



Online student surveys: increasing student and lecturer engagement to give/receive feedback

**Student participation in governance and quality assurance of higher education**



**UHASSELT**

KNOWLEDGE IN ACTION

*EQAF, Romania 17-19 november 2022*

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UHasselt institutional value

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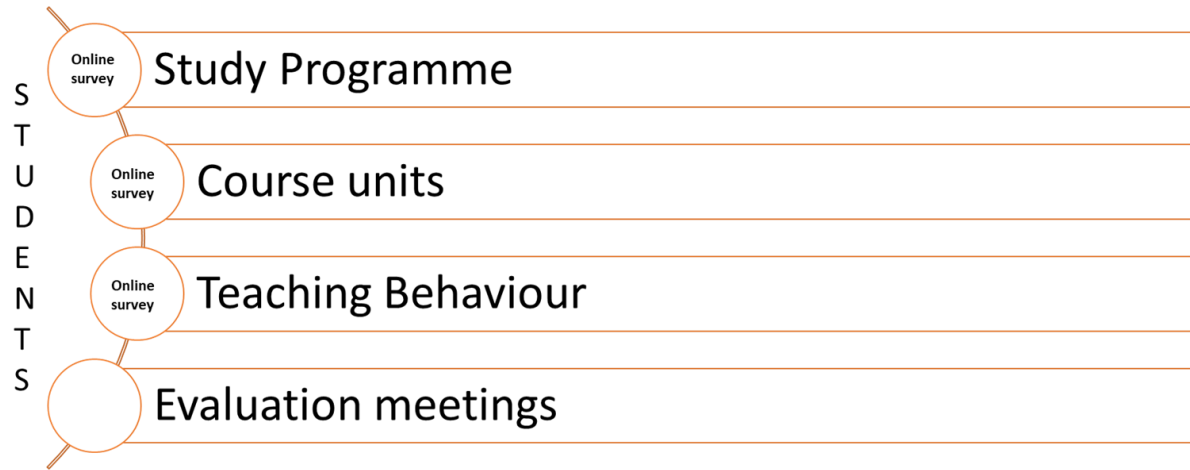


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# Online surveys



The response rates and user experience proved to be an issue.

- How could we motivate students to fill in these online surveys?
- How could we increase the visibility towards students about how their feedback leads to structural changes in our education?

# UHasselt strengths & institutional value

Small, strong  
community

Connected  
& engaged

Short lines of  
communication  
students and  
staff

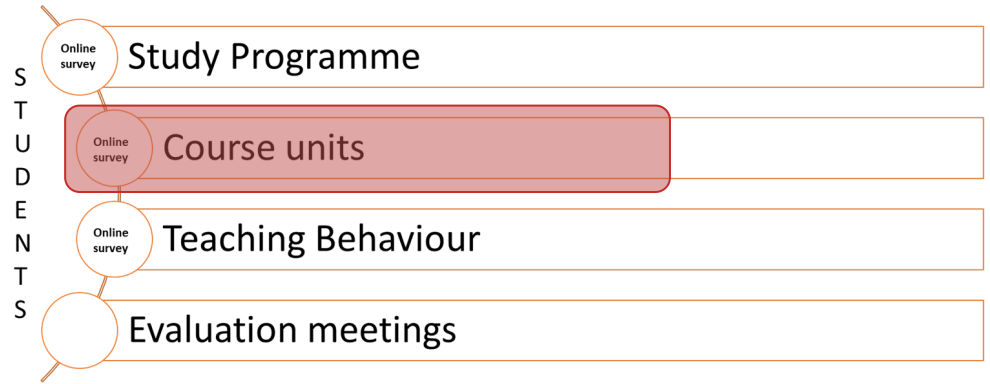
Informal  
contact  
opportunities



# “New design”

## The online course surveys

- flexible, targeted questionnaires
  - including more open questions
  - covering the quality criteria of NVAO
- several survey moments with a shorter set of questions
- responsibility of the lecturers
- low-threshold approach: QR code



