Guide 3: Generating Surveys and Feedback Reports

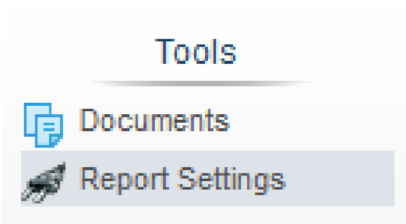
A questionnaire cannot be distributed without first generating a survey.

There are two main types of survey – **paper surveys** and **online surveys**.

1. Formatting Feedback Reports

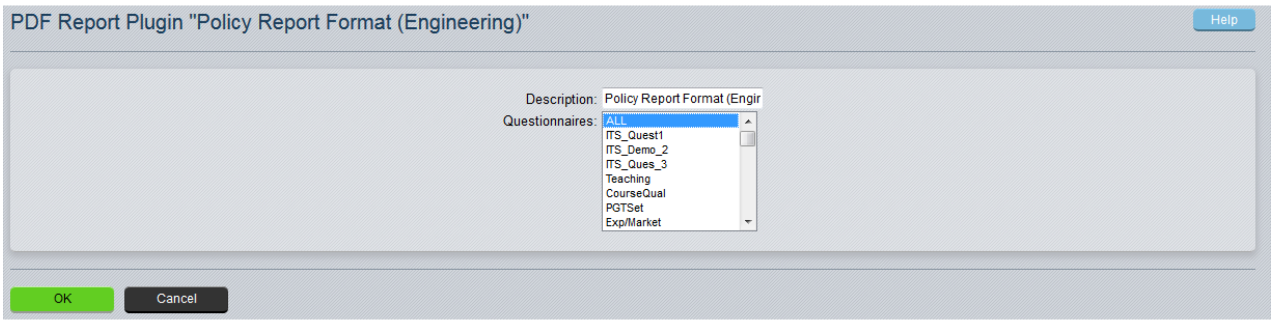
Prior to generating your survey, it is important that feedback reports (these documents provide a statistical summary of your survey data) are configured correctly. This only needs to be done once per School and can be achieved by taking the following steps:

- Select 'System Settings' from the top menu.
- Select 'Report Settings' from the left-hand side, under 'Tools':



- Find the 'Policy Report Format' document under Helen Purchase's name. Click on the paper symbol on the same line as this document to copy it.
- Once a copy has been created, a wheel and pencil icon will appear next to your name:

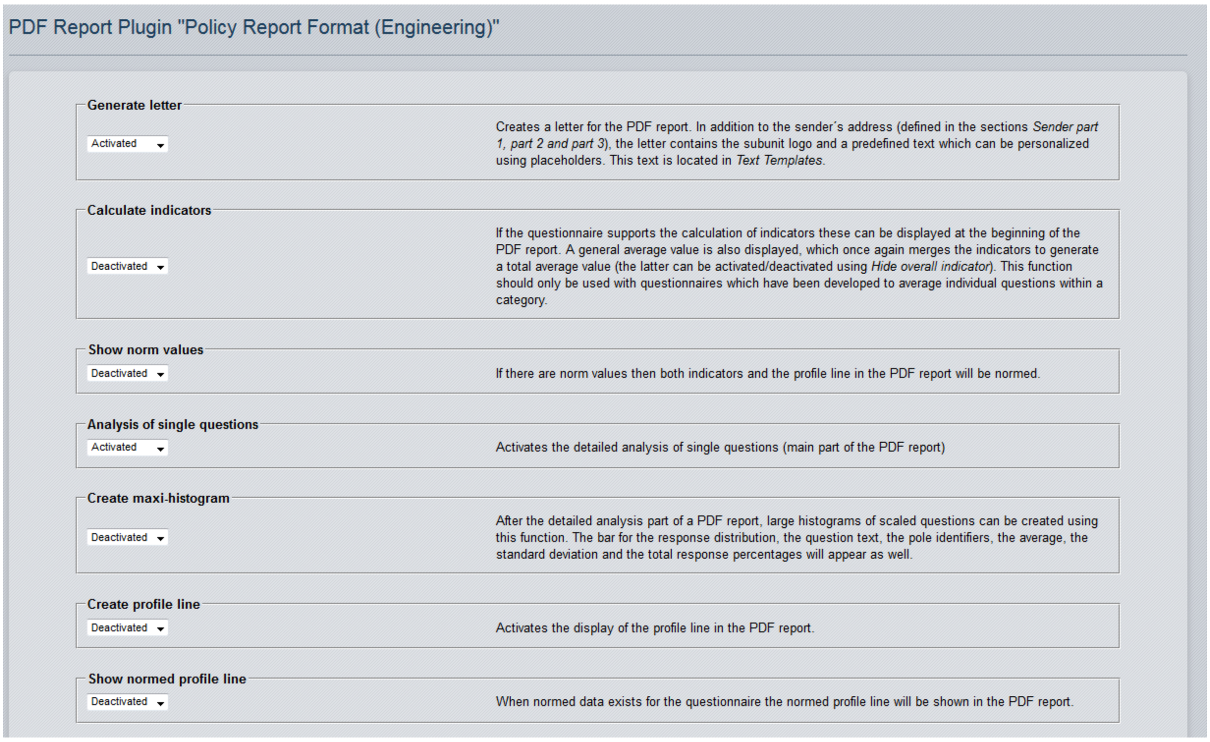
- Click on the pencil icon and change the name of the report to include the name of your School (e.g. Policy Report Format [Engineering]):



- Select ‘All’ in the box below to ensure that the report format applies to every questionnaire in your Subunit.

- Press ‘OK’, followed by ‘Back’.

