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| 1

New Home New Start

Updating the Platform for Evaluating Student Satisfaction at Groningen



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Who are we?



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Evaluation is key

- › In order to sustainably improve the quality of our education we need data
 - . On every faculty
 - . On every study programme
 - . On every course
 - . On every teacher
- › Students are one of our greatest resources of information on quality



Evaluating our education

- › Twelve faculties with their own course evaluations
 - . Every faculty has their own team
 - . Every faculty has their own questionnaire
 - . Every faculty has their own schedule
- › Supported by the **Centre for Information Technology (CIT)**



Our evaluation tool: Blue

- › The university has been using Blue since 2012
- › Blue allows the user to produce questionnaires and generate reports
- › Because Blue can be connected all kinds of systems, questionnaires can be tailor made for every student and every subject



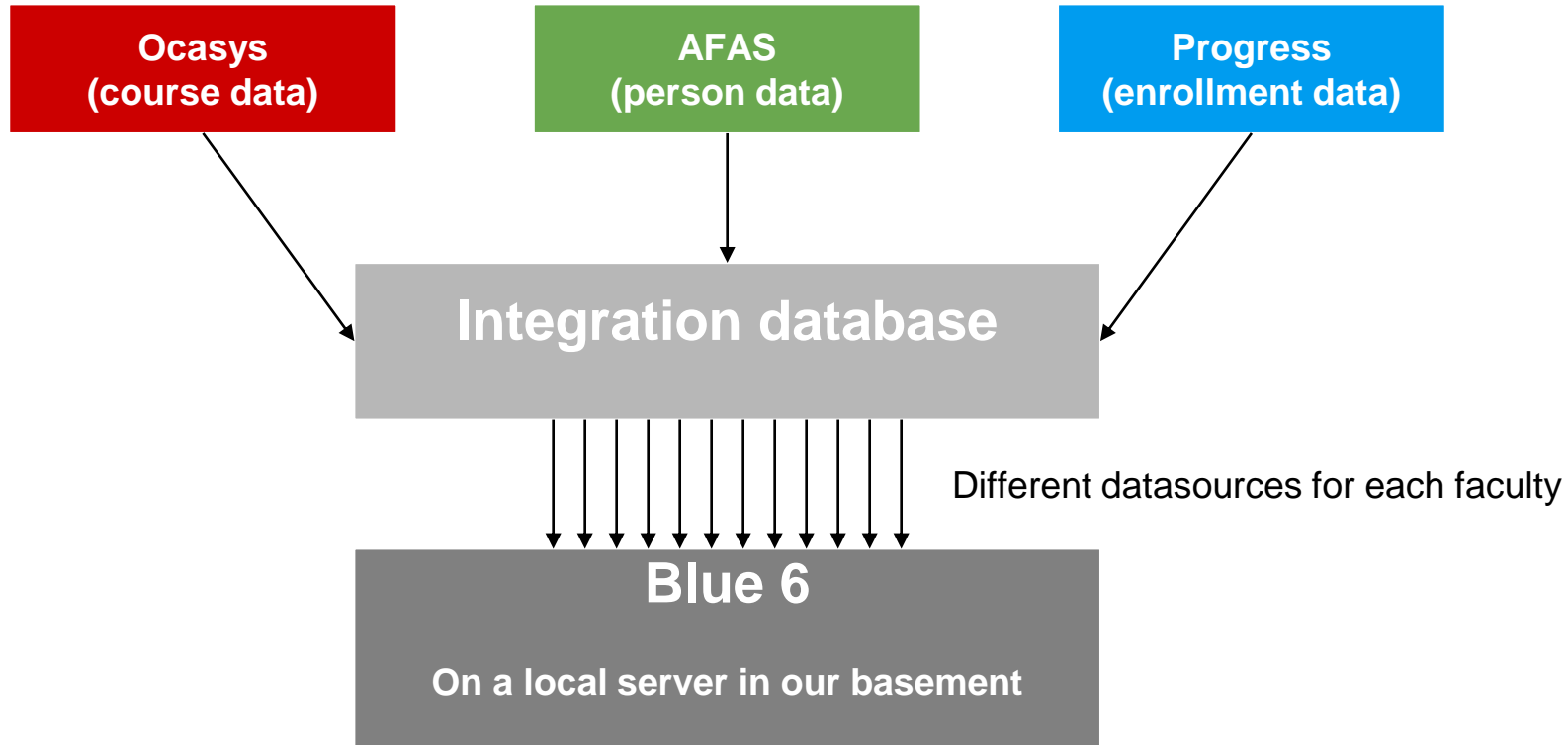
Datasources

- › ‘Datasources’ are list of data inside of Blue
- › Each data source consists of entries that have a number of attributes
- › Highly customizable
- › You are able to link datasources with relationship datasources

