Transforming Student Experience: The SUCCEED Approach at MTU

Linda O'Sullivan

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SUCCEED

National Student Engagement Programme
Clár Rannpháirtíochta Náisiúnta na Mac Léinn

MTU
Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

National Student Engagement Network Event

National College of Ireland, 28th November

StudentSurvey.ie

- National annual survey of:
  - 1st year undergraduate students
  - Final year undergraduate students
  - Students on taught postgraduate programmes
- Asks students about their experiences of higher education
- ~ 70 questions, summarised by 10 indicators
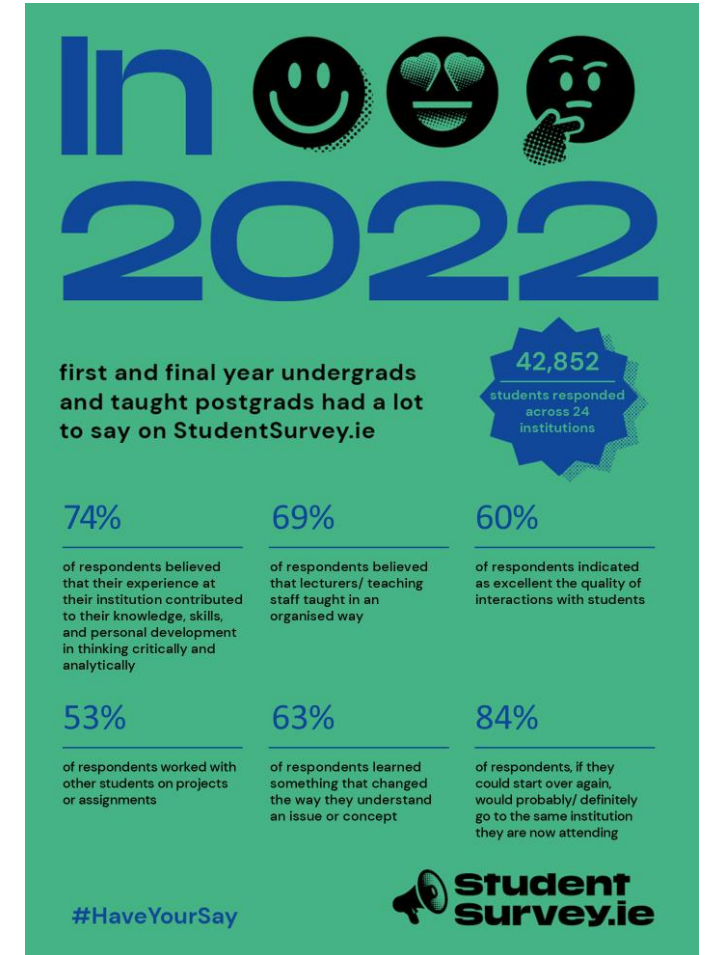- > 350,000 students participated since 2013

The Challenge: Underutilised Student Feedback

- National summary + high-level institutional reports produced
- Contextualisation required for detailed institutional interpretation
- Challenge:
  - Data underutilisation by academic units
  - Missed teaching, learning, assessment and student engagement (TLASE) enhancement opportunities based on real student feedback
- Required:
  - Standardised, accessible approach to make data actionable

In 2022

first and final year undergrads and taught postgrads had a lot to say on StudentSurvey.ie

42,852 students responded across 24 institutions

74% of respondents believed that their experience at their institution contributed to their knowledge, skills, and personal development in thinking critically and analytically

69% of respondents believed that lecturers/ teaching staff taught in an organised way

60% of respondents indicated as excellent the quality of interactions with students

53% of respondents worked with other students on projects or assignments

63% of respondents learned something that changed the way they understand an issue or concept

84% of respondents, if they could start over again, would probably/ definitely go to the same institution they are now attending

#HaveYourSay

studentSurvey.ie

SUCCEED - Standardising the Use, Communication & Capability of StudEntSurvEy.ie Data

- Goal: To standardise how StudentSurvey.ie data is used across MTU
- Team:

Linda O'Sullivan,
Academic Project Lead
Teaching & Learning Unit (TLU)

