

*JISC RSC HE - Technical Infrastructure Winner - 2014*

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# Student & Staff Notifier

Feedback and Notification  
System  
By Peter Nicholl

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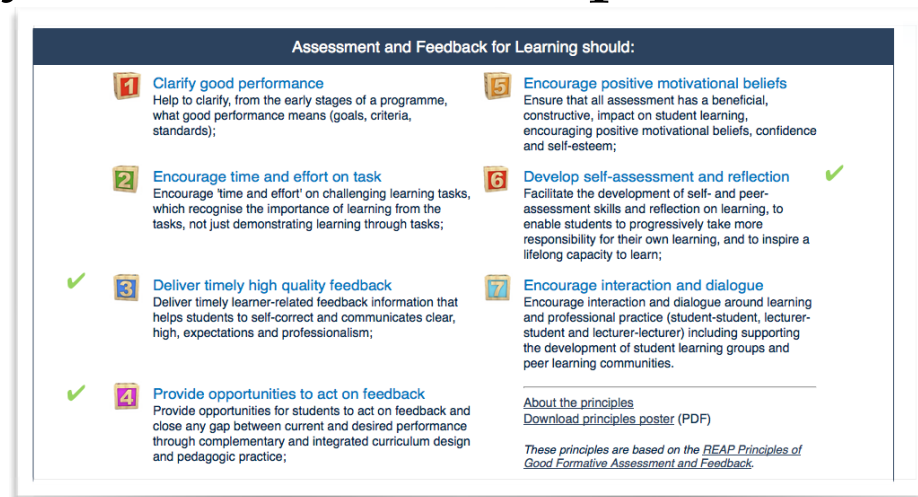
# Goal

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- ❖ How many students do you have to give feedback to ?
- ❖ Keep it simple - Make a busy Academic's life easier !
- ❖ Use tools that are in general use - Word Processor
- ❖ Cause a student to have to perform a simple action to show engagement

# Academic Need

- ❖ Save staff time and administrative burden, while providing students with the clear, timely, and actionable feedback they have come to expect.



- ❖ Relevant to the individual and aligned to the institution

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# Create a Prototype

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- ❖ Initial attempt - sneaker-net with no confirmation
  - ❖ Recognised a Web solution is needed
- ❖ Listened to what students wanted
  - ❖ Conveyed information straight to them at the same time
- ❖ Identified workflow issues with VLE

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# Research

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- ❖ Faculty Working Group on Feedback
- ❖ Investigation into how other institutions achieve satisfaction from their students

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# Other Institutions

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- ❖ Open University
  - ❖ All feedback potentially goes through scrutiny
  - ❖ Electronic
  - ❖ Always available
- ❖ Oxford
  - ❖ Announcements - explaining how the university was listening and what they were doing to fix the issues



## Feedback

All Recorded Feedback for You

Most Recent Notification

### Elements of Feedback

View Selected Feedback

Add Reflection

Lecturer	Module	Assignment Subject	Upload Date	First Viewed	Last Viewed	Times V
Nicholl P	com155	Assignment 2 feedback	2012-02-17 14:56:00	2012-02-18 09:30:00	2012-02-20 10:45:00	4
Nicholl P	com155	Assignment 1 feedback	2011-11-17 14:56:00	2011-11-18 09:30:00	2011-12-20 10:45:00	14

View Your feedback by selecting the row and then using the 'View Selected Feedback' Button. You can also add reflection to the feedback by selecting the row and then using the 'Add Reflection' Button.

## Announcements

31/01/2012 10.00am

What is Ulster doing in response to recent student feedback?

