Engaging with realtime student feedback

BY ANISH BAGGA
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

- Academic support: 2.08%
- Assessment and feedback: 16.16%
- Learning community: 1.44%
- Learning opportunities: 1.12%
- Learning resources: 23.20%
- Organisation and management: 6.72%
- Other: 29.12%
- Student voice: 12.16%
- The teaching on my course: 8.00%
<table>
<thead>
<tr>
<th>Category</th>
<th>View count</th>
<th>Votes Up</th>
<th># Posts</th>
<th>Comments</th>
<th>View count score</th>
<th>Votes up score</th>
<th># Posts score</th>
<th>Comments score</th>
<th>UNITU SCORE</th>
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STUDENT SENTIMENT SCORE

ANALYTICS

CLOSE FEEDBACK LOOP

OPENED

IN PROGRESS

CLOSED
CASE STUDIES

University of Greenwich, CPDA
THE DEPARTMENT

Context:

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

1. New department
2. New building (unfinished)
3. New students arrive
4. Existing students moved

Result:

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

Improve student satisfaction

Build a better dialogue with students so they understood the issues
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.
“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”.

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

Learning resources
Learning opportunities
Learning community
Assessment and feedback
Academic support
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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