

Evidence: Finding and Using It

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Aims and objectives

- Distinguish why best to use evidence
- Identify methods of collecting data
- Choose best evidence methods
- Use evidence to create change



Why do we need evidence?



First Group work

What have you learnt from previous sessions?

What issues have you identified?



Information from:

- National Student Survey
- Graduate School Student Survey
- Student Barometer
- Former minutes of SSCCs.
- SurveyMonkey



National Student Survey

The National Student Survey (NSS) gathers students' opinions on the quality of their courses.

The purpose of this is to contribute to public accountability, help inform the choices of prospective students and provide data that assists institutions in enhancing the student experience.



National Student Survey

- The teaching on my course
- Assessment and feedback
- Organisation and management
- Learning resources
- Personal development
- Students' Union



Second Group work

Go through NSS questions and rate level of satisfaction based on your experience

Analyse Data

Present back



Results

	UCL	Sector	UCL	Sector			
	2014	2014	2013	2013			
T	86	87	86	87			
AF	62	72	61	71			
AS	77	81	76	80			
OM	80	79	79	78			
LR	83	86	85	85			
PD	79	82	79	82			
OS	86	86	84	86			
SU	68	68	68	67			

Key

T = Teaching

AF = Assessment and Feedback

AS = Academic Support

OM = Organisation and Management

LR = Learning Resources

PD = Personal Development

OS = Overall Satisfaction

SU = Student Union



International Student Barometer

- The Student Barometer is a survey of students across all years and levels of study, carried out by i-Graduate.
- The survey is optional and paid for by institutions that wish to participate; UCL has participated for some years along with other universities such as LSE, Imperial, Bristol and Warwick.
- The survey is conducted globally which allows for comparisons with other parts of the world. Students are questioned on various aspects of their experience at UCL: learning, living and support.



When is the Student Barometer carried out?

The Student Barometer takes place in three waves, and UCL subscribes to the autumn and summer waves. This information is based on the results of the summer wave 2014. The results are confidential to the institution and not made public, although comparisons can be made against comparator groups, national and international benchmarks.



Learning Satisfaction over time

Learning satisfaction – wave on wave comparison

Elements	2006	2007	2008	2009	2010	2011	2012	2013	2014	First Wave vs 2014
Learning spaces	63%	72%	73%	77%	79%	81%	83%	82%	77%	14%
Language support	75%	84%	85%	83%	82%	89%	90%	88%	87%	12%
Multicultural	86%	92%	93%	93%	95%	94%	95%	94%	94%	8%
Learning support	72%	73%	75%	77%	80%	79%	79%	78%	79%	7%
Research	81%	89%	91%	90%	90%	90%	89%	89%	87%	6%
Work experience	49%	55%	57%	57%	56%	59%	56%	56%	55%	6%
Careers advice	56%	58%	65%	64%	64%	65%	64%	63%	61%	6%
Good teachers	78%	79%	87%	85%	85%	84%	86%	84%	83%	5%
Assessment	73%	72%	78%	80%	80%	80%	81%	79%	78%	5%
Academics' English	90%	91%	92%	92%	92%	94%	94%	93%	94%	5%
Technology	76%	77%	78%	82%	80%	83%	83%	83%	81%	4%
Course content	84%	88%	91%	91%	90%	89%	89%	87%	87%	2%
Employability	69%	77%	82%	82%	80%	76%	75%	73%	72%	2%
Managing research						84%	89%	86%	86%	2%
Topic selection						79%	82%	80%	81%	2%
Virtual learning						89%	87%	91%	90%	2%
Online library						94%	93%	92%	95%	1%
Opportunities to teach			64%	66%	66%	70%	65%	66%	65%	1%
Expert lecturers	94%	94%	96%	95%	96%	95%	95%	94%	94%	0%



Living Satisfaction

Living satisfaction (all students) – wave on wave comparison

Elements	2006	2007	2008	2009	2010	2011	2012	2013	2014	First Wave vs 2014
Visa advice	62%	81%	79%	73%	79%	80%	79%	78%	83%	20%
Host friends	68%	79%	83%	85%	84%	85%	83%	83%	83%	15%
Social activities	62%	68%	71%	74%	78%	78%	73%	73%	75%	13%
Good place to be	86%	86%	93%	95%	96%	96%	94%	95%	96%	10%
Worship facilities	76%	83%	83%	59%	82%	84%	81%	82%	86%	10%
Host culture	78%	83%	83%	85%	85%	87%	86%	86%	88%	10%
Safety	84%	85%	85%	88%	91%	89%	90%	89%	94%	9%
Good contacts	70%	71%	78%	80%	80%	80%	79%	79%	78%	8%
Sport facilities	63%	70%	72%	74%	76%	77%	73%	73%	70%	7%
Other friends	84%	90%	90%	89%	91%	91%	91%	92%	91%	7%
Living cost	43%	41%	45%	58%	61%	53%	51%	49%	49%	6%
Eco-friendly attitude					75%	74%	76%	78%	81%	6%
Home friends	84%	89%	81%	79%	84%	85%	85%	85%	88%	4%
Transport links	93%	95%	97%	97%	97%	97%	97%	95%	96%	3%
Social facilities	69%	71%	75%	79%	83%	82%	68%	69%	72%	3%
Financial support	46%	56%	59%	62%	65%	59%	58%	58%	49%	3%
Transport links uni								92%	93%	1%
Accommodation quality	80%	70%	80%	85%	85%	84%	84%	83%	79%	-1%
Campus environment						92%	91%	90%	90%	-1%
Internet access	86%	87%	90%	89%	91%	86%	84%	83%	84%	-2%
Campus buildings						84%	84%	83%	82%	-2%
Earning money	57%	60%	61%	64%	63%	61%	63%	61%	55%	-3%
Accommodation cost	59%	46%	51%	57%	60%	50%	47%	45%	41%	-18%

