Beyond numbers

Using qualitative results to drive change at the programme level

Surveys at AUT

IDP Promotion

Paper level reviews

Annual Programme Review

Directorate and external reporting

Standard survey

Programme Items

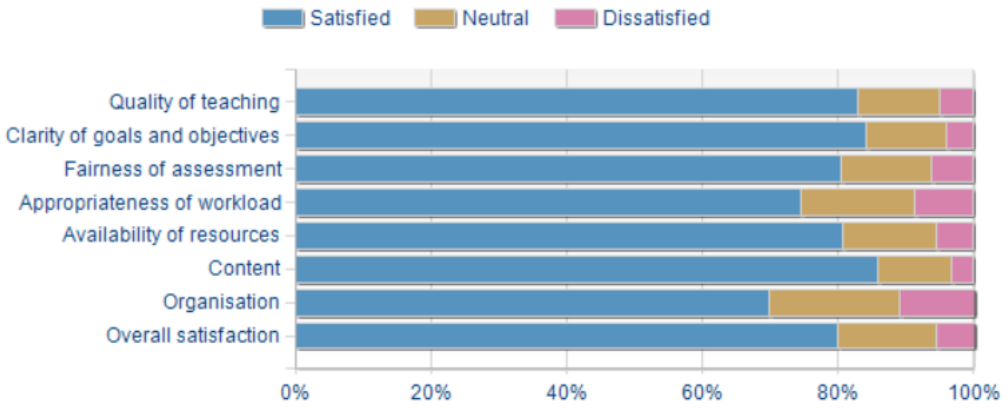
- *Quality of Teaching*
- *Clarity of Goals and Objectives*
- *Fairness of Assessment*
- *Appropriateness of Workload*
- *Availability of Resources*
- *Content*
- *Organisation*
- Whether they would *Recommend* their programme to others

+2 Qualitative Questions

Best Areas

Areas for improvement

Standard report



How many comments?

