Blue 8 Implementation
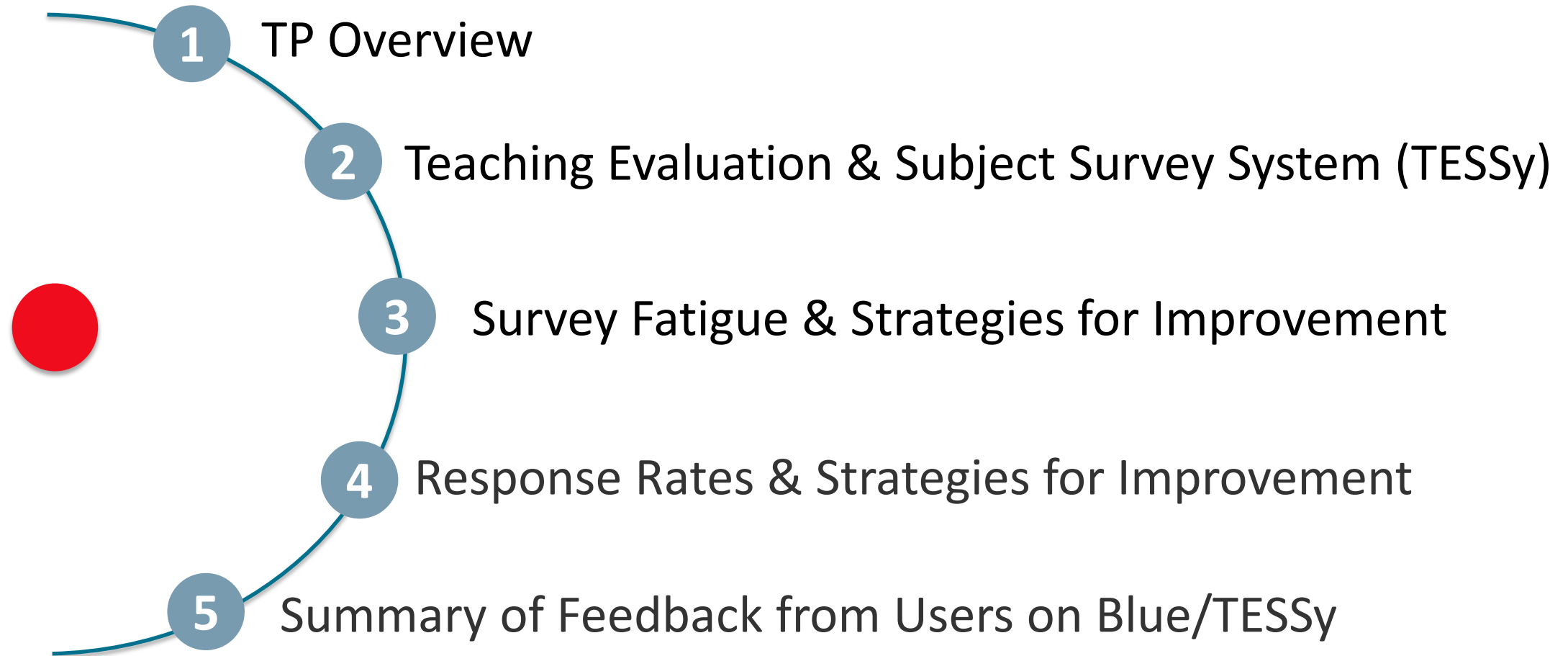# Teaching Evaluation and Subject Survey System (TESSy)

A PRESENTATION BY
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CREATING TOMORROW

Contents

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Temasek Polytechnic (TP) Overview

- Established in 1990

- For AY 2022, TP offers **42** full-time diploma courses from 6 academic schools in the areas of

  - Applied Science
  - Business
  - Design
  - Engineering
  - Humanities & Social Sciences
  - Informatics & IT

- > **14,000** students, and > **1,200** academic staff

- TP also offers programmes to facilitate **adult learners** acquiring relevant knowledge and skills to meet the challenges of a technology-driven economy (e.g. Work-Study Programmes).

Teaching Evaluation & Subject Survey System
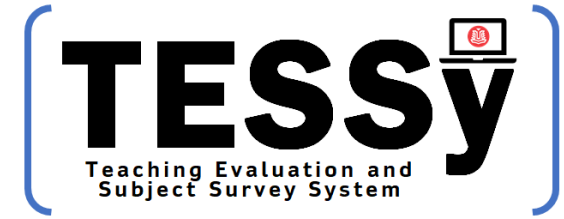
- A part of TP's Digitalisation Plan

- Instituted to replace an inhouse student academic survey system

- Launched in Jan 2022

- New practices:

  ➢ Merger of Subject Evaluation (SE) & Evaluation of Teaching Effectiveness (ETE) as one survey

  ➢ Access of individual reports granted to colleagues in the same subject team

Survey Fatigue & Strategies for Improvement

Questions were Streamlined to Reduce Student Survey Fatigue

Average no. of questions per student per semester

	No. of questions	
	Separate (Old System)	**Combined (TESSy)**
Subject Survey	10 questions x 6 subjects **60**	7 qns x 6 subjects **42**
Staff Evaluation	12 questions x 6 subjects x 2 staff **144**	7 questions x 6 subjects x 2 staff **84**
Total per semester	**204**	**126**

