

User manual of the EVS *Activity & Performance Dashboard*

Maren Scheffél, Joop de Kraker, Karel Kreijns, Hendrik Drachsler, Aad Sloomaker

Version: 2015, October

Introduction

A new functionality of the EVS platform is the ‘Activity and Performance Dashboard’ (option ‘My dashboard’ on the green top menu bar). This dashboard gives you visual feedback on your own activity and performance and how this compares to your team members and team average. It also informs you how your team rates its own performance as a group. The goal of the dashboard is to stimulate reflection on activity and performance at individual (student) and group level (team). This is expected to have a positive effect on team performance and group atmosphere. Also, it is expected that the dashboard may reduce conflicts in the EVS teams, because problems can be detected in an early stage. In this user manual, we provide a more detailed explanation of the various types of visual feedback the dashboard provides.

The dashboard has two main sections (tabs): one about platform activity and one about performance. Both have two subsections which provide various types of feedback, visualized in radar charts and bar charts. The ‘Platform activity’ charts are based on information that is automatically collected from the EVS platform. The ‘Performance’ charts require the active input of the group members, and therefore you will be asked, through weekly and monthly questionnaires, to rate your own performance, and the performance of the other members and the group as a whole. Because the dashboard is new in this EVS run, the questionnaires will also assess its usefulness and usability, and its impact on feelings of privacy. Finally, these questionnaires will assess effects that the online setting of EVS may have on feelings of isolation and lack of social presence of fellow group members.

Platform activity

Cumulative activity

Platform activity is expressed in five indicators: initiative, responsiveness, connectedness, presence and productivity. The indicator values are automatically calculated from activity data recorded by the EVS platform (see Table 1).

Table 1: Activity indicators

#	indicator	calculation
1	Initiative	Number of posts (discussion, blog, files, pages)
2	Responsiveness	Number of comments to posts (discussion, blog, files, pages)
3	Connectedness	Number of contacts made
4	Presence (online)	Number of page views (of EVS platform website)
5	Productivity	Sum of (Initiative + Responsiveness) divided by Presence

Platform activity is visualized in a radar chart, with five axes for the five activity indicators (see

Figure 1). The indicator values are represented by a dot on the corresponding axis, and a line connects all five dots. When hovering with your mouse over the labels of the axes, the definition of the indicator is displayed. When pointing with the cursor at the dots in the chart, the corresponding indicator value is displayed. The ‘**Cumulative activity**’ radar chart presents the indicator values for *the whole run of EVS*, i.e., from the beginning of the course until the current date. In this and all other charts, orange is used for your own scores (‘Me’), and blue for the group average (‘Group’). The values in the radar chart are scaled from 0 to 10. For each indicator, the group member with the highest score gets a value of 10 and the scores of the other members are scaled accordingly. The colour coding also applies to the ‘**My activity**’ bar chart. The orange bar shows your average activity (i.e., average of initiative, responsiveness, connectedness and presence) compared to the average of the entire group (blue bar).

You can also see the platform activity of the others in your group, and vice versa. By clicking on an entry in the legend at the right, you can display or hide the corresponding activity data in the chart (see figure 1). If you do not want the other students to see your activity, you can disable the ‘share’ feature via the edit button in the right top corner of the widget. However, in that case you can also no longer see the activity of your fellow group members. Only the group members that are willing to share their own activity data, are able to see each other’s activity.

