

SOLSTICE & CLTR Conference 2012

**Edge Hill
University**

**Improving Feedback - The Development of an Online
Assessment Tool (OAT)**

Presenter: John Jackson

*Content: John Jackson and Marc Griffith
University of the Arts London (UAL)*

13th & 14th June 2012

Camberwell
College
of Arts

Central Saint
Martins College of
Arts and Design

Chelsea College
of Art and Design

London College
of
Communication

London College
of Fashion

Wimbledon
College of Art

University of the Arts London

A unique creative community bringing together six distinctive Colleges

Matt Lee MA Visual Arts Digital Arts 2011

Advancing equality



Courses



Commonplace



Website Survey



Background

- UAL is implementing a change programme for student assessment.
- This started in September 2009 with the staged introduction of marking criteria across a subset of programmes.
- As of September 2011 marking criteria apply to all programmes.
- **How** students receive their grades and feedback is a crucial part of this.

Various sources of online support ...



Assessment

Welcome to the UAL assessment website, which contains information for students and staff about recent and coming changes to assessment at UAL. These changes are designed to make marking and assessment easier to understand and to undertake, to improve the speed, clarity and helpfulness of feedback to students, to reduce the bureaucracy of inputting marks and calculating results, and to be fairer and more transparent.

Getting Around

Click on the tabs at the top of the page to take you to the various assessment sections.

Marking Criteria and the UAL Marking Scale

Monday, 13 June 2011

From September 2011, all courses at the University of the Arts London will assess students against the UAL Marking Scale. Revised versions of the undergraduate and postgraduate Marking Criteria Matrices and Assessment Feedback Forms will be available on this website, in a range of formats, from July 2011.

The UAL Marking Scale is part of a series of integrated changes at UAL, designed to make assessment more intuitive and transparent, more helpful to students and less cumbersome for staff.

The new scale will be introduced for:

- ◊ all new undergraduate students
- ◊ all progressing undergraduate students
- ◊ all new taught masters students

Part time and ongoing postgraduate courses will introduce the scale at the start of their next academic session.

A number of courses across the University are currently piloting the UAL Marking Scale and their feedback is being used to inform the final versions of the matrices and forms which will be received at Academic Standards and Development Committee on 28th June 2011. Until then, draft versions of the matrices and forms are available [here](#)

Further information can be found on the [UAL Marking Scale page](#)

UAL Marking Scale

Honours Degree Marking Scale		
Letter Grade	Degree Classification	Points Value
A+	1 st	15
A		14
A-		13
B+	2.1	12
B		11
B-		10
C+	2.2	9
C		8
C-		7
D+	3 rd	6
D		5
D-		4
E	Marginal Fail	3
F	Fail	2
F-		1
NS	Non-submission	0

Postgraduate Degree Marking Scale		
Letter Grade	Degree Classification	Points Value
A+	Distinction	15
A		14
A-		13
B+	Merit	12
B		11
B-		10
C+	Pass	9
C		8
C-		7
D+		6
D		5
D-		4
E	Marginal Fail	3
F	Fail	2
F-		1
NS	Non-submission	0

Foundation Degree Marking Scale		
Letter Grade	Degree Classification	Points Value
A+	Distinction	15
A		14
A-		13
B+	Merit Plus	12
B		11
B-		10
C+	Merit	9
C		8
C-		7
D+	Pass	6
D		5
D-		4
E	Marginal Fail	3
F	Fail	2
F-		1
NS	Non-submission	0

 Click on any image above to see it full size

Start date

From September 2011, all courses at the University of the Arts London will assess students against the UAL Marking Scale. The new scale will be introduced for:

- all new undergraduate students
- all progressing undergraduate students
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'Diffusion of Innovations'* Approach

Design & implementation sought to minimise problems often associated with adoption of 'new' innovations by focusing on developing a tool that would:

- demonstrate significant relative advantage
- be compatible with user expectations & needs
- minimise complexity
- ensure its trialability
- ensure its observability

(* Rogers, E.M., 2003. *Diffusion of Innovations*, 5th Edition, Free Press).