Beyond numbers– ***Manual*** UES analysis

Compliments
~1,200

Helpful Academic Staff

Educational quality

Positive Environment Practical Education

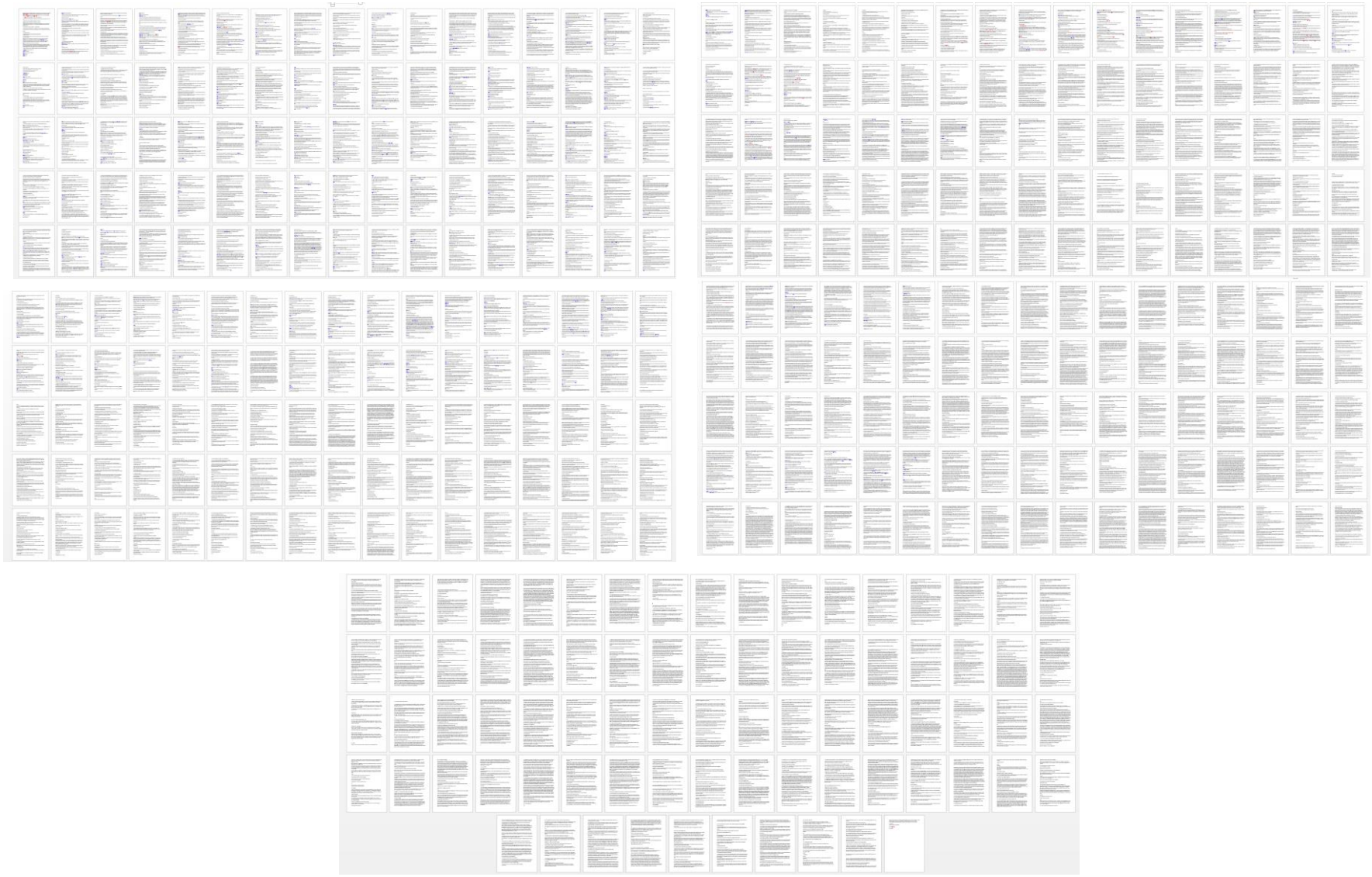
Suggested Improvements
~800

Communication Parking

Student Life

Lack of study spaces

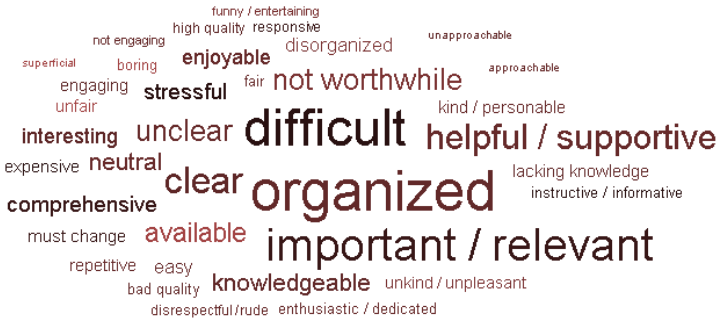
How many comments?



Beyond numbers – ***Automated*** APS analysis

Compliments
~4,100

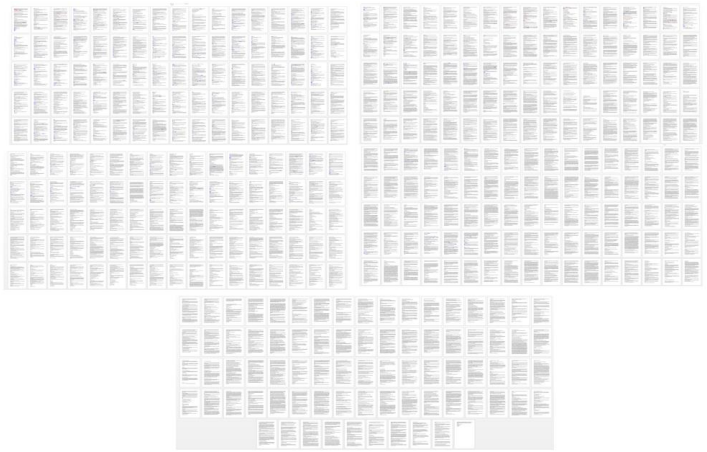
Suggested Improvements
~3,642



Analytics in context

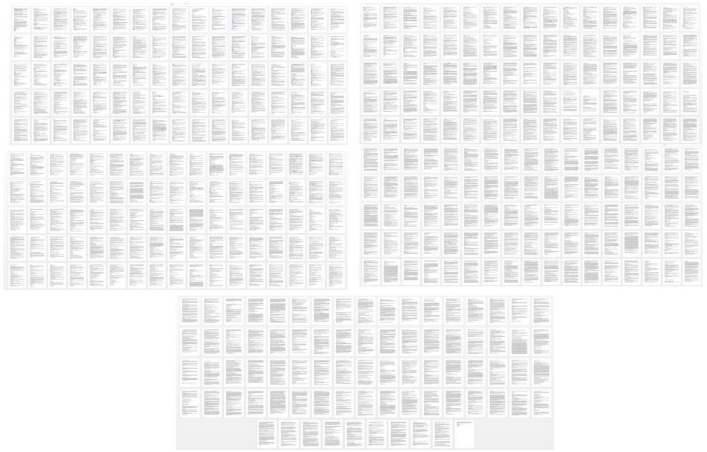
- How to do it
- How we use it

How we do it



blue
text analytics

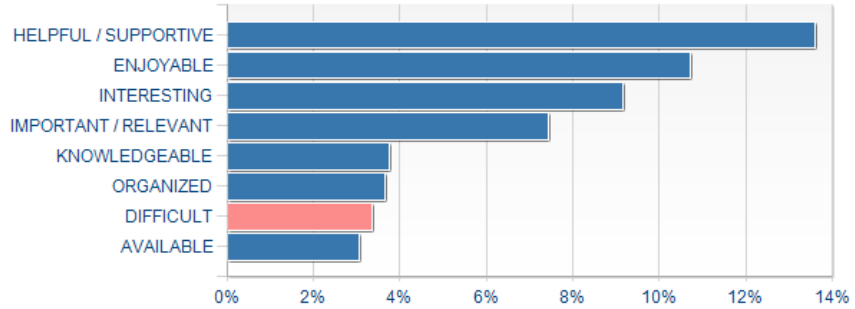
Blue Text Analytics



blue text analytics

Bad quality	Approachable
Boring	Available
Difficult	Clear
Disorganised	Comprehensive
Disrespectful/ Rude	Easy
Expensive	Engaging
Lacking knowledge	Enjoyable
Must change	Enthusiastic/ Dedicated
Not engaging	Fair
Not worthwhile	Funny/ Entertaining
Repetitive	Helpful/ Supportive
Stressful	High quality
Superficial	Important/ relevant
Unapproachable	Instructive/ Informative
Unavailable	Interesting
Unclear	Kind/ Personable
Unfair	Knowledgeable
Unkind/ Unpleasant	Organised
Neutral	Responsive
	Well delivered

