

Course Feedback Surveys

Frequently Asked Questions from Instructors



The questions on the following pages contain some common questions about the NIC Course Feedback Survey Service. Please review to ensure you understand the process. Reach out to feedback2@nic.bc.ca for other questions.

A. Questions about Course Feedback Survey Service

Q: 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.

Q: Where can I see the survey questions?

<https://teachanywhere.opened.ca/academic-quality/evidence-and-feedback/course-feedback/>

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

A whitelisted NIC email address (meaning should be coming into your inbox as a normal NIC email but may still go to Unfocused or Spam): feedback2@nic.bc.ca

Q: Which instructors are invited?

All instructors (except Continuing Education and DAL instruction programs) are invited to the service. Instructors will receive an email at 30% of the course (for Mid-Course surveys) and 60% of the course (for End-of-Course surveys) to OPT IN to the service. The survey has around 20 questions.

Q: 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.

Q: 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 must OPT IN as an instructor to have the course survey(s) be deployed.

B. Questions about ‘Opting In’ To the Service

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

You will get an email at 30% of the course (for Mid-Course surveys) and 60% of the course (for End-of-Course surveys).

Q: 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.

Q: 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.

Q: 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. Even though chairs will receive confirmation that the course has been opted in, students will not be asked questions about you, if the instructors did not opt in your name.

In the future additional non-'instructors' should only be added at the Brightspace course level.

C. Questions about Students Filling Out the Surveys

Q: When will my students get their surveys?

Students will be emailed a link to the survey at 45% of the course (for Mid-Course surveys) and 85% of the course (for End-of-Course surveys). The survey will be open for them until 55% of the course (for Mid-Course surveys) and 10 days after the last day of class (for End-of-Course Surveys).

Q: Are the surveys anonymous for students?

Yes.

Q: 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 45% of the course (for Mid-Course surveys) and 85% of the course (for End-of-Course surveys) with steps to complete as shown in the student handout. They will also get email reminders. The reminders are automated by the system and only go to students who have not completed.

Q: 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.

Q: 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 into the primary section. There will only be one survey sent to your entire course section of students.

D. Questions about Instructors Seeing Progress of Student Rates of Survey Completion

Q: 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.

Q: 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.

Q: 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.

E. Questions about Instructor Summary Reports

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

At 57% of the course (for Mid-Course surveys) and 15 days after the last day of class (for End-of-Course surveys), you would 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. Reports will be automatically emailed from feedback2@nic.bc.ca. Check your “Focused” and “Unfocused” tabs in your Outlook email, Junk mail etc.

Q: 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.

Q: 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.

Q: 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.

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

1. 57% of the course has passed (for Mid-Course surveys) or 15 days after the last day of classes (for End-of-Course surveys).
2. You (as 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.

Q: 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.
- You will get an email with a link to the course report(s) - only if all three conditions in the previous question above have been met.

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.

Q: 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.

Reach out to feedback2@nic.bc.ca for other questions.