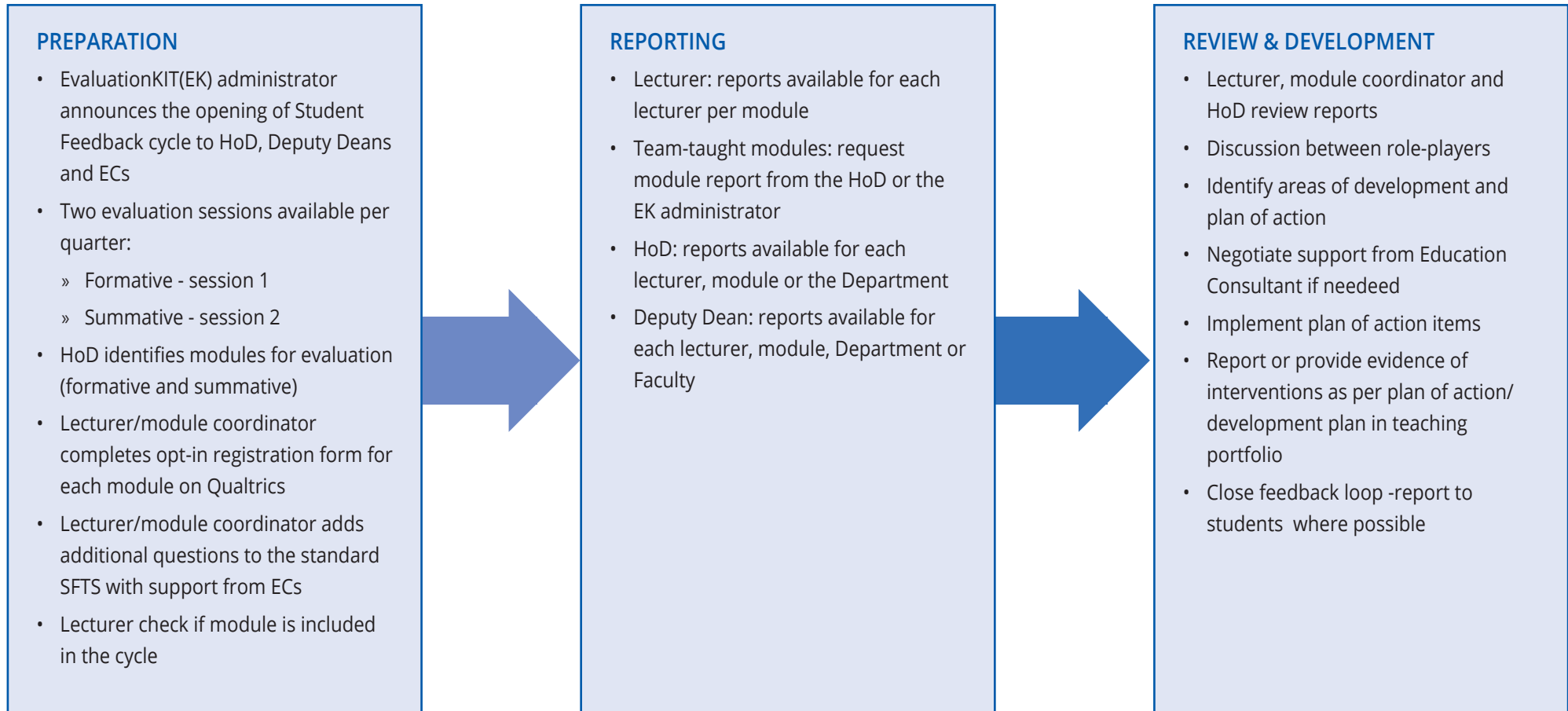


Student Feedback on Teaching Survey THE UP WAY

Administration process for undergraduate modules



Nr	Person	Activity	Remarks
Preparation for the administration of the SFTS			
1	Head of Department	Facilitates the survey administration process.	<ul style="list-style-type: none"> • Consults with the lecturer as to the administration period (Q1, Q2, Q3, Q4 or S1, S2) of the SFTS (two fixed survey sessions per quarter – eight per year). • Discusses the administration procedure to be followed with the lecturer (as set out in point 3 to follow).
2	Lecturer (module coordinator if team-taught modules)	Application to participate in the SFTS for the applicable period.	<ul style="list-style-type: none"> • The lecturer must complete an application form for end-of-module (summative) or midterm (formative) feedback at the start of the quarter, when the Department for Education Innovation sends out the call via a unique Qualtrics link to be announced .
Optional	Lecturer (module coordinator if team-taught modules)	Optional Department or module-specific questions	<ul style="list-style-type: none"> • The lecturer or module coordinator, in collaboration with the Educational Consultants (ECs) and Survey Administrator (HERI), with the approval of the HoD, could add up to 7 additional department or module-specific questions. (<i>help files on how to add additional questions are available here</i>) • The responses on the additional questions will also be analysed together with the compulsory SFTS questions. However, the ratings of additional questions will not be considered toward the overall score of the survey.
3	Lecturer (module coordinator if team-taught)	Administration checks before deployment of the SFTS to students	<ul style="list-style-type: none"> • The lecturer checks that the module to be evaluated is uploaded for electronic deployment via the EvaluationKIT dashboard. (Queries may be forwarded to the Ms Hlengiwe Sehlapelo at studentfeedbackhelp@up.ac.za). • The lecturer should ensure that: <ul style="list-style-type: none"> » Additional questions are added to the SFTS – if applicable. » The date of the survey administration is noted. » The purpose of the evaluation is communicated to students before the survey. » Students are encouraged to complete the survey on clickUP. » The administration period of the survey is communicated to students (this will also be communicated via the EvaluationKIT communication capability).
Administrative use:			