Anticipated barriers to Adoption

These included:

- perceived new tasks for course teams
- engagement & training of associate lecturers
- requirement of internet access & equipment to mark
- variation between Blackboard structure & marking requirements
- process variations - esp between colleges

Piloting OAT

- Following careful specifications gathering and initial tool development a rolling pilot was agreed.
- Training and testing invitations sent to Deans and Associate Deans in October 2011; initial course teams nominated.
- 28 November 2011 - OAT first used for summative assessments (& supported by CLTAD team).
- Following successful pilot, course teams able to request access to OAT and training.

Online Assessment Tool - Setup Request

Please use this simple form to request the setup of the Online Assessment Tool for your courses.

Many thanks
John

JOHN JACKSON
x 2069
j.d.jackson@arts.ac.uk
***Required**

Your Name: *

Course(s) to be enabled to use the Online Assessment Tool: *

Please give course code(s) and title(s) and whether undergraduate or postgraduate (if not clear from title).

Superuser(s) for these course(s) *

Normally we will setup 1 Superuser per course - the Superuser can add more themselves if this is needed.

When will you start using the tool with this / these course(s)?

Training

- A prerequisite to OAT use.
- Offered to groups / teams and 121.
- Supported by online resources:
 - 'Assessment Tool Help' area site in Blackboard
 - online guides
 - 'How to' screencasts
- Demo / test installations.
- Additional support as needed.

Help Area in Blackboard

Announcements

Information

Videos

Setup Request

Feedback

Tools

Communication
Organization Tools
Organization Map

Control Panel
Quick Unenroll

Refresh

ASSESSMENT TOOL HELP (ATH001) > ANNOUNCEMENTS



Announcements



VIEW TODAY

VIEW LAST 7 DAYS

VIEW LAST 30 DAYS

VIEW ALL

May 13, 2012 - May 20, 2012



Fri, May 11, 2012 -- How students access their feedback.

Posted by: John Jackson

Please remember that when you make feedback and grades available via the Online Assessment Tool (OAT) you will need to tell students that you have done so - and remind them how they can access it. Please note that OAT does *not* automatically send an email to students when you publish the feedback.

To notify students you can use the 'Announcement' option within Blackboard (and tick the 'Email this announcement') to email at the same time. You could also use the separate email options within Blackboard if you wish.

Students need to know that they can access their feedback via TOOLS (under the Course Menu) and then COURSE TOOLS - scroll down the list that appears on that page - the penultimate link is to MY FEEDBACK. When they click on this they will see any assessment feedback which has been made available to them.



Assessment Tool Help

by UALelearning

▶ Play All

Share



Assessment Tool - Superuser setup

by UALelearning 90 views



Assessment Tool - Superusers - setting up assessment:

by UALelearning 75 views



Superusers - reviewing and publishing completed feed..

by UALelearning 65 views



Assessment Tool in more detail.

by UALelearning 67 views



Assessors - selecting students and providing grading...

by UALelearning 66 views



How do students access their assessment grades and f.

by UALelearning 88 views

University of the Arts London

Home | My Mail Page | Feedback & Support | **Calendar** | [Registration](#) | [Library & eLibrary](#) | [Language Centre](#) | [Staff Home Page](#) | [Student Home Page](#) | [Training & Training](#) | [Student Support](#)

Calendar - Selected List Detail (Of 2)

[Manage Items...](#) | [Manage Accounts](#) | [Tool Settings](#)

Add Item Search

Search [Go](#)

Item

	Username	Firstname	Surname	Email Address	Role
	gordon	Alan	James	aj.gordon@arts.ac.uk	Administrator
	chick	Clare	Chick	cl.chick@arts.ac.uk	Admin
	caswell	Carole	Caswell	carole@arts.ac.uk	Admin
	cole	Clare	Faye	clay@arts.ac.uk	Admin
	coll	Clare	Paul	coll@arts.ac.uk	Admin
	collins	Colin	Patrick	collins@arts.ac.uk	Admin
	cook	Julia	Russ	cook@arts.ac.uk	Admin
	corbett	John	Robert	corbett@arts.ac.uk	Administrator
	corn	Annalisa	Sam	corn@arts.ac.uk	Admin
	costa	Rob	Anna	costa@arts.ac.uk	Admin

Demonstration / Test Installations

ASSESSMENT TOOL DEMO 2 - LCF (AFT-DEMO2_TMP) > ANNOUNCEMENTS



Announcements

VIEW TODAY

VIEW LAST 7 DAYS

VIEW LAST 30 DAYS

VIEW ALL

June 03, 2012 - June 10, 2012



Tue, Nov 22, 2011 -- *Assessment Tool*

The online Assessment Tool is now available!

