

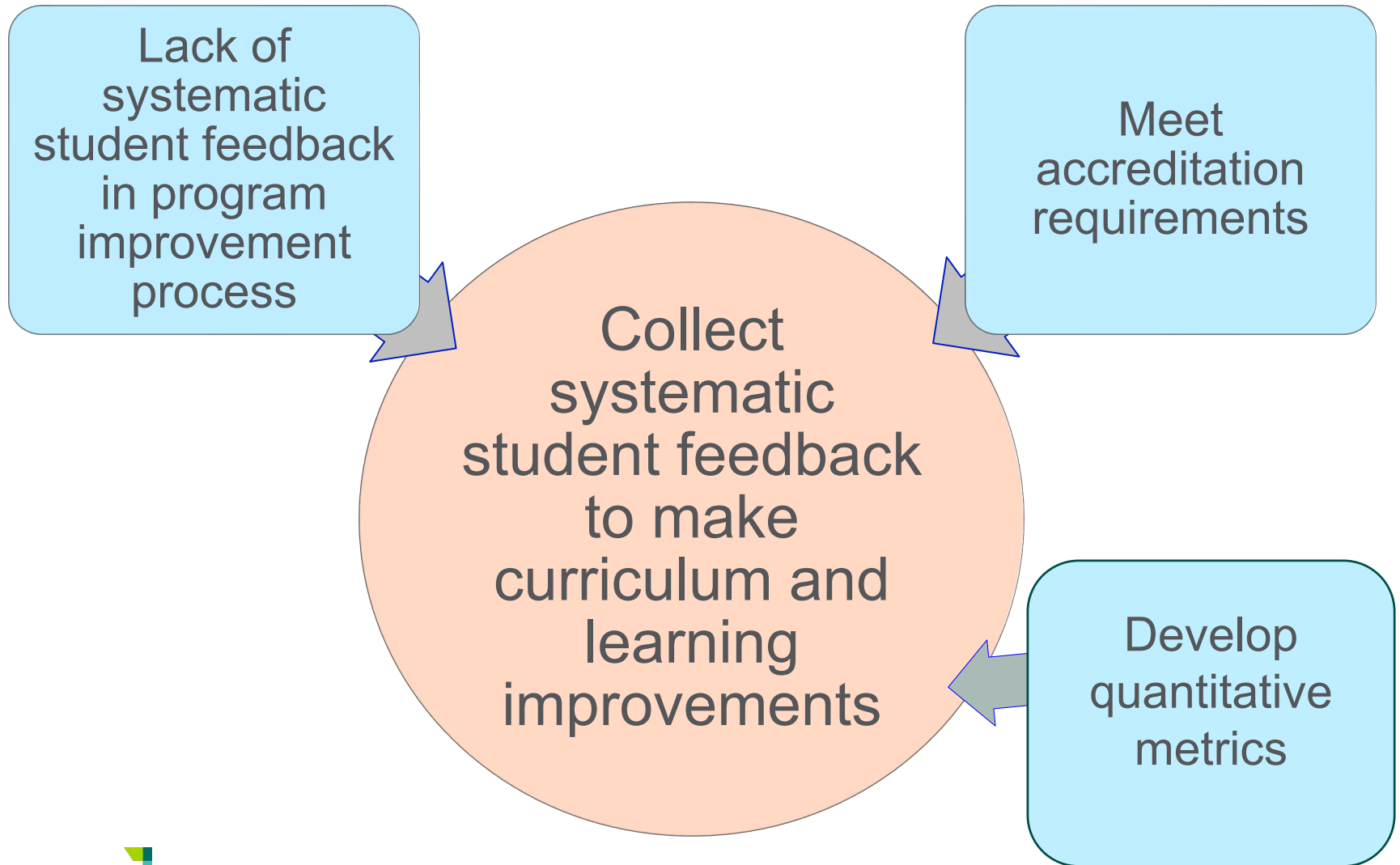
Using Student Voice to Improve the Quality of the Program

AACSB Innovative Curriculum Conference:
Best practices for utilizing the 'student voice' as a meaningful indirect measure for data-driven continuous improvement.

