



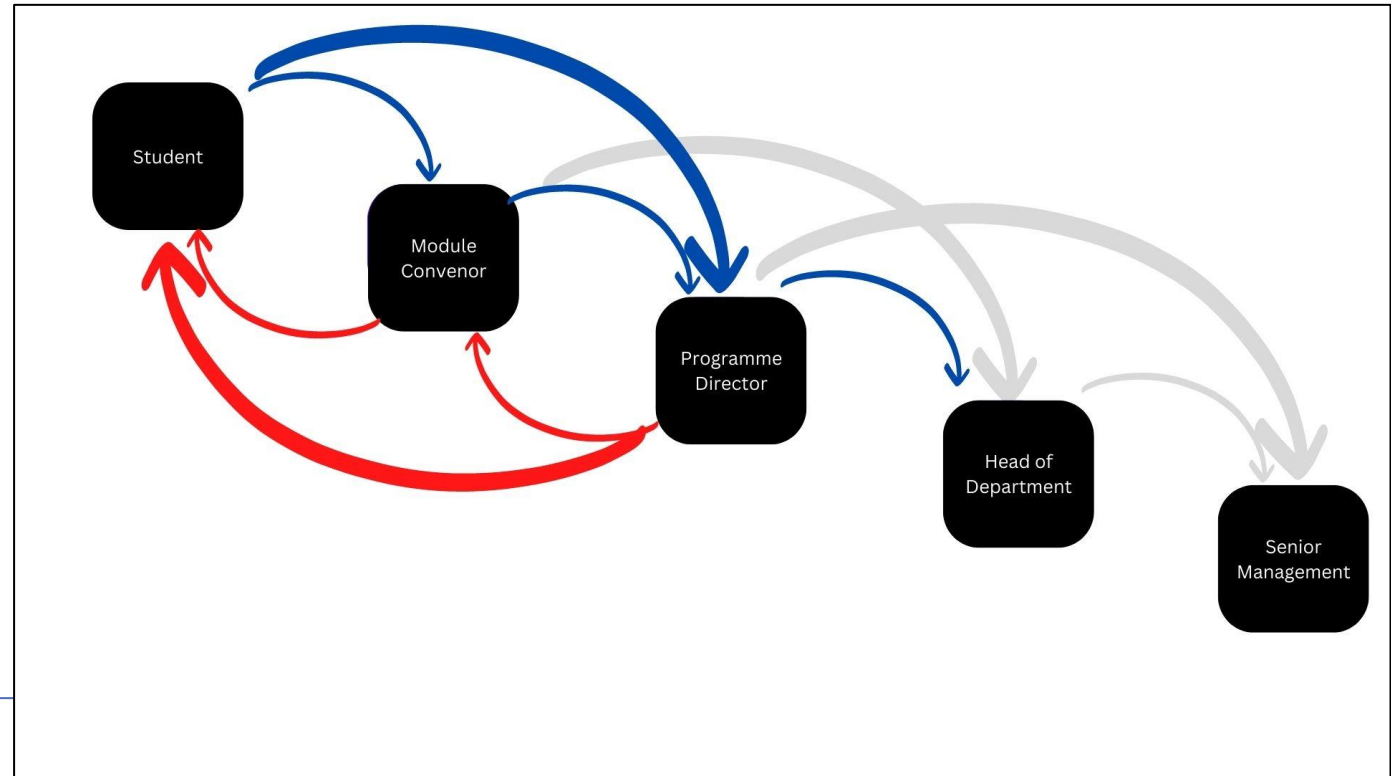
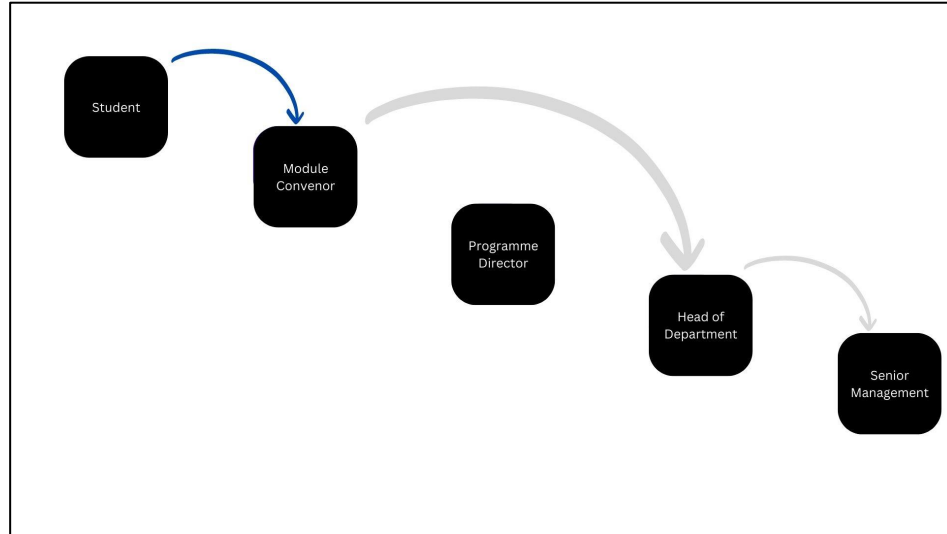
Closing the loop at module and programme level Creating conversations



