



Nottingham Trent
University

You said, we did: Utilising Blue to 'Close the Feedback Loop' with students

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Session agenda

- About Nottingham Trent University (NTU)
- What we mean by *Closing the Feedback Loop* and why it is important
- NTU's history with Blue
- Closing the Feedback Loop – before Blue and in Blue
- Challenges and reflections

About Nottingham Trent University (NTU)



First things first.... Where is Nottingham anyway?



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About NTU



- Our origins date back to 1843
- We are one of the largest universities in the UK, with over **39,000** students and more than **4,400** members of staff across our **5** campuses
- We consistently **ranked within the top 3 most popular universities in the UK**, based on the number of acceptances * (UCAS, 2018-2022).
- **86%** of our students would recommend studying with us **
- In the latest Research Excellence Framework (REF 2021), **83% of NTU's research activity** was assessed to be either **world-leading** or **internationally excellent**

* UCAS Acceptance data 2018-2022

** National Student Survey 2022 & Postgraduate Taught Experience Survey 2022

About NTU



City Campus

From stunning architecture to an award-winning Student's Union, the City Campus is the beating heart of NTU.



Clifton

Living and learning in Clifton? Here's what you need to know about the Campus that's truly got a life of its own.



Brackenhurst

Located on a 500 acre site of fields, woodlands and water, our Brackenhurst campus is truly breath-taking.



Confetti Nottingham

Discover what's on offer at our Confetti Nottingham Campus that is just a stone's throw from the city's cultural and entertainment hotspots, and a short distance from NTU's City Campus.



Confetti London

Based in trendy Whitechapel, Confetti now has a dedicated home in London — one of the global capitals of the creative industries, and a world-class centre for film, music, gaming, and new media.



Mansfield Hub

One of the newest additions to the NTU family, NTU in Mansfield offers exciting opportunities for people and businesses in Mansfield and beyond.