- Click on the wheel icon next to your report and proceed to the following page:



Most of the options can be left as their default but you should scroll down the report to ensure the following settings:

- Calculate indicators: Deactivated
- Create profile line: Deactivated
- Create profile line for indicators: Deactivated
- Create Cross Tabulation: Deactivated
- Hide overall indicator: Activated
- Show quality indices (traffic light view): Deactivated
- Show average/median: 2
- Show standard deviation in graph: Deactivated
- Profile line: Show median: Activated

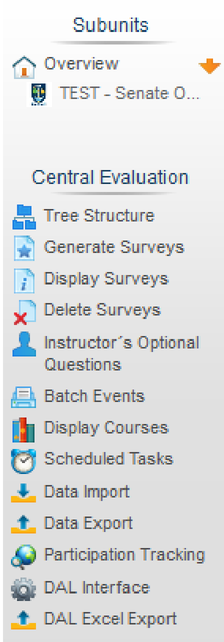
2. Paper surveys

There are two options for creating paper surveys:

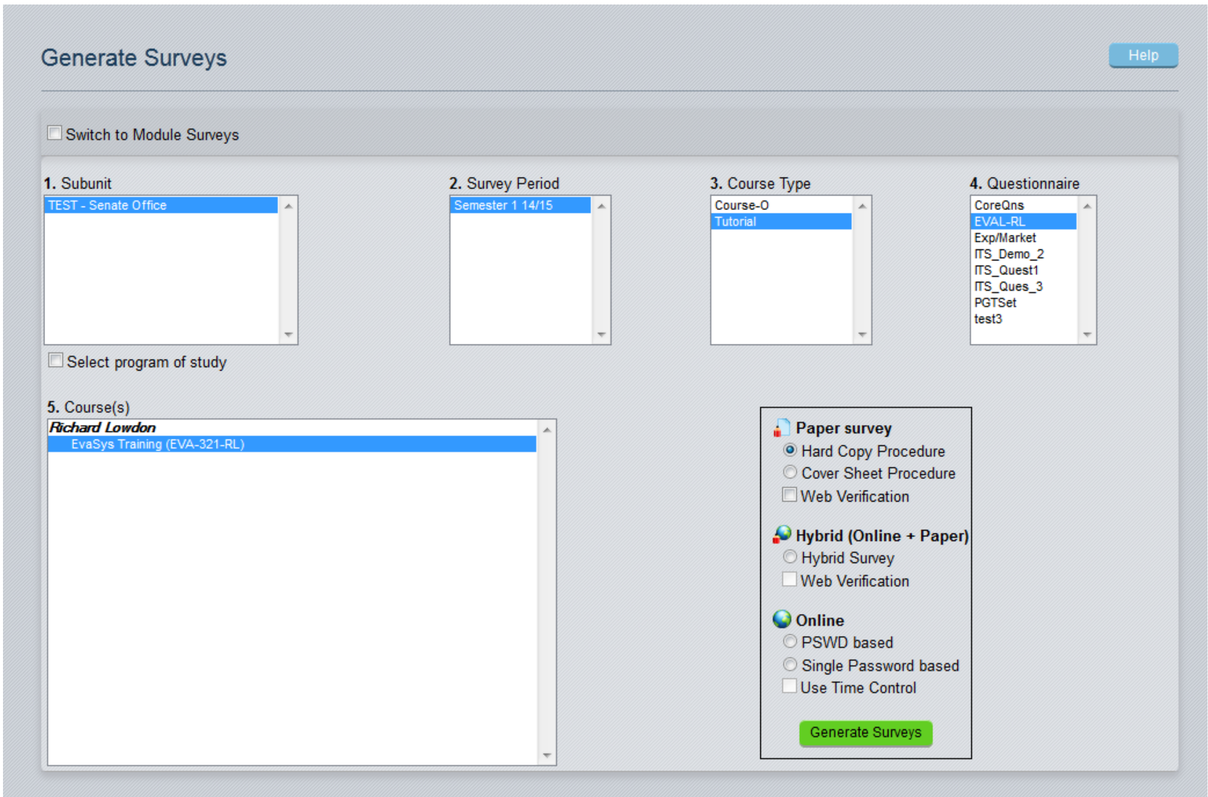
1. **Hard copy** surveys allow you to produce a different questionnaire for each module.

2. **Cover sheets** allow you to use the same questionnaire with different cover sheets for each course/module.

- To generate a survey, select ‘Subunits’ from the top left-hand menu. Click ‘Generate Surveys’ (the second option below ‘Central Evaluation’):



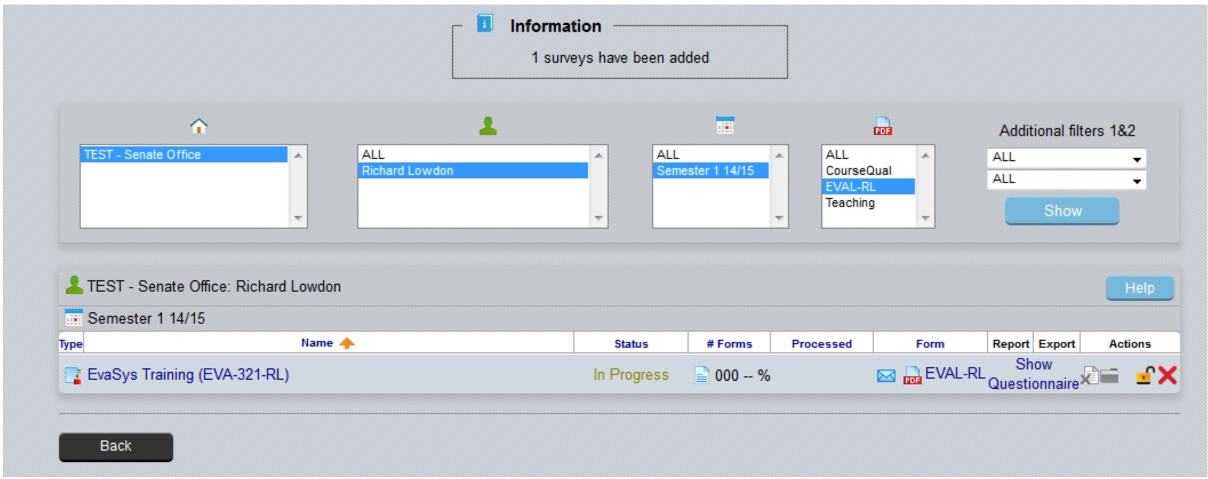
- This will take you to the following page:



- Select the ‘Subunit’, ‘Survey Period’, ‘Course Type’, ‘Questionnaire’ and ‘Course’.

