Making the Student Voice Clearer with AI

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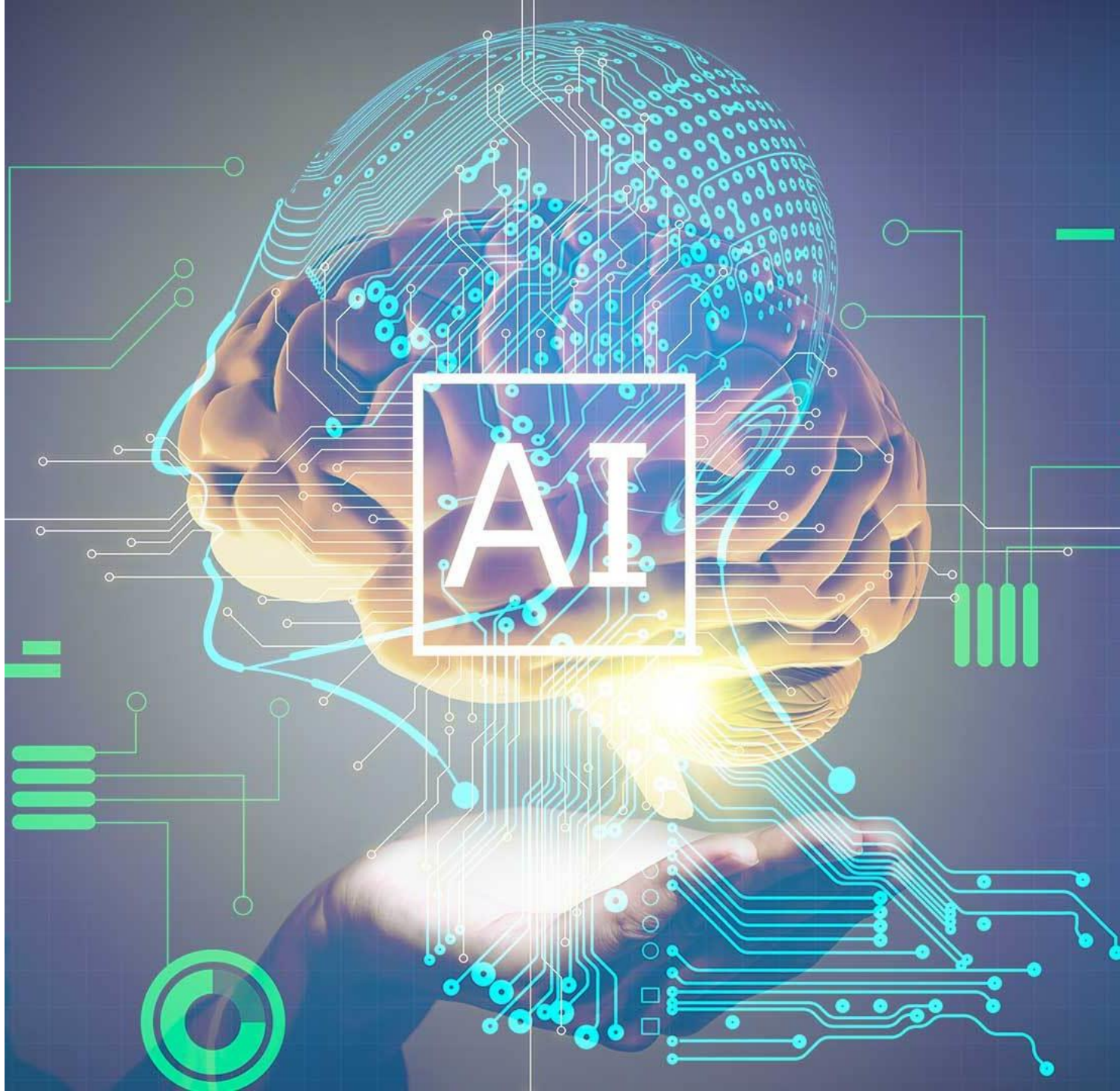
Student Surveys Officer

Usefulness Of Student Comments

- Student Voice identified as a strand of the university Education Strategy
- Schools and managers sought to further understand the views of the students
- The comments provide nuance to the qualitative responses
- Services and facilities ask for comments about how they can improve or what they do well