Róisín O'Grady
Student Engagement Officer
AnSEO – The Student Engagement
Office

Marese Bermingham
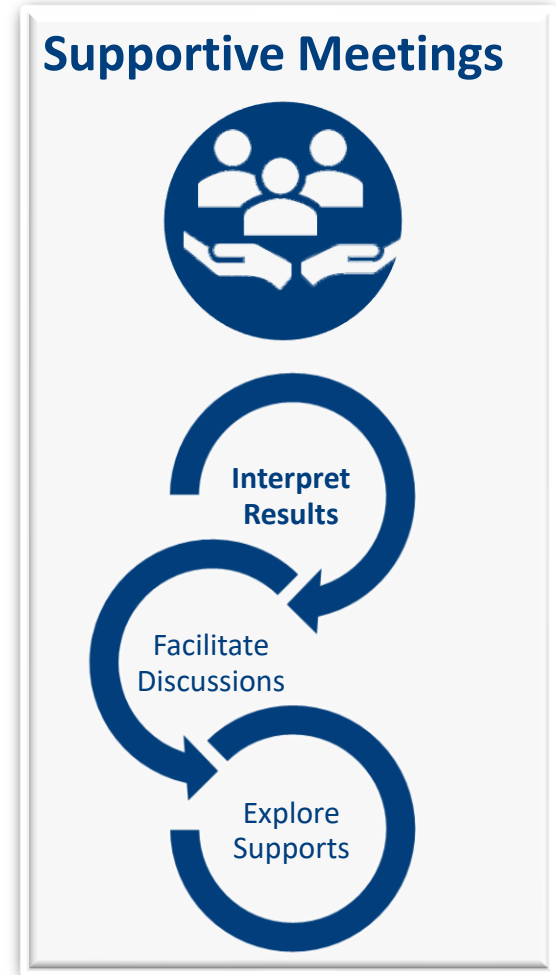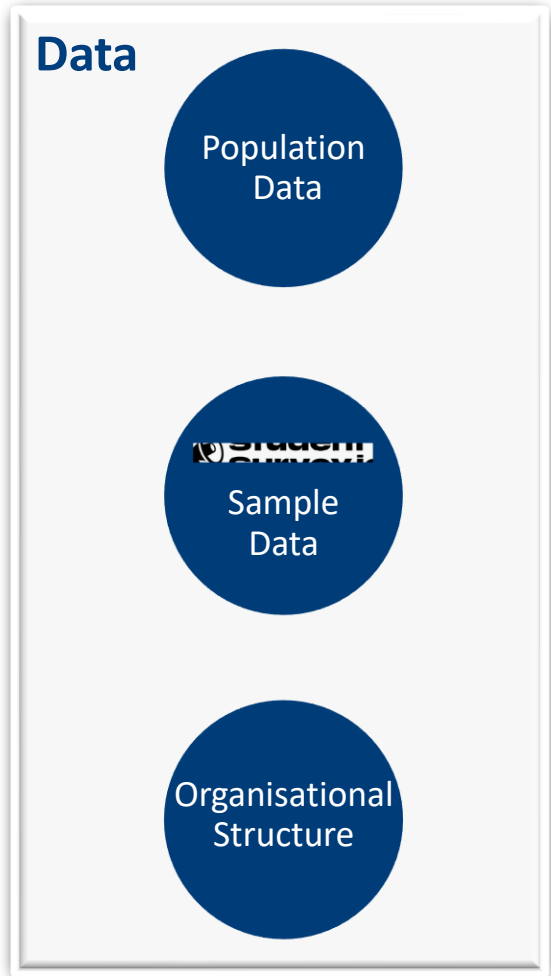Head of Department
AnSEO, TLU & Arts Office

Dr Seán Lacey
Research Integrity & Compliance
Officer

MTU
Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

T&L
NATIONAL FORUM
FOR THE ENHANCEMENT OF TEACHING
AND LEARNING IN HIGHER EDUCATION

HEA | HIGHER EDUCATION AUTHORITY
AN tÚDARÁS um ARD-OIDEACHAS

Strategic
Alignment
Fund

4

SUCCEED in a Nutshell

Data
- Population Data
- Sample Data
- Organisational Structure

Standardised Reports

SUCCEED Reports
- Programme
- Department
- School
- Faculty
- Campus
- University