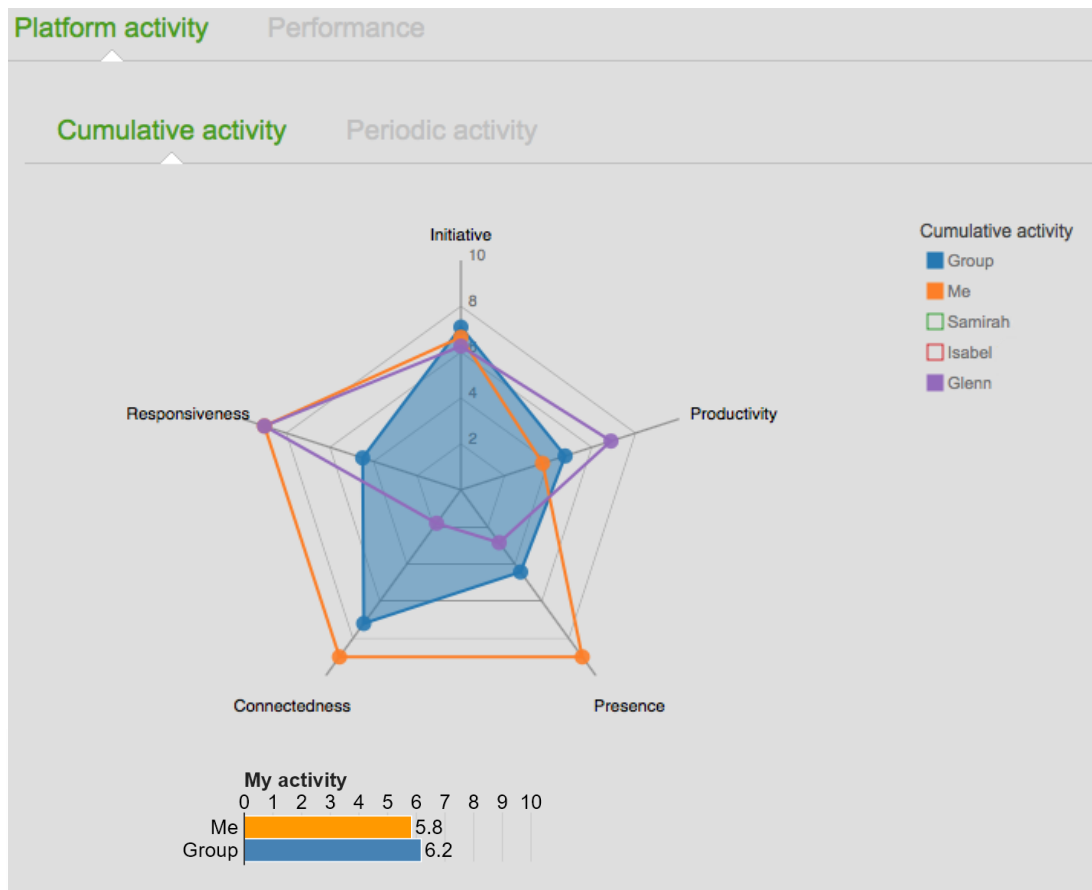


Figure 1: Platform Activity – Cumulative view

Periodic activity

The ‘**Periodic activity**’ radar chart presents the indicator values *per month* (see Figure 2). You can choose the specific month with a slider below the chart.



Figure 2: Platform Activity – Periodic View

Performance

Members

The performance of individual group members is expressed in nine indicators: productivity, quality, initiative & influence, understanding, adjustment, friendliness, reliability & trustworthiness, helpfulness & supportiveness, and structure. In table 2, a description of each indicator can be found. The input data to determine the values of the indicators must be provided by you and your group members by answering questionnaires. In the web-based questionnaires, you will be asked to rate your own performance, the performance of other members, and the performance of the group as a whole. Once a month during the EVS run, all group members will rate the nine indicators of individual performance for themselves and for three other group members, using 10-point Likert scales. Rating the other group members is done in rotation to avoid that you are always rating the same fellow group members. Because the EVS run lasts for at least four months, it is expected that you will have to do the rating four times. This frequency also ensures that you will have rated all your fellow group members at least one time.

Table 2: Performance indicators for individual members

#	indicator	own performance	other member's performance	description
1	productivity	I am a productive member	[John] is a productive member	Productivity refers to actively participating in group discussions, giving answers to questions, commenting to ideas and opinions, and producing pieces of text.
2	quality	I deliver quality contributions to my group	[John] delivers quality contributions to the group	Quality refers to the usefulness of the discussion contributions, the answers and the comments, and the pieces of text produced by a group member.
3	initiative & influence	I take initiative and exert influence in my group	[John] takes initiative and exerts influence in the group	Exerting influence means that the strategies and directions as suggested by a group member (to achieve the group goals) are followed by other group members.
4	understanding	I understand my co-member's needs	[John] understands the co-member's needs	Understanding refers to the recognition and meaning of the academic, social and socio-emotional needs of the other group members.
5	adjustment	I adjust my actions to those of my co-members	[John] adjusts his actions to those of the co-members	Adjustment refers to keeping the group coherent by adjusting one's actions to that of the other group members.
6	friendliness	I am respectful, polite and kind	[John] is respectful, polite and kind	Friendliness refers to how a group member is behaving socially in the group. Positive social behaviour will contribute to a healthy group atmosphere.
7	reliability & trustworthiness	I am reliable and trustworthy	[John] is reliable and trustworthy	Being reliable and trustworthy means that other group members can rely on your actions and that you will not misuse their words, actions, and decisions.
8	helpfulness & supportiveness	I am helpful and supportive	[John] is helpful and supportive	Helpfulness and supportiveness refer to cooperative behaviour and willingness to contribute to group outcomes. The terms also refer to the degree of responsiveness to the needs of other group members.
9	structure	I respect the group rules and norms	[John] respects the group rules and norms	Structure refers to compliance with the group structures which includes norms, values, rules, and roles.