2.1 Hard copy surveys

- To generate a **Hard copy** select ‘Hard Copy Procedure’ (the top option under ‘Paper survey’).
- Click ‘Generate Surveys’ (the green button at the bottom of the page).
- This will take you to the following screen:



- Note the message box at the top informing you that ‘1 surveys have been added’.
- To view your print-ready questionnaire, select ‘Show Questionnaire’ in the bottom right-hand corner of the screen.
- This will open the following window:

EvaSys	Course Evaluation	Electric Paper

University of Glasgow

EvaSys Training EVA-321-RL

Semester 1 14/15

Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ■ ☐ ☒ ☐ Please follow the examples shown on the left hand side to help optimize the reading results.

The college takes the views of its students seriously and acts on the feedback received to provide a better service.

Student surveys provide an opportunity for you to tell us what you think, what we do well and what we need to improve.

1. Course

1.1	I enjoyed the course	Agree	☐	☐	☐	☐	☐	Disagree
1.2	I learned a lot on this course	Agree	☐	☐	☐	☐	☐	Disagree

2. Teaching

		Agree				Disagree
2.1	Teachers were clear and concise	☐	☐	☐	☐	☐
2.2	Teachers were helpful	☐	☐	☐	☐	☐

3. Tutorials

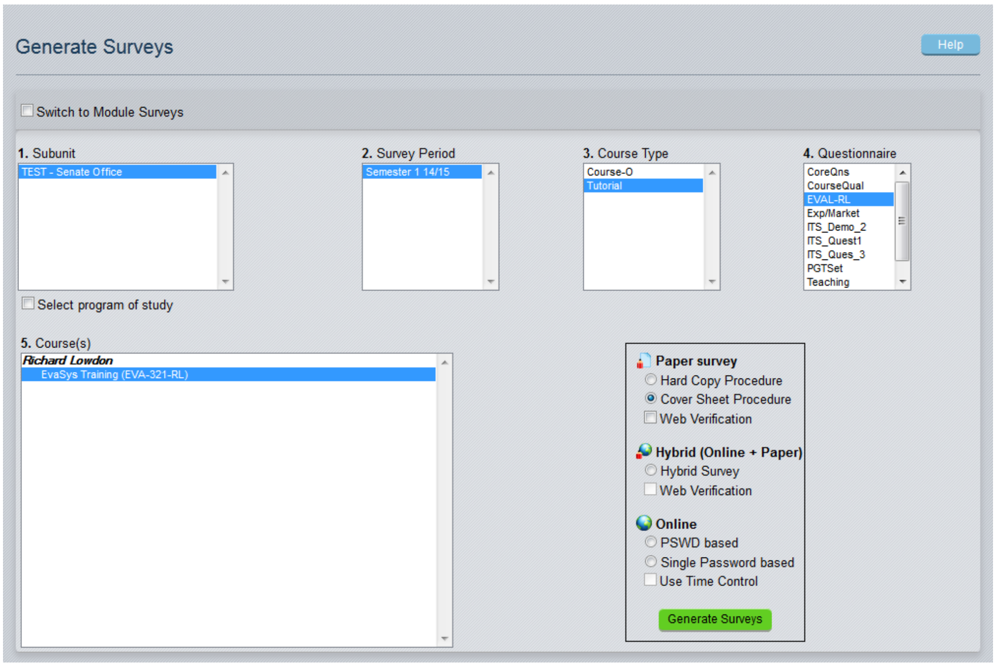
- Note that all of the course information appears in the top left-hand corner of the questionnaire.

2.2 Cover sheet surveys

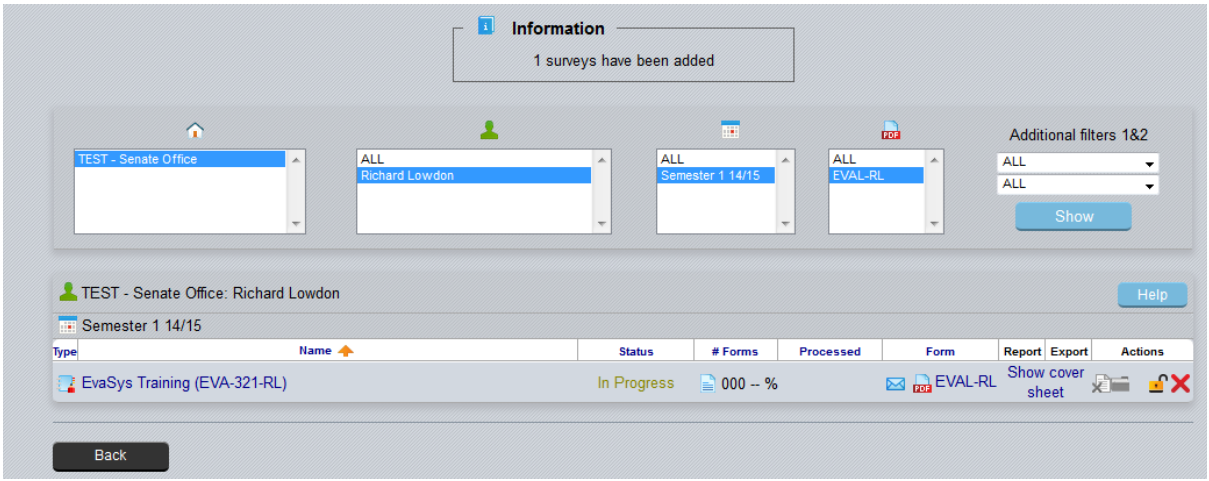
- To generate a **Cover Sheet** select ‘Subunits’ from the top left-hand menu then click ‘Generate Surveys’.

