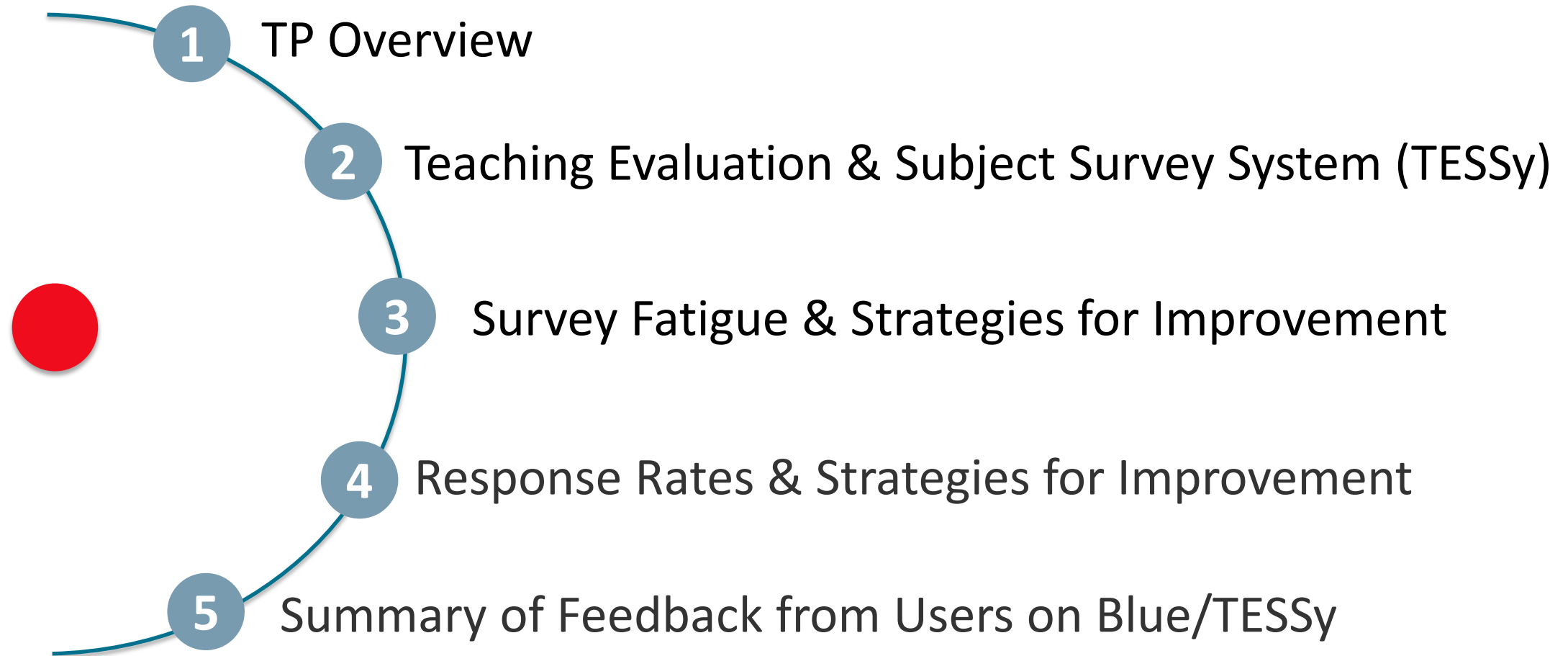


Blue 8 Implementation Teaching Evaluation and Subject Survey System (TESSy)

A PRESENTATION BY
Dr Andy Yeo
Temasek Polytechnic

Contents

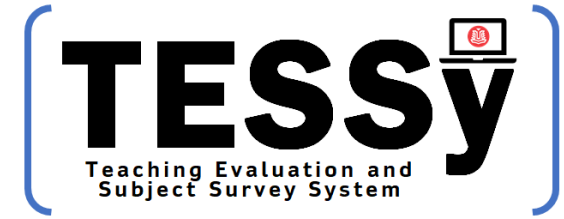
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 - 3 Survey Fatigue & Strategies for Improvement
 - 4 Response Rates & Strategies for Improvement
 - 5 Summary of Feedback from Users on Blue/TESSy

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



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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 lecturer manages the class well (e.g. explains clearly what is expected in terms of performance, quality of work, behaviour, etc.).
	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.	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.