The **‘Performance – Members’** radar chart, with nine axes for the nine indicators of individual performance, is shown in Figure 3. Because you rate your own performance, the *orange* dots and connecting line (‘Me about myself’), represent your own performance as *perceived by you yourself*. Other group members have been asked to rate your performance as well. The average of these scores is shown as *blue* dots and connecting line with a transparent blue surface (‘Group about me’). This represents your performance as *perceived by other group members*. A comparison of the orange and blue scores, allows you to determine whether your perception of your own performance differs from how your performance is perceived by other group members.

You can also see how group members perceive the performance of the others in your group (‘Group about ...’), and vice versa. This makes it possible to compare the (perceived) performance scores of the group members. If you do not want the other students to see how your performance is perceived by fellow group members, you can disable this ‘share’ feature via the edit button in the right top corner of the widget. However, in that case you can also no longer see the perceived performance of your fellow group members. Only the group members that are willing to share their own performance scores, are able to see each other’s performance.

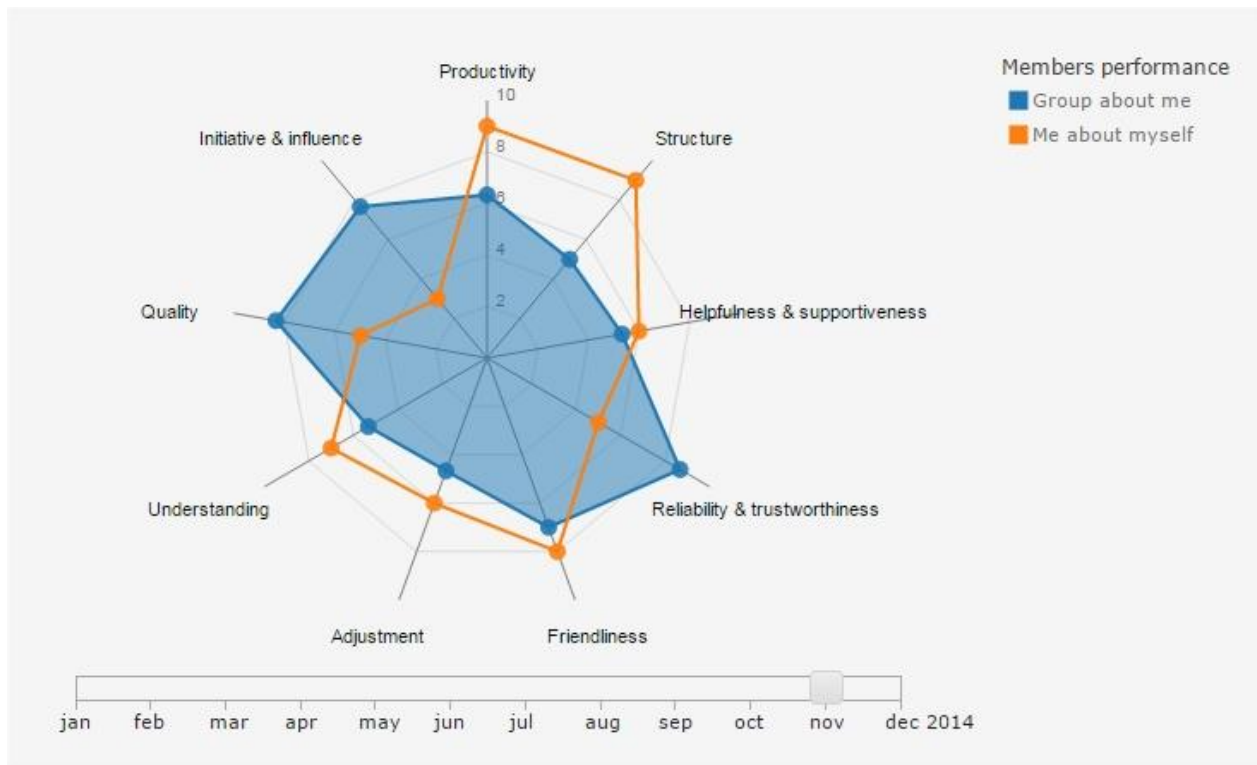


Figure 3: Performance – Members

Group

The performance of the group as a whole or team, is expressed in nine indicators: monitoring & evaluation, realignment & adaption, goals & objectives, shared understanding, purposeful communication, positive & negative feelings, conflict resolution, cohesiveness & belonging, and interpersonal relationships. In table 3, a description of each indicator can be found. The input data to determine the values of the indicators must be provided by you and your group members. Once a month, you will be asked to rate the performance of your group on the nine indicators, using 10-point Likert scales. For practical reasons, the rating of group performance will take place together with the rating of individual performance.

The **‘Performance – Group’** radar chart, with nine axes for the nine indicators of group performance, is shown in Figure 4. The orange dots and connecting line (‘Me about the group’) represent the performance of your group as perceived by you. The other group members have been asked to rate the group’s performance as well. The average of the scores given by all group members is shown as blue dots and connecting line with a transparent surface (‘Group about the group’). A comparison of the orange and blue scores, allows you to determine whether your perception of the performance of your group differs markedly from the group average.

You can also see how other group members perceive the performance of the group (‘... about the group’), and vice versa. This makes it possible to compare the members’ perceptions of how the group performs. If you do not want the other students to see how you perceive the performance of the group, you can disable this ‘share’ feature via the edit button in the right top corner of the widget. However, in that case you can also no longer see how your fellow group members perceive the performance of the group. Only the group members that are willing to share their scores, are able to see each other’s scores.

