USER GUIDE – IN TOUCH DASHBOARD

For more information contact your i-graduate account manager
or the StudentSurvey.ie Project Manager

Student Survey.ie

Table of Contents

Introduction

This short guide will introduce you to the In Touch Dashboard, a Tableau-based data analysis and visualisation tool which will help you analyse the results of StudentSurvey.ie. It will provide information about how to access the Dashboard, what its capabilities are and how to use them.

The successful implementation of the StudentSurvey.ie project has been significantly influenced by the collaborative partnership approach adopted throughout. Institutions are committed to interpreting and utilising StudentSurvey.ie data to enhance the experiences of their students and do not support the use of student engagement results for any overly simplistic purpose that could be perceived as ranking institutions.

In accessing the results files for StudentSurvey.ie, in particular the Data File, please be reminded of the Data Processing Agreement entered into by your institution and the survey company, and of the general commitment of your institution to the anonymity of the individual student respondents. Those accessing the results do so on the understanding that, at no point and for no reason, will the capabilities of the In Touch Dashboard or the variables provided in the Data File or any of the results, be used to deliberately identify an individual student respondent.

This guide was created through accessing the In Touch Dashboard for University College Dublin. Thank you to Maura McGinn for authorising this use and for contributing to the creation of this guide. Every effort has been made to redact UCD-specific results. Any remaining results specific to UCD should not be extracted for any other purpose other than understanding the functionality of the In Touch Dashboard.

If you have any questions or queries, or require any further information, please contact the StudentSurvey.ie Project Manager at info@studentsurvey.ie, or your i-graduate account manager.

Accessing your account for the first time

To access the In Touch Dashboard, you must first be issued with an account by i-graduate. Alternatively, your existing account must be given the appropriate permissions to access to the "Interactive Results" section of the In Touch Dashboard.

When the data are first released, the Registrar is the only institutional representative to be given access. The Registrar must contact the institution's i-graduate account manager with instructions to issue you/ your colleague(s)/ student representative(s) with an account, or update an existing account with the required permissions.

After i-graduate issue you with an account, you will receive an email with a link to In Touch.
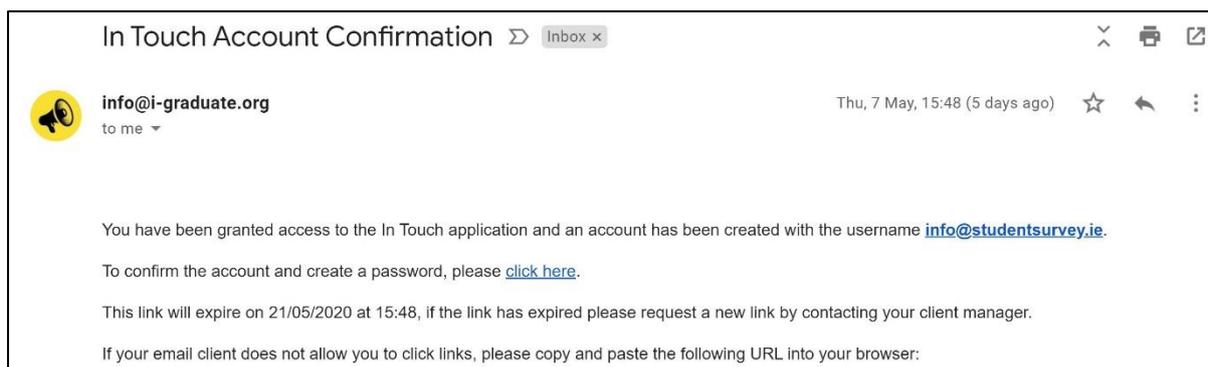

Fig. 1 Email from i-graduate with link to In Touch account

When you click on the link, you will be prompted to create a secure password that only you know. A record of this password is not accessible by i-graduate or the StudentSurvey.ie Project Manager, therefore it is more secure than before. Please make a note of your password after you have created it and do not share access to this account with colleagues. Separate accounts can be created for all members of staff/ student representatives who need access to the results.

Logging in

You can access your account at https://www.intouch.i-graduate.org/isb/Account/SignIn. You will be asked to provide your email address and password to log in.
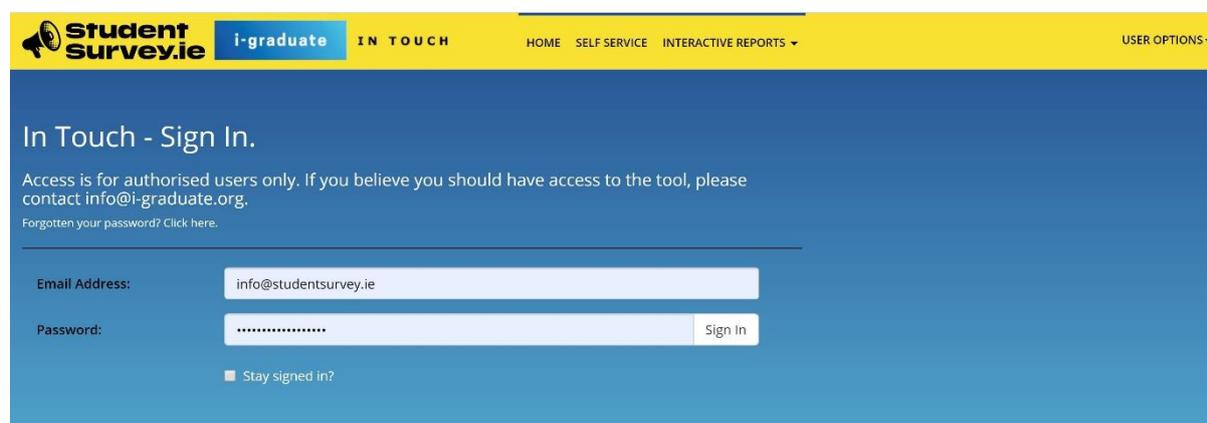

Fig. 2 In Touch log-in page

Overview

After logging in you will arrive on a landing page (the homepage).