Closing the Feedback Loop

What we mean and why it is important to us

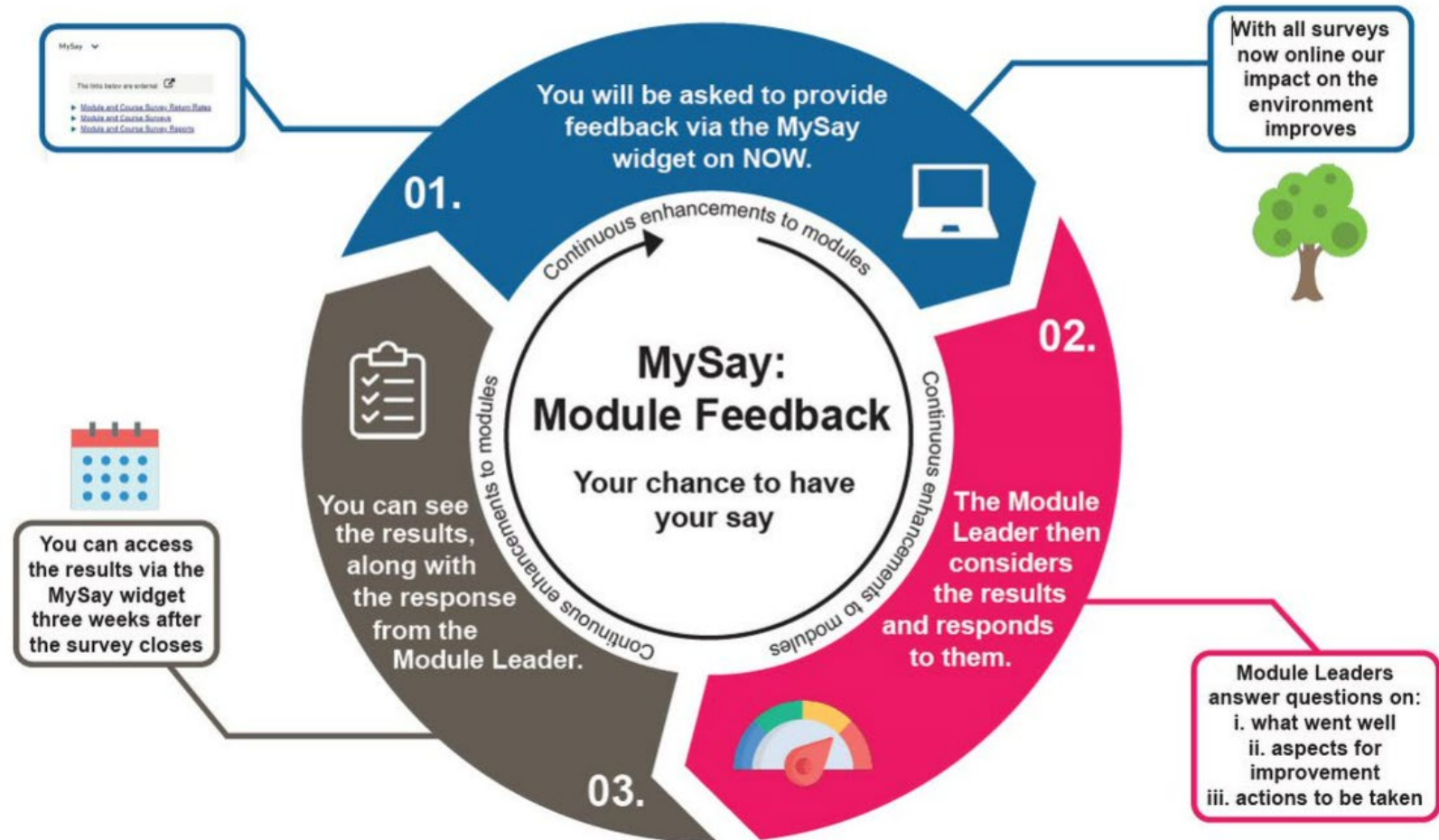


Quick terminology check

NTU	Other institutions
MySay	Blue
Module	Course (or Unit or Paper)
Module Leader (may be supported by a wider teaching team of lecturers, seminar tutors etc)	Course Coordinator
Course	Programme (or program)
Course Leader (may be supported by an Assistant Course Leader)	Programme/Program Coordinator

Closing the Feedback Loop

- At NTU, one of the key purposes of gathering, analysing and using data from student evaluations is to demonstrate to students that their feedback is valued, promptly responded to and appropriately acted upon (*Nottingham Trent University Quality Handbook Section 8: Student engagement*)



Why it's important to us

- Student feedback helps us to make improvements where they're needed, and to continue doing what's valued
- Closing the Feedback Loop enables us to show our commitment to student academic satisfaction by responding promptly:
 - by letting students know how we are using their feedback; and
 - in taking actions on the back of student feedback
- There are also some external drivers.....

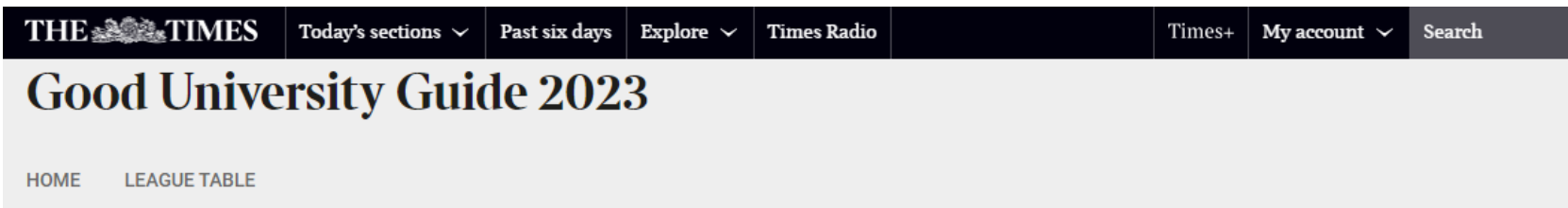
National Student Survey (NSS)

- High-profile annual census of nearly half a million final year undergraduate students across the UK.
- Includes *Student voice** questions (note: refreshed questions for NSS 2023) -
 - To what extent do you get the right opportunities to give feedback on your course?
 - To what extent are students' opinions about the course valued by staff?
 - How clear is it that students' feedback on the course is acted on?
- NSS results are public information and have a direct impact on student recruitment. They also influence league tables and external assessments of the University's teaching quality