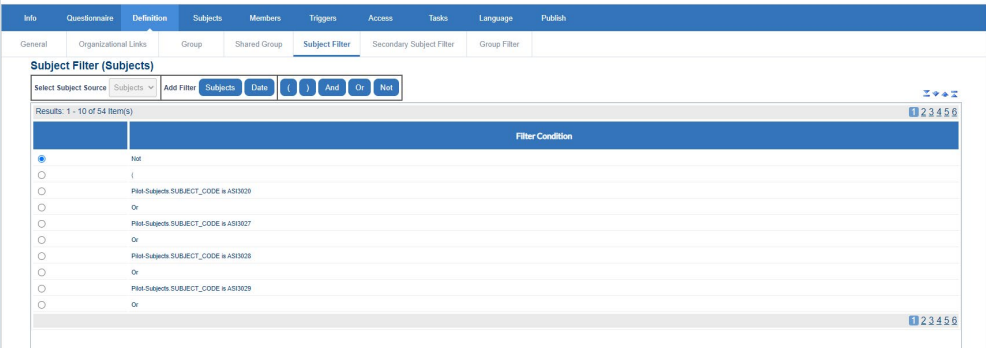
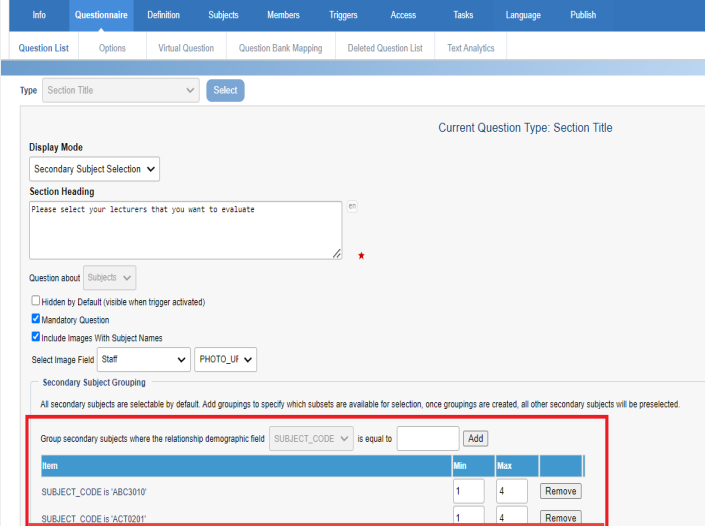
Ranking of Teaching Evaluation Questions

	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

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

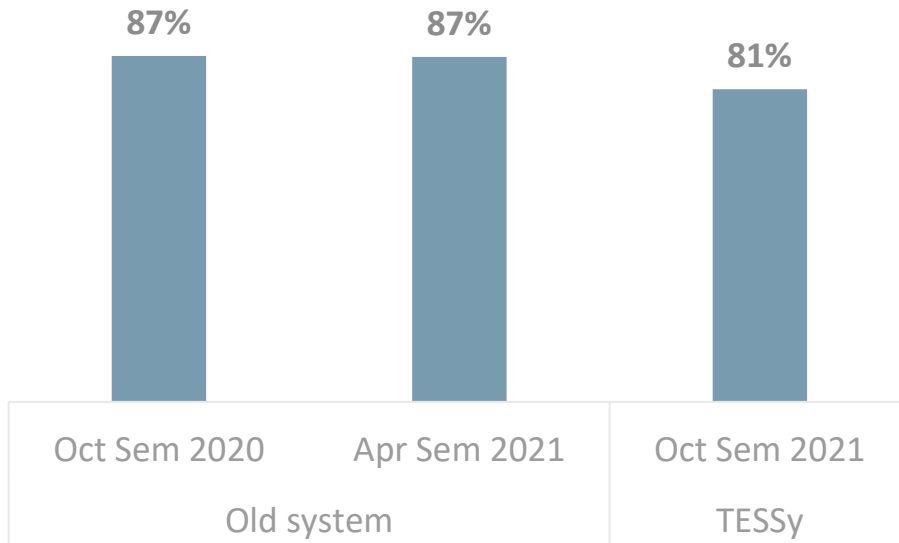
Overcoming Other Challenges during Blue Implementation

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

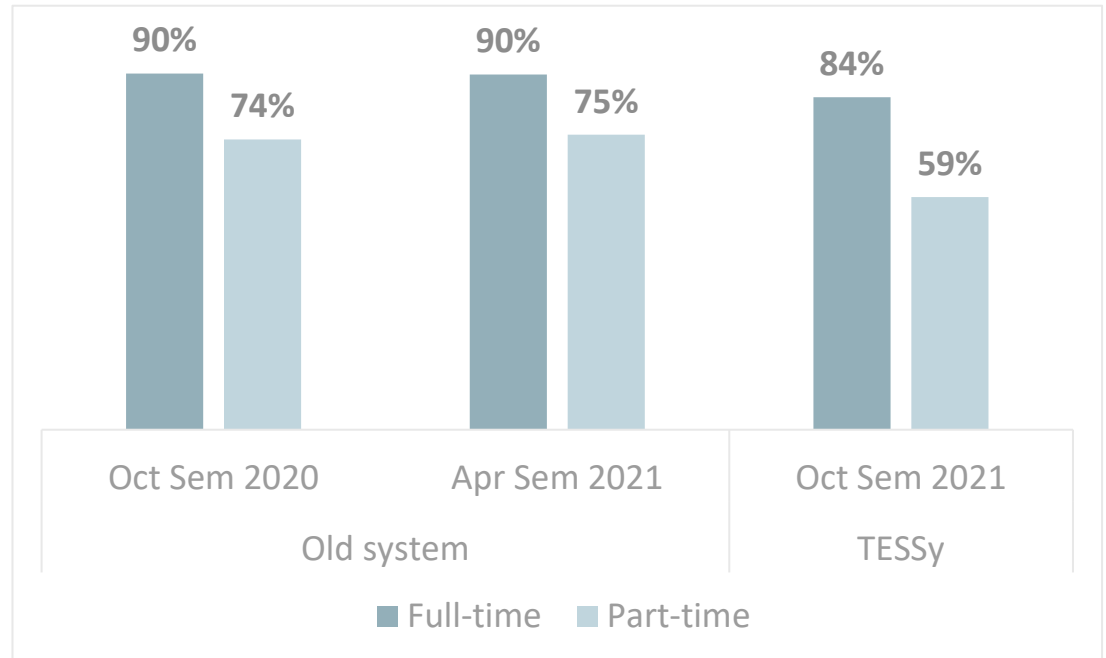
Response Rate & Strategies for Improvement