- Select the appropriate ‘Subunit’, ‘Survey Period’, ‘Course Type’, ‘Questionnaire’ and ‘Course’.

- Click ‘Cover Sheet Procedure’ (the second option under ‘Paper survey’):



- Select 'Generate Surveys' and the following window will appear:



- Click on your form (in the example above, this is labelled as 'EVAL-RL') to view a print-ready version of your questionnaire:

EvaSys	Course Evaluation	Electric Paper

University of Glasgow

Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.
Correction: ☐ ■ ☐ ☒ ☐ Please follow the examples shown on the left hand side to help optimize the reading results.

The college takes the views of its students seriously and acts on the feedback received to provide a better service.

Student surveys provide an opportunity for you to tell us what you think, what we do well and what we need to improve.

1. Course

1.1	I enjoyed the course	Agree	☐	☐	☐	☐	☐	Disagree
1.2	I learned a lot on this course	Agree	☐	☐	☐	☐	☐	Disagree

2. Teaching

		Agree				Disagree
2.1	Teachers were clear and concise	☐	☐	☐	☐	☐
2.2	Teachers were helpful	☐	☐	☐	☐	☐

- Note that, unlike the 'Hard Copy' method, your course information does not appear in the top left-hand corner.

- To view a print-ready version of your cover sheet click 'Show cover sheet' in the bottom right-hand corner of the screen. This will take you to the following screen:

Evaluation Sheet

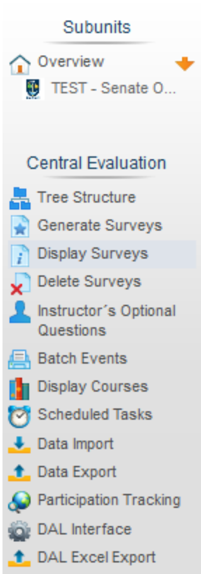
Subunit:	TEST - Senate Office
Program of Study:	EP-8386
Instructor:	Richard Lowdon
Course:	EvaSys Training
ID:	EVA-321-RL
Questionnaires:	25
Form:	EVAL-RL
Number of returns:	

F7234U60598P0PL0V0D1 2014-11-26, Cover Sheet

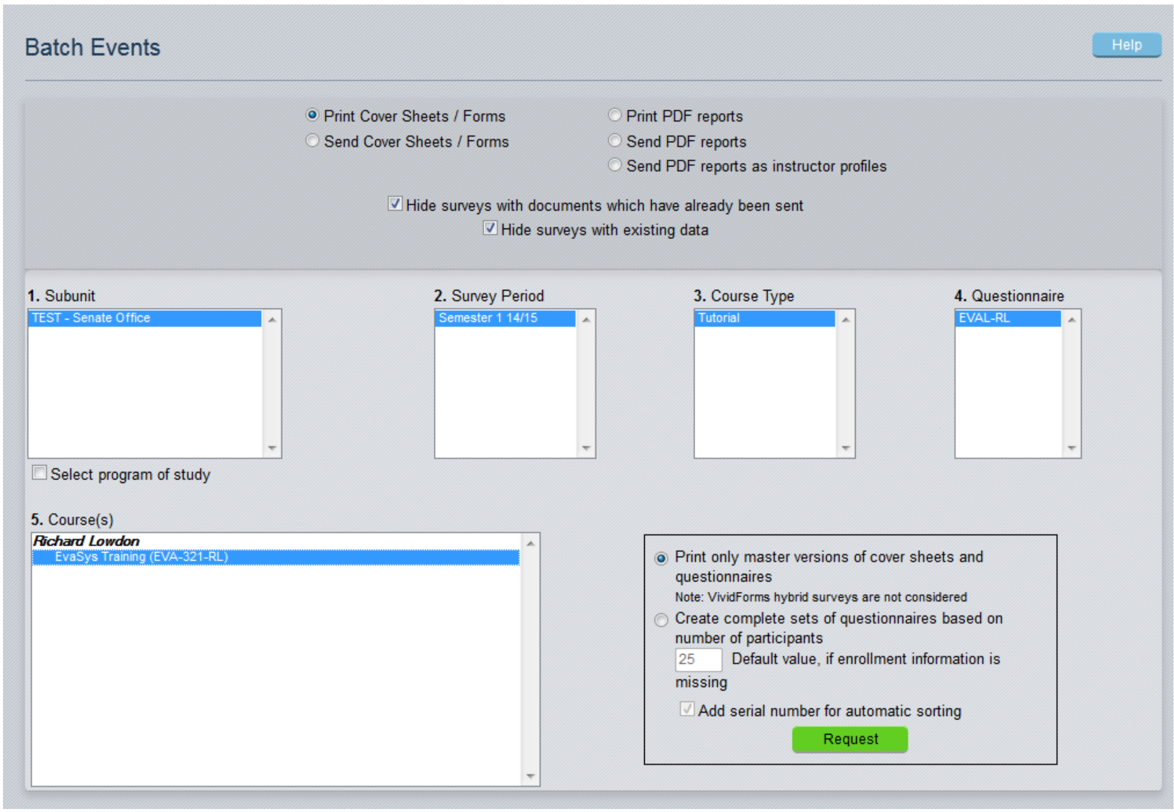
- The barcode at the bottom of the cover sheet contains subunit, user, course and period information for scanning.