NSS – overall satisfaction question	NTU	Sector Average
2022	81%	76%
2021	74%	75%
2020	87%	83%
2019	87%	84%
2018	88%	83%

League Tables and Awards

- Times/Sunday Times Good University Guide 2023
 - NTU named 'Modern University of the Year'
 - NTU = 42^{nd=} (out of 132)



Nottingham Trent University

National rank

42^{nd=}

72.1%
Firsts / 2:1s

88.9%
Completion rate

Key stats

26th
Teaching quality

19th
Student experience

54th
Research quality

74^{th=}
Graduate prospects

Generated using
NSS 2022 data

www.ntu.ac.uk

Teaching Excellence and Student Outcomes Framework (TEF)

- UK-wide, run by the Office for Students (OfS)
- Aims to encourage HEIs to improve and deliver excellence in teaching, learning and student outcomes
- TEF ratings are made public: Gold, Silver, Bronze (or *requires improvement*)
- Ratings determined by a panel, evidence includes:
 - Written evidence from the HEI
 - Optional evidence provided by the HEI's students (student submission)
 - Data from the NSS
 - Data on how many students continue and complete their courses, and what students go on to do following education



NTU, Blue and Closing the Feedback Loop (CTFL)



NTU's history with Blue

- Pre 2019: NTU used another survey platform (from 2012/13)
- 2019: *Module and Course Evaluation Enhancement* project formally commenced - procurement/tender process undertaken as part of this
- Autumn 2019: Working relationship with Explorance started
- 2019/20: Implemented before and during a worldwide pandemic – operational pilot in March/April 2020 and then went 'live' in summer 2020
- Two of the key reasons for selecting Blue:
 1. DIG
 2. Closing the Feedback Loop functionality

A few things to know about NTU's approach to module evaluation

- Scheduling of module surveys is determined locally – no University-defined windows
- Expectation is that students are given time in class to complete the surveys
- We don't currently ask instructor questions – questions are at the module level
- We don't use email invitation/reminders for FO tasks – access to surveys is via a widget in our VLE (LMS) or by logging into Blue directly (or by QR code shared with students)
- School administrative staff (Feedback Administrators) schedule surveys on behalf of academic staff – we rely on these groups to communicate with each other, and with the students, about the surveys
- We provide user guides, PowerPoint slides that can be used to brief students and a small number of staff and student facing videos

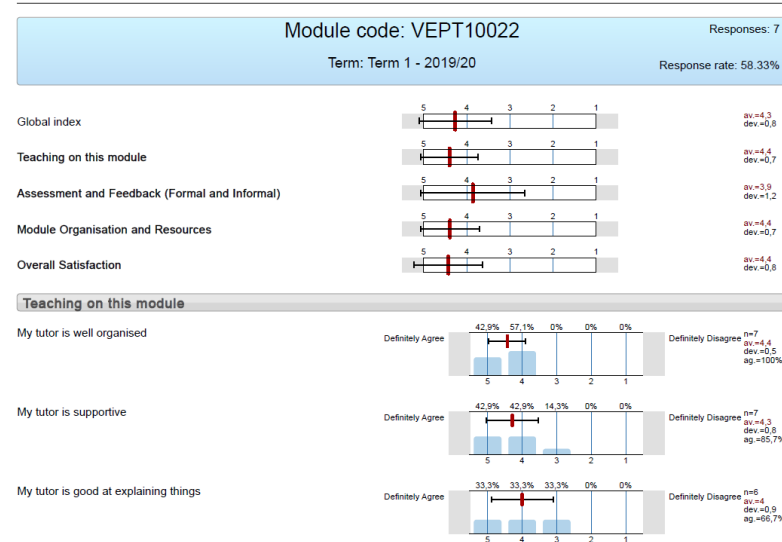
Our Blue team at NTU

- Responsibility sits within the Academic Quality team within the Centre for Academic Development and Quality (CADQ)
- Team of three support Blue and a number of other University systems/processes
- Provide all 1st and 2nd line support to users (mainly administrators in Schools and academic staff)

Closing the Feedback Loop

Before Blue

- Module Leaders (MLs) were expected to manually upload a .pdf copy of their module survey results to our VLE (LMS)
- At the same time, they were expected to upload a separate file with their reflections on the results



Nottingham Trent University Quality Handbook Supplement
Module feedback overview template

Module Feedback Overview


Thank you for your feedback. Please find below a summary of what you have identified as working well, aspects which could be improved, and actions to be taken.