38% reduction

Assumptions:
- *Average 6 subjects per student per sem, taught by 2 staff each*
- *Schools include an average of 10 questions in their existing subject surveys*

Survey Questions that Generate Actionable Insights

- Quantitative Questions classified into **4 Pedagogical Categories**

  - Planning & Execution
  - Attitude Towards Students
  - Class/ Learning Management
  - Digital Engagement

- Qualitative Questions
  - An area your lecturer has done well
  - An area your lecturer could improve to better support student learning

- Useful for **staff** and **management** to monitor **specific areas** for improvement

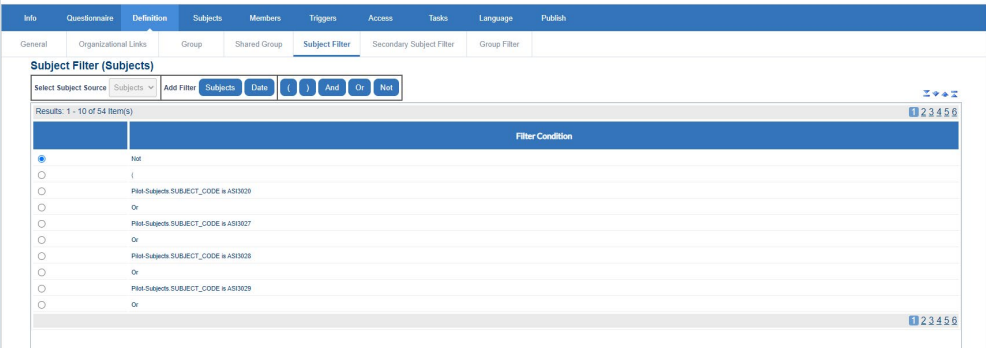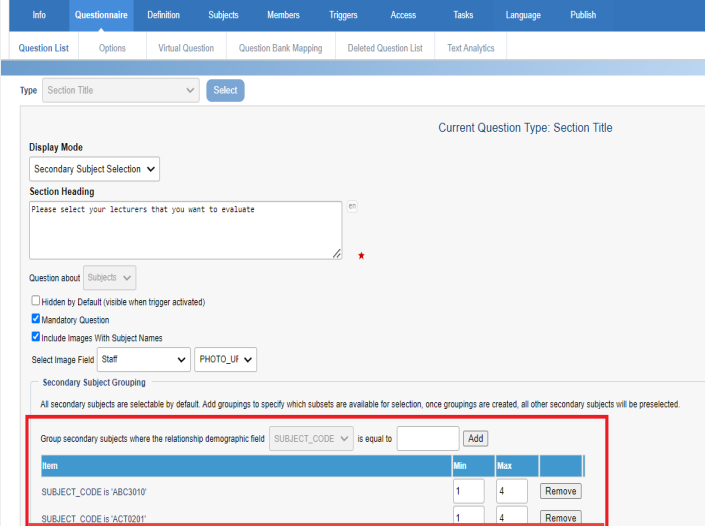| Categories	TESSy Subject Survey (7 Questions)	TESSy ETE (7 Questions)
Planning & Execution	Q1. The subject was well structured (organised and clear).	Q1. The lecturer facilitates my understanding of the subject (e.g. plans and explains the subject clearly, or provides guidance during the learning process).
Attitude Towards Students		Q2. The lecturer is encouraging and approachable.
Class/Learning Management	Q2. The assessment workload was manageable. Q3. The teaching and learning activities (e.g. lectures/ tutorials/ laboratory sessions/ workshops/ seminars/ case studies/ PBL sessions, etc.) helped to develop my knowledge and skills in the subject.	Q3. The lecturer manages the class well (e.g. explains clearly what is expected in terms of performance, quality of work, behaviour, etc.). Q4. The lecturer provides feedback to students in this subject, where applicable.
Digital Engagement	Q4. The online learning in the subject was effective in helping me understand the subject.	
Overall	Q5. Overall, I am satisfied with this subject.	Q5. Overall, the lecturer has been effective in facilitating student learning.
Open-ended Questions	Q6. Identify area(s) in which the subject was well-organised/well-developed to promote student learning.	Q6. Suggest at least one area where your lecturer has done well in his/her teaching effectiveness.
	Q7. Identify area(s) in which the subject could further improve, to better support student learning.	Q7. Suggest at least one area in which your lecturer could improve to better support student learning.

Ranking of Teaching Evaluation Questions   **Mean**

#1 Q4. The lecturer **provides feedback** to students in this subject, where applicable.   3.81

#2 Q1. The lecturer **facilitates my understanding** of the subject (e.g. plans and explains the subject clearly, or provides guidance during the learning process).   3.68

#3 Q3. The lecturer **manages the class well**; e.g. by explaining clearly what is expected in terms of performance, quality of work, behaviour, etc.   3.55

