

# **PgCert – Action Research Project**

Paula Corsini 2023 – Navigating data, twists and turns

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# The IDEA



# Reflections on artefact

- Artefact was based on personal reflection and anecdotal observation of unequal usage distribution amongst courses, students' backgrounds, confidence levels and language barriers.
- ARP as an expansion of the Artefact and some personal observations of how the technical space is used.
  - I wanted to quantify and qualify usage distribution
  - Reflect on how we can improve diversity and be a space where students feel welcome to explore, experiment and develop their skills

# The IDEA

# How?

→ IDEA: Using usage data to ~~track~~ understand <sup>workshop</sup> space usage and <sup>measure</sup> ~~how welcome the space is~~ perceived openness ..

→ total numbers?  
base on booking data.

⇒ How many students used the space on the terms <sup>21/22/23</sup> ~~21/22~~ ?  
How does that distribute amongst core users?

→ filter that in categories: Heavy users (How to define?)  
sporadic visits

↙ ↘ Any signs of drop out mid project

Distribution amongst courses = how they compare?  
Are the course leaders happy?

⇒ Couple usage data w/ questionnaire about "feeling welcome and supported"  
↓  
different questionnaires for heavy users x non-heavy?



# Data collection and challenges



# How I've done it?

## What I wanted:

- Microsoft Booking data spanning from sept/2021 to sept/2023:
  - By course
  - By month
  - Total number of bookings for benches vs booking for one-to-one consultation
  - Separate the booking data by year

# What happened instead:

The screenshot shows the Outlook Bookings calendar interface. A dialog box titled "Export recent data?" is open, asking for a start date. The start date is set to 21/10/2023. The dialog also indicates that up to 120 days of recent data can be exported as a TSV file, starting from November 22, 2022. The calendar shows several bookings for "Lab access (Scopes and Benches) B302 Grow Lab".

The screenshot shows a spreadsheet titled "090123\_090523" with a table of booking data. The table has columns for Date Time, Customer Name, Customer Email, Customer Phone, and Customer Address. A large orange redaction box covers the Customer Name column. A notification bubble indicates "Table data was imported." with an "Adjust Settings" button.

Date Time	Customer Name	Customer Email	Customer Phone	Customer Address
1/9/2023 3:00 PM				
1/10/2023 10:00 AM				
1/10/2023 2:00 PM		j.murray0420211@arts.ac.uk		
1/11/2023 2:00 PM		n.gonzalez-park0620211@arts.ac.uk		
1/11/2023 2:00 PM		a.goel0520211@arts.ac.uk		
1/11/2023 2:00 PM		a.pezzano0520211@arts.ac.uk		
1/12/2023 10:00 AM		l.williams0520201@arts.ac.uk	7788513541	106B Shakspeare Walk
1/12/2023 10:00 AM		a.goel0520211@arts.ac.uk		
1/13/2023 10:00 AM		j.evans0620212@arts.ac.uk		
1/13/2023 10:00 AM		a.goel0520211@arts.ac.uk		
1/13/2023 2:00 PM		a.payne0520211@arts.ac.uk	7469603535	44c Belmont Road
1/13/2023 2:00 PM		a.goel0520211@arts.ac.uk		
1/16/2023 10:00 AM		a.goel0520211@arts.ac.uk		
1/16/2023 10:00 AM		s.vanorerewkiewicz1220211@arts.ac.uk		
1/16/2023 10:00 AM		a.goel0520211@arts.ac.uk		
1/16/2023 12:00 PM		l.martinezbarron0520211@arts.ac.uk		
1/16/2023 2:00 PM		scobie0220221@arts.ac.uk	7505480429	
1/16/2023 2:00 PM		l.giron0320211@arts.ac.uk		
1/16/2023 2:00 PM		j.shutkevych0520221@arts.ac.uk		
1/17/2023 10:00 AM		a.payne0520211@arts.ac.uk	7469603535	44c Belmont Road
1/17/2023 10:00 AM		d.usher0420171@arts.ac.uk	7528798707	
1/17/2023 10:00 AM		a.goel0520211@arts.ac.uk		
1/17/2023 10:00 AM		s.vanorerewkiewicz1220211@arts.ac.uk		
1/17/2023 10:00 AM		s.lum0320201@arts.ac.uk		s.lum0320201@arts.ac.uk
1/17/2023 2:00 PM		z.zhou0120205@arts.ac.uk		
1/17/2023 2:00 PM		a.pezzano0520211@arts.ac.uk		
1/18/2023 2:00 PM		a.pezzano0520211@arts.ac.uk		