Module Title:	
Overview	
Teaching on this module	What worked well
	Aspects for improvement
Assessment and Feedback	What worked well
	Aspects for improvement
Module organisation and resources	What worked well
	Aspects for improvement

Closing the Feedback Loop

In Blue

- MLs are automatically emailed a link to their module survey report and a link to a CTFL survey + 1 day after the module survey closes

 Nottingham Trent University

Curriculum Innovations Module Leader Report (202223-PDEP-43692-30600)

Project Title: 2022/23 Module Evaluation Survey (Standard 2022/23 questionnaire)

Module Audience: 18
Responses Received: 12
Response Ratio: 66.7%

Report Comments

This is the summary module leader report from the recent module survey undertaken by your students. The survey used the **Standard 2022/23** questionnaire.

If this module is taken by students from more than one course you might find the supplementary **Module Survey Course Breakdown Report** particularly useful as this provides a breakdown of the quantitative results by course code of the students who responded to the module survey. This report can be accessed under **Reports** on the MySay homepage (www.ntu.ac.uk/mysay) or via the MySay widget on any NOW module learning room.

If you would like to discuss any aspect of the feedback provided by students, please contact your Head of Department in the first instance.

If you have any queries about the survey process itself please contact your School Administration Manager in the first instance, or your School Standards and Quality Manager.


A note on summary charts used in this report:

The following combined rating scale points are used for the summary charts and tables in this report :

- Overall Agree = rating 4 or 5 on a 5 point scale
- Overall Disagree = rating 1 or 2 on a 5 point scale
- Neither Agree nor Disagree = rating 3 on a 5 point scale
- N/A = N/A

Creation Date: Thursday, July 20, 2023



 NTU

Closing the Feedback Loop Survey: International Trade Law (LAW3000)

Hi [Name]