#4 Q2. The lecturer is **encouraging and approachable**.   3.33

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Overcoming Repeated Surveys with Same Lecturer Teaching Same Subject Tutorial and Practical with a Unique 3-Level Relationship File during Blue Implementation
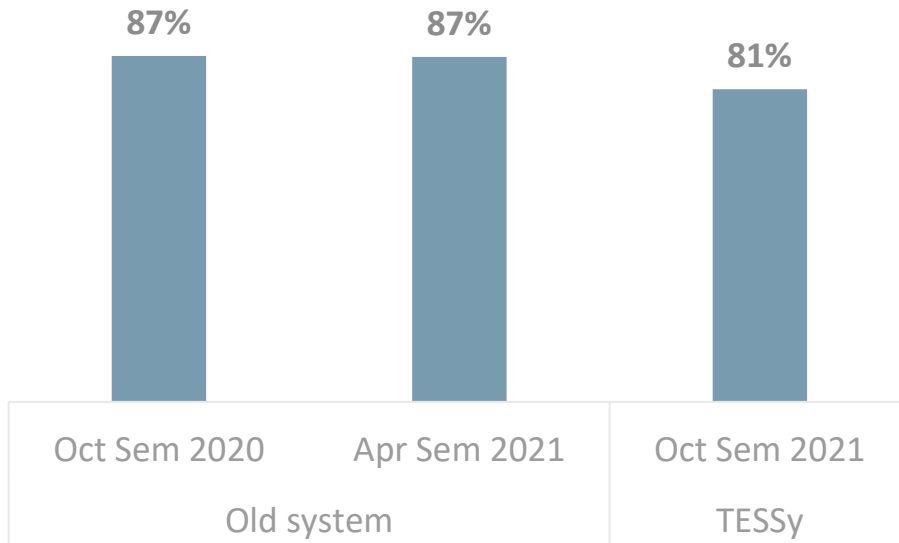
Challenges	Activity	Remedy (in close consultation with Blue consultants)	Lead Time	Desired Outcome
Students with same tutor for both tutorial and practical lessons will do the **same survey twice**, because survey is broken down to class level	Used the 3-level relationship file to **remove duplication** of survey, survey is breakdown until subject level	To map staff and students through the same subjects	3 – 4 months	Students only need to do **one survey** for same tutor teaching both tutorial and practical lessons

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Overcoming Other Challenges during Blue Implementation

Challenges	Activity	Remedy (in close consultation with Blue consultants)	Lead Time	Desired Outcome
Special requests to exclude specific subjects to be surveyed	Filtering out subjects that are not surveyed/linked to teaching staff	Used **Definition** → **Subject filter** in Blue system to filter out the subjects/subject codes not required for evaluation	An hour during set up	For surveys to be created only for relevant subjects Excluded specific subjects (e.g. SIP and MP) from the survey
Unclean Timetable System Datasource Some subjects matched all tutors teaching the subject to the student timetable, however some tutors are not teaching the subjects	Special handling of subjects with ≥ 4 tutors in a same class	Enabled feature in Blue system via the **Secondary Subject Grouping** for selection of tutors for subjects with 4 or more tutors	An hour during set up	Students with ≥ 4 teaching staff in a same class can manually select relevant teaching staff for Guided Learning subjects

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Response Rate & Strategies for Improvement

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Response Rates & Strategies for Improvement in the New Current Semester

Overall Response Rates

	Oct Sem 2020	Apr Sem 2021	Oct Sem 2021
	87%	87%	81%
	Old system		TESSy

Breakdown of Response Rates by Full-time and Part-time

	Oct Sem 2020	Apr Sem 2021	Oct Sem 2021
Full-time	90%	90%	84%
Part-time	74%	75%	59%
	Old system		TESSy
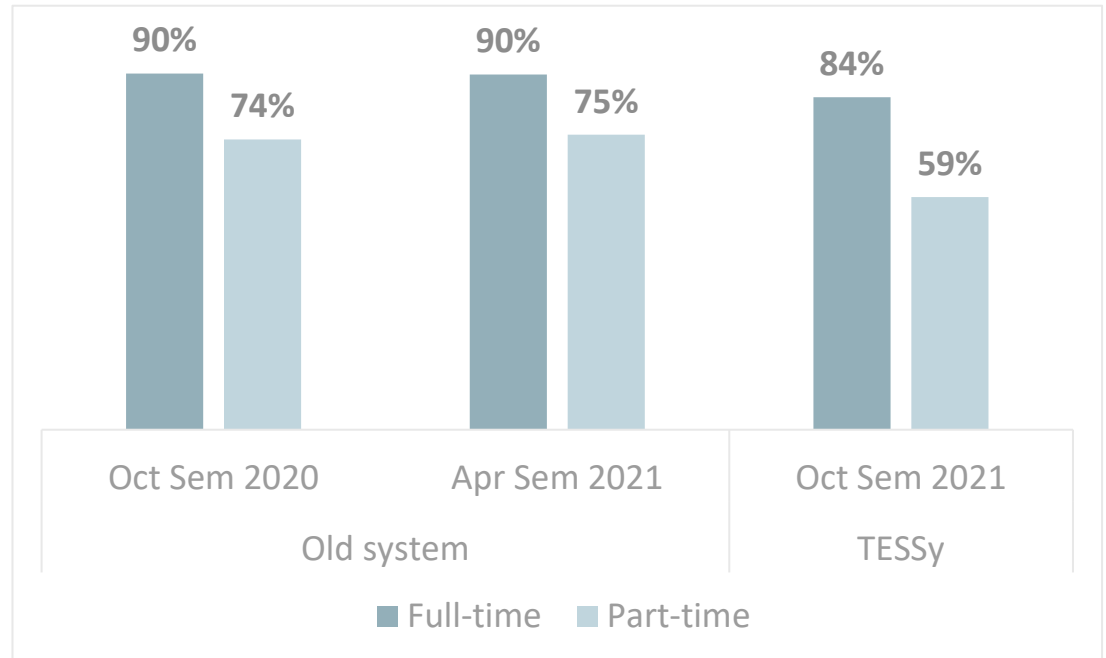
59% of the Subjects Achieved Response Rates of 75 – 100%