09/02/2012 09.15am

Technology

You said you wanted more WiFi access. Computing Services have now put wireless access points in across the University, including within Block16 D. [Find out more](#)

## Your Details

Student ID: B00123456  
First Name: Joe  
Surname: Bloggs  
Course: BSc Hons Inter Mmed Des FT  
Campus: JN

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# For Staff

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- ❖ **Easy** Upload of Feedback
- ❖ **Automatic** Notification to each student
- ❖ **Traceability** of Collection of Feedback



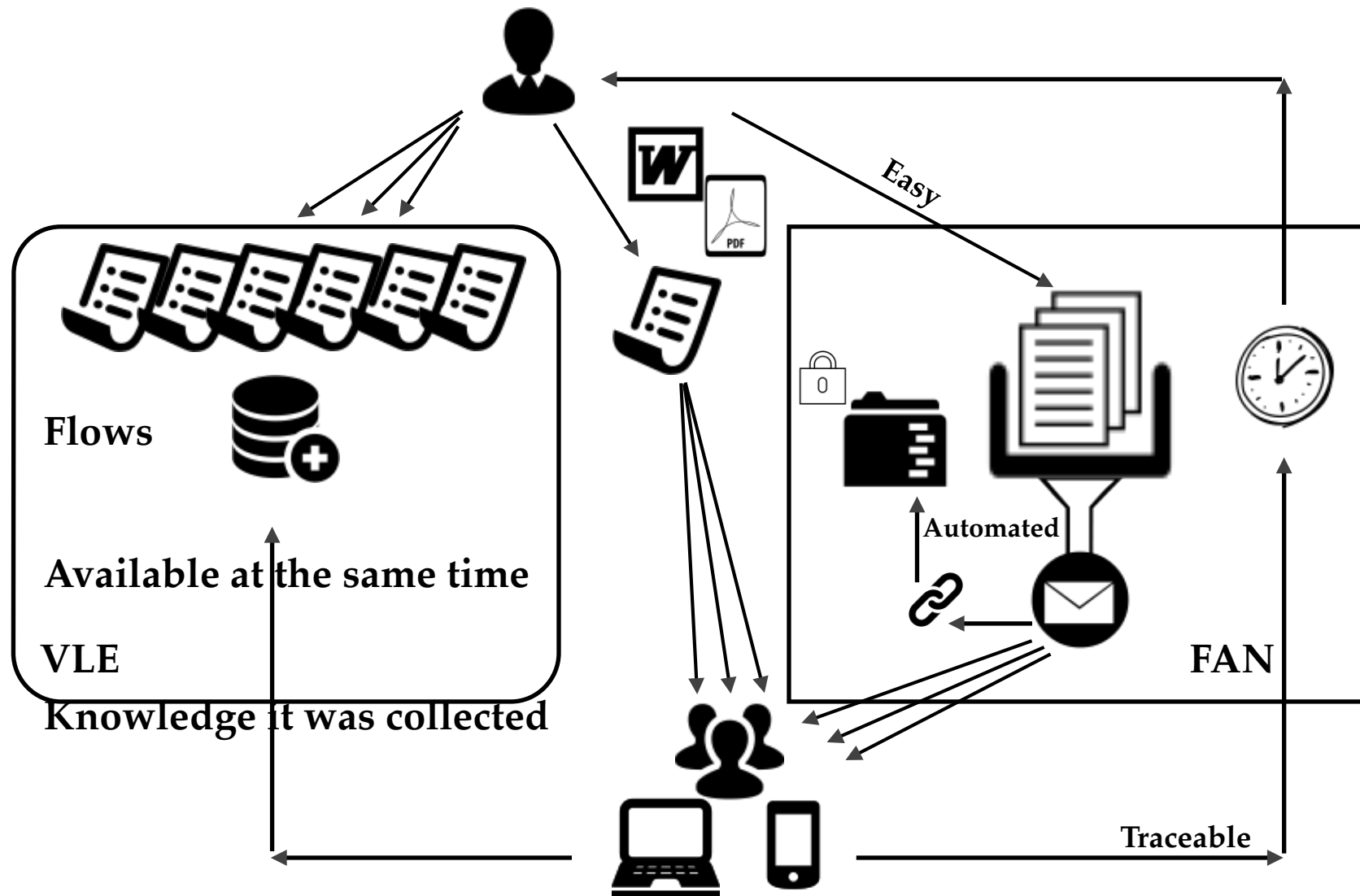
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# For Students