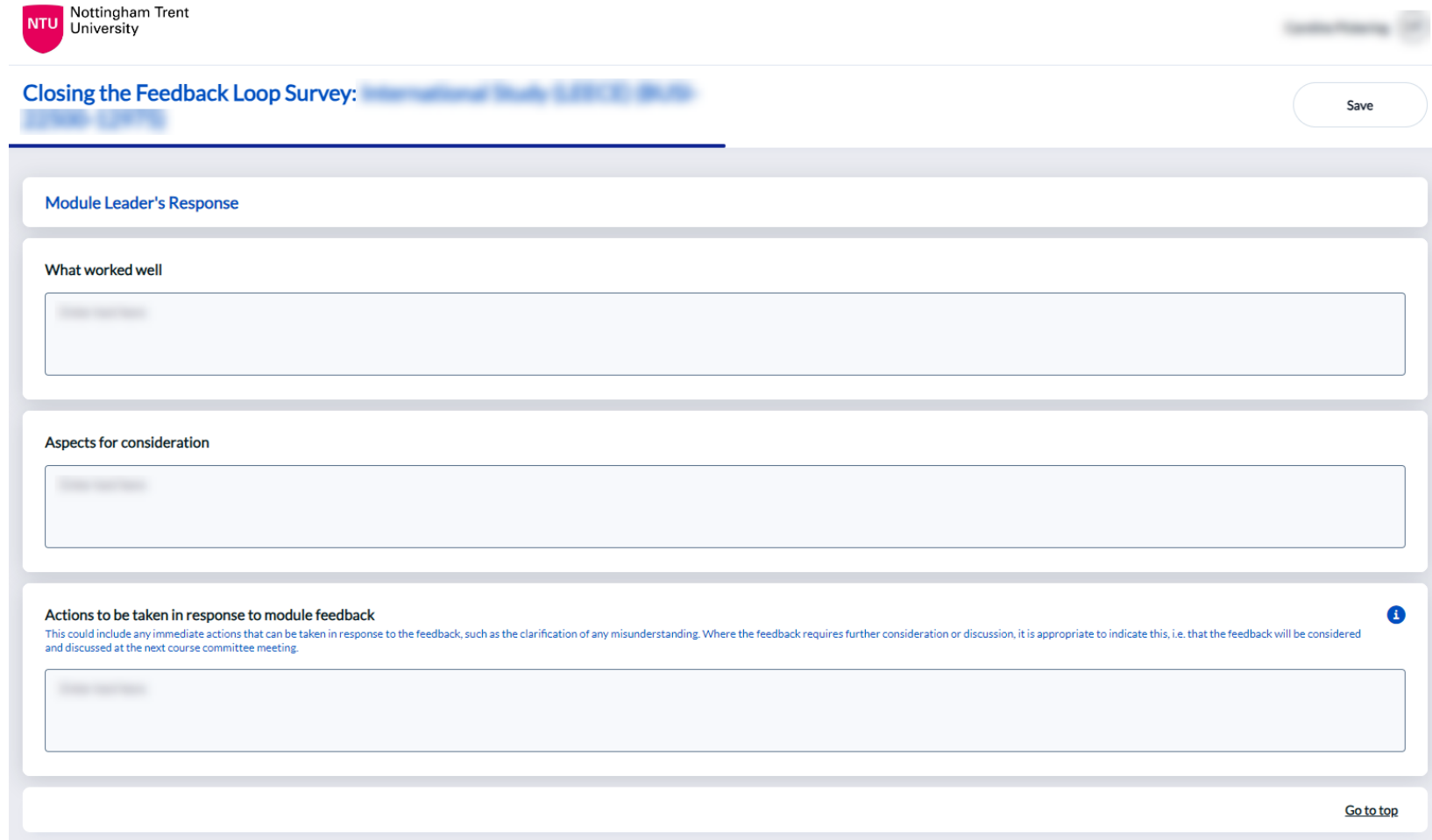
Please review the summary results from your module survey and complete the following 'closing the feedback loop' survey. Your comments will be combined with the aggregated module survey results (minus the responses to the free text questions) and automatically made available to students via the MySay widget on NOW no sooner than 3 weeks after the module survey closing date.

[Start Now](#)

Closing the Feedback Loop

In Blue

- The CTFL survey asks the ML to reflect on:
 - What worked well
 - Aspects for consideration
 - Actions to be taken in response to module feedback



The screenshot shows the 'Closing the Feedback Loop Survey' form for Nottingham Trent University. The form is titled 'Closing the Feedback Loop Survey: International Trade L10013 2020' and includes a 'Save' button. The form is divided into three main sections: 'Module Leader's Response', 'What worked well', 'Aspects for consideration', and 'Actions to be taken in response to module feedback'. Each section has a text input field. The 'Actions to be taken in response to module feedback' section includes a note: 'This could include any immediate actions that can be taken in response to the feedback, such as the clarification of any misunderstanding. Where the feedback requires further consideration or discussion, it is appropriate to indicate this, i.e. that the feedback will be considered and discussed at the next course committee meeting.' and a 'Go to top' link at the bottom right.

NTU Nottingham Trent University

Closing the Feedback Loop Survey: International Trade L10013 2020

Save

Module Leader's Response

What worked well

Aspects for consideration

Actions to be taken in response to module feedback

This could include any immediate actions that can be taken in response to the feedback, such as the clarification of any misunderstanding. Where the feedback requires further consideration or discussion, it is appropriate to indicate this, i.e. that the feedback will be considered and discussed at the next course committee meeting.

