

The 'Pulse' of Online Learning

Using 'pulse-surveys' to rapidly engage with the student voice

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bluepulse

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Context



Importance of
understanding
student voice



Covid-19: need to
rapidly engage with
students

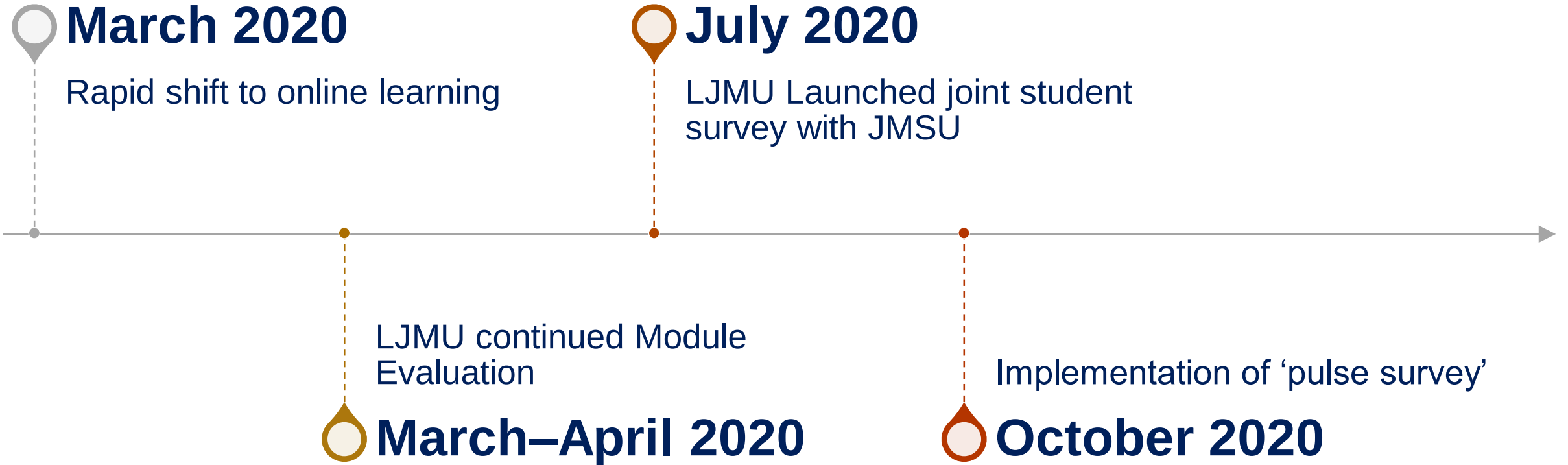


Students rarely get to
see changes from
feedback



Capture and act on
emerging needs of
students

Context



Bluepulse Approach

October 2020

- Helping HE Institutions and Students Stay Connected in Response to Coronavirus

Monthly question

- Institutional level
- Learning experience and Support

Iterative process

- Findings from each question informed the next question
- Engage in ongoing dialogue

Thematic analysis

- Complemented quant
- Inform practice guidance for
- Programme and support teams

Bluepulse Set-Up

- Programme/Subject was the only variable attached to response
- Fully anonymous (even for administrators)
- Programme leaders taking part in a pilot could see responses
- Students can see overall rating after answering the question
 - Comments are confidential

- ☒ Yes Make responses confidential
- ☒ Yes Add to the to do list
- ☒ Yes Share the question results



398 Subjects

• Ended on 18/12/2020



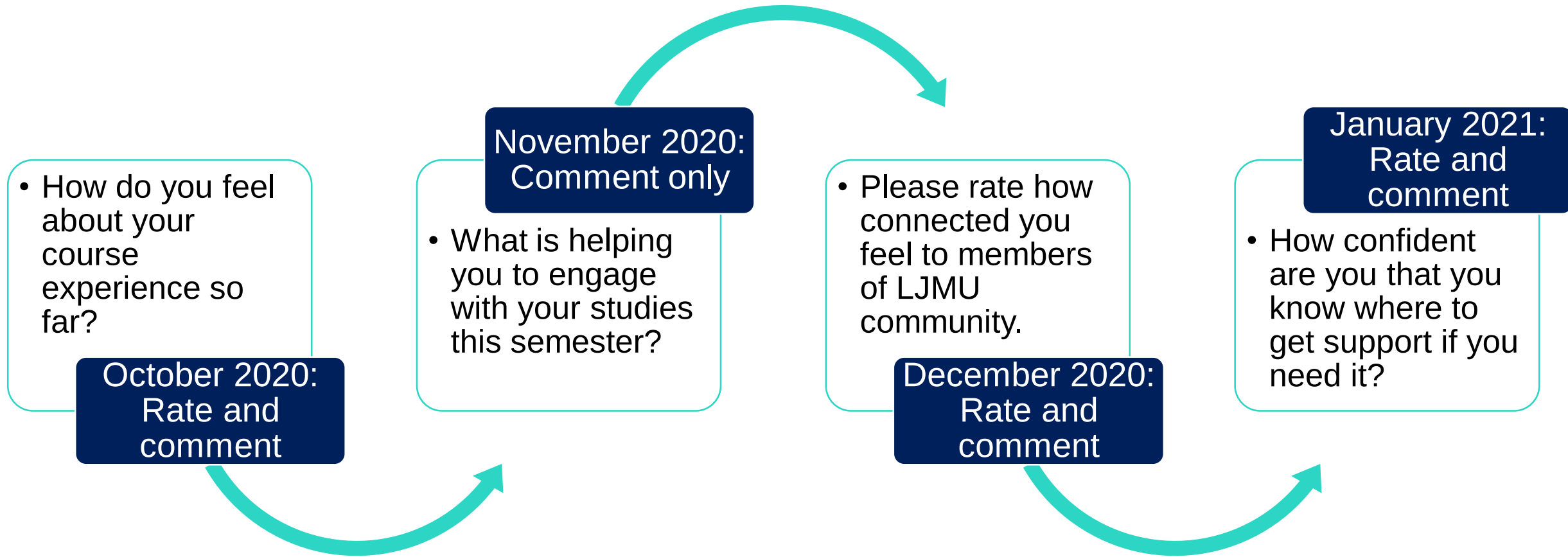
Please rate how connected you feel to members of LJMU community. You can tell us more about this in the comment box.