Response Rates & Strategies for Improvement in the New Current Semester

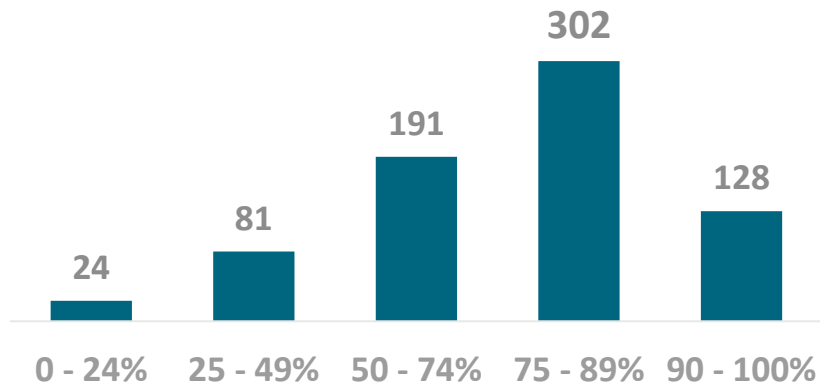
Overall Response Rates



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



59% of the Subjects Achieved Response Rates of 75 – 100%



- 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

Change Management to Ensure Change is Communicated and Understood

- Awareness, Desire, Knowledge, Ability, Reinforcement (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



Activity	Name of Activity	CM or PM	Action by	Start month	End Month	ADKAR Element(s) Addressed					Description of Activity
						Desire	Knowledge	Ability	Reinforcement	Desire	
1	Vendor to do integration of TESSy into LMS (BB) - every sub site to have link to TESSy. Student gets setup may once login to BB. Pilot & Full launch together.	PM		Oct							Integration of vendor BB, then Brightspace (TP shift to P&T, P&L/TE/MT/for CET). For BB, note that to come implementation due to carry through till need to do for migration. Rollouts for BB integration to get students familiar + success response rate. Details to be sent response if any email.
2	EES window			1 Oct	28 Oct						Just to be mindful of what we do during this period which could affect
3	Send out sign up links for comms clinics (Term 3)	PM		1 Nov	17 Nov						17 Nov (write Mgr through the School/Dea DOL)
4	Comms to ALL mgmt (down to manager level, who may not have been made aware yet) - 1 week, multiple sessions to cover all 6 sch + acad sites including LA rep.	CM	DISQD	mid Oct	21 Nov		Yes	Yes	Yes		Covering P&CEO's decision (based on P&CEO intent). Cover technical aspects (e.g. how to set up, standardised across interfaces with BB LMS), technical mgmt from ground staff, provide FAB to help with assistance. 17 Nov 4:50pm, Mon 18 Nov 4:50pm, Tue 19 Nov 4:50pm, Wed
5	Comms to DES & IT pilot subject ground staff (lecturers, adjuncts, senior lects) Pilot staff to provide support to students	CM	SQD mgmt	22-28 Nov	22 Oct	Yes	Yes	Yes	Yes		Write to DES to form over 1 week 1. Comms on Pilot's work. Cover technical aspects (and what teacher need). O&A (to manage resistance), and cover FAB these students, and how to tackle them. Provide staff of a FAB kit and a handbook. Staff provide staff of the policy (level of approval decided upon). Cover the staff's feedback has been taken into account (e.g. limited of help open, we are drawing the line...)
6	P&CEO Letter to all staff (pilot + EVERYBODY else)	CM	DISQD	16 Nov (post briefing no. 5)	26 Nov	Yes	Yes				To assist on content partners for briefing at TE and ES results. Approval issue.
7	Dir's letter to their staff	CM	SQD deat	11-14 Dec		Yes	Yes				
8	Briefing session to comms to all acad staff (After refining initial comms) - video to serve as user manual	CM	DO SQD	15-16 Dec (Term Test Week)	17 Dec	Yes	Yes	Yes	Yes		3 weeks to comms to all TP acad staff (check say check of some level of staff) say check of practical work at 20-25 Dec.
9	Briefing slides/video to TP adjuncts	CM	DM SQD DO SQD TSL	20-Jan	24-Jan	Yes	Yes	Yes	Yes		DM SQD to prepare simplified briefing video for subjects. DM SQD to notify TSL for outreach to all subjects.
10	Pilot w/ DES & IT (selected Term 3 subjects)	Both		1 Dec (Fri) to 17 Dec (Fri) (ESES 3-Week window 17-28 Dec)		Yes	Yes	Yes			P.S. Moving forward, all comms to subjects (as prepared) - real only if critical will be sent by system server/SQD using locktag. DES's support: TBC for other schools. Test stability of the system. More subject involved more confidence. OnSET won't be concerned. (links shared)

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Dear Students,

Good news.