Fig. 3 In Touch landing page

The In Touch landing page (homepage) has a number of menu items depending on your role/access.

Self Service: During the survey preparation, this area will show any tasks that are to be completed as part of the StudentSurvey.ie preparation for your institution.

Post survey completion, this area allows you to download files associated with the project(s) which are administered by i-graduate. To download a file, click the File Name associated with the file you wish to download.

Response Report: This area is available to report on the number of responses and response rates by various student cohorts.

Interactive Reports: Gives access to your survey results.

Accessing the interactive Dashboard

In order to access the In Touch Dashboard and your institutional results, hover over the "Interactive Reports" menu item, and the relevant year will appear. Click on the year.
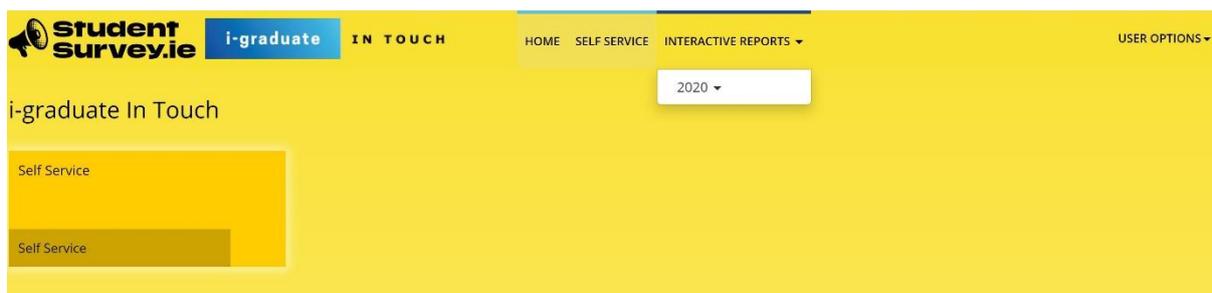

Fig. 4 Accessing the results step 1

A menu will appear. Click on any item on this menu to progress as this will open the Dashboard. It will be easy to navigate between the items on this menu after you have accessed the Dashboard.
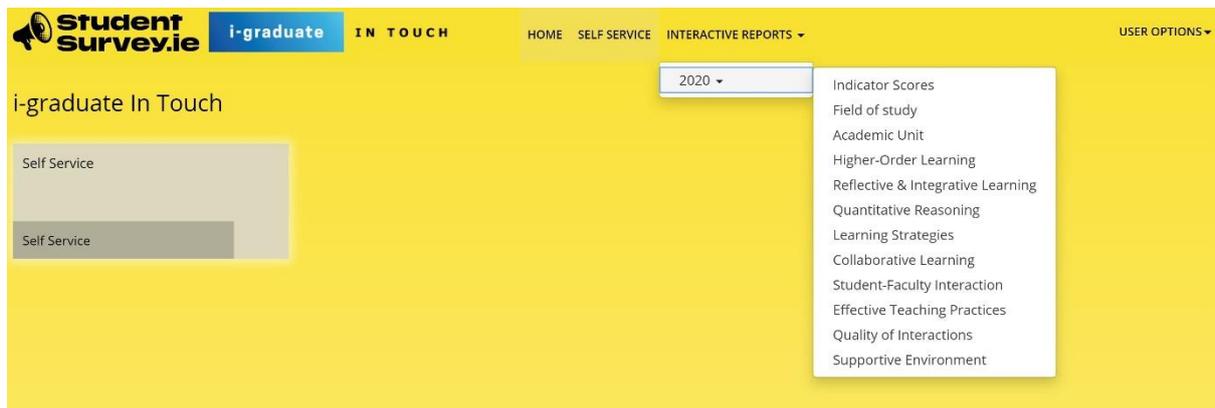
Fig. 5 Accessing the results step 2

This menu gives access to results for :

- Indicator Scores
- Field of study
- Academic Unit
- Higher-Order Learning
- Reflective and Integrative Learning
- Quanitative Reasoning
- Learning Strategies
- Collaborative Learning
- Student-Faculty Interaction
- Effective Teaching Practices
- Quality of Interactions
- Supportive Environment

General functionality

The In Touch Dashboard presents a lot of data in a condensed way and offers many options to filter the results with minimal effort.

The following results are presented:

- Your institution Current year
- Your institution Previous year
- All StudentSurvey.ie results (abbreviated to All SS.IE)
- StudentSurvey.ie results for Universities only
- StudentSurvey.ie results for Technological Higher Education Institutions only
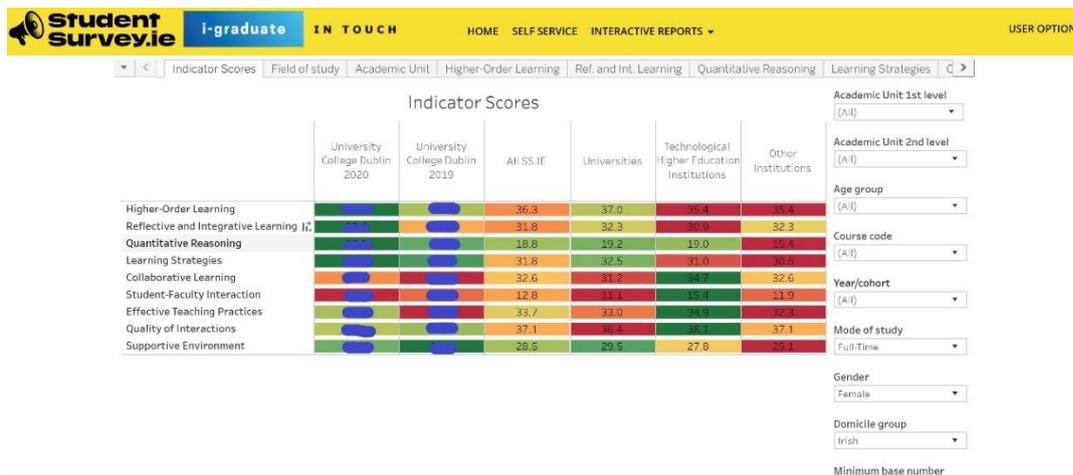- StudentSurvey.ie results for Other Institutions only