0 - 24%	25 - 49%	50 - 74%	75 - 89%	90 - 100%
24	81	191	302	128
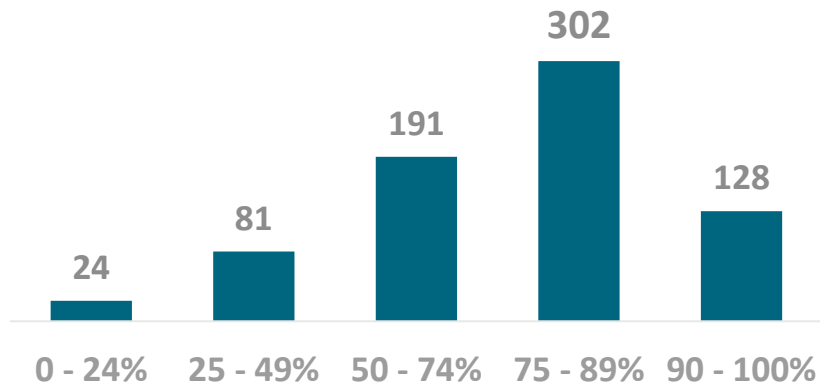
- Response rates for TESSy (81%), though lower than old system (87%), is still respectable.
  - Cessation of SMS reminders
  - Quicker distribution of staff reports for school/staff follow-up i.e. shortening of survey period from 2 to 1 month

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Change Management to Ensure Change is Communicated and Understood

- **A**wareness, **D**esire, **K**nowledge, **A**bility, **R**einforcement (ADKAR) model

- A series of consultations with colleagues at various junctures of the project: Department & School Management Teams, department staff, reporting officers, acad staff, students

- Principal CEO's address to TP community on TESSy roll-out and 'open' policy

- Communicate key changes to students

- Conducted a pilot run & review before the full launch

User Friendly Interface to Promote Survey Engagement & Student Support

- E-mail Invitation - Purposeful and Personal
- Blue 8 feature of 5 email reminders
- **Web Browsers** & **Mobile Interface**

- Student Support - TESSy Student <u>Troubleshooting Guide</u>, <u>Self-help Video</u>, <u>Online MS Form</u>

Enhancements: Response Rate Monitor
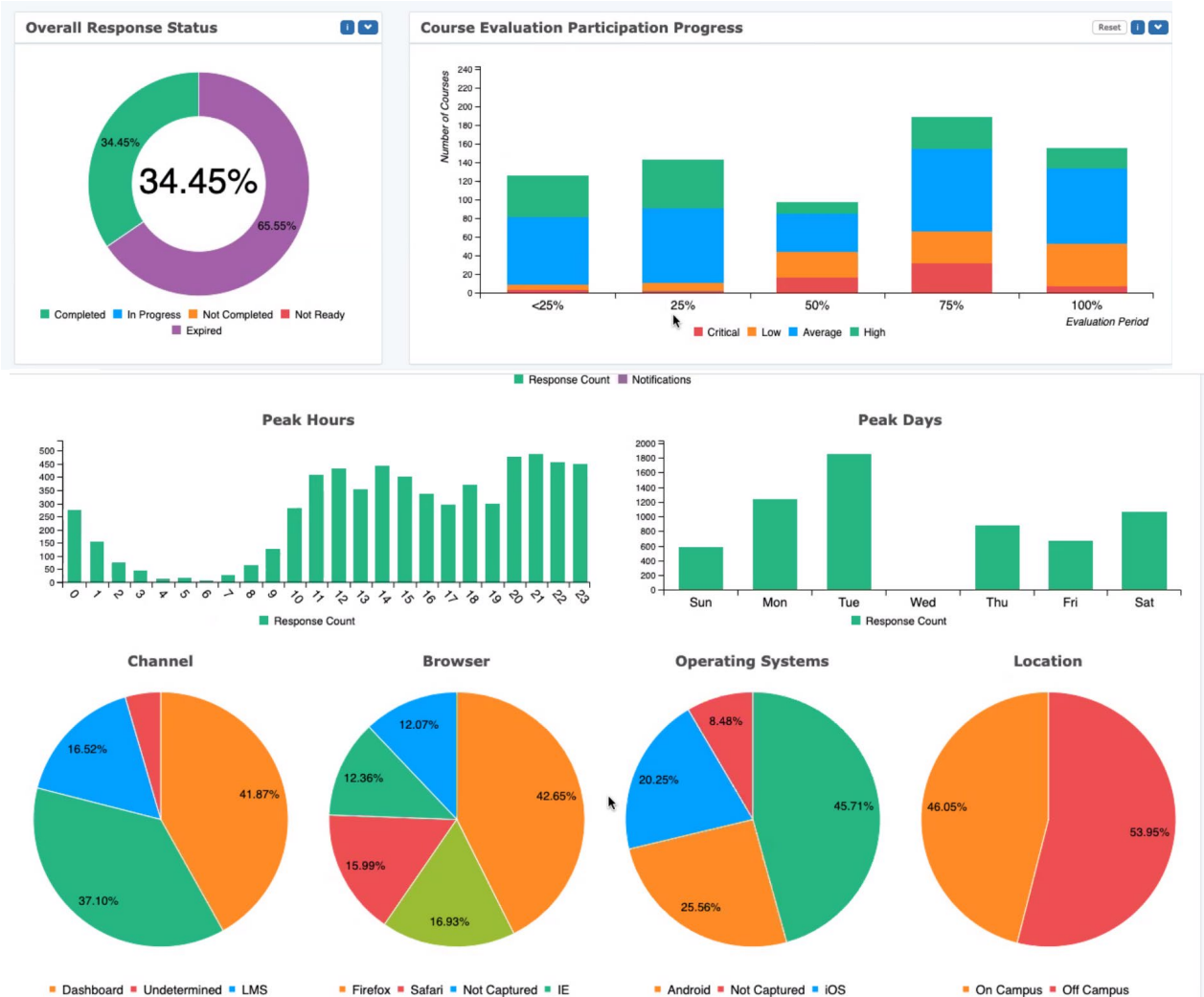
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Microsoft Teams (Power Automate)

