Creating and managing change in the learning experience through institutional research

Hearing, responding and the impact on the student experience

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Institutional research

➢Discipline/Programme level (module & programme evaluations, validations, accreditations)

➢School/ faculty level (APRs/ School L&T committees, staff–student committees)

➢ Institution wide (external NSS /PRES; internal Student satisfaction / Retention / Staff Student expectations/ Student Voice)

not including – other internal surveys e.g. facilities, library, estates etc.

Issues

➢Survey weary students and staff – diminishing response rates; on-line is no longer fresh; too many surveys; insufficient feedback and action demonstrated to respondents; transient cohorts

➢Widely differing methodologies and data collection by different bodies, makes trend analysis difficult

➢Overload of reports to committees; overload of information reduces impact + committee inertia

➢Difficulty of monitoring action planning and feeding forward for continuous improvement

Aims

➢ To investigate the overview of student survey data

➢ To develop impactful methodologies which provide robust data acceptable to the academic community

➢ To develop feedback and feedforward mechanisms which drive change

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How do we create and manage change?

➢ Overview of survey activity & gateway to controlling the amount of traffic

➢ Offer consultation service in survey methodologies

➢Attempts to map presentation of data gathered

➢Develop calendar of collection activities (timeliness for impact)

Innovative methods focusing on the student voice and greater involvement of students

Collection e.g. Diary room, Photo journal

Actions from data:

- o Poster campaign: student centred learning
- o Credit card style 'top tips' at induction for students (from expectation survey)
- o Student Conference panel

Future directions

➢Prioritisation exercise across survey activity

➢Developing communities of practice

➢Change website presentation -greater use of media and audio visual tools

➢Wider variety of reporting methods to different audiences (Governors, Programme leaders, and students etc.)

Who has the overview of student survey activities?

How do you make the data impact on the student learning experience?

What methods have you/could you use to improve the information cycle?