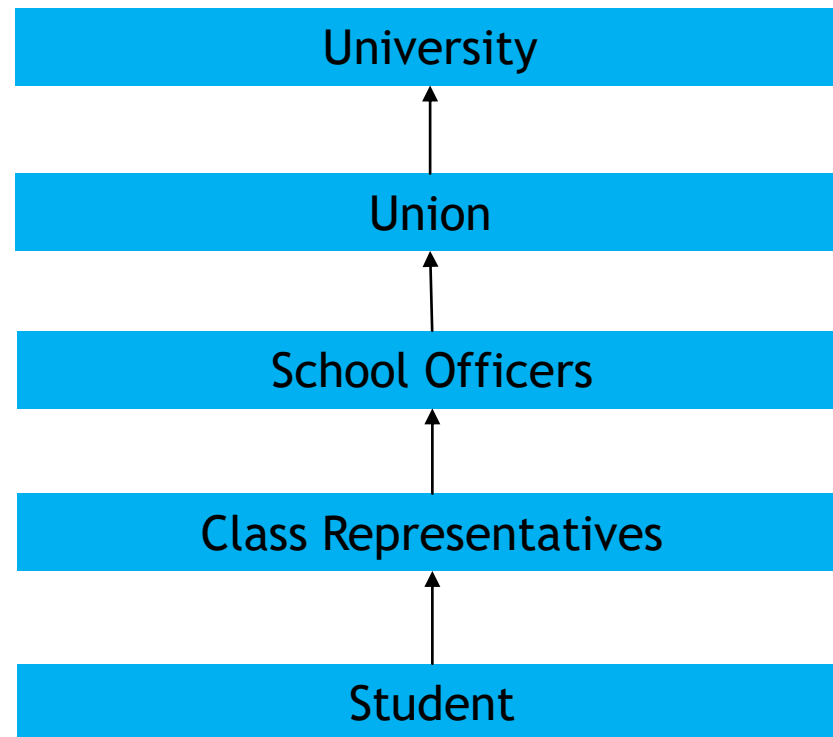


# Qualitative vs Quantitative: Should you make the switch today?

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# Our Academic Representation Structure



## Types of Data we use

- ▶ NSS statistics
- ▶ NSS comments
- ▶ Course Feedback Survey (CFS) statistics
- ▶ Course Feedback Survey (CFS) comments

# How do we train our School Officers?

- ▶ 2 days of training sessions
- ▶ Team building
- ▶ Interpersonal skills building
- ▶ Personal Action Plans
- ▶ NSS statistics

## How do the School Officers use the Data?

- ▶ Identifies areas of impact
- ▶ Prioritise issues raised
- ▶ Understand problem areas
- ▶ Create solutions and action plans
- ▶ Inform students

## Why is this important?

- ▶ Staff have so much data to comb through
- ▶ Helps staff understand student issues
- ▶ Helps staff prioritise high-level vs low-level issues
- ▶ Include students in the feedback process
- ▶ Close the feedback loop

## What are the benefits?

- ▶ Better transparency
- ▶ Better closure of the feedback loop
- ▶ More power to the students
- ▶ Improved engagement
- ▶ Improve staff-student relationships
- ▶ Resolutions of issues are easier
- ▶ School Officers more aware of issues

## What are the downsides?

- ▶ Potentially sensitive information used
- ▶ Higher workload for School Officers
- ▶ Level of trust required
- ▶ Staff attitudes



# School Officer Feedback

### School Officer Feedback on NSS and CFS

#### School Officer Details

Department: Enter Department Name: Date: Enter date

Name of School: Enter Name of School

School Officer

Name: Enter School Officer Name

#### Questions for Feedback

Question #1: Do you have access to NSS comments? If so, in what way do you use them? If not, why do you believe you don't?

Answer: Enter answer

Question #2: Do you have access to CFS comments? If so, in what way do you use them? If not, why do you believe you don't?

Answer: Enter answer

Question #3: If you have access to only one of the surveys' comments, please describe why you feel this is the case and how it has helped and/or hindered you in your role. If you have access to both, skip to Question #4. If you have access to neither, skip to Question #5.

Answer: Enter answer

Question #4: If you have access to both sets of surveys' comments, please describe how it has helped and/or hindered you in your role.

Answer: Enter answer

Question #5: Do you feel that all School Officers should have access to both sets of comments? Why or why not?

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Answer: Enter answer

Question #6: Do you feel there's any differences between using the statistics versus the comments? Please explain.

Answer: Enter answer

Question #7: Which set of data is more helpful to you in your role: the statistics or the comments? Please explain.

Answer: Enter answer

#### Additional Comments

Please include any additional comments you deem relevant.

# Statistics

Question	Yes/Helped	No/Hindered
1	42%	58%
2	42%	58%
3	8%	N/A
4	33%	N/A
5	33%	N/A
6	92%	0%
7	N/A	N/A
8	92%	N/A

# Comments

Question	Why?	Why not?
1	See if they're fair and representative and find solutions for improvement and spot before from the student perspective.	Haven't requested them, doesn't come up and hasn't been brought up to them.
2	Same reasoning, nothing that's exaggerated and is it representative.	Same sort of reasoning, new system that is more efficient so not felt that students will have unresolved issues by end of semester.
3	CFS not relevant, cant do anything in role, strongly helps to direct discussions with reps and staff and isolates areas of problems.	N/A
4	Get to know specific issues, wouldn't get same response from approaching students since its anonymous, good to quote data, give arguments to take to Uni, gives areas to focus on.	N/A
5	Would be better to have them, felt that if wanted they'd be given access to them.	N/A

# Comments

Question	Why?	Why not?
6	Always good to have more data, may not always be representative, not read into it too much, go and ask students about data, issues raised by their students so need to be addressed, gives specific and general comments to take to staff and understand the department on a whole, identify key trends and be able to compare with last year, shows things statistics cannot.	Can become draining as they're may be too many comments to sort through and may not be representative of actual issues.
7	Data doesn't tell much, shows areas of improvement but not what to improve, gives specifics of what's wrong, gives reasoning, statistics show refined view where comments are focused, issues actually raised rather than just praising, stats just show satisfaction without details.	N/A
8	See exact issues, stats show problem areas, comments show how to solve them.	N/A

## Interesting Implications

- ▶ Use of qualitative data relates to better staff receptivity towards representatives
- ▶ Qualitative data tells of distinct problem areas
- ▶ Quantitative data shows areas of improvement, without suggestion of cause
- ▶ More transparency relates to better cooperation

## Summary

- ▶ Use of qualitative data is better vs quantitative
- ▶ School Officers' roles are made easier
- ▶ Level of trust required is implicit in appointment
- ▶ Potentially sensitive information has not caused issues
- ▶ Low risk vs high benefit

**Why shouldn't you use qualitative data?**