

Closing the Feedback Loop - The MIC Survey Working Group

Emma Barry

Quality Assurance Manager

Blaž Podobnik

Institutional Data Analyst



Objectives of the Initiative

To:

- bring together key stakeholders from across the institution
- analyse and utilise student survey data to inform quality enhancement
- close the feedback loop

What did we do?

Quality Office in MIC embarked on a campaign to raise awareness of the surveys facilitated by the Quality Office

- Presented at both Faculty Boards:
 - Outline of surveys facilitated by the Quality Office
 - Results of the MIC Exit Survey (8 year analysis)
 - Results of ISSE (2016 – 2018)
 - Next Steps – sought 3 representatives of each faculty plus a representative of our School of Post Primary Education (Thurles) to join our Working Group (7 in total)

- Recruited other key stakeholders
 - Students Union (President & Vice-president)
 - Director of Teaching and Learning
 - Director of Student Life

1st Meeting Working Group

Nov. 27th 2018: 1st meeting of the Survey Working Group

Purpose of the Group

- To reconsider and streamline the volume of student surveys undertaken at MIC
- Analyse and utilise student survey data to inform quality enhancement at student, staff and institutional level
- To identify key priority areas for future development
- To inform and make recommendations to the Quality Committee based on analysis of student survey data

Actions

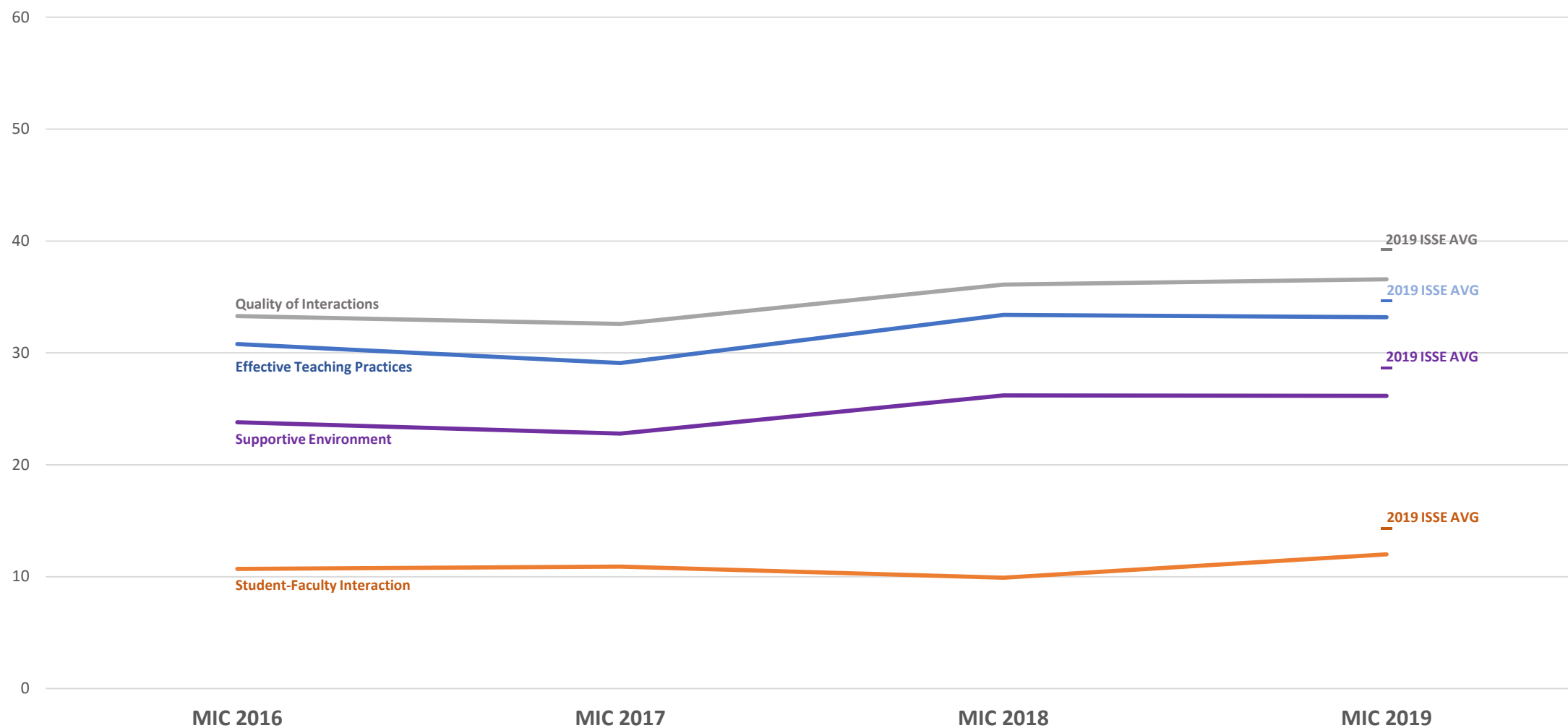
- Analyse the following Key Indicators from the ISSE Dataset by Year and Programme
 - Student-Faculty Interaction
 - Effective Teaching Practices
 - Quality of Interactions
 - Supportive Environment



Was any particular question(s) influencing the overall indicator score

ISSE Analysis 2016 - 2019

2016 - 2019 Trend



ISSE Analysis

The analysis was conducted as follows:

- Using the Unweighted – Raw Likert Scale Data (Averaged)
- Conditional Formatting Applied
 - 4 point Likert scale (2 and above green)
 - 7 point Likert scale (4 and above green)
- HEA Returns used as basis for Programme enrolment numbers
- As frequency of responses vary across the 65 survey questions. A count of answers to Question 1 of each Set of Indicator Questions was used to calculate % Response (Number of Responses/HEA Returns Enrolment Numbers)

Improve ISSE Response Rates

- “ISSE Time”
- Peer-to-peer promotion
- Push ISSE out to week 5

Effective Teaching Practice

- The following was suggested:
 - Feedback Literacy could be integrated into Foundation / Becoming a Student Teacher modules or Programme Information Hours.
 - Include section on Feedback in Teaching and Learning session in staff orientation.

Supportive Environment

- With regard to the question “*How much does your institution emphasise helping you with your non-academic responsibilities (work, family, etc.)*”
- Should an acknowledgement of part-time work be included in orientation, but indicate levels of part-time work at which it would begin to interfere with study time?

Next Steps

- The Quality Office (QO) will produce a draft report for the working group by end of May.
- Once agreed the report will be presented to the Executive Team.
- The Report will focus on the findings from analysis of the 4 indicators and possible mechanisms for dealing with issues arising from analysis of the individual questions.
- Report outcomes will be presented to MISU Union Council early in Semester 1, followed by awareness campaign for students and staff.
- Report outcomes will be presented Quality Committee in October.



THANK YOU