- Associating MS Forms Feedback with MS Teams channel through Power Automate

- Receiving pop-up alert from students on-the-go

- Personalised service and direct online engagement with students with system-related issues

- Quicker turnaround on students' feedback during survey period

Learning Management System (LMS) Integration (For Full-time students)

My Announcements

Please wait while the module l

Blue Report

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Following the welcome e-mail, subsequent reminders will be sent for students to complete any pending surveys. Please note that students will only be granted access to their semester exam results after completing all surveys. Thank you.

BCBT001 — Due Oct 31 2021

Remind me later

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LOGIN POP-UP

When students log in to Blackboard Learn, courses with incomplete or pending evaluations are displayed in a pop-up window.

PET students (with pending surveys) will also be reminded that access to their exam results will only be granted after completing all surveys

Challenge: Survey deadline displayed on LMS is different from that in the e-mail reminders, which created confusion to students (students' feedback)

Remedy/outcome: To reconcile between Blue system date with LMS date
→ **To show only one deadline for TESSy surveys across Blue and Brightspace/LMS platforms**

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Blocking of Exam Results (Full-time students)

- To ensure **good response rate** for statistically significant survey results
- No need for staff to chase students for responses

%(SA+A): *Overall, the lecturer has been effective in facilitating student learning*	AY2014	AY2019
Students who responded before release of exam results	95.7	96.1
Students who responded after being blocked from viewing exam results	**96.9**	**97.3**

- Students blocked from viewing their exam results were **not less positive.**
- No evidence of students venting their frustration could be found.

Summary of Key Reasons for Good Response Rate

- Change Management
- E-mail Invitation - Purpose and Personal
- Blue 8 feature of 5 email reminders
- Student Support - TESSy Student Self-help Guide, Self-help Video, Online MS Form
- Power Automate in monitoring/handling students' feedback
- LMS integration with pop-up reminders (*only for full-time students*)
- Blocking of exam result feature with data (*only full-time students*)

We are committed to **further improve** the response rate by introducing the following:
- Introduced **BI nudges** in TESSy e-mail reminders
- Started the current semester's survey **1 weekend earlier**

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Summary of Feedback from Users on Blue/TESSy

Administrative workload reduction

- No longer need an administrator in each school/academic centre

Concise Subject Evaluation (SE) & Evaluation of Teaching Effectiveness (ETE) questions

- **Streamlined questions** served the purpose for improving the subject and teaching
- **Reduce survey fatigue** and encourage students to provide a **meaningful feedback**

Enriched TESSy reports

- **Aggregated level stats** for management & staff to know where they stand
- Comparisons done between the subject, school and TP averages are especially useful for understanding **subject performance** and **areas for improvement**
- SE Questions made it easy for SLs to conduct their **subject review**

Response Rate Monitor is useful

- Provide staff and ROs **real-time update** of survey response rates

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Making Reports More Accessible

Access Right		
System	**Subject Report**	**ETE Report(s)**
Old System	Not Applicable	Self, ROs and above as defined in TP Staff database
TESSy	Subject Evaluation (SE) Reports for every subject • Subject Team • ROs and above as defined in TP Staff database	Evaluation of Teaching Effectiveness (ETE) Individual Report (Single subject) • Self, ROs and above as defined in TP Staff database ETE Individual Report (Combined subjects) • Self, ROs and above as defined in TP Staff database ETE Peer Report (Single subject) • Subject Team, ROs and above as defined in TP Staff database
	TP Level SE Report Directors & above + designated TESSy School Monitors (TSM)	School/TP Level ETE Reports (Privilege access) Directors & above + designated TSM

Static Report Access (SRA)

Dynamic Report Access (DRA)

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Sample Subject Report

New: Mean scores are now available.

