"A significant improvement":
Using Blue to support enhancement and closing the loop activities

Bluenotes Europe 2022

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About Worcester

▶ Approx. 10k students across nine academic Schools

▶ 80%+ of students enrolled on UG courses

▶ Large number of students enrolled on professional courses across Health, Teaching and Nursing

▶ New Three Counties Medical School opening September 2022

The challenge

▶ Where we were…

  ▶ Historic reliance on paper surveys

  ▶ Limited closing the loop and reporting capabilities

  ▶ Data management was manual and resource intensive

  ▶ Rapid shift to all online surveys during Covid highlighted these issues

Requirements

► Where we'd like to be….

  ► Move away from paper surveys for good

  ► Better communication with staff and students about surveys

  ► Improved results reporting

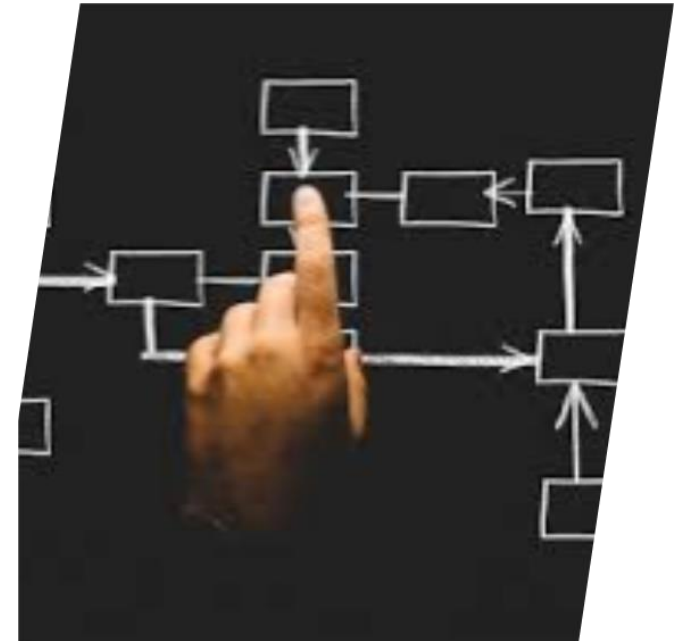 ► Develop closing the loop capability

  ► Single point of truth

Requirements

▶ What this involved...

  ▶ Integration to student records system

  ▶ Integration to VLE

  ▶ Data sync tool

  ▶ Use of Feedback Dashboard

  ▶ Significant culture change...

