



INCREASING RESPONSE RATES AT THE STOCKHOLM SCHOOL OF ECONOMICS

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Blue Notes Global - August 2022

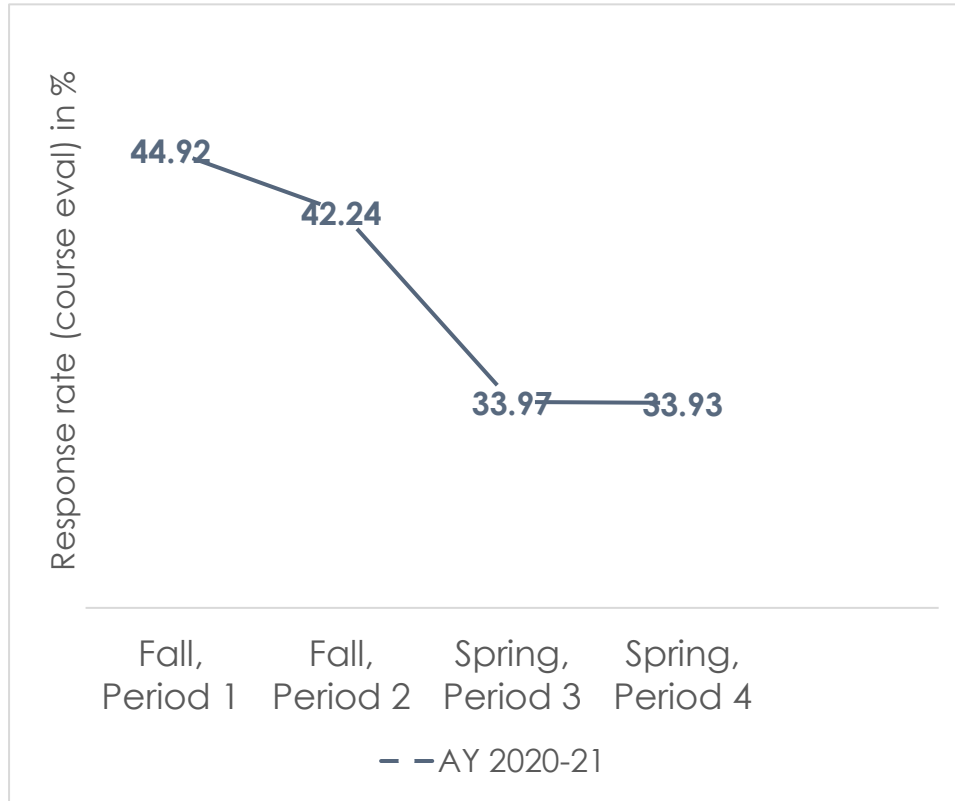
BACKGROUND ON SSE AND EVALUATIONS

- Business school in Stockholm (~ 2000 students)
- 4 periods in an academic year
- Started with Blue in Fall 2020
- Run several evaluations, including program and course evaluations (both are mandatory but there is no consequence for non-completion)
 - Run **program evaluations** once a year at the end of the academic year
 - Around 2000 tasks (FO)
 - Run **course evaluation** at the end of each period
 - Evaluate all courses every period
 - 3500-5000 tasks (QP, FO) per period

INTRODUCTION TO SSE'S RESPONSE RATE PROJECT

- Two-year project (launched in fall 2021) aimed at increasing the response rate for course and program evaluations
- Motivation is to ensure that data is representative
- Target is 80% but rate of 65% will be considered as above expectations
- Three main areas:
 1. Technology
 2. Engagement
 3. Process

PRE-PROJECT RESPONSE RATES



The response rate for the program evaluation at the end of the 2020-21 academic year was 41,49%.

PROJECT AREAS

Area 1 TECHNOLOGY

Measures aimed at continuing with the integration of Blue and our other systems, especially Canvas and TAS, with the goal of making it easier for students and faculty to be part of the evaluation process

Area 2 ENGAGEMENT

Measures aimed at increasing students' and faculty members' engagement with the evaluation process

Area 3 PROCESS

Measures aimed at reviewing the current course and program evaluation processes in terms of timing and questions asked (in close collaboration with members of faculty)

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AREA 1: TECHNOLOGY

Integration between Blue and Canvas

- Reason for integration: Access and additional reminders
 - Issue with students blocking the email address through which Blue sends invitation and reminder emails
 - Blue still relatively new so that students might not regularly log in through SSO to check for tasks
 - Canvas mandatory from fall 2021
- Challenges: Canvas roles and information upload from Canvas to Blue
 - Canvas “Teachers” included in Blue as Secondary Subject in Course Evaluations
 - Use of roles by faculty and staff
 - Program evaluation task does not appear

CANVAS – BLUE INTEGRATION

Dashboard

Today
March 8

NEW ACTIVITY ↑

6122 - SHAPING GLOBAL MARKETS

6122 - Shaping Global Markets
Due March 24, 2022

Remind me Later

6191 - MANDATORY EVENT MIB OR CEMS 2021

6191 - MANDATORY EVENT MIB OR CEMS 2021 CALENDAR EVENT
Predeparture meeting International Immersion Trip Uganda
720

