



TILT UWS Tracking and Improvement System for Learning & Teaching

Uses

1. To prove quality – e.g. data can be drawn from different quantitative and qualitative data bases and, after triangulation, can be used to prove the quality of what UWS is doing. Data analysis can use absolute criteria and/or relative (benchmarked) standards.
2. To improve quality – e.g. to use data to identify key improvement priorities at the university, college, division, course and unit levels.

Outcomes

Data from the systems in combination can be used to:

1. Generate triangulated performance reports for external bodies like DEST.
2. Identify areas of good practice or key priorities for improvement at the University, College, School, Division, Course and Unit levels
3. Locate specific problems x course and unit
4. Identify potential improvement solutions (e.g. by referring to qualitative data and by linking people who achieve higher ratings on an item to those attracting lower ones)

The System

It includes both qualitative and quantitative data and, when possible, provides timeseries, benchmarked results. The UWS Educational Development Centre currently runs the Unit level and SEEQ surveys. The other surveys listed are operated by OPQ. The 'nested' approach which runs from the total student experience to feedback on individual teachers meets international benchmarks for the area. Key surveys are run with offshore as well as onshore students.

Reports on the system are produced by OPQ. They identify benchmarked College results, key areas of good practice and areas for improvement at (depending on the system) the College, course or unit level. OPQ periodically provides Colleges with a consolidated analysis indicating recurring areas of good practice and those requiring improvement.

A key step is to support Colleges and Units to consistently and promptly identify and successfully implement action plans on the key areas for improvement arising from the data. Monitoring of the effectiveness of these improvement plans is determined by looking at subsequent performance trends on the areas identified.

Regular Surveys & Performance Reports

Instrument	Quantitative	Qualitative	Frequency, Sample & Mode
UWS Student Satisfaction Survey November 2004	86 items covering the student's total experience of the university. Items are ranked on both importance and performance	All comments are stored digitally by college, year, level, sorted by areas of good practice and areas requiring enhancement	Every two years to a representative sample of 7000 currently enrolled course work students. Paper and online. Response rate 45.2% The 2006 survey results are being benchmarked.
UWS Research Student Satisfaction Survey (May 2005)	107 items covering the student's total research experience of the university. Items are ranked on both importance and performance	All comments will be kept on digital files, stored by course, year, level, sorted by areas of good practice and areas requiring enhancement	Every two years to all currently enrolled research students. Paper and online. Response rate 56% The 2006 survey results are being benchmarked.
UWS Course Performance Report (Including CEQ/GDS) UG & PG report every year in Oct/Nov	Time series, benchmarked performance results on 25 core CEQ items, along with data on demand, load, enrolments, retention, progression & graduation rates, as well as GDS employment and salary data. CEQuery analysis of College and University results is also included	All CEQ qualitative data are stored into areas of good practice & those requiring improvement. Results at the course, College and University level are included in each College's annual course report, along with a CEQuery data at each level.	Annual covering every course for which there is sufficient data. CEQ/GDS survey goes to all graduates and can be completed online or on paper. Response rate 55%

Instrument	Quantitative	Qualitative	Frequency, Sample & Mode
Post Graduate Research Evaluation Questionnaire (PREQ) Completed for 2005	28 items covering higher degree research students' experience and destination on course completion.	All comments are stored by course, College, campus, and year. Data available from 2002-2004	Annual survey targeted to all graduating students in HDR programs. Paper and online. Response rate 66%
UWS Student Feedback on Unit survey (SFU)	13 items identified as being of high importance in earlier surveys and in the CEQuery analysis of UWS comments on the CEQ	Best aspect & needs improvement comments are returned to the appropriate unit coordinators.	Initially all units, every semester. Paper based survey /scannable form. Results available to Schools and OPQ
UWS Student Feedback on Teaching survey (SFT) process based around the use of SEEQ instrument Ongoing	31 items measuring students' perceptions of educational quality and teaching effectiveness Individual graphical report showing mean score for each SEEQ factor	Original Open Ended comments returned to the individual teacher with graphical report for self analysis.	Staff are required to undertake annual evaluation of their teaching effectiveness using a validated instrument – (SEEQ is the centrally supported instrument). The individual teacher submits an online request to evaluate their teaching. A confidential report is returned to teacher. Paper based / scannable form.
Offshore Student Satisfaction Survey	82 items covering the student's total experience of the university. This survey, with some modification, mirrors the onshore Student Satisfaction Survey. Items are ranked on both importance and performance	All comments are stored digitally by College, year, level, sorted by areas of good practice and areas requiring enhancement	Every two years with all international offshore students (undergraduate and postgraduate coursework). Both onshore and offshore results are benchmarked. Paper and online.
UWS Employer Survey November 2004	Covers key employer perceptions of UWS graduates' capabilities, unfolding trends in the profession concerned and gets feedback on various Careers' Services and employer views of the UWS image	All comments are kept on digital files, stored by a wide range of employer variables	Every three years to a representative sample of key UWS Employers. Results are benchmarked. Online survey

Supplementary Surveys

UWS Image Survey (since 2004)	Covers new student perceptions of UWS compared with other universities in NSW & ACT	All comments are kept on digital files, stored by course, year, and are sorted by areas of good practice and areas requiring enhancement	Every three years to all currently enrolled new students. Paper and online. Response rate 39%. Undertaken with UTS & Macquarie University in 2004
Student Exit Survey (Oct 2004)	Survey of students who exit the university prior to completing the course. Item based on previous research on attrition and retention. Covers reason for withdrawing.	All comments are analyzed and reported to the University.	All students withdrawing in 2004. Pilot survey in 2004, frequency will be determined after the pilot survey. Response rate 33%. Telephone survey.
Retention Survey (May 05/06)	23 items covering the student experience in the first year	All comments are analyzed and reported to the University.	Survey is targeted to a representative sample of 1000 onshore students (undergraduate and postgraduate by coursework) Telephone survey Response rate- 70.7%
Commencing International Student Survey (May 2006)	The survey gets feedback from first year international students (onshore) on various aspects such as: marketing, applications & admissions and orientation.	All comments are analyzed and reported to the International Office and the University.	Targets all first year international onshore students (undergraduate and postgraduate coursework). Paper and online survey

Acting on the results

OPQ is responsible for ensuring that the combined results of these surveys are addressed promptly and wisely by the College or Unit concerned. Reports on actions by Colleges are reviewed by Academic Senate each year. More generally the UWS Planning and Quality Committee monitors system and university performance. OPQ communicates all results not only to clients but more broadly through a range of means – broadcast email, articles in Around UWS, in face to face meetings and via the Heads of Program and Heads of School and Directors Forum.

A range of individual Colleges and Units run their own surveys. These include the Library Client Satisfaction Survey and Library Staff Opinion Survey, UWS Resident Satisfaction Survey, uwsconnect, Cooperative programs, Student Support and other specific purpose Colleges initiated feedback surveys. OPQ coordinates the overall survey system for UWS in order to optimize the quality of the instruments used, to avoid over surveying and ensure that the results are consolidated and acted upon promptly and wisely. Oversurveying is avoided by ensuring that different representative samples of students are targeted whenever possible.

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