

Using technology to effectively close the feedback loop



Anish Bagga

Co-founder, CEO of Unitu

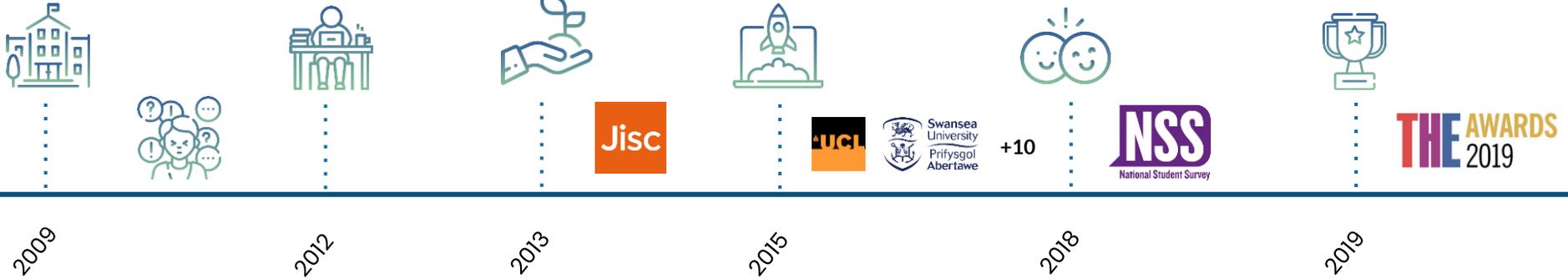
Overview



About Unitu



Unitu's Journey



2009

2012

2013

2015

2018

2019

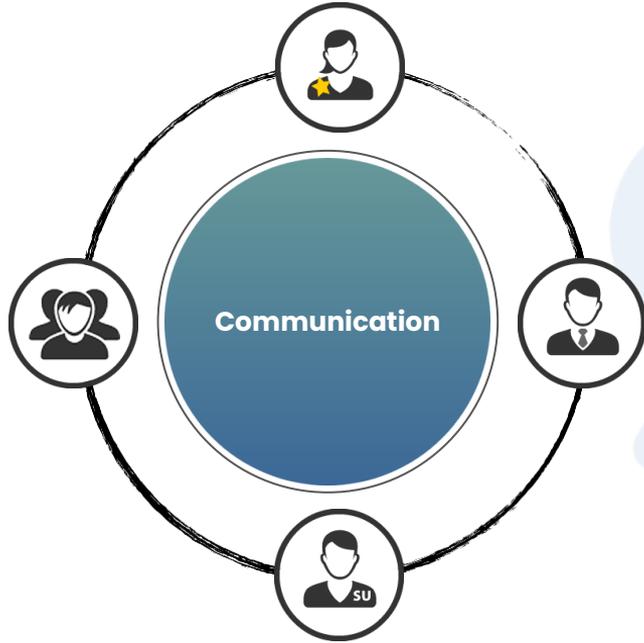


"Our NSS scores on Student Voice were fantastic this year, I think Unitu has played a big part in that as the change was biggest in our college where we use it most actively."

Dr Patricia Xavier
Swansea University

Our mission

To help Universities and Student Unions to improve the student experience by **amplifying student voices** and **closing the feedback loop**.



The challenge

“

There is a degree of **cynicism** among students as they **rarely get any information about the consequences of feedback** and this in turn, can contribute to the **difficulty of getting students to engage** in the process of quality assurance.

”

Janet Powney and Stuart Hall (1998)

Closing the Loop: The Impact of Student Feedback on Students' Subsequent Learning

The challenge



Nicola Dandridge,
CEO, Office for Students

“For several years, students have reported comparatively lower satisfaction with **how effectively changes are communicated.**

Now more than ever, the survey results demonstrate **how important it is for universities to communicate changes effectively**, run courses as smoothly as possible, and **listen carefully to student feedback.**

This is even more important in the context of the coronavirus pandemic.”

