

ECUonQ Instructions for UTEI Analysis 2021

Unit Coordinators will need to access the [Unit Review Dashboard in Tableau](#) for the UTEI Ratings Summaries (data) to complete the 'Unit Learning Environment (Student Feedback) question in ECUonQ.

This guide has been developed to provide basic information on accessing and analysing the UTEI data and uses information from the [UTEI Results – Guidelines and Notes](#) document produced by Survey Services.

For more information about the UTEI data, please contact Surveys Services utei@ecu.edu.au.

Any enquiries and feedback on the ECUonQ application should be directed to Academic Quality and Standards (aq@ecu.edu.au).

1. Finding the Link to the UTEI Data in ECUonQ

By clicking the link provided in ECUonQ an internet browser tab will open and ADS log in credentials will be required to access Tableau.

The screenshot shows the ECUonQ interface for Unit Review: SCP1111. At the top, there is a 'Review' dropdown menu set to '2021 SCP1111'. Below this are two tabs: 'Review & Improve' (selected) and 'Action Plans'. A table displays the review period as '30-Jul-2021 - 31-Oct-2021 (Open)', with a status of 'Not started' and '0% Complete' progress. An 'Actions' column contains a 'Save Answer(s)' button. Below the table, the 'Unit Learning Environment (Student Feedback)' section is expanded, showing a link to 'Access your UTEI Ratings Summaries' and a 'Unit UTEI Comments' section. The comments section includes a list of questions and a text input area for 'Riki STEVENS'. At the bottom, there is a table with columns for 'No.', 'Teaching Period', 'Unit', 'Location', 'What were the best aspects of this unit?', and 'What changes would you suggest for this unit?'.

2. Find your Unit on the Dashboard

The Unit Coordinator will need to FIRST find their unit from the drop-down selection (2) on the 'Home' tab. Then 'Click to begin'.

There are some short help resources available for additional information if needed (1) these can be accessed anytime from the 'Home' tab.

Once the Dashboard opens on the first tab, you will need to press on the arrow pointing to the right or left to access the tabs relating to UTEI (3). These are called the **UTEI**, **UTEI Questions** and **UTEI Deep Dive**.

ECUonQ Instructions for UTEI Analysis 2021

3. You can use either of these arrows to navigate to the UTEI data tabs.

2. Go to the 'Home' tab to select your Unit from the drop down list. You can start to type your unit code and it will narrow down the selections.

1. There are some 'How to' resources to assist you in using the Dashboard.

How to use the Unit Dashboard - Video
How to use the Unit Dashboard - PDF

Mode of Study is the default filter for the three line charts, however there are other options you can select to drill down into different cohorts.

3. Locate and Analyse - UTEI Tab

The UTEI tab provides you with the three 'Overall Satisfaction' measures as column charts with a 5-year trend (where available). The School and ECU benchmarks are provided for comparison and reference.

Mode of Study is the default filter for the three line charts, however there are other options you can select to drill down into different cohorts.

| Year | Avg. ECU Score | Avg. School Score |
|------|----------------|-------------------|
| 2016 | 41.7 | 51.9 |
| 2017 | 71.7 | 82.8 |
| 2018 | 50.0 | 49.3 |
| 2019 | 48.3 | 51.4 |
| 2020 | 48.3 | 53.9 |
| 2021 | 58.3 | 53.9 |