Background information about Assessments is available @:

<http://www.arts.ac.uk/assessment>

Blackboard Academic Suite™

© 1997-2012 Blackboard Inc. All Rights Reserved. U.S. Patent No. 6,988,138. Additional Patents Pending.
Accessibility information can be found at <http://access.blackboard.com>.

Announcements

Course Information

Staff Information

Course Documents

Assignments

Communication

Discussion Board



External Links



Tools

My Feedback

Tools

-  Communication
-  Course Tools
-  Course Map

-  Control Panel
-  Quick Unenroll

-  Refresh
-  Detail View

Assessment Tool Manager

Manage

Assessments

University of the Arts London Undergraduate Assessment Feedback Sheet

Select a new student

Assessment Details

Student Name	Archie Leach (aleach789)
Type of Assessment	Summative
Date of Assessment	06/01/2012
Course	Assessment Tool Demo LCF 2
College	LCF
Course Unit Title/Code	ISHE
Course Unit Level	4
Assignment/Project Title	Globalisation of Fashion Brands

Marking Criteria

Where criteria do not apply, select 'Not applicable'.

(1) Research

Systematic identification and investigation of appropriate sources. * 1

Not applicable

Level of Achievement Indicators

Fail Fail Pass Pass Pass Pass

F E D C B A

Criteria Specific Comments (optional)

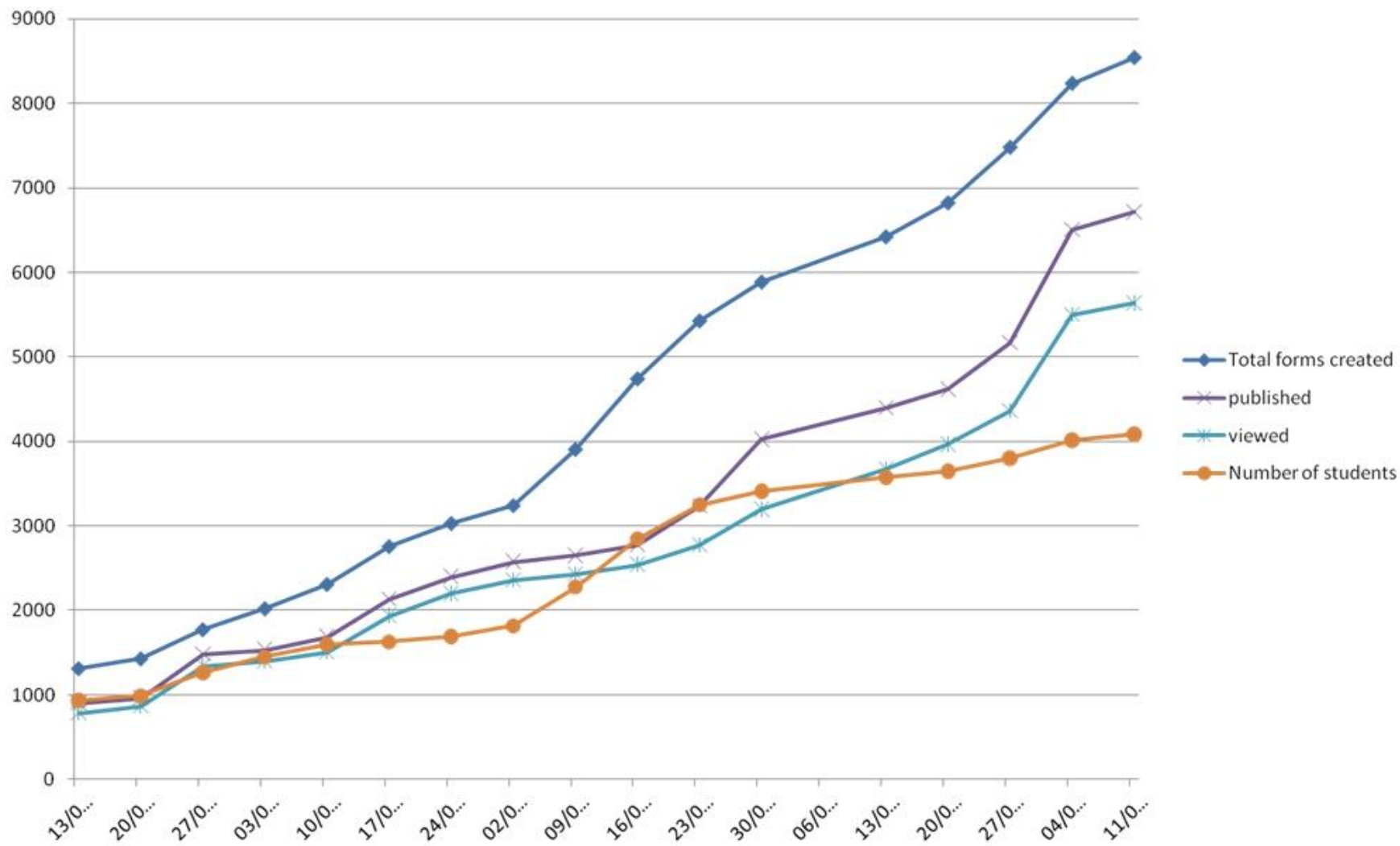
Extensive independent research, accuracy, familiarity with the material, and sound judgements.

