

Student Feedback on Teaching Survey (SFTS)

THE UP WAY

Announcement: In the second semester, the new online survey solution for student module feedback will be fully operational.

By now you have probably realised that the outdated pink form has been replaced by Watermark's electronic system **EvaluationKIT**. EvaluationKIT enables students to provide feedback on the Student Feedback on Teaching Survey (SFTS) through a single sign-on in clickUP from anywhere and from any device (including smartphones). Lecturers can also submit up to seven questions to enquire into the specific contexts of their modules.

Several student feedback cycles have already been successfully conducted using EvaluationKIT. In the SFTS pilot administered from 1 April to 5 May 2020, 56 modules participated and 17 4460 (72%) responses were received. Between 22 May and 31 May the Student Feedback on Online Teaching Survey was administered to most of the undergraduate modules (994) and all lecturers (1 672) responsible for teaching undergraduate modules. Altogether, for the two surveys, 61 763 (36%) responses were received from students and 639 (38%) from lecturers. Lastly, during the end-of-semester/term student feedback cycle administered from 22 to 30 June, 8 252 (38%) responses were received from 104 modules.

The majority of students were in favour of the use of the EvaluationKIT rather than the pink form, with 55% indicating that they found the electronic student feedback system to be either user friendly or extremely user friendly. Very few technical challenges have been experienced or reported in the surveys that have been administered thus far, which suggests that EvaluationKIT is an efficient and effective institutional survey solution that can handle large-scale module and other general campus-wide surveys from a single office.

The **EvaluationKIT**, which will be used to provide formative and summative student feedback, is ready for university-wide implementation from the beginning of the second semester.

- The new SFTS online system will be implemented from 20 July 2020.
- The old survey (pink form) will be replaced by the new online SFTS for all undergraduate and honours modules. This means that after 20 July 2020, the old pink forms will no longer be accepted for teaching evaluation.
- At the start of each cycle assessment, the Qualtrics link will be sent to the Departmental HoDs who will then forward it to all academic staff. The HoDs will then liaise with the academic staff whose modules are scheduled to be evaluated for the period and may need to add module specific questions to enhance the module student feedback on teaching. Enquiries in this regard should be directed to each Faculty Educational Consultant.
- The evaluation should also be in accordance with the approved policy on teaching evaluation (S4451/13), specifically the procedure in respect of the Student Feedback on Teaching Survey approved by the Senate Committee on Teaching in July 2019 ([link to be placed here](#)). The SFTS can therefore be used for formative (mid-term/mid-semester) student feedback or summative (end-of-course) student feedback.
- Help files and an SFTS implementation process document for all stakeholders (lecturers, HoDs and Deputy Deans) are available on the Department for Education Innovation's website.
- All remaining pink forms are to be returned to the Computer Centre at the earliest convenience once UP opens after lockdown.

The table below reflects the dates on which the student feedback survey will be administered and the dates on which the lecturers should complete the Qualtrics form to enrol the module to be evaluated. Additional questions should be submitted as early as possible before the administration of the survey as they have

to be put through a collaborative quality assurance process with the HoD and the Faculty's Educational Consultant. Please note that, due to intensive administrative procedures required prior to the survey launch, no special consideration will be given to late enrolments.

Survey cycle dates for formative and summative assessments	Module Enrolment dates for the cycle	Submission of additional questions
17-23 August	20 July-7 August	20 July-7 August
14-20 September	17 August-7 September	17 August-7 September
19-25 October	28 September-11 October	28 September-11 October
9-15 November	19 October-1 November	19 October-1 November

Further enquiries should be directed to Ms Hlengiwe Sehlapelo at studentfeedbackhelp@up.ac.za or hlengiwe.sehlapelo@up.ac.za