Subject Survey Responses Summary
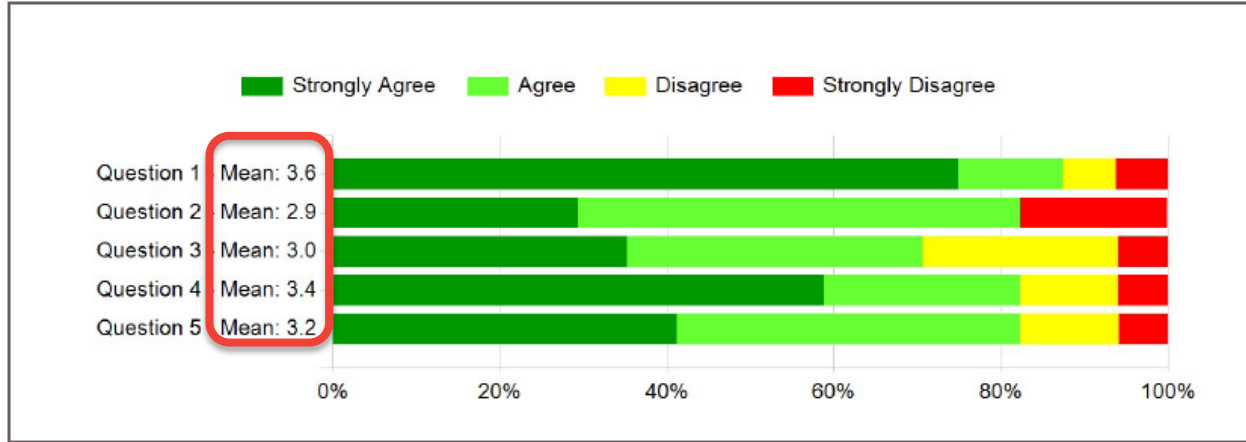
Mean scores provide staff with a more precise indication than [%SA+A].

	SA+A	D+SD
1. The subject was well structured.	87.5%	12.5%
2. The assessment workload was manageable.	82.4%	17.6%
3. The teaching and learning activities (e.g. lectures/ tutorials/ laboratory sessions/ workshops/ seminars/ case studies/ PBL sessions, etc.) helped to develop my knowledge and skills in the subject.	70.6%	29.4%
4. The online learning in the subject was effective in helping me understand the subject.	82.4%	17.6%
5. Overall I am satisfied with this subject.	82.4%	17.6%
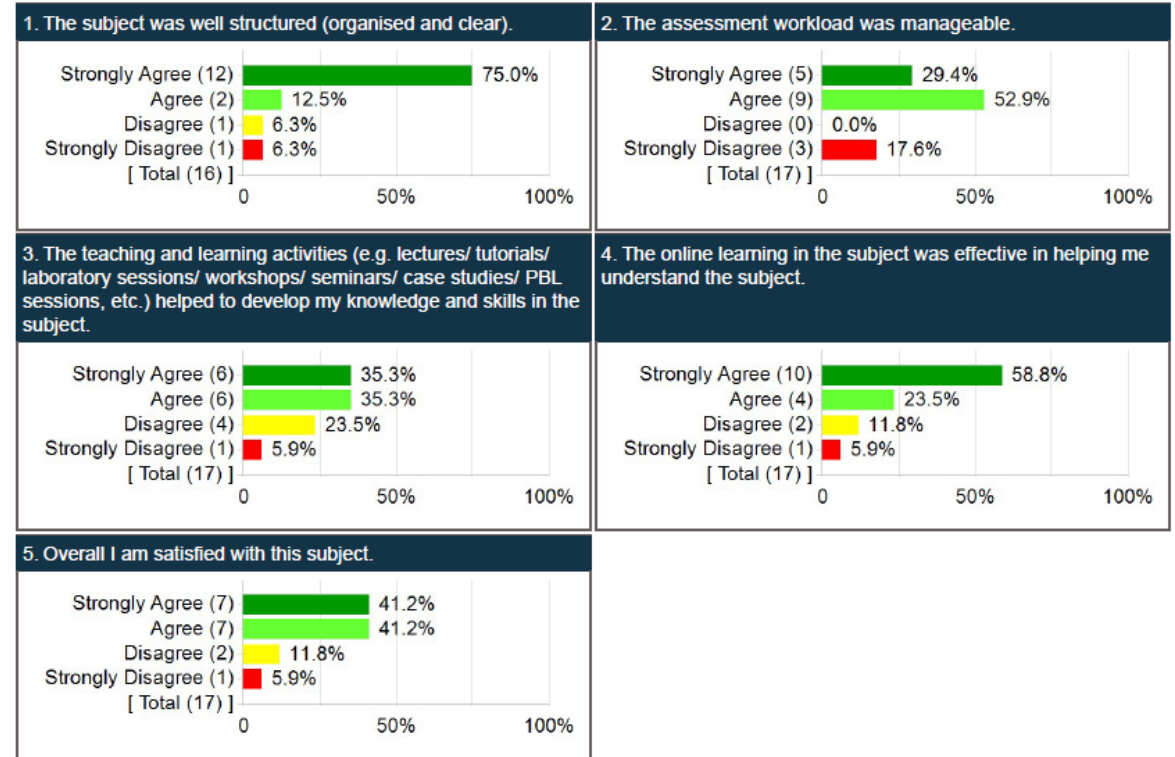
Combining SA + A, and SD + D

