Western University has a well-founded reputation for providing an outstanding student experience, and the programs and services offered by staff in the Academic Programs portfolio contribute to that reputation. Guided by an overarching goal of supporting student success, the teams in the portfolio are constantly exploring innovative ways of serving students and campus partners as effectively as possible.

We have seen a range of developments in programming and services this past year, and this report highlights selections from across the portfolio.

This year, for instance, in response to requests from students and the London Transit Commission, functionality was added to the WesternOne card so it could also serve as a bus pass, thus eliminating the need of a second card. In another case, office hours were extended to ensure services are available when students need them. Elsewhere, work has begun on streamlining the adjudication process, an effort to reduce the workload of Faculty partners, and the list goes on.

It is my great joy to work with tremendously talented and dedicated colleagues across the Academic Programs portfolio, and I hope you enjoy this glimpse into some of their achievements.

DR. JOHN DOERKSEN
Vice-Provost (Academic Programs and Students)
# Table of Contents

Organizational Structure ..........Inside Back Cover  
Letter from the Vice-Provost ... Inside Front Cover  
Student Central................................................. 2-3  
Systems and Security........................................3  
Undergraduate Recruitment & Admissions .... 4-5  
Financial Services and Financial Aid................6-7  
Students Records and Exam Services............. 8  
Human Resources and Finance.......................9  
Communications and Publications...............10  
Registrar ITS......................................................... 11  
Teaching Support Centre ..............................12-14  
Continuing Studies ......................................... 15  
Moving Course Feedback Online...............16

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**A Focus on Innovation in the Office of the Vice-Provost (Academic Programs)**
The Administration team saw a restructure in May 2016, which brought together several teams, including: Student Central, Systems and Security, Finance, Human Resources, and Communications and Publications.

Accomplishments over the past 2 years:

To assist students with their course registration questions, the Student Central Helpline was open for extended hours in June and July 2015 and again in June and July 2016. Staff members are equipped to handle a variety of questions, at large volumes; there are over 50,000 calls received between May and August. These phone call numbers do not include the many course registration inquiries that were received in person, via email, and through social media.

Key Innovations

Student Central conducted 3 Facebook live chats in summer 2016. Many more Facebook live chats are also planned for the months to come.

— 2016-17
The Systems and Security team worked with various groups (e.g. WTS, Academic Counsellors) to identify and implement initiatives that would improve students’ and other users’ experiences. These initiatives included:

- work on anti-requisites
- OWL roles
- exam make-up scheduler
- addition of courses coordinator to academic considerations tool
- electronic forms for the Faculty of Music
- special permissions pilot
- mass email opt-out system
- course syllabus project

The Systems and Security team is working with ITS as they implement the new Western Identity system.

Academic Counsellors’ Appointment Scheduling System

Planning related to the Academic Counsellors’ Appointment Scheduling System is currently underway. We are working through the Request for Purchase process. We anticipate conducting a pilot with one faculty in Fall 2017 with a possible go-live of January 2018. We will then work with other faculties between January and August 2018 to launch the system in September 2018.

In addition to communicating directly with between 400 and 1,000+ students per month via our Twitter and Facebook accounts, in Summer 2016 Student Central conducted 3 Facebook Live chats on course registration, residence, and fees and financial aid. The use of Facebook Live chats proved very effective in communicating information to incoming and upper year students and parents.

In collaboration with the USC and LTC, the Registrar’s Office successfully launched a new Western ONECard that students can use as a bus pass. This new technology was rolled out to all incoming students and to students who required a replacement Western ONECard. Going forward, this initiative will eliminate the lines of students picking up their paper bus passes in September.