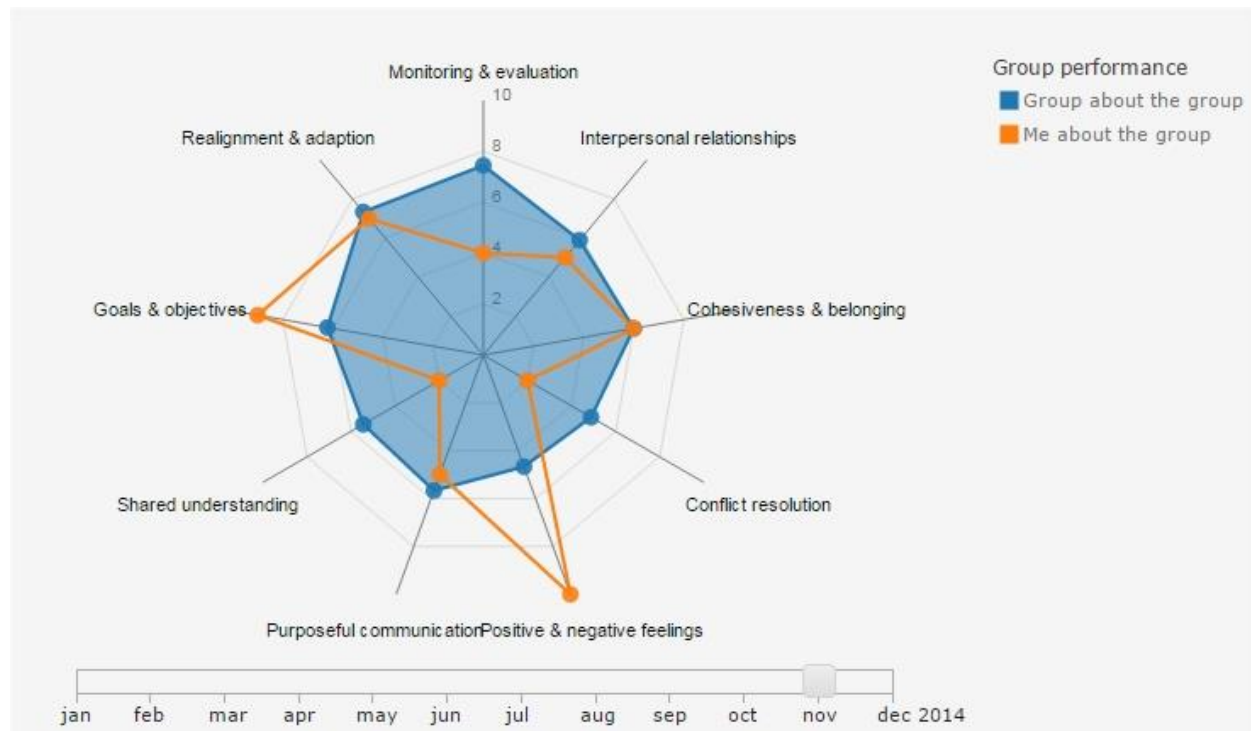


Figure 4: Performance – Group radar chart

Table 3: Performance indicators for the group as a whole

#	indicator	perceived performance	description
1	monitoring & evaluation	We monitor and evaluate our progress	Monitoring and evaluating the group's progress should happen on a regular basis. Through monitoring, problems that may hamper the progress of the group can be detected at an early stage. Problems can be academic, social or even socio-emotional. Also ways to improve the group's progress can be discussed.
2	realignment & adaption	We negotiate, realign and adapt our strategies and directions	Changing conditions or the detection of problems may lead to a revision of the group's strategies, directions and behaviour.
3	goals & objectives	We set our goals and objectives	Setting goals and objectives means that every group member participates in the decision/revision process that sets/redefines the goals and objectives of the group.
4	shared understanding	We reached a shared understanding about what we do	Shared understanding refers to the set of mutual beliefs, knowledge, and assumptions of the group members.
5	purposeful communication	We have purposeful communication	Purposeful communication exist if group members are describing, explaining, arguing, critiquing or evaluating in a group discussion or in response to a comment, opinion, or idea.
6	positive & negative feelings	We address positive and negative feelings in the group	Positive feelings are associated with increased trust, involvement, enthusiasm and happiness. In contrast, negative feelings are associated with reduced trust, withdrawal, defensive behaviour and unhappiness.