Student datasource	Student number	First name	Last Name	E-mail address
Course datasource	Course code	Course title	Year	Period
Relationship datasource	Student number	Course code		



The old situation: the technical details





Building projects

- › A project is essentially a questionnaire, an audience, and a schedule
- › The audience is pulled from the different datasources
- › The result is an individualized questionnaire for every student for each course they follow
 - specific to their courses
 - specific to their teachers



CF CAG Course evaluation term 1A 2021-2022 for Adaptation Governance CFMCG03A05.2021-2022.1A

Dear **name**,

We greatly appreciate your participation in the evaluation of this course! The results will be used to improve the quality of the programme. Please answer the following questions candidly. Your answers will be processed anonymously in the reports. If a question does not apply to you (e.g. online or hybrid teaching), please mark "not applicable".



A big leap forwards: but why?

- › Our version of Blue was outdated
- › Local hosting was vulnerable and slow
- › Chance to standardize the way we work



A big leap forwards: but how?

- › We formed a joint team of the university and Explorance
 - . Hosting was solved by finding a new home Explorance's cloud
 - . The new environment runs on the newest version of Blue
 - . A new integration database meant that every faculty could work with the same datasources
 - . The CIT support team helped faculties start afresh with more efficient workflows

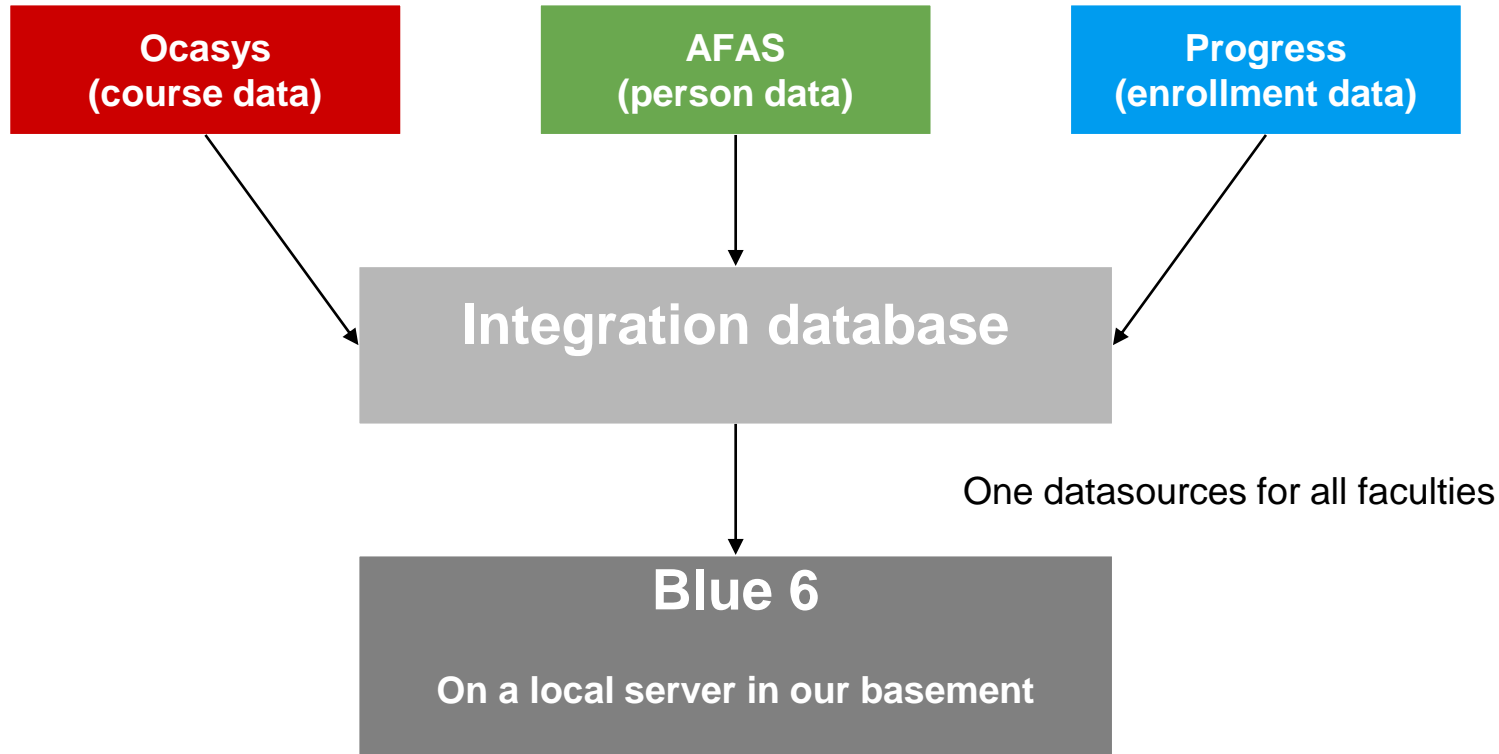


Issues and how we solved them

- › Migrating data from the old local server to the new cloud server was deemed too burdensome
 - Because most data in Blue comes from other systems, very little information was lost
 - Old reports were archived as pdfs
 - Old questionnaires were re envisioned by CIT support and faculties
- › The transition from old to new took one week
 - We mitigated this problem by transitioning during the Summer break