3. Printing paper surveys

- To print your questionnaires select ‘Subunits’ from the top left-hand menu, then ‘Batch Events’ (the sixth option below ‘Central Evaluation’):

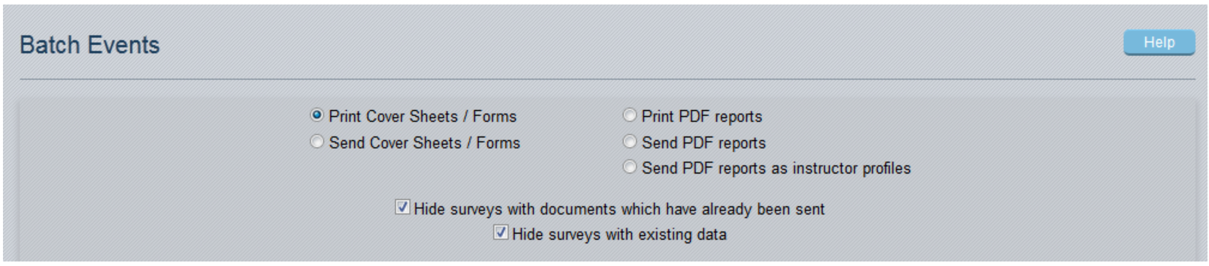


- This will take you to the following page:



- Select your 'Subunit', 'Survey Period', 'Course Type', 'Questionnaire' and 'Course' information.

- Select 'Print Cover sheets/Forms' from the options below:



- Click 'Create complete sets of questionnaires based on number of participants' from the box in the bottom right-hand corner of the screen.

- Select 'Request' (the green button at the bottom of the page).

- Your questionnaires can now be printed.

- Make sure that you print the questionnaires 'double-sided' to keep them on one page.

- You should also set the 'page scaling' to 'None' to avoid cutting off bits of your questionnaire.

- **Do not photocopy your questionnaires!** This will prevent them from scanning correctly.

4. Online Surveys

Generating surveys online allows you to send email invitations to multiple students. The email contains a link which the students click to access the online questionnaire.

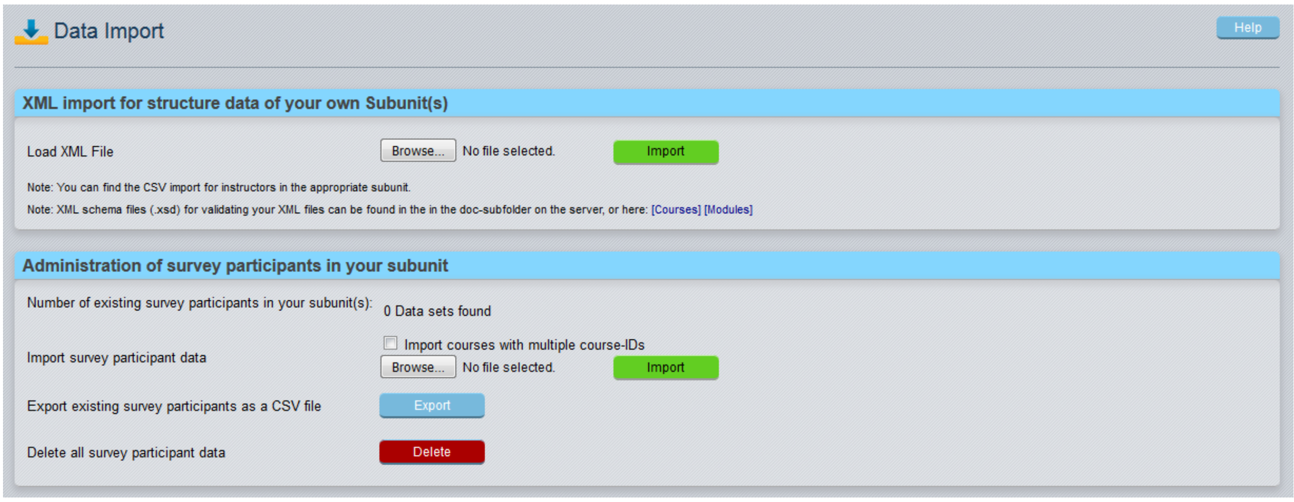
4.1 Uploading participant Data

Prior to distributing an online survey, it is possible to upload a list of all the participants' email addresses for a course. This can be achieved by taking the following steps:

- Open up an Excel Spreadsheet.
- Enter the course code into column A.
- Enter the email address of every student enrolled on the course into column B.
- The completed table should look something like this (with your course code in Column A):

	A	B
1	GEOG2431	0205030k@student.gla.ac.uk
2	GEOG2431	0508293@student.gla.ac.uk
3	GEOG2431	0398844@student.gla.ac.uk
4	GEOG2431	0386285@student.gla.ac.uk
5	GEOG2431	0784985@student.gla.ac.uk

- Save the file as a CSV (Comma Delimited) file and click 'Yes' when the warning message appears.
- Select 'Subunits' and click 'Data Import' (the 9th option under 'Central Evaluation'). This will take you to the following page:

