collect relevant

Add context to the numbers

Close the loop and give the teachers a voice

Innovative incentives

Improve our qualitative reporting

Customise the survey

Discourage the weaponizing of feedback

Prevent blindsiding



The sky is the limit

**Disrupt your
space**

This is only the beginning

THANK
YOU



Meagan Morrissey
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