Miro Board as a Method of Collecting Feedback

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25 May 2021
What was the issue?
Low student engagement due to COVID-19 lockdown

• Students and staff had to work in partnership to build digital communities.

• Communication with course representatives needed to be improved.

• The level of engagement with the student partnership agenda needed to be increased.

• An interactive platform to gather students’ feedback on experiences with remote learning to inform enhancements was desired.
How was it solved?
Miro was used to collect feedback from student representatives

- Miro, an online whiteboard for real-time and asynchronous co-creation was used to facilitate discussion and collection of feedback from 60 class representatives.

- The Student Learning Experience diagram was utilised as a base.

- 6 factors were considered: time required and time available, likely response rate, representation, language, accessibility, and usefulness of data.
• 92 individual digital post-it notes were added throughout the academic session.

• 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 adoption of Miro across the university

• Fellow students, academic staff, the Students’ Union and the Department for the Enhancement of Learning, Teaching and Access (DELTA) commended the innovation and considered its use.

• The School of Creative and Cultural Business agreed to continue using Miro in the future.

• Other Schools got in touch to learn how they could use Miro board as a method of collecting feedback too.
Reps started using Miro for coursework demonstrating the board is effective, versatile, and easy to use even beyond its initial purpose.

Pedagogical approaches for the following academic session will be informed by students’ feedback on what blended learning should look like next term.
Thank you!

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25 May 2021