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- ❖ **Notified** when new feedback is added for them by Staff
- ❖ Always **available** online
- ❖ **Personal and Confidential**

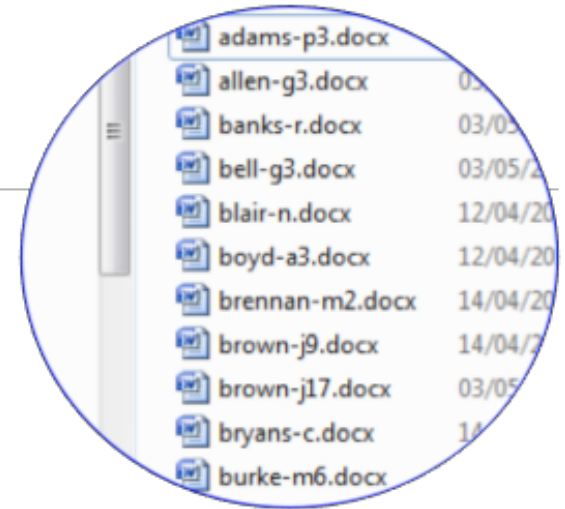
# Post Marking-Methods to Return Feedback



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# Main Features

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- ❖ Use of uniqueness of email address
  - ❖ Sending mechanism and easier to read in a folder
- ❖ Simple email message sent to student with a link to associated article on the server
  - ❖ DOC/DOCX or PDF
- ❖ Only available to the recipient of the email

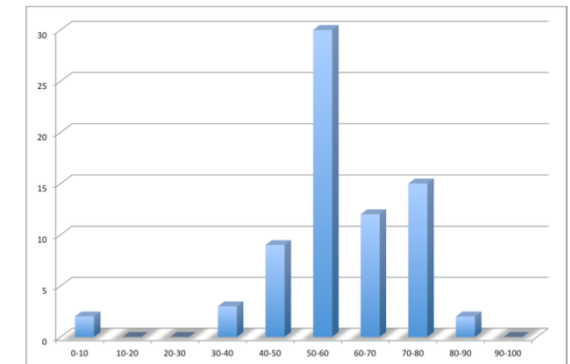
Feedback

# Article(s) to return to each student

Mail Merged  
Excel Data Source  
Graph of Distribution

Optional:  
Assignment Brief  
Possible Solution


Profile of individual marks across the module by all students as a percentage:



Criteria for Assessment	Mark	Possible
1. External Style Sheet linked	2	2
2. Addition of Viewport	2	2
3. Appropriate use of IDs and Classes	4	4
4. Set the container width to 70% as asked for normal view	5	5
5. Use of 5px radius on all components. Repeated on all components + consideration to other browsers types -moz + -webkit	4	5
6. General - appropriate use of line-heights, heights etc in either portrait or Landscape views	5	5
7. Overall standard of padding and margins	5	5
8. Set image to 50% in landscape view as asked + drop image down slightly from margin	2	2
9. Side bars - Appropriate width + padding + main content width	3	3
10. Use of floats properly	2	2
11. Set the min and max values properly in media query section	2	2
12. Increase the width and font size to a more appropriate level for the smaller device	2	4
13. Set Image to 100% for smaller device	2	2
14. Set content to 100% on smaller device	0	2
15. Reset appropriate widths for side bars	2	3
16. Removed quicklinks from display	0	2
	42	50
Total =		84 %
Comment: Well Done!		

