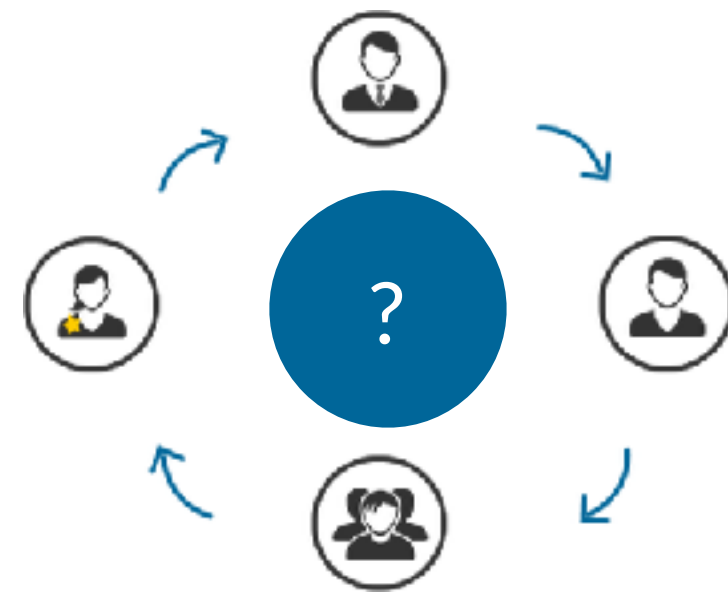


A background image of three female graduates in black caps and gowns, smiling and holding rolled-up diplomas tied with red ribbons. The image is dimmed to allow text to be overlaid.

