

TEACHING AND LEARNING CASE STUDY	
Name of Institution/ Organisation	Munster Technological University (MTU)
Who led the initiative?	<ul style="list-style-type: none"> • Teaching & Learning Unit (TLU) • AnSEO – The Student Engagement Office • Research Integrity & Compliance Officer (RICO) • Department of Mathematics
Date and timeframe of the initiative	Academic Year 2021 – 2022 and ongoing.
What was the reach of the initiative?	All academic units in MTU, i.e. all faculties, schools, and departments
Initiative Title	SUCCEED - Standardising the Use, Communication and Capability of studEntsurvEy.ie Data: Collaborative and Interdisciplinary Approaches
Aims/ Objectives	To make StudentSurvey.ie data more accessible, understandable, and actionable at academic unit and programme level within MTU enabling informed evidence-based decision making that directly improves the educational experience within the university thereby closing the feedback loop.
Rationale and Identified Needs	<p>Since its inception, over 350,000 students have participated in StudentSurvey.ie and these students have created a large and valuable data set of their experiences of higher education.</p> <p>From an institutional perspective each year, up until 2023, a national summary of survey results was produced by StudentSurvey.ie together with high-level institutional report for the year in question. However, to effectively interpret these results some level of contextualisation with information from individual institutions was required to understand what the students at that institution were saying. Hence, despite the valuable insights offered by StudentSurvey.ie, a significant challenge was faced by many institutions with data often being underutilised due to low response rates or remaining in silos and was not always accessible or actionable by academic units themselves. Hence, opportunities to improve teaching and learning, based on real student feedback, were often missed.</p>

	<p>To address this challenge, MTU decided, through its SATLE funded, SUCCEED project to take a more structured standardised approach to making StudentSurvey.ie data more useful and actionable for decision-making across the university.</p>
<p>Frameworks, Policies, or Strategies Aligned (internal, local or national)</p>	<ul style="list-style-type: none"> • National <ul style="list-style-type: none"> ○ HEA & NStEP <ul style="list-style-type: none"> ▪ National Strategy for Higher Education to 2030 ▪ HEA Strategic Plan 2023-2026 ○ NStEP - National Student Engagement Programme <ul style="list-style-type: none"> ▪ Steps to Partnership A Framework for Authentic Student Engagement in Decision-Making • Local (THEA) <ul style="list-style-type: none"> ○ The Technological Higher Education Quality Framework (THEQF) - Internal Quality Assurance and Enhancement (IQAE) of Taught Provision • Internal MTU <ul style="list-style-type: none"> ○ Our Shared Vision Strategic Plan 2022-2027
<p>Summary</p>	<p>The SUCCEED project, launched in November 2022, aimed to enhance the accessibility and utilisation of data collected through StudentSurvey.ie, addressing the need for better data utilisation at both programme and academic unit levels within MTU.</p> <p>Historically, valuable insights from StudentSurvey.ie were often underutilised due to low response rates and a lack of structured reporting mechanisms, the SUCCEED project tackled these challenges by developing a standardised reporting structure that was reproducible across various academic units and programmes, ensuring survey results were both accessible and actionable.</p> <p>Through SUCCEED, MTU leveraged the data submitted to and received from StudentSurvey.ie each year – encompassing its population dataset, sample data, and organisational structure - to build a standardised reporting structure. This enabled the generation of SUCCEED reports across all applicable academic units and programmes. The generated reports enable academic units and programme teams to:</p> <ul style="list-style-type: none"> • Examine cumulative and year-on-year response rates, which provide an overview of trends over time, together with the associated margins of error, which offer insights into the generalisability of the results. • Compare programme or academic unit scores within the university’s organisational structure across all ten summary indicators. • Identify trends by comparing year-on-year indicator scores within a programme or academic unit across all ten summary indicators. <p>The SUCCEED reports help academic units and programme teams to:</p> <ul style="list-style-type: none"> • Identify strengths and weaknesses for further exploration.