The new situation: the technical details





The new status quo

- › Our Blue environment is so much faster and stable now
 - . We got to clean up our basement!
- › All faculties now use the same datasources. Allowing for evaluation of interfaculty education and decreasing time spend on maintenance
- › The new functionalities of Blue 8 saves our faculty users time and give our students a superior experience
- › A general reset of workflows has resulted in a more efficient and standardized way of working



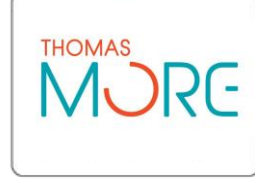
What have we learned?

- › Having an evaluation tool that integrates data from all of our systems makes for amazing personalized questionnaires
- › With proper planning and communication a transition to a new server and system does not interrupt work processes
- › Starting fresh in a new home has allowed us to simplify the technical side and to make our work processes more efficient



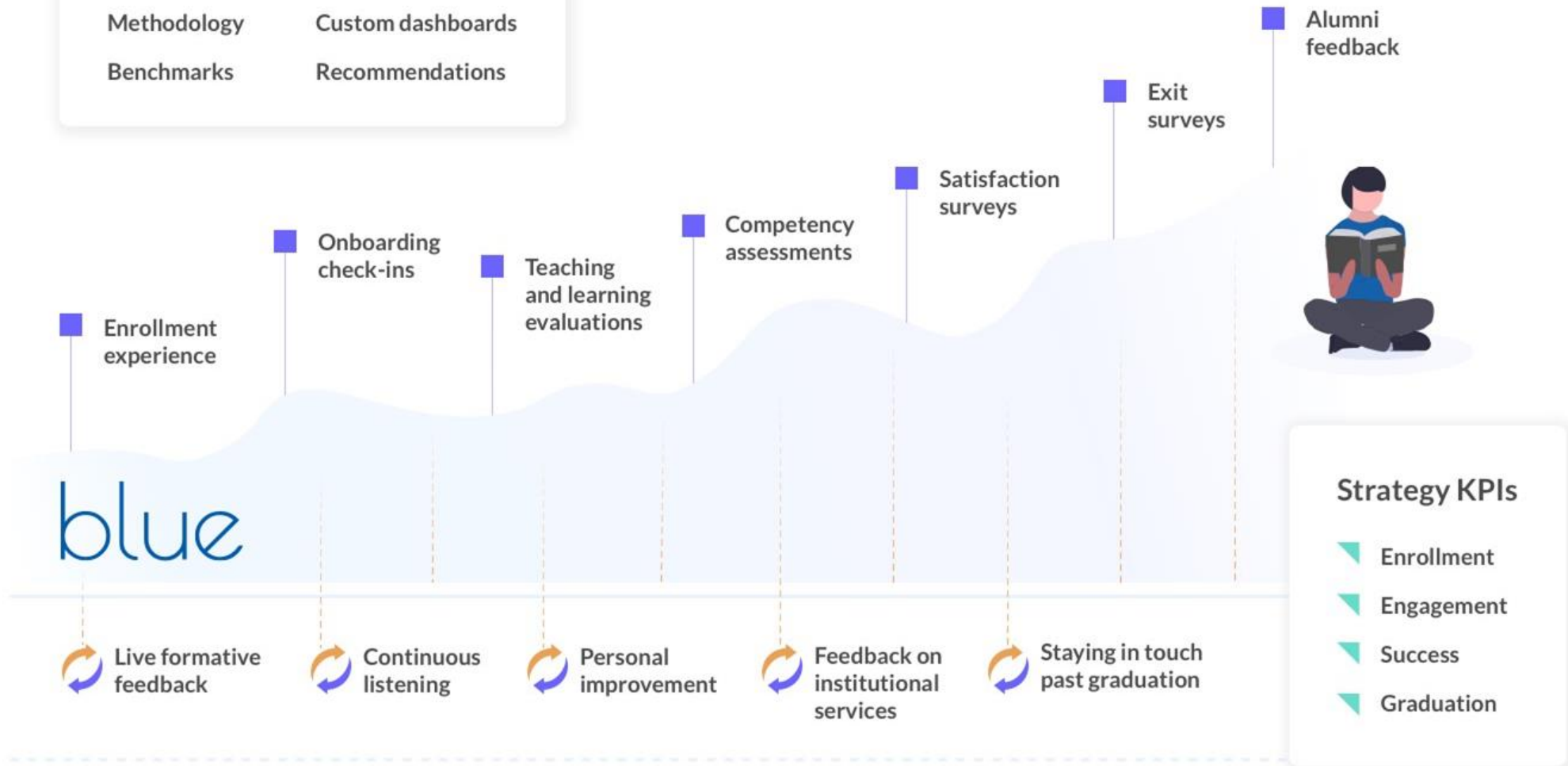
- ❖ Founded in 2003
- ❖ Leading **Student Experience Management** solutions provider in Higher Education
- ❖ 250+ employees in Montreal (HQ), Chicago, London, Amman, Chennai, and Melbourne
- ❖ 750+ learning organizations in 45 countries, including 25% of the QS-100