Use Of AI

- QSS 2023 and NSS 2023 pilot with Student Voice AI
- Thematic and sentiment coding of all comments
- Student Voice provides Excel files and pdf summaries
- NSS results get ‘sector’ benchmarks



QUEEN'S UNIVERSITY BELFAST

OVERVIEW

Student Voice + QUEEN'S UNIVERSITY BELFAST

CAH Level 1	Disability	Age	Year	Ethnicity	Sex	Mode of Study	Question Type
(CAH01) medicine a...	Disabled	21 to 25 years o...	2023	asian	female	Apprenticeship	negative
(CAH02) subjects all...	No known ...	26 to 30 years o...	2022	black	male	Full-time	positive
(CAH03) biological ...	A specific l...	31 years and ov...	2021	mixed	Other sex	Part-time	
(CAH04) psychology	Other disab...	Under 21 years ...	2020	Not UK domiciled	unknown	Unknown	

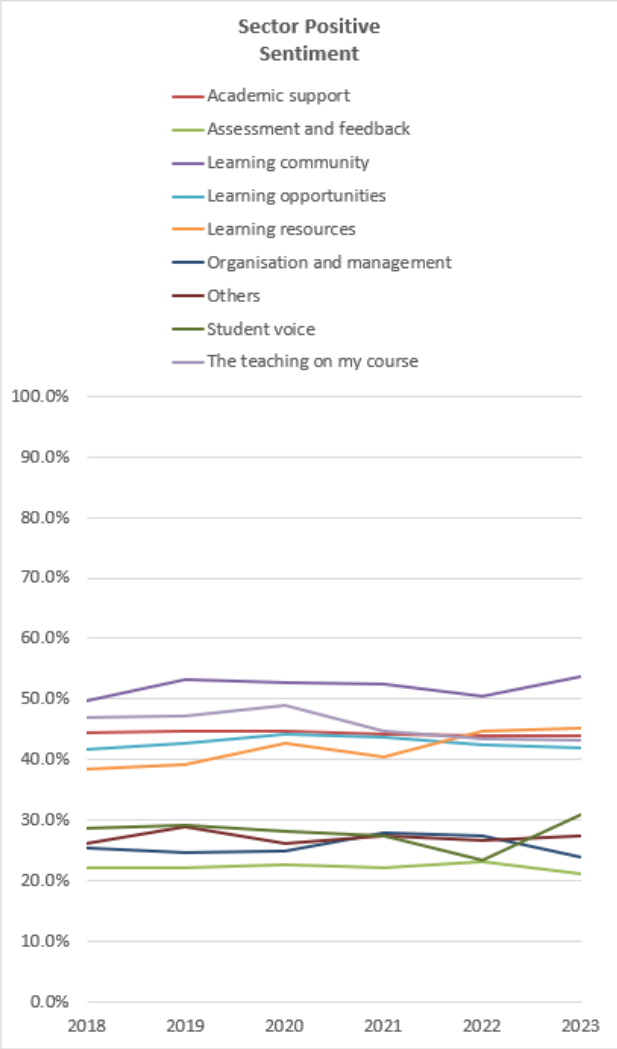
	Number of Comments in Each Category		Average Positive Sentiment in Each Category		Average Negative Sentiment in Each Category		Proportion of Total Number of Comments in Each Category		Difference Between Institution & Sector	Difference Between Institution & Sector	
	Institution	Sector	Institution	Sector	Institution	Sector	Institution	Sector		Positive Sentiment	Negative Sentiment
⊞ The teaching on my course	2060	10567	41.2%	43.0%	30.3%	29.9%	24.9%	23.5%	1.4%	-1.9%	0.3%
⊞ Learning opportunities	1393	7169	40.5%	42.0%	27.2%	26.7%	16.9%	16.0%	0.9%	-1.5%	0.5%
⊞ Assessment and feedback	925	4851	25.8%	21.2%	41.1%	44.4%	11.2%	10.8%	0.4%	4.6%	-3.3%
⊞ Academic support	987	6433	46.0%	44.0%	29.8%	31.8%	11.9%	14.3%	-2.4%	2.0%	-2.0%
⊞ Organisation and management	812	4911	29.8%	23.8%	36.2%	43.3%	9.8%	10.9%	-1.1%	6.0%	-7.1%
⊞ Learning resources	518	2898	46.1%	45.3%	25.7%	26.2%	6.3%	6.4%	-0.2%	0.9%	-0.5%
⊞ Learning community	644	3223	49.3%	53.7%	23.8%	21.5%	7.8%	7.2%	0.6%	-4.5%	2.3%
⊞ Student voice	118	822	36.3%	30.9%	29.9%	36.0%	1.4%	1.8%	-0.4%	5.4%	-6.0%
⊞ Others	808	4069	25.9%	27.4%	46.7%	45.9%	9.8%	9.1%	0.7%	-1.6%	0.8%
Grand Total	8265	44943	38.0%	37.6%	32.5%	33.6%	100.0%	100.0%	0.0%	0.4%	-1.1%