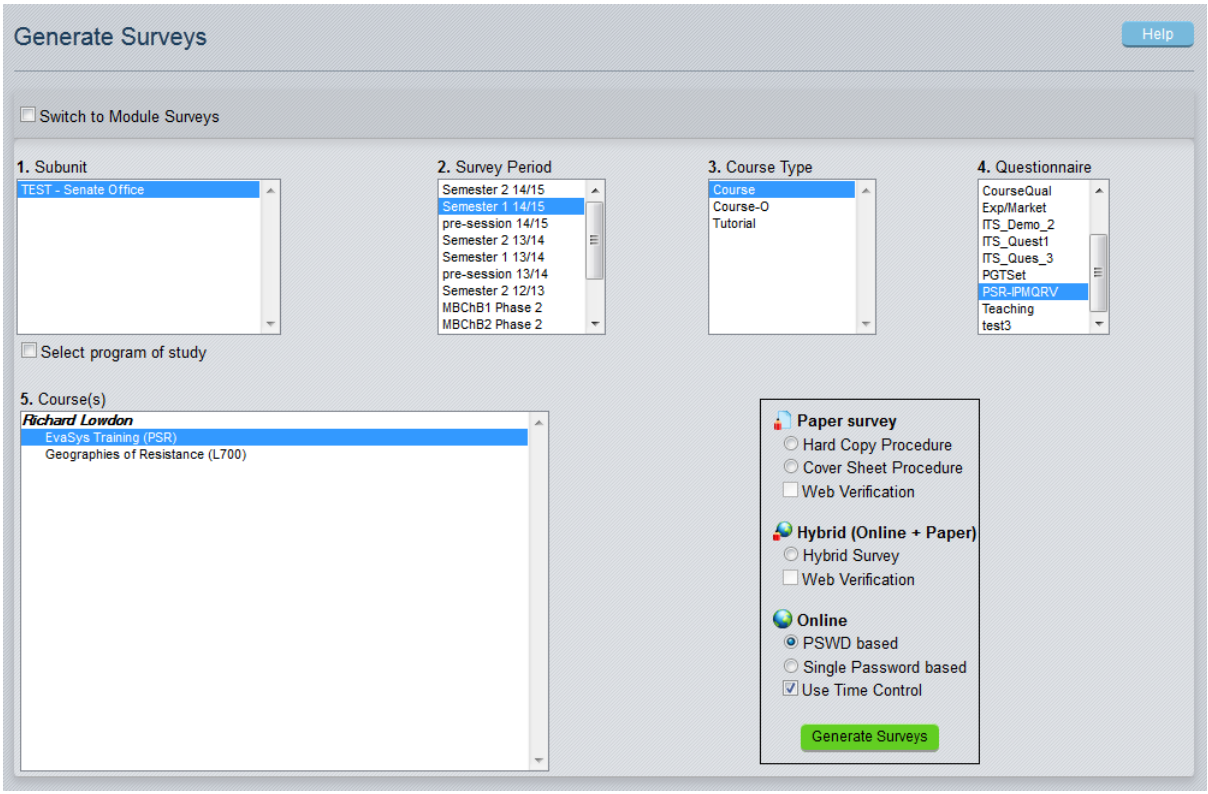


- Click on the ‘Browse’ button next to ‘Import survey participant data’ and select the file of student data. Click ‘Import’. The email addresses of your course participants should now be imported.

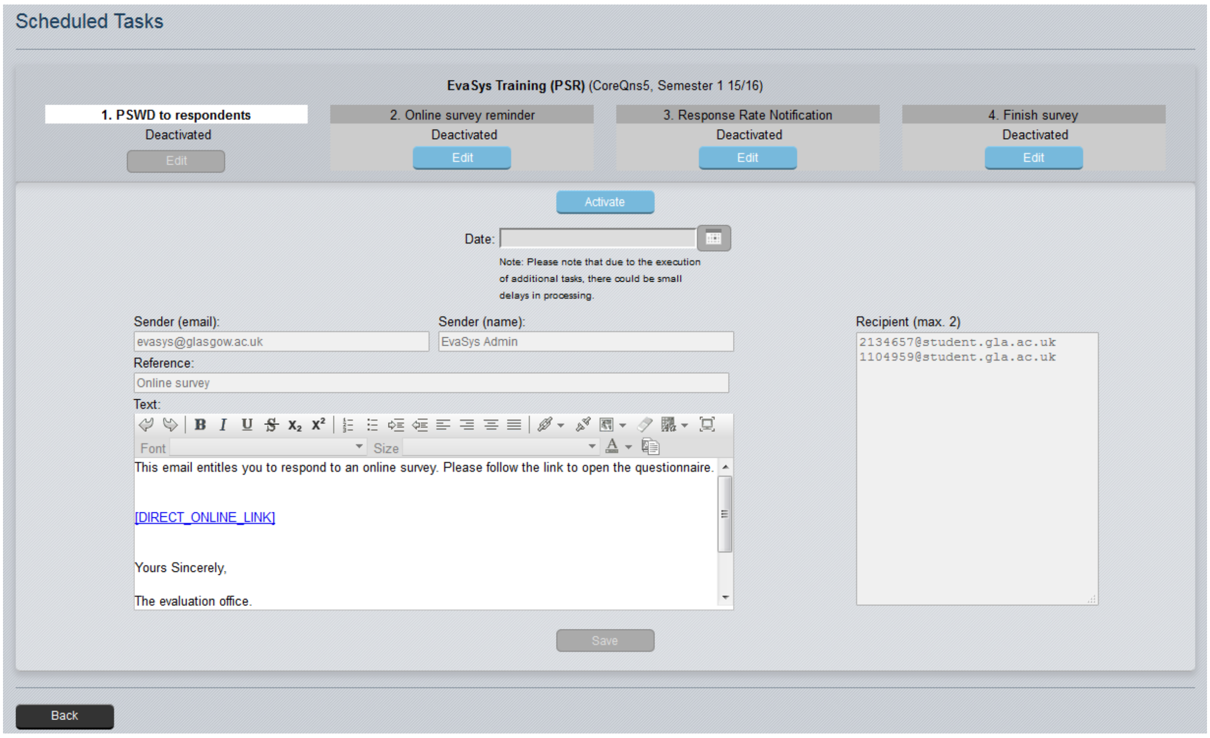
4.2 Generating online surveys

In order to generate an online survey, you need to take the following steps:

