

# Miro Board as a Method of Collecting Feedback

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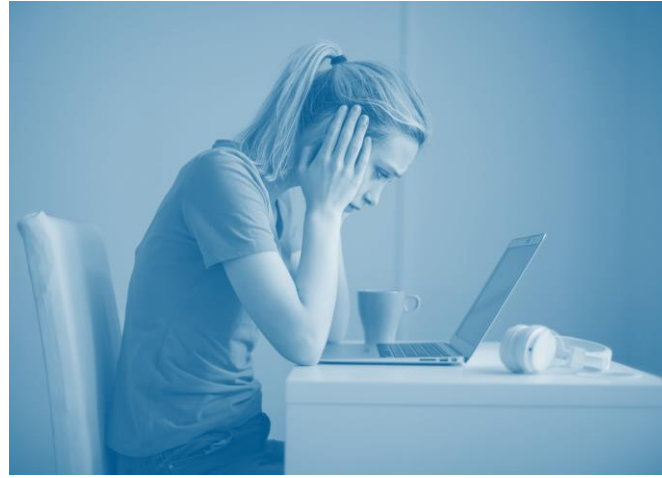
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# What was the issue?



# 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.

miro Course Rep Feedback ☆ [Share] [IB] [Share]

**Remember:**

**The ABCD of Effective Feedback**

- A. Accurate. Truthful, specific, supported by evidence.
- B. Balanced. Positive feedback, not just negative.
- C. Constructive. Can you suggest solutions?
- D. Diplomatic. Tactful. Avoid blaming individuals. Focus on learning.

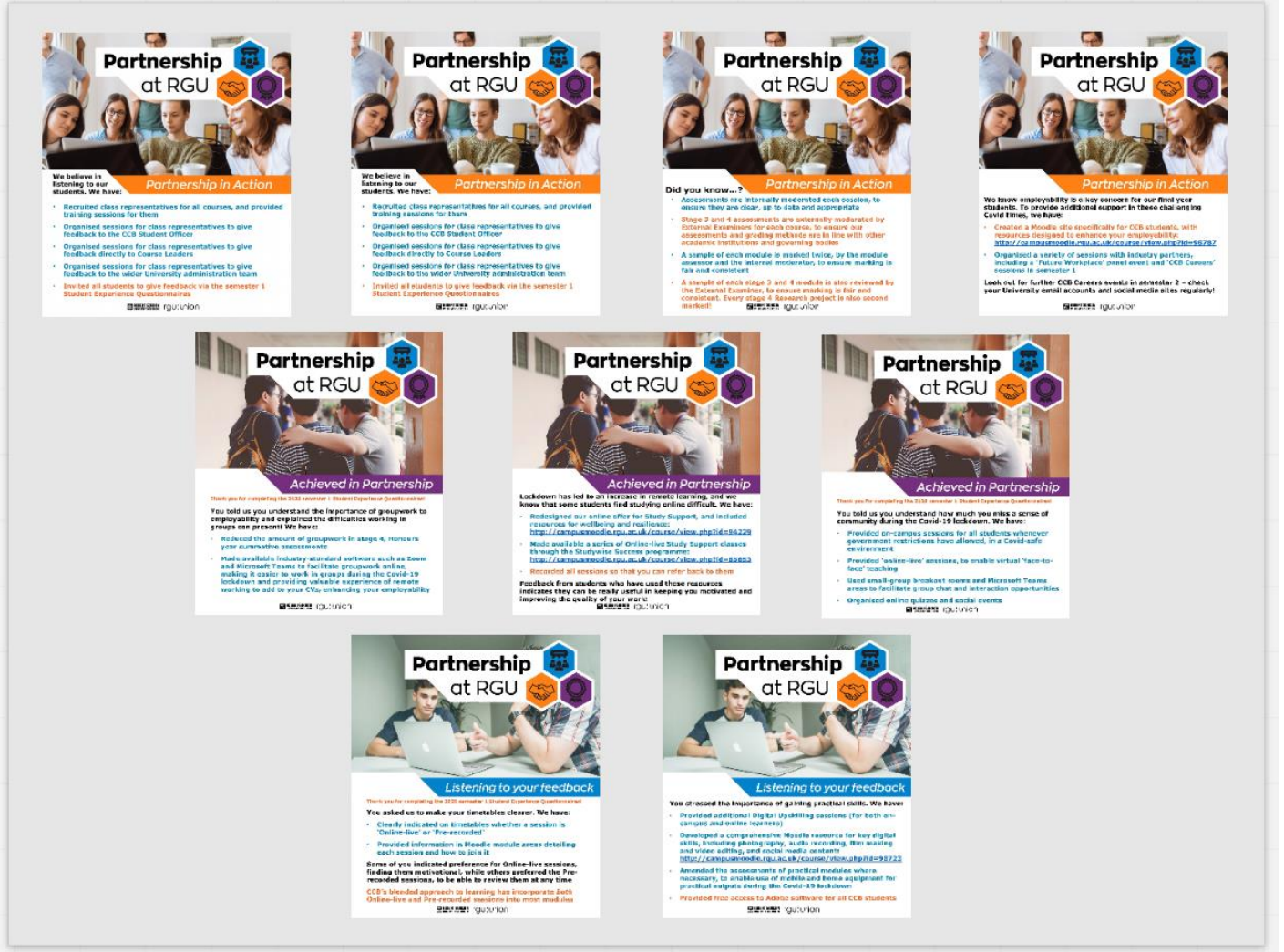
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Resource Pack:  
<https://articulateusercontent.com/training/courses/02657CP9R55yP1V1s5XV/cg06O1RR/0EgWQZM7QcV8nbq-Online%2520CART%2520resource%2520pack%25202020.pdf>