Closing the feedback loop in and after a pandemic



800% Increase

Technology used to *TRY* close the feedback loop



Increasing student engagement



62%
agreed Unitu makes it
easier to give feedback

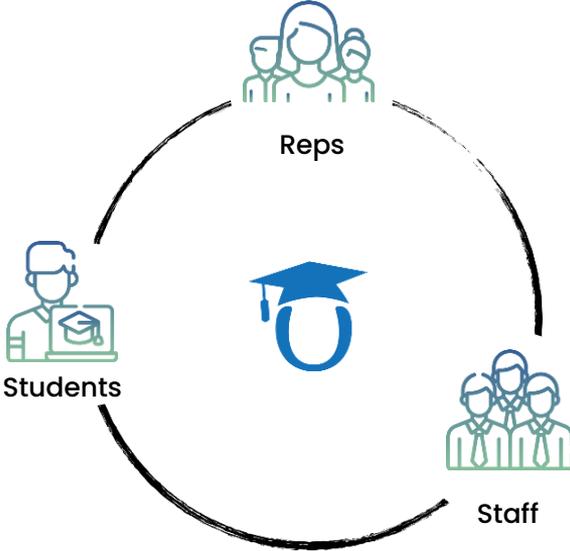


87%
agreed students should be
able to be anonymous



74%
agreed staff responses are
communicated back to
students

How does Unitu work?



Feedback board built around the student rep system

The screenshot shows a web browser window with the URL www.unitu.co.uk. The page title is "Dept. Computer Science". Below the title are navigation links: "Board", "Guidelines", "Archive", and "Members". There is also a search bar and buttons for "Filters" and "Tour".

The main content is divided into two main sections: "PRIVATE FEEDBACK" and "PUBLIC FEEDBACK".

PRIVATE FEEDBACK (Students, reps and student union officers) has a sub-section for "Raised" (5 items) and "Closed" (0 items). The "Raised" section contains three items:

- Microwaves** (Bsc Computer Science) - 27 Apr - 1 like, 0 dislikes, 2 comments
- Tables are broken!** (Bsc Computer Science) - 27 Apr - 0 likes, 0 dislikes, 0 comments
- Amazing Course!** (Bsc Computer Science) - 25 Apr - 1 like, 0 dislikes, 2 comments

PUBLIC FEEDBACK (Students, reps, staff and student union officers) has sub-sections for "Opened" (38 items), "In Progress" (14 items), "Closed" (0 items), and "Archived" (18 items). The "Opened" section contains several items:

- Tables are broken!** (Bsc Computer Science) - 15 May - 0 likes, 0 dislikes, 0 comments
- what do you think about y x z?** (Bsc Computer Science) - 17 Apr - 0 likes, 0 dislikes, 0 comments
- Great course** (Bsc Computer Science) - 01 Apr - 3 likes, 0 dislikes, 8 comments
- Marking Scheme!** (Bsc Computer Science) - 01 Apr - 0 likes, 0 dislikes, 2 comments
- Alumni students to be guest speakers** (Bsc Computer Science) - 31 Mar - 0 likes, 0 dislikes, 0 comments
- Really helpful module handbook** (Bsc Computer Science)

The "In Progress" section contains:

- Food in the dining hall is great** (Bsc Computer Science) - 16 May - 0 likes, 0 dislikes, 1 comment
- How was the welcome week?** (Bsc Computer Science) - 16 May - 0 likes, 0 dislikes, 0 comments
- Tables are broken** (Bsc Computer Science) - 26 Apr - 0 likes, 0 dislikes, 0 comments
- Tables are broken** (Bsc Computer Science) - 05 Apr - 1 like, 0 dislikes, 4 comments
- CS01 - No slides on the VLE** (Bsc Computer Science) - 02 Apr - 0 likes, 0 dislikes, 3 comments
- Alumni's to be guest speakers** (Bsc Computer Science)

The "Closed" and "Archived" sections contain several items, including "Alumni students to be guest speakers" and "Microwaves in the building".

Students can give feedback at any time.

The image displays the Unitu feedback interface on both a desktop browser and a mobile phone. The desktop view shows the 'Add feedback' form with fields for 'Select Feedback Type' (Praise, Issue, Question, Idea), 'Title', 'Description', 'Keywords', and 'Related course'. A green box highlights the 'Anonymous' toggle switch, which is currently turned on. The mobile view shows the 'Student Feed' with a list of feedback items, including 'Car Parking', 'Induction Week was fantastic, thank you everyone!', 'Alumni students to come in and be guest speakers', 'How do you find the content on our VLE for CS01?', and 'Microwaves in the building'. A 'Create Feedback' button is visible at the bottom of the mobile feed.