The 'Number of Comm
'Proportion of Total N
Category' columns sh
proportion of your ins
comments labelled u
Category.

The 'Average Positive
Category' column sho
negative sentiment s
comments labelled u
Category. Both positiv
range from 0% to 100
or negative elements
positive or negative.

As with the categorisa
analysed individually

TIME SERIES


Sector Positive Sentiment
Academic support
Assessment and feedback
Learning community
Learning opportunities
Learning resources
Organisation and management
Others
Student voice
The teaching on my course
100.0%
90.0%
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
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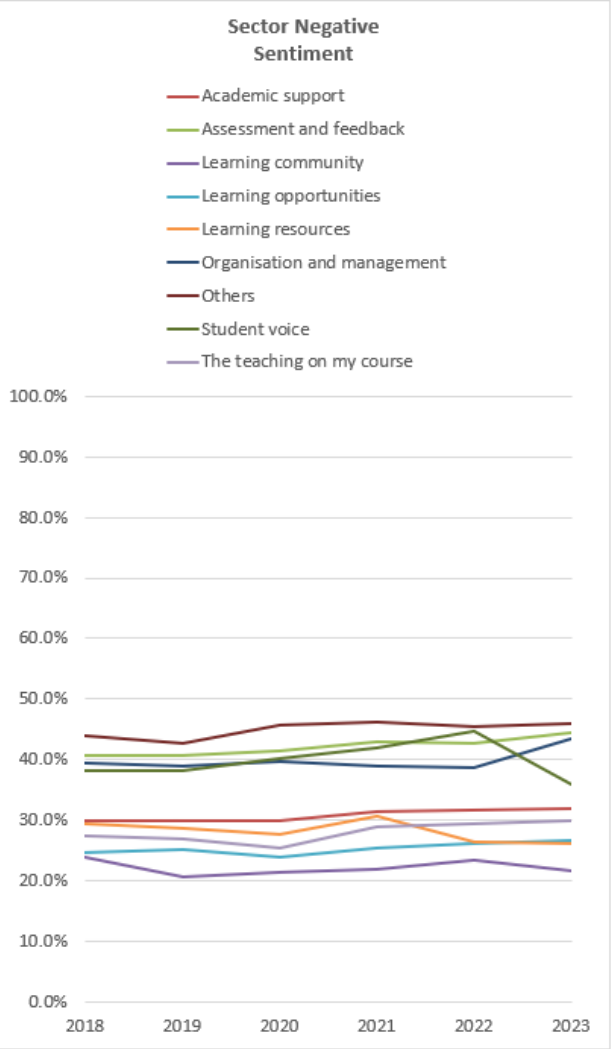
2018
2019
2020
2021
2022
2023


