

# Course Feedback Surveys

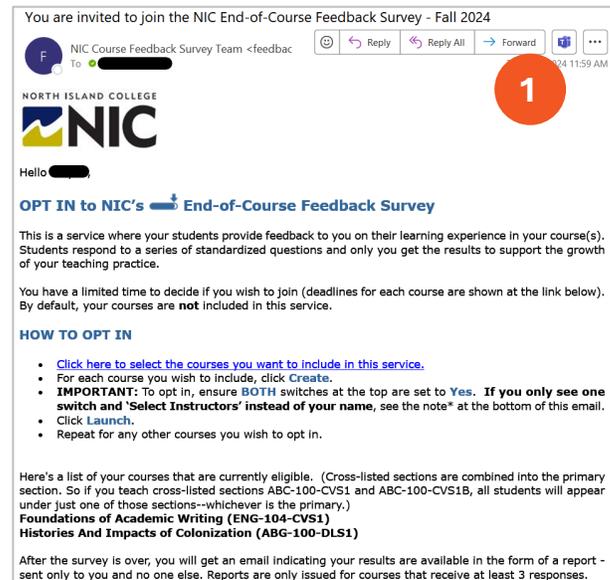
## Instructor Instructions

This handout provides steps and visual examples about the NIC Course Feedback Survey service (for both  **Mid-Course** and  **End-of-Course** surveys). **Only instructors who opt in will have surveys sent to their students.** All student survey responses are anonymous. Instructor summary reports go to the instructor. CTLI manages this service.

### STEP A: What is the NIC Course Feedback Survey Service?

- Instructors are emailed an invitation from **feedback2@nic.bc.ca** (account CTLI manages) that will look like the email example to the right.
- Course start and end dates** determine when instructors receive the email invitation and when students fill out the surveys, based on the table below.

#### Example of an Instructor Email Invitation



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	Mid-Course	End-of-Course
The instructor invitations to opt into the Course Feedback Survey service are sent via email.	<b>30% of course duration</b> from start date	<b>60% of course duration</b> from start date
Instructors can opt in until this time. Once this 'opt in window' of time has passed for a course, instructors can no longer opt into the service for that course.	<b>40% of course duration</b> from start date	<b>80% of course duration</b> from start date
Only for courses opted into, students are invited to fill out a course survey.	<b>45% of course duration</b> from start date	<b>85% of course duration</b> from start date
The window of time for students to fill out the survey will end. Responses are always anonymous.	<b>55% of course duration</b> from start date	<b>10 days</b> after course end date
Instructor feedback reports are emailed to instructors for courses that meet a minimum threshold of 3 respondents.	Approx. <b>57% of course duration</b> from start date	<b>15 days</b> after course end date

For sample schedules based on the above timeframes, see the "Sample Schedules" handout on CTLI's [Course Feedback Surveys site](#).

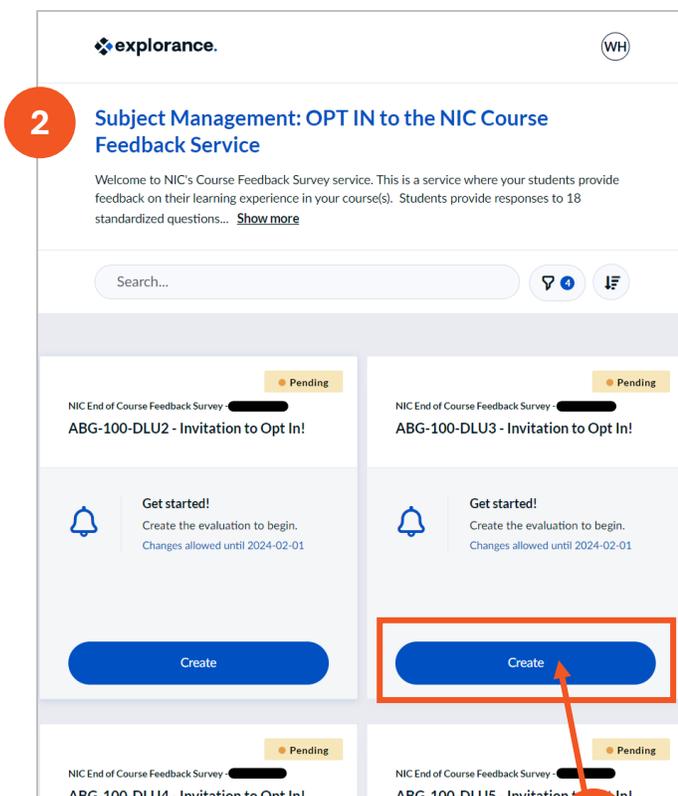
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## Instructor Instructions

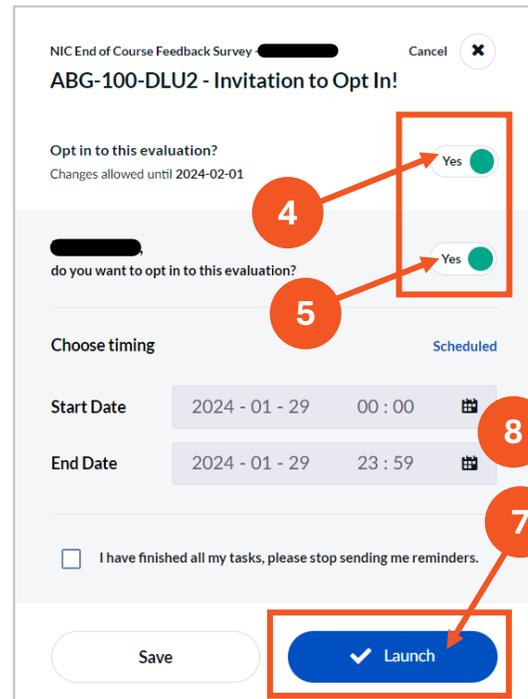
### STEP B: How do I opt in course(s) to the NIC Course Feedback Surveys?