Birkbeck
UNIVERSITY OF LONDON

LONDON'S EVENING UNIVERSITY

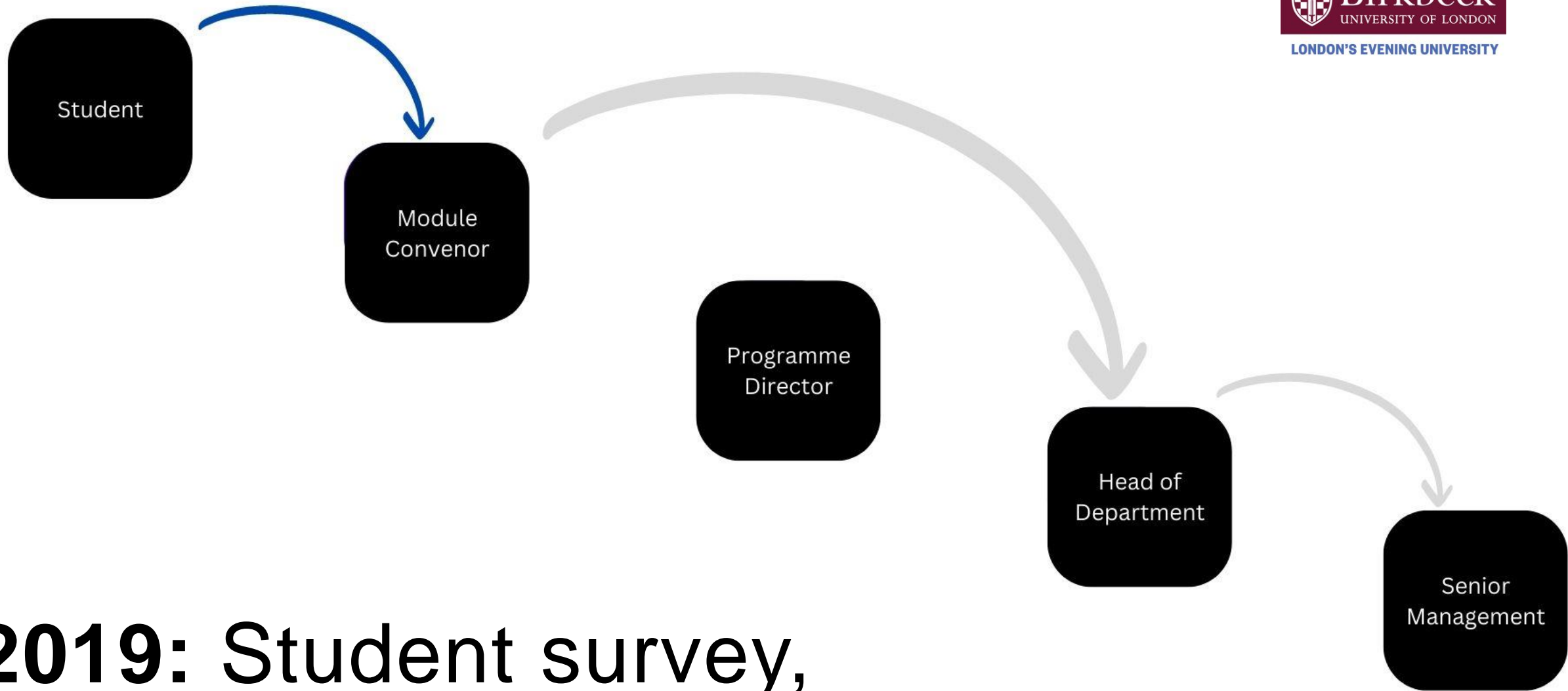
Creating conversations



Birkbeck, University of London

- Central London.
- Evening university.
- High proportion of mature students.
- Many combine study with full time employment or family commitments
- 11,000 students.
- Even split of bachelor's and graduate students.
- Using Blue since 2019.