Supportive Meetings
- Interpret Results
- Facilitate Discussions
- Explore Supports

SUCCEED: Standardising the Use, Communication and Capability of studEntsurvEy.ie Data

Response rate: To determine an appropriate response rate, the maximum margin of error must be considered as well as the desired confidence level. Different research requires different degrees of reliability, depending on the specific objectives and possible consequences of the survey findings. Often, an acceptable margin of error used by survey researchers falls less than 8% at the 95% confidence level. More information on response rate and margin of error can be found on https://mathematics.cit.ie/quartiles (https://mathematics.cit.ie/quartiles).

Indicators: There are 10 StudentSurvey.ie indicators which range in value from 0 - 60 points. Although StudentSurvey.ie indicators are presented together in parts of this report, the indicator scores are not to be compared against each other. The survey is not designed with this purpose in mind, but rather the survey is designed to determine trends within indicator scores - i.e., trends across years and/or against similar programmes and/or academic units within individual indicator scores.

StudentSurvey.ie is distributed to first year and final year undergraduates, and students pursuing taught postgraduate studies only.

Abbreviations: CI - Confidence Interval; SD - Standard Deviation.

Part I - School v. Faculty v. University

Response Rate at School Level (2016 - 2023)

School	Response Rate	Margin of Error
Alpha	36%	1.07%

Response Rate at Faculty Level (2016 - 2023)

Faculty	Response Rate	Margin of Error
Beta	40%	0.72%

Response Rate at University Level (2016 - 2023)

University	Response Rate	Margin of Error
Gamma	33%	0.56%

Indicator Descriptive Statistics for School (2016 - 2023)

Indicators	Sample size	Mean	95% CI (lower)	95% CI (upper)	SD	Median	1st Quartile	3rd Quartile	Min	Max
Higher Order Learning	4284	32.1	31.7	32.5	13.5	30.0	20.0	40.0	0	60
Reflective and Integrative Learning	5298	28.0	27.8	28.3	10.5	28.6	20.0	34.3	0	60
Quantitative Reasoning	4711	19.7	19.3	20.1	12.9	20.0	13.3	26.7	0	60
Learning Strategies	4712	28.6	28.2	28.9	12.5	26.7	20.0	40.0	0	60
Collaborative Learning	5251	32.4	32.0	32.7	12.1	30.0	25.0	40.0	0	60
Student Faculty Interaction	4700	11.8	11.5	12.1	11.4	10.0	0.0	20.0	0	60
Effective Teaching Practices	4323	32.4	32.0	32.8	13.2	32.0	24.0	40.0	0	60
Quality of Interactions	3750	36.2	35.7	36.6	13.9	36.0	26.0	46.0	0	60
Supportive Environment	4259	26.3	25.9	26.8	13.5	25.0	17.5	35.0	0	60
Learning, Creative and Social Skills	627	33.7	32.7	34.7	13.1	32.5	25.0	42.5	0	60

Error Bar Plots (95% CI) for Indicators (2016 - 2023)
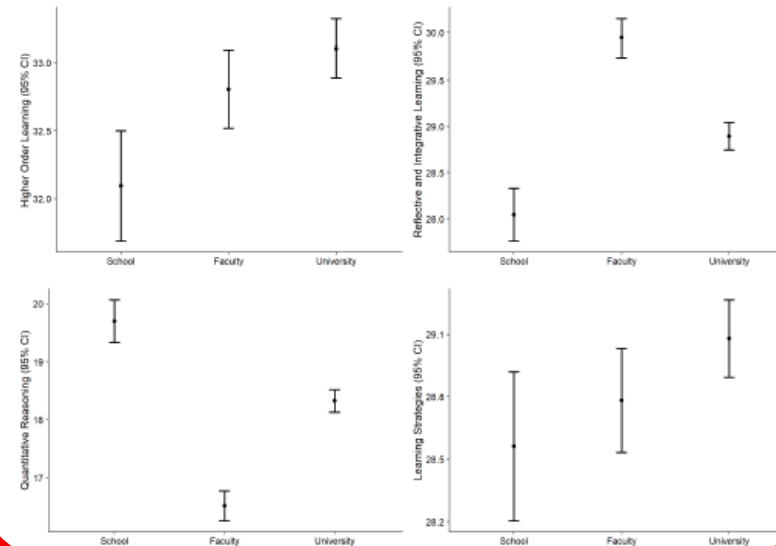
Part II – Year-on-Year School Analysis