Students and alumni frequently request to receive their transcripts electronically (as a PDF). We are in the initial stages of developing a process to securely deliver electronic transcripts within our PeopleSoft HE system.
Undergraduate Recruitment and Admissions plays a vital role in meeting the enrolment objectives of the University each year. Undergraduate Recruitment attracts the most highly qualified students to all first-entry faculties and programs at Western’s constituent campus through both on- and off-campus programming. Undergraduate Admissions receives and reviews applications and supporting documentation, and assesses admissibility to first-entry, second-entry professional programs, Continuing Studies’ post-degree Diploma programs, and responds to admission enquiries. It also assists in the development of educational partnerships with other institutions at the undergraduate level and is responsible for the assessment and application of transfer credit.

**Transfer Credit Management System (TCMS)**

The TCMS creates a workflow to facilitate the dissemination of course descriptions to faculty evaluators and expedites transfer course evaluations. The evaluations are stored in a repository accessible to numerous stakeholders across campus.

The development of the TCMS was undertaken by various staff from the Admissions Office and the Office of the Registrar Web Team with input from the Academic Counsellors and various other transfer credit stakeholders on campus and at the affiliated university colleges.

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**Key Innovations**

- Introduced a new ‘Western in 360’ virtual reality experience utilizing Google cardboard glasses at the Ontario Universities Fair.

  — September 2016

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**TCMS Statistics**

- Users: 233
  - including Admissions Officers, Academic Counsellors, Associate Deans, Department Chairs, and faculty members

- Institutions: 571
  - 451 post-secondary institutions and 120 high schools

- Courses: 16,752

- Course equivalencies stored: 6,554

- Articulation Agreements stored: 29
New Western booth at the Ontario Universities’ Fair (OUF)

A new 3,000 sq. ft. booth was built for the OUF in 2016. Staff from Undergraduate Recruitment and Communications and Public Affairs worked together with our chosen vendor to create a more visually appealing and functional Western booth. 35,000–40,000 students, friends and families visit the Western booth on the three day weekend event held each September.

The new booth was designed with much more lighting, designated space for each faculty and ancillary unit, a new student experience corner, a new video and a “Western in 360” virtual reality experience utilizing Google cardboard glasses.

OUAC - Admissions Modernization System

Over the past three years, the Ontario Universities’ Application Centre (OUAC) has worked toward modernizing elements of its outdated systems to improve services for both applicants and universities, to allow the OUAC to meet compliance standards, and respond to business requirements through its new Application Management System (AMS). The project officially launched in October of 2014 and has been rolled out over this past admissions cycle. Staff members from Undergraduate Admissions and IT in the Office of the Registrar, and WISG staff have been working diligently since 2014 to bring this massive project to its successful fruition.
Student Financial Services and Student Financial Aid assist in contributing to the best student experience possible by providing financial support and guidance to students throughout their academic career through a variety of financial programs.

Should students have concerns about their educational finances and need to discuss them confidentially, they can make an appointment with one of our Student Financial Aid Officers. During their appointment, topics of discussion may include reviewing their OSAP entitlement, applying for financial assistance, developing a personal budget, student financial planning, debt management advice or emergency financial assistance.

Accomplishments over the past 2 years:

**The Syrian Award** was established to assist refugees from Syria pursue education at Western. Eleven recipients have been selected to receive the award, which covers tuition, student fees, books, and living costs. These students are in various stages of enrolment, with some studying at Western’s English Language Centre, and others successfully completing their first year of undergraduate study. We are happy to be a part of this transformational award program.

Student Financial Services and the Registrar’s Information Technology Solutions unit (RITS) automated the OSAP confirmation of enrolment, processing 95.5% of confirmations via an automated process. Summer bursary decisions were automated, reducing average wait times for decisions from 30 days in 2014 to 5 days in 2015. Direct deposit of student refunds was introduced in summer 2015. That October, approximately 22% of our refunds were sent by direct deposit to student accounts.

Student Financial Services rolled out a new model for tuition fees at Western in the fall of 2016, which reflected per-course charges for course loads less than 4.0. Program fees, billed at a flat rate, were charged to students with course loads of 4.0 or greater. This was a significant operational and communications initiative.