[View question](#)

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Questions



Students engage via Bluepulse App or e-mail link

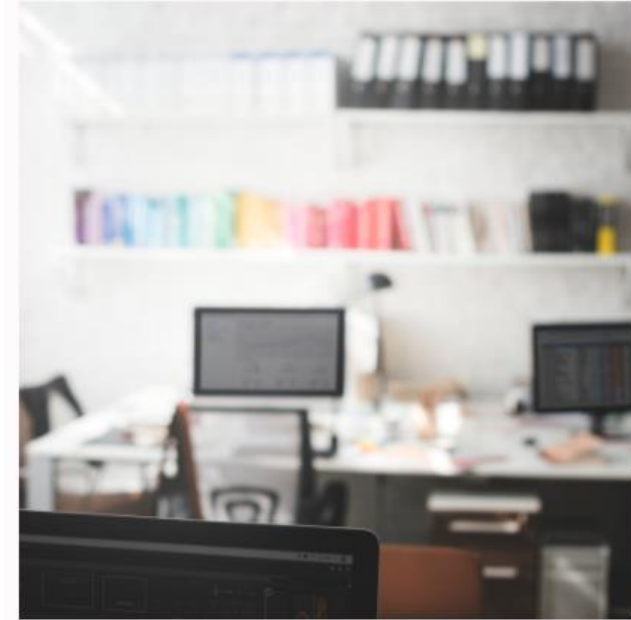
Question 1

How do you feel about your course experience so far?

- Rate and comment question
- Institutional score: **3.47 out of 5**
- Acknowledgement that staff and university are doing their best
 - Key institutional themes
 - Breakout room discussions
 - Greater interactivity to zoom calls/lectures

Question 1

- Institutional themes shared with programme leaders
 - Individual programme scores and comments
- Blog: 'what's working' for all staff
- Institutional messages well received
 - Some push-back: replicating existing methods of engagement
- Feedback to students via Canvas (VLE) & JMSU



BLOG POST: ONLINE LEARNING -WHAT'S WORKING (STAFF)

November 10, 2020 WRITTEN BY: Bethan Reid

'What's working?' provides an outline of key issues raised in cross-institutional student feedback from the the BluePulse Survey. Feedback indicates that there is a lot of excellent practice right across LJMU, and that students appreciate the efforts that academic staff are making to support...

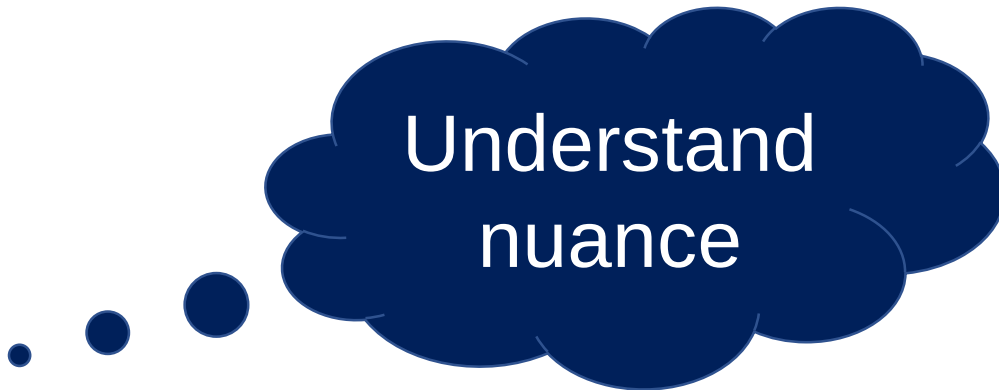
[Continue reading...](#)

Question 2

What is helping you to engage with your studies this semester?

- Live sessions to be recorded, rather than pre-recorded material

- Q&A and encourages engagement
- gave students structure
- re-watch recordings at their own pace



Understand
nuance

- Peer engagement creates a sense of community

- Breakout rooms especially important for this

Institutional level approach was better received by staff

Question 3

Please rate how connected you feel to members of LJMU community.

- Rate and comment question
- Institutional score: **2.7 out of 5**
 - range of interpretations of 'community'
- Community as course
- Wider university community
 - Importance of peer support, good communication, confidence in seeking support
 - Recognition of personal effort

"Despite the online aspect of the semester, I feel that it still allows for a strong connection. I guess it depends on how much the individual wants to get involved and interact"

How confident are you that you know where to get support if you need it?

- Rate and comment question
- Institutional score: **3.2 out of 5**
- Importance of academic staff
 - Providing support/effective signposting
- Barriers included digital poverty and literacy
- Some students did not know where to turn for help.
 - Where communication was lacking, this was reflected scores.



Refine digital support policy

Reflections

- Close working with Students' Union worked well
 - Promotion to students and closing feedback loop
- Response rate can be improved, yet gives a meaningful picture
 - Incentivise student engagement
- Introduction of demographics
 - Programme leaders saw more value in institutional messages
 - Iterative process = complex picture
 - Many examples of good practice

Quotes

“Thanks, Bluepulse team for constantly keeping up with me. I don't really feel connected because of the current situation maybe but hoping things may get better next semester, like imagine having a cup of coffee with friends after a long class, which currently isn't possible”