Blue Text Analytics



Attributes [No. of comments]	Overall [4208]
HELPFUL / SUPPORTIVE	13.62 %
ENJOYABLE	10.72 %
INTERESTING	9.17 %
IMPORTANT / RELEVANT	7.44 %
KNOWLEDGEABLE	3.75 %
ORGANIZED	3.66 %
DIFFICULT	3.35 %
AVAILABLE	3.07 %

How do we use it?

Surveys at AUT

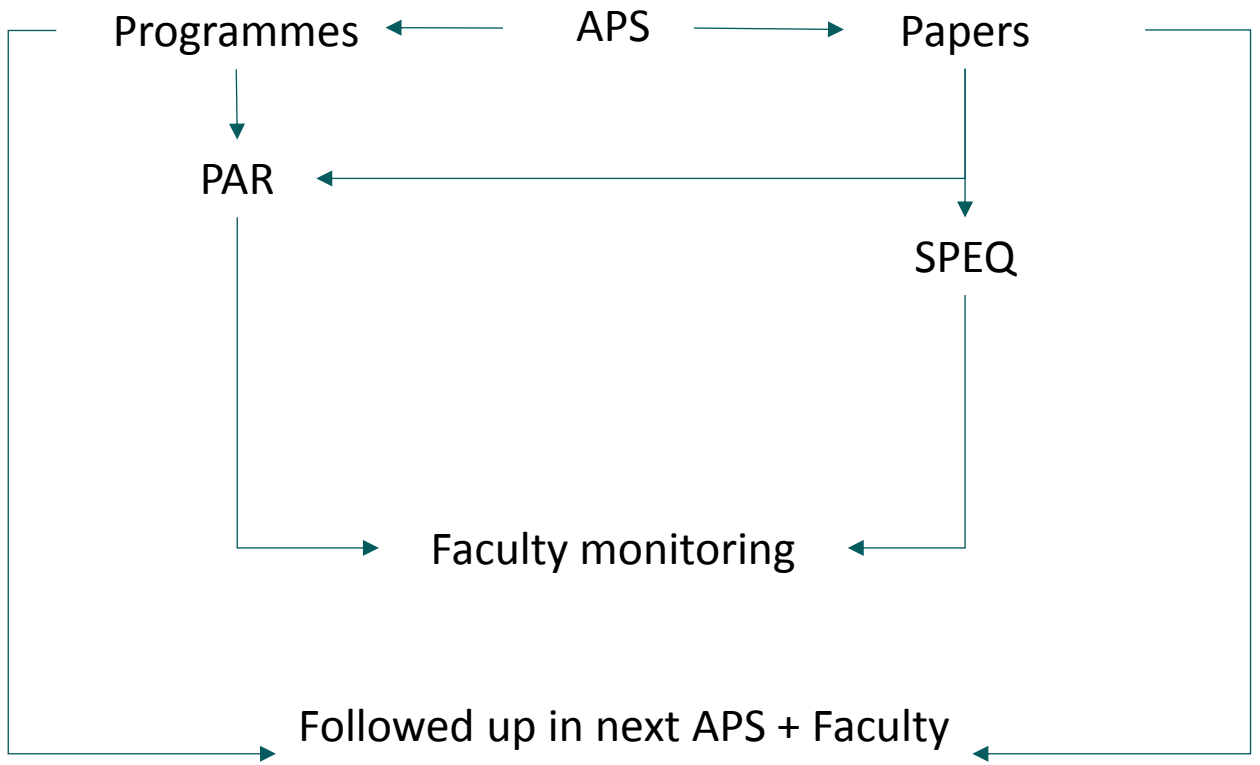
IDP Promotion

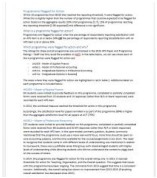
Paper level reviews

Annual Programme Review

Directorate and external reporting

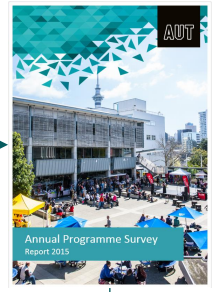
Monitoring improvements



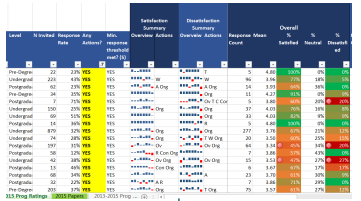


Reporting format

APS Report



APS Spreadsheet

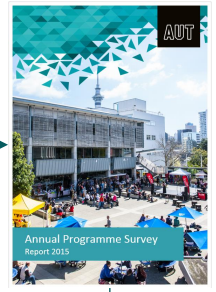


Faculty Specific Report

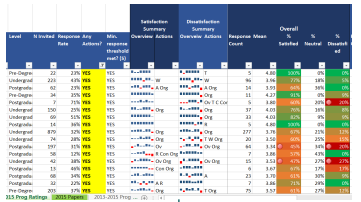
Programme Reports (including raw comments)