Desktop View:

- URL: www.unitu.co.uk
- Page: Dept. Computer Science
- Feedback Form Fields:
 - Select Feedback Type: Praise, Issue, Question, Idea
 - Title: [Empty]
 - Description: [Empty]
 - Keywords: Add keywords (e.g. module, course, topic, campus...)
 - Related course: Not related to a specific course
 - Anonymous:
- Buttons: Cancel, Post

Mobile View:

- Page: Student Feed, Dept. Board
- Filter: Raised By Students
- Feedback Items:
 - Issue:** Car Parking (BSC SOCIOLOGY)
 - Praise:** Induction Week was fantastic, thank you everyone! (BSC SOCIOLOGY)
 - Idea:** Alumni students to come in and be guest speakers (BSC SOCIOLOGY)
 - Question:** How do you find the content on our VLE for CS01? (BSC SOCIOLOGY)
 - Idea:** Microwaves in the building (BSC SOCIOLOGY)
- Buttons: Create Feedback

Reps moderate and escalate representative feedback to staff.

www.unitu.co.uk

Pace of Lectures

Edit Delete

Description

Many students are concerned that the rest of the Sociology 1001 syllabus will not be covered in time for the exams. Some suggestions have ben around scheduling extra lectures over the coming weeks

Does anyone else find that the lectures are going a bit too slow? With exams coming up and a lot of the syllabus to cover should we try and speed things up?

Votes

25 0

Stats on votes

1st Year	25	0
2nd Year	0	0
3rd Year	0	0
4th Year	0	0

Discussion

Karen Poythress added comment – 11/21/2014 4:53 PM · Like
Sociology, 1st year, Staff
I'll take this issue forward with the relevant parties

Karen Poythress added comment – 11/21/2014 4:59 PM · Like
Sociology, 1st year, Staff
Would two hours on every Friday between 1 ant 2pm be sufficient for students?

Alice Snyder added comment – 11/21/2014 5:00 PM · Edit · Like · 1
Sociology, 1st year, Course Rep
This clashes with another class we all have. 2pm to 3pm would work fine with everyone however

Details

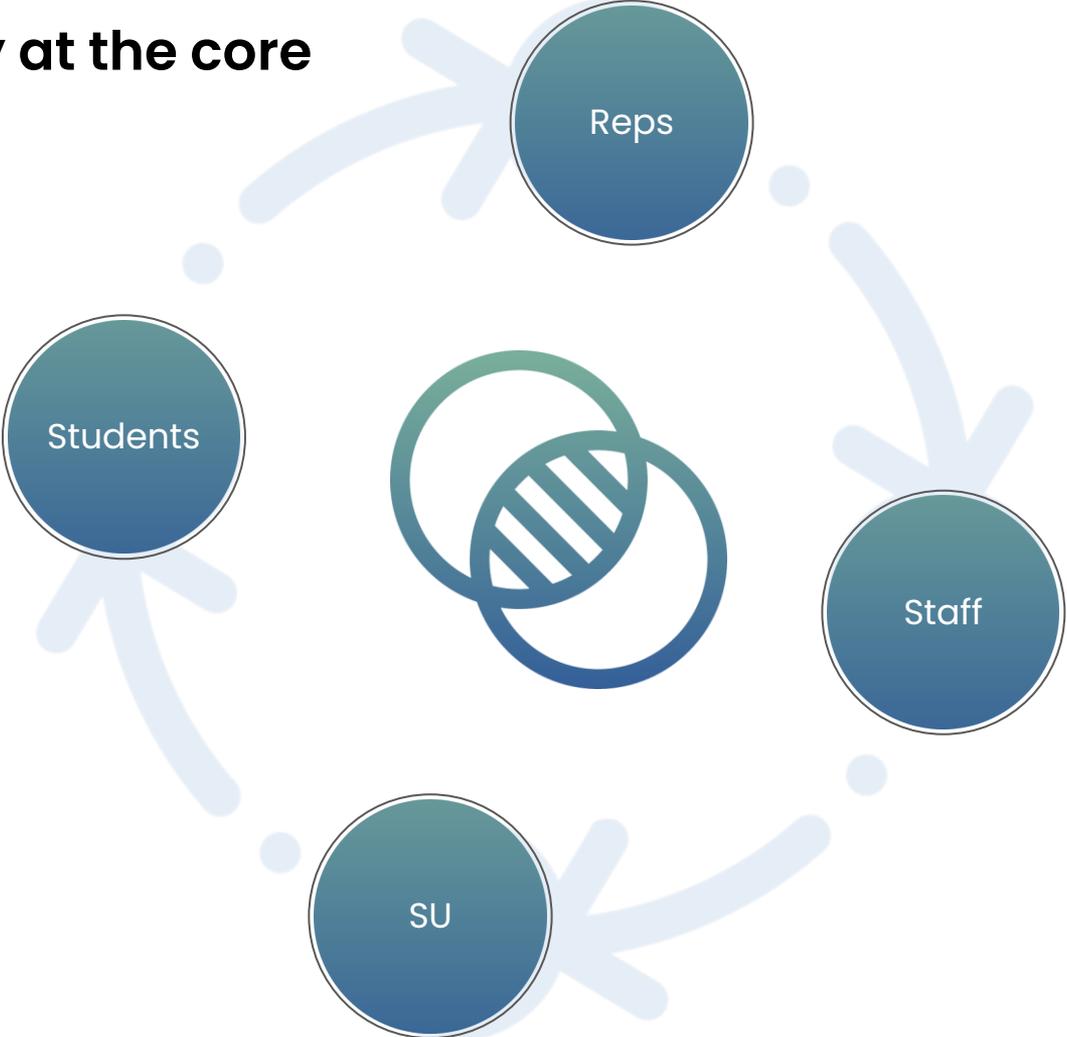
Type: **Issue**
Status: **OPEN**
Department: **Sociology**
Course: **Sociology**
Year: **1st year**
Seen by: **42 views**