The project
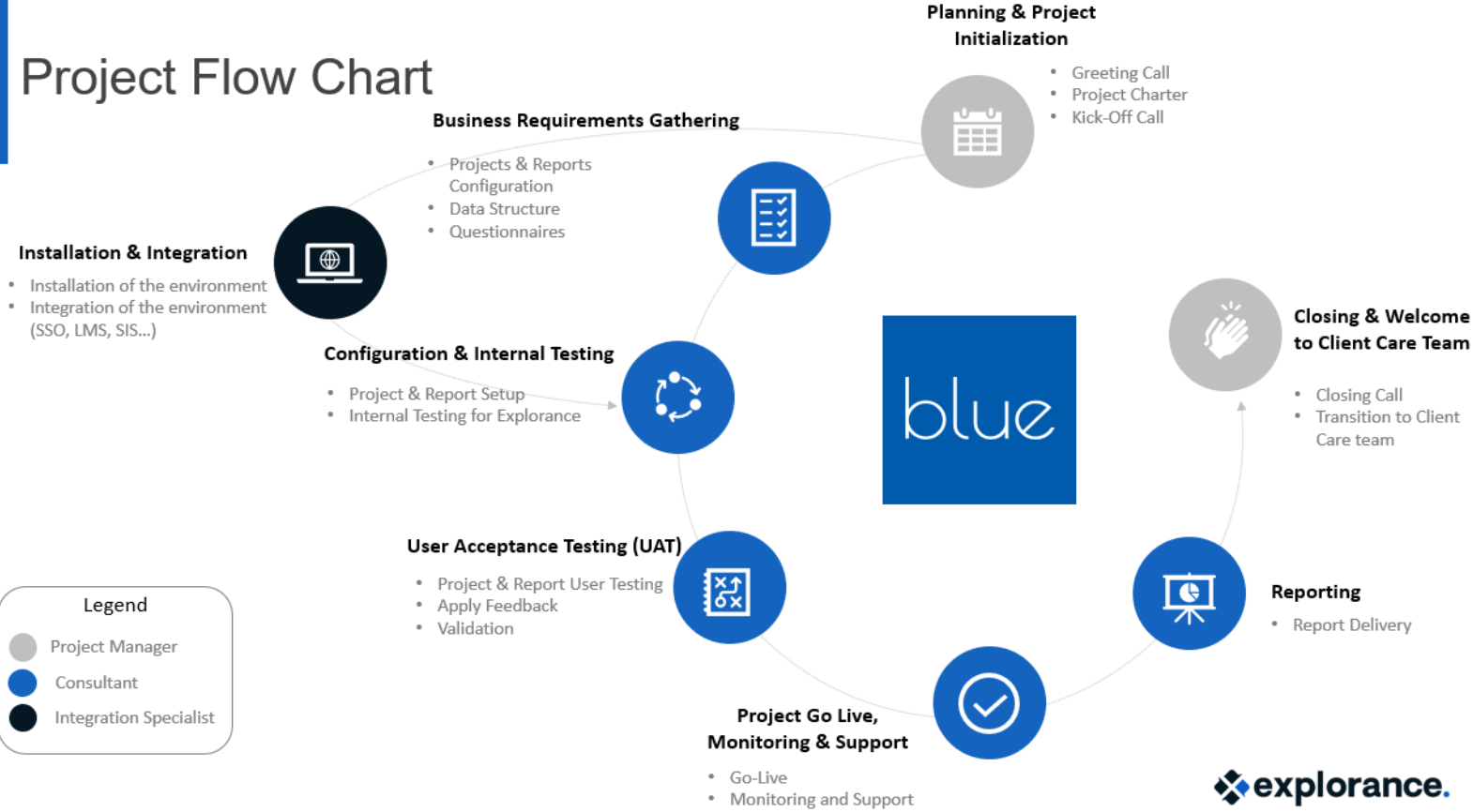
▶ Planned implementation started July 2021

▶ Aim to have Blue up and running for start of AY 2021-22

▶ 3 initial projects scheduled:

  ▶ Early Feedback Survey