While staffing resources have remained constant, the number of Financial Aid appointments has increased 20%. Student Financial Aid has adjusted the standard appointment length from 30 minutes to 20 minutes, and made drop-in appointments available during the busiest times of each term, helping 160 students per week.

**The Financial Literacy Working Group** was formed in 2015-16. Members included staff from Student Financial Services, Housing, and Student Success Centre. Each year, approximately 400 students participated in three different events focused on budgeting, available resources, and financial planning beyond university.
Automation of the OSAP confirmation of enrolment reduced the average wait times for decisions from 30 days in 2014 to 5 days in 2015.

— Student Financial Services and the RITS teams

There are significant OSAP changes in effect for the 2017-18 year. Student Financial Aid and Student Financial Services are evaluating the impact to students, and are planning how our internal processes will complement these changes.

Student Financial Services is working with Western International, RITS, and Financial Services to streamline the Global Opportunity awards program for students and staff. An online application was available to students, and we are continuing to work with our campus partners to improve the awarding process.

Western is participating in the Net Cost View pilot with MAESD. For the first instalment of tuition deadline, Western will provide an additional billing statement for OSAP recipients in undergraduate programs. This statement will itemize the expected OSAP to be credited against fees charged by the University, thereby showing the student what dollar amount they may need to pay out of pocket to pay their first instalment in full. An example of what students would view online is:

<table>
<thead>
<tr>
<th>Net Cost View</th>
<th>Term: Fall 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Installment Balance</td>
<td>$4,380.00</td>
</tr>
<tr>
<td>Anticipated Aid</td>
<td>$0.00</td>
</tr>
<tr>
<td>OSAP Funding to Come</td>
<td>$4,380.00</td>
</tr>
<tr>
<td>Amount Due</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

*What is this? The Net Cost View tells you how much of your tuition installment is not paid by OSAP or Western funding. The Amount Due is the amount you must pay by your installment due date.*
Student Records and Exam Services continue to seek to improve their services to students needing accommodation. The Accommodated Exam team within the unit strives to meet the needs of a growing number of students on Western’s campus.

2,946 students were assisted in meeting their academic goals for quizzes, tests and examinations, while seeking more and more complex accommodations.

In conjunction with meeting a growing need, Accommodated Exams continually seeks to uphold the academic integrity of the evaluation process. With approximately 150 part time proctors on staff, Accommodated Exams has facilitated academic achievement while being mindful of a 24% growth in student demand.

Striving to meet the technological and individually specific needs of students, evaluations are administered from four main Exam Suites, with numbers blossoming to over 19 locations on campus during peak periods.

In addition to providing an accommodated exams service, staff within Student Records and Exams Services strive to meet the needs of students participating in Western’s Fall and Spring Convocation ceremonies. Assisting students with an array of challenges, staff within the Student Records team meet with families, chaperone students with mobility issues, and coordinate special arrangements when needed to ensure that each graduating student and their friends and families can enjoy the tradition and splendor of Western’s Convocation Ceremonies while acknowledging their own academic achievement.

The Adjudication team within the Student Records and Exam Services unit is leading a collaborative effort in conjunction with the RITS team on implementing a transformational change to the adjudication process. The goal of this project is to eliminate the over 20,000 paper forms and move to an online workflow. Student Records and Exam Services is currently in the process of testing the new workflow in house and will be moving toward a wider test audience soon to get the faculties and departments involved in further evaluating the new process. The benefits to this new workflow will include tracking of the students throughout the adjudication process, streamlining adjudication decisions and a backend workflow for the adjudication team to alleviate pinch points. Ultimately, students will have quicker and more transparent progression decisions.

