

## Lecturer Frequently Asked Questions about Student Feedback on Teaching Survey:

### 1. How do students find the link to the Student Feedback on Teaching Survey (SFTS)?

The students are sent the links to the SFTS via EvaluationKIT (the online system we use for student feedback), directly to their email addresses. SFTS can also be accessed by students through clickUP.

### 2. What are the questions asked on the SFTS?

The link to the SFTS questions is:

[https://www.up.ac.za/media/shared/391/pdfs/student\\_feedback/survey-of-student-feedback-on-teaching-survey-adapted-for-remote-teaching\\_endq3\\_2020.zp193948.pdf](https://www.up.ac.za/media/shared/391/pdfs/student_feedback/survey-of-student-feedback-on-teaching-survey-adapted-for-remote-teaching_endq3_2020.zp193948.pdf)

### 3. Can lecturers add module context specific questions to the SFTS?

Yes, lecturers are allowed up to 5-7 additional questions that enquire into their module contexts. However, lecturers have to submit a request to the student feedback office prior to the start of the SFTS administration period, and more preferably a week before the enrolment dates, to allow for the quality assurance process of the additional questions. It is also advisable to seek assistance from faculty Educational Consultants in quality assuring your questions, before approaching the student feedback office.

### 4. What do I have to do after enrolling my module in a particular cycle of student feedback? What is the next step after enrolling my module in a particular cycle of student feedback?

After enrolling your module into a particular cycle of student feedback, you will receive an email from the SFTS office acknowledging your enrolment. You can then begin to prime the students to participate in the student feedback cycle when they receive an invitation from EvaluationKIT (the platform UP used to administer student feedback surveys) on clickUP. Sharing with them how important their feedback is to you, your department and university as a whole has been shown to increase the students' motivation in giving feedback and thus in increasing the student response rate. Furthermore, you can also share with the students how you intend to use their feedback in informing your teaching and learning practice which in turn contributes to the enhancement of teaching quality.

### 5. What is formative student feedback?

Formative feedback is feedback that is obtained in the middle of the module. It gives the lecturer(s) an opportunity to adapt the module midway, based on the insights gleaned from the student feedback. For instance, for a semester 1 module, formative feedback can be solicited at the end of quarter 1 student feedback cycle. To provide another example, if you are teaching a year module and are interested in formative feedback, you must then enrol for the end of semester 1 student feedback cycle.

### 6. What is summative feedback?

Summative feedback is feedback that is obtained at the end of the module. Lessons on how the students experienced the module can still be learnt from this end-of-module feedback. However, a lecturer is not able to change the module to benefit the current student cohort that provided the feedback. The changes/adaptations that the lecturer would like to introduce as a result of the current cohort's feedback, can still benefit the future student cohort. It is very important that lecturers close the feedback loop by reporting back to students what they have learnt from the feedback and what they consider possible to change and not change and

provide reasons for their consideration. Alternatively, the lecturers can merely thank the students at the end of the student feedback cycle and let the students know what they understand them to be communicating to the lecturer(s), in a way interpreting the feedback provided by the students.

**7. How is SFTS administered when there is more than one lecturer teaching a module (Team-taught module)**

There are various permutations of team-teaching at UP, parallel teaching in which the class is too big and is divided among lecturers who teach the same content and one in which all lecturers teach a particular unique section. EvaluationKIT has a feature that enables all lecturers to obtain feedback from students if the lecturers are enrolled in the enrolment form. If there are four lecturers teaching in a module, one question will be repeated four times, each time it repeats the question, a different name of the lecturer is mentioned at the beginning of the question. Because this feature also contributes to survey fatigue for students, EI advises that the team that teach different sections look into the appropriate SFTS cycle (timing) in which they can enrol for feedback after completing teaching their section. For the parallel taught modules, EI is advising that lecturers, in collaboration with the module coordinator and HoD decide on the lecturers that will be evaluated, such that they each get an opportunity to receive feedback each alternate year.