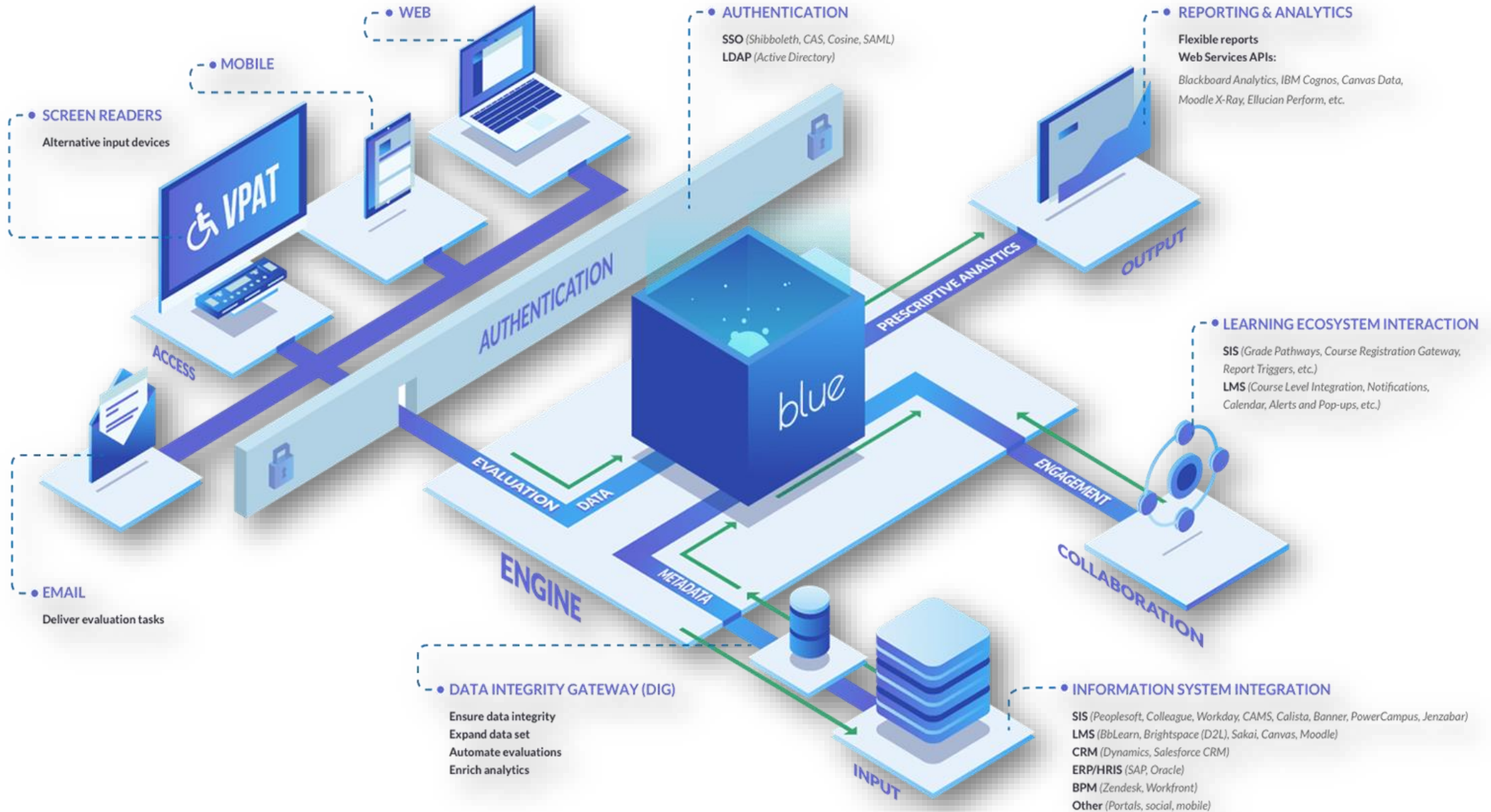




Methodology

- Question library
- Methodology
- Benchmarks
- Plug & play reports
- Custom dashboards
- Recommendations







Questions?

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