Fig. 6 First section of In Touch Dashboard

Navigating the Dashboard

Navigating between different sections or tabs of the Dashboard is achieved by either using the menu or once in the report using the navigation bar in the header. You can navigate between sections such as Indicator Scores and individual Indicators by clicking on the tab in the navigation header and you will be brought to this section.
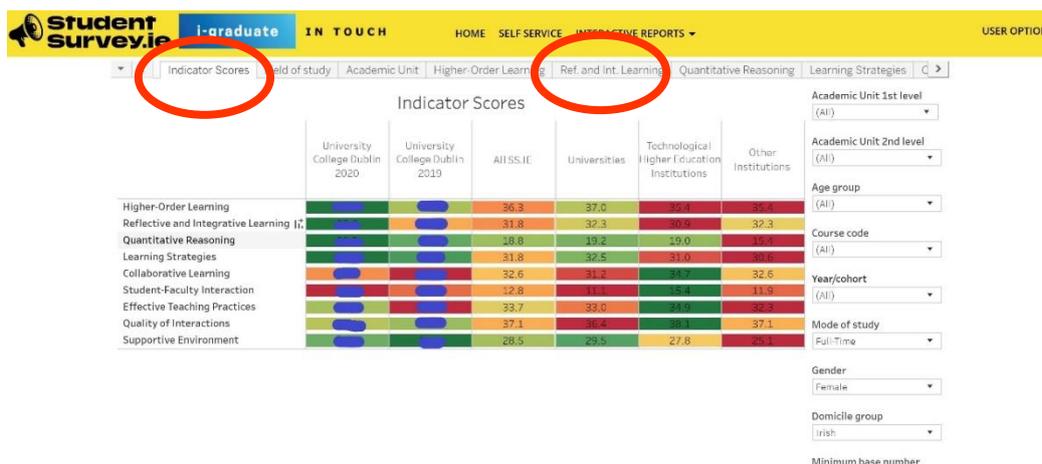

Fig. 7 Navigating the In Touch Dashboard

Filters

Each section of the Dashboard offers filters to slice the results in different ways. For filters with more than two categories, you can select which categories to include or exclude by ticking those options.

Fig. 8 Using the filters

Filters can be used in combination to examine the results for specific groups of students.

However, this should be done carefully and in such as a way as protects the anonymity of the respondents. Efforts should never be made to combine filters to identify specific students. When using multiple filters in combination, you should also increase the "minimum base number" (see below) to at least 10. This is to protect the anonymity of individual students and also to ensure you are interpreting student feedback from a non-identifying number of students.

Minimum base number

On some reports 'Minimum base number' is available. Increasing this number allows you to only view the results when the number of students in a given cell exceeds that minimum number. For example, you may wish to examine the results for full-time, female and Irish-domiciled students, but only draw conclusions from the results when the number of students which falls into this category is more than 10.
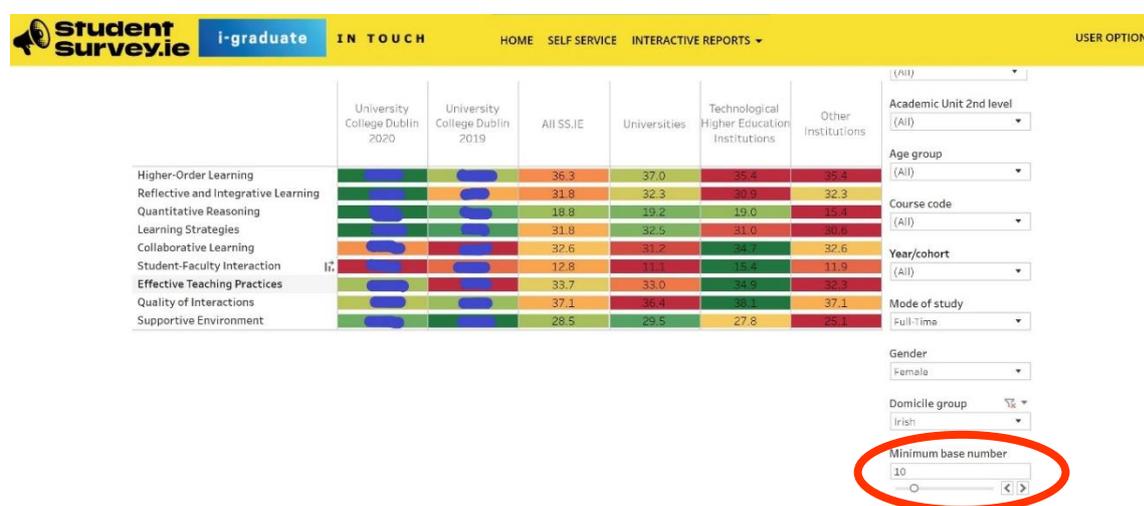

Fig. 9 Minimum base number

Colour coding for Indicator score

The results <u>across</u> each Indicator are colour coded. This means that the colour coding denotes differences across the categories of responses for that Indicator.

Colour coding is not used to compare scores for Indicators within a particular categories, for example Universities, because it is not appropriate to compare Indicator scores (see the National Report for a fuller explanation).

Green denotes the highest score and red denotes the lowest. Where there is a range of scores, the colours denote increasing scores.

For example, in Fig. 7 above, for Quality of Interactions the score of Technological Higher Education Institutions is the highest and therefore is the darkest green. For Quality of Interactions the score of Universities is the lowest and therefore is the darkest red. Still looking at Quality of Interactions, the score for UCD 2019 is high but not the highest, and if therefore a lighter green. The score for Other Institutions is low but not the lowest, and if therefore a lighter red/ orange colour.