Engaging with realtime student feedback

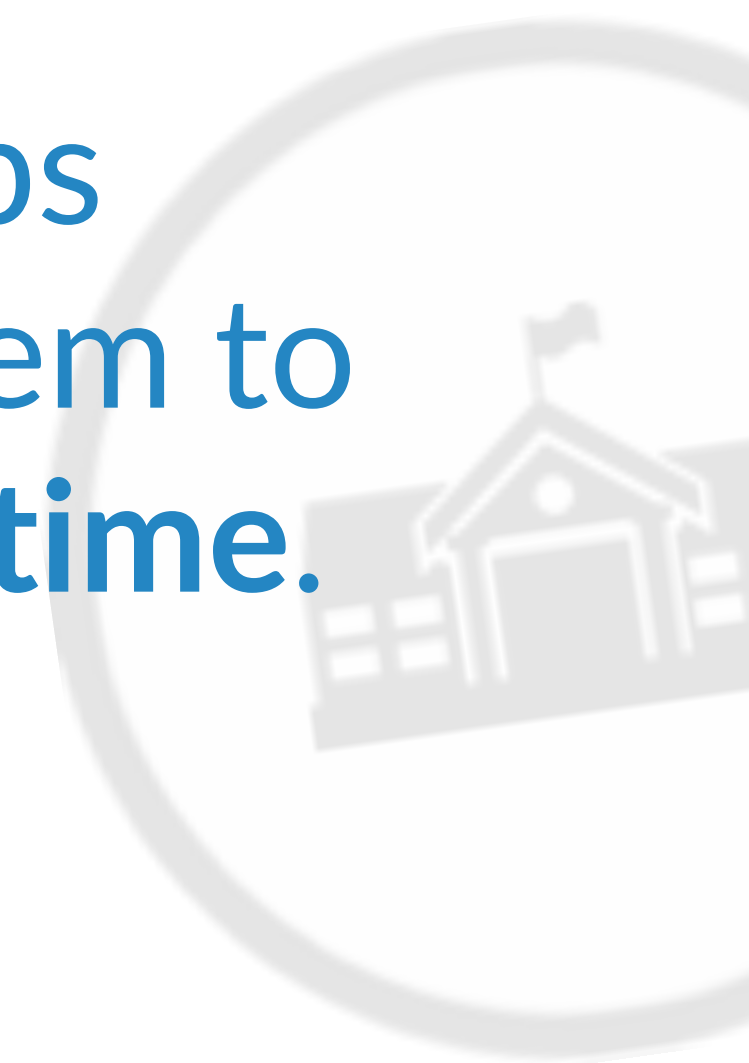
BY ANISH BAGGA