	<ul style="list-style-type: none"> • Provide valuable information for course board meetings, programmatic reviews, DELTA Award Applications, etc. • Inform coaching and professional development needs for staff. <p>Since the 2022-23 academic year, SUCCEED has evolved into a university wide programme with reports prepared annually and circulated to each academic unit for review. Academic units receive guidance on interpreting their reports via the SUCCEED programme page on the TLU website. Additionally, the programme team offers SUCCEED meetings to support academic units in:</p> <ul style="list-style-type: none"> • Interpreting their results. • Facilitating discussions about their findings. • Exploring various Teaching, Learning Assessment and Student Engagement (TLASE) related supports that are available within MTU, through the TLU and AnSEO. <p>By fostering a culture of data-informed decision-making, the SUCCEED project plays a crucial role in enhancing the educational experience at MTU, ultimately contributing to improved student engagement and success.</p>
<p>Did you collaborate with internal and/or external stakeholders to deliver?</p>	<p>Yes</p> <ul style="list-style-type: none"> • Internal <ul style="list-style-type: none"> ○ Office of Vice President Academic Affairs and Registrar ○ Heads of Faculties, Schools, and Departments ○ Programme Coordinators & Teams ○ Student Engagement Offices ○ Students’ Union • External <ul style="list-style-type: none"> ○ StudentSurvey.ie – Analysis & Impact Group
<p>Organisation and Planning</p>	<p>Project Time Frame:</p> <ul style="list-style-type: none"> • Sep – Nov 2021: Developed: <ul style="list-style-type: none"> ○ Standardised reporting structure on StudentSurvey.ie data (2016-2021) that was reproducible across all applicable academic units and programmes in MTU. ○ Mapping of key initiatives of both TLU and AnSEO – The Student Engagement Office to the ten summary indicators from StudentSurvey.ie • Nov 2021: Hosted an online information session within MTU to communicate the vision of how the standardised reporting structure of StudentSurvey.ie data could be utilised across academic units and programmes. • Dec 2021-Jun 2022: Engaged with members from academic units to showcase the use and capability of the StudentSurvey.ie results for specific units. • Jun -Nov 2022:

