Improving the Student Experience with the Power of BI

Hiedi Wilkinson

Information Analyst
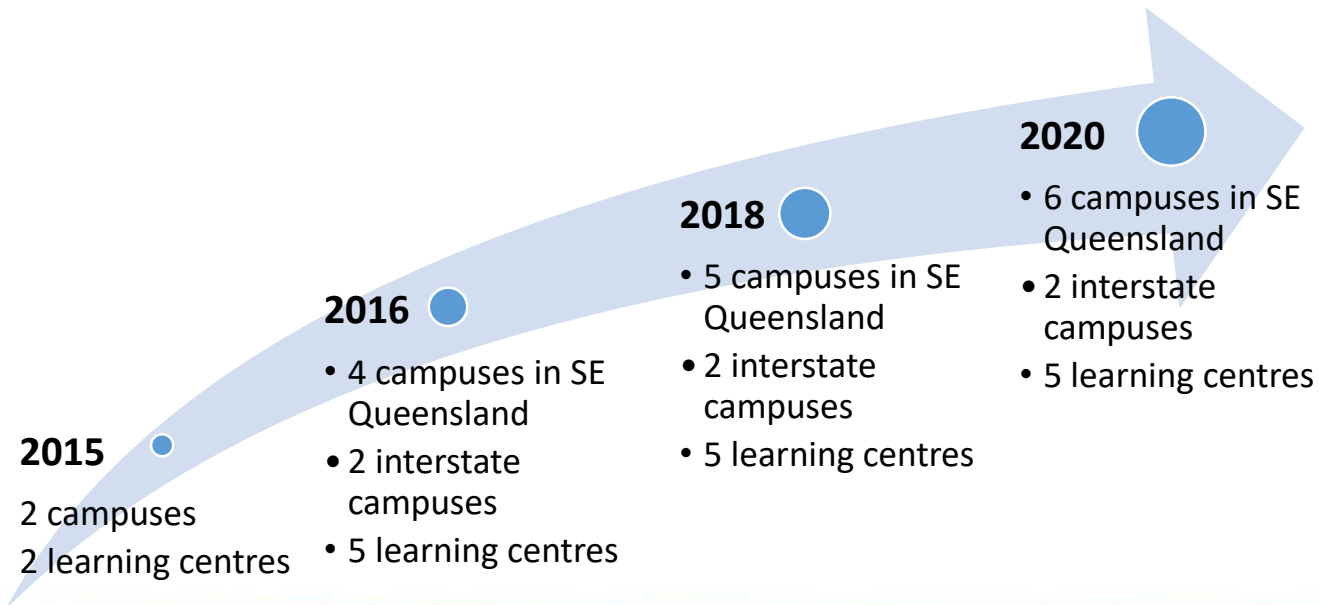
Strategic Information and Analysis Unit

Overview

- Strategic Imperatives
- Why do survey results matter
- Who is using the survey results
- Power BI development
- Delivering added value
- Closing the loop

Rise, and shine.

About USC

- ~ Established in 1996
- ~ Over 140 undergraduate and postgraduate courses
- ~ 16,700 students, 11,250 EFTSL
- ~ Expanding with multiple study sites
- ~ 20,000 students by 2020

2015
2 campuses
2 learning centres

2016
- 4 campuses in SE Queensland
- 2 interstate campuses
- 5 learning centres

2018
- 5 campuses in SE Queensland
- 2 interstate campuses
- 5 learning centres

2020
- 6 campuses in SE Queensland
- 2 interstate campuses
- 5 learning centres

① FRASER COAST USC

USC DILLI VILLAGE ②

③ GYMPIE USC

USC NOOSA ④

USC SUNSHINE COAST ⑤
THOMPSON INSTITUTE
SUNSHINE COAST HEALTH INSTITUTE

⑥ CABOOLTURE USC

USC NORTH LAKES ⑦

⑧ MORETON BAY USC

USC SOUTH BANK ⑨

Rise, and shine.