Programmes in general

APS Report



APS Spreadsheet



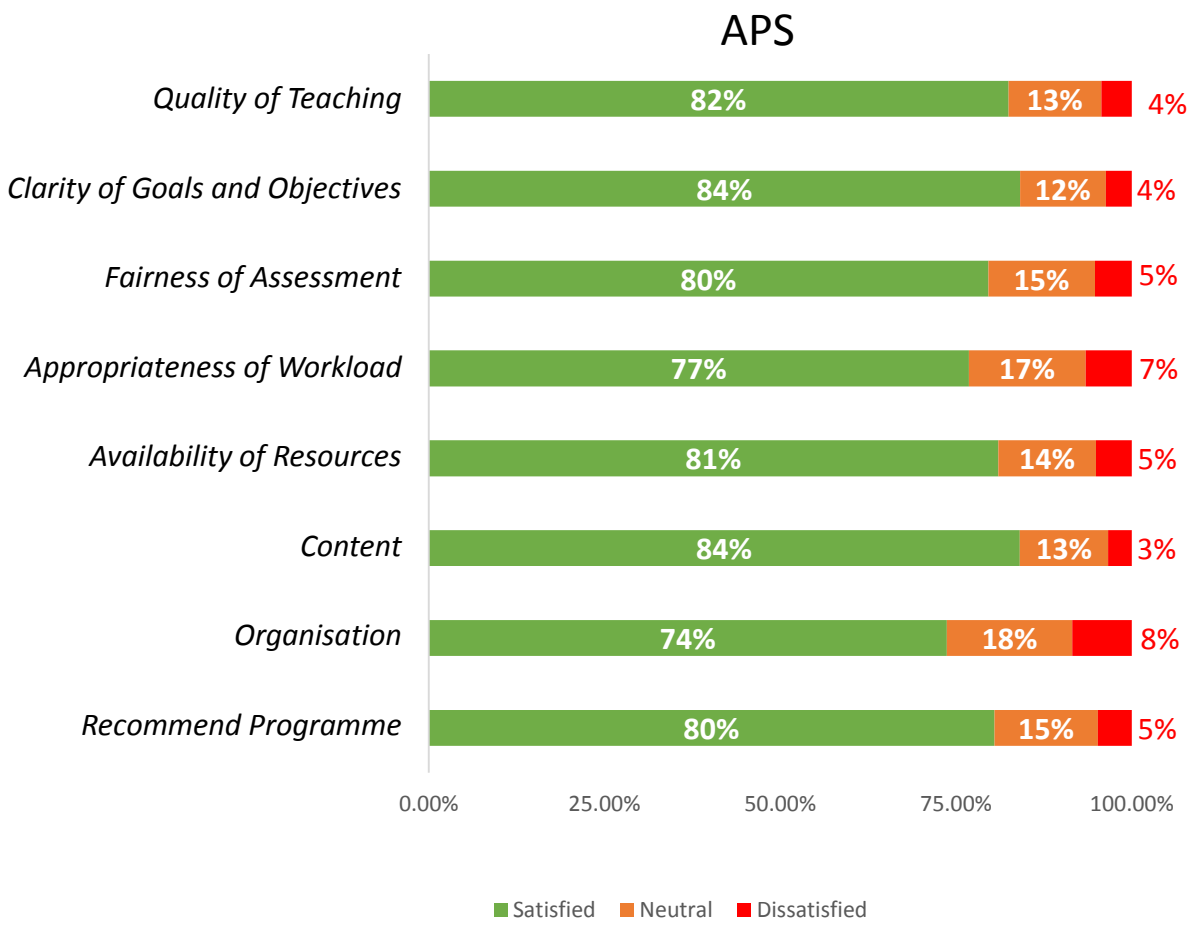
Faculty Specific Report

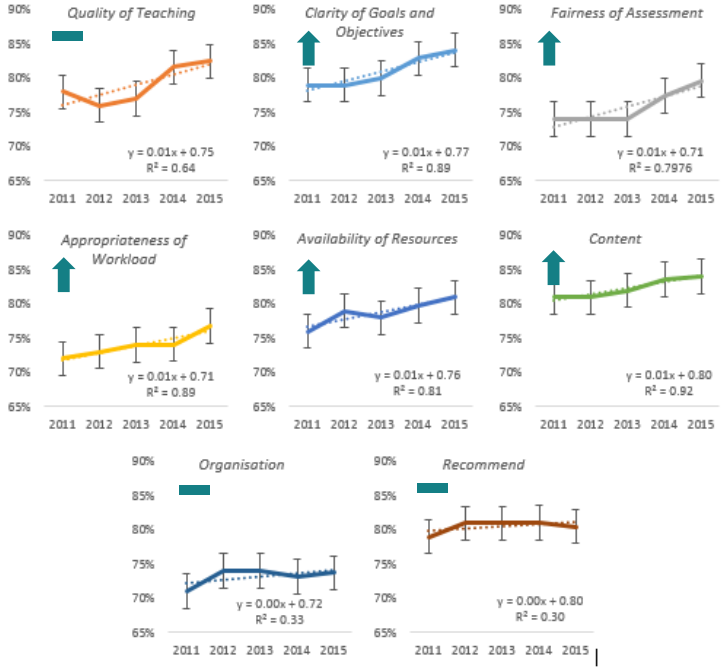
blue text analytics