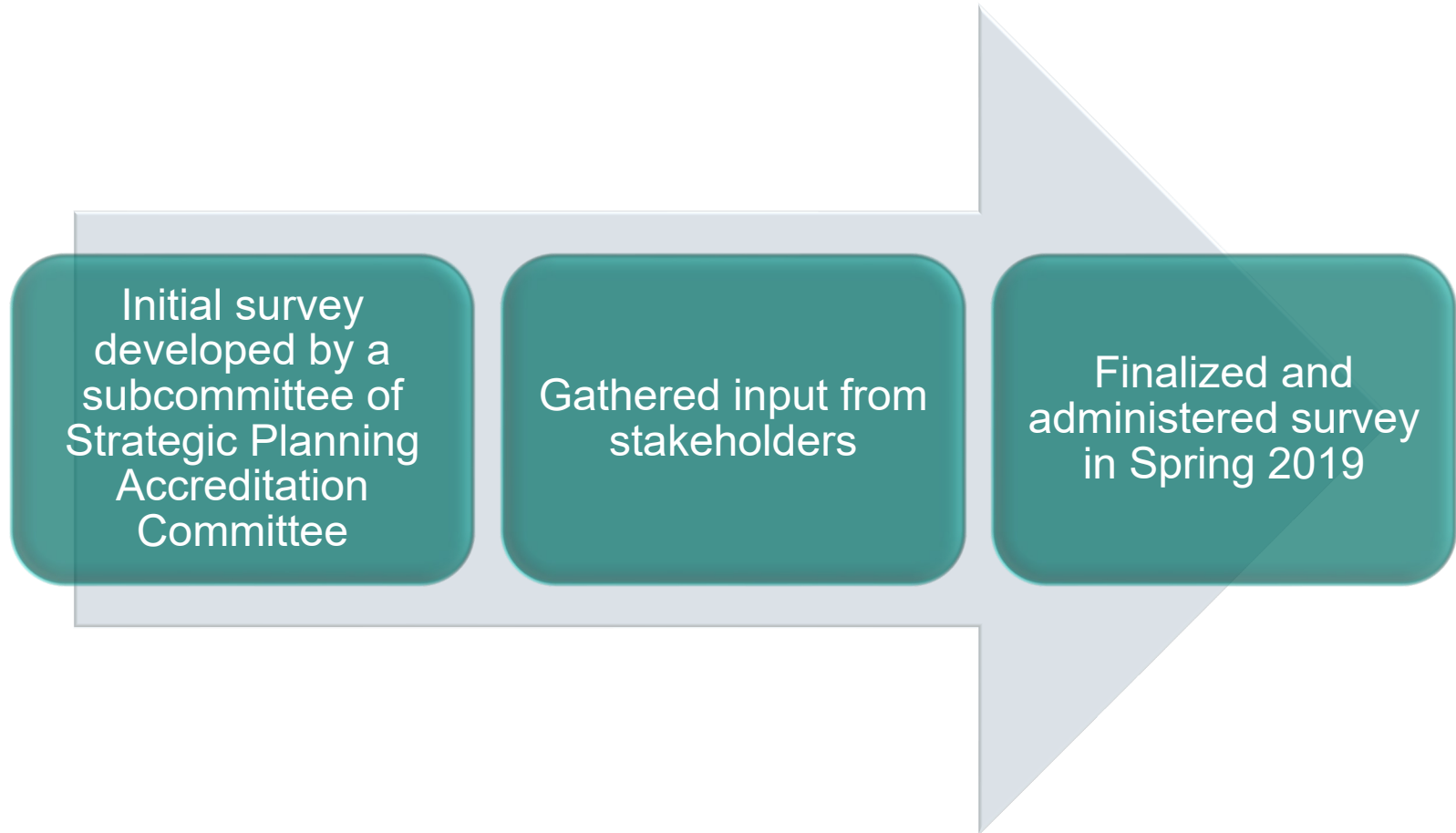
Dr. Babita Gupta and Dr. Christina Zhang
California State University Monterey Bay

Monday, March 20, 2023
10:15 – 10:45 a.m. PST

Goal of the Survey



Student Voice Survey Development Process



The Implementation of the Student Survey

- Qualtrics survey
- Administered each term in the Capstone courses
- Continuous improvement for better data collection
- Survey completion rate is almost 100%
 - Survey is voluntary
 - Incentive for survey completion – very small extra credit points

Questions about the Quality of the Program

- stimulating and challenging

- curriculum was rich and work-oriented

Would they recommend the College to others?