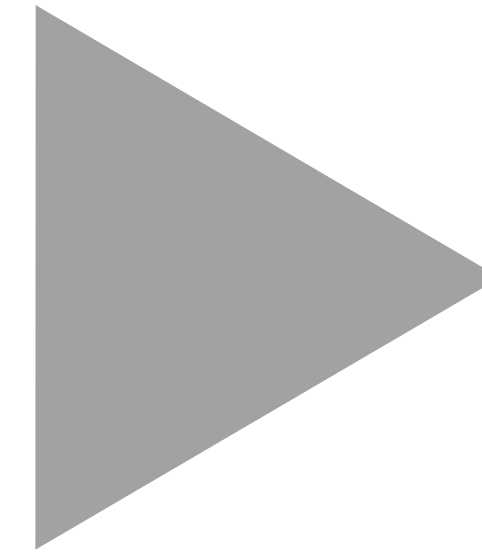
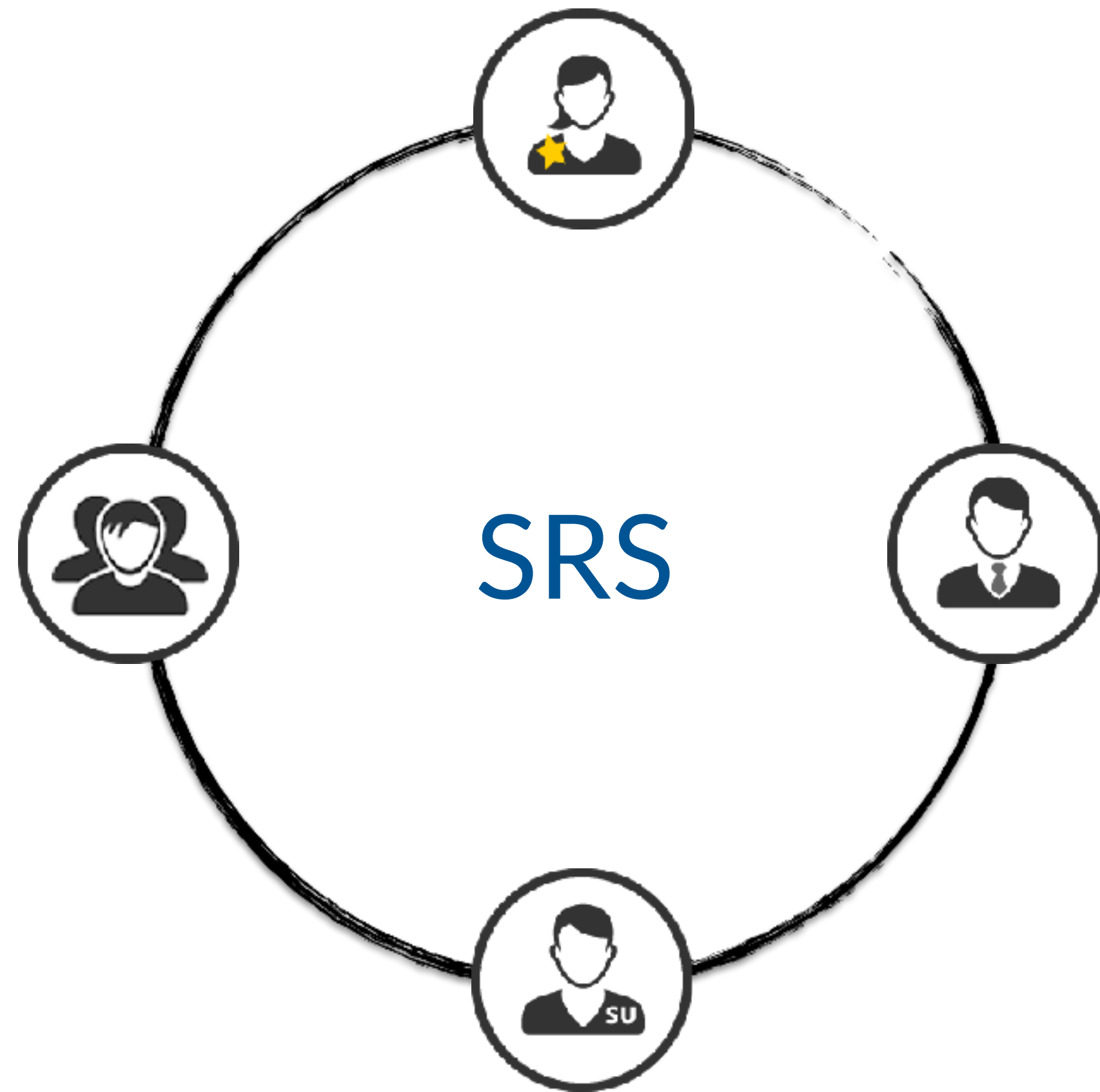