	<ul style="list-style-type: none"> ○ Presented at StudentSurvey.ie Practitioners Forum, Galway, on June 2nd, 2022: <ul style="list-style-type: none"> ▪ “MTU’s Automated Standardised Report”: This presentation provided a comprehensive overview of the standardised report developed through the SUCCEED project, highlighting its capabilities and practical applications. ▪ “SUCCEED - Standardising the Use, Communication and Capability of StudEntSurvEy.ie Data”: This presentation detailed how the collaborative efforts of TLU and AnSEO are enhanced and supported by the SUCCEED project and showcased the synergies between these areas. ○ Fine-tuned code to generate SUCCEED reports for all academic units based on StudentSurvey.ie data (2016-2022). ● Dec 2022: Distributed SUCCEED reports to all academic units and invited the academic unit head to engage in a SUCCEED meeting. ● Jan-Jun 2023: Hosted SUCCEED meetings with departments who chose to engage. ● Jun-Aug 2023: Updated code to generate SUCCEED reports for all academic units based on StudentSurvey.ie data (2016-2023). ● Sep 2023: <ul style="list-style-type: none"> ○ Developed SUCCEED Programme web pages to support the programme. ○ Generated and distributed SUCCEED reports to all academic units based on StudentSurvey.ie data (2016-2023). ● Nov-Dec 2023: Hosted SUCCEED meetings with departments who chose to engage. ● Jan 2024 to date: <ul style="list-style-type: none"> ○ Presented at evasys Student Engagement Forum, Dublin, on October 24th, 2024: <ul style="list-style-type: none"> ▪ “Enabling Student Success: The SUCCEED Approach at MTU”: This presentation outlined the SUCCEED programme at MTU, emphasising the strategic use of StudentSurvey.ie data to enhance student engagement, satisfaction, and educational experiences through standardised reporting and targeted support mechanisms. ○ Supporting 3 MTU teams preparing applications for the National Forum for the Enhancement of Teaching and Learning in Higher Education (NFETLHE) Disciplinary Excellence in Learning, Teaching and Assessment (DELTA) Award and one further team in the process of renewing their application.
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	<ul style="list-style-type: none"> ○ Invited to present at Advance HE webinar on Using Data to Secure Student Outcomes on December 12th, 2024. ○ Awaiting outcome of StudentSurvey.ie strategic review to determine next steps.
<p>What resources did you need?</p>	<ul style="list-style-type: none"> ● Financial support: HEA Strategic Alignment of Teaching and Learning Enhancement (SATLE) funding. ● Staffing resources: <ul style="list-style-type: none"> ○ Development of Standardised Report - TLU, Department of Mathematics/RICO ○ Hosting of SUCCEED Meetings - TLU, Department of Mathematics/RICO, AnSEO, Office of Vice President Academic Affairs and Registrar
<p>Has it been evaluated? How successful has it been?</p>	<p>Impact & Success</p> <ul style="list-style-type: none"> ● MTU TLASE Enhancement Culture MTU has an active and vibrant TLASE Enhancement culture as evidenced by: <ul style="list-style-type: none"> • The volume of local TLASE Enhancement Projects funded under MTU’s Local Combined Funding Call, e.g. > 150 Applications in 2023/24 alone. • Continued success of MTU’s SATLE Funded TLASE Enhancement Projects with over sixty projects funded since 2019, SUCCEED being one of them. ● DELTA Award Success: To date MTU has been the proud recipient of four of the <ul style="list-style-type: none"> • 2018: ACE (Accelerating Campus Entrepreneurship), MTU • 2021: <ul style="list-style-type: none"> • Marketing Discipline at, Department of Marketing and International Business, MTU • Hincks Centre for Entrepreneurship Excellence, School of Business, MTU • 2023 Sport & Leisure Team, from the Department of Sport, Leisure, and Childhood Studies, MTU • 2024: <ul style="list-style-type: none"> • 3 Discipline Teams preparing their applications. • 1 Discipline Team renewing their application. ● Testimonials: <ul style="list-style-type: none"> • <i>“SUCCEED provided us with evidence from our students as to what we were doing well and as a result enabled us to identify areas of enhancement to teaching excellence. This insight was invaluable in developing our successful action plan and ultimately our DELTA Award success.”</i>, Thomas Broderick, Lecturer, Sport, Leisure and Childhood Studies, MTU

	<ul style="list-style-type: none"> • <i>"Thanks to the insights from our SUCCEED report and subsequent meeting, we were able to identify student transitions as an area that we needed to improve and successfully applied to TLU/AnSEO for funding to enhance our support initiatives", Don Crowley, Academic Change Management Integration Facilitator and former Head of Department of Organisation and Professional Development, MTU</i>
<p>Any future plans, including the sustainability of the initiative?</p>	<ul style="list-style-type: none"> • Report Options <ul style="list-style-type: none"> ○ Development of further SUCCEED report options e.g.: <ul style="list-style-type: none"> ▪ Further breakdown of indicators by question, type of student (PT/FT), year of study (Y1, FY, TP), etc. ▪ Comparison with other departments as opposed to within organisational structures. • Acting on Results <ul style="list-style-type: none"> ○ Development of a SUCCEED Actions toolkit for academic units to help them engage with their SUCCEED reports and action their results using a student-staff partnership approach to ensure optimal outcomes. • Adapting to StudentSurvey.ie Strategic Review Outcome <ul style="list-style-type: none"> ○ Should the national survey be redesigned then subsequent redesign of SUCCEED reports in line with changes whilst maintaining, where possible, access to 2016-2023 data. ○ Should the national survey be suspended, design a local version of StudentSurvey.ie so as to enable the continued building and leveraging of the SUCCEED model.
<p>Key Learning Points</p>	<ul style="list-style-type: none"> • Importance of Data Accessibility: Enhancing access to StudentSurvey.ie data is crucial for informed decision-making at all academic levels. By standardising reporting structures, academic units can better utilise insights to improve teaching and learning. • Training and Support: Providing ongoing training and support for interpreting and acting on StudentSurvey.ie results is vital. This helps academic units effectively analyse data and implement improvements based on findings. • Feedback Loops Enhance Engagement: Establishing mechanisms for continuous feedback helps create a culture of engagement. When students and staff see how their input impacts decisions, it should encourage greater participation in future surveys. • Data-Informed Practices Lead to Improvement: Utilising data to identify strengths and weaknesses allow academic units/programmes focus their efforts on specific areas for development, ultimately enhancing student outcomes.