The Teaching Evaluation and Subject Survey System (TESSy) will be replacing your familiar Online Student Evaluation of Teaching System (OnSET) from this semester onwards. In TESSy, Subject Surveys will be merged with Evaluation of Teaching Effectiveness surveys so the good news is overall you'll have fewer surveys to respond to.

The survey will start on 24 Jan and close on 21 Feb. We encourage you to complete your surveys as soon as you receive them, and latest by 21 Feb, as surveys cannot be reopened after they are closed.

We wish to share some useful information to familiarise you with TESSy in this e-mail.

Task/Concerns Tips

TESSy:
The new Teaching Evaluation and Subject Survey System
Launches today!

TESSy

DIGITAL LEARNING



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DIGITAL LEARNING

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



My Home

Tasks All Sort by End Date

4 of 4 (filtered from 4 tasks)

 Complete the questionnaire on Banking Processes and Automation for 2021 October Semester Evaluation - UAT- New
Sat, Oct 30, 2021 11:59 PM 2021 October Semester Open

 Complete the questionnaire on Career Readiness 2 for 2021 October Semester Evaluation - UAT- New
Sat, Oct 30, 2021 11:59 PM 2021 October Semester Open

Welcome to Subject and Teaching Evaluation for 2021 October Semester.

Before you proceed, please read the following.

1. TP appreciates your feedback to help encourage our teaching staff, and identify any opportunities for growth to serve you better.
2. In line with student code of conduct, TP encourages all students to be civil, considerate and constructive in their comments.
3. All information gathered will be kept confidential, and your identity will not be disclosed to teaching staff being surveyed.
4. You will be able to respond to each survey only once, so please consider your responses carefully and responsibly.

Thank you.

15:44  58%

Options Previous Next

Welcome to Subject and Teaching Evaluation for 2021 October Semester.

Before you proceed, please read the following.

1. TP appreciates your feedback to help encourage our teaching staff, and identify any opportunities for growth to serve you better.
2. In line with student code of conduct, TP encourages all students to be civil, considerate and constructive in their comments.
3. All information gathered will be kept confidential, and your identity will not be disclosed to teaching staff being surveyed.
4. You will be able to respond to each survey only once, so please consider your responses carefully and responsibly.



Dear SHERYL LIM SHI JIA,

The Teaching Evaluation and Subject Survey has started. Please take some time to evaluate the subjects and lecturers.

Please click [here](#) to complete your surveys before the closing date.

If you have any technical issue(s) with the system and need help to complete the survey, please refer to this [self-help guide](#).

Should you need further guidance to complete your surveys, please watch the [3-min clip](#).