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Sample Subject Report

Comparison with subject, school and TP averages

Analysis with Gender & cGPA Breakdown
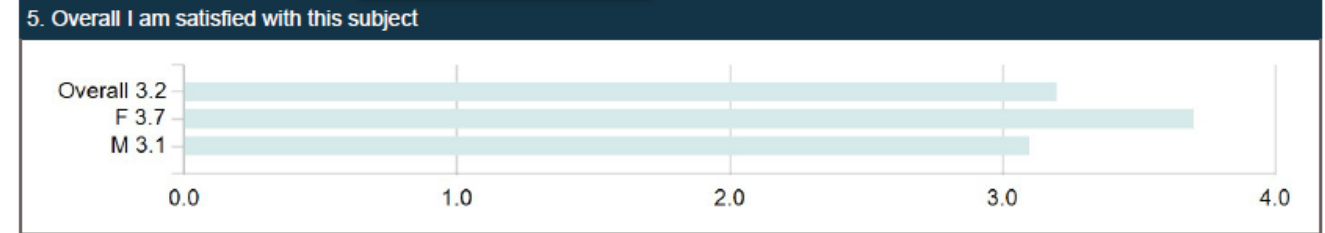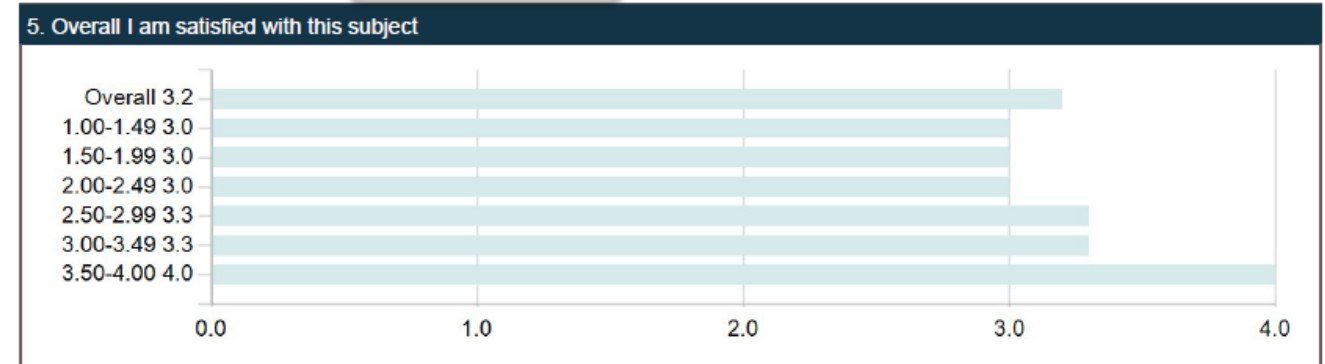
Averages for TP, School and Subject are provided as a benchmark (Question-level).

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Sample Subject Report

Open-ended Feedback

6. Identify area(s) where the subject was well-organised/well-developed that promotes student learning.

Comments
i found the material useful, but the rest is mainly up to practice
There is a lot of content available.
Nothing
The subject material was well organized.
The Content was up to the mark.
Highly professional staff.
Flexible timetables.
I found lab exercises to be well designed.
There were many videos posted to ensure that we understand the topic very well.
The concepts taught and how they relate to IT.
Overall the subject is very knowledgeable.

Shown in the format in which staff are already familiar with.

7. Identify area(s) where the subject could further improve, to better support student learning.

Comments
Make the content simpler
Better organisation of the quizzes and assignments
more questions and answers especially
Having diagrams for every topic.
Practical examples.

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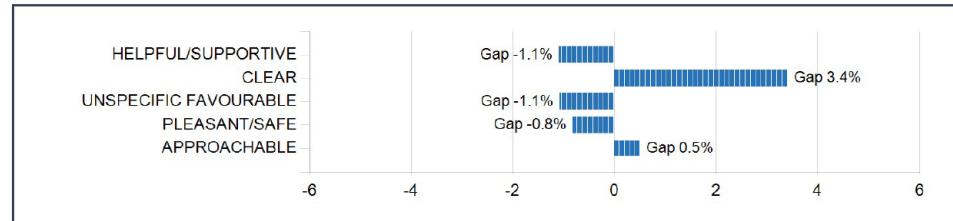
Blue Text Analytics (BTA) - Theme Clouds & Gap Analyses were Incorporated for Positive Comments & for Areas for Improvement

6. Suggest at least one area where your lecturer has done well in his/her teaching effectiveness.

Q6. Suggest at least one area where your lecturer has done well in his/her teaching effectiveness.

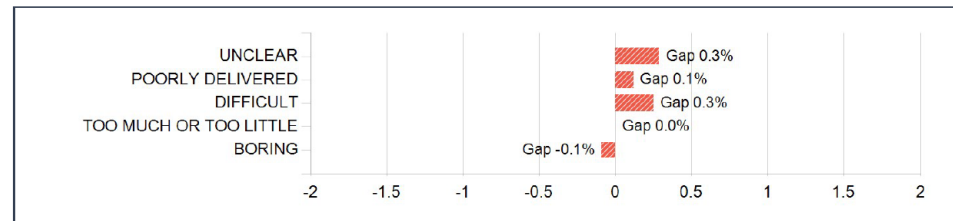| Attributes - t&I [No. of comments]	Average DEPT [7327]	Average (TP) [59335]	Gap
HELPFUL/SUPPORTIVE	15.7 %	16.8 %	-1.1 %
CLEAR	13.6 %	10.2 %	3.4 %
UNSPECIFIC FAVOURABLE	10.2 %	11.3 %	-1.1 %
PLEASANT/SAFE	10.0 %	10.9 %	-0.8 %
APPROACHABLE	9.0 %	8.5 %	0.5 %

7. Identify the area(s) where the subject could further improve, to better support student learning.
Theme Cloud

Q7. Suggest at least one area where your lecturer could improve to better support student learning.