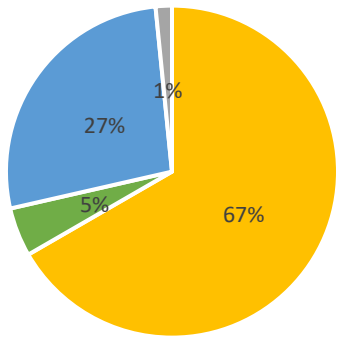
# How I've done it?

## Reframe the idea:

- How can I reframe my questions without trying to force a narrative?
- Still focus on the ideas of inclusivity, availability and perceived openness of the space and staff support.
- After a few debriefs:

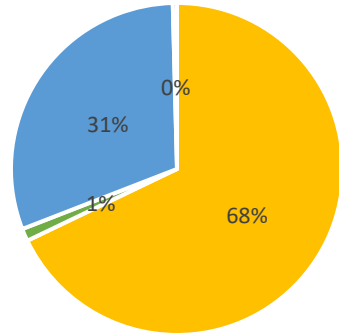
**Look at the data I have and try to gain relevant information,  
what can I learn from what is available?**

Lab usage Oct 22



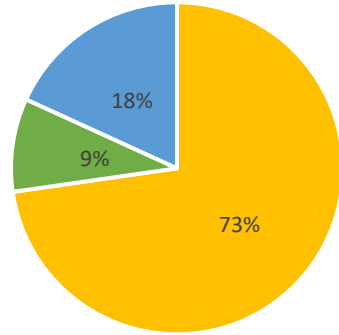
MABD MAAS MAMF PhD

Lab usage Nov 22



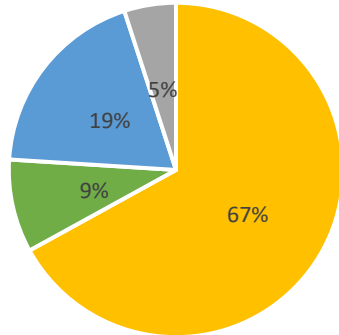
MABD MAAS MAMF PhD

Lab usage Dec 22



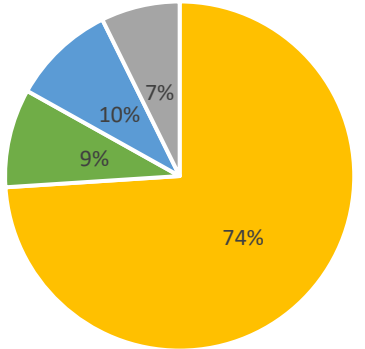
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Lab usage Jan 23



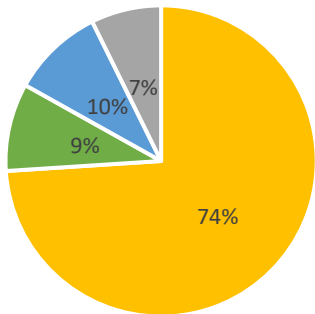
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Lab usage Feb 23



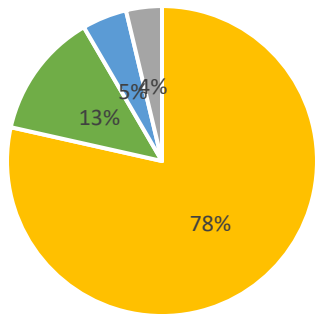
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Lab usage March 23