Responsibility for the Academic Calendar and any associated processes has recently transitioned to Student Records and Exam Services. The Academic Calendar is the official record of academic programs and university-wide academic policies as reviewed and approved by Senate and its relevant committees, necessary for the University to fulfill its academic role and mission. By the act of registration, each student becomes bound by the policies of Western University. Student Records and Exam Services has undertaken the large-scale task of reviewing and realigning the Academic Calendar with Senate approved policies. Equally, investment has been made to support transparency in policies; students are responsible for familiarizing themselves with the policies, general information and specific requirements contained in the Calendar. Future development is planned to realign policy information, the Academic Calendar, and any additional relevant administrative information sources to one online area that subsequently links to the student information system.
HUMAN RESOURCES and FINANCE

The Human Resources (HR) team continues to meet the increasing demand in this growing portfolio, as well as for the Student Experience portfolio. This unit aims to implement changes that will allow for a more efficient and effective hiring process.

Designing new strategies — Purple Pulse, an Online Calendar

The HR team has been working closely with many areas in the Student Experience and Office of the Vice-Provost (Academic Programs) portfolios to develop an online system for calendar tracking of vacation, professional development, sick days, overtime, and medical appointments, etc. The development started in collaboration with the Student Experience portfolio and is currently rolling out to departments within Academic Programs.

Having the online system allows for real-time requests and approvals, the ability to track requested vacation days years in advance, and displays all Western observed holidays, allowing staff to better plan their vacation request(s).

Recruitment with Academic Programs between June 1, 2016 - May 31, 2017*

<table>
<thead>
<tr>
<th></th>
<th>Regular Full-Time Employees Hired</th>
<th>Temporary Full-Time Employees Hired</th>
<th>Temporary Part-Time Employees Hired</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Full-Time Employees Hired</td>
<td>24</td>
<td>51</td>
<td>200</td>
</tr>
</tbody>
</table>

*The HR Team also provides human resources support to the Student Experience portfolio. These numbers do not include recruitments completed in the Student Experience portfolio.

Recruitment Innovation

Spark Hire - one-way video interviewing software as a replacement to phone screening that allows the hiring team to learn more about candidates in less time. Implementing this software has increased efficiency by screening candidates faster than ever before and eliminating scheduling challenges that arise during the hiring process.

Video presentations - Candidates prepare and record their presentation. This can be shared amongst multiple panel members as an effective time saving tool that increases efficiency in the hiring process.

Supporting new strategies

Office of the Vice-Provost (Academic Programs) receives approximately $20 Million in funding annually from various sources including Base, One-Time, Student Fees (Ancillary) and External Revenue. In addition, targeted project funding was received to support Transfer Credit and First Generations Programming. Incremental to our ongoing regular business activities, the Portfolio dedicated approximately 16% of budgeted resources towards innovation projects as described throughout this report. The Academic Programs portfolio continues to successfully and effectively manage budget resources to meet both the innovation and operational needs of the University Community.

— Human Resources
**COMMUNICATIONS and PUBLICATIONS**

**Communications and Publications** (CP) supports communication, design, social media, photography, building/renovation and event planning requests in all areas of two portfolios: Office of the Vice-Provost (Academic Programs) and Student Experience.

**Innovation and Efficiency**

CP collaborated with RITS to introduce an online Convocation extra ticket request process for students. This service allows more flexibility in how students request and view their extra tickets, as well enabling the tracking of requests and total number of tickets distributed for each Convocation.

Collaborated with Facilities Management when they selected the Western Student Services building to pilot a recommissioning project to address consistent issues with airflow and temperature and to reduce energy costs. Staff members were surveyed in May 2015 for feedback on their temperature and air quality related comfort levels. Additionally, based in part on the feedback from these surveys, the new Clean Air Corridor was implemented.

**Branding and Design**

Developed a comprehensive communication plan for social media, to provide an in-depth look at all our current accounts and strategies for trend management.

Provided Your Feedback - course evaluation project - communications campaign support, consisting of graphic design, messaging, and social media strategy and support.

Collaborated with the Teaching Support Centre on the design of the new Purple Guide and the Teaching Fellows Report, and completed a redesign of their Reflections Newsletter.