  ▶ Apprenticeship employer survey

  ▶ Semester 1 module evaluations

▶ Additional elements:

  ▶ Closing the Loop process

  ▶ Feedback dashboard

Implementation project
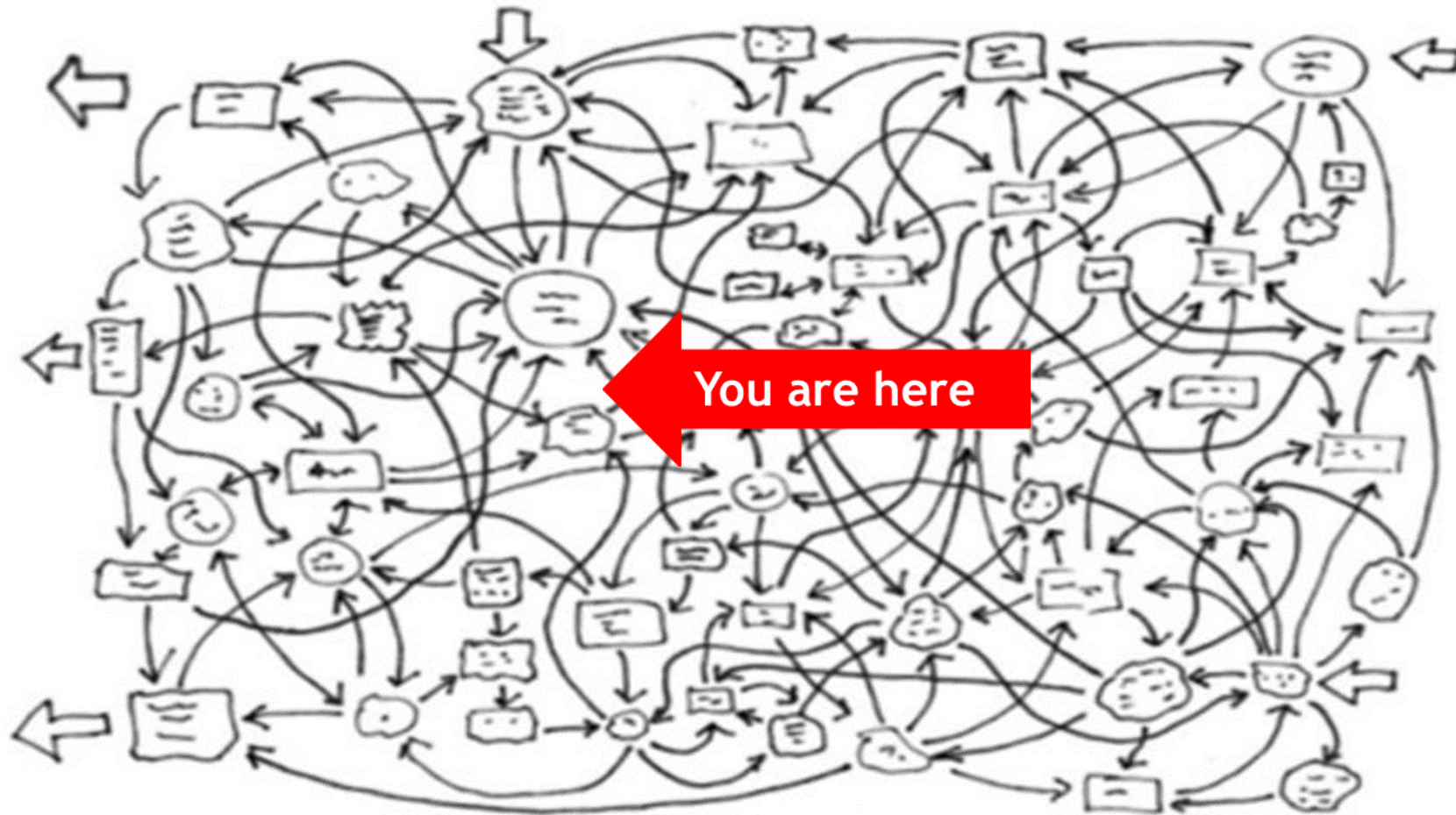# Day 1.....