# SSN - More than FAN

- ❖ Feedback is just one element
- ❖ SSN is able to send each student targeted information
- ❖ Start an assignment
  - ❖ You know if they download it
  - ❖ Unique set of data per student
- ❖ Statement on areas such as attendance



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County Antrim  
BT37 4QB  
Northern Ireland  
T: +44 (0)28 9036641  
F: +44 (0)28 9036606  
www.ulster.ac.uk  
p.hanna@ulster.ac.uk

Head of School of Computing and Mathematics  
Dr J R P Hanna

### Personal Feedback on Attendance

Our School's policy is to support you to achieve your best potential and therefore we have prepared this statement as the record of the classes you have attended for the period of time: **Jan 27 - Mar 12 2014** and would ask you to reflect on how many classes you attend and what preparation you undertake in advance of the classes.

Details	Student ID	B00
	Name	Ben, Al
	Email Address	alr -b2@email.ulster.ac.uk
Modules	COM202 - Web Authoring, COM197 - Web Platforms and DES107 - Imaging	
	Range	
Data Analysis	Classes Attended for COM202	(88-94) %
	Classes Attended for COM197	(85-91) %
	Classes Attended for DES107	(85-91) %

If you have any queries, please contact your Studies Adviser: **Raymond Bond** <rb.bond@ulster.ac.uk> to discuss this or any other academic matters.

You may also find the following resources useful:

Complete the NA1 online form to explain why you have missed specific classes or periods of time: <http://faccompeng.ulster.ac.uk/forms/NA1cm/index.html>


Complete an EC1 if you need to request extensions for Assignments: [https://www.google.co.uk/search?as\\_q=EC1&as\\_sitesearch=ulster.ac.uk](https://www.google.co.uk/search?as_q=EC1&as_sitesearch=ulster.ac.uk)

(Certificated evidence required by the EC1 panel to allow them to grant any first sit.)




Steve Jobs

# One more thing...



Feedback And Notification System  
FAN beta



University of  
ULSTER

Logout

Feedback Useful Links FAQs

Feedback

All Recorded Feedback for You Most Recent Notification

Elements of Feedback

Lecturer	Module	Assignment Subject	Upload Date	First Viewed	Last Viewed	Times V
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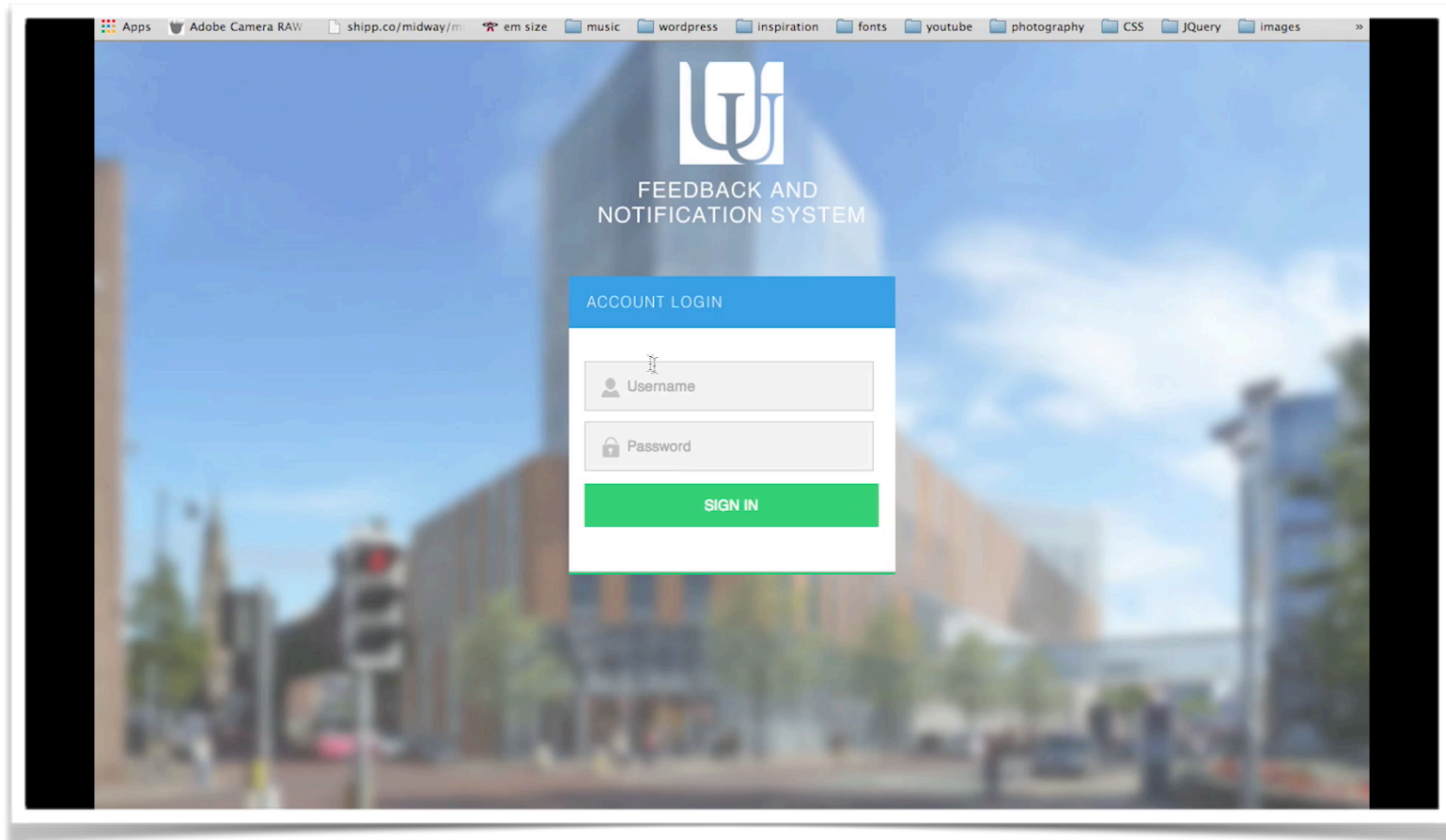
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Your Details