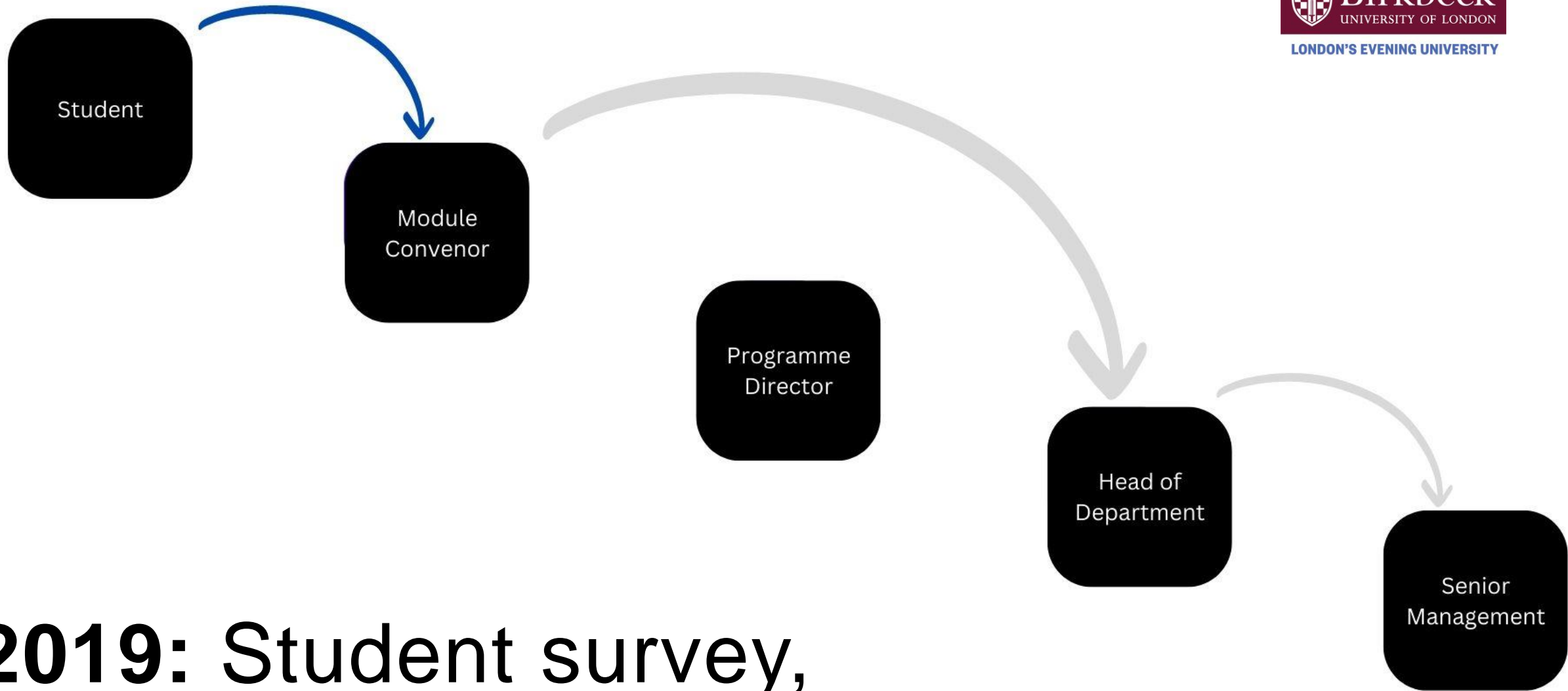




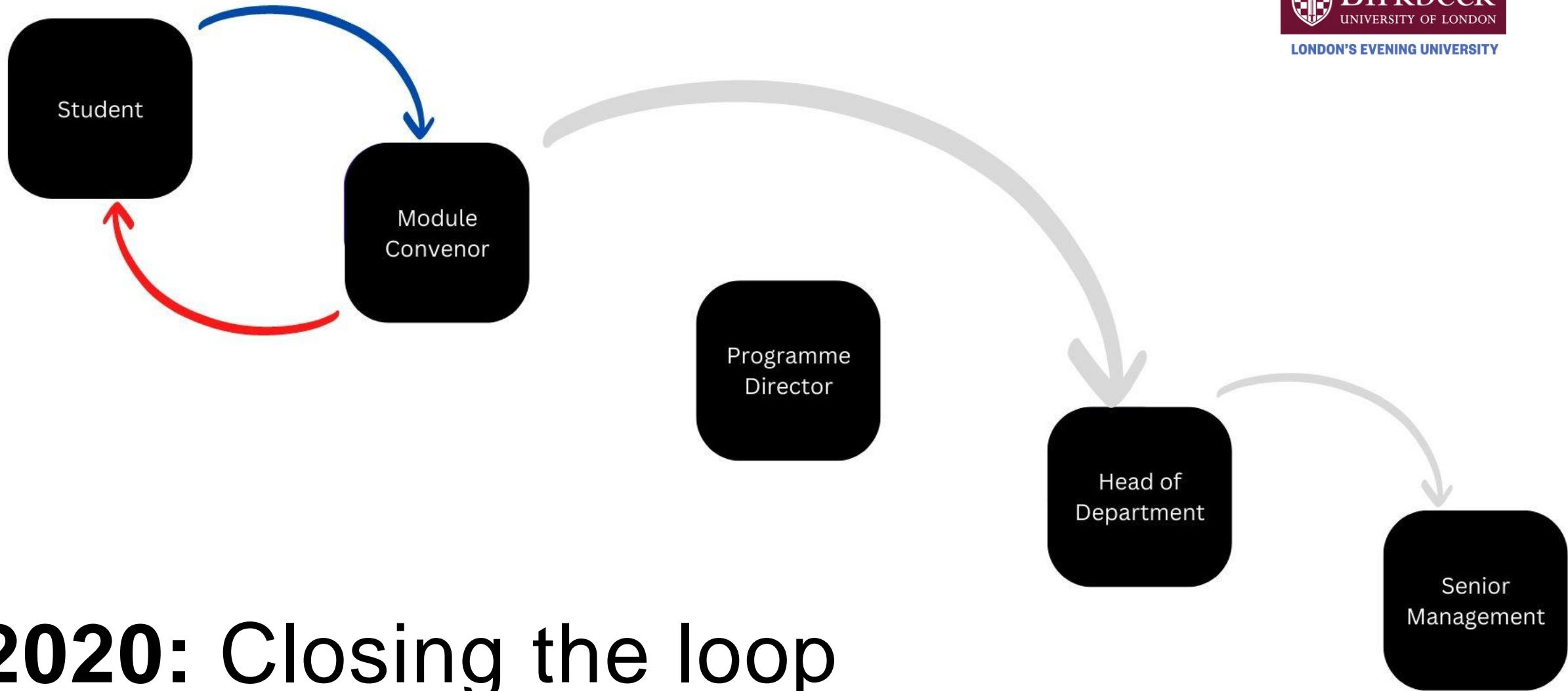
**2019: Student survey,
no closing the loop**

Closing the Loop at Birkbeck: Why

- “Survey fatigue is a common worry in the sector and shown to impact response rate. Making it clear that the feedback provided by students does lead to changes is accepted as the most effective way of encouraging participation” (Longcroft, 2015)
- From participation in surveys to broader student engagement.
- Results in student engagement results in National Student Survey.



**2019: Student survey,
no closing the loop**



**2020: Closing the loop
by module convenor**

Closing the loop: Process

- Module evaluation surveys sent to the Module Convenor.
- Create a new Blue project with a task for the Module Convenor with 3 Closing the Loop questions:
 1. Please summarise strengths identified in the student feedback
 2. For any question where the score is below 3.5, please identify what actions you intend to take the next time the module will run. If you do not think action is warranted, please explain why.
 3. For any other questions in which students have raised issues or suggestions, what actions do you intend to take next time. If you do not think action is warranted, please explain why.

Overall



Module convenor comments

Please summarise strengths identified in the student feedback

Comments

It was evident that students enjoyed the experience of practical work, finding this interesting and enlightening. (The sessions are fun for those of us who teach them, too!) I will continue to try to refine the delivery of every session and enhance the supporting materials for these.

