Course Feedback Surveys
Faculty Instructions

*This handout provides the steps and screen shot examples of how the NIC Student Learning Experience Course Feedback service works utilizing automated surveys linked to NIC courses and class lists. **Only those instructors who choose to participate will have surveys sent to their classes**. All student survey responses are anonymous. Summary reports go only to the instructor. CTLI manages this service.*
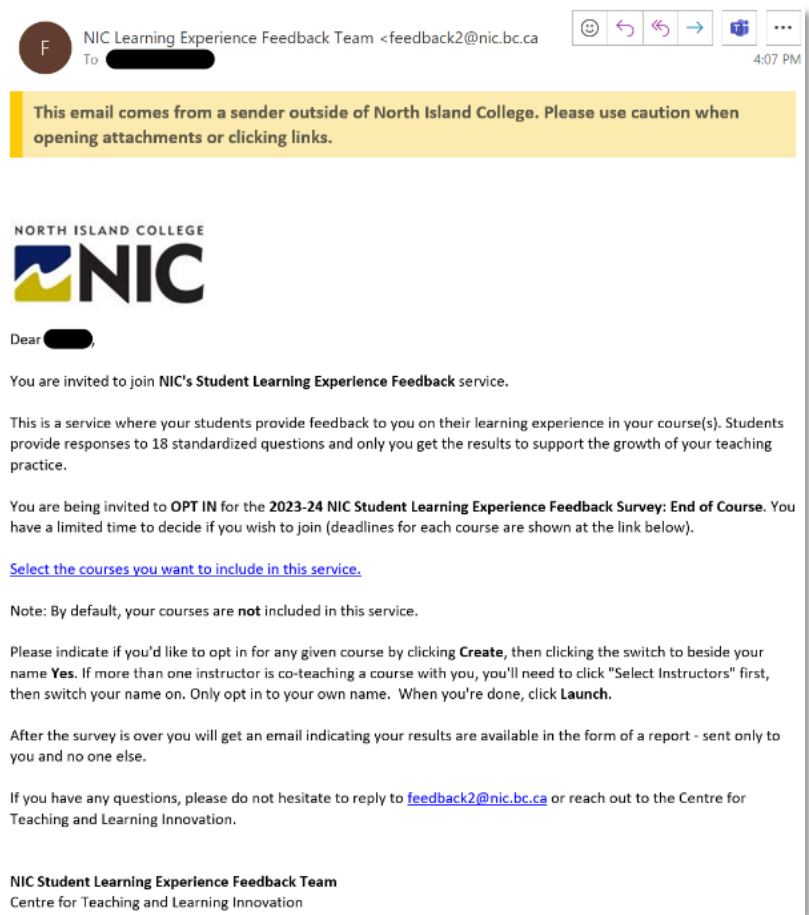
⚙ STEP 1: What are the instructor invitation details for the NIC Course Feedback Service?

1. You will be emailed an invitation from feedback2@nic.bc.ca (an account CTLI manages with access by Liesel Knaack, Kim Pfeifer and Wayne Hopwood) that will look like the email below.

2. The timing of the components of the feedback service are based on your course's start and end dates, as follows:

   ▪ The invitation to **opt in (choose to participate)** to the Student Learning Experience Feedback service is sent to all instructors at 60% of your course's duration. This might be early November if you have a typical Sept. to Dec. Fall course, or early March for a January to April Winter course.

   ▪ You can opt in (choose to participate) up to 80% of the course duration (mid-November, for most Fall courses). Once the 'opt in window' of time has passed, you can no longer participate in the service.

   ▪ Student feedback reports (for courses with a response rate that meets a minimum threshold of three students) will be available sometime after the survey is complete – you'll be notified by email when the reports are ready. These reports will go only to you.

▪ For courses you've opted in to, students will be invited to fill out a course survey at 85% of the course duration. The window of time to fill out the survey will end after 10% PAST the course duration. This might be mid-December, for most Fall courses. Their responses are all anonymous.

Your email invitation to participate will look like this:

Course Feedback Surveys
## Faculty Instructions

STEP 2: **How do I opt in my course(s) to be part of the NIC Course Feedback Service?**

1. To join the Student Learning Experience Feedback service for this term, select the blue link in your invitation email that says, "Select the courses you want to include in this service."

2. This will take you to the **Subject Management** screen (your 'instructor hub') where you can opt in to one or more surveys for each of your courses. It is also here you can monitor response rates after surveys have been launched. If you are seeing a low response rate, you can encourage students to reply in an email or talk to them in class.