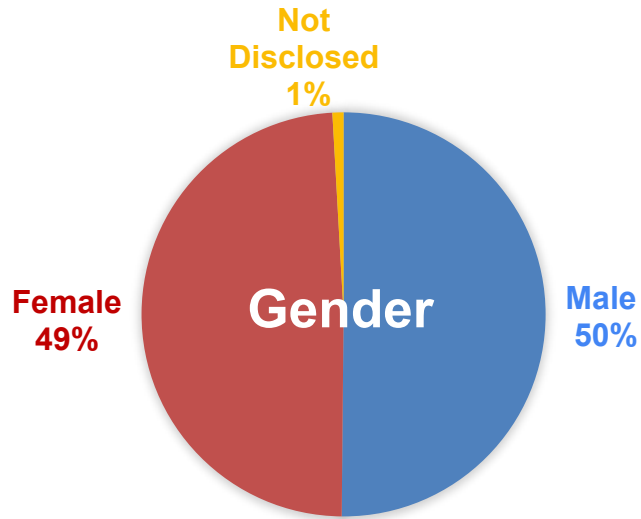
Would they stay connected with the College as an alumni?

- Choice in the variety of courses
- Computing resources (labs, software, etc.)
- Internship opportunities

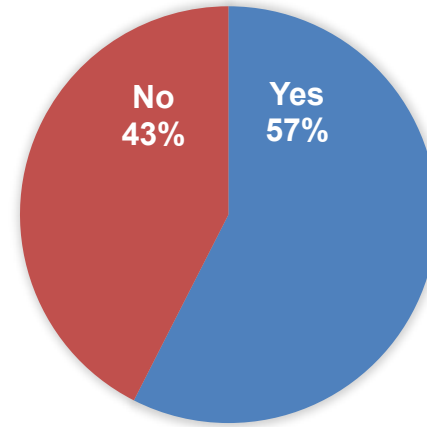
- Career counseling and placement services
- Scholarship/Financial assistance opportunities