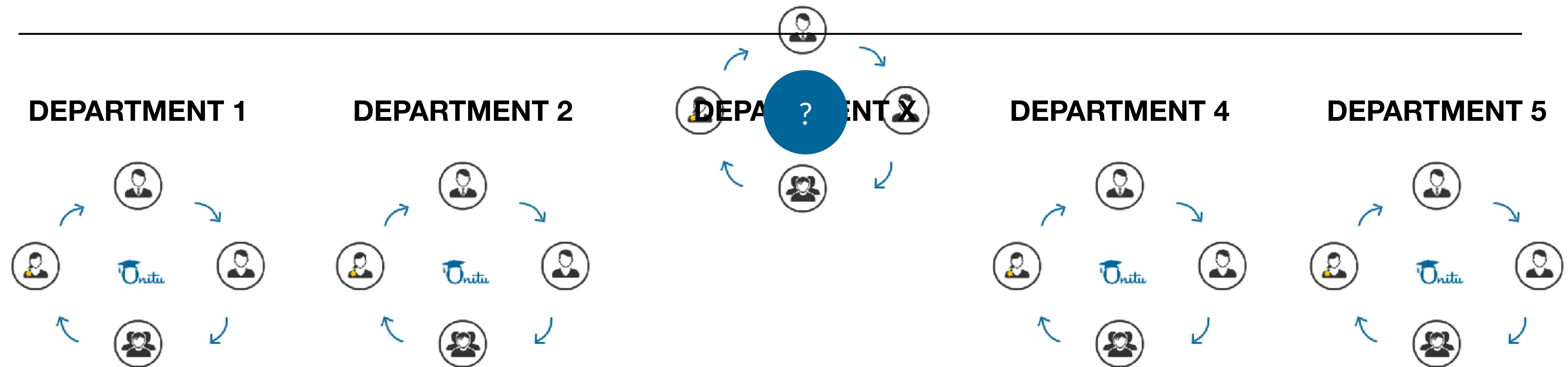
Onitua

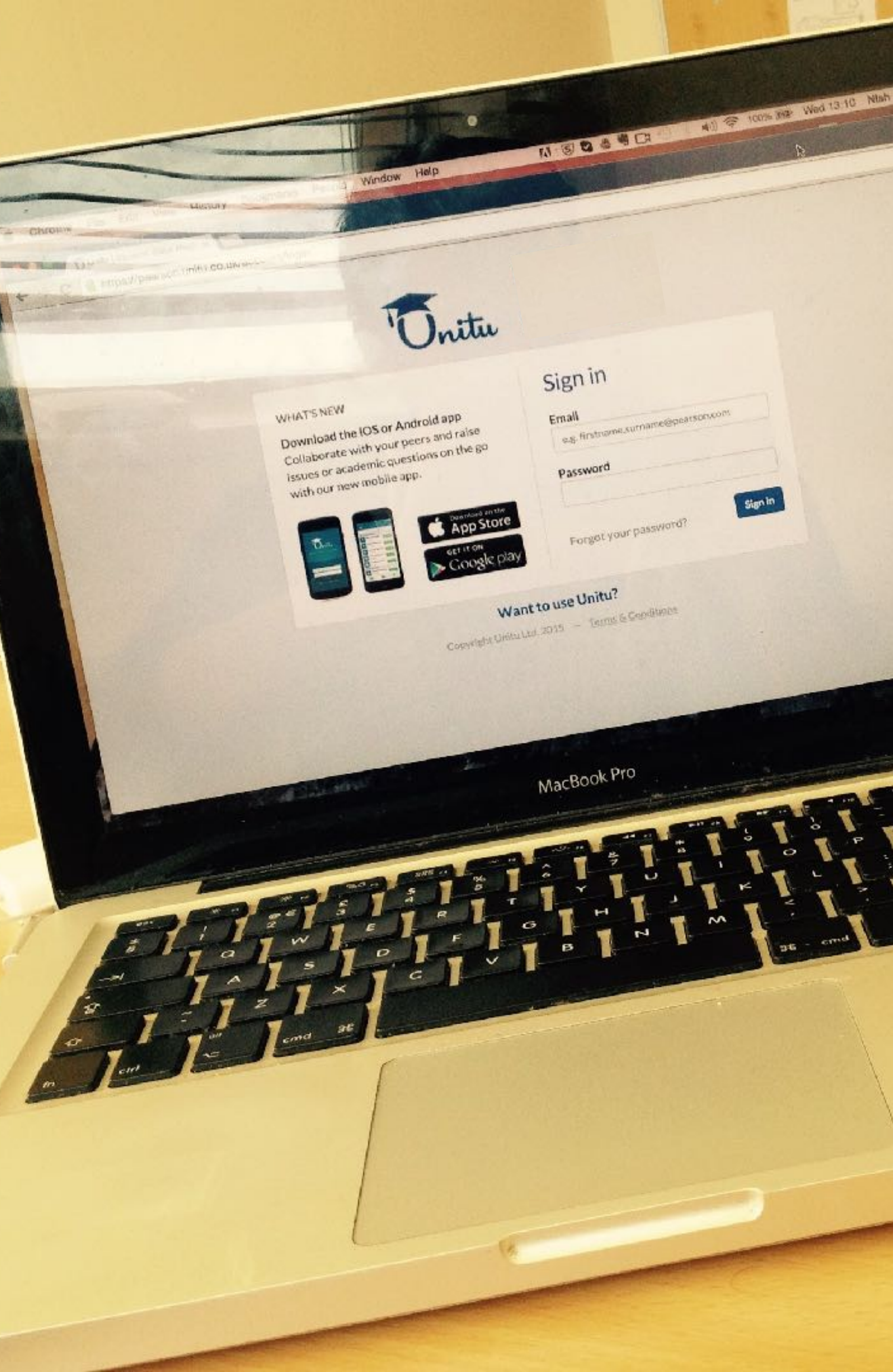


We've created a digital student voice platform that helps institutions improve the student experience by allowing them to collect and act on representative student feedback in **real time**.