The meaning of it all

The goal is to turn data into information, and information into insight.

Carly Fiorina, Former CEO of HP

… AND INSIGHT INTO ACTION

Strategic Plan- Imperatives

The University will:

- increase student enrolments and improve student success

- increase research productivity and impact

- expand campuses and study nodes

- improve institutional effectiveness

- strengthen leadership in sustainability for the region and beyond

- strengthen engagement with our communities

Priority 3

Focus on initiatives and support to enhance student engagement and maximise student success

Measuring Achievement

Achieve national ranking in the Top 5 each year for Student Experience Survey results:

- Quality of the entire educational experience

- Quality of teaching

Rise, and shine.

Academic Plan- Imperative 1

Objective 1.5

Adopt a comprehensive approach to enhance student experience and student success

Strategies

- Enhance transition to USC and students' first year experiences through curricula and co-curricular activities.
- Provide specialist support and advice that meet the needs of contemporary cohorts and the diversity of student needs.
- Foster a culture of excellence in learning, teaching and the student experience.

Measuring Achievement

API 1.5: Levels of engagement and implementation of empowerment initiatives for Aboriginal and Torres Strait Islander students	Achieve above national average results each year for satisfaction with **Student support** (1 of 3 targets)
API 3.2: Quality of student experience across campuses	Achieve national ranking in the Top 5 each year with **Quality of entire educational experience** at all campuses
API 4.2: Quality of teaching across campuses	Achieve national ranking in the Top 5 each year with **Quality of teaching** at all campuses

Rise, and shine.

Student Success

The Student Engagement Blueprint (2017-2020) is aligned with USC's Strategic and Academic Plans with four strategies:

1. Strengthen first year (FY) experiences. First year is the focus for later year success and requires attention to FY students, FY experience, FY and foundation courses.

2. Design and enact high quality curricula (programs and courses are designed to actively engage students in learning).

3. Promote access, equity and diversity (establish a USC-wide coordinated approach to increasing and widening participation).

4. Enable and support student learning (provide proactive, timely, access to life and learning support).

Rise, and shine.