Sector Negative Sentiment
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Learning opportunities
Learning resources
Organisation and management
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10.0%
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2018
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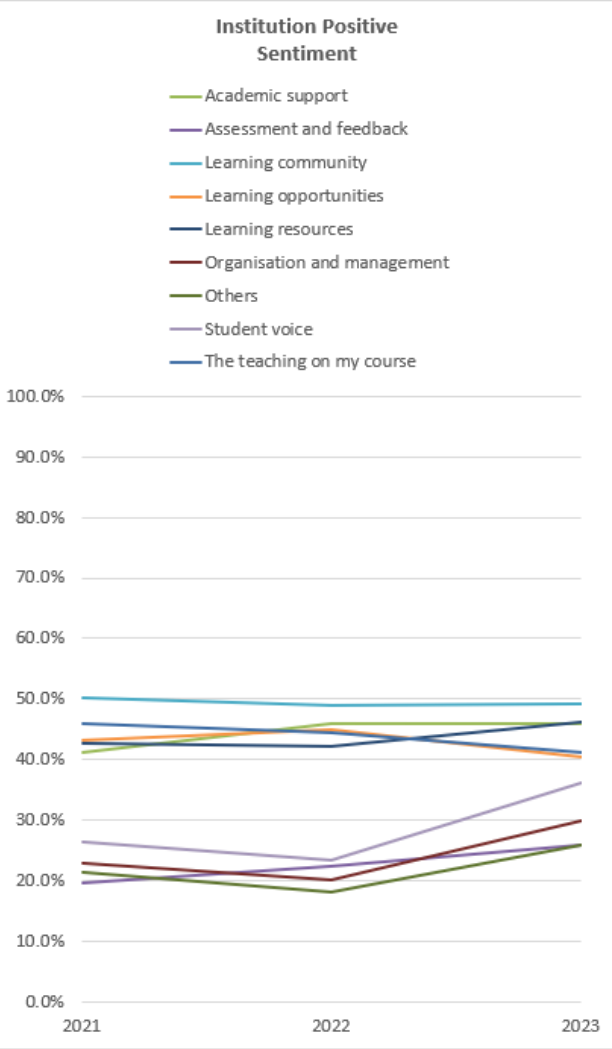
2023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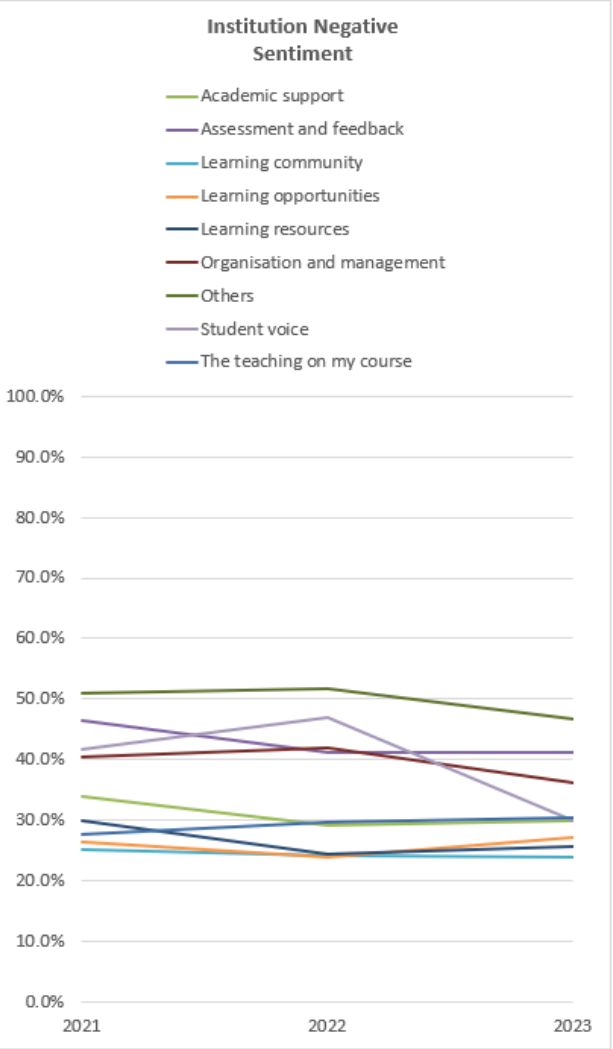
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2021
2022
2023