   See example screenshot below:
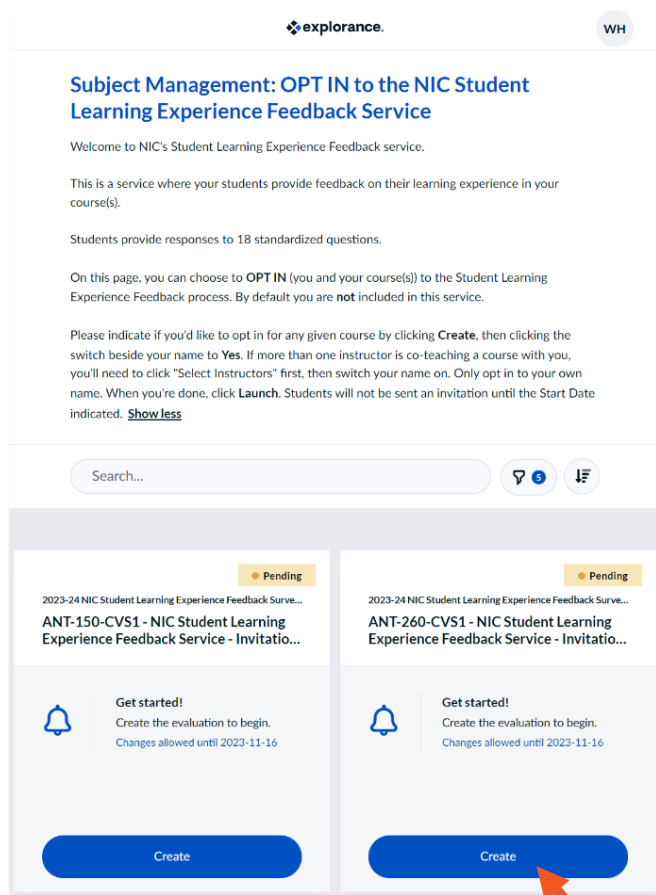
3. **To opt in for a course**, select the blue "**Create**" button. The opt in window will pop up. It looks like the window to the right.
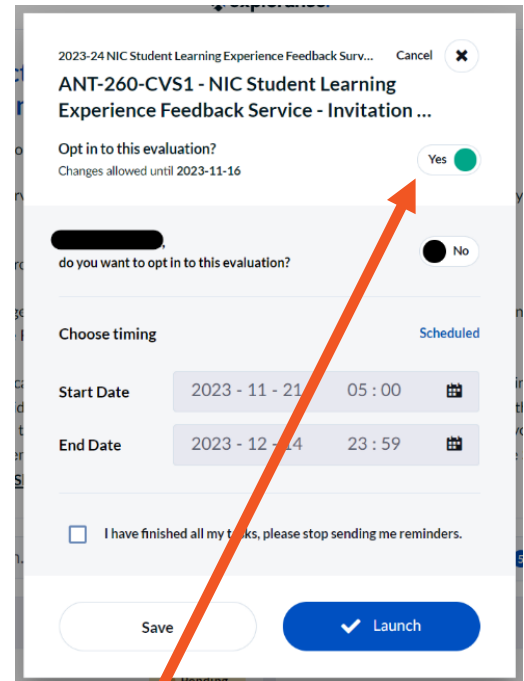
4. The first option is switched to **Yes** (green button) indicating that the course is eligible for being added to the Feedback service. You cannot change this green button.

5. Even though your course is eligible - it doesn't mean the surveys will go out. You still need to opt in as instructor. To do so, select the button marked **No** beside your name to switch it to **Yes**.

6. It'll ask if you're sure. Select "**Yes, I'm Sure.**"

7. Select the blue **Launch** button.

8. The survey won't launch until the start date that is indicated. This is when students will be sent invitations to participate. You cannot change the dates. They are part of the set up based on time elapsed since the start and end dates.
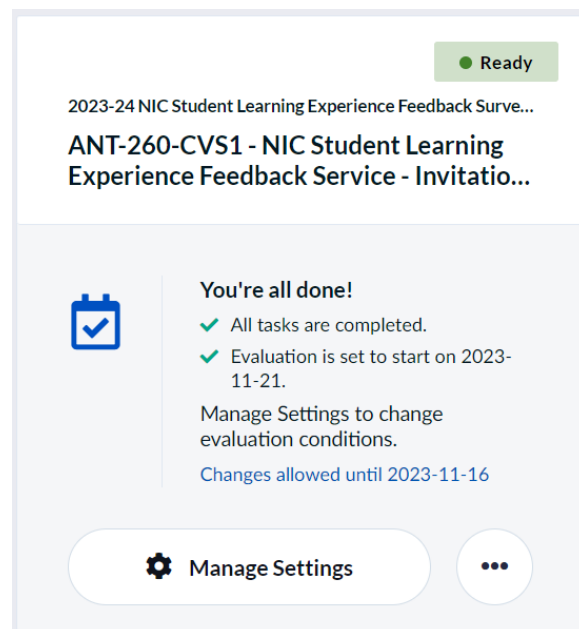
Course Feedback Surveys
Faculty Instructions

NOTE: For course sections with more than one instructor!

- If one of your co-instructors has already opted in, then instead of a Create button, you'll see **Manage Settings**. Select: **Manage Settings.**
- Select: **Select Instructors**.
- Flip the switch beside your name to **Yes** to opt yourself in.
- Select the **back arrow** at the top-left of dialogue box.
- It'll ask if you're sure about your choice. Select: **Yes, I'm Sure.**
- To finish, select: **Update**.

STEP 3: How do I finish up and see how many students are responding to the surveys?

1. The box for the course section you just changed should now look something like the image to the right.

2. You may want to **bookmark this screen, or keep your invitation email handy**, as it will allow you to return here and monitor student response rates (numbers of how many have completed the survey) once the survey has begun.

3. Continue **Opting In** for each of your desired course sections following the steps above.

4. **If you don't wish to opt in for a course or courses, then no action is required**.

5. If the system receives no response from you, it will be assumed you have Opted Out. No feedback survey will launch unless you or a co-instructor selects the Launch button.

6. If you wish to confirm who will be invited to participate in the survey for a course, select the **three dots** in the bottom-right corner of that course's box. Then select **"View invitees."**

7. When you're done, you can **close** the Subject Management tab/window.

● Ready

2023-24 NIC Student Learning Experience Feedback Surve...

ANT-260-CVS1 - NIC Student Learning Experience Feedback Service - Invitatio...

You're all done!
- ✔ All tasks are completed.
- ✔ Evaluation is set to start on 2023-11-21.

Manage Settings to change evaluation conditions.

Changes allowed until 2023-11-16

⚙ Manage Settings   ● ● ●

If you encounter any issues, please take a screenshot, note what you were doing when the issue arose, and send to the NIC Learning Experience Feedback Team at feedback2@nic.bc.ca.