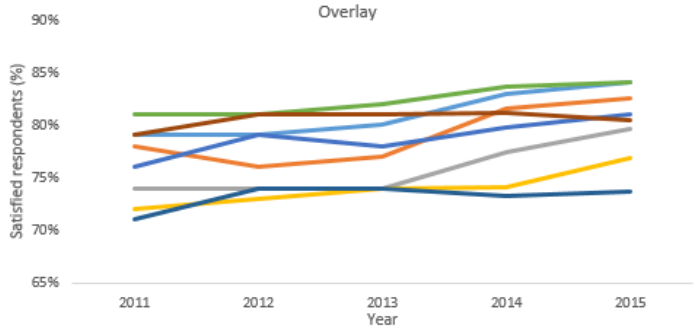
blue®

Programme Reports (including raw comments)

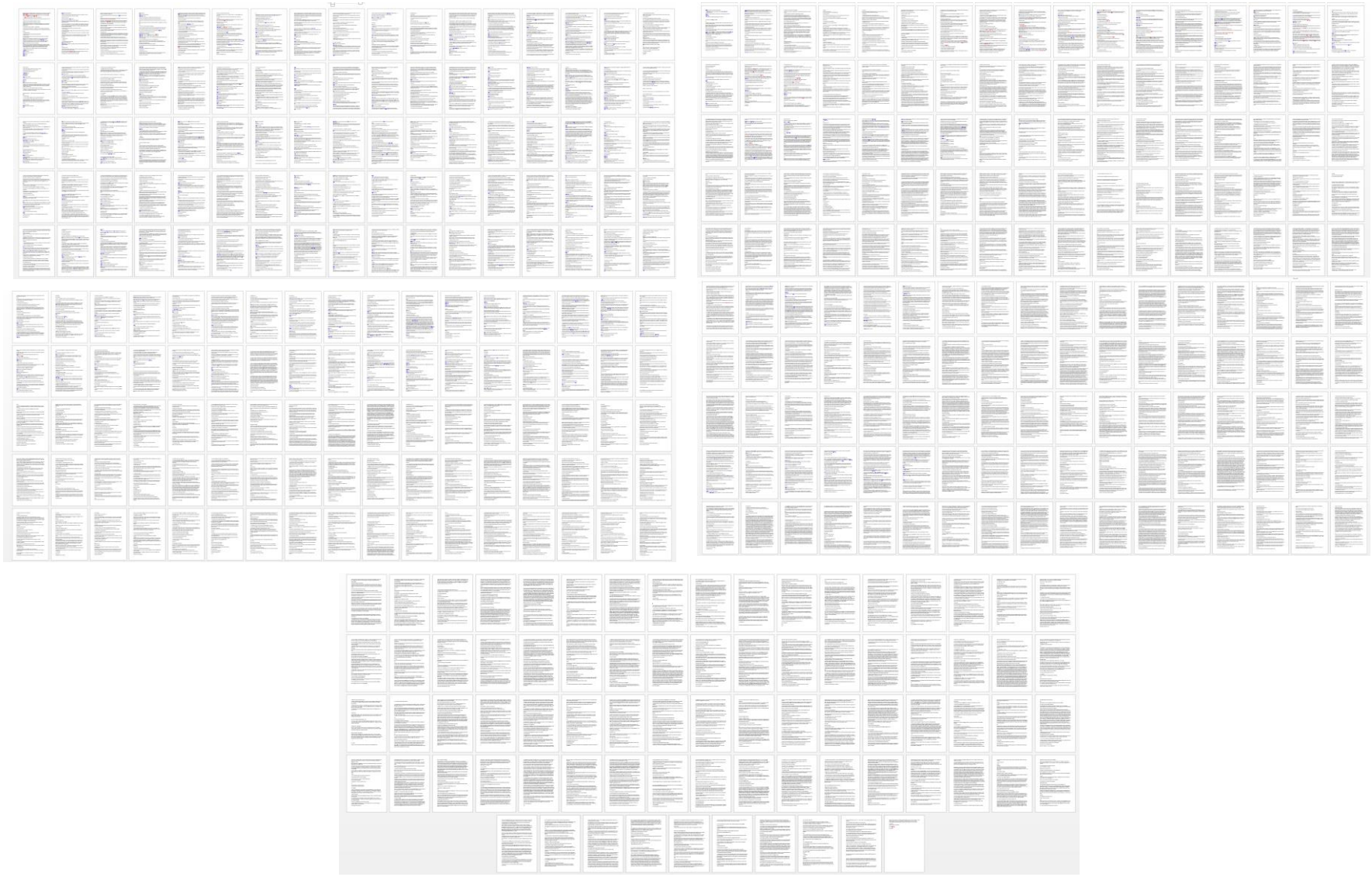
Aggregated results -2015







How many comments?