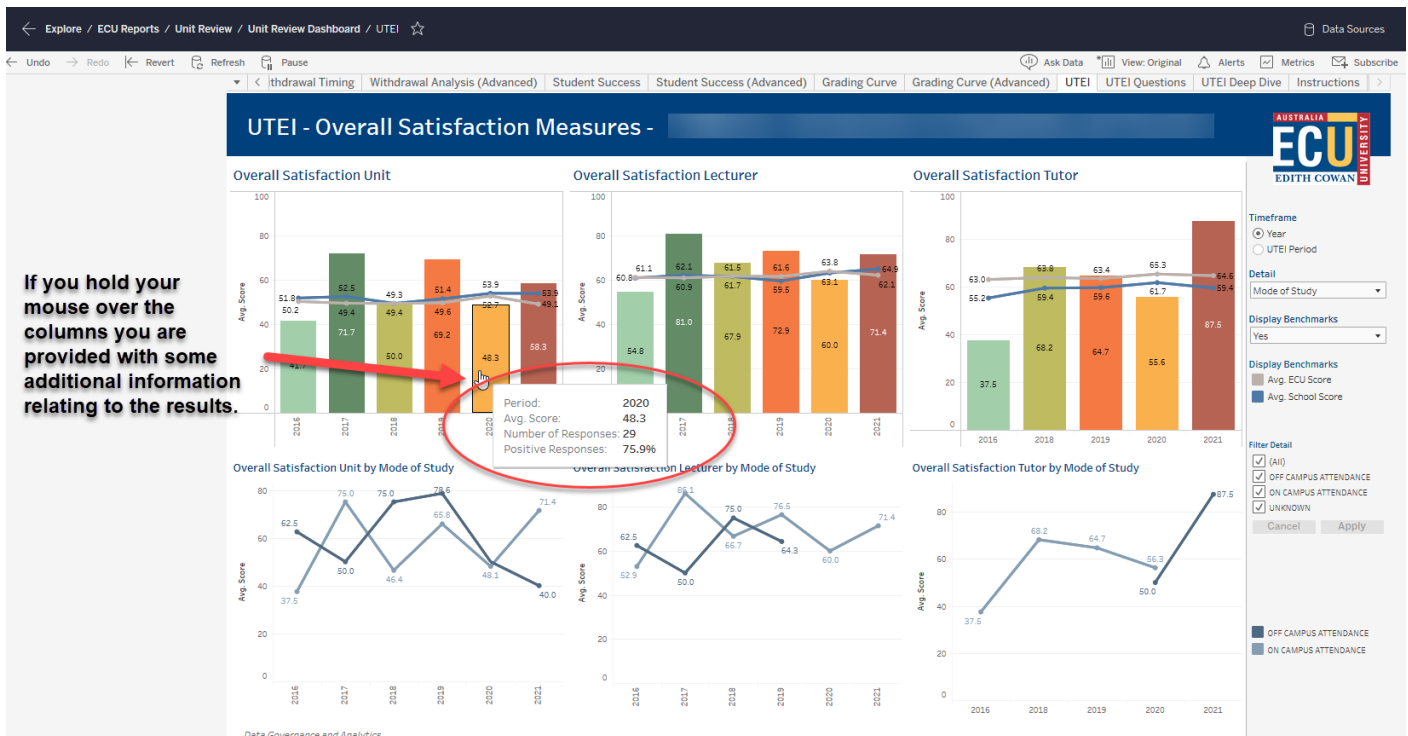
| Year | Avg. ECU Score | Avg. School Score |
|------|----------------|-------------------|
| 2016 | 64.8 | 61.1 |
| 2017 | 81.0 | 82.1 |
| 2018 | 67.9 | 61.5 |
| 2019 | 72.9 | 61.6 |
| 2020 | 60.0 | 63.8 |
| 2021 | 71.4 | 64.9 |

| Year | Avg. ECU Score | Avg. School Score |
|------|----------------|-------------------|
| 2016 | 37.5 | 55.2 |
| 2017 | 68.2 | 69.4 |
| 2018 | 64.7 | 59.6 |
| 2019 | 64.7 | 63.4 |
| 2020 | 50.0 | 61.7 |
| 2021 | 87.5 | 64.6 |

In the Tableau Dashboard the UTEI Ratings Summaries for Overall Satisfaction 'Unit', 'Lecturer' and 'Tutor' are represented as averages, which are the **mean score** (as is found in your UTEI Dissemination Report).