Good Universities Guide
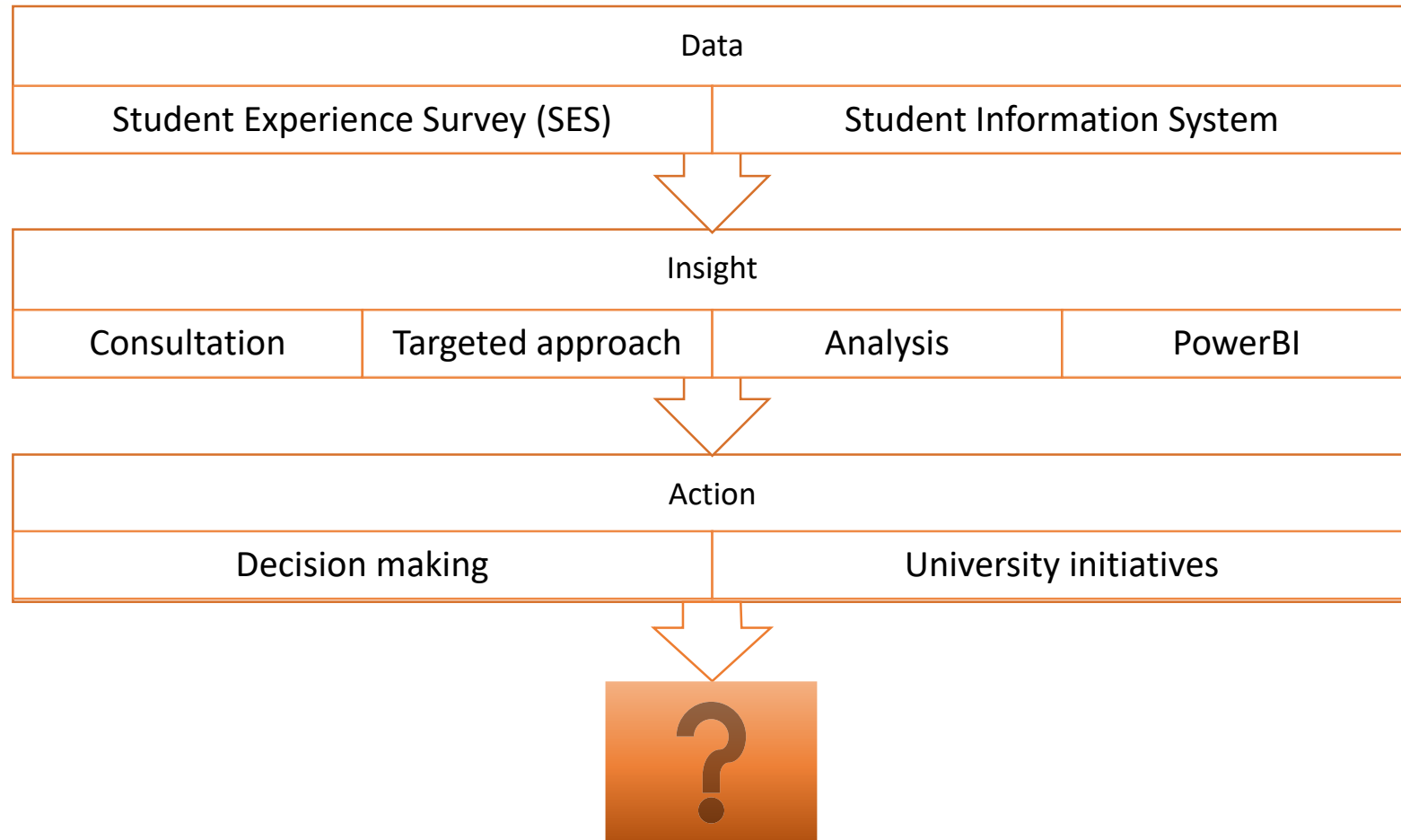
5 star rating for Teaching Quality for the 12th year

5 star rating for Overall Satisfaction for the 6th consecutive year.

Overall experience ★★★★★

Teaching Quality ★★★★★

Skills Development ★★★★★

Student Support ★★★★★

Learning Resources ★★★★★

Rise, and shine.

Data > insight > action

Data	
Student Experience Survey (SES)	Student Information System

Insight			
Consultation	Targeted approach	Analysis	PowerBI

Action	
Decision making	University initiatives

?

# AN IMPROVED STUDENT EXPERIENCE

Action from insight

3 SES Focus areas > 9 SES items

Student Support	Learner Engagement
Academic and Learning Advisors Available; Helpful	Felt prepared for study
Administrative staff and systems available; Helpful	Sense of belonging
Efficient enrolment and admissions	**Skills Development**
Induction/Orientation activities relevant and helpful	Work related knowledge and skills
Offered support relevant to circumstances	
Support to settle into study	

Rise, and shine.