Beyond numbers – Automated APS analysis

Compliments
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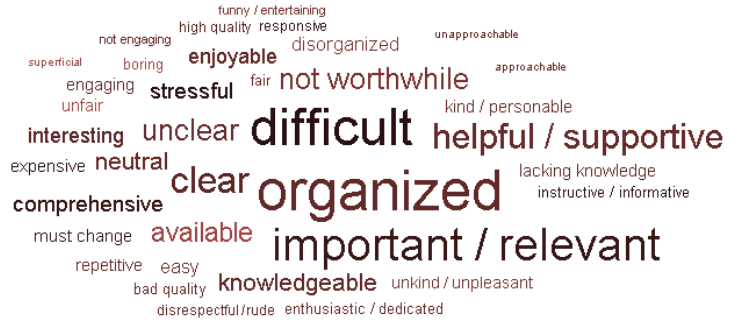
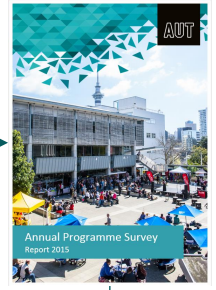
~3,642



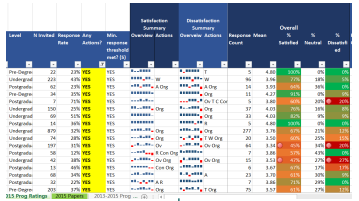
Aggregate reporting

Specific programmes

APS Report



APS Spreadsheet



Faculty Specific Report

blue text analytics

blue®

Programme Reports (including raw comments)

Programme level

8. Student Feedback

Discuss the feedback from students and provide a summary of the evaluations that have taken place.

Table 3: Summary of student evaluations of papers for year of this report.

Year	Paper code	No. of students enrolled	No. of student responses	Summary of feedback/overall response	Any proposed actions

Include and discuss any relevant institutional survey results e.g. Annual Programme Survey.

Comment on any other relevant institutional survey results available (from the staff intranet): https://thewire.aut.ac.nz/strategy-and-performance/strategyandplanning/previous-reports.

9. External consultation and feedback

a. Advisory committee or other forms of industry liaison

List the dates of the advisory committee meetings that have taken place during the year and append Advisory Committee Annual Reports and/or comment on other forms of engagement that have taken place.

b. External Monitoring/benchmarking

Comment on moderation, monitoring, external examiner, or benchmarking activities undertaken.

Append the reports and comment on status of any recommendations or outcomes.

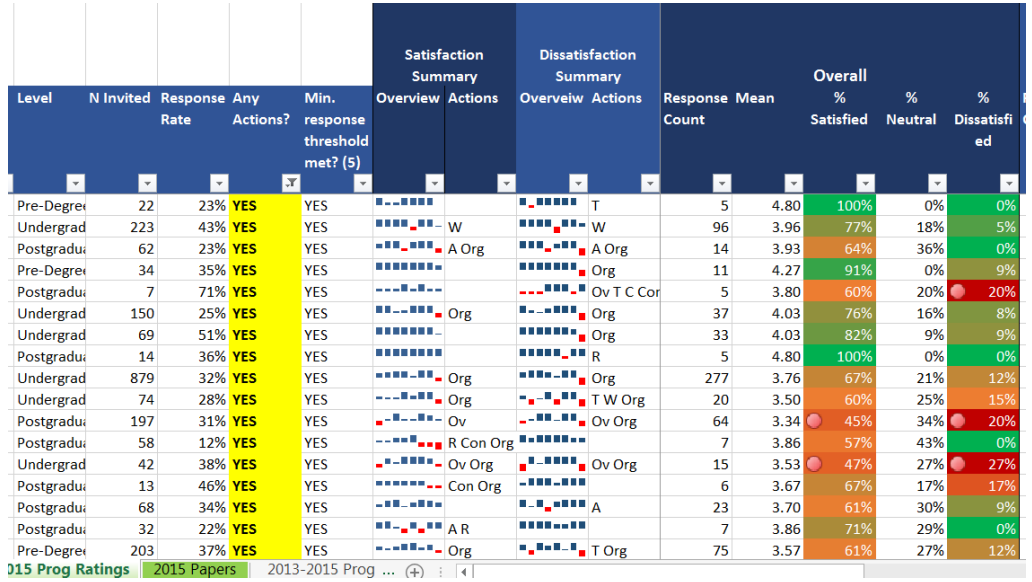
Comment on moderation activities in relation to moderation plan.

Summary of external moderation for year of this report

Year	Paper code	External moderator	Institution of moderator	Main comments from moderation	Any proposed actions

10. Progress on the outcomes (requirements, recommendations and suggestions) of last programme/major/specialisation review and/or any accreditation reports

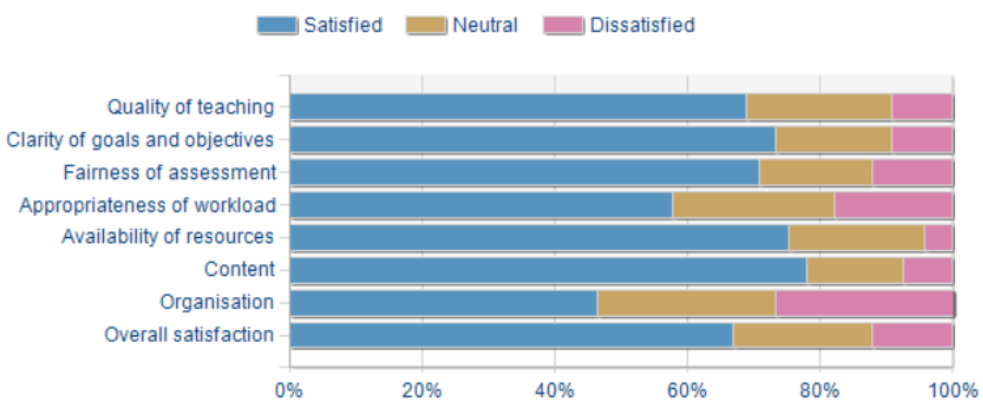
Append review report if report occurred in the past year.