A few statistics*:

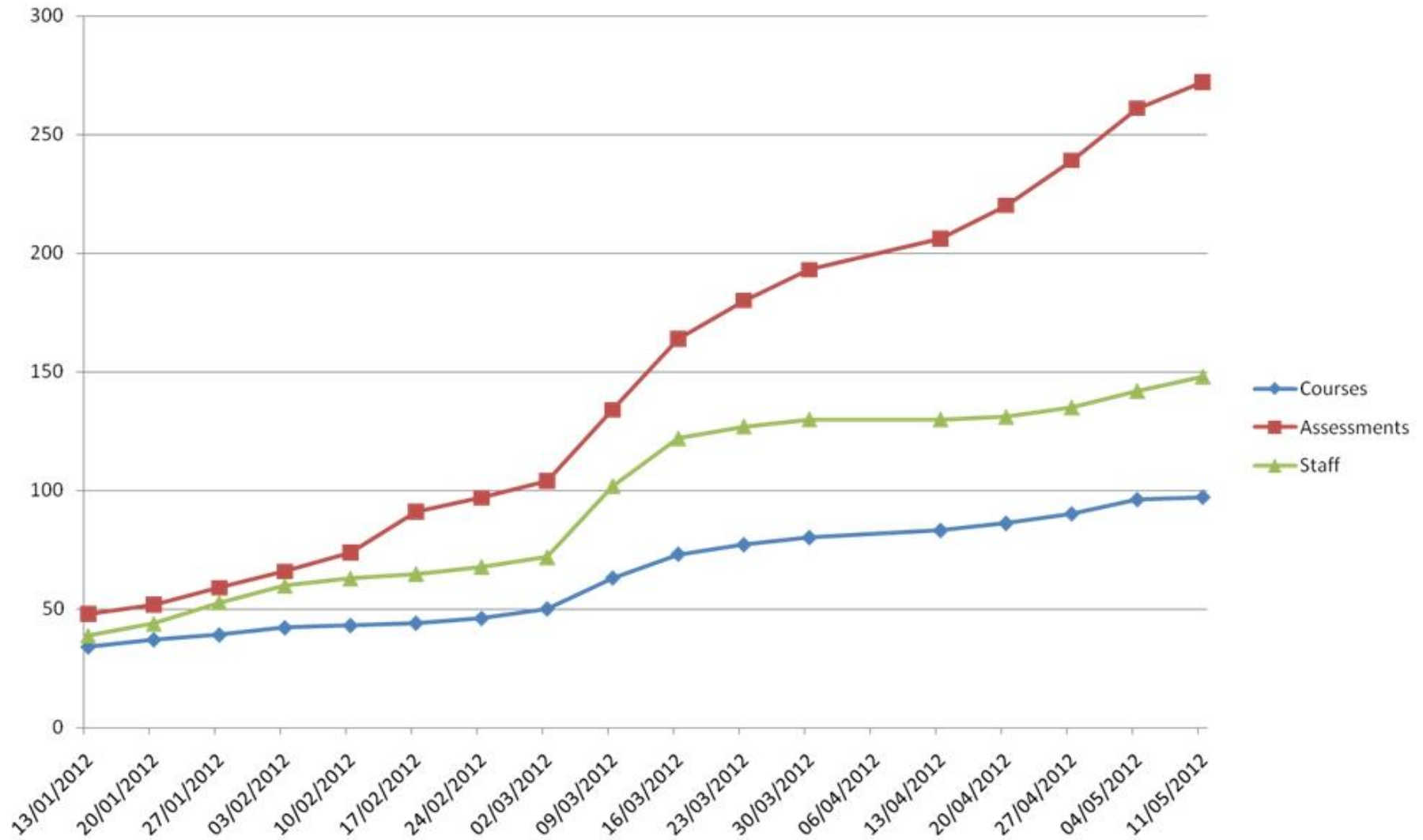
- 115 courses using OAT
- 370 assessments with feedback via OAT
- 8889 instances of feedback published
- 11615 instances of feedback created
- 4793 students accessing feedback via OAT
- 181 academic staff using OAT