7	conflict resolution	We are able to resolve conflicts in the group	Without conflict resolution a group may experience an unhealthy group atmosphere and, if conflict persists, it may result in a breakdown of the group.
8	cohesiveness & belonging	We feel a sense of belonging and cohesiveness	A cohesive group is a group that sticks together and remains united. The group is/becomes cohesive if group members identify with the group and want to be part of the group.
9	interpersonal relationships	We have developed good interpersonal relationships	Good interpersonal relationships exist if group members get along with each other, respect each other and are willing to help the other.

The **‘Group-health indicator’** is a bar chart, displayed below the ‘Group-performance’ radar chart (see Figure 4 below). The ‘Group-health indicator’ can be seen as a quick summary of the group’s performance as perceived by the group members. Once a week, you will be asked to rate your group on only two indicators, using 10-point Likert scales. In table 4, a description of the two indicators, effectiveness and atmosphere, can be found.

Table 4: Indicators for the Group-health bar chart

#	indicator	perceived performance	description
1	effectiveness	We are an effective team	An effective team is on its way to achieve all its intended goals and is a team where all members contribute to the team performance.
2	atmosphere	We have a healthy group atmosphere	A healthy group atmosphere is one in which there is mutual trust, helping behaviour, closeness, cohesiveness, and no unresolved conflicts.

The same colour coding applies as in the radar chart. The orange bars (‘Me’) show the scores you have given, which can be compared to the blue bars (‘Group’) with the average values of the scores given by all group members.

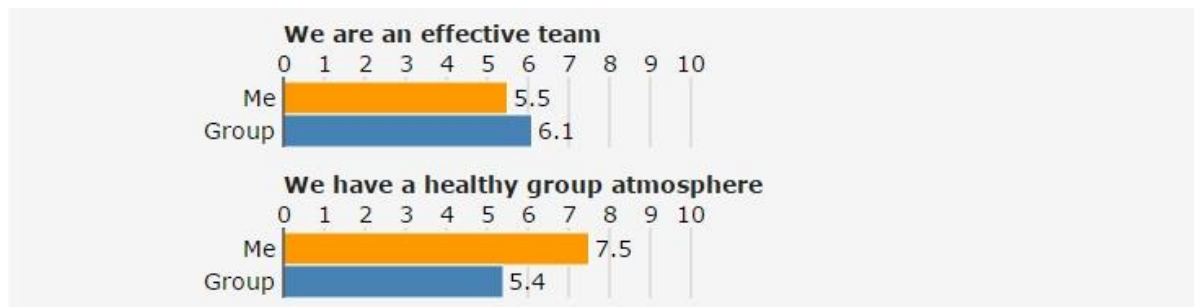


Figure 5: Performance – Group-health bar chart