Action from insight

> 12 Initiatives
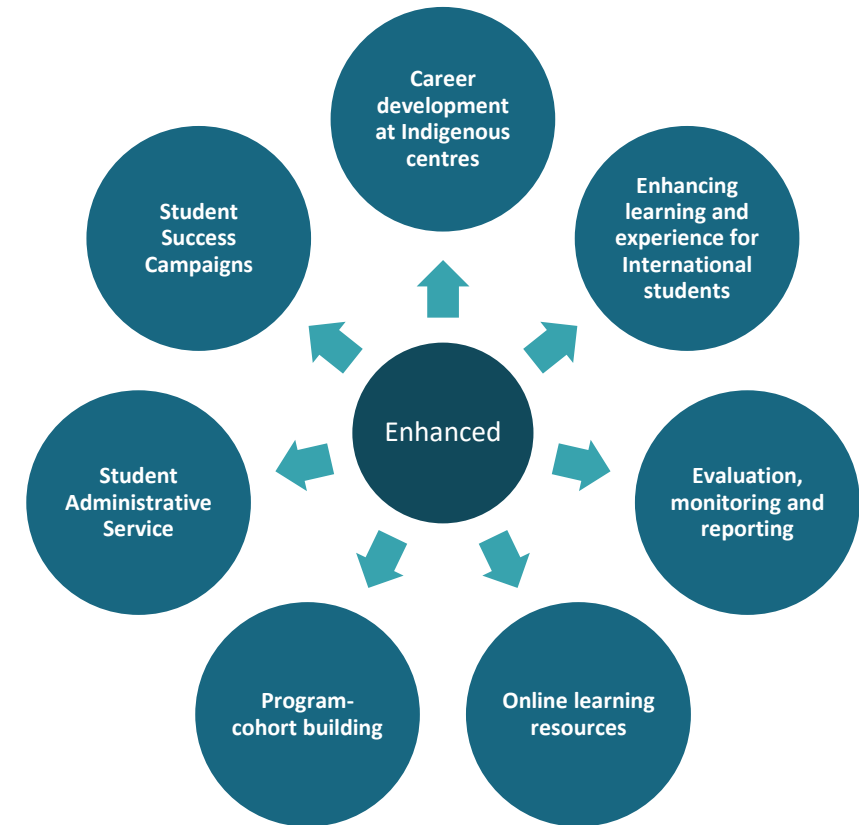
Working together to work better
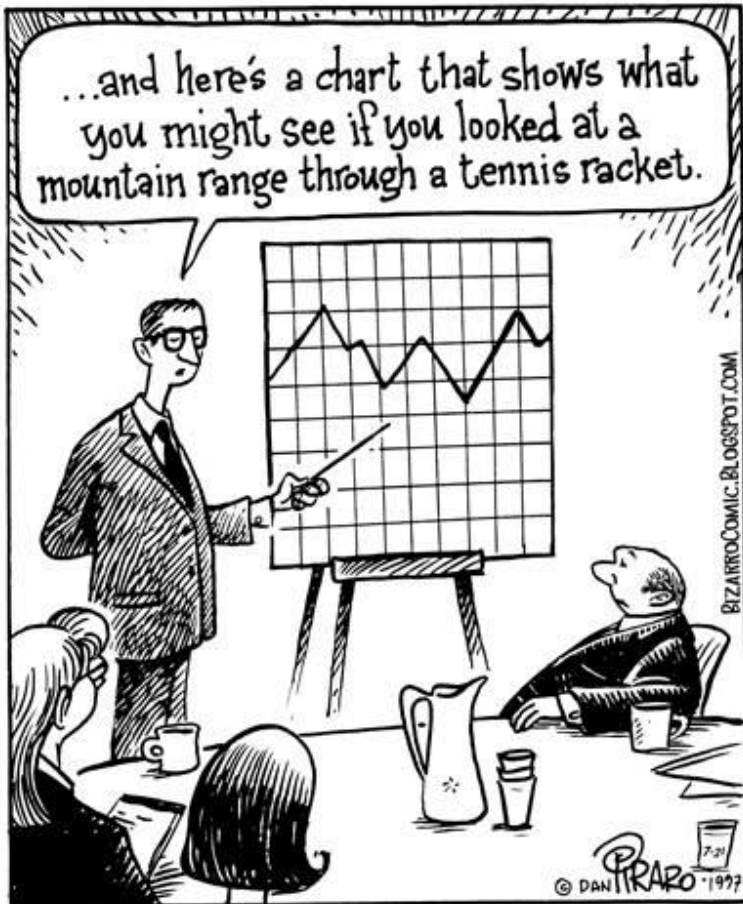
- Data is not enough
- Charts are not enough

- Insight
- Collaboration
- Conversation
- PURPOSE

Over to you

Contact details

Hiedi Wilkinson

Information Analyst

Strategic Information and Analysis Unit

USC

hwilkins@usc.edu.au

Rise, and shine.