For any other questions in which students have raised issues or suggestions, what actions do you intend to take the next time. If you do not think action is warranted, please explain why.

Comments

Someone suggested adding some non-graded homework that might be reviewed in class and/or commented upon by the Instructor(s). This is a good idea and I have a plan to include something like this whereby students would also submit the work to Studiosity for general feedback on written material.

A couple of people commented that they did not find value in the Library Session(s). We will examine how better value may be added here. It might be better to do half-sessions on those evenings, with half in the lab and half in the Library.

For any question where the score is below 3.5, please identify what actions you intend to take the next time the module will run. If you do not think action is warranted, please explain why.

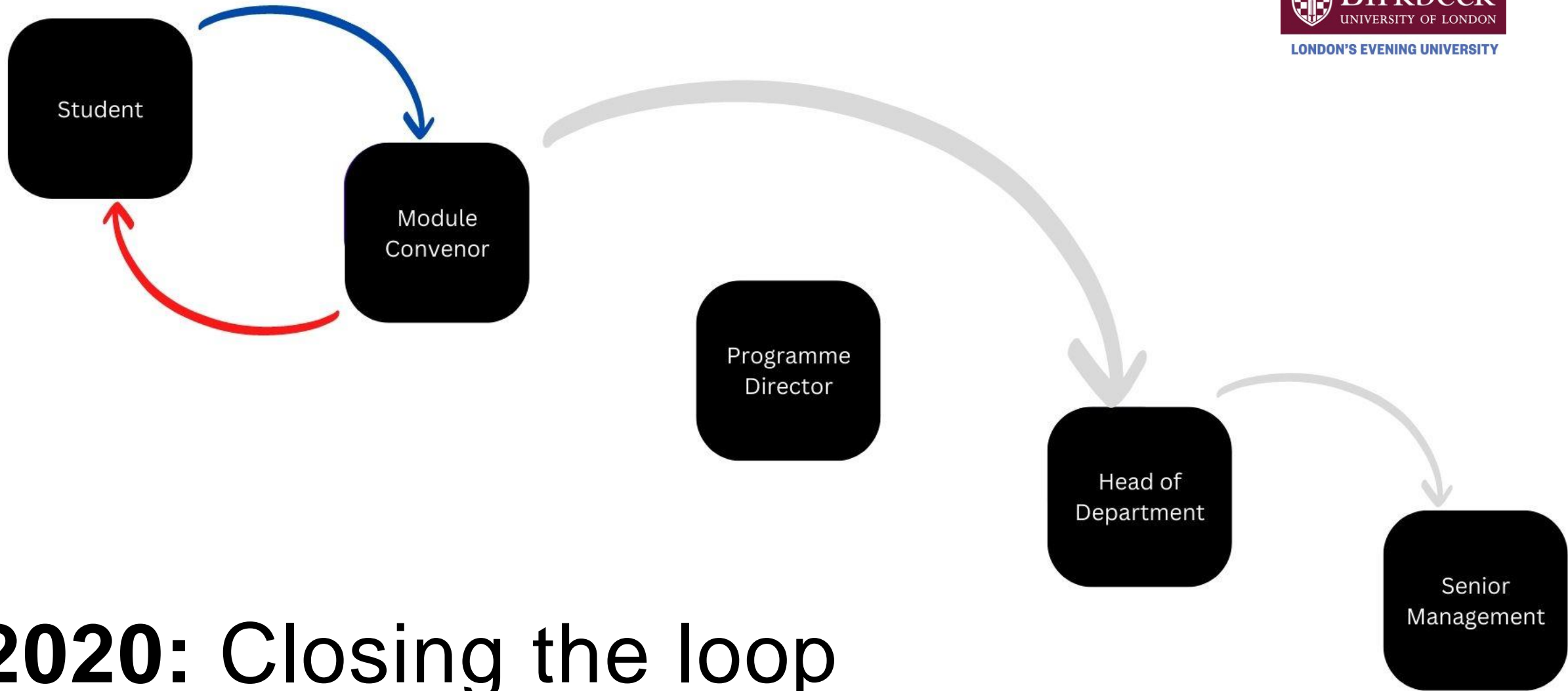
Comments

Scores on all all items were in the range 3.93–4.95, with an overall average of 4.35. This is gratifying and indicates a high degree of satisfaction with the module. I will do my best to retain this high standard for future cohorts.

