



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

Engaging students (and staff) at a distance; how Cardiff Met handled more student feedback in a virtual environment.

Surveys & Insights Conference 2021



Quality
Enhancement
Directorate

Cyfarwyddiaeth
Gwellu
Ansawdd





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Content

This session will focus on how we approached student engagement differently with an increase in speed and capacity that the virtual environment has provided us with as a Student Voice and Engagement Team.

Two key areas:

- Three pulse surveys to track 'student feeling' over the course of the year
- Collaboration with students on creative, 'feel-good' projects.

Capacity in a virtual environment

The benefits of working in an online environment for professional services:

- can reach more members of staff for feedback at speed
- disseminate findings back to schools and teaching staff faster and in a more targeted way (school and programme level)
- make decisions faster

Pulse Surveys

- 3 'Pulse' surveys
 - June 2020 – 'How are you?'
 - October 2020 – 'Just checking in...'
 - May 2021 – 'Moving forward.'
- Short question set of no more than 5 questions
- Open for 2 weeks
- Institutional report was turned around in 1 week
 - + 5 separate school level reports (2 weeks)

Pulse Surveys

Responses

- How are you? June 2020; 1,200 responses
- Just Checking in... October 2020; 1,500 responses

Had an even split across all levels and schools in both surveys.

Ran follow up focus groups via Zoom from the 'How are you' survey.

12:29

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How are you coping during this crisis whilst in lockdown?

☐ Extremely well

☐ Very well

☐ Moderately well

☐ Slightly well

☐ Not well at all

Do you have the appropriate resources in order to study at

☐ Yes

☐ No (If no, what resources do you have?)

12:29

How can we further support you for next academic year?

How would you like to give feedback on your learning and overall university experience in the future?

We are hosting an online webinar at the end of June to talk about next year and see what further support we can offer during this period of change.

assignment
equipment
complete difficult student
internet space family
library laptop
hard need books wifi find
home access study
desk time quiet workonline
software resources material
computer support
printer connection

Pulse Surveys

Key findings and outcomes

- **Lack of consistency and clarity with communication.**
- Supported the development of **Met Central** and the case for a **Student Comms Officer** role.
- Students commented that they didn't have the appropriate **access to resources**, which resulted in an increase in **e-books** and **posting books** to students.
- Students also commented on **outdated IT equipment**, the University now has a COVID-19 **Student Support Fund**, supported by HEFCW, Student services have been identifying and issuing support where it is needed.

"Listen to issues that students raise. Communicate efficiently and clearly with no room for misunderstandings."

"Maintain the good support that I have received throughout the year, the tutors have been accessible and eager to help, this has been a crucial element in supporting my learning process"

Student feedback to the question 'How can we better support you going forward?' June 2020

Limitations in a virtual environment

Not all students having the same experience.

Based on our data we know that, for some, the past 12 months have been challenging, overwhelming and has resulted in less engagement.

- *22% of students who responded in October when asked said they were not coping well. 13% didn't have access to the right resources, and of this 28% of those were technology/internet based.*

Just Checking In, Pulse survey 2, October 2020

This fed back into student community programme board where these issues were addressed.

Embedding the Student Voice

- Institutional and school level reports shared with PVC Student Engagement and Associate Deans of Student Engagement
- Results were shared across Cardiff Met for action
- Responses to surveys shared online Met Central during 'Met Voice Week'
- Annual Programme Enhancement Plans
- Additional question in Module Evaluation.

Creative collaboration with students

Working with Students has been key!

- ‘*What to Know Before you go*’ guide.
- Re-designed the dormant staff awards, *Student Led Teaching Awards*
- QED Interns

What to know before you go

TAKE THE TOUR!

Take the tour and go through each section that we've created to help your transition to Cardiff Met!
Or simply go directly to each section that you'd like from the list below!



1
GET TO KNOW YOUR
STUDENT
COMMUNITY

2



BUDGETING
AND MONEY

3



ACCOMMODATION
AND HOME LIFE

4

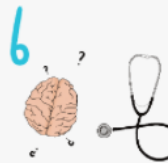


GET TO KNOW
CARDIFF

5



TRAVEL AROUND
CARDIFF



6
HEALTH AND
WELLBEING

7



YOUR STUDENTS'
UNION

8



GET
CONNECTED

9



WORK AND
VOLUNTEERING

10



GETTING READY
TO STUDY AT
CARDIFF MET



Student Led Teaching Awards

Cardiff Met staff awards underwent a rebranding process

#CMSLTAs

SLTA2021
GAAN



THE TABLES
HAVE TURNED

SLTA
GAAN



CARDIFF METROPOLITAN UNIVERSITY
In partnership with the Students' Union

STUDENT
LED
TEACHING
AWARDS .

Nominations open online on
Thursday 26th November 2020

Student Led Teaching Awards

Student's value having their voice heard

“Her positive energy in one of her drama workshops literally spread throughout our group and figuratively brought us closer together in a time when it is so difficult to feel connected. They are so amazingly good at **making everyone in her class feel valued** and is a fantastic role model for a teacher in training such as myself!”

Student nomination for School Lecturer of the Year Award

“They have always been one of the members of staff who sees a **high value in the student voice**. He has regular chats with the course reps from all levels, always makes time when it comes to a student problem or feedback. For me personally, he is the face of the Met Voice and his dedication to the student experience is one of the reasons why I chose to go to Cardiff Metropolitan University!”

Student nomination for Exceptional Support Award

“She has always made sure that as a student I am made to feel at ease and that **my views are always valued**. I feel that my tutor deserves to have this award due to the many times she has not only put myself but all the other students that she is a personal tutor at the forefront and ensures that we all reach our potential whilst at the university.”

Student nomination for Personal Tutor Award

Challenges

- We can see the benefits of a move to 'survey' throughout the year
- Overseeing module evaluations, programme enhancement plans, surveys and supporting SU on all collaborative work
- Separate school meetings, split to ADSEs, PDs, and module lead levels
- Next Pulse survey



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Presentation
Summary