When it comes to having confidence that the data collected is generalisable for the entire Department, it is not solely about a good response rate, but also a low margin of error. The latter being a better indicator than the former. The following is a guideline:
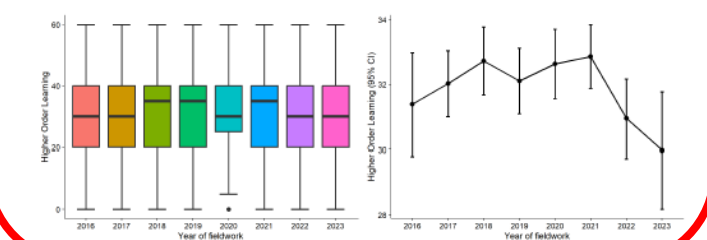
- Margin of error ≤ 8% - data gathered is generalisable for entire population
- 8% < Margin of error ≤ 10% - trends may be accurate and catalyst to improve response rate
- Margin of error > 10% - difficult to draw accurate conclusions. Data is still of use, but with caution when interpreting

Response Rate for the School (2016 - 2023)

School	Year of fieldwork	Responses	Population	Response Rate	Margin of Error
Alpha	2016	414	1785	23%	4.22%
Alpha	2017	821	1760	47%	2.5%
Alpha	2018	819	1916	43%	2.59%
Alpha	2019	847	1876	45%	2.49%
Alpha	2020	699	1889	37%	2.94%
Alpha	2021	846	2059	41%	2.59%
Alpha	2022	636	1962	32%	3.2%
Alpha	2023	275	1773	16%	5.43%

Higher Order Learning Descriptive Statistics

School	Year	Sample size	Mean	95% CI (lower)	95% CI (Upper)	SD	Median	1st Quartile	3rd Quartile	Min	Max
Alpha	2016	343	31.4	29.8	33.0	14.95	30	20	40	0	60
Alpha	2017	700	32.0	31.0	33.0	13.67	30	20	40	0	60
Alpha	2018	617	32.7	31.7	33.8	13.26	35	20	40	0	60
Alpha	2019	641	32.1	31.1	33.1	13.08	35	20	40	0	60
Alpha	2020	581	32.6	31.6	33.7	13.17	30	25	40	0	60
Alpha	2021	717	32.9	31.9	33.8	13.48	35	20	40	0	60
Alpha	2022	500	31.0	29.7	32.2	13.88	30	20	40	0	60
Alpha	2023	185	30.0	28.2	31.8	12.37	30	20	40	0	60

