

# Higher Education: More than a Degree

## Online Student Communities ► Student Representative Communities

### Case Study 1: Miro Board as a Method of Collecting Feedback

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#### What was the issue?

During the COVID-19 lockdown, student engagement in higher education faced new challenges. Students and staff had to quickly adapt and work in partnership to build digital communities. Additionally, there was the need to improve communication with course representatives and increase their level of engagement with the student partnership agenda.

Thus, gathering feedback from student representatives was paramount to understanding first-hand what issues students experienced in the new online learning approach, and inform enhancements. But the use of surveys became frequent, monotonous, and text-heavy, with many students undertaking research using this data collection method. So, the need for a more interactive platform arose.

#### How was it solved?

Miro, an online visual collaboration platform for teamwork, in real-time and asynchronously, was used to facilitate discussion and collection of feedback. This was achieved through digital post-it notes from 60 class representatives. A complex whiteboard was built on the [Student Learning Experience](#) diagram, and six factors were considered to ensure effectiveness: time required and time available, likely response rate, representation, language, accessibility, and usefulness of data.

Following the introduction of Miro, 92 individual post-it notes were added throughout the academic session, and feedback was passed on to the Academic Strategic Lead, Course Leaders and Heads of Year to take action and 'close the feedback loop'.



## What comes next?

The innovative method of collecting feedback was presented at various meetings, at school and university level, gaining acclaim from fellow students, academic staff, the Students' Union, and the University's Department for the Enhancement of Learning, Teaching and Access. It has also been observed that several students from the team started using the digital tool for their own coursework and with their classmates, which perhaps demonstrates the board is effective, versatile and easy to use even beyond its initial purpose.

It was decided to ask students about what blended learning should look like next term to inform pedagogical approaches for the following academic session. Furthermore, the School of Creative and Cultural Business agreed to continue using Miro in the future and other schools got in touch to learn how they could use Miro boards as a method of collecting feedback too.



## Find out more

This case study is one of 13 published as part of the Student-led Project from the Resilient Learning Communities Enhancement Theme.

The project in year 1 explored issues and themes relevant to how higher education institutions and students' associations/unions have recreated student communities in an online environment during the COVID-19 pandemic, what enablers and barriers this has created, and provides the opportunity to showcase and share examples of practice.

You can find further case studies and resources on the [Enhancement Themes website](#).

