Office of the Pro Vice-Chancellor (Education)

myExperience

myExperience Semester 1 2018
FAQ
May 2018
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1. What is myExperience?

The myExperience survey seeks students’ perceptions of their educational experiences. The feedback collected from myExperience surveys is used to improve the quality of education at UNSW.

myExperience is governed by the myExperience Survey Procedure. A course is surveyed each time it is offered, with some exceptions for courses that meet specific exemption criteria e.g. special projects, internships, or theses.

The survey is confidential, completed online and allows students to respond to specific questions as well as provide general feedback on each of their courses. The survey contains a set of standard questions on the student’s overall experience with the course, teaching, and individual teachers. The survey may also include optional questions selected from the Survey Question Bank by teachers and course convenors / facilitators / lecturers in charge.

2. When is the survey open?

The survey is generally open from Monday, Week 11 of the UNSW Academic Calendar and closes the day prior to the exam period. Other calendars such as AGSM, undergraduate Medicine and Canberra have different survey schedules.

The survey closes before exams begin. This timing means that students have experienced the majority of course activities but avoids the influence or perceived influence of any exams on feedback (or vice-versa). Past practice has also shown that it is very difficult to engage students with additional activities during and after the exam period.

The Semester 1, 2018 survey is open between Monday 14 May and Thursday 7 June.

3. Is the survey voluntary?

Completion of myExperience by students is voluntary. The survey can be completed using their smart phone, tablet, or computer. Students have 24/7 access to the survey during the survey period.
4. Is the evaluation of teachers’ mandatory?

No. Most faculties and schools gather student satisfaction data for instructors, but this is optional. Only teachers who have been assigned to courses in the myExperience system by myExperience survey administrators located in each school / faculty will be evaluated.

5. How will student feedback be used?

UNSW will use the feedback collected from myExperience Surveys to improve the quality of courses and teaching. UNSW may also use the feedback:

- To contribute to faculty quality enhancement cycles for the design, delivery and evaluation of the student education experience
- To inform staff professional development, performance planning, promotion and teaching awards, in accordance with the UNSW Australia (Academic Staff) Enterprise Agreement
- For research purposes to contribute to the scholarship of learning and teaching. The use of myExperience Survey data for individual academic research will require Human Research Ethics Committee approval. Obtaining Ethics approval is the responsibility of the individual proposing to conduct this research.

6. What’s changed in 2018?

In 2017 myExperience surveys were issued to students at the class level. A student attending both a lecture and a tutorial was asked to complete two separate surveys for their course. The higher the number of survey links available to students, the less likely students are to complete all surveys.

Reducing the number of survey links available to students will reduce the risk of over-surveying and avoid confusion.

In Summer 2018, myExperience changed to a course level survey. Students now receive one survey for each course they are enrolled in. The survey includes all course and teaching questions in a single survey.
7. What questions are asked on the survey?

The myExperience questions include course questions and teacher questions. The same teacher questions will be asked for all teachers i.e. lecturers and tutors.

The following questions standard questions will appear on all myExperience student surveys:

**Course Questions**

1. I felt part of a learning community.
2. The feedback helped me learn.
3. The digital resources helped me learn.
4. The assessment tasks were appropriate.
5. The amount of assessment was appropriate.
6. Overall I was satisfied with the quality of the teaching.
7. Overall I was satisfied with the quality of the course.
8. What were the best things about this course? [Open comments]
9. What could be improved? [Open comments]

**Teacher Questions**

1. This teacher encouraged student participation.
2. This teacher provided helpful feedback.
3. Overall I was satisfied with the quality of this person’s teaching.
4. The best features of this person’s teaching were__. [Open comments]
5. This person’s teaching could be improved by__. [Open comments]

Please note - in the live myExperience survey, teacher's [Preferred name] + [Last name] will be listed in replacement of 'this teacher' i.e. 'Joe Bloggs encouraged student participation'

8. How is the survey presented to students?

Students will complete the myExperience course questions first. They will then select their tutor and answer teaching questions.

- Students will be asked to complete course questions first
- The student will then select their tutor to evaluate (generally the lecturer will be pre-selected)
• The student then answers teaching questions for each of their instructors
## myExperience Course Questions

**ECON2101 Microeconomics 2**

Please respond to all of the questions below

<table>
<thead>
<tr>
<th>I felt part of a learning community</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Moderately disagree</th>
<th>Moderately agree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The feedback helped me learn</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The digital resources helped me learn</td>
<td></td>
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</tr>
</tbody>
</table>

**Overall I was satisfied with the quality of the teaching**

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Moderately disagree</th>
<th>Moderately agree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
</table>

**Overall I was satisfied with the quality of the course**

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Moderately disagree</th>
<th>Moderately agree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
</table>

What were the best things about this course?

What could be improved?
myExperience - Summer for ECON2101 Microeconomics 2

Please identify your instructors

- Paul Keitley (Instructor)
- Keelin Georgie (Lecturer)
myExperience Teacher Questions

Questions about Keelin George

Keelin George

<table>
<thead>
<tr>
<th>Keelin George encouraged student participation</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Moderately disagree</th>
<th>Moderately agree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keelin George provided helpful feedback</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Overall I was satisfied with the quality of Keelin George's teaching

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Moderately disagree</th>
<th>Moderately agree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not applicable</th>
</tr>
</thead>
</table>

The best features of Keelin George's teaching were

Keelin George's teaching could be improved by

Please click on the SUBMIT button to complete the survey
9. How do I update my photo?

Instructor selection is supported by teacher photos. A student will see a photo of each instructor against their name on the instructor selection page and in the survey.

Before the survey begins instructors can confirm their photo or upload a new photo for the purposes of myExperience using the myProfile tool. By default, the images on staff identity cards will be displayed. Staff can opt-out of having their photo displayed to students.

**myProfile photo tool**

![myProfile Tool Screenshot](image)

**Opt-out link**

If you want to opt-out, you must opt-out prior to the survey going live to students; please email myExperience@unsw.edu.au if you want to opt out or update your photo during the myExperience survey period.
10. How do students log-in to complete the survey?

Students can log directly into the myExperience system, https://myExperience.unsw.edu.au using their zID and zPass or directly via a link in Moodle.

The link in Moodle will take students directly to their survey without needing to login.

11. How can I check whether students are completing the survey?

Whilst your survey is open to students, you can access real-time information on the number of responses submitted via the Response Rate Dashboard.

Click the Response Rate link in your myExperience Dashboard.

The overall response rate for your courses will be shown in real time. Just refresh the page to get the latest response rate data.
12. What is myFeedback matters

myFeedback matters is an editable Moodle dialogue template that enables you to communicate what you have implemented in your course to enhance the student learning experience.

It is important to respond to student feedback so that they recognise that their constructive feedback contributes to improvements in their learning and teaching.

Course improvements addressed can be derived from a variety of sources, including, but not limited to, student feedback from the myExperience survey. Improvements addressed may relate to specific course assets including resources, activities, support and/or evaluation (RASE)

Instructions on how to edit the template are available on the myFeedback matters page on the teaching gateway.

The link in Moodle to the editable template looks like this:

* See how we’ve used your feedback

![Image of Overall Response Status and Subjects]
13. Where do I find more info and who do I contact for support?

More information can be found on the [myExperience pages on the teaching gateway website](https://teaching.unsw.edu.au/mbb/myexperience).

Each school/academic unit has a myExperience Survey Administrator who can assist you with general enquiries. For any specific queries please email [myExperience@unsw.edu.au](mailto:myExperience@unsw.edu.au).