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Empowering Success through Collaboration
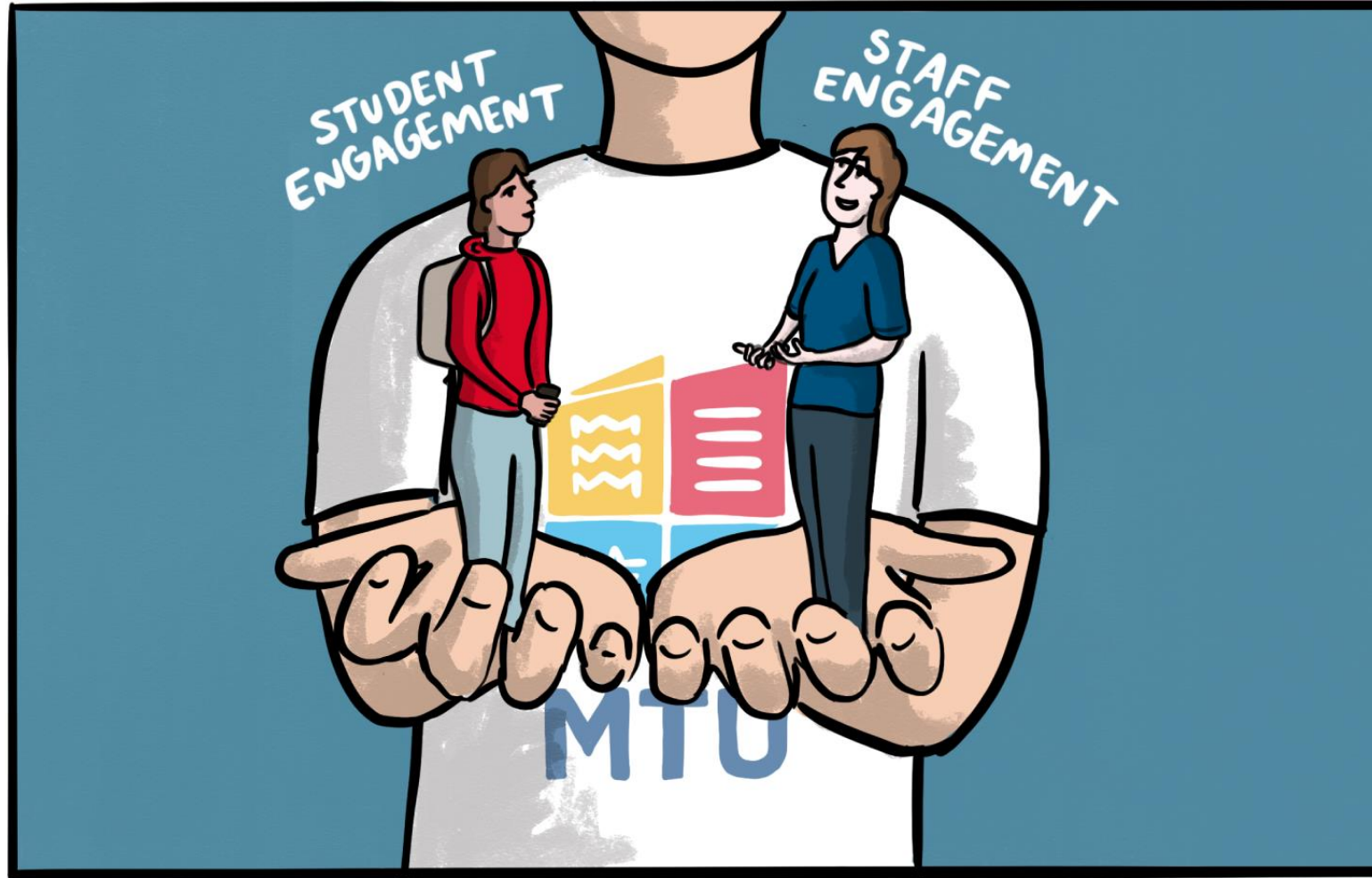
TLU & AnSEO Overview
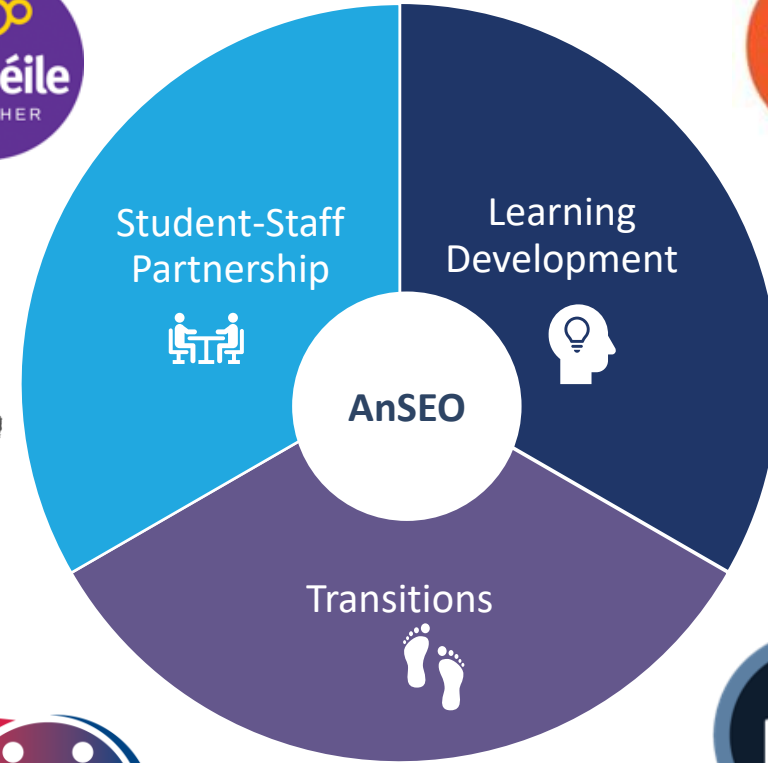
STUDENT SURVEY