Project Flow Chart

Planning & Project Initialization
- Greeting Call
- Project Charter
- Kick-Off Call

Business Requirements Gathering
- Projects & Reports Configuration
- Data Structure
- Questionnaires

Installation & Integration
- Installation of the environment
- Integration of the environment (SSO, LMS, SIS...)

Configuration & Internal Testing
- Project & Report Setup
- Internal Testing for Explorance

Closing & Welcome to Client Care Team
- Closing Call
- Transition to Client Care team

User Acceptance Testing (UAT)
- Project & Report User Testing
- Apply Feedback
- Validation

Reporting
- Report Delivery

Project Go Live, Monitoring & Support
- Go-Live
- Monitoring and Support

blue

Legend
- Project Manager
- Consultant
- Integration Specialist

explorance.

Implementation project
Day 1…..

Initial challenges

▶ Running implementation over the summer

▶ Learning the language

▶ Training alongside using

▶ Data integration

▶ Accelerated timescale for first survey project

Early Feedback survey
(October 2021)

▶ Sent to all new and returning students

▶ First use of VLE integration

▶ Results shared with staff directly via Blue

    ▶ Provided at course, School and University level

▶ Allowed small staff user group to engage with Blue before full rollout across semester 1
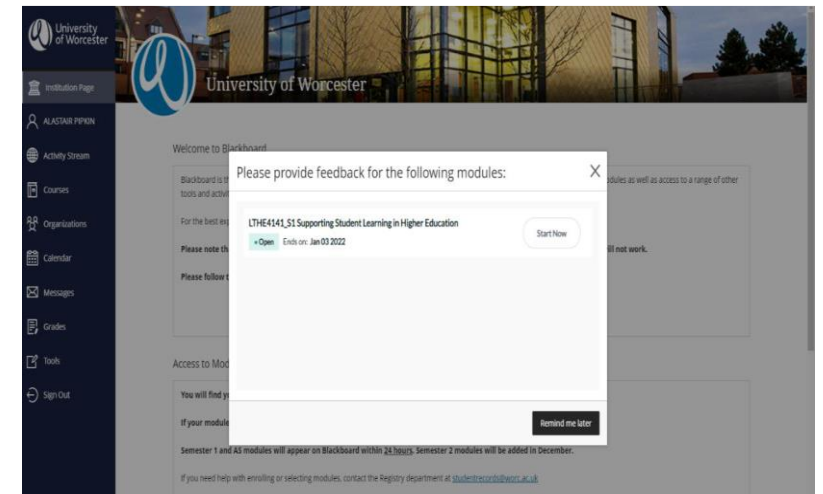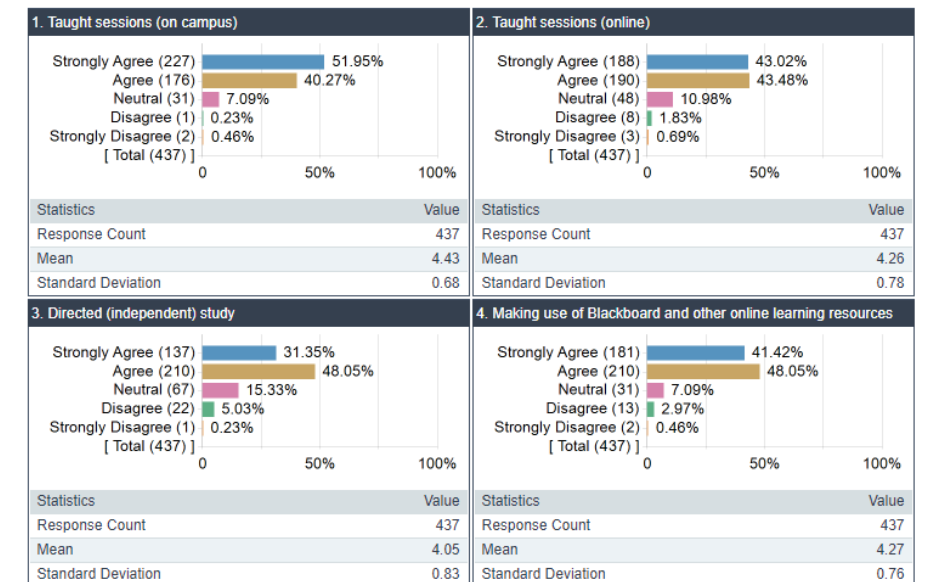
Early Feedback survey
(October 2021)

▶ Challenges
  ▶ Communication across UW
  ▶ Data setup was manual and not synced
▶ Benefits
  ▶ Use of VLE – 1,000 more responses than last year
  ▶ Role based access to results
  ▶ Enabled more rapid turnaround of responses to students

Access to teaching and resources

1. Taught sessions (on campus)	
Strongly Agree (227)	51.95%
Agree (176)	40.27%
Neutral (31)	7.09%
Disagree (1)	0.23%
Strongly Disagree (2)	0.46%
[Total (437)]	

Statistics	Value
Response Count	437
Mean	4.43
Standard Deviation	0.68

2. Taught sessions (online)	
Strongly Agree (188)	43.02%
Agree (190)	43.48%
Neutral (48)	10.98%
Disagree (8)	1.83%
Strongly Disagree (3)	0.69%
[Total (437)]	

Statistics	Value
Response Count	437
Mean	4.26
Standard Deviation	0.78

3. Directed (independent) study	
Strongly Agree (137)	31.35%
Agree (210)	48.05%
Neutral (67)	15.33%
Disagree (22)	5.03%
Strongly Disagree (1)	0.23%
[Total (437)]	

Statistics	Value
Response Count	437
Mean	4.05
Standard Deviation	0.83

4. Making use of Blackboard and other online learning resources	
Strongly Agree (181)	41.42%
Agree (210)	48.05%
Neutral (31)	7.09%
Disagree (13)	2.97%
Strongly Disagree (2)	0.46%
[Total (437)]	

| Statistics	Value
Response Count	437
Mean	4.27
Standard Deviation	0.76

Apprenticeship Employer survey
(November 2021)

- ▶ First use of public survey for external respondents
  - ▶ Required to support apprenticeship evaluation across the institution
- ▶ Ability to amend the survey very quickly was a bonus as some last minute changes required
- ▶ Reporting was more challenging in some respects

S1 module evaluations
(October 2021 – January 2022)