Teaching and Learning Focus Areas (please tick all that apply)

Categories	Elements	Topics	Target Groups
Commit <input checked="" type="checkbox"/>	Leadership, Strategy & Governance <input checked="" type="checkbox"/>	Digital Transformation <input checked="" type="checkbox"/>	Students <input checked="" type="checkbox"/>
Coordinate <input checked="" type="checkbox"/>	Curriculum and Assessment <input checked="" type="checkbox"/>	Education for Sustainable Development <input type="checkbox"/>	Staff <input checked="" type="checkbox"/>
Consult <input checked="" type="checkbox"/>	Innovation in Teaching <input checked="" type="checkbox"/>	Academic Integrity <input type="checkbox"/>	Wider community <input checked="" type="checkbox"/>
Create <input checked="" type="checkbox"/>	Professional Development <input checked="" type="checkbox"/>	Inclusive and Equitable Teaching Practices <input checked="" type="checkbox"/>	Other <input type="checkbox"/>
Celebrate & Continue <input checked="" type="checkbox"/>	Research and Evaluation <input type="checkbox"/>	Innovations in Assessment and Feedback <input checked="" type="checkbox"/>	
		Student Engagement and Partnership <input checked="" type="checkbox"/>	
		Collaborative and Interdisciplinary Approaches <input checked="" type="checkbox"/>	
		Artificial Intelligence <input type="checkbox"/>	
		Other <input type="checkbox"/>	

Contact Details

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Links	<ul style="list-style-type: none"> • StudentSurvey.ie • Annual national summary of StudentSurvey.ie results: https://studentsurvey.ie/results • Frameworks, Policies, or Strategies <ul style="list-style-type: none"> • National Strategy for Higher Education to 2030 https://hea.ie/assets/uploads/2017/06/National-Strategy-for-Higher-Education-2030.pdf • HEA Strategic Plan 2023-2026: https://hea.ie/2024/03/28/hea-corporate-strategic-plan-2023-2026/ • Steps to Partnership A Framework for Authentic Student Engagement in Decision-Making: https://studentengagement.ie/resources/framework-for-student-engagement/ • The Technological Higher Education Quality Framework (THEQF) https://www.thea.ie/theqf/ - Internal Quality Assurance and Enhancement (IQAE) of Taught Provision: https://www.thea.ie/contentfiles/1C_v2.pdf • MTU Strategic Plan: https://www.mtu.ie/media/mtu-website/courses/documents/MTU-Strategic-Plan.pdf • SUCCEED <ul style="list-style-type: none"> • SATLE 2020 – SUCCEED Project information: https://tlu.cit.ie/succeed • SUCCEED Programme: https://tlu.cit.ie/succeed-programme • Video explaining how to Interpret a SUCCEED Standardised Report: https://youtu.be/-kELN_J6hcc • Mapping of TLU/AnSEO Programmes to StudentSurvey.ie Based Question Indicator Groupings https://tlu.cit.ie/contentfiles//SUCCEED/SUCCEED%20-%20TLU%20&%20AnSEO%20Mapping%20to%20StudentSurvey%20Base%20Indicators1.pdf • Video explaining TLU & AnSEO Supports

	<p>https://youtu.be/4bF3QdK2I5o</p> <ul style="list-style-type: none">• TLU Website: https://go.mtu.ie/tlu
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