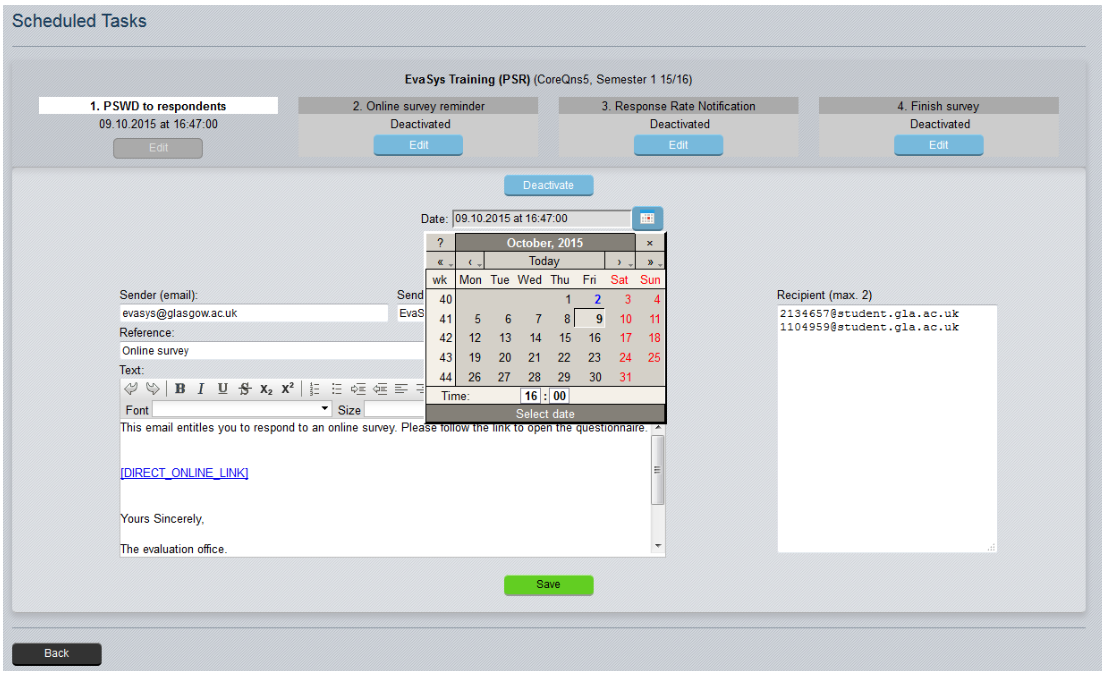
- Select ‘Subunits’ from the top left-hand menu. Click ‘Generate Surveys’ (the second option below ‘Central Evaluation’).
- Select the appropriate ‘Subunit’, ‘Survey Period’, ‘Course Type’, ‘Questionnaire’ and ‘Course’.
- Click 'PSWD based' (the first option under 'Online' in the bottom right-hand corner).
- Click 'Use Time Control' (the bottom box under 'Online'):



- Click 'Generate Surveys' and the following window will appear:



- Select 'Activate' (in the middle of the screen).
- The calendar window will then appear:



- Select the time and date that you want the questionnaire to be sent.

- Add/delete text from the email template (without removing the blue link) to fit your requirements.

- Your course participants will appear in the right-hand box. It is possible to manually enter more participants as long as the list of recipients does not exceed the total number of people enrolled on the course (in this example, 2).

- Click 'Save'.

- After section one has been completed you will be taken to section two ('Online survey reminder').

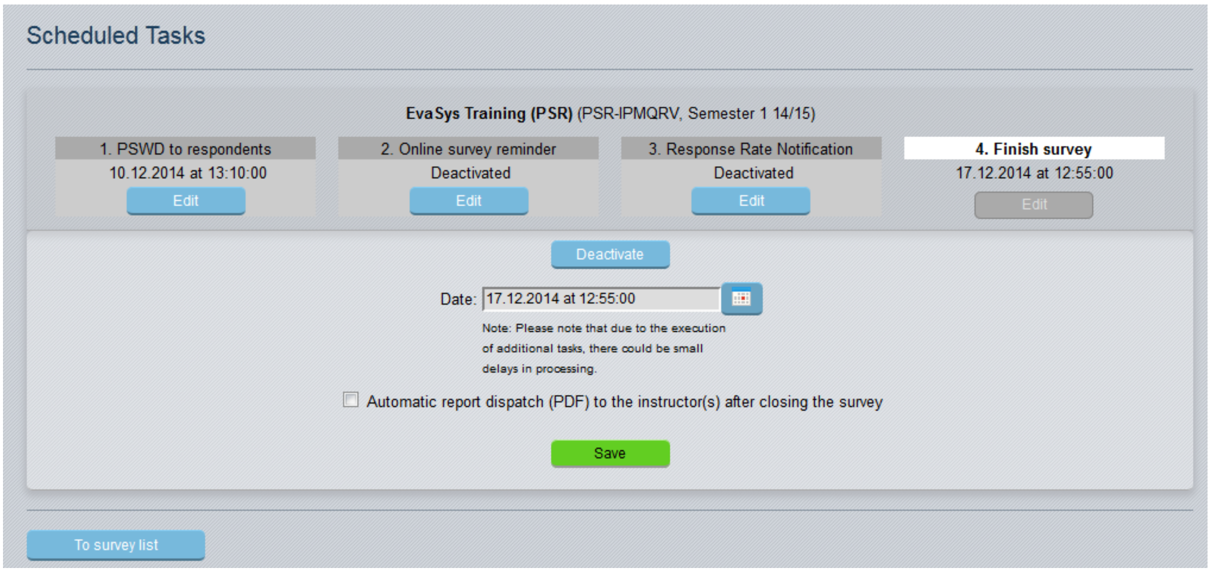
- Click 'Activate' and select the date, number and frequency of email reminders that you wish to send to students.

- Click 'Save'.