Downloading results

Results can be downloaded by using the "Download" icon in the bottom right-hand corner of your screen. You will be offered multiple options for the format of the results. You can choose to download

- Image: produces a png file of the results presented
- Data: downloads a csv file of the raw data to reproduce the table
- Crosstab: produces a csv file of the results as presented on screen
- PDF: produces a PDF file of the results presented

Please note that you will need to click on any field on the graph in order to download the data.
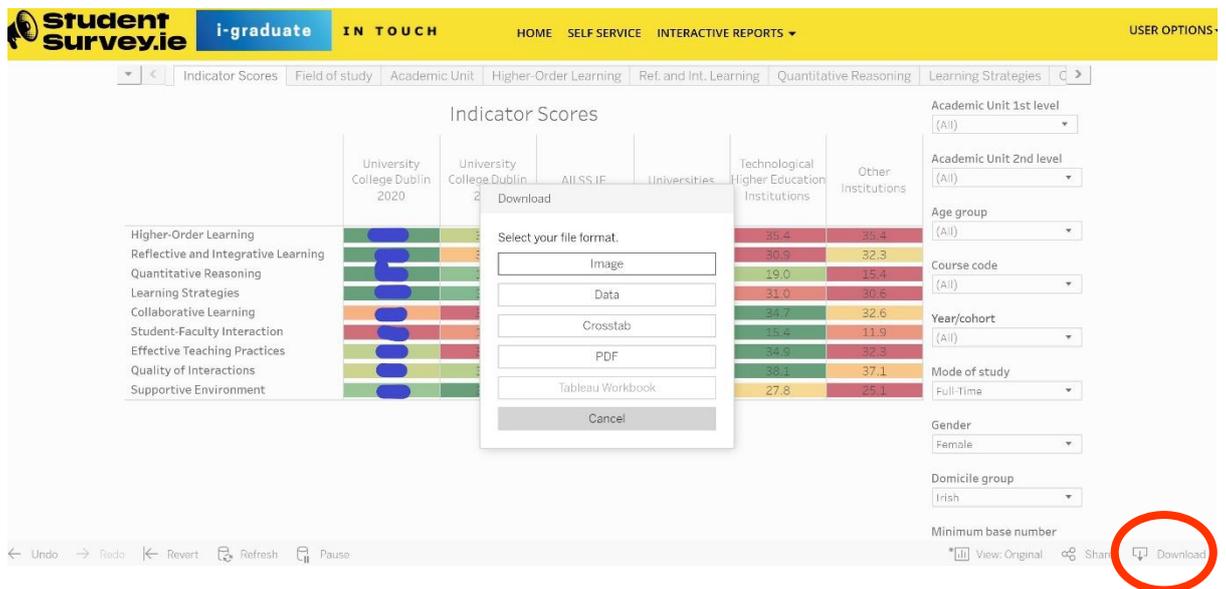

Fig. 10 Downloading results

Indicator scores

The Indicator score for each Indicator (scored out of 60 and **not** percentages) is presented for:

- Your institution 2020
- Your institution 2019
- All StudentSurvey.ie 2020 results (abbreviated to All SS.IE)
- StudentSurvey.ie 2020 results for Universities only
- StudentSurvey.ie 2020 results for Technological Higher Education Institutions only
- StudentSurvey.ie 2020 results for Other Institutions only

These results can be examined using a range of filters.

Academic Unit 1st level

This is based on what your institution provided to i-graduate in preparation for fieldwork in the student data upload. This filter allows you to view the results for individual faculties/ schools/ departments/ units. It should aid you in creating reports for all of the units in your institution, but will be influenced by the organisation of your institution and the information that was provided to i-graduate for this variable in advance of fieldwork.

ACUnit 1 is not a required category of data in the data upload in preparation for fieldwork, however the careful categorisation of students by this variable, where possible, could aid your analysis post-fieldwork greatly.

Academic Unit 2nd level

As above, this is the same as ACUnit1.

Age group

This filter allows you to view the results for participants aged 23 and under separately from the results for students aged 24 and over.

Course code

You can use this filter to examine results for individual courses. This should also facilitate you in creating reports for all of the units in your institution, but please review these results with caution. It is very likely that the results are based on a very small number of responses at this level and the results are therefore liable to vary greatly. The use of this filter should be combined with the "Minimum base number" control to view results for groups of 10 or more if analysing results at this level of distillation.

Higher-Order Learning	38.3	36.5
Reflective and Integrative Learning	33.8	33.8
Quantitative Reasoning	18.5	19.0
Learning Strategies	30.1	30.5
Collaborative Learning	22.9	23.9
Student-Faculty Interaction	11.8	12.5
Effective Teaching Practices	34.7	32.5
Quality of Interactions	33.3	36.6
Supportive Environment	23.6	29.0

Fig. 11 Combining the "course code" filter with "minimum base number"

Year/cohort

This filter allows you to view the results for the first year undergraduate (Y1), final year undergraduate (YF) and the taught postgraduates (PGT) separately.

Mode of study

This filter allows you to view the results for the full-time and part-time/remote students separately.

Gender

The four options for gender are male, female, prefer not to say and gender non-binary. Due to the relatively low numbers in the latter two categories compared to the large number in the former two categories, i-graduate collapsed the latter two categories into one category named 'Undeclared'. As the number of respondents in this category is likely extremely small relative to the other two groups, it was deemed inadvisable to include them in the statistical analysis, and any interpretation of their results should be done with caution.

Domicile group

This filter allows you to view the results for the Irish-domiciled students and the internationally domiciled students separately. Country of domicile refers to a student's country of permanent address prior to entry to their programme of study. Although it is not an exact match, this can be used to some extent as a proxy to distinguish between Irish students and international students. However, it is important to note that it is not the same as a student's nationality and that it does not change as they progress through their academic career. Furthermore, groups such as students on Erasmus and Junior Year Abroad are not included, as they are not invited to take part in StudentSurvey.ie due to the temporary nature of their time in the higher education institution (and they tend not to be in first or final year when in Ireland). Respondents for whom Ireland is their country of permanent address prior to entry to their programme of study are referred to by the abbreviation "Irish" on the In Touch Dashboard, and those for whom another country is their country of permanent address are referred to by the abbreviation "Non-Irish".