When you roll your mouse over the columns (see graphic below) you are also provided with some additional information. The Positive Responses is the percentage of respondents that have answered either 'Agree' or 'Strongly Agree' (referred to as the %Agree measure in the UTEI Dissemination Report).

ECUonQ Instructions for UTEI Analysis 2021



If you hold your mouse over the columns you are provided with some additional information relating to the results.

Interpreting the Data

If the mean score is close to 50, on average, respondents selected agree from the response scale. With larger numbers of responses, an average mean score of around 50 equates to roughly 80% overall agreement (i.e. 'strongly agree' or 'agree'). Overall ECU averages for "satisfied with the unit" are typically around 50, and for lecturer and tutor, around 60.

Some rules of thumb:

- Mean scores of around 30 or less (approx. 65% agreement) on either unit or teacher measures suggest room for improvement. Such scores fall roughly within the bottom 10% of unit ratings and bottom 5% of teacher ratings.
- At the other end of the scale, "satisfied with unit" scores above 65 (approx. 90% agree) suggest a unit in good health from a student point of view. Such scores are generally among the top one third of units. For teacher satisfaction ratings (lecturer and tutor), an equivalent level would be around 75 (approximately 94% agreement), above which the top one third of teacher ratings typically lie.

Look at the distribution of ratings for each question, as well as the summary scores. There will generally be some variation in responses. Students have different experiences, and do not necessarily interact with questionnaires in the same way (one student's Strongly Agree is more freely given than another's). Significant polarising in ratings is worth having a think about: are there reasons for stark differences in student sentiment? If it is only one or two students who appear to provide poor ratings on a question, you need to assess whether or not that is worth paying a great deal of attention to.

ECUonQ Instructions for UTEI Analysis 2021

4. Locate and Analyse - UTEI Questions Tab

UTEI - Individual Questions Trend -

Unit Questions

- In this unit I had a clear understanding of what was required of me (I always felt well informed about what was expected of me)
- The learning materials in this unit were helpful (The Blackboard site, notes, textbook, recordings, etc., where appropriate, supported my learning)
- The assessments in this unit accurately evaluated my learning (The assessments covered most aspects of the course and my marks reflected what I had learned)
- The unit improved my general skills (General skills include teamwork, communication, writing, reasoning, problem solving etc.)
- The unit was well organised (Most things about the unit were well planned and efficiently carried out)
- The unit challenged my thinking (The unit encouraged me to think more critically and deeply about the subject matter)
- The unit extended my learning (The unit helped me to learn a substantial amount more about this subject)
- I am satisfied with this unit (The unit met my expectations in most ways)

Lecturer Questions

- The lecturer was well organised (The lecturer was well prepared and the unit delivery reflected this)
- The lecturer communicated clearly (The lectures presented, and instructions given, were able to be understood and followed)
- The lecturer made the unit interesting and engaging (The lecturer's teaching approach motivated and encouraged me to participate and learn)
- The lecturer was approachable (The lecturer invited and encouraged my communication and interaction)
- The lecturer encouraged me to think in this unit (The lecturer led me to reflect critically on the subject matter)
- I am satisfied with this lecturer (The lecturer met my expectations in most ways)

Tutor Questions

- The tutor communicated clearly (The tutor always made clear any directions or information he/she delivered)
- The tutor provided useful help and guidance (The tutor was responsive to my needs by offering assistance and support)
- The tutor assisted in developing my understanding (The tutor helped me to gain more insight and improved my grasp of the subject matter)
- The tutor encouraged my learning (The tutor inspired and motivated me to participate in learning activities)
- The tutor assessed my work well (The tutor provided appropriate feedback on my assignments in a timely fashion)
- I am satisfied with this tutor (The tutor met my expectations in most ways)

Callout Box: The UTEI Questions tab allows you to drill down into the responses for specific questions of the UTEI and analyse performance over a 5-year trend, identifying where improvements are needed, or strengths lie relating to the Unit, Lecturer or Tutor. The UTEI Deep Dive tab will provide additional data on these questions.