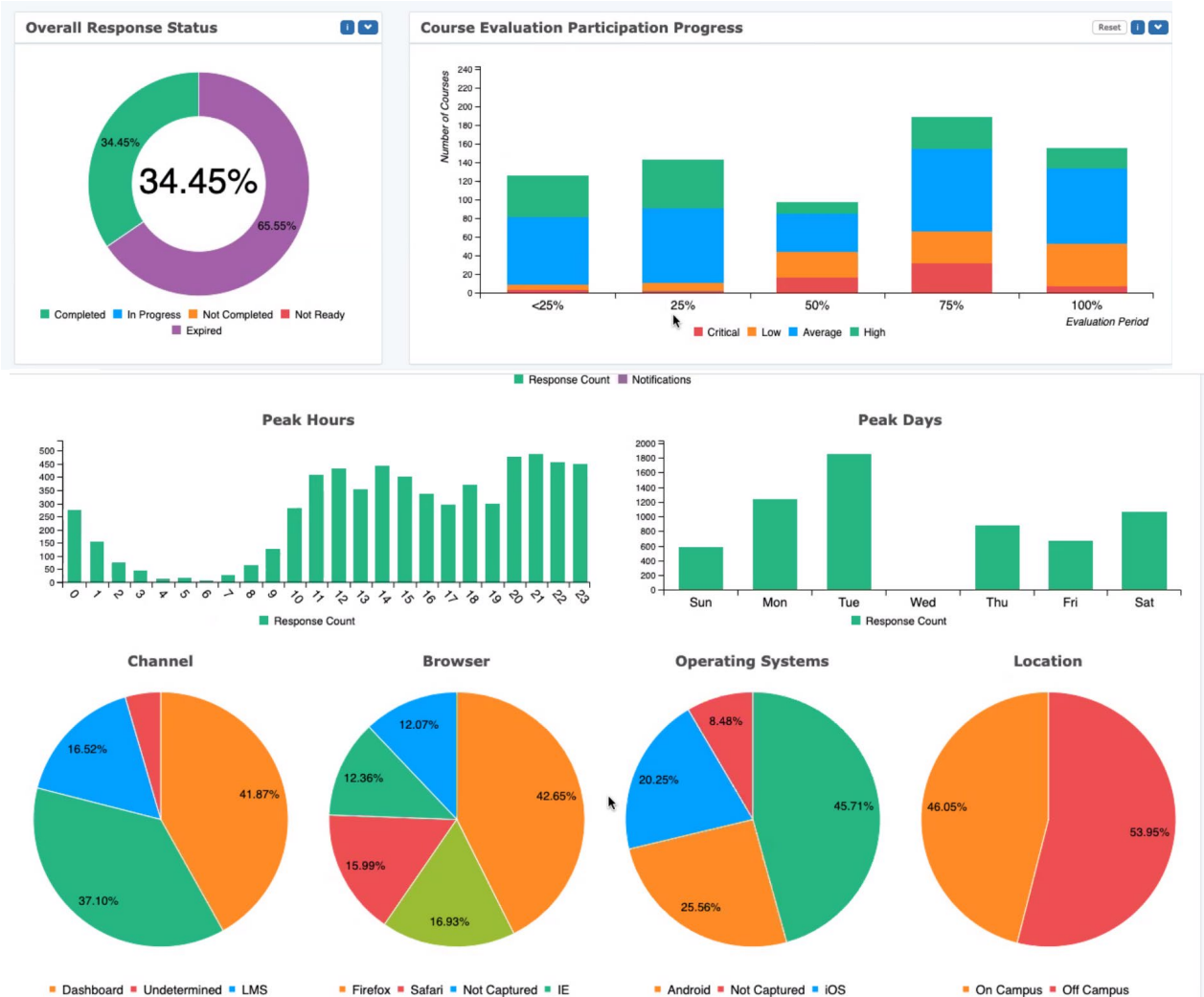
Note: There will be subsequent email reminders for students who have not completed their surveys. Should you have any feedback and/or issue regarding the Teaching Evaluation and Subject Survey System (TESSy), please click [here](#).

Please do not reply to this system-generated e-mail.

Thank You.

- Student Support - TESSy Student [Troubleshooting Guide](#), [Self-help Video](#), [Online MS Form](#)

Enhancements: Response Rate Monitor



For illustration only



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

The screenshot shows a Microsoft Teams chat window titled "Technical Support Request". The chat history includes three automated messages from Power Automate:

- Message 1 (02/03/2022 2:27 pm):** "TESSy submission from HAKEEMUDDIN BIN BHA... (TESSy General Feedback) Name: HAKEEMUDDIN BIN BHARUTHEEN, Department: BUS Go over to Teams tab>TESSy Feedback Channel for details. Tengyi HUANG (TP) (tengyi@TREDU.SG) used Power Automate to send this notification. Learn more"
- Message 2 (07/03/2022 4:01 pm):** "TESSy submission from NASRULLAH BIN ABDUL... (Request for technical support) Name: NASRULLAH BIN ABDULLAH RAHIM School: BUS Issue: I over looked the dates. I want to do the survey is already expired. Is there any other ways? Go over to Teams tab>TESSy Feedback Channel for details. Tengyi HUANG (TP) (tengyi@TREDU.SG) used Power Automate to send this notification. Learn more"
- Message 3 (10/03/2022 9:26 pm):** "TESSy submission from CHOO YEW MING (TESSy General Feedback) Name: CHOO YEW MING, Department: IIT"

The second message is highlighted with a red box. Below the chat history is a card for the "TESSy Feedback Channel" with a red "TF" icon.

The main chat content shows a message from Tengyi HUANG (TP) via Power Automate (07/03 4:01 pm) with the subject "(Request for technical support; Follow up required)". The message reads: "Hi TESSy Admins, I've received a new submission. Here's the information: Name: **NASRULLAH BIN ABDULLAH RAHIM** School: **BUS** Issue: **I over looked the dates. I want to do the survey is already expired. Is there any other ways?** Click [here](#) to see all records".

Below this is a response from Andy YEO (TP) (07/03 4:50 pm) addressed to "Dear **NASRULLAH BIN ABDULLAH RAHIM**,". The response reads: "Thank you for your feedback. TESSy survey started on 17 January to give students one month to response the survey. 5 e-mail reminders were also sent to students with pending surveys; the deadline on 21 Feb is clearly stated in the e-mail reminders. Besides e-mail reminders, students will also see the LMS pop-up reminders when they login to LMS. Your feedback is important to improve the quality of teaching and learning in TP. Unfortunately, the system is unable to further extend the surveys period. The release of your exam results (subject grades and cGPA) will be delayed for 3 days. The 3-day delay notice is also shown on the pop-up message for students with pending surveys every time they log in to LMS. Please ensure that you complete all your surveys before the deadline in future. Thank you & take care. Regards, Dr Andy Yeo".

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

My Announcements
Please wait while the module l

Blue Report

Temasek
POLYTECHNIC
SANDBOX

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

For illustration only



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

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): <i>Overall, the lecturer has been effective in facilitating student learning</i>	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.