Go to top

Closing the Feedback Loop

In Blue

- The ML's reflections from the CTFL survey are automatically combined with the (quantitative) module survey results in a Student-facing report which is made available via to students enrolled on the module



Report Type: Student Report
Module Name:
Academic Year: 2019/20

Raters	Students
Responded	3
Invited	13
Response Ratio	23.1%

Module Leader's Commentary

Module Name:

1. What worked well

•

2. Aspects for improvement

•

3. Actions to be taken in response to module feedback

•

Summary results

Responses to individual module teacher questions have been aggregated up to a module teaching team score

The following combined rating scale points are used in the summary charts in this report:

- Overall Agree = rating 4 or 5 on a 5 point scale
- Overall Disagree = rating 1 or 2 on a 5 point scale
- Neither Agree nor Disagree = rating 3 on a 5 point scale

Overall Satisfaction

Overall Agree

Neither Agree Nor Disagree

Overall Disagree

Overall, I am satisfied with this module

0%20%40%60%80%100%

Closing the Feedback Loop – set up

- NTU uses DIG to schedule module surveys – local Feedback Administrators select open/close dates, validate student numbers, assign staff roles and select the appropriate questionnaire
- Upon publication out of DIG the module goes into the associated module survey and Closing the Feedback Loop survey projects
- The Module Leader report starts + 1 day after the module survey closes
- The CTFL fill out task also starts + 1 day after the module survey closes
- Module Leaders receive an email with a link to complete the CTFL survey – they are asked to complete this within 21 days of the survey closing

Challenges and reflections

Staff engagement

- The Closing the Feedback Loop completion rate has increased gradually over the last three years

Academic Year	CTFL completion rate (approx.) – Standard 2022/23 questionnaire
2022/23	60%
2021/22	54%
2020/21	50%

- The CTFL FO task emails go out irrespective of whether the reporting threshold for the module survey is met – there are pros and cons to this

Challenges and reflections

Student engagement – issue 1

- We don't know if students relate our module surveys and closing the feedback loop reporting to the questions they are asked in the NSS

	NSS 2022	NSS 2021	NSS 2020
I have had the right opportunities to provide feedback on my course.	79% (sector average = 79%)	74% (sector average = 80%)	85% (sector average = 85%)
Staff value students' views and opinions about the course.	74% (sector average = 69%)	65% (sector average = 69%)	79% (sector average = 76%)
It is clear how students' feedback on the course has been acted on.	55% (sector average = 52%)	47% (sector average = 51%)	64% (sector average = 61%)



% definitely and mostly agree

Issue 2 - awareness of Student-facing reports is low.....

The reports become available automatically + 21 days after the module survey closes but do students (and staff) even know/remember they can access these?

➤ We made a video.....



