How do we know what works?
Designing an impact framework to evaluate the role of student engagement

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Format of the session

What do we do?

How do we measure impact?

How do we communicate impact?
Student engagement at University of Worcester
What does that mean?

- Eating chocolate cake
- Singing Christmas songs in November!
- Walking my dog in the countryside and listening to my music makes me happy!!
- Walking my dog and riding my horse makes me happy!
Why did we need a new approach?
Measuring the impact of student engagement

Engagement project

Impact on the student body as a result of changes

Impact on the service as a result of feedback

Impact on students taking part

Measured by feedback in staff-student meetings and in internal and external survey results

Planned with measuring impact in mind

Measured through changes made or planned

Measured using post-engagement surveys
Projects are planned with impact in mind

What is the overall aim?

What are the expected outcomes?

How will we assess short-term impact(s)?

How will we communicate short-term impact(s)?

How will we assess long-term impact(s)?

How will we communicate long-term impact(s)?
Impact evaluations are standardised

What were the project aims?

What did we do?

What did we learn?

How did we act?

How did we measure impact?

How did we communicate impact?
The impact on the students taking part

Impact on students who have completed work placements

- 100% felt their work placement with Library Services was useful and interesting
- 100% of students felt supported during their placement with Library Services
- 100% of students would recommend a Library Services work placement to their peers

Impact on students who have taken part

- 100% of students enjoyed taking part in the engagement activity
- 100% of students would like to take part in further engagement activities
- 100% of students understood how their involvement would contribute to the development of Library Services

- 85% of students would share their experience with a friend
- 70% of students felt they had learnt something as a result of their engagement activity

It was interesting to hear what others on different courses have to say about the library.

Really appreciate people giving time up to help improve Library Services from online and within The Hive itself.

Second year student, 2017

It was useful to be part of an interview process from the other side. It was interesting to see how candidates respond to questions and to a task.

Thank you for the opportunity to have my say about a couple of library bits. It’s been great to clear up some of my own misconceptions and also alert staff to a few genuine issues.

Final year student, PGR student 2017

I have thoroughly enjoyed working at The Hive on this project. The staff are very friendly and welcoming.

Great to be involved, thanks!

Interesting!

Second year student, 2018

I really enjoyed being independent in my project and being able to document my research in the ways that were best for me.

As a busy third year student this research has certainly changed how I engage with The Hive

Final year student, 2018

I enjoyed working with all staff members as they were friendly and supportive.

Interesting!
The impact on the service

Impact on the service

- Introduced bookable group study spaces
- New study skills portal planned
- Changes to Short Loan collection planned
- Online Independent Study repository planned
- Gathered student recommendations for book orders
- Introduced additional study spaces at The Hive
- New style referencing guide to launch in 2018

The impact of work placements

- What has the service gained as a result of student work placements?
- Study skills blog post
- Christmas book guide blog post series
- Students' view on Resource lists report
- Talking Heads videos
- Student views on alumni blog post
- "More than just books" student blog post
Impact on student experience and satisfaction

NSS
- 91% overall satisfaction

CES
- 89% overall satisfaction

PTES
- 90% overall satisfaction

Free text comments 2019
- 58% of comments were positive
- 58% of comments were about access to resources
- 44% of comments were made by students from College B

University of Worcester
Library Services
Impact on student experience and satisfaction

Study spaces at The Hive
Negative comments made on the NSS 2016-18

Almost 79% Fewer negative comments about The Hive's study spaces

What students say about the impact of engagement

Final year Film Studies student
The changes that have been made since the last focus group had been very noticeable and feedback has really been taken on board by staff. I really appreciated having the opportunity to discuss issues and see real changes happen as a result.

Postgraduate Researcher
Staff are keen to help. I have seen a big improvement since the last focus group.

Final year Screenwriting student
The work done to improve courses so far has been exceptional and I hope this continues throughout the years.
Communicating impact
Feed back to individual participants

Archaeology Students, we're listening to you
How Library Services are responding to your feedback

We wanted to make sure Archaeology students were getting the best possible experience from Library Services, so we asked how we could improve and this is what you said

You said
Sometimes books show on the catalogue as being available but we can't find them when we go to the shelf.

So we...
Investigate returns trolleys to make sure books are shelved in the correct place.

You said
Some books are difficult to locate and it becomes frustrating.

So we...
Advise students to use the catalogue to search for books and have them held.

You said
It can be confusing and frustrating when a book we need is part of the short loan collection.

So we...
Run an extensive short loan project to investigate the placement and use of the short loan collection. This will result in upcoming changes to the way the collection is managed and shelved.

You said
We would like to see more of your Academic Liaison Librarians in computer sessions.

So we...
Will continue to work with your tutors to identify sessions in which your Academic Liaison Librarians could come in and teach.

You said
Feedback to individual participants
Find new ways to communicate impact more widely

What are Library Services doing for you this year?

- Saving you approximately £20,000 on resources for a 3 year degree
- Easy online study space booking
- Helping you study healthier, happier, smarter
- 700+ digitised chapters
- New ebooks giving you greater access
- Working with ICT for a new Hive Helpdesk
- 862+ hours of teaching
- 9000+ queries

YOU SAID
WE DID

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library.worc.ac.uk
Study happy

Bookable Study Spaces at The Hive
01 Oct 2018 - 30 June 2019

- 1090 Student bookings
- totalling over 2,000 hours of study

- 50% of bookings were for meeting rooms
- 47% of bookings were for books
- 2% of bookings were for group study spaces

The most popular day was March 12
The most popular room was 

- April was the busiest month with 228 bookings

In total 37 different students used the booking system

- 49% of students used the booking system more than once
- 13% of students booked more than one type of space

- Between 1-3pm was the most popular time for bookings
- 78% of bookings started within 1 minute

Study happy

University of Worcester Library Services

This year we’ve introduced 12 new bookable study spaces to help you
#FindYourSpace and #StudyHappy

Last year Study Happy helped over 1400 students study healthier, happier, smarter
library.worc.ac.uk/study-happy

University of Worcester Library Services

Last year we answered nearly 1300 live chats and spent almost 9 days chatting to get you the answers you needed
Make impact documents available to all

Performance and feedback

Projects

- Student engagement projects 2017-18
  Aims and outcomes from a number of student engagement projects, including gathering feedback on Riverside study spaces, a study skills portal and short loans.

- Snapshot surveys 2017-18
  An annual snapshot of some of our services.
What’s next?

- Roll out the impact framework beyond student engagement
- Work on a new impact framework to help colleagues measure the impact of longer-term tasks
- Collaborate with colleagues to expand the use of infographics through team subscriptions
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