

# INSTITUTION LEVEL SURVEY

## Learning Analytics: Assisting Universities with Student Retention

### Questions about the Student Information System

#### 1. What is the brand (or provider) name of the Student Information System used by your institution?

In case different systems are used in different parts of the institution you can select more than one option if need be.

- Banner
- Callista
- PeopleSoft
- My institution does not currently use a Student Information System
- Other

#### 2. Does your institution have an explicitly articulated plan to commence using a Student Information System in the future?

Please select one response which best describes your institution.

- Yes
- No
- Not Sure

#### 3. Which specific version of the Student Information System is your institution currently using?

If known please include details of both the release number and service pack.

#### 4. How is your Student Information System hosted?

Please select one response which best describe your institution.

- Self-hosting
  - Managed hosting
  - Not Sure
  - Other
-

## Questions about the Learning Analytics and the Learning Management System

### **5. What is the brand (or provider) name of the Learning Management System used by your institution?**

If more than one Learning Management System is used please indicate the one which you consider to be the one most used by volume of units taught.

- Blackboard
- Desire2Learn
- Moodle
- Canvas
- Sakai
- My institution does not currently use a Learning Management System
- Other

### **6. Does your institution have an explicitly articulated plan to commence using a Learning Management System in the future?**

Select one response that best describes your institution.

Only answer this question if you answered that you don't currently use a Learning Management System at Question 5.

- Yes
- No
- Not Sure

### **7. Does your institution conduct online learning and teaching?**

Select one response that best describes your institution.

Only answer this question if you answered that you don't currently use a Learning Management System at Question 5. If you answer 'No' or 'Not Sure' to this question then skip to Question 19.

- Yes
- No
- Not Sure

### **8. Where does your institution primarily conduct its online learning and teaching activities?**

Please use the space below to give a brief description.

Only answer this question if you answered that you don't currently use a Learning Management System at Question 5. Once you have answered this question skip to Question 19.

**9. Please indicate when your institution first started using a Learning Management System and if it has switched brands at any point (e.g. started Blackboard 1997, moved to Moodle in 2011).**

Please use the space provided.

**10. Which specific version of the Learning Management System is your institution currently using?**

Please type details in the space below. If known please include details of both the release number and service pack (e.g. Blackboard 9.1 SP13).

**11. How is your Learning Management System hosted?**

Select one response which best describes your institution.

Self-hosting

Managed hosting

Not Sure

Other

**12. What is the percentage of Higher Education units at your institution that have a Learning Management System site?**

Please use the space provided.

*In this survey the term 'unit' is used to denote the individual subjects that make up overall courses or programs.*

**13. In terms of deciding to implement learning analytics software that has been specifically developed for use with your Learning Management System, which of the following statements best represents your institution's current status?**

Please select one response only.

If you answer option 1 to this question then skip to Question 14.  
If you answer option 2 to this question then skip to Question 15.  
If you answer option 3 to this question then skip to Question 19.  
If you answer option 4 to this question then skip to Question 16.  
If you answer option 5 to this question then skip to Question 19.

1. My institution is not currently going through a decision making process around this type of learning analytics software, nor has it been through one
2. My institution is currently going through a decision making process about whether it will implement this type of learning analytics software (we have yet to make a decision)
3. My institution has been through a decision making process and has said NO to the implementation of this type of learning analytics software at this stage
4. My institution has been through a decision making process and has said YES to the implementation of this type learning analytics software
5. Not Sure

**14. What are the main reasons behind your institution's decision not to explore the use of learning analytics software with its Learning Management System?**

Please write the reasons, and if necessary a brief explanation, in the space provided below.

Once you have answered this question skip to Question 19.

**15. What are the main reasons behind your institution's decision not to implement learning analytics software with its Learning Management System?**

Please write the reasons, and if necessary a brief explanation, in the space provided below.

Once you have answered this question skip to Question 19.

**16. At what stage is the implementation of the learning analytics software to be used in conjunction with the Learning Management System?**

Please select one response which best describes the institution.

- Software not yet purchased
- Software purchased, but testing and set up not yet started
- Pre-operational testing and set-up in progress
- The software is operating 'live'
- Not Sure
- Other

**17. What is the integration status of key data systems and the learning analytics software being used in conjunction with the Learning Management System at the institution?**

Please select one response per row.