1. To join the Course Feedback Survey service, select the blue link in the instructor invitation email: **“Click here to select the courses you want to include in this service.”** See image on previous page.
2. Instructors are in the **Subject Management** area. This is where instructors can opt in to one or more surveys for each course. Instructors can also monitor student response rates after surveys have been launched. If instructors see a low response rate, students can be encouraged to complete surveys.

#### Subject Management Screen Example



3. To opt in a course, select the blue **“Create”** button. The course opt in window will pop up. It looks like the window to the right.



4. The first option is already switched to **Yes (green dot)** indicating that the course is eligible to be added to the service. **DO NOT** change this green button!
5. **MUST DO! Instructors must also opt in.** Instructors must change **No** beside their name to a **Yes**. There should be **TWO GREEN ‘YES’ dots** meaning both course and instructor questions will be on survey and instructors will get a report!  
**NOTE: If it says “Select Instructors” instead of one instructor name, see next page.**
6. A pop-up window will ask if you’re sure. Select **“Yes, I’m Sure.”**
7. Select the blue **Launch** button.
8. The survey won’t launch until the survey period begins. Students will be sent invitations to fill out. Instructors cannot change the survey dates.

# Course Feedback Surveys

## Instructor Instructions

### **IMPORTANT:** For course sections with more than one instructor listed!

If an opt-in box has a **'Select Instructors'** link instead of just one instructor's name, this means **multiple instructors have been assigned to the course** in Colleague. It is important that all decide to **either 1) OPT in ALL instructors or 2) OPT in NO instructor**. Coordinate with co-instructors to decide.

**TO DO:** Click the **'Select Instructors'** link to see who else has been designated as an instructor.

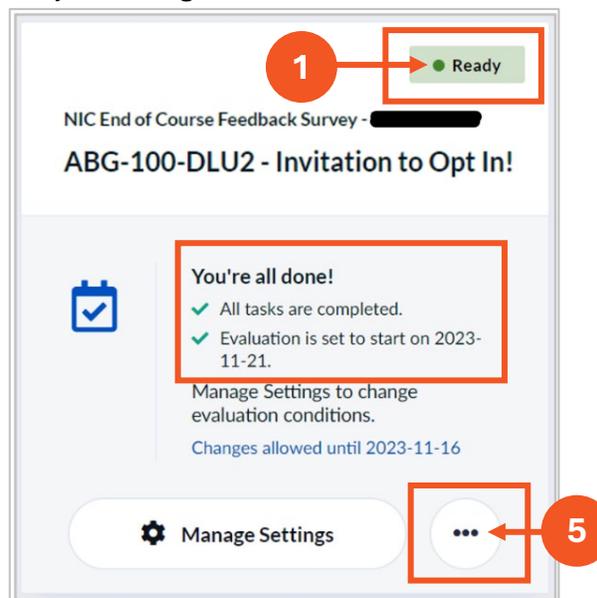
- If **all opt in**, be sure one instructor slides the switch beside each of the instructor names to **'Yes'** \*.
- If **no instructor opts in**, then no action is required – **all instructors are opted out by default**.

**NOTE:** On survey reports, instructors will only see responses to the 5 instructor survey questions relating to their name - and never the responses for other instructors.

\* **CHAIR EXCEPTION:** Some sections have a chair assigned as "Instructor" who does not teach that section. Beside the name of any such non-instructors, the switch should always stay on **"No."**

### **STEP C:** How do I finish the opt-in process and see how many students are responding?

1. The box for the course should now look something like the image on the right with the words **Ready** in **green** at top.
2. **Instructors should bookmark this screen or keep the invitation email handy**, as it will allow them to return and monitor student response rates (numbers of how many have completed the survey) once the survey has begun.
3. Instructors should continue **Opting In** for each course section following Steps A and B.
4. **If an instructor does NOT wish to opt in for a course or courses, then no action is required.** If the system receives no response, it will assume the instructor has opted out. No survey will launch unless an instructor **or a co-instructor** selects the **Launch** button.
5. If instructors wish to confirm who will be invited to participate in the survey, select the **three dots** in the bottom-right corner of that course's box. Then select **"View invitees."**
6. When an instructor is finished, they **close** the Subject Management tab/window.



If you encounter any issues, please take a screenshot, note what you were doing when the issue arose, and send details to the NIC Course Survey Feedback Team at [feedback2@nic.bc.ca](mailto:feedback2@nic.bc.ca)