RESEARCH FUNDING

LEARNING EXPERIENCE

DISTILLED INFORMATION

AnSEO

TLU PROGRAMMES

WORKING WITH STAFF
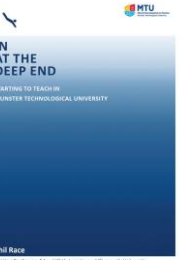
JOINED-UP-NESS
IT'S QUITE COMPLEX

VISUAL THINKERY

# Mapping of TLU & AnSEO Programmes to StudentSurvey.ie Base Question Indicator Groupings

Group	Programmes	StudentSurvey.ie Indicators									
		Higher Order Learning	Reflective and Integrative Learning	Quantitative Reasoning	Learning Strategies	Collaborative Learning	Student-Faculty Interaction	Effective Teaching Practices	Quality of Interactions	Supportive Environment	Learning, Creative and Social Skills
TLU	MA Teaching & Learning in Higher Education	✓	✓	·	·	✓	·	✓	·	·	✓
	EAT-PD Programme	✓	✓	·	·	·	✓	✓	✓	·	✓
	National Digital Badges	✓	✓	·	·	✓	·	✓	·	·	✓
	Coaching in Higher Education Programme	·	✓	·	·	✓	✓	✓	·	✓	✓
	Workshops & Seminars	✓	✓	✓	✓	✓	✓	✓	·	·	✓
	Combined Funding Call	✓	✓	✓	✓	✓	✓	✓	·	·	✓
	SATLE Funding	✓	✓	✓	✓	✓	✓	✓	✓	✓	·
	TLASE Research Laboratory	✓	✓	✓	✓	✓	·	✓	·	·	✓
	Learning Communities	✓	✓	✓	✓	✓	✓	✓	·	·	✓
	Coaching & Mentoring	·	✓	·	·	·	✓	✓	·	·	✓
	INTEGRATE Staff Induction Mentoring Programme	·	·	·	·	·	✓	✓	·	·	✓
	ELEVATE - Leadership Development Training	·	·	·	·	·	✓	·	·	·	✓
	LEAD - Leadership Enhancement & Development Programme	✓	✓	✓	✓	✓	✓	✓	·	·	✓
	Advance HE Fellowship Programme	✓	✓	·	·	✓	·	✓	·	·	·
	In at the Deep End	·	✓	·	·	·	✓	✓	·	·	✓
	TACIT Guides	✓	✓	·	·	✓	·	✓	·	·	·
	The TLASE Weekly	✓	✓	✓	✓	✓	✓	✓	·	·	·
AnSEO	Academic Learning Centre	✓	✓	✓	✓	✓	✓	·	✓	✓	✓
	Academic Success Coaching	·	✓	·	✓	·	✓	·	·	✓	✓
	Navigate	✓	✓	·	✓	✓	·	✓	·	✓	✓
	EDGE - MTU Graduate Development	·	·	·	·	✓	✓	·	·	·	✓
	Good Start	·	·	·	·	·	✓	·	·	✓	✓
	Transitions at MTU Funding	·	·	·	·	✓	✓	·	·	✓	✓
	Le Chéile	·	·	·	·	✓	✓	·	·	✓	✓
	Reach Academic Mentoring	·	✓	·	·	✓	✓	·	·	✓	✓

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How does this help?