* As of 8 June 2012

Growth in Use - 1



Growth in Use - 2



Online Assessment Tool - Tutor Feedback

Please use this opportunity to tell us what you think about UAL's new Online Assessment Tool developed by CLTAD.

This is a new tool and will continue to be developed - and as one of the first tutors to use it to provide assessment grading and feedback to their students, your feedback and suggestions are of particular interest to us.

Many thanks
John

JOHN JACKSON
X 2069
j.d.jackson@arts.ac.uk

Your Name:

This is not compulsory - but would be very useful.

Your College:

Approximately how many students have you provided grading and feedback to via this new tool?

What worked particularly well for you?

What improvements &/or new features could be useful to you?

Any other comments?

If you have any other comments please feel free to add them here.

Submit

Academics – some comments

- Studio assessment - speeded up this process!
- The tool has significantly reduced the amount of time spent and repetitive tasks the team had to do regards generation of assessment feedback.
- The way the team has used the new tool has allowed for quality procedures (double marking, internal moderation, etc) to be built into assessment practice much easier.
- This is the start of a robust pedagogically sound system for assessment and feedback.

Online Assessment Tool - Student Feedback

Please use this simple feedback form to tell us what you think about the Online Assessment Tool (OAT) - you will have received your grades and feedback by logging into this via 'My Feedback' in Blackboard.

This is a facility which is still being developed and so your views and suggestions will be very useful in helping us to introduce further improvements.

Many thanks!
John

JOHN JACKSON
Educational Developer (eLearning)
CLTAD / University of the Arts London
j.d.jackson@arts.ac.uk - x2069

*Required

For how many of your assessments have you received feedback online via this tool? *

- 1
- 2
- 3
- 4
- 5
- 6

What do you like about receiving grading and feedback in this way?

Please let us know what you particularly like about the Online Assessment / Feedback Tool.

How could this Online Assessment / Feedback Tool be improved?

Submit

Feedback from Students

- Can be accessed anywhere!
- Reliable. Fast.
- It nice to have it available wherever and whenever if I need to remember what critique I received and need to improve for new, ongoing projects. It also nice to have for later when you one day probably have lost the original sheet.
- I live far away from uni so this helps me get feedback without having to travel all the way there just to receive a piece of paper. It's also quicker.
- I think it is excellent and very useful. It saves me lots of time from going into uni to collect the essay and find out the grade.

Barriers / issues encountered

- occasional hardware availability issues
- occasional online course structure anomalies
- occasional user (tutor) assumptions
- spell checking dependent on browser (and tutors' knowledge of browser)
- additional double and group marking requirements
- some usability / interface refinements ongoing (still under development)

Future Developments

- Further usability improvements
- Extended double / group marking functionality
- Closer interoperability / connectivity with QL

Interim Conclusions

- OAT is popular amongst the academic staff and students who have used it so far
- This is evidenced by online surveys, emailed feedback, oral feedback and course committee meetings
- OAT automates administration tasks allowing more time for thoughtful and useful feedback
- Further developments should increase functionality whilst retaining simplicity

Contact

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