The screenshot shows the 'Online Student Services' page for Temasek Polytechnic. The user is logged in as NURSYAFIQAH YUAN JIN. The page title is 'Exam Results - Current Semester'. The main content area contains an email notification:

Dear Student,

According to our records, you did not complete all the subject and teaching evaluation survey(s) in current semester. Please note that students will only be granted access to the current semester's exam results upon completing all surveys. In this case, you'll only be able to view your results 3 days later. For example, if the official release of exams results falls on a Wednesday, the delayed release will be on Saturday.

Please be encouraged to play your vital role in improving the quality of education in TP by completing all surveys in future. Thank you very much for your time and cooperation.

The notification is accompanied by a photo of a student holding a laptop. The footer of the page includes links for 'Report Vulnerability', 'Privacy Statement', 'Terms of Use', and 'Feedback', along with the copyright notice 'Copyright 2009 Temasek Polytechnic. All Rights Reserved.'

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**

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

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	<u>Subject Evaluation (SE) Reports for every subject</u> <ul style="list-style-type: none"> Subject Team ROs and above as defined in TP Staff database 	<u>Evaluation of Teaching Effectiveness (ETE) Individual Report (Single subject)</u> <ul style="list-style-type: none"> Self, ROs and above as defined in TP Staff database <u>ETE Individual Report (Combined subjects)</u> <ul style="list-style-type: none"> Self, ROs and above as defined in TP Staff database <u>ETE Peer Report (Single subject)</u> <ul style="list-style-type: none"> Subject Team, ROs and above as defined in TP Staff database
	<u>TP Level SE Report</u> Directors & above + designated TESSy School Monitors (TSM)	<u>School/TP Level ETE Reports (Privilege access)</u> Directors & above + designated TSM

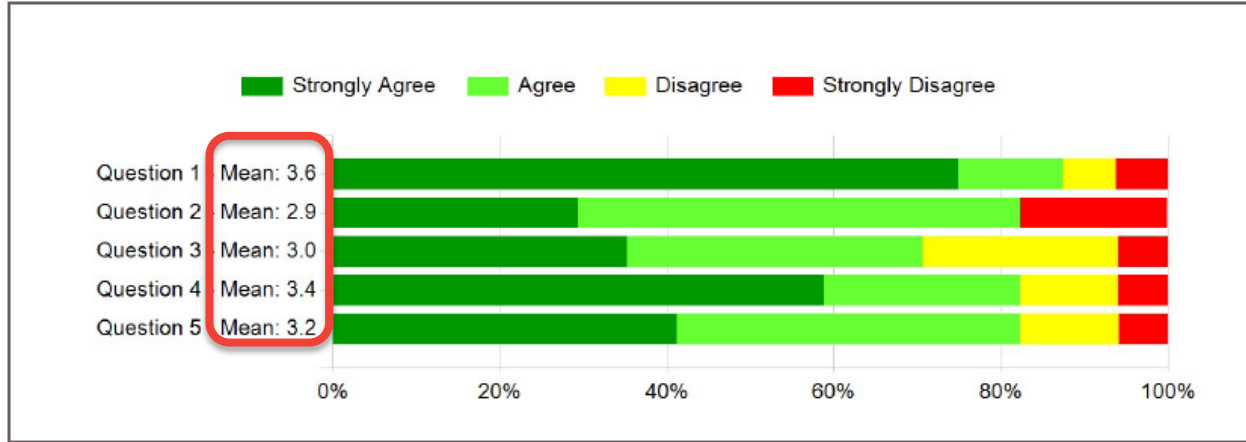
Static Report Access (SRA)

Dynamic Report Access (DRA)