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First Name: Joe  
Surname: Bloggs  
Course: BSc Hons Inter Mmed Des FT  
Campus: JN



*Final Year IMD Group Coursework*

# Rich Internet Application Development

Student Prototype

### Upload Student Feedback

You can select a file for each student that you wish to share feedback with. Please use the student 'email' for each filename. (For example, 'smith-j1.docx' or 'smith-j1.pdf' - you do not need to add the @ symbol). The FAN System will use the 'email' to locate all the student information from Banner so it can Notify the student of this new information. The file will be stored under a name that will be generated within the FAN System to aid security and confidentiality of the feedback.

**Email Feedback to Individual Students**

The name of the academic providing feedback:

The Email address of the academic providing feedback:

Module Code:

Module Code:

Here is a link to your feedback for this assignment.

Any other comment

Email Subject Line:

### Upload Student Feedback for COM149

You can select a file for each student that you wish to share feedback with. Please use the student 'email' for each filename. (For example, 'smith-j1.docx' or 'smith-j1.pdf' - you do not need to add the @ symbol). The FAN System will use the 'email' to locate all the student information from Banner so it can Notify the student of this new information. The file will be stored under a name that will be generated within the FAN System to aid security and confidentiality of the feedback.

Comment: Here is a link to your feedback for this assignment.  
Subject Line: Assignment 1 Feedback  
From: Peter Nicholl

**Notes**

7.docx

n7.docx

a.docx

j18.docx

m19.docx

n-a3.docx

a1.docx

j.docx

j1.docx

7.docx

r8.docx

docx

m2.docx

g-j10.docx

e-a3.docx

y-p.docx

ta-up-5.docx

<http://magic.scm.ulster.ac.uk/download/fan/>  
– (4min 30 sec)