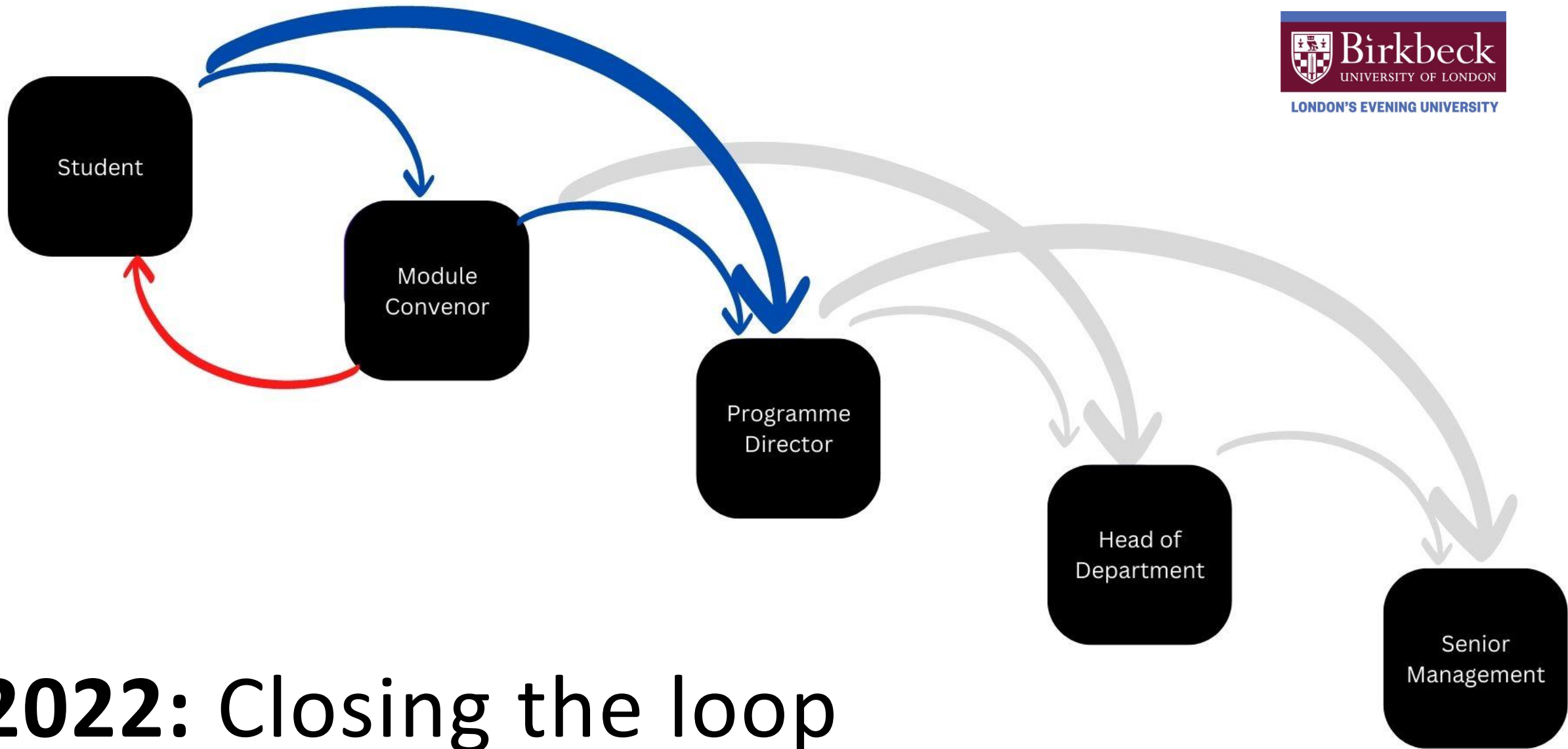
Closing the loop: Using the results

- Closing the loop questions are added to:
 - **Module report** - module convenor results when running the module again.
 - **Student report** - quantitative results for their module, plus the module convenor's comments.
 - **Head of Department** – see what module convenors are saying to their students.

- **But: Programme Directors were not kept in the loop**
 - Lacked data to enable Programme Directors to receive survey results.



