

## Course Feedback Process Overview

### 1. Course Information Collection

Information on courses (Degree Ed & PhD) is extracted from SchoolDB and entered into a tracker spreadsheet.

### 2. Survey Setup

RFO manually add the survey to the course Canvas pages as an assignment.

The default survey duration is 3 days, opening 15 mins before the final session ends. The survey closes exactly 3 days later.

NB: We aim to set surveys up on Canvas at least a week before the final teaching session but at peak times, this may only be a few days before the final session.

### 3. Survey Duration Adjustment

Faculty Assistants may shorten (*but not lengthen*) the survey completion window upon their faculty's request.

#### Rules:

- **Maximum survey duration: 3 days.**

E.g. A survey can be shortened to 1 day, but not extended to 4 days.

- **If an exam is scheduled, the survey must be closed 1 hour before the exam begins.**

This is to ensure any feedback collected is not swayed by factors such as how difficult students found the exam.

#### Student notifications:

Faculty Assistants send reminders to students via Canvas &/ email to remind them to complete the survey. This includes PhD courses.

### 4. Response Handling

After 3 days, any unsubmitted partial responses are deleted by Qualtrics.

We must then wait a minimum of 3hrs for system refresh before generating PowerBI feedback reports for each individual faculty. These reports contain the scores and anonymous student comments from the course.

### 5. Feedback Report Distribution

Once the course has been confirmed as having had all of its necessary grade checks completed by the assessments team, the **feedback report is added to the faculty's individual OneDrive folder.**

Access is restricted to the faculty, their SAC & SAM, and the relevant programme director.

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