Dutch Flemish  
Accreditation  
Organisation

# Positive outcomes

A visible increase in the response rate

More feedback for lecturers

Faster remediation of points of interest

Increased enthusiasm among students about the accessible and fast way of giving feedback

# Challenges

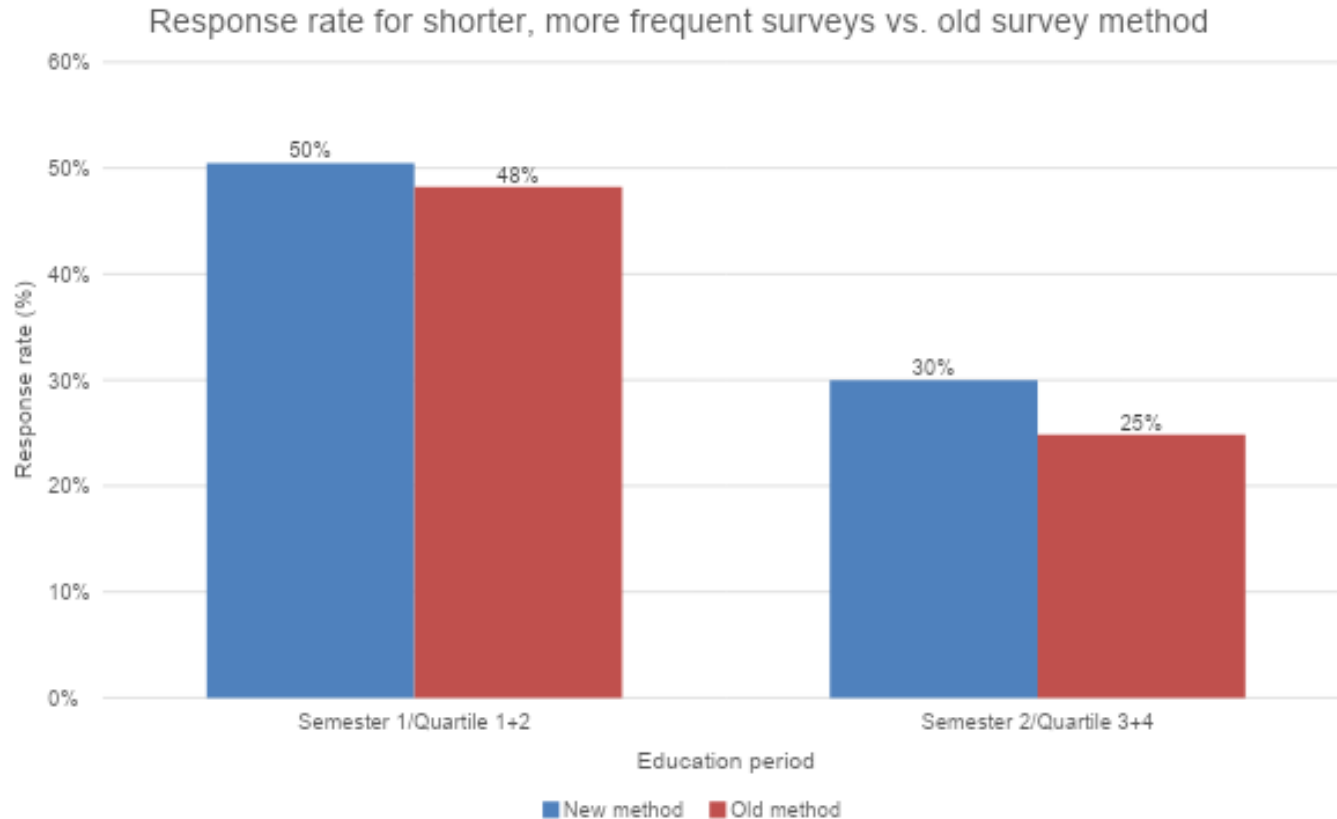
But dependent on the long-term commitment of the lecturers