The interpretation of these questions may be further informed by locating the question in the 'Deep Dive' tab and finding the more granular data for the question (see below) or reading through the student comments which are available in ECUonQ.

5. Locate and Analyse - UTEI Deep Dive Tab

UTEI - Question Deep Dive -

Question

I am satisfied with this unit (The unit met my expectations in most ways)

Callout Box (Left): The UTEI Deep Dive tab provides more granular data/results for the Unit, Lecturer and Tutor questions. Select the question from the drop-down menu and you will be provided with the distribution of results over a 5-trend, allowing you to identify changes in responses over time.

Callout Box (Right): You can select a specific cohort to analyse in the line graph by clicking on the 'Detail' drop down menu. Mode of study is the default.

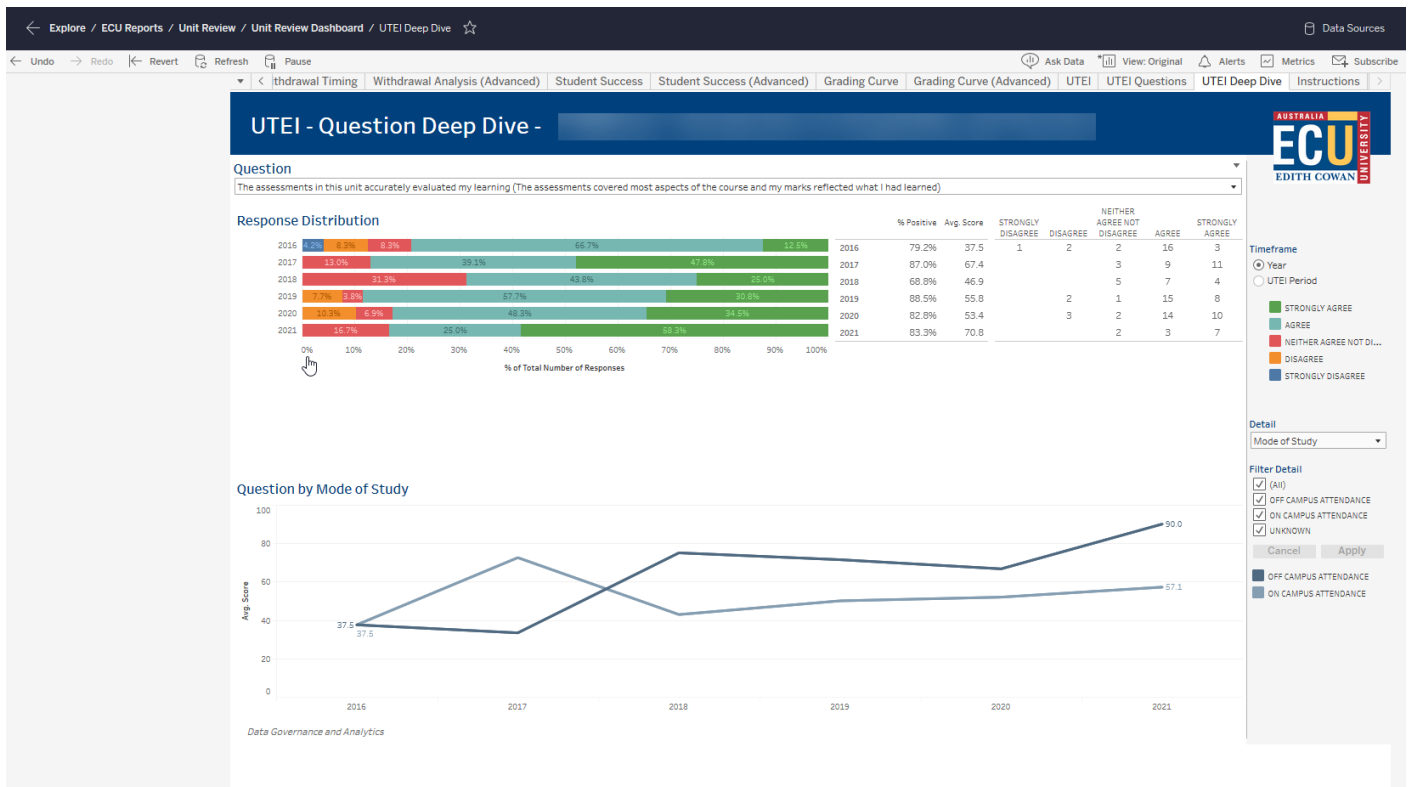
Line Graph Data:

| Year | Avg Score |
|------|-----------|
| 2016 | 37.5 |
| 2017 | 62.5 |
| 2018 | 50.0 |
| 2019 | 71.4 |
| 2020 | 40.0 |
| 2021 | 71.4 |

Filter Detail:

- (All)
- OFF CAMPUS ATTENDANCE
- ON CAMPUS ATTENDANCE
- UNKNOWN

ECUonQ Instructions for UTEI Analysis 2021



6. Locate and Analyse – Student Comments

Unit Review: SCP1111 F

Review: 2021 SCP1111: [Unit Name]

Review & Improve | Action Plans

| Review Period | Status | Progress | Actions |
|----------------------------------|-------------|-------------|----------------|
| 30-Jul-2021 - 31-Oct-2021 (Open) | Not started | 0% Complete | Save Answer(s) |

Unit Learning Environment (Student Feedback)

> Access your UTEI Ratings Summaries

To access your UTEI Ratings Summaries please refer to the [Unit Review Dashboard](#) (UTEI, UTEI Questions and UTEI Deep Dive Tabs). These data sources should be referenced when considering your response.

Please consider the following in your response:

- What does the student feedback tell you about the students' experience of the content, delivery and assessment in this unit?
- Are there any clear trends in student experience over time?
- How does this align with the grade distributions for the assessment items?
- What actions will be taken to address student feedback, if required? *

Riki STEVENS:

Attachments: No file selected.

Unit UTEI Comments

| No. | Teaching Period | Unit | Location | What were the best aspects of this unit? | What changes would you suggest for this unit? |
|-----|-----------------|------|----------|--|---|
|-----|-----------------|------|----------|--|---|

The UTEI comments are provided in ECUonQ (where available) and are distinguished by location and teaching period.

Interpreting the Student Comments

While the ratings might help alert teachers to relative strengths or weaknesses in areas such as clarity of goals, good organisation, approachability, many staff find that the real value of student feedback can be in the comments.

Approximately 70% of ECU students who complete UTEI surveys provide comments along with their ratings, which is a positive sign that most students completing UTEIs are actually engaging. It is worth looking to see if particular

ECUonQ Instructions for UTEI Analysis 2021

issues are cropping up in student comments. It's quite feasible that students in the same class may provide conflicting suggestions/comments. You will need to use your professional judgement in weighing what students say.

Occasionally you may see comments you think are unfair. The communications around the UTEIs (including the instructions alongside the comments text boxes, the student UTEI FAQ, and the invitation emails) do stress to students that they should be respectful and constructive in their feedback, and that ECU reserves the right to remove anything deemed offensive.

ECU does not attempt to censor students' UTEI comments prior to release, preferring to provide guidance to students about the appropriate way to engage in the feedback process (in FAQs, in email invitations, and in the questionnaire itself – including cautions alongside the comments text boxes). While identifying colourful language would be relatively straightforward, interpretation of comments can be very subjective and context-bound. Research on student evaluation comments suggests obviously identifiable unprofessional ad-hominem comments are relatively small in number (e.g. <http://link.springer.com/article/10.1007/s10734-014-9716-2>).

Nevertheless, many staff can feel quite vulnerable when perusing their student feedback. It's important to try and avoid taking critical feedback too personally. With over 20,000 students, we cannot expect every last one to be reasonable and balanced the whole time.