Field of Study

This part of the Dashboard can be accessed by navigating to the tab next to Indicator Scores. To access it, click on the tab called "Field of Study".
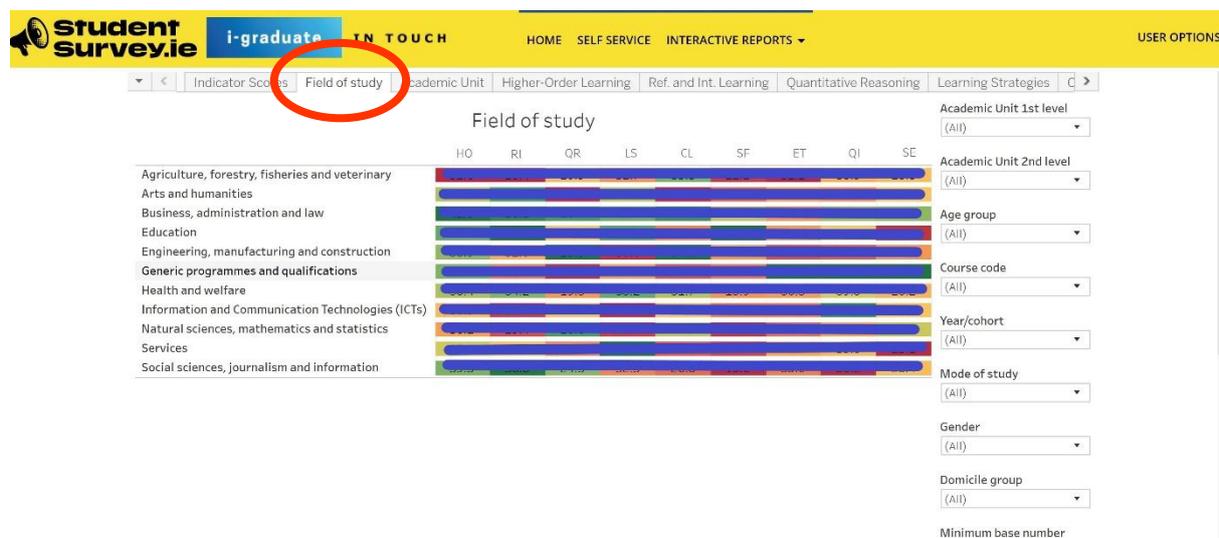

Fig. 12 Navigating to the "Field of study" tab

All of the filters from the Indicator Scores tab are retained here.

Here, you can compare the results for students within each Indicator for each field of study. Depending on your institution, you may wish to consider increasing the minimum base number if you have very low numbers of students in a given field of study in your institution and you want to isolate and interpret their results.

Note on Field of study

The "Field of study" tab is based on the recategorisation into broad ISCED category of the ISCED code for each student's course provided by your institution in your preload student data submission. ISCED stands for International Standard Classification of Education. The first two digits of that ISCED code corresponds to the broad ISCED category as follows:

00=Generic programmes and qualifications
01=Education
02=Arts and humanities
03=Social sciences, journalism and information
04=Business, administration and law
05=Natural sciences, mathematics and statistics
06=Information and Communication Technologies (ICTs)
07=Engineering, manufacturing and construction
08=Agriculture, forestry, fisheries and veterinary
09=Health and welfare
10=Services

This information is also provided in the Data Key tab of the Data File for your institution.

Academic Unit

This part of the Dashboard can be accessed by navigating to the tab next to Field of Study. To access it, click on the tab called "Field of Study".
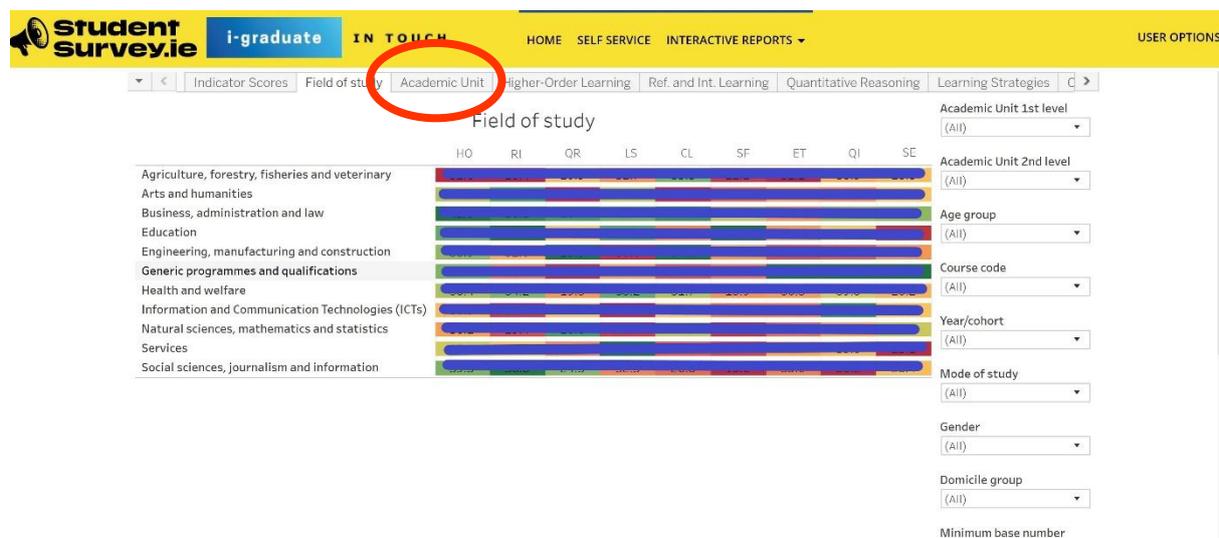

Fig. 13 Navigating to the "Academic Unit" tab[1]

All of the filters from the Indicator Scores tab are retained here.

Here, you can compare the results for students within each Indicator for ACUnit1. Depending on the size of the unit, you will likely need to increase the minimum base number as some units may have very small numbers of respondents.

The utility of this tab will depend on the data your institution provided to i-graduate in the preload file in preparation for fieldwork. It should allow you to compare units very quickly and, using the colour coding, identify the units with the highest score for each Indicator, and also the units which may need to consider enhancing this aspect of the experience of their students. However, further refining of how the data are provided to i-graduate for ACUnit1 may be required and this can be discussed ahead of fieldwork 2021.