COMMENTS

Department	Programme	CAH Level 1	Year	Comment	The teach	Learning c	Assessme	Academic	Organisati	Learning r	Learning c	Student vo	Others	Positive	Negative	Delivery of	Teaching	Remote le	Type and	Co
SMGT	BSc Business Management with P	(CAH17) business and management	2023	There were several instances of assignment feedback given after the second deadline for that subject, it was unhelpful as we could not reflect and improve for the second assignment in time. The consultancy model was not well screened regarding safeguarding as we had a negative experience with			Assessment and feedback				Learning community			0.006929684	0.891276956					
SEECS	BEng (S) Software Engineering with Placement	(CAH11) computing	2023	There's a lot of remote work because of COVID and it stayed remote, lack of interaction, teaching staff could've supported better in terms of teaching.	The teaching on my course								Others	0.015215422	0.74864018	Delivery of teaching	Teaching Staff	Remote learning		
SEECS	BSc (S) Computing and IT Incl Professional Experience	(CAH11) computing	2023	I wish student's mental health is considered through group projects and when students provide answers during lectures by lectures.	The teaching on my course			Academic support			Learning community			0.107933968	0.122273564	Delivery of teaching				
SEECS	BEng (S) Software Engineering with Placement	(CAH11) computing	2023	Some particularly not useful modules. Level 1 Software Design Principles. Level 2 Service-Oriented Programming. Level 2 Transferrable Skills for IT. Professional Computing Practice.		Learning opportunities								0.153759912	0.887877941				Type and breadth of course content	
SEECS	BEng (S) Software Engineering with Placement	(CAH11) computing	2023	For a course designed for software engineers/computer science, there was very little practical work with programming and when there was the majority of marks seemed to be for quality of project management/write up, which I feel is entirely a waste of time for most people.		Learning opportunities	Assessment and feedback			Learning resources				0.014249836	0.830099583				Type and breadth of course content	
SNAM	BSc (S) Professional Nursing Adult	(CAH02) subjects allied to medicine	2023	The majority of the course was online due to COVID restrictions.	The teaching on my course								Others	0.042947095	0.224696919			Remote learning		
SCHEM	unknown	unknown	2023	It doesn't feel like you have the time or resources to preform your best in larger assignments and projects. It is expected you know and do things with little to no guidance or teaching and staff help when you ask for it is limited.	The teaching on my course		Assessment and feedback				Learning community			0.035938486	0.687098145		Teaching Staff			
SPSY	Psychology with Professional Placement	(CAH04) psychology	2023	COVID and strikes have disrupted my degree slightly, but I understand this was mostly unavoidable.									Others	0.012782405	0.727968872					
SMGT	BSc (S) Actuarial Science and Risk Management	(CAH17) business and management	2023	Maybe not enough interactive content in class. Easy to lose focus in lectures when content is dull al" some questions for students to complete in lectures would help keep students engaged.	The teaching on my course			Academic support	Organisation and management					0.113311544	0.398582399	Delivery of teaching				
SMGT	BSc Business Management with P	(CAH17) business and management	2023	Amount of teaching was missed to strike.	The teaching on my course								Others	0.028538985	0.40973863	Delivery of teaching				
SMAE	unknown	unknown	2023	Sometimes the workload is a bit overwhelming.					Organisation and management					0.046141803	0.504707098					
SEECS	BEng (S) Computer Science Incl Professional Experience	(CAH11) computing	2023	A lot of our course doesn't have much bearing on the work that I currently do as my job.		Learning opportunities					Learning community			0.042495329	0.311882138				Type and breadth of course content	
SEECS	BSc (S) Computer Science Professional Experience	(CAH11) computing	2023	Having the pandemic through the time of the course meant that I feel I have missed the opportunity to fully benefit from the potential my course has to offer during that time, as lectures had to be held fully online. However, a positive aspect coming from this is that the quality of online material has improved as more lecturers got used to the idea of publishing material online.	The teaching on my course	Learning opportunities							Others	0.899369121	0.774789691		Teaching Staff	Remote learning	Type and breadth of course content	
SEECS	BSc (S) Business IT Incl Professional Experience	(CAH11) computing	2023	COVID was not ideal and we need help sometimes, the emails were slow being answered, a good lot of the time the assessments are just copied			Assessment and feedback						Others	0.005956249	0.930539727					

Benefits over ChatGPT or Copilot

- HE centric LLM
- Secure and closed server for the LLM
- Unbiased analysis of the comments
- Benchmarking against sector data

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THE FUTURE

- More data will give more trends
- Additional useful outputs – let us know what you need!
- Integration with evasys for all surveys
- Identify students ‘at risk’

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