- student satisfaction with educational experience at CoB

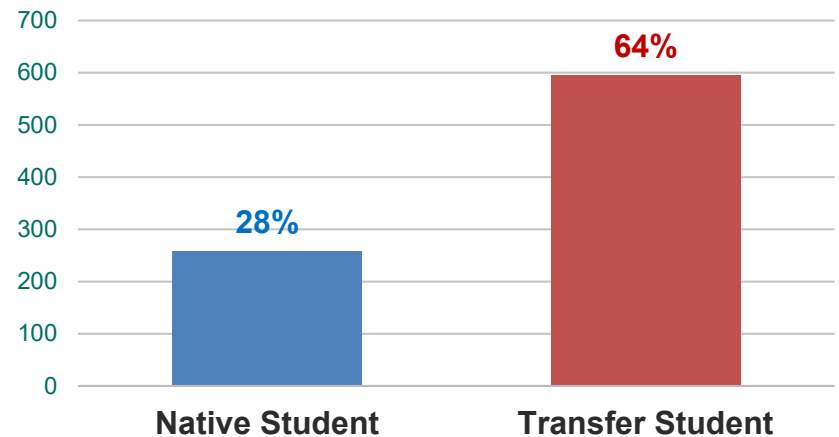
Student demographics



First Generation Students

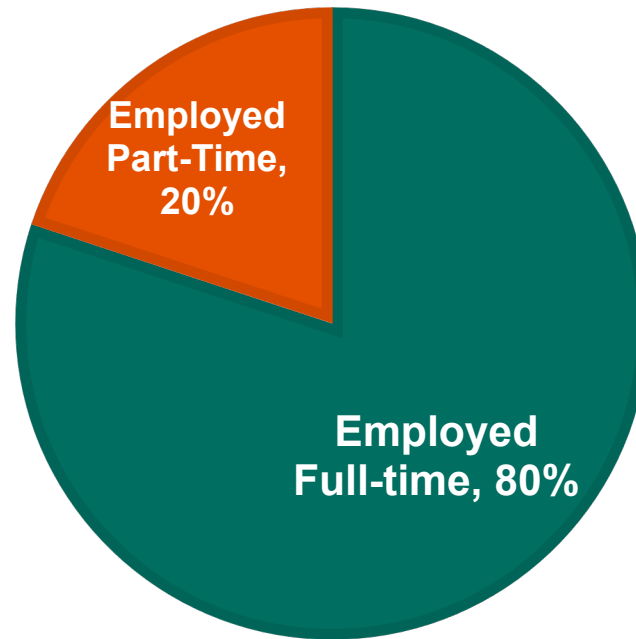


Transfer vs. Native Students



Age	
Median age	23
Max age	64
Min age	19

Employment at the time of graduation: Full-time vs Part-time

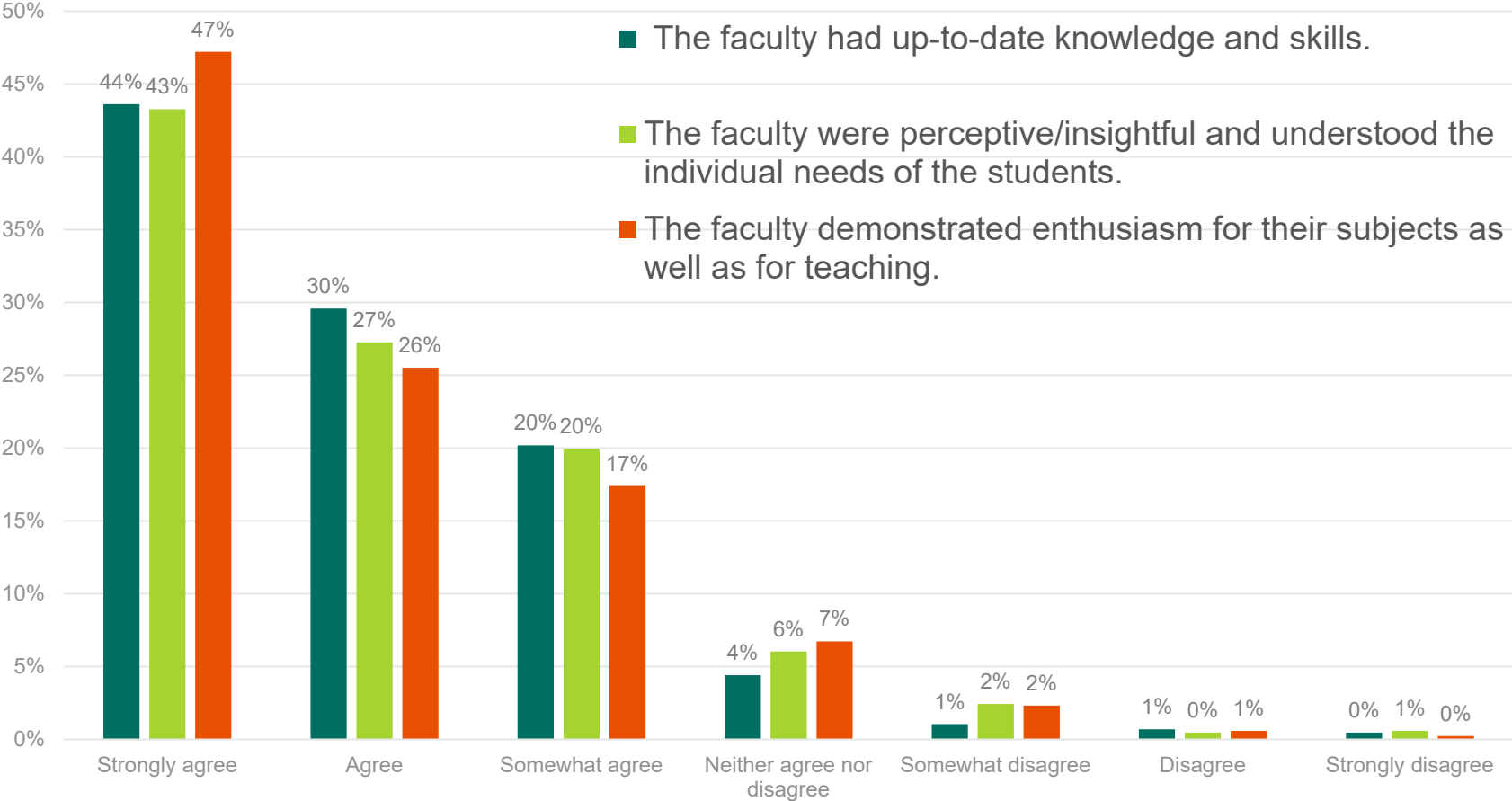


Full-employment analysis by

- gender
- first generation
- major, and
- concentration

Feedback on Faculty

Knowledge and enthusiasm



Additional Feedback Based on the **Open ended Question** to Help Improve the College Services

- **Students liked**
 - Small class size
 - Dedicated faculty and staff
- **Improvements** that students would like to see
 - Increase the number of guest speakers
 - Reduce the emphasis on group work
 - Increase hands-on activities
 - Provide timely feedback on assignments
 - Provide more rigorous curriculum

Closing-the-loop Actions

- Improved *turnaround time for assignments* feedback
- Implemented *strategies to encourage student participation* in college events and activities
- Initiated *Accelerated Career Exploration and Student Success* (ACCESS) program
- Recruiting *students to participate in research projects* with faculty mentors
- Designed and offered *new courses*
- Improving *experiential pedagogy*
- *Improving* design and assessment of *group work in courses to make it fair across group members*
- Offering resume writing workshops, Career fairs, graduate program workshops, internship opportunities, student club engagement, ...

Thank You!



Contact me at bgupta@csumb.edu