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- 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?

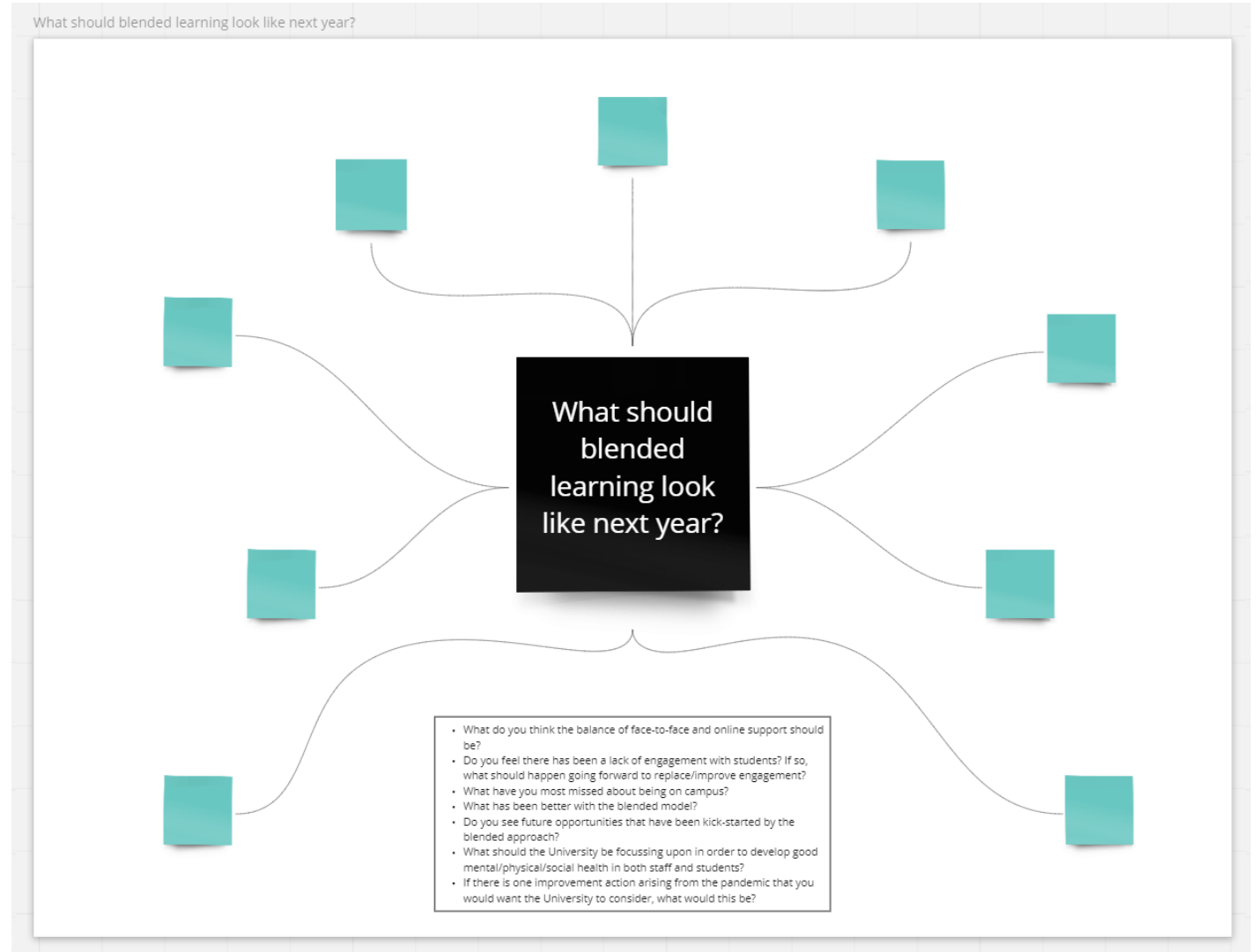




# The adoption of Miro across the university

- 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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 <https://www.sparqs.ac.uk/resource-item.php?item=280>