Attributes - t&I [No. of comments]	Average DEPT [7058]	Average (TP) [57356]	Gap
UNCLEAR	3.2 %	2.9 %	0.3 %
POORLY DELIVERED	3.0 %	2.9 %	0.1 %
DIFFICULT	1.4 %	1.2 %	0.2 %
TOO MUCH OR TOO LITTLE	0.9 %	0.9 %	0.0 %
BORING	0.9 %	1.0 %	-0.1 %

Theme Cloud may not correlate with %(SA+A) and ETE rating in the individual reports:

- Due to **small number of comments** for each subject

- Text Analytics **unable to distinguish between comments that contain similar keyword** but expressed in a different context

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Summary of Key Benefits/ Enhancements

Students

- Reduce survey fatigue
- Better survey experience

Staff

- Reduced administrator workload for Schools
- Improved feedback coverage for acad staff
- Enhanced features in reports/dashboards
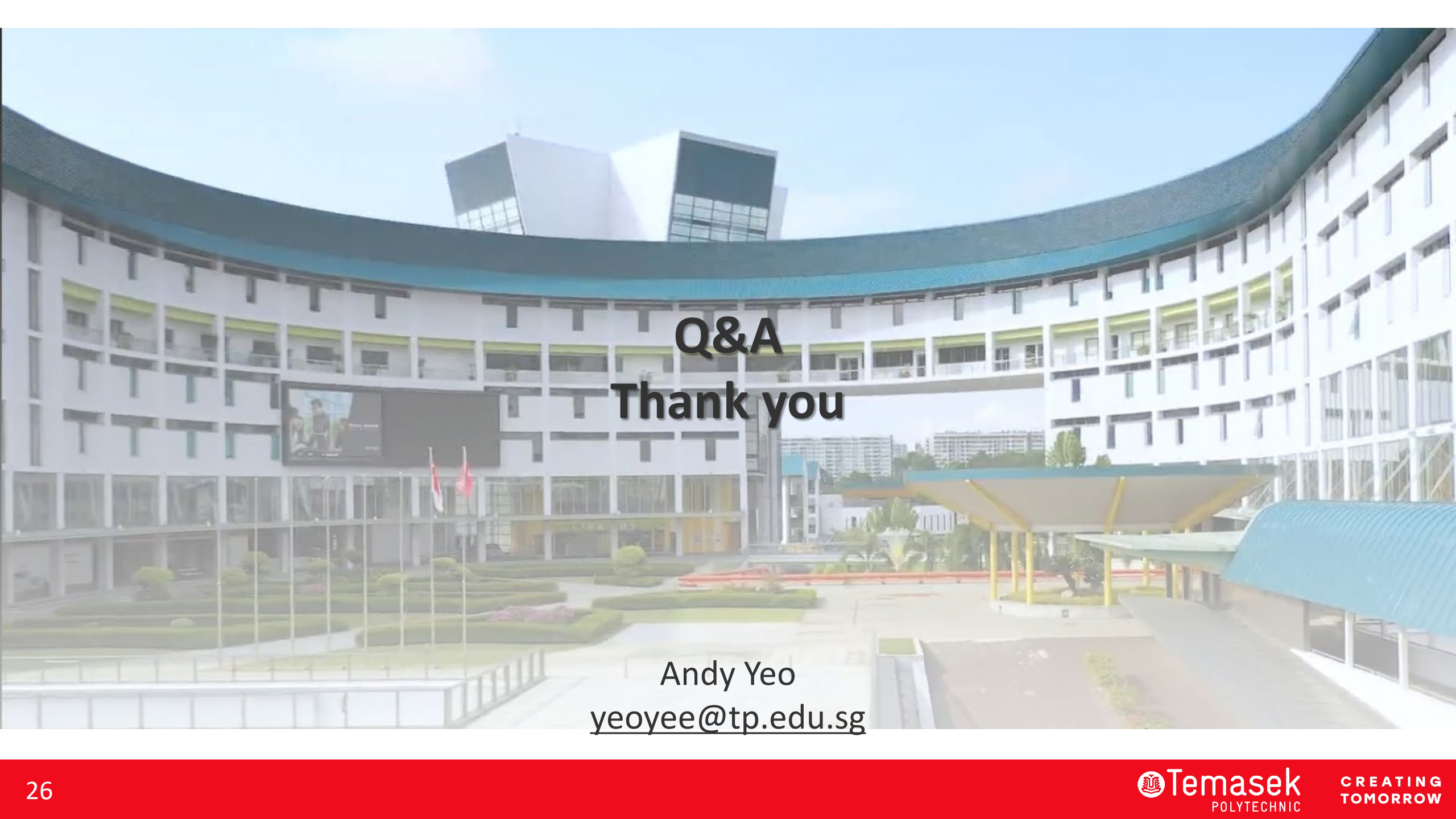- Save time - need not chase after students to complete surveys

Management

Enhanced reports:
- Subject performance
- Teaching Effectiveness
- Enable Benchmarking
- Better Insights

Support **continuous learning & growth** by developing a culture of greater **openness, transparency, accountability & trust** in TP.

Thank you Explorance for partnering us in this journey of growth and change.

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Q&A
Thank you

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