## Processing Student Feedback Documents

The list of students that are in the Module: COM202 / CRN: 71204

Total rows: 72 Reset

Surname	Forename	Student ID	Email Address	Status
G...	Stephen	B00...	g...@email.ulster.ac.uk	Stephe found
Fl...	Sara	B00...	fl...@ulster.ac.uk	Sara Fl found
C...	Stephen	B00...	c...@ulster.ac.uk	Stephe nolly
M...	Ruairi	B00...	m...@ulster.ac.uk	Ruairi found
Fl...	Brian	B00...	fl...@ulster.ac.uk	Brian I found
C...	Neal	B00...	c...@ulster.ac.uk	Neal C found
H...	Sean	B00...	h...@email.ulster.ac.uk	Sean H found

924c9505869c2b514cb1153823119a29_2012_10_04_08_10_18_j	7.docx	17.40 KB	<input type="button" value="Delete"/>
7c5e181c08cc41b392c04d3f0c3ee155_2012_10_04_08_10_18_b	n7.docx	17.23 KB	<input type="button" value="Delete"/>
c954ea17351cd4266c5424b759e2f65_2012_10_04_08_10_18_c	a.docx	17.16 KB	<input type="button" value="Delete"/>
1108f00ce1d7c635f4521a79f1581fd_2012_10_04_08_10_18_clar	8.docx	17.26 KB	<input type="button" value="Delete"/>
ede93719ba4b0b55b760b356a8c11338_2012_10_04_08_10_18_c	m19.docx	17.37 KB	<input type="button" value="Delete"/>
02a5e88c0fc24b366b8638ced57c6e6_2012_10_04_08_10_18_c	an-a3.docx	17.42 KB	<input type="button" value="Delete"/>
54e90f625ae798ce540dd5cdda64b8_2012_10_04_08_10_18_c	a1.docx	17.16 KB	<input type="button" value="Delete"/>
146afcedb571cb5160db2607acbb998f5_2012_10_04_08_10_18_c	j.docx	17.19 KB	<input type="button" value="Delete"/>
ceb8989cc4019cd3d428773b6364fe6d_2012_10_04_08_10_18_c	n-j1.docx	17.45 KB	<input type="button" value="Delete"/>
05fadbd3dddb758fb0c1b76f87100c5c_2012_10_04_08_10_18_c	j.docx	17.20 KB	<input type="button" value="Delete"/>
ed26505131d7afa90227644d8f8701_2012_10_04_08_10_18_de	r8.docx	17.27 KB	<input type="button" value="Delete"/>

Comment: Here is a link to your feedback for this assignment.  
Subject Line: Assignment 1 Feedback  
From: Peter Nicholl



Email To: fle\_s11@email.ulster.ac.uk  
Subject: Feedback on the COM202 Class Test  
Message: Dr Peter Nicholl has provided feedback for the following assignment -  
COM202\_14\_03\_24.

You may download this feedback from the following URL

[http://magic.scm.ulster.ac.uk/fan3/get\\_my\\_feedback.php?  
download\\_file=051ad54b4151\\_2014\\_03\\_24\\_13\\_42\\_03\\_fl-s11.pdf&module=COM202\\_14\\_03\\_24.](http://magic.scm.ulster.ac.uk/fan3/get_my_feedback.php?download_file=051ad54b4151_2014_03_24_13_42_03_fl-s11.pdf&module=COM202_14_03_24)

Please review your feedback for the Class Test 3.

Regards,  
Dr Peter Nicholl.

(If you have difficulties accessing this URL please inform P.Nicholl@ulster.ac.uk)

*SUCCESS sending email to fle\_s11@email.ulster.ac.uk*

“The FAN system is a no-brainer - it makes the distribution and administration of feedback easier and more efficient for both the academic and the students - everyone is a winner - I can't think of a single reason why all academics shouldn't use it.”