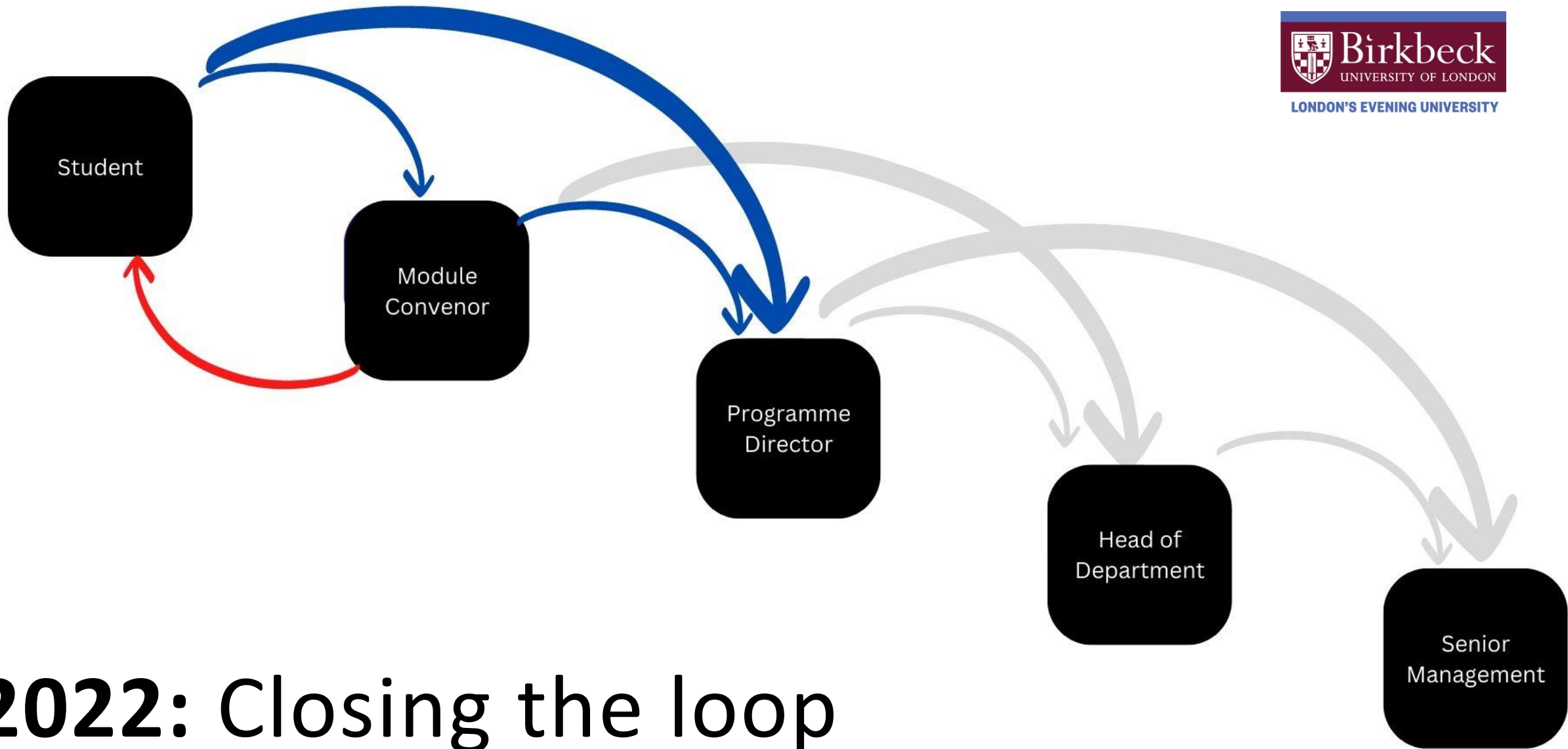
**2020: Closing the loop
by module convenor**



