

Course Feedback Surveys

Frequently Asked Questions



What is NIC Course Feedback Survey service all about?

This survey service has been in the works for nearly four years with consultations and test runs. As part of our Quality Assurance Process Audit (QAPA) engagement we know that having a common course feedback survey is going to be a requirement for NIC. Currently, across NIC, some departments and some instructors provide surveys to students to obtain feedback on their learning experience. There has never been an institutional-wide common survey for all NIC students. For the time being, you'll have the choice to continue to use your own surveys or opt into the new NIC survey service.

Where can I see the survey questions?

<https://teachanywhere.opened.ca/formative-feedback/course-feedback/>

What email address is associated with this Course Feedback Survey service?

A whitelisted NIC email address: feedback2@nic.bc.ca

Which instructors are invited?

As of Winter 2024, all instructors (except Continuing Education and DAL instruction programs) are invited to the service. Instructors will receive an email at 60% of the course to OPT IN to the service. The survey has around 20 questions.

What if I don't want to participate this term or in future terms?

The service is optional. It is hoped that many instructors (if not all instructors, at some point) will opt in. Obtaining feedback from students is a critical part of your professional development and enhancement of being an instructor. If you do not opt into the service, no surveys will be sent to your students.

Who gets access to the survey results/reports?

Only you, the instructor. This is not an 'evaluation' of you or your teaching and as such the results/reports are not being shared with your chair, dean, director and/or Human Resources. This is a formative feedback service to provide you with additional inputs to help improve your courses and teaching practices. This is fairly common practice at many post-secondary institutions. In addition, two NIC employees can see the results/reports: Liesel Knaack, Director, CTLI and Wayne Hopwood, Senior Research Analyst, IRP. These two people are the only ones who have access to Blue survey software and as such need access to run the projects and support your questions.

Will my students get a course survey if I do not respond to the email invitation?

No. Your course has been given 'eligible' status to be invited, but that doesn't mean the course surveys will roll out. You still have to OPT IN as an instructor to have the course survey(s) be deployed.

Can I see the progress of how many students are responding to the survey?

Yes! The Subject Management screen will always be available. You will not know WHICH students are responding but it will give you a percentage of respondents. If you are getting a low rate, it is best to remind students that you value their input and encourage participation.

How do the students find out about the survey?

They will receive a customized email after you have opted into the survey service sent to their NIC email. The email contains a link for them to see ONLY the courses that have instructors who want to do the survey. The email will come at 85% of the course with steps to complete as shown in the student handout at the top of this page. They will also get two email reminders. The reminders are automated by the system and only go to students who have not completed.

How can I get a higher return rate from students on the course feedback survey?

Inform them you have signed up and will be seeking their input when the email comes. When instructors explain why they signed up and that they value their students' input, you will get a higher return rate. Give students time in class to complete the survey. Ask them in an email to take a few minutes to complete the questions. The survey should not take more than 5-7 minutes of their time. Explain that you will read the results and take their suggestions and input to heart. NOTE: If you have LESS than 3 students provide a response - you will NOT receive a report due to protocol for what is a threshold level for reporting results. Encourage your students to respond! Remind them it is anonymous and doesn't take much time.

What if there is more than one instructor listed in a course?

Work together with your co-instructors. It would be best if all of you chose to opt in or all chose to opt out. It will be less confusing for students.

If you are a chair whose name has been entered into Colleague in the Instructor section, and the instructors for that section choose to opt into the survey service, then you will receive an email indicating that the course has been opted in. However, we have asked instructors NOT to opt in the chair in these cases. So even though chairs will receive confirmation that the course has been opted in, the students will not be asked questions about you, as long as the instructors did not opt in your name. In the future additional non-'instructors' should only be added at the Brightspace course level.

What does it look like for the students if they have two or more instructors opt into the service?

The students will see one set of questions for the course, one set for statements about yourself and one set of open-ended questions. For the 5 instructor-related questions (see below) they will have those repeated with each instructor's name at the top of each repeated section. Students will select their responses for the instructor questions for each instructor.

What if I have multiple cross-listed sections?

If you have multiple reserved sections within one course (e.g., DLS1, DLS1T, DLS1B) they will be all merged together into the primary section. There will only be one survey sent to your entire course section of students.

When do I get an email invitation to join the service?

You will get an email at 60% of the course from the start date.

How long will it take me to sign up for the service?

A minute or two. Not long. We have a very easy to follow handout for you to review and follow the steps. If you have any questions email feedback2@nic.bc.ca and we'll help you out.