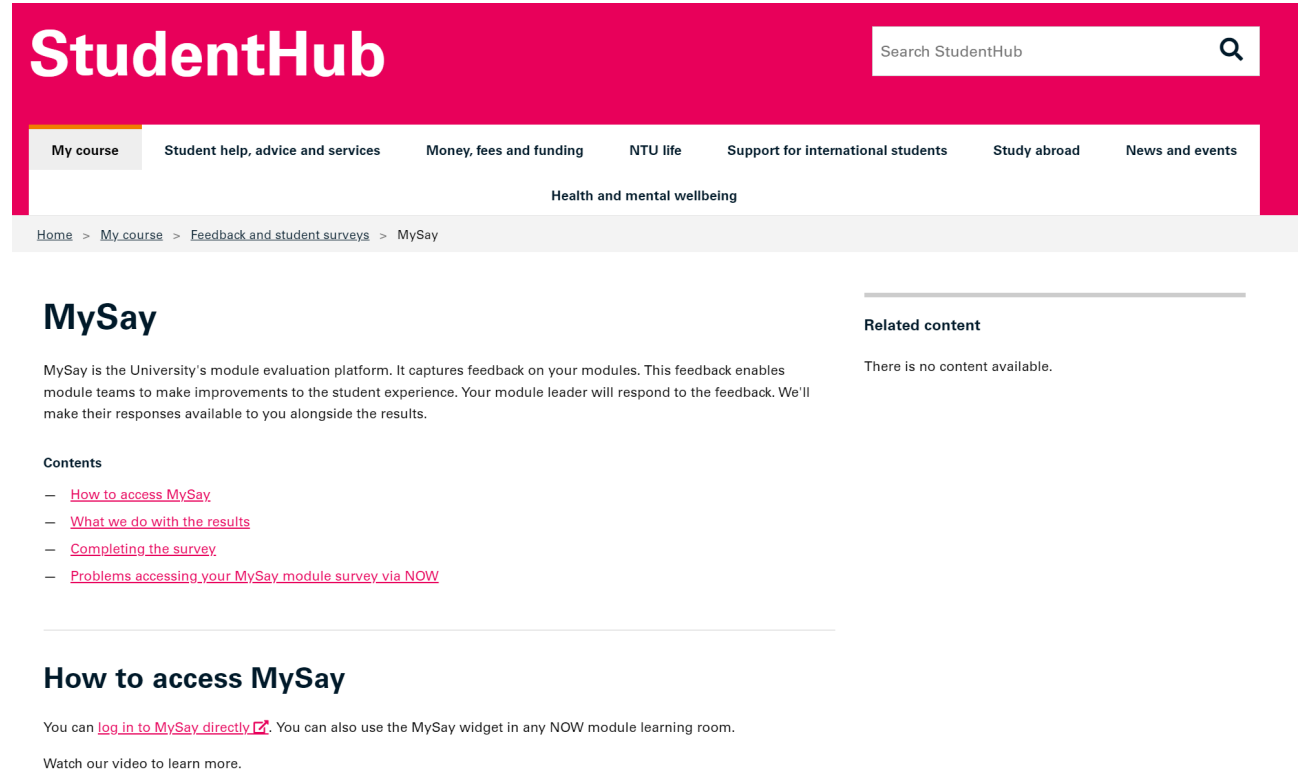
Challenges and reflections

Operational issues

- Surveys which don't meet the reporting threshold still result a CTFL FO task going out – ideally, we would have a start condition on the CTFL FO task which is triggered by the module survey (in the main survey project) meeting the reporting threshold
- Some modules have more than 1 module leader, but we only require a single response – possibility of a shared FO task?
- Reporting – use *Group by Export* reports to monitor completion of CTFL tasks – possibility of a 2nd instance of a Response Rate Monitor?

Increasing staff and student engagement

- Workshops for local administrators
- Plans to offer drop-ins/workshops for academic staff
- More videos and guidance for staff and students



The screenshot displays the StudentHub website interface. At the top, the 'StudentHub' logo is on the left, and a search bar labeled 'Search StudentHub' is on the right. Below the logo is a navigation menu with links: 'My course', 'Student help, advice and services', 'Money, fees and funding', 'NTU life', 'Support for international students', 'Study abroad', and 'News and events'. A secondary link, 'Health and mental wellbeing', is positioned below the main menu. A breadcrumb trail reads: 'Home > My course > Feedback and student surveys > MySay'. The main heading is 'MySay'. The text below explains that MySay is the University's module evaluation platform, capturing feedback to improve the student experience. A 'Contents' section lists four links: 'How to access MySay', 'What we do with the results', 'Completing the survey', and 'Problems accessing your MySay module survey via NOW'. A 'Related content' section on the right states 'There is no content available.' Below this, a section titled 'How to access MySay' provides instructions on logging in directly or using the MySay widget in a NOW module learning room, and mentions a video for more information.

StudentHub

Search StudentHub

[My course](#) [Student help, advice and services](#) [Money, fees and funding](#) [NTU life](#) [Support for international students](#) [Study abroad](#) [News and events](#)

[Health and mental wellbeing](#)

[Home](#) > [My course](#) > [Feedback and student surveys](#) > [MySay](#)

MySay

MySay is the University's module evaluation platform. It captures feedback on your modules. This feedback enables module teams to make improvements to the student experience. Your module leader will respond to the feedback. We'll make their responses available to you alongside the results.

Contents

- [How to access MySay](#)
- [What we do with the results](#)
- [Completing the survey](#)
- [Problems accessing your MySay module survey via NOW](#)

Related content

There is no content available.

How to access MySay

You can [log in to MySay directly](#). You can also use the MySay widget in any NOW module learning room.

Watch our video to learn more.

Thank you