Sometimes the quality of the feedback

The workload that resulted from the frequency of the surveys & the coordination of large teaching teams

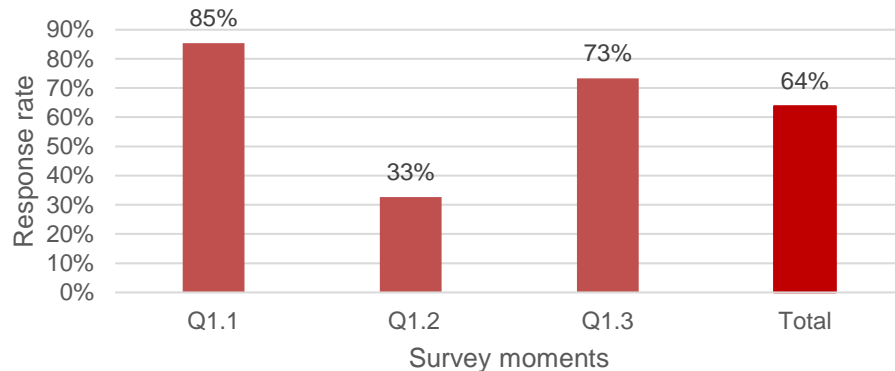
Group size & inclusivity

# Overall response rate: new vs. old survey method

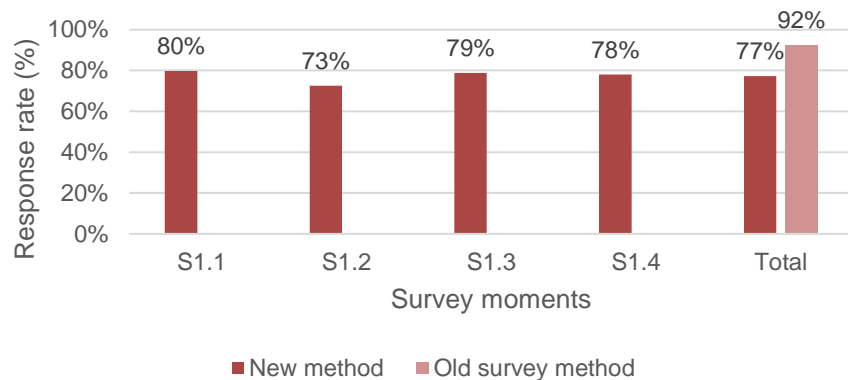


# Key factor: encouragement by lecturer during class

Response rate in Ba of Medicine: difference between encouragement to fill in during class vs. at home



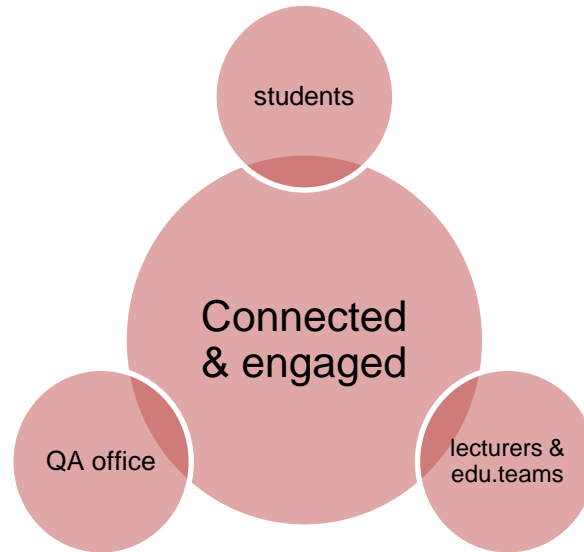
Response rate in School for Mobility: lecturers encourages students to fill in survey during class





# Conclusion

This approach resulted in **greater participation** among both students and lecturers, whereby they jointly commit themselves to quality education and to the benefit of our **institution-wide quality culture**.



Thank you for your attention!



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