▶ Launched across 9 Schools throughout the semester

▶ Short survey with new QP element

▶ First use of data sync

▶ Reported at module level with School review of results

▶ First use of Closing the Loop
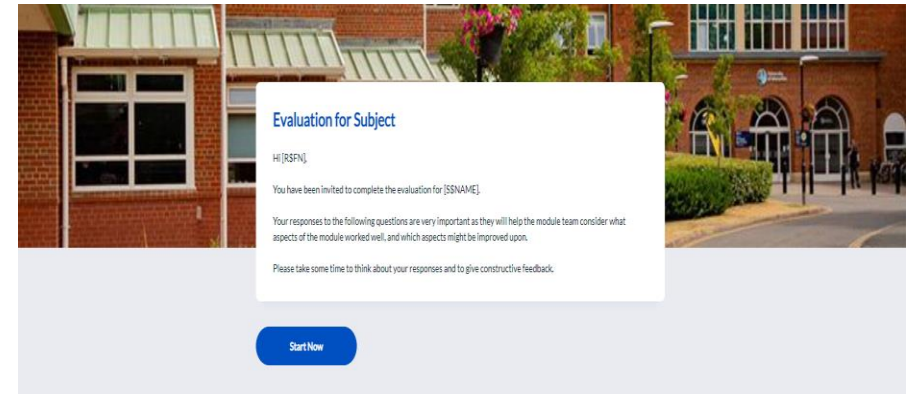
S1 module evaluations
(October 2021 – January 2022)

- Challenges
  - Rolled out to a much larger group of staff
  - Timings of QP were tight for some modules – not always available
  - Training School professional support staff on using Blue SVM
- Benefits
  - 32% RR across 450 modules – 25% of modules achieved 50%+ response rate
  - Improved reporting and access to results
  - Use of data sync to maintain accuracy

S1 Closing the Loop

- ▶ Approach
  - ▶ Incorporated into Module Evaluation Policy
  - ▶ Designed as very light touch process for first use
  - ▶ 58% response rate overall
  - ▶ Low key release to students
- ▶ Reflections and next steps
  - ▶ Staff welcome the centralised approach and ease of use
  - ▶ Wide range of response types and lengths
  - ▶ Consider 1 element for staff and 1 for students
  - ▶ More active promotion to students
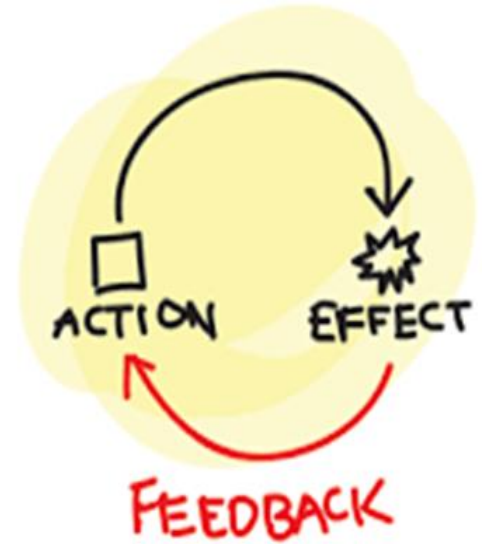
Managing change

► Challenge to incorporate new system alongside new policy and processes

 ► Risk of information overload

 ► Planning and doing simultaneously

► Increased visibility of results and responses

 ► Role based system is a big change

► Fitting into the wider academic cycle

► Communicate, share, repeat….

User feedback

Dear Carolyn,

I just wanted to let you know that, after initial reservations, I think that the new system is a significant improvement on the system it replaces.

Hi Carolyn,
Quick question: since, statistically, we get higher rates of response when we get students to fill out these surveys in class, shouldn't we be doing that rather than an online system?

Hi, I have just completed my end of module evaluation surveys and would just like to say that I really appreciate the new process!

My other option I suppose is to go back to the old paper and pen method and survey the students that are attending in class separately to the online survey.
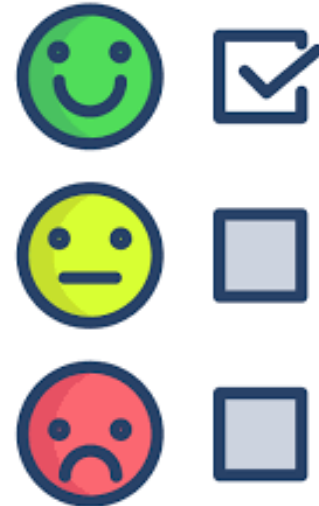
Where we are now and where next?

▶ Finish the year with S2 module evaluations and Course Experience Survey

▶ Review the year – what worked, what was a challenge, what can we do differently?

  ▶ Launch the dashboards

  ▶ Embed the CTFL process

▶ How do we continue to drive engagement?

  ▶ Access to and visibility of the system

  ▶ Managing expectations both in terms of feedback and responses

▶ New School – new process!

Any questions, thoughts, feedback?

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