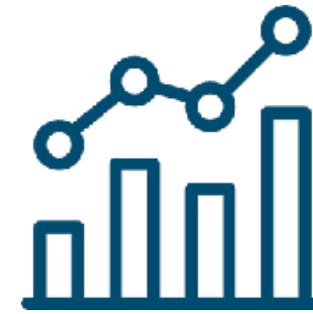






UNITU DEMO

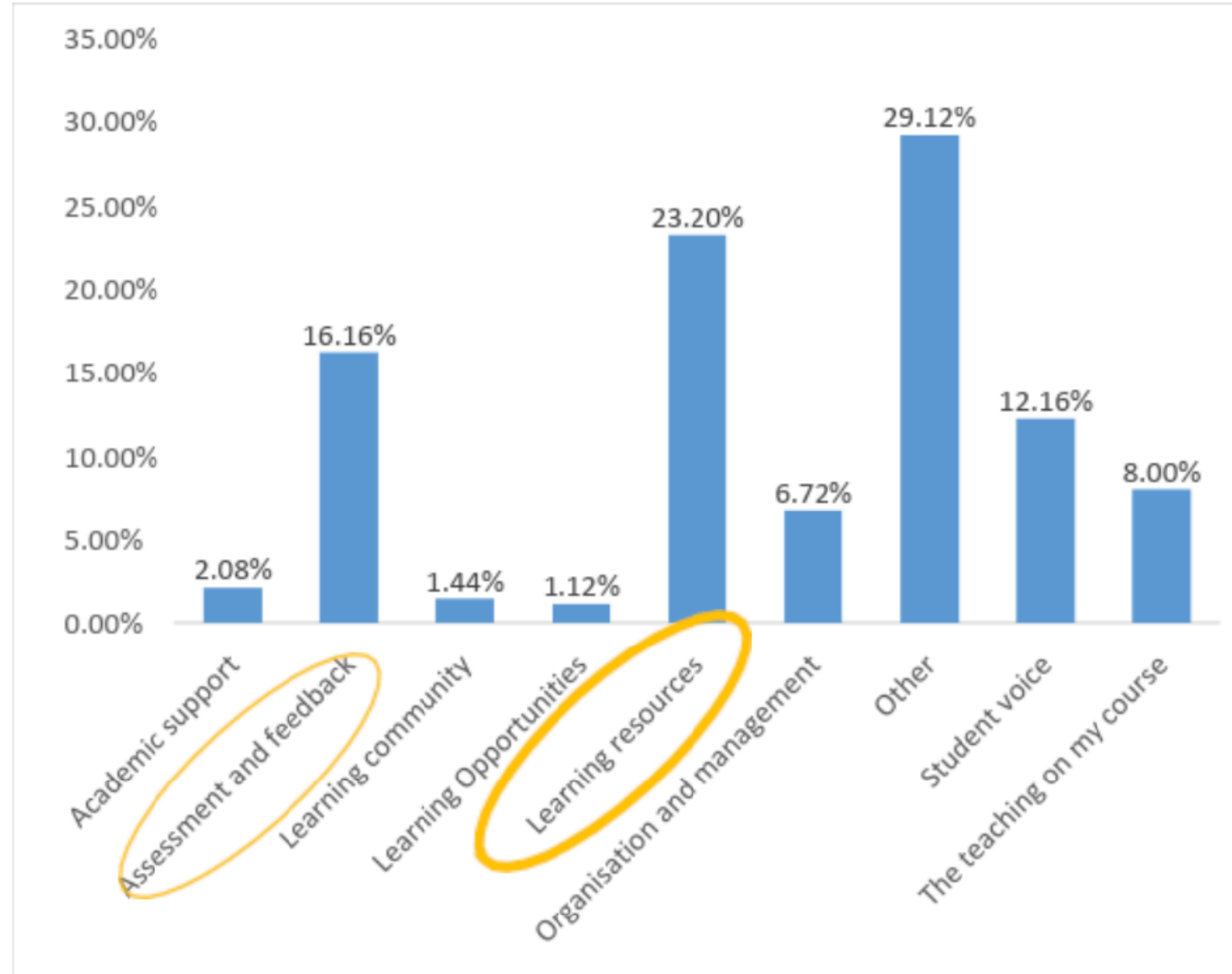
Closing The Feedback Loop



Using Unitu's Data to create student success

(early stages)