Staff show students how they've acted on their feedback.

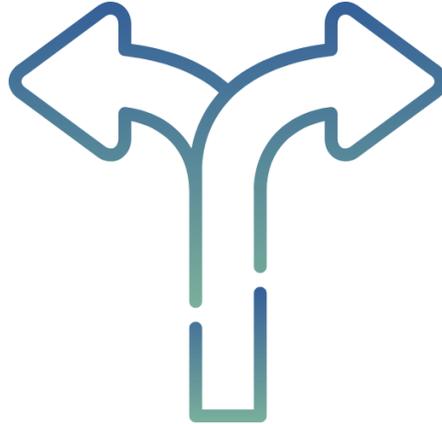
The screenshot shows a web browser window with the URL www.unitu.co.uk. The page is titled "Department Board" and features a green "Create Feedback" button. The main content is organized into three columns: "Open" (21 items), "In Progress" (5 items), and "Closed" (5 items). Each item includes a title, a status icon (triangle), a thumbs up/down icon, and a comment count.

Open (21)	In Progress (5)	Closed (5)
DEMO-1303 Caption 5 Comments	DEMO-1253 pace of lectures 0 Up, 2 Down Drop Here	DEMO-1160 Computer Labs 1 Up, 1 Down 4 Comments
DEMO-1198 Pace of Lectures 3 Up, 0 Down 3 Comments	DEMO-3311 Improving the course through more work experience 0 Up, 0 Down 5 Comments	DEMO-1197 Module Reading List 0 Up, 2 Down 2 Comments
DEMO-1250 My timetables isn't working. 1 Up, 1 Down 3 Comments	DEMO-1231 Reading List isn't on Blackboard 2 Up, 0 Down 4 Comments	DEMO-1202 Pace of Lectures 2 Up, 0 Down 1 Comment
DEMO-1268 Student Staff Liaison Committee 0 Up, 1 Down	DEMO-1195 No resources in tutorials 1 Up, 1 Down 10 Comments	DEMO-1277 How to improve feedback type selector 1 Up, 1 Down 4 Comments
DEMO-1270 staff feedback 2 1 Up, 0 Down 1 Comment	DEMO-1247 Library hours! 1 Up, 1 Down 2 Comments	DEMO-1153 Getting papers remarked 2 Up, 0 Down 3 Comments
DEMO-1208 Issue by Student 2 Up, 0 Down 7 Comments	DEMO-1281 Module related to feedback 0 Up, 0 Down	