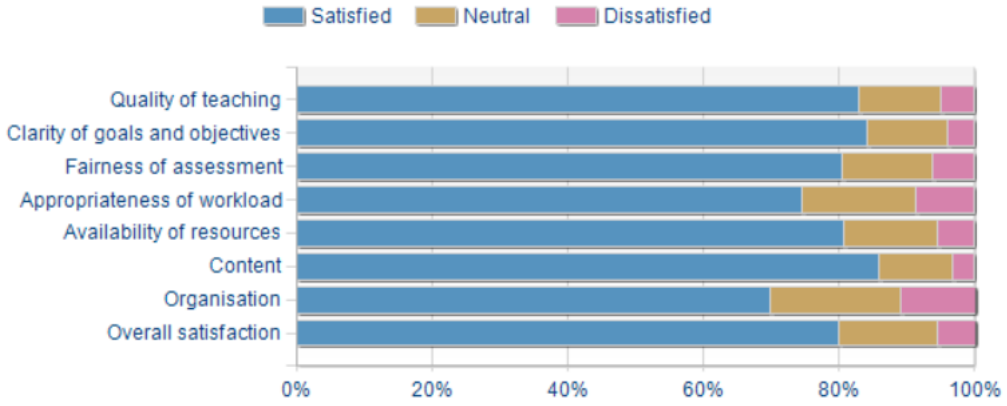


Level	N Invited	Response Rate	Any Actions?	Min. response threshold met? (5)	Satisfaction Summary Overview	Satisfaction Summary Actions	Dissatisfaction Summary Overveiw	Dissatisfaction Summary Actions	Response Count	Mean	Overall % Satisfied	Overall % Neutral	Overall % Dissatisfied
Pre-Degree	22	23%	YES	YES				T	5	4.80	100%	0%	0%
Undergrad	223	43%	YES	YES		W		W	96	3.96	77%	18%	5%
Postgradua	62	23%	YES	YES		A Org		A Org	14	3.93	64%	36%	0%
Pre-Degree	34	35%	YES	YES				Org	11	4.27	91%	0%	9%
Postgradua	7	71%	YES	YES				Ov T C Cor	5	3.80	60%	20%	20%
Undergrad	150	25%	YES	YES		Org		Org	37	4.03	76%	16%	8%
Undergrad	69	51%	YES	YES				Org	33	4.03	82%	9%	9%
Postgradua	14	36%	YES	YES				R	5	4.80	100%	0%	0%
Undergrad	879	32%	YES	YES		Org		Org	277	3.76	67%	21%	12%
Undergrad	74	28%	YES	YES		Org		T W Org	20	3.50	60%	25%	15%
Postgradua	197	31%	YES	YES		Ov		Ov Org	64	3.34	45%	34%	20%
Postgradua	58	12%	YES	YES		R Con Org			7	3.86	57%	43%	0%
Undergrad	42	38%	YES	YES		Ov Org		Ov Org	15	3.53	47%	27%	27%
Postgradua	13	46%	YES	YES		Con Org			6	3.67	67%	17%	17%
Postgradua	68	34%	YES	YES				A	23	3.70	61%	30%	9%
Postgradua	32	22%	YES	YES		A R			7	3.86	71%	29%	0%
Pre-Degree	203	37%	YES	YES		Org		T Org	75	3.57	61%	27%	12%