Tomorrow, March 9

6123 - CORPORATE FINANCE IN GLOBAL FIRMS

6123 - CORPORATE FINANCE IN GLOBAL FIRMS CALENDAR EVENT
Seminar
T

Thursday, March 10

Nothing Planned Yet

Friday, March 11

CANVAS – BLUE INTEGRATION

The screenshot displays the Canvas LMS interface for the course '6122 - Shaping Global Markets'. The interface includes a left-hand navigation menu with icons for Account, Dashboard, Courses, Groups, Calendar, Inbox, History, Commons, and Help. The main content area shows the course title and a list of navigation options: Spring 2022, Home, Modules, Syllabus, People, Grades, Announcements, and Feedback survey. A 'Current Evaluations' section is visible, containing a table with one entry: 'Course Evaluation Spring 2022, period 1' for the course '6122 - Shaping Global Markets'. The entry is marked as 'Open' and has a due date of 'Mar 24 2022 06:59:00 PM'. The Stockholm School of Economics logo is present in the top left and top center of the page.

6122 > 6122 - Shaping Global Markets

Spring 2022

Home

Modules

Syllabus

People



Grades

Announcements

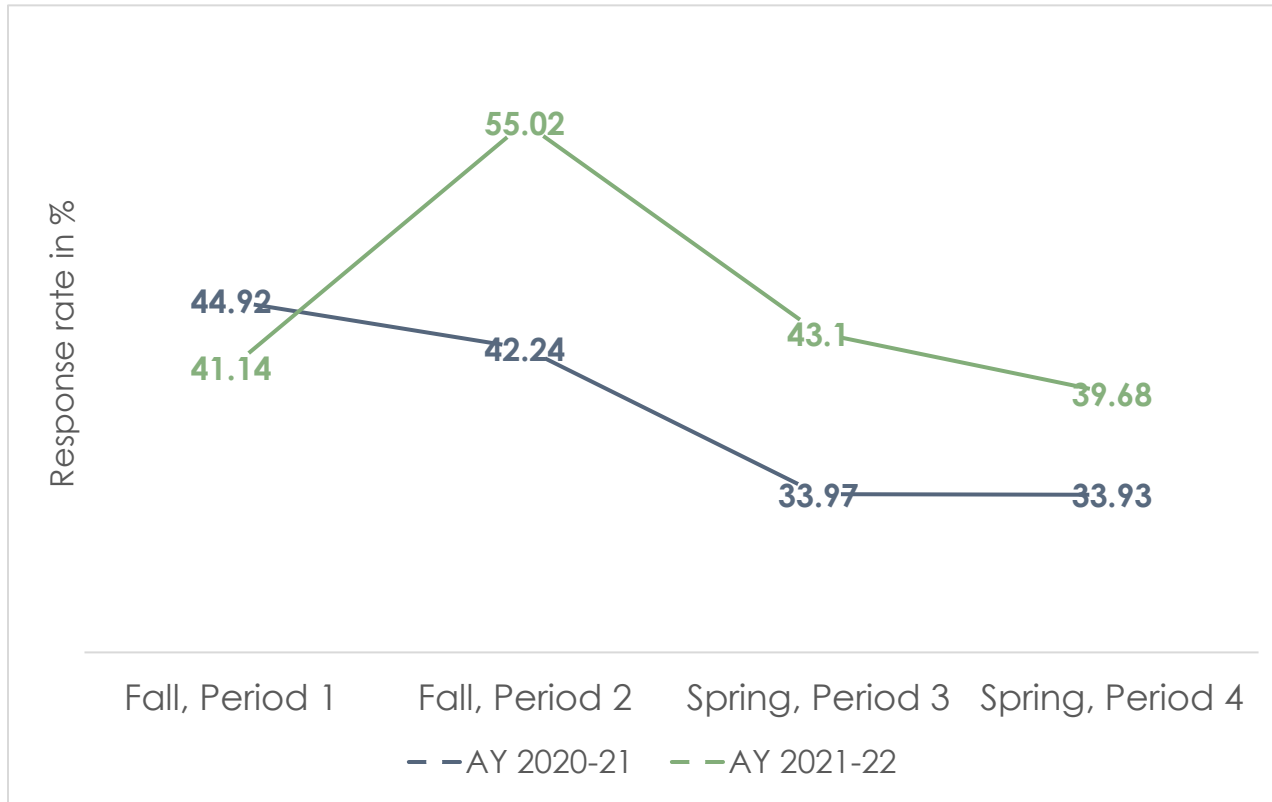
Feedback survey

Current Evaluations

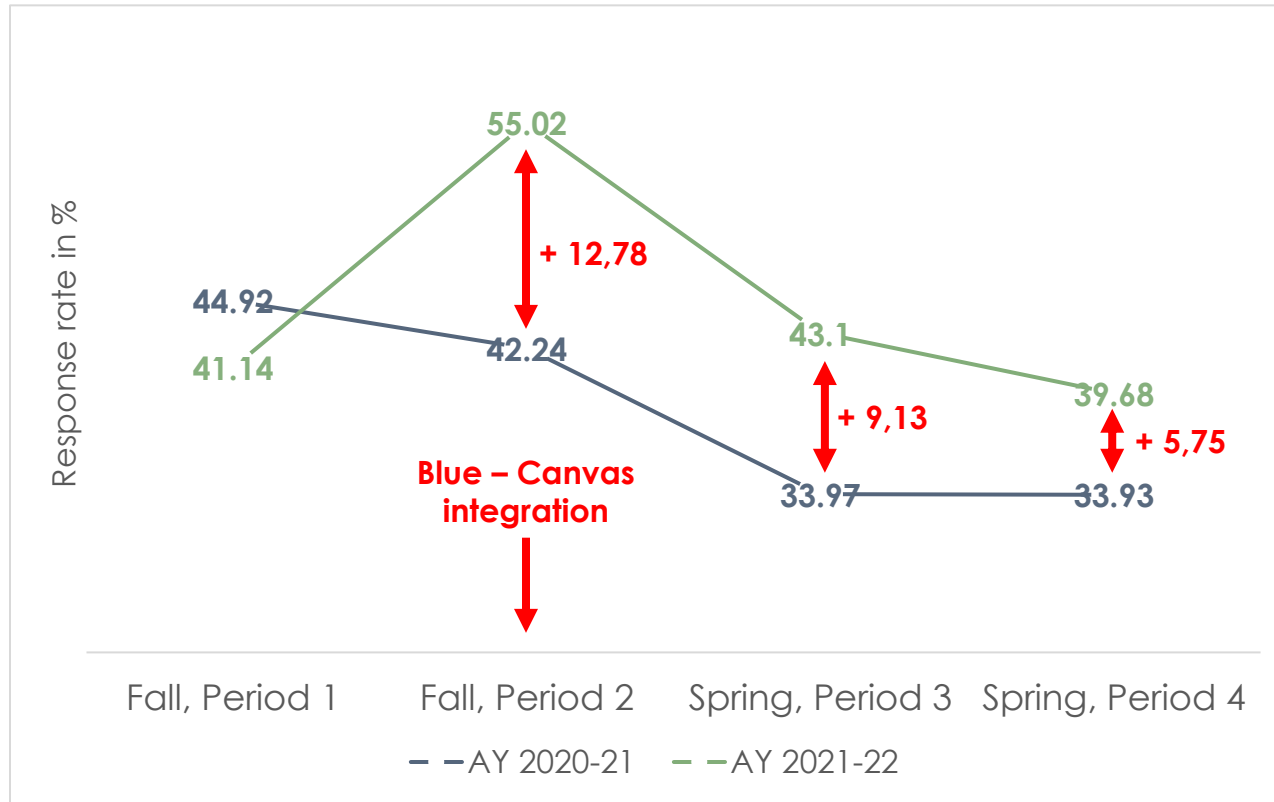
▼ Current Evaluations

 Course Evaluation Spring 2022, period 1 Course: 6122 - Shaping Global Markets	Open	Due Mar 24 2022 06:59:00 PM	
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DEVELOPMENT OF RESPONSE RATE FOR COURSE EVALUATIONS



DEVELOPMENT OF RESPONSE RATE FOR COURSE EVALUATIONS



