

Lecturer Frequently Asked Questions about Student Feedback on Teaching Survey:

1. How does a lecturer enroll his/her module in a Student Feedback on Teaching Survey (SFTS) cycle?

The Student Feedback on Teaching Office (SFTO) administers 8 Student Feedback on Teaching Survey (SFTS) cycles per year. Four of these cycles are set up to coincide with the end of a term/semester and are fixed i.e. the dates on which the SFTS is administered cannot be changed), and the other four are flexible and were set up to cater for postgraduate modules taught in blocks or team-taught modules in which some lecturers finish teaching their sections well before the end of quarter or semester. Therefore, a lecturer must identify the cycle which suits her/his teaching schedule in which to enroll their module to obtain feedback from students.

The lecturer then must enroll their module using the link specific to the SFTS cycle chosen. The schedule for the SFTS cycles and the enrollment links is published on the Department for Education Innovation's website within the Student feedback tab. The announcements of the end of quarter/semester cycles (fixed) cycles are also published on clickUP at the beginning of the cycle. A lecturer is requested to enroll one module per enrollment form because of record keeping (each form serves as a record) and to align with the best practice of maintaining datasets.

2. Is there anything that the lecturer must do after enrolling in a SFTS cycle?

Once a lecturer has enrolled in a cycle, there is nothing else that they must do. They do not have to send a link to the students, the Student Feedback Office (SFO) sends a link directly to students with the survey invitation email. The students can also access their surveys in clickUP. However, a lecturer is encouraged to motivate the students to participate using clickUP or any online platform they use to communicate with their students.

The practice of lecturers motivating their students to participate by sharing with them how they use the student's feedback or how they have used it in the past has shown to increase response rates and thus improve the validity of the feedback they receive from students. In addition, closing the feedback loop by thanking students for their participation after the SFTS has closed and sharing the insights that they have gleaned from the students' responses also has a positive contribution to the level of participation of students in the SFTS.

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

The Student Feedback Office (SFO) sends a survey invitation email to students using our electronic student feedback system, Course Evaluations & Surveys (formerly known as EvaluationKIT). Within the survey invitation email, the link to access the SFTS is included. The link that is sent is unique to each student and cannot be shared among students.

In addition, students can also access their surveys on clickUP. On the clickUP landing page, on the left panel, there is a list, they must click on the Activity Stream. The prompt to complete your student evaluations, will be on the right panel of the Activity Stream page.

4. 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

5. 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 in the four end of quarter fixed cycles only. However, lecturers must submit a request

to the Student Feedback Office before the end of the SFTS enrollment period, and more preferably at the beginning of the SFTS fixed cycle administration period. This allows 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.

**6. 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 (Spokesbody studentfeedbackhelp:studentfeedbackhelp@up.ac.za) if there is anything wrong with your enrollment. You may also send an email to the SFO to check your enrollment.

You can then begin to prime the students to participate in the student feedback cycle when they receive an invitation from Course Evaluations & Surveys (formerly known as 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.

7. 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 enroll for the end of semester 1 student feedback cycle.

8. 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 learnt from the feedback from the previous student cohort, what they consider possible to change and not change and

provide reasons for their considerations. 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.

9. 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. Course Evaluations & Surveys (formerly known as 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 enroll 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.

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

Yes, a lecturer needs to enroll their module into a student feedback cycle, each time they wish to obtain feedback from students. If a lecturer had enrolled in the flexible Quarter 1 student feedback cycle and needs feedback again at the end of quarter 1 (ENDQ1/MIDSEM1), they will have to enroll again for the ENDQ1/MIDSEM1 student feedback cycle. Therefore, a lecturer must look at the proposed SFTS cycle schedule for a particular year and choose the best SFTS cycle that suits their teaching period best. The lecturer will then need to diarise the enrolment dates and the links that they will use to enroll 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 laborious pre-survey administration data cleaning process to be completed before the SFTS is sent to all the students.

11. 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.

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

The module report sent to lecturers at the end of the administration period contains the descriptive statistics to all the SFTS questions, and university, faculty and departmental benchmarks. Unfortunately, it is not possible to carry out an analysis that will identify a student because the SFTS is anonymous.

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

If you still cannot access the reports using the link sent to you after each SFTS cycle, you must access the Course evaluations & Surveys (formerly known as EvaluationKIT) system as follows:

Step 1: You can access the reports using this link: <https://upac.evaluationkit.eu>

Step 2: For the username: use your UP-portal username (u0staffID)

Step 3: For the password: if you have forgotten your password or if the UP-portal password does not work and you fail to log in, click on the website link again:

<https://upac.evaluationkit.eu> and then click on the forgotten password below the Login and then you will be asked to reset the password.

If after accessing Course evaluations & Surveys (formerly known as EvaluationKIT) system, you cannot find your module report, please alert the student feedback office, which can investigate the source of the error message.

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

A module report is not automatically sent to all the lecturers. It is sent to lecturers who enrolled in a particular SFTS cycle. Sometimes it happens that a person enrolling the team of lecturers excludes a particular lecturer because their section has not been taught at the time of the SFTS administration. Some module coordinators take adopt a strategy of fielding only some lecturers to reduce the burden of survey fatigue to students. Module coordinators should guard against not including their names in the section that asks for all the names of lecturers who require student feedback.

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

The reports can be downloaded in several formats from Course Evaluations & Surveys (formerly known as 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.

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

If a lecturer enrolled in a SFTS cycle or would like to check any of the previous SFTS cycle reports, reports can be accessed by following these few steps

Step 1: You can access the reports using this link: <https://upac.evaluationkit.eu>

Step 2: For the username: use your UP-portal username (u0staffID)

Step 3: For the password: if you have forgotten your password or if the UP-portal password does not work and you fail to log in, click on the website link again:

<https://upac.evaluationkit.eu> and then click on the forgotten password below the Login and then you will be asked to reset the password.

17. How are students notified of this survey?

The student feedback office sends a survey invitation email using our electronic student feedback system, EvaluationKIT. Within the survey invitation email we include a link to access the SFTS. The link that we send is unique to each student and cannot be shared among students. In addition, students can also access their surveys on clickUP. On the clickUP landing page, on the left panel, there is a list, they must click on the Activity Stream. The prompt to complete your student evaluations, will be on the right panel of the Activity Stream page.