**8. Do I have to re-enrol in the SFTS each time I require feedback for any of my module(s)?**

Yes, a lecturer needs to enrol their module into a student feedback cycle, each time they wish to obtain feedback from students. If a had enrolled in the Special Quarter 1 student feedback cycle and needs feedback again at the end of quarter 2, they will have to enrol for the ENDQ2 student feedback cycle. Therefore, a lecturer must look at the proposed 2021 SFTS cycle schedule and choose the best SFTS cycle that suits their teaching period. The lecturer will then need to diarise the enrolment dates and the links that they will use to enrol for the cycle. The lecturer needs to check the module enrolment dates carefully. Module enrolment closes a week before the SFTS cycle is administered, to allow for the pre-survey administration process to be completed.

**9. Is there a way of getting more students to respond to the SFTS?**

Yes, the lecturer can increase the response rate to the SFTS by mentioning to the students how valuable they deem their feedback and by sharing during class how they have utilised the student feedback before. In addition, lecturers are encouraged to close the loop of feedback by sharing with the students the insights gleaned from the feedback and what they are considering changing as a result of feedback and what is impossible to change, and also provide reasons in this regard.

**10. Is there a way of carrying out an analysis of class participation and student rating?**

Unfortunately, it is not possible to carry out an analysis that requires the use of any variable that identifies a student because the SFTS is anonymous.

**11. How do I access my module report(s)? When I use the link that was sent to me, I get an error message.**

A system error message can be caused by a technical fault. If it happens more than twice, please clear your internet browser cache. Instructions on how to clear your internet browser can be obtained on the Department of Information Technology Services intranet site using this

link:[https://www1.up.ac.za/cs/idcplg?IdcService=GET\\_FILE&RevisionSelectionMethod=LatestReleased&noSaveAs=1&Rendition=Web&dDocName=UPPR217908](https://www1.up.ac.za/cs/idcplg?IdcService=GET_FILE&RevisionSelectionMethod=LatestReleased&noSaveAs=1&Rendition=Web&dDocName=UPPR217908) . If you still cannot access the reports after clearing your browser cache, please alert the student feedback office, which can reset your link. If the resetting of your link to the report(s) does not work, the student feedback office will report the technical fault to the service provider.

**12. I do not have access to my module report, yet I am one of the lecturers teaching this module as a team.**

You may not have received a module report even though you teach in a team, because a lecturer(s) who enrolled the module for student feedback did not include your name. Your name could have been left out by your colleagues who requested the feedback because your section is taught much later, thus you must enrol in the next cycle of student feedback.

**13. I have accessed my module report, but the format is not helpful.**

The reports can be downloaded in several formats from EvaluationKIT, viz; short version with or without comments, detailed with or without comments, and you can also download raw data of the report. You can play around with the types of reports and decide which one you prefer. Link to the guidelines on how to access reports is:

[https://www.up.ac.za/media/shared/391/pdfs/student\\_feedback/accessing-reports-for-lecturers.zp191912.pdf](https://www.up.ac.za/media/shared/391/pdfs/student_feedback/accessing-reports-for-lecturers.zp191912.pdf)

**14. I am looking for a report for this ABC 123 module but cannot find it.**

Enrolment of a module to a particular SFTS cycle is not automatic. You only receive a module report if you enrolled your module to receive student feedback for a particular cycle. It is important that a lecturer plans for student feedback by looking at the dates of the SFTS cycles and their enrolment dates and diarise the cycles that they wish to enrol in, in order not to forget to enrol their modules. The link to the infograph of 2021 SFTS cycle is:

[https://www.up.ac.za/media/shared/391/pdfs/student\\_feedback/new-2021-sfts-schedule\\_160321.zp200901.pdf](https://www.up.ac.za/media/shared/391/pdfs/student_feedback/new-2021-sfts-schedule_160321.zp200901.pdf)