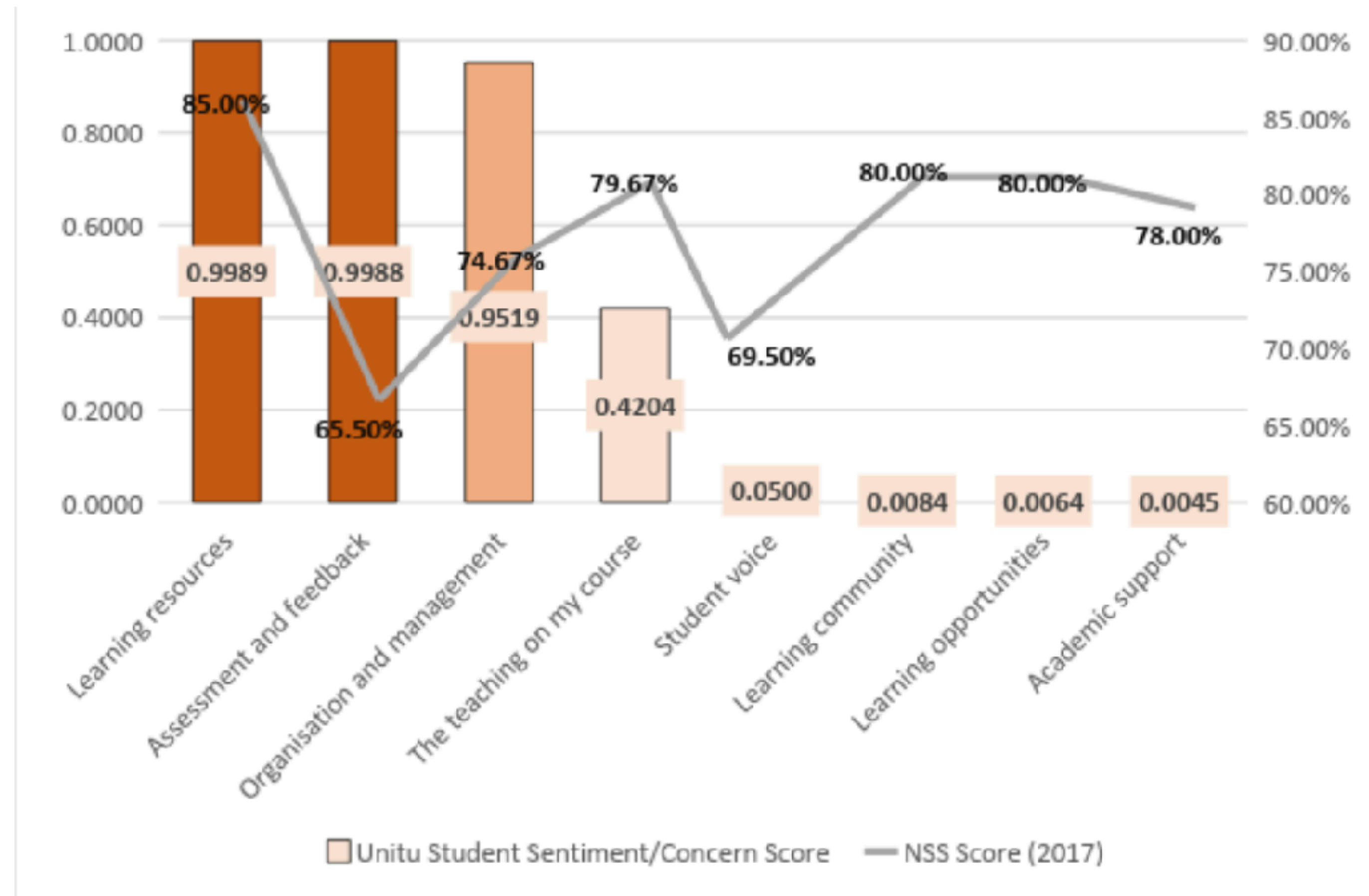
1 – Total Issues X NSS Categories

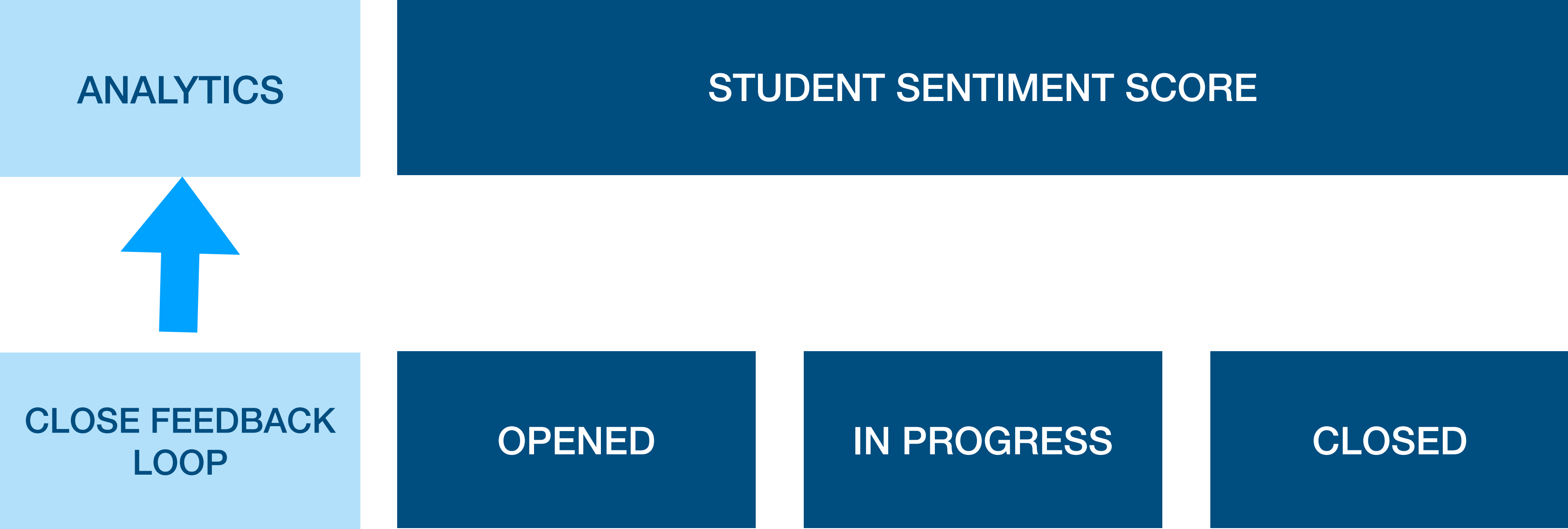


STUDENT SENTIMENT SCORE

	View count	Votes Up	# Posts	Comments	View count score	Votes up score	# Posts score	Comments score	UNITU SCORE
Other	14712	832	48	266	1	1	1	1	1
Learning resources	6732	485	28	153	0.9971	0.999803	1	0.998845	0.998937
Assessment and feedback	8371	531	20	201	0.999989	0.999985	0.995109	1	0.998771
Student voice	1768	130	5	32	0.039422	0.08749	0.037297	0.035597	0.049952
The teaching on my course	3441	183	13	64	0.406987	0.266086	0.707399	0.301106	0.420395
Organisation and management	6664	371	16	111	0.996502	0.975622	0.922063	0.91359	0.951944
Learning community	1097	40	3	20	0.008944	0.004677	0.009012	0.011146	0.008445
Academic support	673	36	2	16	0.002946	0.003976	0.003951	0.007228	0.004525
Learning opportunities	851	50	2	19	0.004775	0.006931	0.003951	0.010024	0.00642

STUDENT SENTIMENT SCORE & NSS RESULTS







CASE STUDIES

University of Greenwich, CPDA

THE DEPARTMENT



Context:

Just under 1,000
students
8 undergrad programmes
2 postgrad programmes

SEPTEMBER 2014

Architecture Architecture and design blog

Too many cooks spoil Greenwich University's £80m new building

Greenwich University's new campus hides its architectural punch behind a 'compromise' beige facade. Unesco guidelines have drowned the design in a vat of heritage syrup



▲ 'Insidious exterior dressing' ... The new Stockwell Street campus of the University of Greenwich in London.

Challenges:

- New department
- New building (unfinished)
- New students arrive
- Existing students moved

Result:

Academic year 2014-15 was frustrating for all and student satisfaction was low.

SEPTEMBER 2015



Challenges:

Improve student satisfaction

Build a better dialogue with students so they understood the issues

SEPTEMBER 2015



Introductions:

The Education Development Unit at UoG suggested that they might like to take a look at this new thing called Unitu.

Initially they were sceptical.

“I’ve seen actual change happen as a result of Unitu ...”



“Unitu allows you to put your point across without being judged. It’s a great way to put issues across and make sure that everyone in the department hears... some students may think their grades will suffer if they raise an issue, so Unitu allows them to not be scared to speak up”.



ACADEMIC YEAR 2015-16

What they learnt:

Unitu is not for the faint-hearted.

Students will tell you what you're doing wrong.

It's far better to know what students are thinking than not.