- Mapping provides basis to triangulate data
- Allows programme team perform a TLASE Health Check on the academic unit which enables:
  - Identification of initiatives contributing to successes
  - Suggestion of initiatives to potentially address deficits
  - Spotlight/Showcase good practice

Mapping

SUCCEED Report

TLU & AnSEO Data

TLASE Health Check
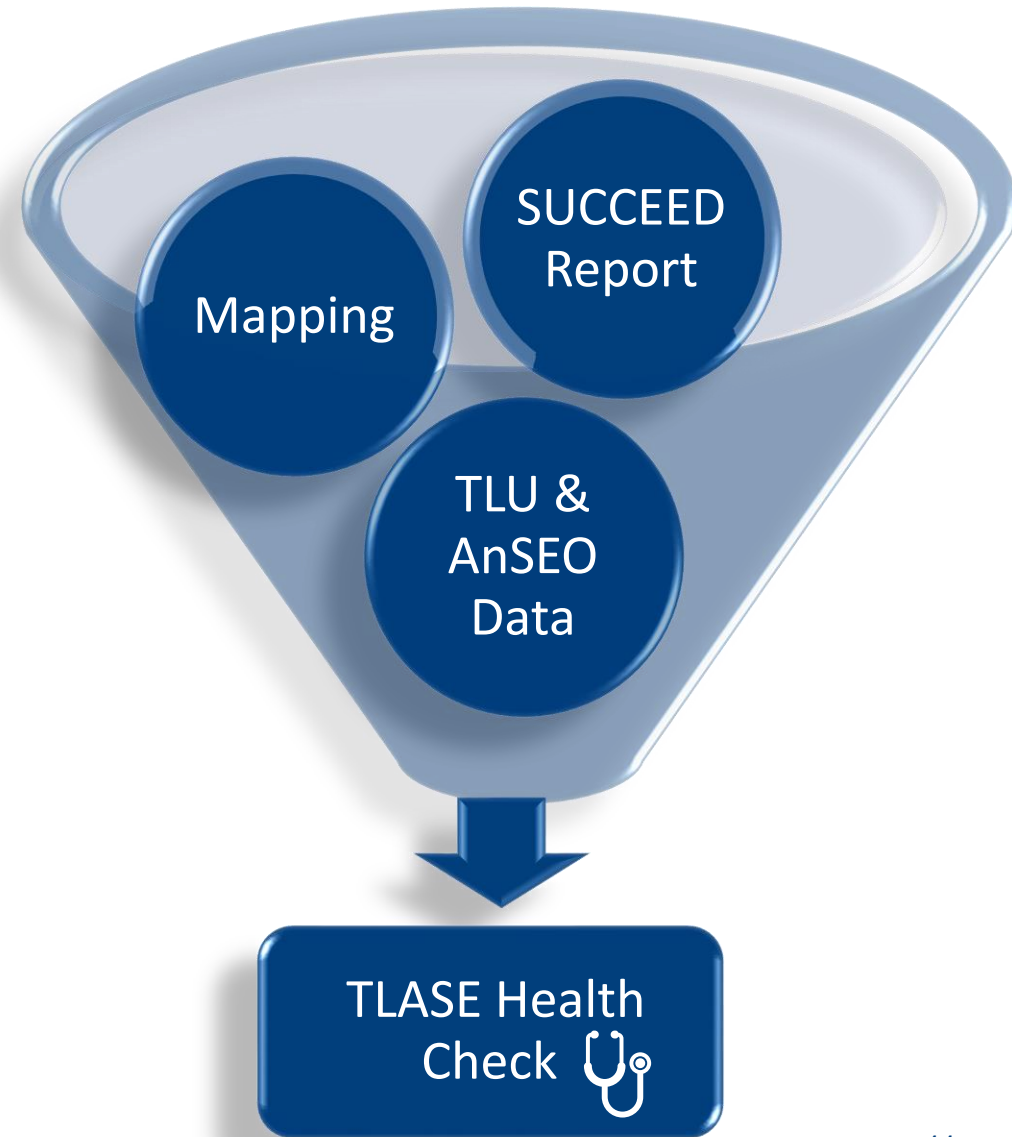
Benefits to MTU
of StudentSurvey.ie and SUCCEED