Produced the 2017-18 annual Western Student Guide.

**Awareness and Events**

First annual Western Wellness Week was coordinated in the Fall of 2016 in collaboration with SE, USC, SOGS, campus partners, and the London community to showcase resources available to Western students.

Provided graphic design and communications support for Money Talks workshop and event series, promoting financial literacy.

Coordinated the Wellness Speaker Series and helped to coordinate the grand opening and launch of the Wellness Education Centre.

Coordinated Convocation online tickets, programs, ticket scanning, photography, and communication materials for Autumn 2016 and Spring 2017 Convocation.

Coordinated We Speak 2017 communications for the portfolio.
REGISTRARIAL INFORMATION TECHNOLOGY SOLUTIONS (RITS)

RITS supports service excellence in all areas of two portfolios: Office of the Vice-Provost (Academic Programs) and Student Experience. They provide day-to-day support, technical expertise, oversight, and leadership in web and IT applications and systems.

Accomplishments over the past 2 years

- RITS introduced an integrated personal timetable and exam features into ITS’ application for iOS and android devices.
- RITS provided support to many areas of campus: ORBIS (Student Success), Destiny (Continuing Studies), Horizons (International,) along with the Academic Counsellors Working Group.
- **Net Tuition Calculator.**
- RITS, in conjunction with the Teaching Support Centre, conducted the Pilot for the Course evaluation project. Overall, 92% of students were satisfied with the Your Feedback system.
- RITS collaborated with Student Central in delivering a new service to students called “Draft My Schedule”. This service allows students to model various class schedules prior to registration. It allows students to block out times for personal needs and part-time jobs so the courses they select fit into a schedule that works for them. Student feedback from this project was very positive!
- The **PeopleSoft Student system** was migrated to version 8.54 using the new three-month upgrade model.

Future initiatives

- **Net Tuition project** is the most significant project anticipated over the next two years for the Registrar’s Office and is mandated by MAESD. The project will require significant technical support from the RITS and WISG teams. To get a leg up on this project, Western has volunteered to be part of the pilot project for delivery of a net tuition bill in the summer of 2017.
- **Scantron** - The initial transition of the hardware and the current business process has to be planned and executed. Going forward, rolling out new software and the communication of the new business process of how instructors submit their exams cards to be scanned, how those results are conveyed, and the timeliness of the results all have to be planned.
- Communicated and administered. This will require resources from WTS, the Registrar’s Office, and IPB.
- **Structure Training** - The Structure group is the body that configures and runs the day-to-day operations of the HE PeopleSoft instance. The Structure group is integral to upgrading the PeopleSoft system and the knowledge of how PeopleSoft was initially installed and deployed at Western and how the day-to-day operations work. Over the next few years we will see key structure group members retiring and resulting in an operations issue with the loss of the crucial information that these members have. The OOR is starting to create a strategy of how to gather and house that information, while creating training guides to record it.

“Draft My Schedule” service allows students to model various class schedules prior to registration. It allows students to block out times for personal needs and part-time jobs so the courses they select fit into a schedule that works for them.

— RITS and Student Central 2016-2017
Supported Course Redesign (SCoRe) Program: Innovation in blended learning course design

Launched in the Fall of 2016 as part of Western’s Blended Learning Strategy, the Supported Course Redesign (SCoRe) program engages faculty members in the evidence-based transformation of fully face-to-face large-enrolment, foundational courses into blended offerings. For courses redesigned through the SCoRe program, blended means that at least 30% of meaningful student learning occurs in the online learning environment.

**SCoRe promises to have wide impact**

Over the initial three years of the program, 9 courses are projected to be redeveloped, with a combined enrolment of 4,300 students in these redesigned courses per academic year at the end of this term.

**Blended courses offer the best of both worlds**

Blended courses offer the thoughtful integration of the face-to-face and online classrooms, by providing students with more flexibility when learning course material while still retaining the active, social aspects of learning that can be more difficult to facilitate in the online learning environment.