ACADEMIC YEAR 2016-17

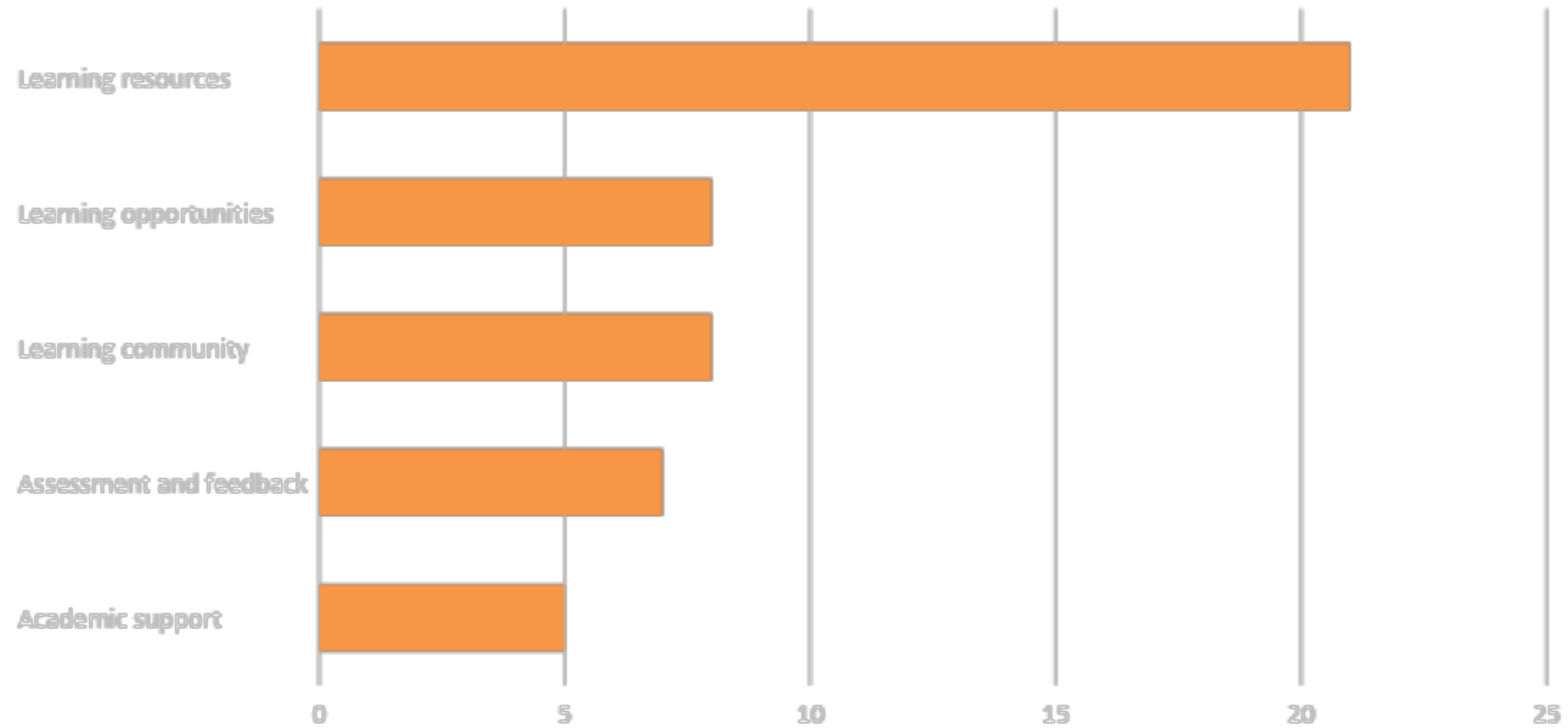
What they learnt:

Students prefer to post anonymously – this has both good and bad aspects.

Etiquette on Unitu must be managed.

There were fewer surprises at staff/student meetings.

ALIGNMENT WITH THE NSS



DOES UNITU CLOSE THE FEEDBACK LOOP AND ALLOW FOR INTERVENTION?



Results:

Improved student satisfaction (NSS).

Increased staff/student dialogue.

More rapid resolution to problems.

Greater transparency in decision-making.

Students appreciate our efforts.

Thank You

Questions & Answers

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www.unitu.co.uk