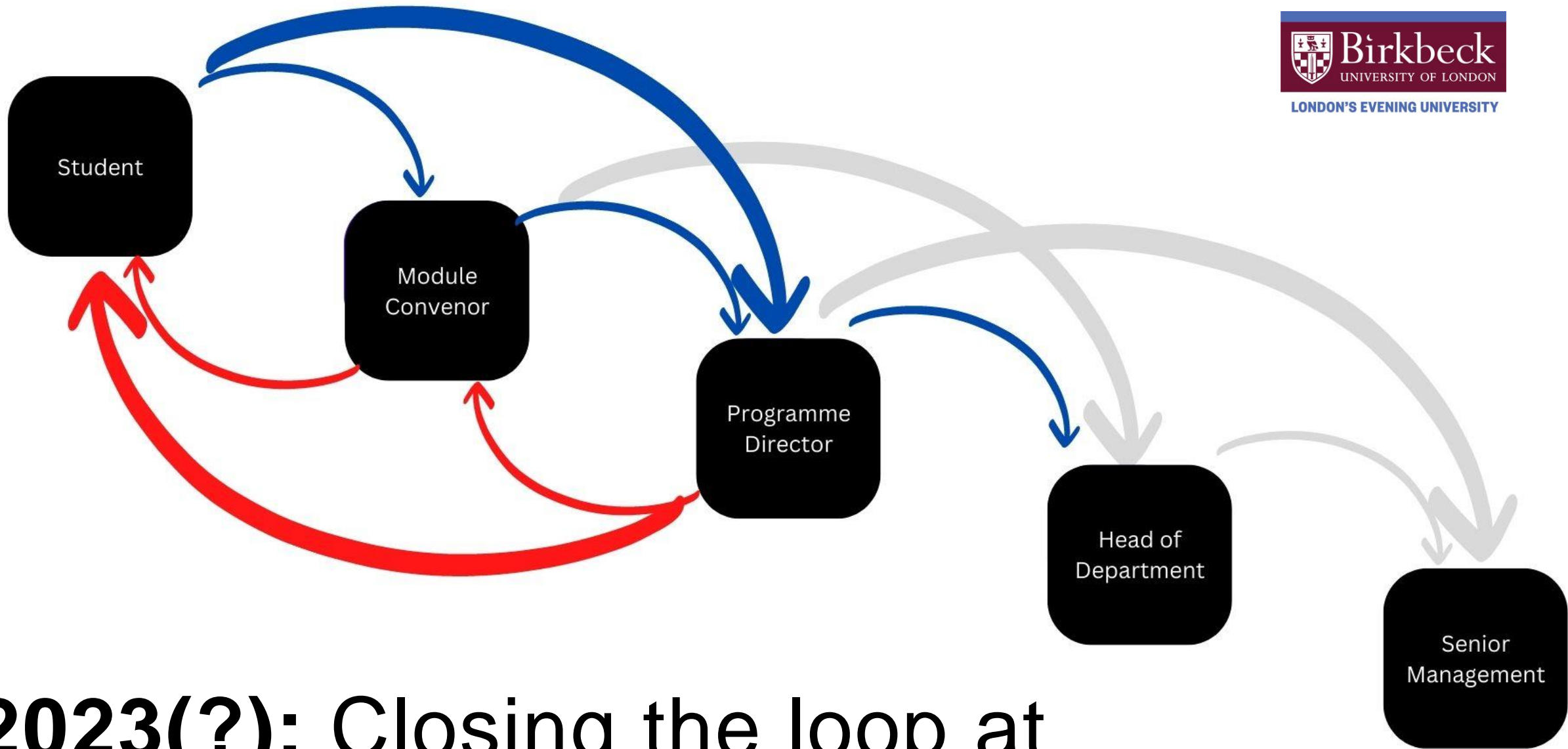
**2022: Closing the loop
& Programme report**

Programme level reports

- **Closing loop at module level is useful, but insufficient.**
- **We required a Programme Level report:**
 - Relationships in Blue are all at module level, we don't have relationship between module and programme in our data.
 - Created new Programme-Student relationship.
 - Draw Programme Director data from elsewhere.
 - ✓ Programme Directors now see results of all the students on their Programme.
 - ✓ Added Programme-level questions to the module survey so the survey has changed, become useful at a different level.



2022: Closing the loop & Programme report



2023(?): Closing the loop at module and programme level

Closing the loop: Programme level

- Programme Directors now have broader view of the survey results in their programme.
 - Greater engagement, and another drive towards boosting response rates.
- Added new question in the Module Convenor task that will be given in the Programme Director report.
- Opens the possibility of creating a Programme Director closing the loop process.
- A single report that includes the student comments, the Module Convenor's reflections, and the Programme Director's comments will be sent to the Head of Department.

Closing the Loop: next steps

- Seek to automatically feed the responses into annual review.
- How can we make the reports more useful to student reps?
- Seek feedback from students on the process – to what extent do they actually read the Student Reports and are they useful?
- Explore other ways to make the reports available, for example to help with module selection.
- Takes a decent amount of time and effort to complete the process. How far is it feasible to push the concept?

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