Transparency at the core

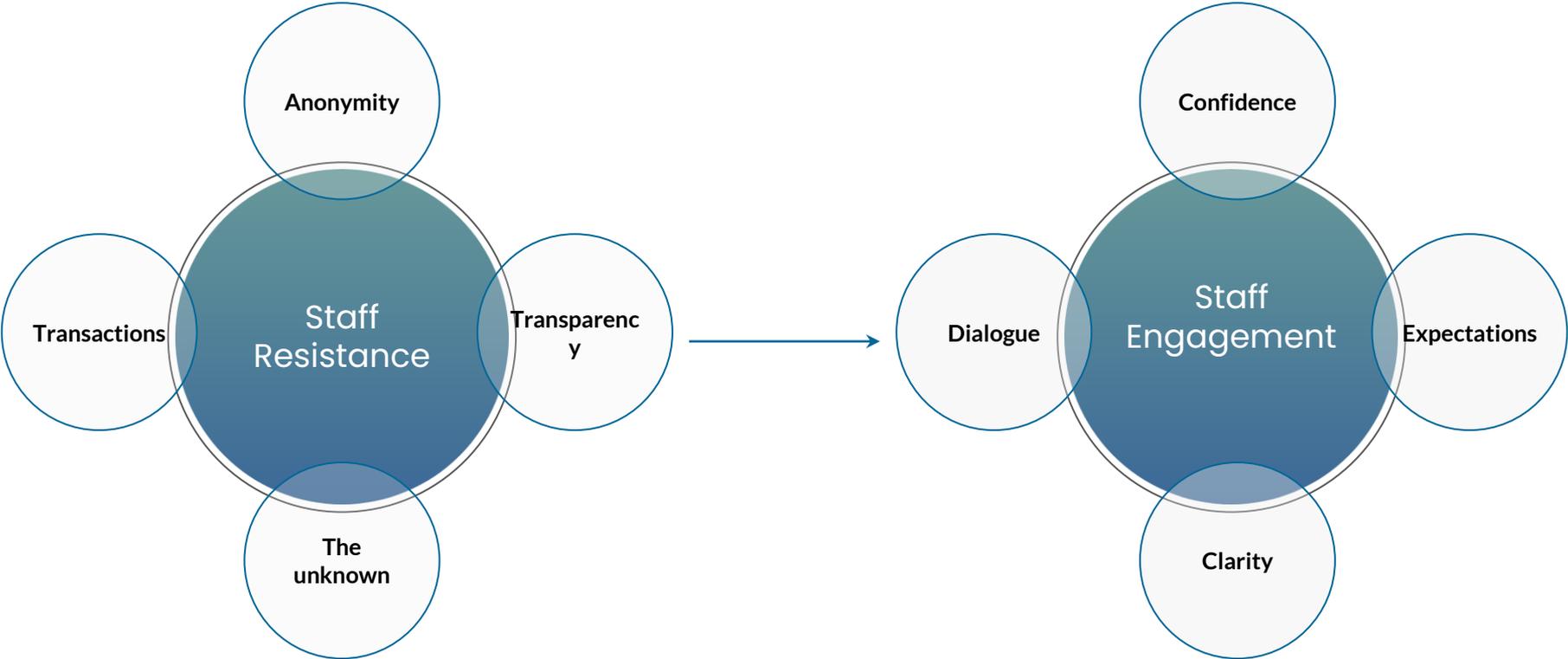


Effectively closing the feedback loop



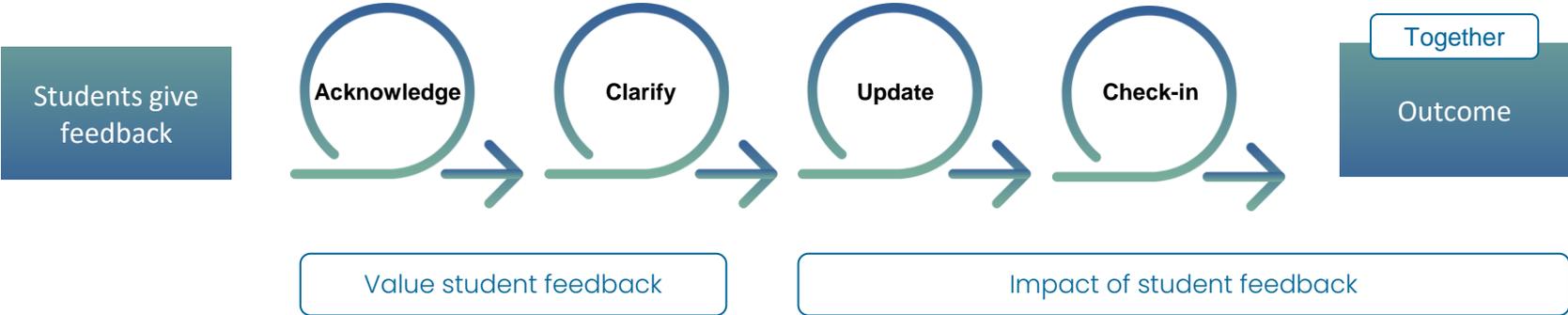
The Approach

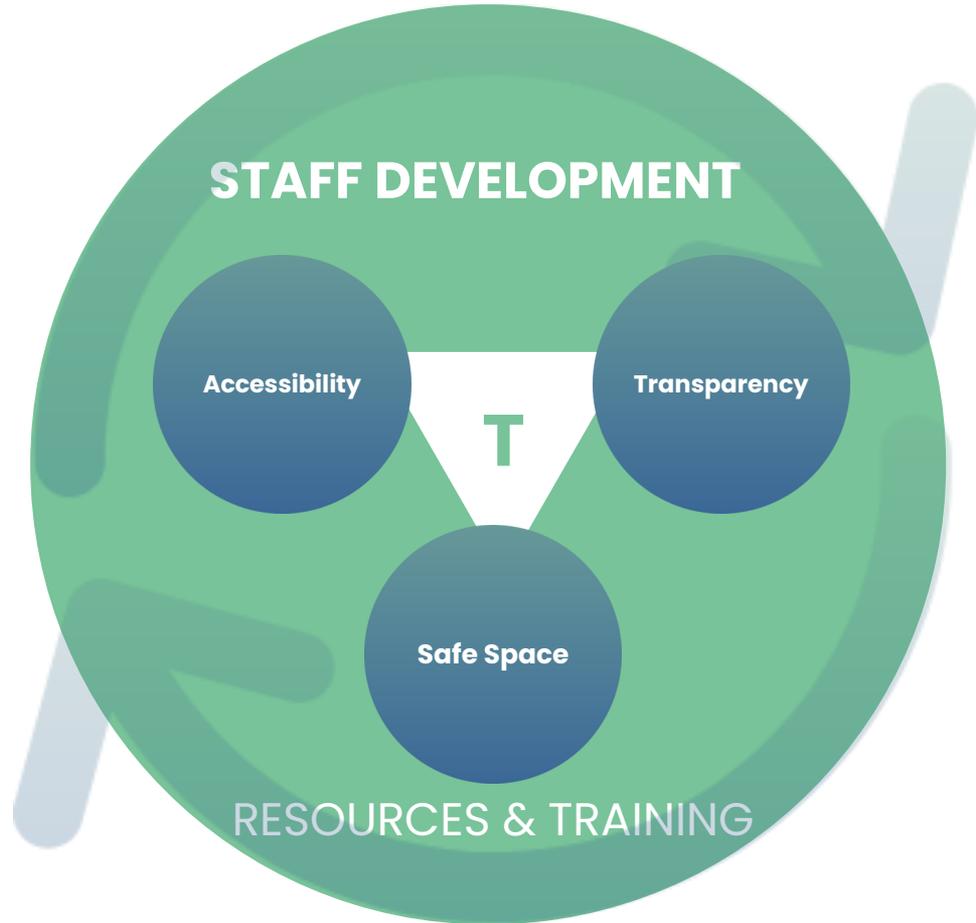
HE Culture Shock



A model for dialogue

Focusing on **effort** over outcome





STAFF DEVELOPMENT

Accessibility

Transparency

T

Safe Space

RESOURCES & TRAINING

Thank you



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THE STUDENT
VOICE PLATFORM