---

[1] The tab itself is not shown as the layout is specific to UCD's organisational structure.

Individual Indicators

The results for each individual indicator make up the result of the Dashboard and are presented differently to the previous sections, though much of the same functionality applies, e.g. in downloading the results and navigating between indicators.

In these tabs, the results of the questions which contribute to that indicator are presented individually. The response score is provided for each response option, and is essentially an editable version of the Indicator file you can also access as a static Excel file.

Where a large percentage of the respondents chose this response, such as in the redacted sections of Fig. 13, the score is visible on the image. In cases where a small percentage of respondents chose that response option, such as the red sections of Fig. 13 below, there is not enough room for the actual response score to be presented. However, if you hover over any of these cells, the Dashboard will present you with the full question, the response option, and the percentage of respondents who chose that response option.

Where the question is too long to include on screen, hovering over any cell of responses for that question will present you with the full question.
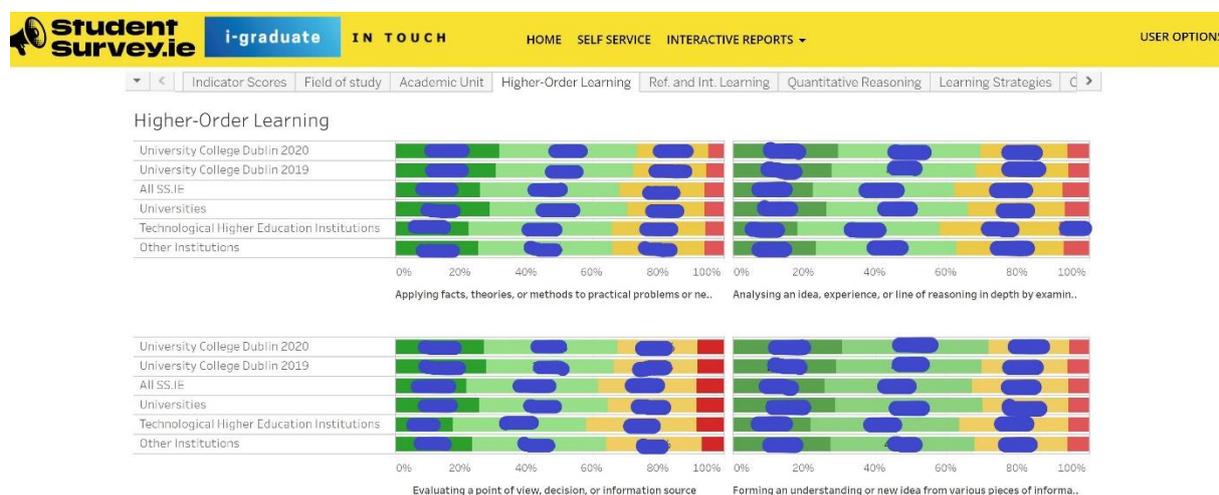

Fig. 14 Indicator tabs of the In Touch Dashboard

Colour coding for response scores

Colour coding is used in these tabs to distinguish between response options. Dark green denotes the strongest statement of agreement (e.g. Very much/ Very often). The lighter green denotes the less strong statement of agreement (e.g. Quite a bit/ Often). The orange denotes the less strong statement of disagreement (Some/ Sometimes). Finally, the red sections are the response score for the strongest statement of disagreement (e.g. Very little/ Never).

This colour coding is slightly different for Quality of Interactions, as there are more than four response options. However, the results are still presented on a scale from strongest agreement (Excellent) to strongest disagreement (Poor) and can therefore be interpreted in the same way as the other indicators.

Comparisons

The following results are presented for each question within each Indicator:

- Your institution 2020
- Your institution 2019
- All StudentSurvey.ie 2020 results (abbreviated to All SS.IE)
- StudentSurvey.ie 2020 results for Universities only
- StudentSurvey.ie 2020 results for Technological Higher Education Institutions only
- StudentSurvey.ie 2020 results for Other Institutions only

As well as being able to compare across groups, you can alter the filters to only present a select number of these. In order to do this, scroll down to the filters, and select the "Indicator filter" filter. To illustrate what you can do, only Universities and University College Dublin 2020 are selected in Fig. 14 below, and Fig. 15 shows how this changes the results displayed.
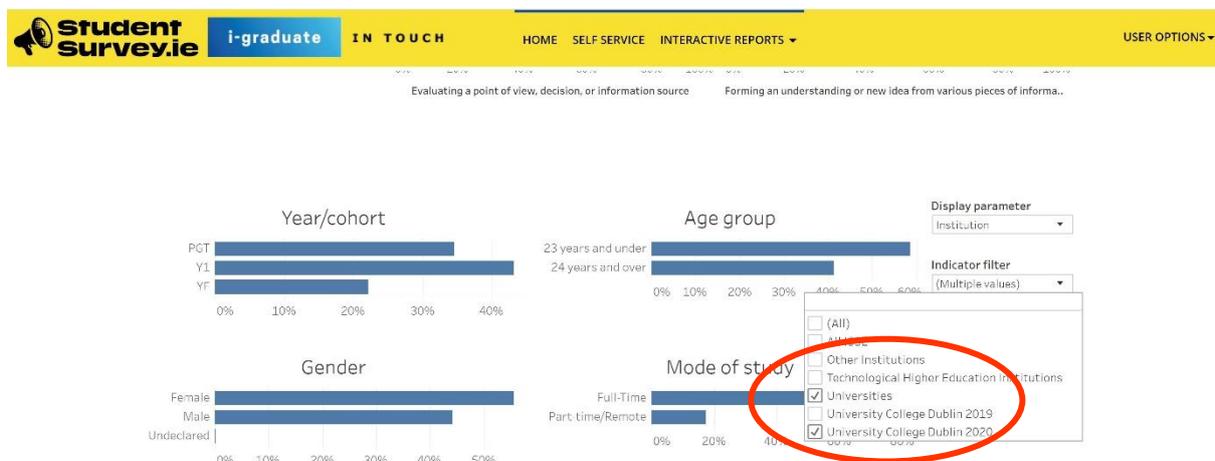

