eVALUate: student, employer and graduate feedback

Curtin University of Technology

Goal

This online evaluation system (eVALUate) is a suite of surveys that gather and reports student's perceptions of their learning experiences, allows for feedback to be translated into communicated strategies for improvement, informs students of outcomes and changes made and gathers feedback from employers and graduates.

Context

Curtin's philosophy of teaching and learning and its focus on student achievement of learning outcomes inform teaching and learning practices at Curtin. Comprehensive course review processes ensure that Curtin's graduate attributes are contextualised, embedded and assessed in sustainable degree programs. Curtin's triple-i curriculum framework ensures a focus on industry readiness (graduate employability), indigenous, intercultural and international competency (global citizenship) and interdisciplinary experiences (rich educational choices). eVALUate is a system for reporting perceptions of key stakeholders (students, graduates and employers).

Practice

Surveys for students: All students undertaking coursework units can provide feedback on units and teaching through:

- The eVALUate unit survey: students' perceptions of what helps and hinders achievement of unit learning outcomes, their motivation and engagement, and overall satisfaction.
- The eVALUate teaching survey: students' perceptions of inidividual teachers' effectiveness.

The eVALUate unit survey opens automatically in major study periods. When results are released, unit coordinators can view eVALUate Full Unit Reports by location, attendance mode and response type (qualitative results can be downloaded separately). Students receive an email inviting them to view the overall results. Students can also see:

- University-wide strategic initiatives to address student concerns on the Student Voice website.
- eVALUate Unit Summary Reports as published by Unit Coordinator;
- eVALUate Aggregated Course Reports (also available to public); and
- eVALUate University Aggregated Report provides an aggregated response rates, quantitative and qualitative results and trend analysis at University and Faculty levels. Qualitative data are analysed using CEQuery: sub-domains which attract robust comment are further interrogated using SPSS Text Analysis for Surveys.

In addition, teaching staff have eVALUate Course Summary Reports to review strengths and make improvements. Staff resources include guidelines for improving results of items 1 to 7 of the Unit Survey as well as guidelines for reading and interpreting all eVALUate reports. These are also the focus of a module on improving teaching quality in Curtin's Foundations of Learning and Teaching Program.

eVALUate Unit Survey feedback is integral to improving units each semester, as well as Annual Course Review and Comprehensive Course Review. Staff are required to advise students of improvements to units in response to student feedback. This is done through publication of the Unit Summary Report (which can include a staff response to feedback). Staff also inform students of changes through School orientations and in Unit Outlines.

Surveys for graduates and employers: eVALUate Graduate and eVALUate Employer Surveys gather and report perceptions of the targeted stakeholders on graduate achievement of Curtin's Graduate Attributes, and the degree to which a course assists graduates to be work-ready. The results are used in Comprehensive Course Review.

Evidence of Success

Results have shown that:

- student responses are representative and rates are increasing each year;

- the suite of eVALUate surveys are an effective mechanism for capturing student, employer and graduate feedback,
- eVALUate is an effective system for informing students of changes in response to feedback;
- students are reporting they are increasingly satisfied with the quality of their unit teaching and learning experiences; and
- schools' uptake of eVALUate to continuously improve their units and courses has been rapid and widespread. The immediate feedback provided to staff on a semester-by-semester basis has obvious advantages over the time-lag associated with feedback through the CEQ survey.
- Negotiations are in progress with numerous Australian Universities who have expressed their interest in using the eVALUate system to establish benchmarking partnership.

Resources Required

Curtin has invested considerable resources to the development and implementation of the eVALUate system, particularly the software and product. The system is largely managed by 2.5 EFT staff from the Office of Teaching and Learning. Curtin IT Services provides ongoing IT help and staff time for improvements to the technological system as required.

Contact

Name	Professor Beverley Oliver
Position	Director of Teaching and Learning
Work Phone	08 9266 2292
Mobile Phone	0418 926 426
Fax	08 9266 3051
Email	b.oliver@curtin.edu.au
Contributor Website	www.curtin.edu.au

Validating body	AUQA
Reference document	Report of an Audit of Curtin University of Technology
Commendation #	3
Date Posted	14 May 2009
Average Feedback	■ ■ ■ ▫ ▫

Based on 21 responses