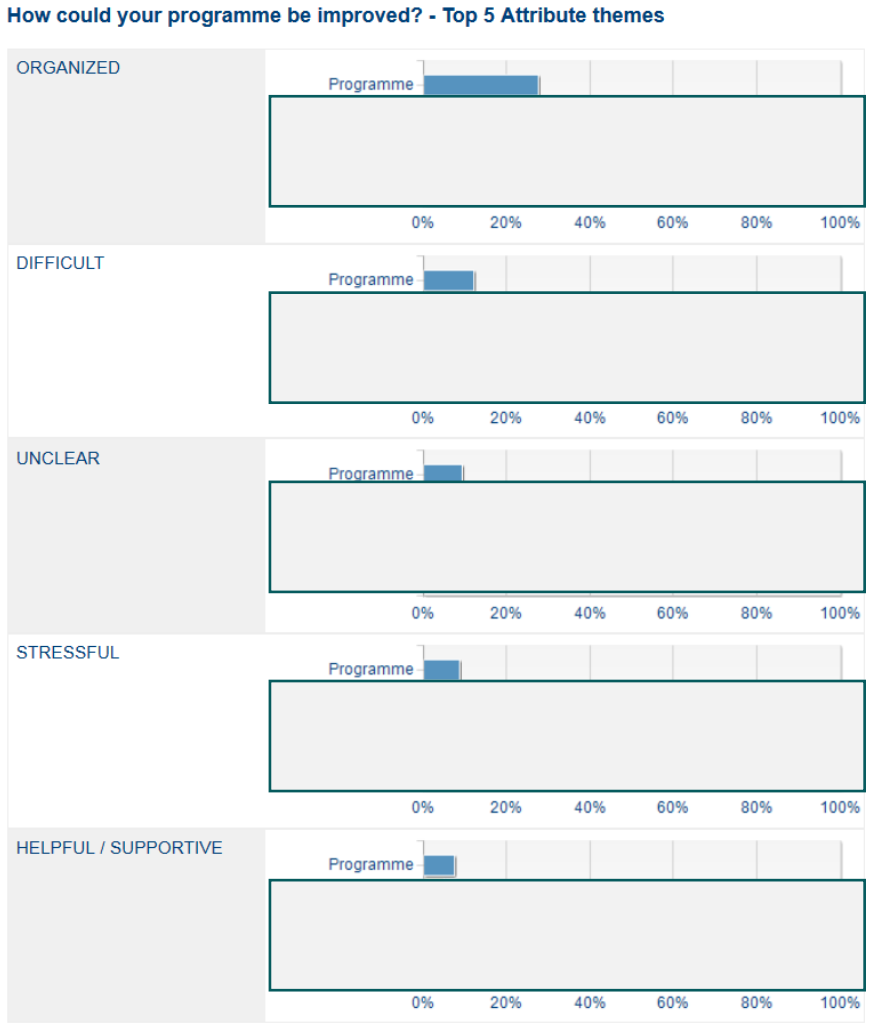
015 Prog Ratings | 2015 Papers | 2013-2015 Prog ...

Specific programme

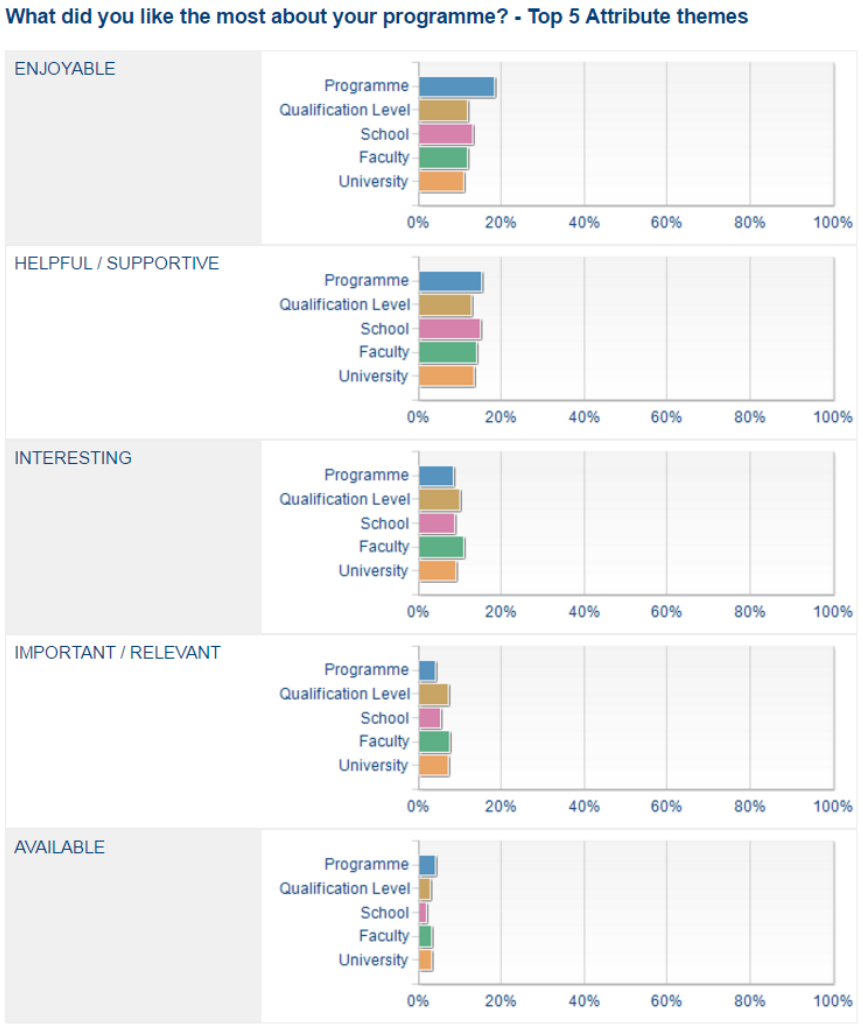




Specific programme



Strengths


What did you like the most about your programme? - Top 5 Attribute themes
ENJOYABLE
HELPFUL / SUPPORTIVE
INTERESTING
IMPORTANT / RELEVANT
AVAILABLE
Programme
Qualification Level
School
Faculty
University
0%
20%
40%
60%
80%
100%

Questions?

Please use the space provided below to make any further comments about your experience at AUT in 2015.