—Dr Raymond Bond,  
School of Computing and  
Mathematics

#### Collection Report for COM202 71204

The list of students that are in the Module: COM202 / CRN: 71204 that were sent Feedback

Total rows: 52							Reset
					2014		
Surname	Forename	Student ID	Email Address	Status	Date and Time of Download	Initial Upload	
Ger	Stephen	B0063	gs_email.ulster.ac.uk	Notification Sent to: Stephen	2014-Mar-24 02:29 PM	2014-Mar-24 01:42 PM	
Fler	Sara	B0063	fls_email.ulster.ac.uk	Notification Sent to: Sara Fleming	2014-Mar-24 03:14 PM	2014-Mar-24 01:42 PM	
Con	Stephen	B0061	cs_email.ulster.ac.uk	Notification Sent to: Stephen	2014-Mar-24 02:07 PM	2014-Mar-24 01:42 PM	
Mc	Ruairi	B0064	mr_email.ulster.ac.uk	Notification Sent to: Ruairi	2014-Mar-24 03:28 PM	2014-Mar-24 01:42 PM	
Flar	Brian	B0063	flb_email.ulster.ac.uk	Notification Sent to: Brian	2014-Mar-24 03:02 PM	2014-Mar-24 01:42 PM	
Coc	Neal	B0063	cn_email.ulster.ac.uk	Notification Sent to: Neal	2014-Mar-24 02:17 PM	2014-Mar-24 01:42 PM	
Gall	Piaras	B0064	gp_email.ulster.ac.uk	Notification Sent to: Piaras	2014-Mar-24 03:23 PM	2014-Mar-24 01:42 PM	
Mc	Gemma	B0063	gm_email.ulster.ac.uk	Notification Sent to: Gemma	2014-Mar-24 01:59 PM	2014-Mar-24 01:42 PM	
Hug	Catherine	B0063	hc_email.ulster.ac.uk	Notification Sent to: Catherine	2014-Mar-24 01:54 PM	2014-Mar-24 01:42 PM	
Van	Eilis	B0063	vi_email.ulster.ac.uk	Notification Sent to: Eilis Van Der	2014-Mar-24 02:51 PM	2014-Mar-24 01:42 PM	


USING FAN IN  
ULSTER

Event  
26  
MAR

Student and Staff Notifier in Ulster -  
FAN

BY **PETER NICHOLL**

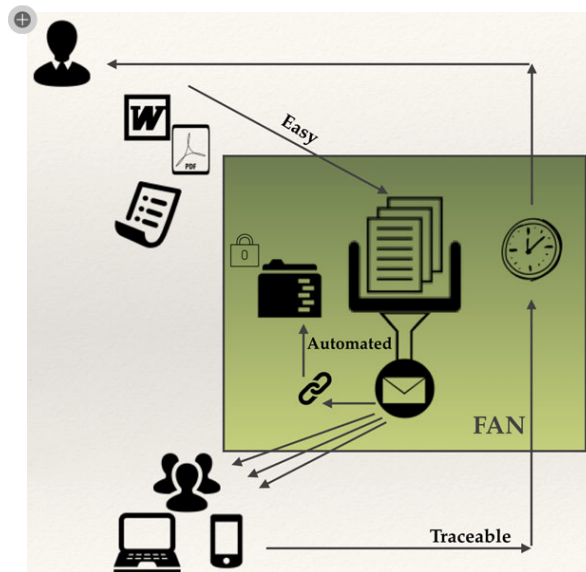
Published March 18, 2014 Updated March 26, 2014

Supported browsers:  
 Your browser appears to support the functionality in this article.

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The diagram illustrates the FAN (File and Asset Notifier) system architecture. It shows a central green box labeled 'FAN' containing icons for a document, a folder, a clock, and a lock. An arrow labeled 'Easy' points from a user icon to the FAN box. An arrow labeled 'Automated' points from a document icon to the FAN box. An arrow labeled 'Traceable' points from a user icon to the FAN box. Below the FAN box, there are icons for a laptop and a smartphone, with arrows pointing from the FAN box to them.

<http://magic.scm.ulster.ac.uk/fan-overview/>

# More Information and Feedback

FAN is already making real difference to a good number of our SCM staff, but the potential to benefit large numbers of staff and students in the UK - and beyond - is huge.