**SCoRe builds innovative collaborations across the university**

Participating faculty, working with on-campus experts drawn from the Teaching Support Centre, Western Technology Services, and Western Libraries over a 12-week learning community develop course-level learning outcomes, assessments, and learning materials appropriate for a blended course. Staff and librarians bring expertise in blended learning, eLearning technologies, course design, and information literacy to the redesign process. Each faculty member receives 192 hours of direct, in-kind support from the members of their interdisciplinary redesign team. Faculty members also receive direct support to turn plans into learning objects and modules to use in the courses.

**Assessment of project success a key**

A research project launched in conjunction with SCoRe is designed to assess the effectiveness of each course redesign on students’ self-regulation in learning, approaches to learning, and engagement in learning.

**FIGURE 1:**
A cycle of the SCoRe redevelopment timeline; three cycles will be facilitated during the duration of the funded project.
New teaching awards celebrate innovation in collaborative and online teaching

The Vice-Provost (Academic Programs) Award for Excellence in Collaborative Teaching

The goal of this new award is to showcase, recognize, and encourage collaboration in university teaching and learning

Teaching collaboration comes in many forms. It may involve colleagues team-teaching a graduate seminar, facilitating a graduate professional development program, working together to create a new multi-disciplinary first year course, or a large interdisciplinary team facilitating, re-designing, and implementing an extended community service learning experience with community partners.

The first winners of the award embody the qualities of exemplary collaboration on multiple levels. Professors Andrew Walsh, Ian Colquhoun (Western), and Professor Alex Totomarvario (L’Université d’Antsiranana, Madagascar) have worked together for over ten years to bring together undergraduate students at Western with students at the Université d’Antsiranana in Madagascar in their Environmental Anthropology field course. Students have the chance to learn about Malagasy culture, language, and the socio-economic and political issues surrounding conservation and development in Madagascar. The field school involves partnering Western students with Malagasy students on research projects that meet the complex needs and social issues of people and communities in Madagascar. All students are introduced to the complexities of cross-cultural collaboration, anthropological research methods, and collaborative research with community partners.

A striking characteristic of the Western-Université d’Antsiranana teaching collaboration is that it models a true partnership with the host community in Madagascar. Malagasy students also have the opportunity to visit Western to engage in ongoing research activities, take classes and to experience everyday life on a Canadian campus. In the words of one Malagasy student, “This project was not just a collaborative experience, but a human experience.”

The Vice-Provost (Academic Programs) Award for Excellence in Online Teaching and Learning

This new award, introduced in 2017, is designed to recognize the efforts of instructors who have demonstrated outstanding online teaching through exemplary online course design.

It celebrates excellence in online design of teaching and learning and provides innovative faculty with an opportunity to share their exemplary work to promote excellent online design of teaching and learning at Western. The first recipient, Dr. Brenton Faubert (Education) is recognized for his ability to humanize online learning and create an engaging, student-centred classroom, where the perceived limitations of the online learning environment disappear.

2016-2017 SCoRe Cohort

- Dr. Jennifer Irwin is redesigning HS2250A, Introduction to Health Promotion, which has an enrolment of 350 students.
- Prof. Tom Haffie is redesigning BIO1001a & BIO1002b, Biology for Science I and II, with a combined enrolment of 1900 students.
STLHE 2016: Celebrating Teaching Innovation

In June 2016, Western partnered with Fanshawe College to offer four days of speakers, research presentations, and interactive workshops at the 36th annual Society for Teaching and Learning in Higher Education Conference. The theme was “Empowering Learners, Effecting Change” and asked attendees to consider how post-secondary graduates adapt and apply their skills in new and unpredictable contexts, see opportunity where others perceive risk, and persist in the face of challenges.