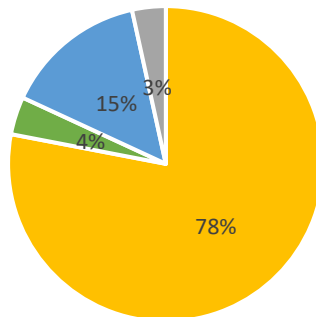
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Lab usage April 23



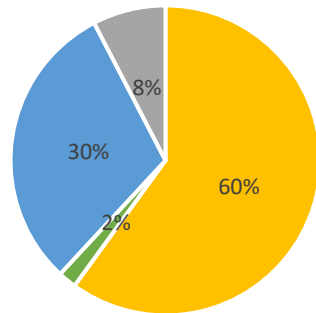
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Lab usage May 23



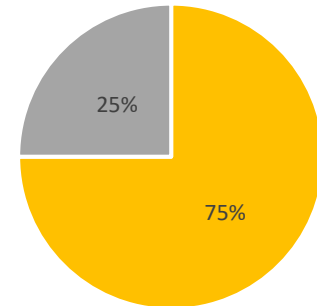
MABD MAAS MAMF PhD

Lab usage June 23



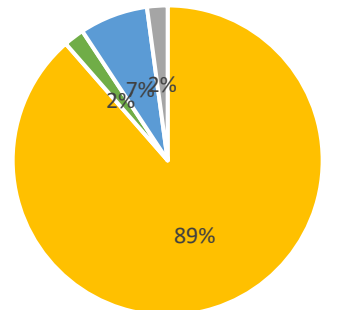
MABD MAAS MAMF PhD

Lab usage Sept 23



MABD MAAS MAMF PhD

Lab usage Oct 23



MABD MAAS MAMF PhD

Home Insert Draw Page Layout Formulas Data Review View Tell me

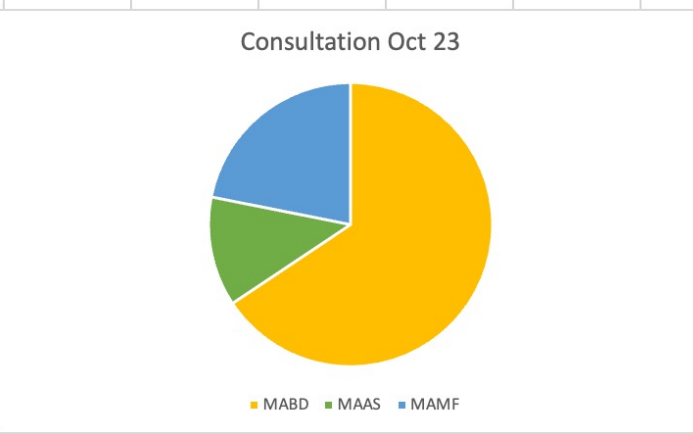
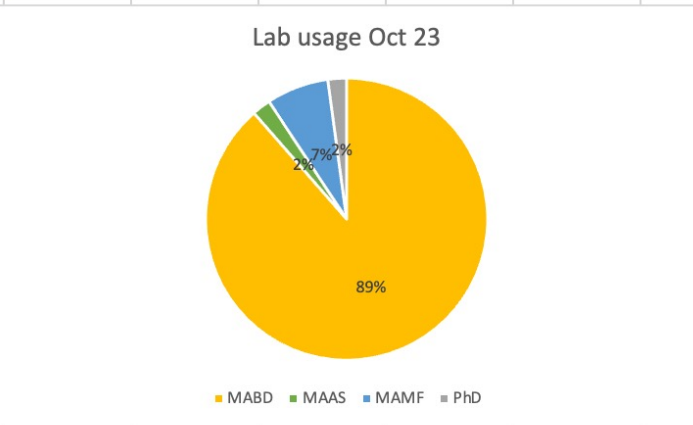
Calibri (Body) 12 A<sup>+</sup> A<sup>-</sup> B I U

