How user insights shaped practical changes to Teach HQ

FROM USER INSIGHTS TO IMPLEMENTATION: DESIGNING A MORE USER-CENTERED TEACH HQ

About Teach HQ

Teach HQ is Monash's central ecosystem for learning and teaching resources, bringing together practical guidance, examples and information to support teaching and those who support it.

More than 600 pages cover assessment, teaching practices, learning technologies and Moodle, while Be Inspired showcases teaching practice excellence from across the Monash community.

Teach HQ in the last 12 months
- *395,800+ views*
- *99,200+ active users*

Global reach
Teach HQ was accessed from 185 countries in the last 12 months.

Top 5 countries: *Australia, Malaysia, Indonesia, United States, United Kingdom*

THE CHALLENGE

Teach HQ has grown into a large and widely used ecosystem. As the amount of content and range of users has grown, so have their needs. People also find Teach HQ content in different ways, including through external search.

The challenge is making it easier for people to quickly find guidance that's relevant to them and their work.
To understand how we could better support Teach HQ users, we asked our users about their experiences through surveys and workshops.

"At times it's difficult to scan pages and identify where relevant information is located."

"Some struggle to apply Teach HQ guidance in their context, often needing to seek additional support."

"Some rely on external search to find Teach HQ content, but are often directed to incorrect or less relevant pages."

"Content is not structured around the academic calendar, making it harder for academics to find what's relevant at the right time."

WHAT WE CHANGED

What we heard from Teach HQ users informed changes to make content easier to find, understand and use. Here are three you can explore.

1. TOPIC LANDING PAGES

Find the right starting point

With so much content on Teach HQ, it isn't always easy to know where to start or what else is available.

More than 50 topic landing pages give you an overview of a topic and make it easier to explore related resources or share them with colleagues. They bring together related guidance, so you can see what's available and choose where to explore next.

To explore a landing page scan the QR code or visit https://www.monash.edu/learning-teaching/TeachHQ/Teaching-practices/Active-learning

2. "AT A GLANCE" SUMMARIES

Understand a resource quickly

Users told us that even when they find the right resource, it can take time to see what's on the page and find what they need.

"At a glance" makes detailed content feel less overwhelming. It gives you a short summary and links to key sections, making it easier to understand what's there and jump to what matters. Key information is more accessible, you have more choice about what to explore, and resources are simpler to understand and share with colleagues.

The try one scan the QR code or visit https://www.monash.edu/learning-teaching/TeachHQ/Teaching-practices/Active-learning/active-learning/design-active-learning

3. TEACHING CYCLE

Find guidance for each stage of teaching

Users told us it isn't always clear what guidance is relevant at different stages of teaching.

The teaching cycle provides an additional way to explore Teach HQ, curating relevant resources for before, during and after teaching. Within each stage, resources are organised around the responsibilities of unit leaders, learning facilitators, course leaders, education designers and Moodle administrators, helping you find guidance that's relevant to you.

To go to the teaching cycle scan the QR code or visit https://www.monash.edu/learning-teaching/teachhq/home/teaching-cycle/

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