*In this context '**Learning Support**' refers to the various services in the institution which are specifically designed to work with students on academic issues (e.g. tutoring, student progression, academic literacy, study skills and the like).*

*The term '**Student Support**' refers to the various services that support students with non-academic issues. Examples of services might include counselling, financial support services, careers advice and similar.*

|                            | Integration not an option | Integration possible, but not planned yet | Integration possible and planned | Some of this system currently integrates | The system is fully integrated |
|----------------------------|---------------------------|---|----------------------------------|--|--------------------------------|
| Student Information System |                           |   |                                  |  |                                |
| Learning Support           |                           |   |                                  |  |                                |
| Student Support            |                           |   |                                  |  |                                |
| Library                    |                           |   |                                  |  |                                |

**18. In your institution who is able to access (whether directly or by request) at least one learning analytics report or dashboard via the learning analytics software used in conjunction with the Learning Management System?**

Select one answer per row.

*Please note that it does not matter whether different people within groups have access to different reports. For this purpose we are just interested in how many people at the university are able to access at least one report or dashboard.*

|                              | None of this group | The minority of this group | About half | The majority of this group | All of this group |
|------------------------------|--------------------|----------------------------|------------|----------------------------|-------------------|
| Student                      |                    |                            |            |                            |                   |
| Teaching academic            |                    |                            |            |                            |                   |
| Course Manager or equivalent |                    |                            |            |                            |                   |
| Head of School or equivalent |                    |                            |            |                            |                   |
| Faculty Executive            |                    |                            |            |                            |                   |
| Institutional Executive      |                    |                            |            |                            |                   |
| Learning Support Staff       |                    |                            |            |                            |                   |
| Student Support Staff        |                    |                            |            |                            |                   |

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## Questions about Data Warehousing and Learning Analytics

**19. A data warehouse is a technological infrastructure item that can enhance an institution's learning analytics capacity. In relation to data warehouse that captures a variety of data about the student journey, which of the following statements best represents your institution's current status?**

Please select one response only.

*The key feature of a 'data warehouse' is that it provides a location in which data from different places that aren't normally connected can be stored, linked and analysed.*

*This project is primarily interested in retention so the term 'student journey' has been used as a broad term that reflects that there may be a wide variety of factors that could be linked to retention.*

If you answer option 1 to this question then go to Question 20  
if you answer option 2 to this question then skip to Question 24.  
If you answer option 3 to this question then skip to Question 21.  
If you answer option 4 to this question then skip to Question 24.  
If you answer option 5 to this question then skip to Question 22.  
If you answer option 6 to this question then skip to Question 24.

1. My institution is not currently engaged in a decision making process around implementing a data warehouse nor has it previously
2. My institution is currently going through a decision making process about whether it will implement a data warehouse (we have yet to reach a decision)
3. My institution has been through a decision making process and has said NO to the implementation of a data warehouse at this stage
4. My institution has been through a decision making process and has said YES to the implementation of a data warehouse, although it is not set up yet.
5. We have a data warehouse up and running
6. Not Sure

**20. What are the main reasons the institution has decided not to explore using a data warehouse to capture retention related data from the student journey?**

Please use the space below to briefly describe the reasons.

Once you have answered this question skip to Question 24.

**21. What are the main reasons the institution has decided not to implement a data warehouse to capture retention related data from the student journey?**

Please use the space below to briefly describe the reasons.

Once you have answered this question skip to Question 24.

**22. In your institution who is able to access (whether directly or by request) at least one learning analytics report via the data warehouse in use?**

Select one answer per row.

*Please note that it does not matter whether different people within groups have access to different reports. For this purpose we are just interested in how many people at the university are able to access at least one report or dashboard.*

|                              | None of this group | The minority of this group | About half | The majority of this group | All of this group |
|------------------------------|--------------------|----------------------------|------------|----------------------------|-------------------|
| Student                      |                    |                            |            |                            |                   |
| Teaching academic            |                    |                            |            |                            |                   |
| Course Manager or equivalent |                    |                            |            |                            |                   |
| Head of School or equivalent |                    |                            |            |                            |                   |
| Faculty Executive            |                    |                            |            |                            |                   |
| Institutional Executive      |                    |                            |            |                            |                   |
| Learning Support Staff       |                    |                            |            |                            |                   |
| Student Support Staff        |                    |                            |            |                            |                   |

**23. Which key databases/systems are currently integrated into the data warehouse at your institution?**

Select all that apply. For groups of services (e.g. student support), if some services are integrated but some aren't please still tick the box. Only leave the box empty if none of that group are connected with the data warehouse..