General Conditional Formatting Format as Table Cell Styles

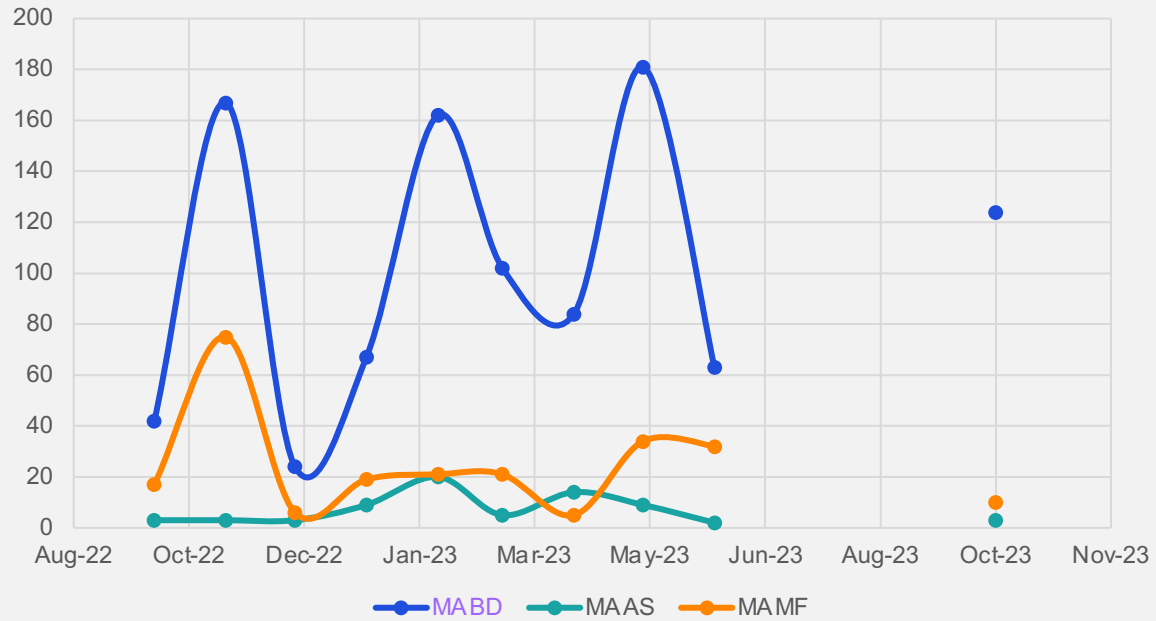
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G19 fx

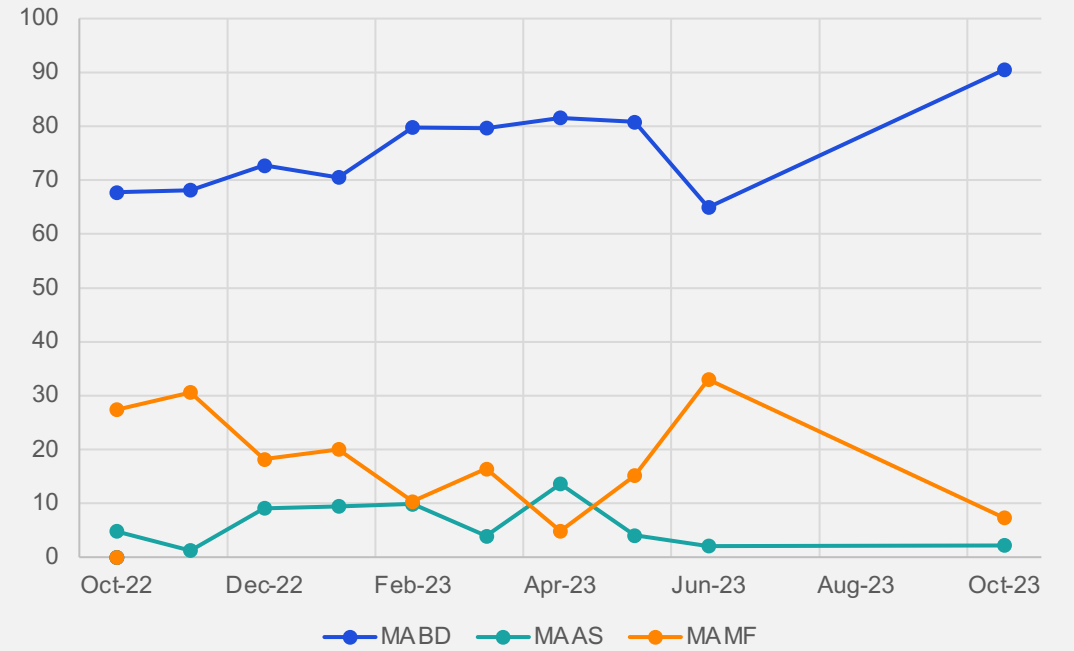
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1		Oct-23															
2	10/02/2023 10:00			MABD	124												
3	10/02/2023 10:00			MAAS	3												
4	10/02/2023 14:00			MAMF	10												
5	10/02/2023 14:00																
6	10/02/2023 17:00			PhD	3	140											
7	10/02/2023 17:00																
8	10/02/2023 17:15																
9	10/02/2023 17:45			Consultation													
10	10/03/2023 14:00			MABD	21												
11	10/03/2023 17:00			MAAS	4												
12	10/03/2023 17:00			MAMF	7												
13	10/03/2023 17:15																
14	10/03/2023 17:30																
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### Absolute numbers