Sample Subject Report

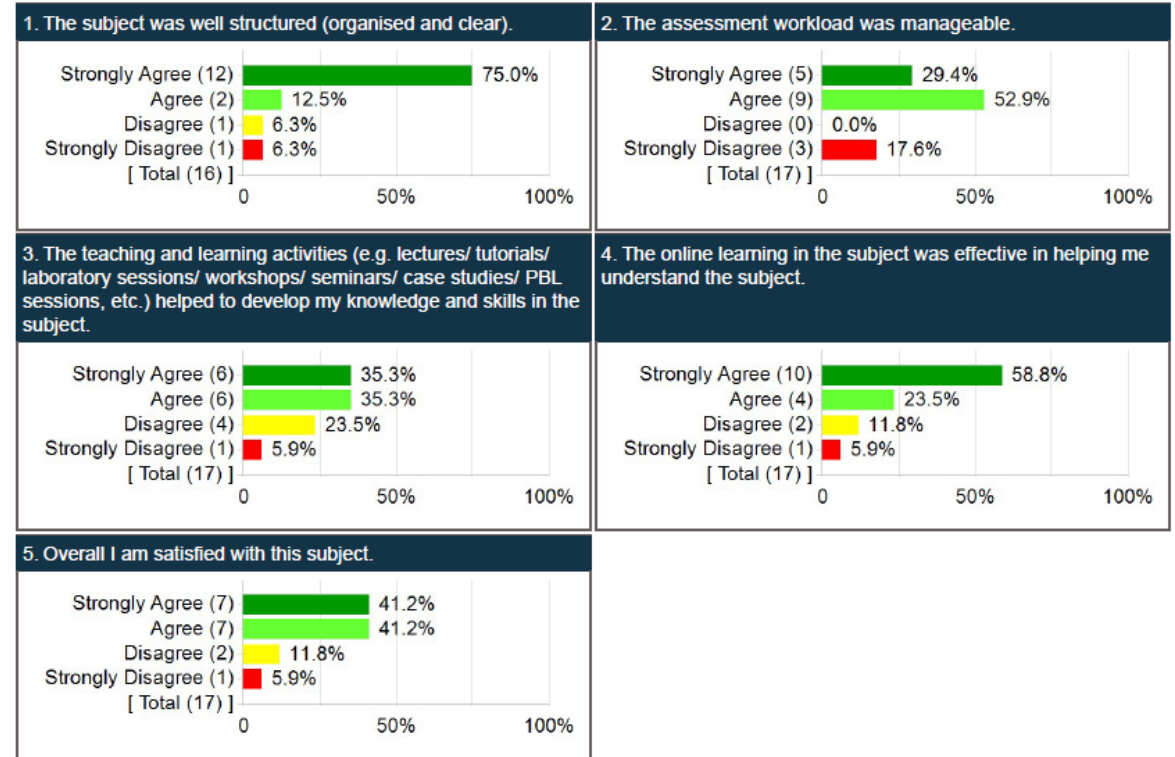
New: Mean scores are now available.

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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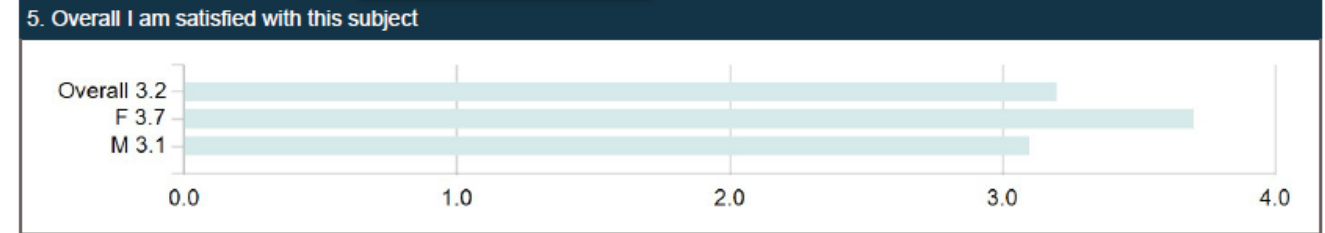
Sample Subject Report

Comparison with subject, school and TP averages

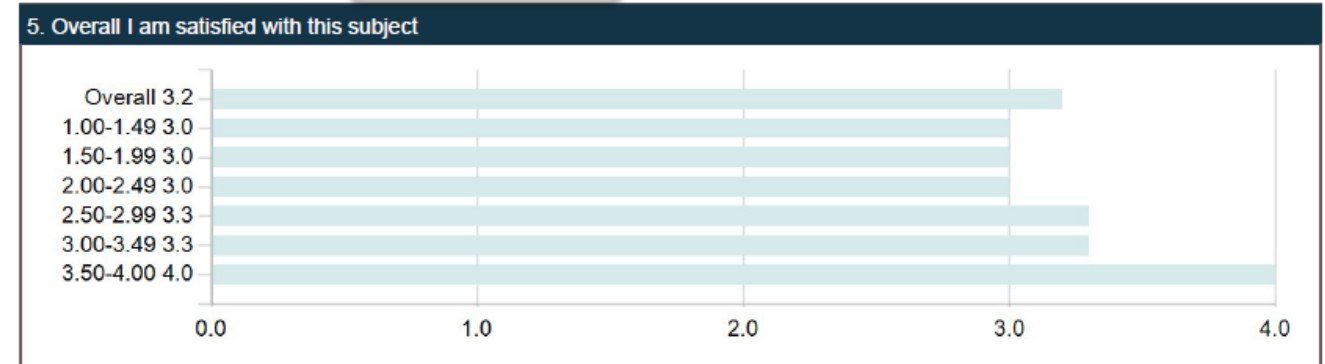


Analysis with Gender & cGPA Breakdown

Subject Evaluation Ratings Breakdown by Gender



Subject Evaluation Ratings Breakdown by cGPA



Averages for TP, School and Subject are provided as a benchmark (Question-level).

For illustration only

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.

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.