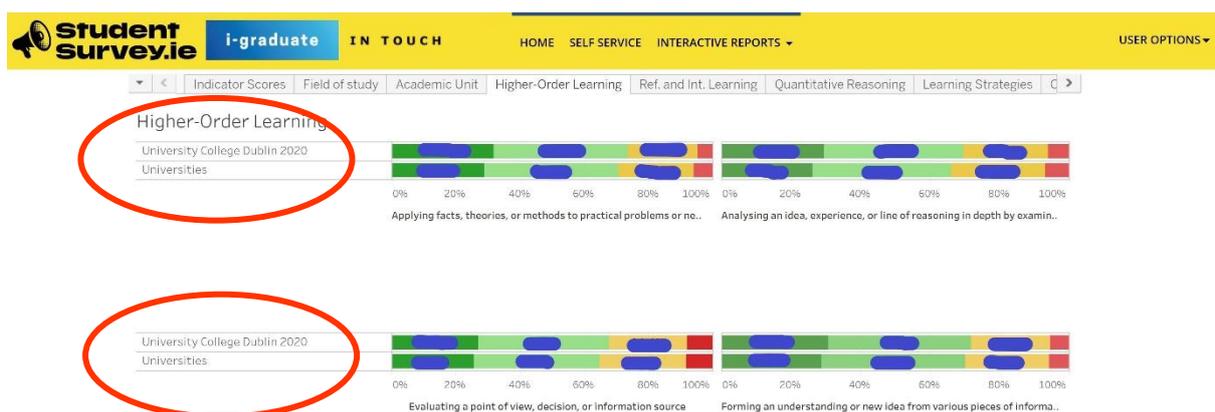Fig. 15 Changing the "Indicator filter" filter part 1

Fig. 16 Result of changing the "Indicator filter" filter

Filtering by respondent characteristic

You have a lot of control in this section to examine response scores by respondent characteristic. On the second half of the screen for each indicator, you will see a breakdown of the overall respondent population by Year/cohort, Age group, Gender and Mode of study.
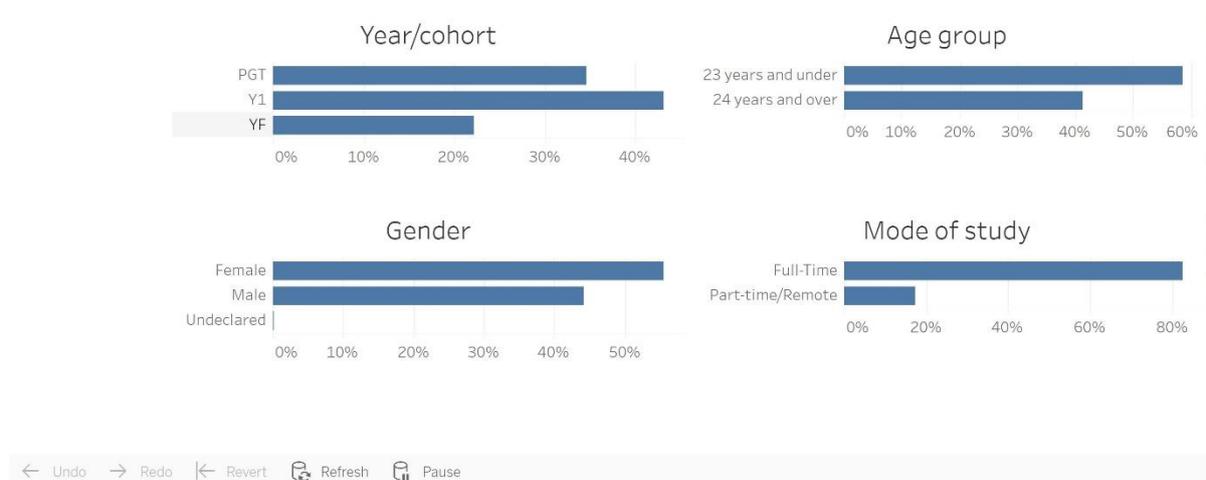

Fig. 17 Breakdown of respondent characteristics

If you hover over any of the bars, the Dashboard will generate a textbox which will tell you what the percentage for that group is.

You can filter the responses for different groups using these controls. Should you wish to consider responses for only Full-time student, for example, you can click on the Part-time/Remote bar and select Exclude (see Fig. 17 below). This will re-adjust the responses to give you the results without this cohort of students.
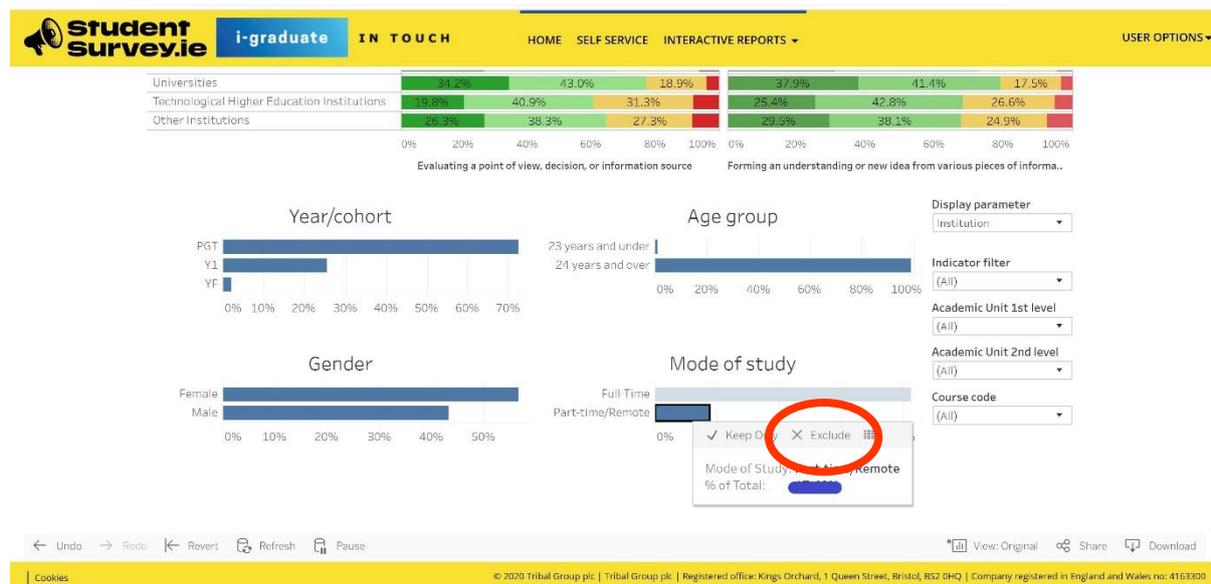