When will my students get their surveys?

Students will be emailed a link to the survey at 85% of the course. The survey will be open for them 3 days after the course end date.

Are the surveys anonymous for students?

Yes.

When will I get a summary report of the student responses?

After your course is complete, you will get a summary report via an email IF you had a minimum of 3 students complete the survey. It will direct you to where you can download your private report. If you had 0, 1 or 2 students complete the survey in total, you will not get a summary report. It means the data was not suitable to report with such a low response rate.

What if there are two or more instructors who were part of the class - how does that look on our reports?

You will get a separate report from the other instructors. The 5 instructor questions will only be for you. All instructors will get a summary of the other questions as they are not instructor specific.

Will students' open-ended responses be part of the report?

Yes. Their names will not be attached so you won't know who wrote what. There will be no redacting or editing of student comments. These comments will be as the students wrote them.

What do I do with the summary report results?

Read them over, look for any patterns or themes that are recurring. Examine the open-ended comments. If you wish to have a consultation about the results of the survey, please reach out to ctli@nic.bc.ca and one of the staff would be happy to unpack the results, provide some suggestions and guide you on next steps.

When are the course survey reports going out and who gets them?

Reports will be automatically emailed to instructors 10 days after the end of the course (email from feedback2@nic.bc.ca) Check your "Focused" and "Unfocused" tabs in your Outlook email, Junk mail etc.

What are the THREE REQUIRED CONDITIONS THAT ALL MUST BE MET for an instructor to get a course survey report?

1. 10 days have passed since the official course end date (last day of class)
2. You (as the instructor) have opted into the survey in addition to opting in the course. You had to have TWO green buttons slid to YES.
3. At least 3 students completed the course survey

What if I did not get a report? What might cause this to happen?

SITUATION 1: COURSE STILL IN PROGRESS – COURSE HAS NOT ENDED

We have many courses still in progress. When a course end date + 10 days has passed, you will get an email with a link to the course report(s) - only if you meet both of the other two conditions.

SITUATION 2: YOU THOUGHT YOU OPTED YOURSELF IN – BUT YOU ONLY OPTED IN THE COURSE

When you signed up for the service there were TWO GREEN SLIDING BUTTONS that had to be set to “YES”. The first slider was about opting in your course (“Opt into this evaluation”). It was automatically slid to YES when you first entered the course opt-in screen. The second slider - which had the words “[Instructor Name] do you want to opt into this evaluation” – must ALSO be slid to “YES”. If you did not put the second slider to “YES” that had your name in front of the slider, then a report for that course will NOT automatically be issued to you.

SITUATION 3: AT LEAST 3 STUDENTS HAVE NOT FILLED OUT THE SURVEY

No report will be generated if 1 or 2 students filled out the survey. Three (3) students must have completed the survey. It is not ethical to give you a report with only 1 or 2 students responding. It doesn’t protect confidentiality of students and technically is not useful to you.

Want to check how many students responded?

- Go to the Subject Management Screen (see instructions below), find the box for your course > If you opted in and launched survey the “RESPONDED” number must be 3 or more to get a report.
- Improving your response rate is on you to drum up more awareness in your class, send emails to students to tell them the value you place on their feedback and to put friendly reminder notices in your courses and ensure they know it is anonymous. Even better – give them some dedicated time in class to do the survey. Those are the top three ways to get higher response rates!

How do I get to the Blue Subject Management screen?

Find any of the survey invite emails (sent at 60% of the duration of your course) or reminder email messages sent to you. Click the link contained in the message. If you no longer have the invite or reminder messages, email feedback2@nic.bc.ca to request another copy. This will take you to the Subject Management screen, where you’ll see a list of courses that were eligible to be surveyed. Each box will show information on your course. If it says: “Task expired,” that means your course was not opted in by the deadline and was not surveyed.

How do I check to see if I opted in as an instructor (in addition to course opt in)?

- Go to the Subject Management screen.
- Find your course in the list and click the three dots ... in the bottom-right corner.
- Click “View Settings.”
- Near the top, you will see either your name, or “Select Instructors” (in which case, click the arrow to see a list of instructor names).
 - If the switch beside your name says “Yes,” that means you opted into the survey.
 - If the switch beside your name says “No,” then the survey may have still launched, but without asking any questions about you as Instructor (course-related questions only). In this case, if you want a report on the course-related responses, please email feedback2@nic.bc.ca with your course name(s) to ask if a report is available.