The National Strategy for Higher Education to 2030 recommends:
"Higher education institutions should put in place systems to capture feedback from students, and use this feedback to inform institutional and programme management, as well as national policy."

| Increases Transparency in Student Experience | Provides for Direct Student Input | Aligns MTU Policy & Practices with Student Experience | Identifies Areas of Strength | Identifies Areas for Improvement | Continuous TLASE Enhancement | National & International Benchmarking |

Impact of SUCCEED

- TLASE Enhancement Culture
  - TLU/AnSEO Combined Funding Call >150 Applications 2023/24
  - Strategic Alignment of Teaching & Learning Enhancement Fund
    >60 Learning Enhancement Projects funded to date
- DELTA Award Success
  - 4 Awards secured to date
  - 3 Discipline Teams Preparing Applications

"SUCCEED provided us with evidence from our students as to what we were doing well and as a result enabled us to identify areas of enhancement to teaching excellence. This insight was invaluable in developing our successful action plan and ultimately our DELTA Award success."
Thomas Broderick, Sport, Leisure and Childhood Studies, MTU

Can SUCCEED Be Adapted Elsewhere?
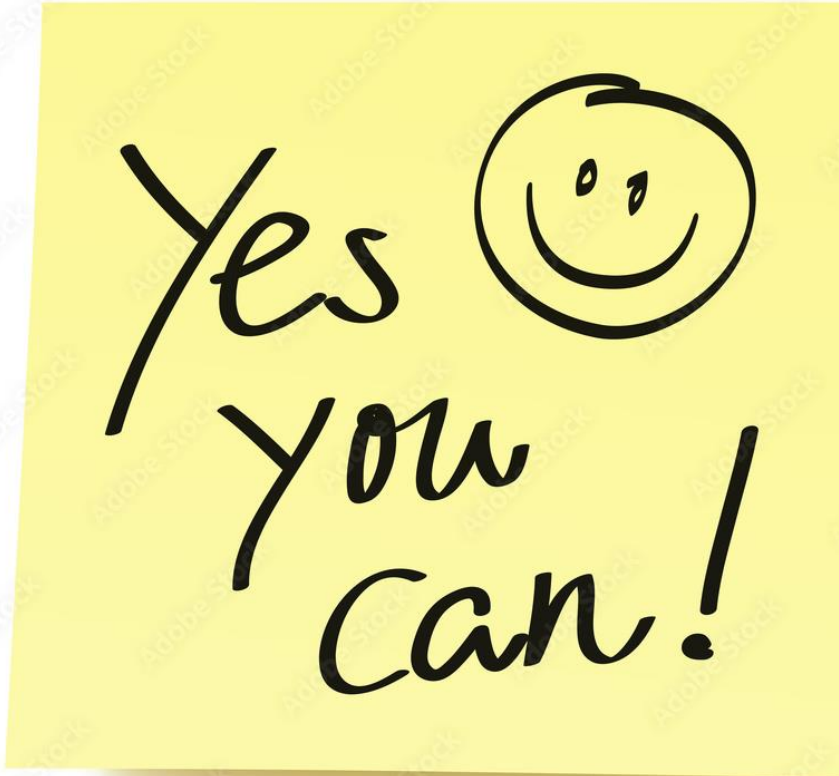
SUCCEED is:

- A scalable model for other institutions

- Adaptable to different higher education environments

Further Information

Please visit the SUCCEED Programme page on the TLU website:

	TLU	AnSEO
(X)	@TLU_MTU	@mtuanseo
(globe)	Teaching & Learning Unit [QR code] go.mtu.ie/tlu	AnSEO - The Student Engagement Office [QR code] go.mtu.ie/anseo
(email)	**tlu_team@mtu.ie** Direct contacts: • Marese Bermingham (marese.Bermingham@mtu.ie), Head TLU & AnSEO • Linda O'Sullivan (linda.osullivan@mtu.ie), TLU • Róisín O'Grady (roisin.ogrady@mtu.ie), AnSEO	