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

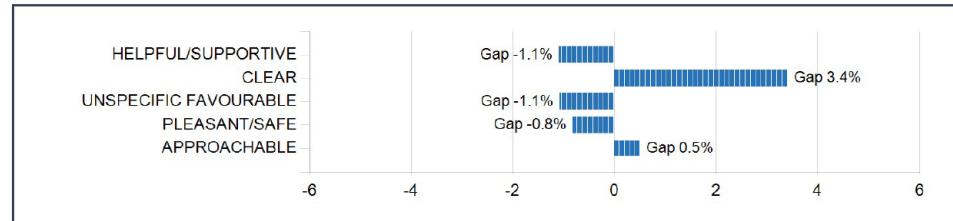
For illustration only

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



Attributes - t&l [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 %



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

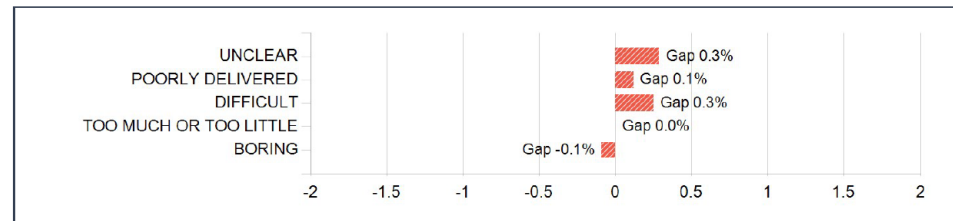
7. Identify the area(s) where the subject could further improve, to better support student learning.

Theme Cloud



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

Attributes - t&l [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 %



For illustration only

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

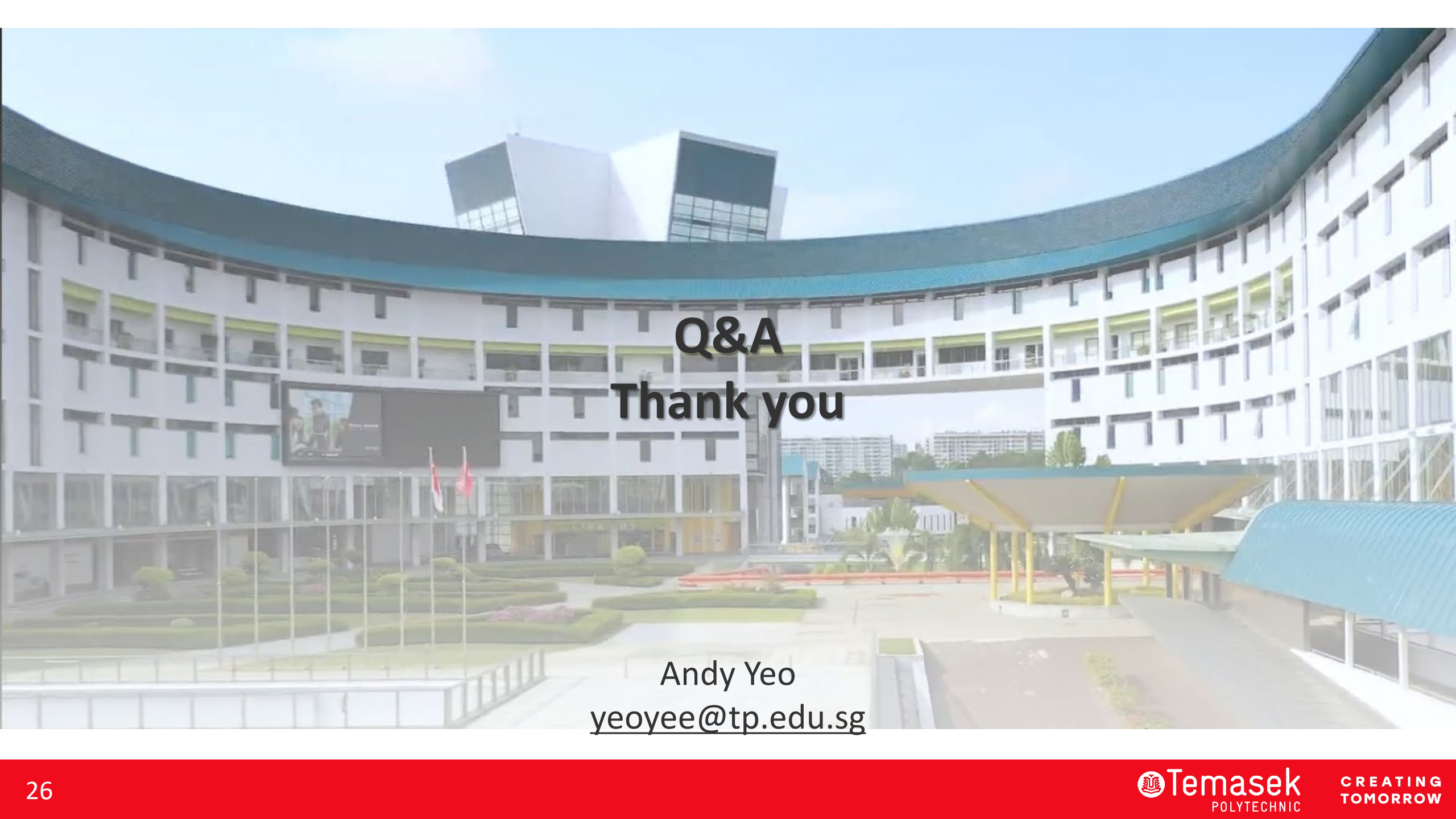
Management

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.



Q&A
Thank you

Andy Yeo
yeoyee@tp.edu.sg