4	Lecturer	Results for the lecturer	<ul style="list-style-type: none"> • The reports are available for each lecturer via the EvaluationKIT dashboard (<i>help files on how to download them are available here</i>).

5	Module Coordinator	Results for the module	<ul style="list-style-type: none"> Request module report from the HoD via the EvaluationKIT dashboard.
6	Head of Department	Results for each lecturer or Department	<ul style="list-style-type: none"> The reports are available for each lecturer, module or the Department via the EvaluationKIT dashboard (<i>help files on how to download them are available here</i>).

Other uses of SFTS: Improvement of T&L, developmental, portfolio of evidence, conference presentations & publication

7	Lecturer and HoD (module coordinator if team-taught)	Identify development opportunities	<ul style="list-style-type: none"> The lecturer reviews student feedback results and think of any areas of improvement emanating from the results. Lecturer discusses areas of improvement and development that could enhance the teaching practice with the HoD. The lecturer and HoD agree on an improvement plan - if necessary. The Education Consultant may be consulted to support the lecturer with the improvement plan. The module coordinator identifies areas of improvement that the team may want to introduce for the module in consultation with the HoD.
8	Lecturer (module coordinator if team-taught)	Makes the necessary adjustments	<ul style="list-style-type: none"> The lecturer or module coordinator makes the necessary adjustments according to the discussions with the HoD. The lecturer may develop a portfolio of evidence for performance appraisal or application for promotion or any T&L award recognition or presentation at T&L related conferences.
9	Head of Department	Performance management	<ul style="list-style-type: none"> The portfolio may be used for performance management.
10	Lecturer	Students receive feedback	<ul style="list-style-type: none"> Continuous within-course evaluation: <ul style="list-style-type: none"> » Aggregate results should be communicated to the students of the assessed module, reflecting on the mutual responsibilities of the lecturer and students, planned actions for improvement, areas that are beyond the lecturer's control, what cannot be changed and/or comments from the lecturer Formal end-of-course evaluation: <ul style="list-style-type: none"> » Aggregate results may be provided to a class representative of the evaluated module on condition the lecturer grants permission to allow access to the results. » May consider closing the feedback loop by communicating with students via clickUP regarding how their feedback will be used for the future.