CASE STUDY

How Teesside University Took a 'Digital as Default' Approach to Student Feedback

evasys

Teesside University

As an innovative, modern institution, Teesside University wanted to have a consistent, digital approach to module evaluation and student feedback.

With evasys, Teesside University implemented a cohesive, focused and flexible evaluation tool that saved staff time, compared to the previous system.

About Teesside University

Industry:	Higher Education
Staff:	2,311
Students:	22,654, of which; 21,276 studying in UK 1,076 studying outside UK 302 provision validated
Location:	Middlesbrough, UK
Solution:	evasys Online Survey Automation Suite

evasys Impact

- Staffing hours saved
- Reduction in print costs
- Removed the use of paper for module surveys
- Improved student experience
- Increased engagement
- 100% coverage of all modules

The Challenge

Historically at Teesside University, module evaluations were devolved to local levels. There wasn't a consistent approach across all provision, including partners, and the University was unable to aggregate and interrogate data at both school and institutional level.

Teesside University were looking for a more cohesive approach to module evaluation, gathering intelligence on key institutional initiatives and introducing timely interventions in response to student feedback.

The Solution

evasys worked in partnership with Teesside University to provide the evasys Online Survey Automated Suite, supporting them with both on-site and online training.

Crucially, Teesside University gained genuine ownership of the module evaluation process from survey design to results analysis. The University's team can design and implement their own institutional module evaluation, adapting the questionnaires to meet differing needs; and end-users can carry out sophisticated, flexible reporting independently – all without costly, external IT support.

> *"The use of evasys is core to our Quality Framework, enabling actionable insight into the student experience to drive enhancements. We would strongly recommend the use of evametrics as your main user-facing interface. evasys has supported our transition to a data-driven approach to assurance and enhancement and served as a powerful catalyst for change."*

Dr Jonathan Eaton, Director of Student Learning & Academic Registrar, Teesside University

The Results

Teesside University Student

> *"The level of response from each lecturer was surprising to many, as students didn't completely realise it was being dealt with. Seeing these responses added to the realisation that the University is taking everything on board and that the evaluations work."*

By use of evasys, Teesside University has reaped many benefits, including:

- Consistent institutional mechanisms for gathering, analysing and responding to module evaluation data
- A 'digital by default' approach
- Strengthened institutional oversight of module quality
- An engaged, empowered student body

The impact of implementing evasys for bottom-up module evaluation has been significant, enabling consistency of approach, improved quality, time/cost savings and increased engagement for both academics and students alike.

Multiple hours saved for academics

Huge reduction in printing costs

100% coverage of all University modules

Improved student experience

Increased engagement of academics

Consistency

Teesside University has successfully embedded a consistent, effective online module evaluation system across the institution

Focus

The University can address quality enhancement at the modular level

Quality

The oversight of delivery through partners has been strengthened

Intelligence

The volume and quality of data acquired to inform decision making has increased

Integration

Accurate and timely data from module evaluation forms the foundation of the overarching institutional quality framework

Engagement

Providing a standardised mechanism for feeding back to students has closed the feedback loop and strengthened the student voice

The evasys 5-phase Approach to Complete Evaluation

Upgrading an evaluation process can seem daunting, but partnering with evasys allows you to take your surveys from concept through to analysis and feedback in five simple steps.

If you would like to replicate what Teesside University have done with evasys, please just **get in touch** for more information or to schedule a demo.

evasys

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20+ Years' experience

60+ UK and Irish institutions

1000+ Customers worldwide

100% Dedicated UK office

100% German-engineered software