Fig. 18 Filtering by respondent characteristics

If you click on a bar but then do not want to change it, simply click on it again to come back out of the menu visible in Fig. 18 above.

You can also filter by the additional filters entire Institution or Academic Unit, Academic Unit 1st level, Academic Unit 2nd level and/ or Course code by using the filters to the right of the respondent characteristic filters.
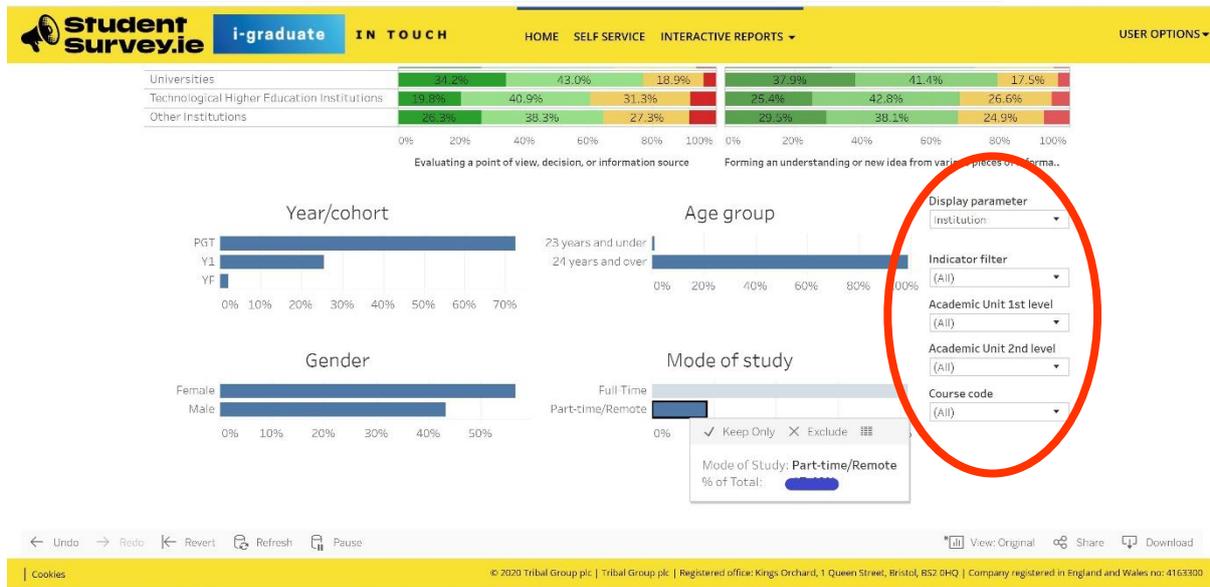

Fig. 19 Additional filters for response scores

Clearing Filters

If you need to reverse the change, you can select the "Revert" option in the bottom left-hand corner. Alternatively, select the "Undo" button.
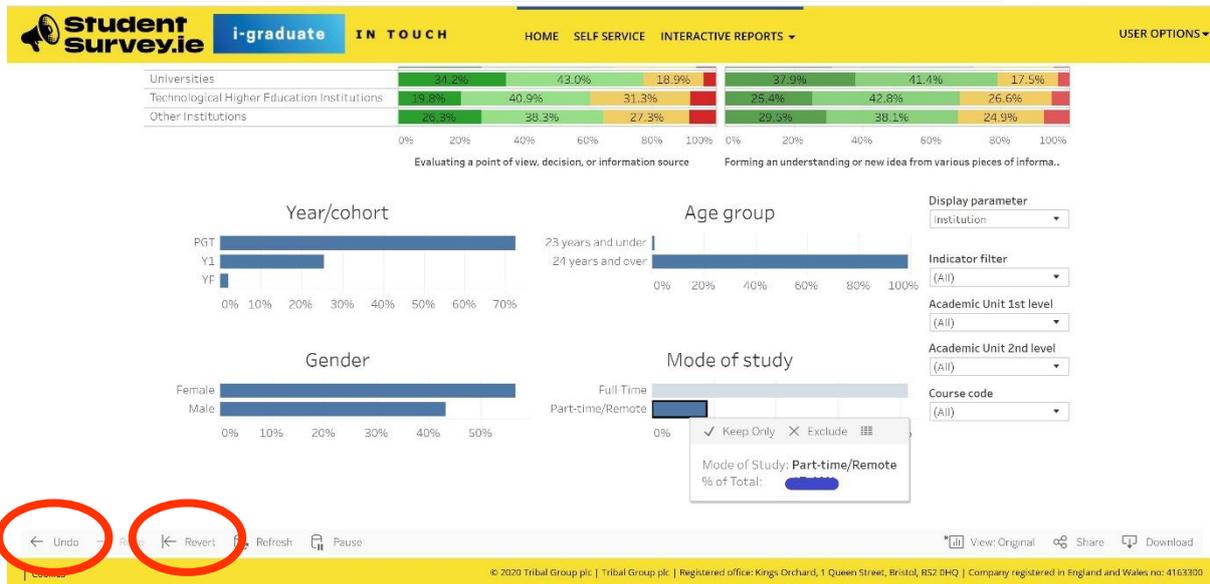

Fig. 20 Clearing filters