DEVELOPMENT OF RESPONSE RATE FOR PROGRAM EVALUATIONS

For the academic year 2020-21 (pre-project), the response rate was 41,49%.

For the academic year 2021-22, the response rate was 40,00%.

OTHER PLANNED MEASURES

Area 1 TECHNOLOGY

Include a field on whether student takes complete course or exam only

Update to Blue 8 for nicer interface and scannable QR code

Area 2 ENGAGEMENT

Implement *Closing the feedback loop* procedure

Organize focus group with faculty representatives to optimize Blue reports (create help videos?)

Area 3 PROCESS

Rethink timing of evaluations (other evaluations at SSE, separate exam evaluation)

Revisit questionnaire (essential information versus information that is nice to have)

Investigate current QP practices and consider removing/limiting it

PROPOSED ACTIONS ARE NOT
LIKELY TO GET US CLOSE TO 80%

IDEA FOR INTRODUCING CONSEQUENCES FOR NOT PARTICIPATING

- Grade blocking not feasible at SSE
- Alternative idea (for program evaluation for final year students): **Completion Certificates**
 - Set up a survey with Rater Selection
 - When a student sends in their *Application for Degree Certificate*, student is added to the survey
 - Student needs to complete the survey and send the certificate of completion (available through Blue 8) to degree office
 - Only after receiving the certificate will the *Application for Degree Certificate* be considered as complete and processed

COMPLETION CERTIFICATE



THANK YOU