*In this context '**Learning Support**' refers to the various services in the institution which are specifically designed to work with students on academic issues (e.g. tutoring, student progression, academic literacy, study skills and the like).*

*The term '**Student Support**' refers to the various services that support students with non-academic issues. Examples of services might include counselling, financial support services, careers advice and similar.*

- Learning Management System
  - Student Information System
  - Learning Support
  - Student Support
  - Library
  - Data from Social Media (related to learning and teaching)
  - Other
-



## Questions about the Digital Footprint of Learning and Teaching

### **24. What is the percentage of student unit enrolments at your institution, by mode?**

Please type the relevant percentage for **internal** (on campus) and **external** (distance or fully online) below.

*Use whole numbers and round so that the total is 100.*

### **25. Given that technology mediated teaching may take place in a variety of locations or by using various applications external to the Learning Management System (e.g. Facebook, Twitter, websites), what is the institution's position on regulating which technologies can be used?**

Please select one response that best represents the institution.

*This question is not concerned with the pedagogical appropriateness of individual technologies in specific instances, simply which technologies the institution will allow, all other things being equal.*

If you answer option 1 to this question then skip to Question 27

if you answer option 2 to this question then continue to Question 26.

If you answer option 3, 4 or 5 to this question then skip to Question 30.

1. The institution does not place restrictions on which technologies can be used for learning and teaching outside the Learning Management System
2. The institution restricts learning and teaching outside the Learning Management System to a set of centrally approved technologies
3. The institution does not allow the use of technology outside of the Learning Management System for teaching and learning
4. Not Sure
5. Other

### **26. What are the technologies on the list of those centrally approved for teaching outside the Learning Management System?**

Please list them in the box below.

### **27. In individual situations where academic staff wish to use technology to conduct learning and teaching outside the Learning Management System, how is approval granted?**

Please select one response that best represents the institution.

Choice of technology is entirely at the discretion of relevant academic staff

The course/unit accreditation process is where approval for use of technology occurs

There is a dedicated approval process specific to this issue. Applications are centrally considered, approved and registered on a case-by-case basis

Not Sure

Other

**28. Where the institution encourages or allows the use of technology outside of the Learning Management System for teaching and learning, which of the following are acceptable uses of the technology?**

Please select as many responses as appropriate.

Any purpose approved in course/unit accreditation (if this is selected, don't select any others)

Assessment tasks

Access to learning materials

Interactions between students and academics/teaching staff

Interactions between students

Not Sure

Others

**29. Where the institution allows the use of technology outside of the Learning Management System for teaching and learning, what, if any, institution level approach is taken to the collection of data?**

Please select one response which best describes your institution.

Data from teaching outside of the Learning Management System is systematically integrated into a data warehouse

Data from teaching outside of the Learning Management System is systematically integrated into the Learning Management System

Processes are set up for capturing the data but it is not integrated

No process is set up but the data is considered

The data is not collected or analysed at an institutional level

Not Sure

Other

**30. Are there any other comments that you can make regarding how the institution views, considers or addresses teaching and learning activities which take place outside of the Learning Management System?**

Please use the space below if you have comments to make.

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## Questions about Retention and Learning Analytics

**31. At the institutional level, which of the following retention related variables are recorded about students?**

Please select all that apply.

- Home language
- First in family to enrol in higher education
- Socio-economic status
- Birth country
- Prior academic achievement
- Academic pathway (basis for entry)
- Aboriginal and Torres Strait Islander status
- English proficiency
- None of the above

**32. Does your institution use learning analytics in specific institution wide ways to promote student retention?**

Please select one response which best describes your institution.

If you select '**No**' or '**Not Sure**' at this question skip to Question 36.

- No
- Yes, in relation to first year students only
- Yes, in relation to students in different years of their degree
- Not Sure

**33. What indicator thresholds are used across the institution (please note that for this survey we interested in institution wide thresholds)?**

Please give specific examples in the box below. If you have a large number, please provide as many as you feel comfortable, focusing on those which you consider most useful/important, especially in relation to retention.

*For this purpose a 'threshold' is defined as a specific level on a retention related indicator which the institution might respond to. Indicators can point to both positive progress or risky progress. Hypothetical examples are:*

- Not logging into the Learning Management System for two weeks
- Not borrowing from the library for a month
- Not introducing themselves on the discussion board by Week 2 of semester

**34. Does the institution have a systematic response to the institution wide retention thresholds?**

Please select one response which best describes your institution.