Learning Satisfaction over time

	2011	2014	2011 vs 2014
Learning Spaces	81%	77%	-4%
Language Support	89%	87%	-2%
Multicultural	94%	94%	0%
Learning Support	79%	79%	0%
Research	90%	87%	-3%
Work experience	59%	55%	-4%
Careers Advice	65%	61%	-4%
Good Teachers	84%	83%	-1%
Assessment	80%	78%	-2%
Academics' English	94%	94%	0%
Technology	83%	81%	-2%
Course Content	89%	87%	-2%
Employability	76%	72%	-4%
Managing Research	84%	86%	2%
Topic selection	79%	81%	2%
Virtual Learning	89%	90%	1%
Online Library	94%	95%	1%
Opportunities to Teach	70%	65%	-5%
Expert Lecturers	95%	94%	-1%

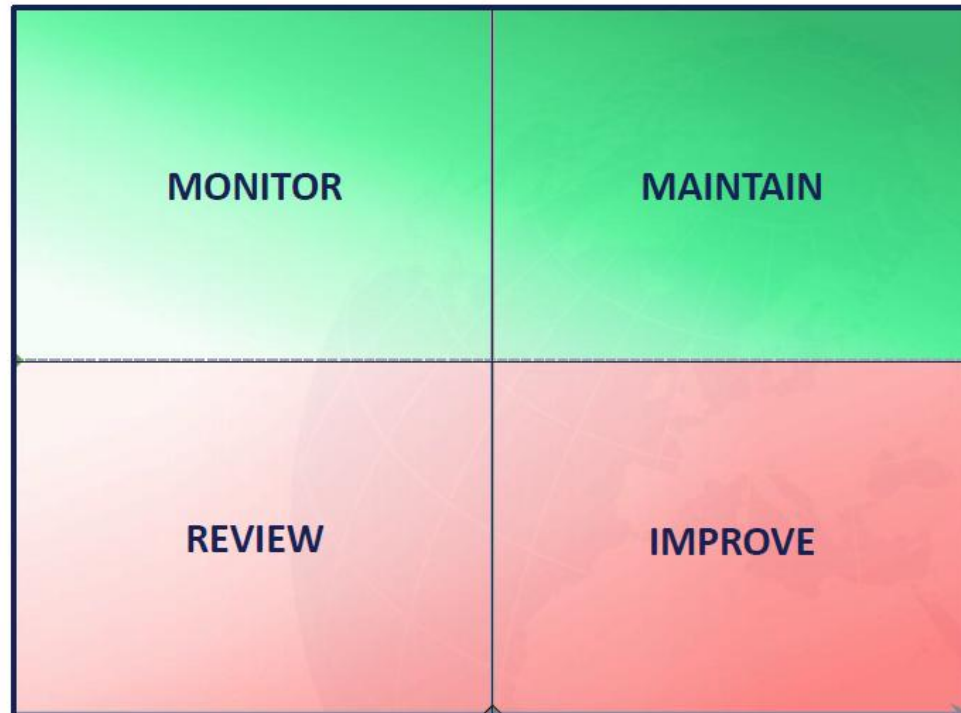
How to use data?

Learning matrix

Elements in the top right quadrant are important to students and perform well. Those in the bottom right quadrant are important, but do not perform as well and should be improved.

Elements in the top and bottom left quadrants are of lower priority. These elements should be reviewed and monitored to ensure that we focus on the most important issues for students.

Institution Satisfaction



Institution Derived Importance

Third Group Work

Come up with five questions for a fictitious survey.



Qualitative Data

‘The university is becoming quite overcrowded. It is often hard to find computers in the library and nearly impossible to find a library seat during exams’.

Most often, it took over a month to get marks back. From uni as a whole I feel like just a number rather than a person but within the department this is not the case. Upon arriving at UCL very little student support is given, especially compared to other universities I have visited, in particular the Halls of Residence are often appalling, one toilet between 12 students is not really acceptable.

‘Having the opportunity to study abroad was an amazing opportunity that I wouldn't have got at a lot of other institutions. The department cares a lot about their students and it has always been easy to talk to staff’.

‘The course as a whole is very well organised. It is easy to sort out modules and get advice from ???. The building is nice. The Linguistics staff are nice and approachable and engaging’.



Drawbacks of surveys?



Questions

- What/how needs to be improved?
- What hinders improvement?
- What evidence do you have ?
- How to collect evidence
- How to use evidence



- <http://www.ucl.ac.uk/srs/governance-and-committees/qme/qmea-z/nss-2014>
- <http://www.grad.ucl.ac.uk/survey/>
- For SSCCs go to StARs Moodle

