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# Better teamwork via improved feedback

— WMSEE 2023 —

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# Context

17-313 Foundations of Software Engineering

In the last 5 years, scaled from ~30 students/year to ~230 students/year across 2 semesters

Most students are Computer Science or Information Systems students. Most are Juniors

Course is project based, 4-5 student teams, instructor assigned teams

# Unsolved Problem

Students don't have a lot of teamwork skills. Biggest challenge in the class is teamwork issues. By far most common problem is teamwork challenges, specifically social loafing.

On TA worked extensively to find interventions.

# What we changed

Started with asking teams to ratify a teamwork contract

We got help from the experts:

Taya Cohen (Associate Prof at CMU of Organizational Behavior and Business Ethics)

Kori Krueger Postdoc with Taya

# Intervention

Pre-survey

Guest Lecture

Anonymized Feedback Survey

Discussion of Feedback in Teams

Post-survey

# Lecture

Given by a Postdoc in org behavior

Stressed research about feedback that shows that people dread giving feedback, but consistently feel good about it afterwards.

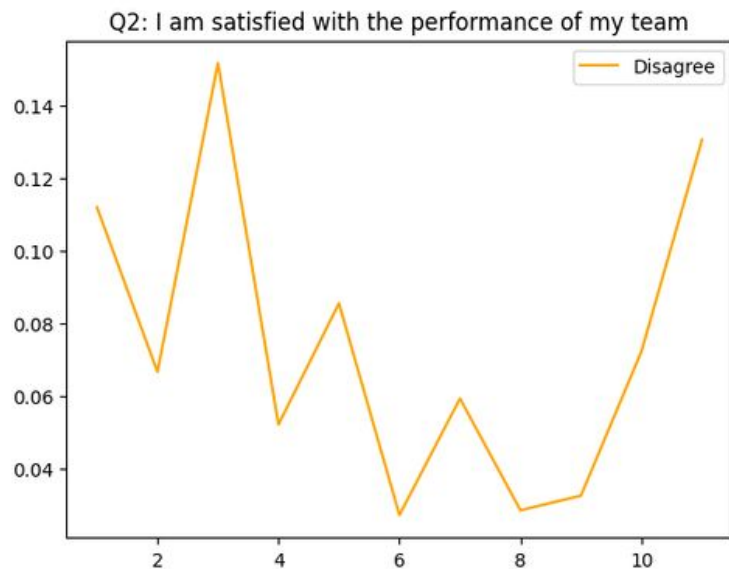
Gave students templates for positive and developmental feedback.

SBIA - Situation/Behavior/Impact/Alternative,

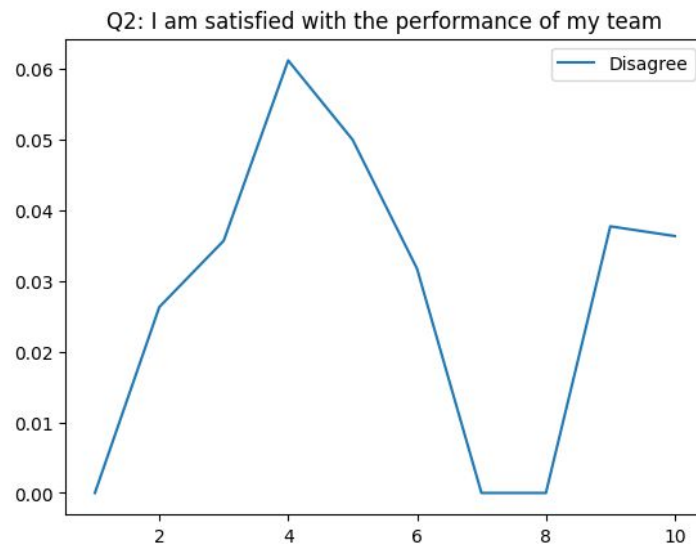
SBII - Situation/Behavior/Impact/Inquire

# Outcomes:

Fall 2022 - Control (notice Axis)



Spring 2023 - Intervention (notice Axis)



# Sharing Materials:

Public materials here:

<https://cmu-313.github.io/>

<https://github.com/CMU-313/CMU-313.github.io>

Private materials available upon request