Presenters from Western representing a diversity of disciplines facilitated sessions about innovation in online and blended teaching, experiential and community-engaged learning, active learning approaches, and shared Western’s unique approach to supporting student wellness and achievement. The contributions of Western presenters highlighted the innovative and multifaceted ways in which university education develops students who are motivated, confident, and prepared to effect positive change in personal, professional, and civic realms.
WESTERN CONTINUING STUDIES

Through our engagement with diverse communities, Western Continuing Studies (WCS) fulfills its academic mandate to transform lives through access to the intellectual resources at Western.

In 2016, WCS celebrated 15 years in downtown London. In 2001, when WCS moved from campus to Citi Plaza (formerly Galleria), Western led the way among Canadian universities in providing accessibility in the community. As a result, WCS’s location not only demonstrates Western’s tangible commitment to lifelong learning, but also contributes to the core’s revival and economy.

Through workplace practicums and corporate learning, WCS’s relationship with employers ensures relevance in our programs and impact in our region. In 2016, WCS was selected as Vendor of Record (VOR) by the Ministry of Government and Consumer Services for the Province of Ontario to provide learning and training services for five years in 18 categories. Prior to the VOR selection, WCS was not eligible to compete for government contracts that exceeded $10,000; the average annual budget for the VOR category in learning and development is 50 million dollars.

Strategic plan 2017 to 2022:

The strategic plan is an important milestone to build on WCS’s foundation, explore the abundant opportunities in continuing education, and develop strategies to fully realize Western’s potential to serve adult learners in the next decade.

Through the efforts and motivation of the WCS team and our colleagues at Western, we have made great progress. As we strive for excellence and innovation in our programs and marketing, our ingenuity and persistence are recognized at Western, in the community, and in continuing education across Canada.

In 2016 WCS was selected as vendor of record (VOR) to provide learning training services in 18 categories by the Ministry of Government and Consumer Services for the Province of Ontario.

In 2017, Western’s French Immersion School celebrates the 85th Anniversary of its partnership with Trois-Pistoles, Québec. A national tribute to the School’s history and its contribution to French language and culture in Canada, the celebration coincides with Canada’s 150th anniversary of Confederation.
Approximately 35,000 students at Western University are provided the opportunity to share feedback on their courses each term. This feedback had traditionally been done on a paper form distributed during one class near the end of a course. Written comments were then transcribed and compiled manually; a process previously taking upwards of six months. The decision was made to modernize the feedback system by moving to an online system for the 2016/2017 academic year, thereby reducing nearly 225,000 sheets of paper each year. This transition improved services for faculty, Chairs, and Deans as they received feedback in a much timelier manner, as well as providing students the opportunity to reflect and give feedback within a larger window of time.

This undertaking, entitled the Your Feedback project, was spearheaded by Carac Allison and his Web and Information Technology team with colleagues from the Teaching Support Centre, Communications and Publications, Accommodated Exams and Distance Studies, and Student Central and Administration. The goal of the Your Feedback project was to initiate a successful online feedback system that engaged students, staff, and faculty, while maintaining the traditional policies and protocols. Many innovative tools and services were developed to ensure that there were as few disruptive systemic changes as possible, and to assist the various departments in this wide-spread implementation.

The project was a tremendous success, with 3,707 undergraduate and 1,027 graduate courses utilizing the system in the Fall and Winter terms. Response rates for the Fall 2016 and Winter 2017 terms were 61% and 58% respectively, representing a total of 118,502 student submissions. The overall response rates were higher than the 2015/2016 paper-based rates, and far exceeded the original institutional target of a 50% online response rate. The reaction of the Western community has also been very positive. For example, 92% of students and 79% of faculty who were surveyed about the Your Feedback system reported being satisfied with the new system.

Building on this year’s success, additional functionality is planned for the 2017/2018 academic year. This includes the ability for faculty to collect mid-term course feedback, and to personally add additional questions to the end-of-course questionnaire in order to elicit feedback tailored to their specific courses. There will also be an expansion of the project to include more graduate level courses, as well as Distance Studies courses.