### Percentages





# The **NEW** PLAN



# The new PLAN:

- Students' views and perspectives - Questionnaire
  - Ask students how comfortable they feel asking questions and exploring the space. Is the space open enough for exploration to be done your way, how to be more inviting?
  - How was your experience with the space vs expectation?
- Are the course leaders happy with the usage distribution? – Enquire
- Focus on feedback from managers and course leaders who are excited to use data - Positive outcome regardless of initial limitations.

## Questionnaire:

- 1- Do you consider yourself a frequent or sporadic user of the GrowLab technical space?
- 2- Have you had any issues accessing the space when needed? Booking and time limitations, for example.
- 3- If you consider yourself a 'frequent user', would you have liked to have use the space less or differently?
- 4- If you consider yourself a sporadic user, would you have liked to use the space more or differently?
- 5- What would you want to get from the space and how could we have support you better?
- 6- Have you made use of the consultation booking time? If yes, jump to question 7, if no, go to question 8.
- 7- Were the consultations helpful and at an appropriate time? Feel free to leave comments.
- 8- Were you aware that you could access one-to-one time, and would you have like to have them, in retrospect?

## Students' perception

In a scale of 1 to 10, where 1 is 'not at all' and 10 is "very much so":

- 1- How welcome you felt in the GrowLab on your day-to-day activities?
- 2- Have you felt supported by the staff during your time at the workshop?
- 3- Have you had difficulties with booking times that affected your experience and final project?
- 4- Have you experienced difficulties in communicating with the staff that negatively affected your experience in the space?
- 5- Have you ever felt that the space was not suitable for you? Leave comments if you wish to expand on this point.
- 6- Have your experience in the GrowLab directly affected your overall satisfaction with your MA degree? Please indicate if positively or negatively.
- 7- As an expansion of the previous point, have your final year project changed in response to the support you had from the workshop? Please indicate if positively or negatively.

## Open question:

Leave **any** suggestion for us. We are trying to understand how comfortable you feel asking questions, exploring the space, and how we can be more inviting. Any comment is helpful and if you prefer to do so anonymously, click on this [link](#).



# Reflections and future directions





# Reflections and future:

- Expand on the idea of giving all core users basic skills to navigate and play in the space based on their interest. Improve sense of belonging? **Goes back to Artefact idea.**
- Are the students that consult more end up being in the space more? Courses like MABD who have a heavy workshop induction based curriculum end up being confident users of the space. **Correlation? Look further into data.**
- **Too comfortable in the space – goal achieved or another problem?**
- **Would the creation of different spaces and levels of support help?**
- **Issues with creating different categories – stigma?**

**Thank you**

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