A '**systematic response**' is one in which a defined action or sequence of actions are consistently applied in response to a risk marker or threshold.

If you select '**No**' or '**Not Sure**' at this question skip to Question 36.

- No
- Yes, for some institution wide thresholds
- Yes, for all institution wide thresholds
- Not Sure

**35. Which of the following are part of the systematic response to institution wide retention thresholds?**

Select all that apply.

- Automated emails to at-risk students
  - Telephone calls to at-risk students
  - Automated referrals to specific resources or services for at-risk students
  - Formal request for interview for at-risk students
  - Further action required by academic for at-risk students
  - Acknowledgement of positive progress (for example: certificate, letter and/or reward)
  - Other
-

## Questions about Capacity Building in Learning Analytics

### **36. What types of resources and support have been (or are being) provided by the institution to support knowledge and skill building in relation to learning analytics?**

For each group listed on the left please tick as many boxes as apply in that row. To keep this question concise we have listed 'staff' as a whole group. If the relevant type of training has been conducted with at least some staff (not necessarily all) you should tick the box.

*'Self-directed learning resources' are things like good practice guides, videos, recorded presentations which staff can access at their own discretion.*

*'Formal training sessions' are those which have live facilitation. These can be face-to-face or online as long as participants are engaged in synchronous learning.*

*'On-demand support' is where staff can access expert help when they need it (e.g. through a helpdesk or learning analytics support team or the like)*

**Please note this question is formatted differently in the online questionnaire but that formatting can't be replicated in this form. Apologies for the long list.**

Self directed learning resources about accessing/obtaining data for students

Formal training sessions about accessing/obtaining data for students

On demand support about accessing/obtaining data for students

No training on accessing/obtaining data for students

Self directed learning resources about accessing/obtaining data for staff

Formal training sessions about accessing/obtaining data for staff

On demand support about accessing/obtaining data for staff

No training on accessing/obtaining data for staff

Self directed learning resources about analysis of data for students

Formal training sessions about analysis of data for students

On demand support about analysis of data for students

No training on analysis of data for students

Self directed learning resources about analysis of data for staff

Formal training sessions about analysis of data for staff

On demand support about analysis of data for staff

No training on analysis of data for staff

Self directed learning resources about responding to data for students

Formal training sessions about responding to data for students

On demand support about responding to data for students

No training on responding to data for students

Self directed learning resources about responding to data for staff

Formal training sessions about responding to data for staff

On demand support about responding to data for staff

No training on responding to data for staff

**37. Has your institution engaged an external consultant at any point to assist with learning analytics planning or implementation processes?**

Select one response which best describes the institution.

If options 1 or 4 are selected in this question then skip to Question 39.

1. No, and we are not currently planning to
2. No, but we are planning to
3. Yes
4. Not Sure

**38. The external consultant was/will be specifically engaged to assist with which aspects of learning analytics?**

Please give brief descriptions in the box below.

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## Questions about Policy, Strategy and Governance

### 39. Does your institution have the following specifically related to learning analytics?

Please tick one box per row. For this purpose it does not matter if they are stand-alone documents or significant sections within other documents it is just about whether the institution has them or not.

|   | No, and not planned at this point | Planned, but development not yet started | Development has commenced | Yes | Not Sure |
|---|-----------------------------------|--|---------------------------|-----|----------|
| Learning Analytics Strategic Plan           |                                   |  |                           |     |          |
| Learning Analytics Policy                   |                                   |  |                           |     |          |
| Learning Analytics procedures               |                                   |  |                           |     |          |
| Learning Analytics Good Practice Guidelines |                                   |  |                           |     |          |

### 40. Which, if any other, policies at your institution explicitly address the use and/or governance of learning analytics?

Please type the names in the box below.

### 41. At the institution who takes responsibility for sponsorship of learning analytics?

Please write the position title in the box below.

*The term 'sponsorship' in this context refers to where the overall decision making authority about advancing learning analytics at the institution rests. This would be a specific individual e.g. Deputy Vice-Chancellor Academic.*

Questions about Ethical Issues

42. Does the institution inform relevant parties about how learning analytics is used and how it might affect them?

Select one response, which best describes your institution.

*'Relevant parties' are those about whom data is collected and used for learning analytics purposes.*

Not at all

Yes, some relevant parties are informed

yes, all relevant parties are informed

Not Sure

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43. What ethical issues have been raised in the institution's work around learning analytics?

Please write in the space provided.

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