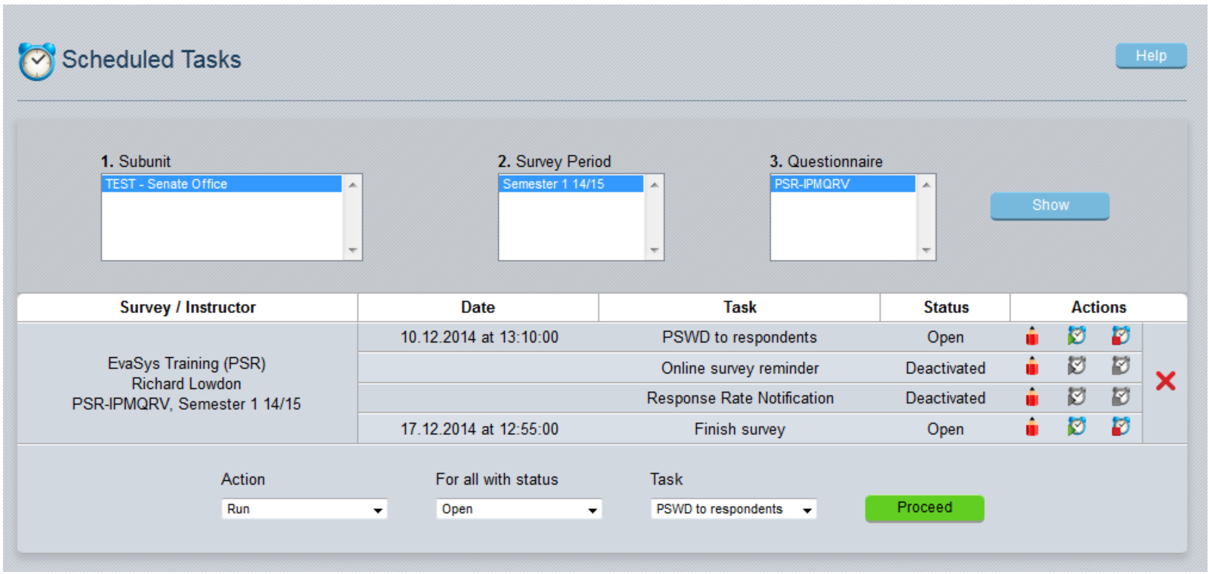
- You will then be taken to the 'Response Rate Notification' section.

- Click 'Activate' and select when you would like to send response rate notifications.

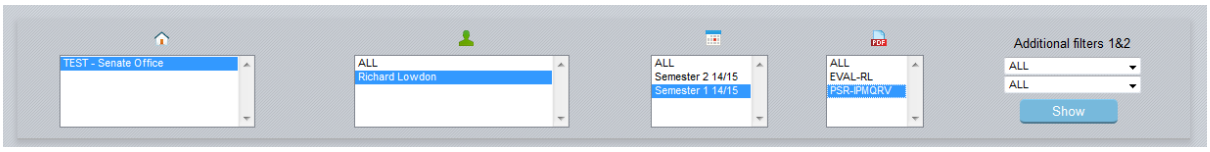
- Click 'Save' and this will take you to the final section:



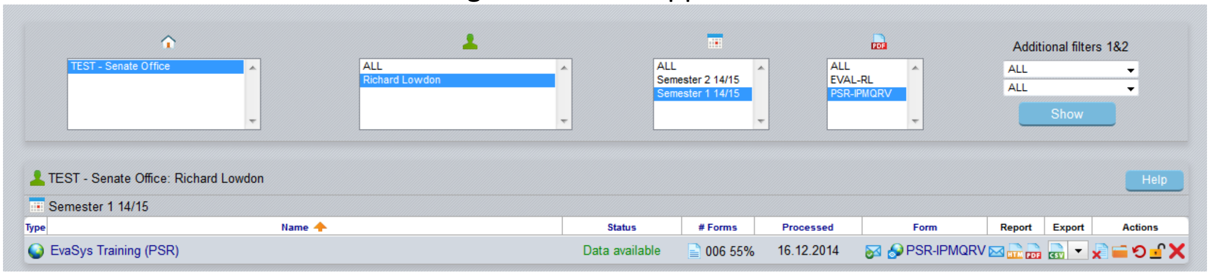
- Select 'Activate' and input a date and time to close the survey.
- Click 'Save'.
- Your survey is now active.
- To monitor your survey select 'Subunits' from the top left-hand menu, then 'Scheduled tasks' (the eighth option below 'Central Evaluation'.
- The following window will appear:



- Once the survey is active, you can check its progress by clicking 'Subunits' followed by 'Display Surveys' (the third option under 'Central Evaluation').
- Select the instructor, period and questionnaire from the following page:



- Click 'Show' and the following window will appear:



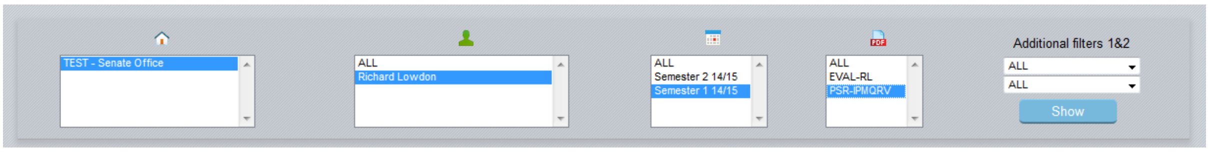
- The percentage progress of your questionnaires can be found under 'Forms'.

5. Generating Feedback Reports

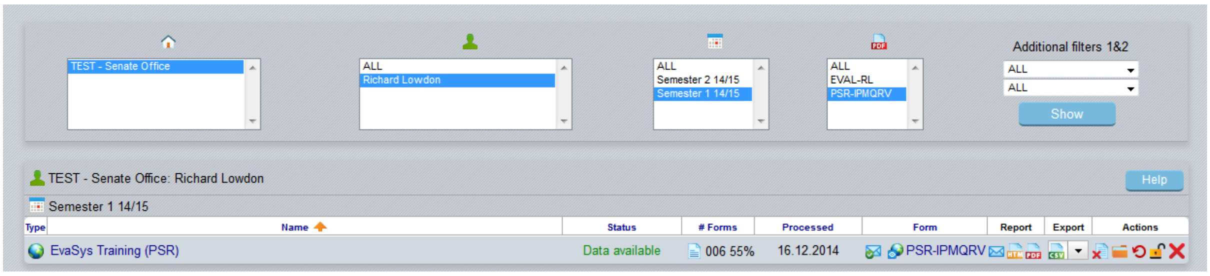
Once your paper surveys have been scanned (or, in the case of online surveys, completed) instant feedback reports will be generated. These reports contain detailed statistical and graphical analysis of your results.

- Click on 'Subunits' then 'Display Surveys' (the third option under 'Central Evaluation').

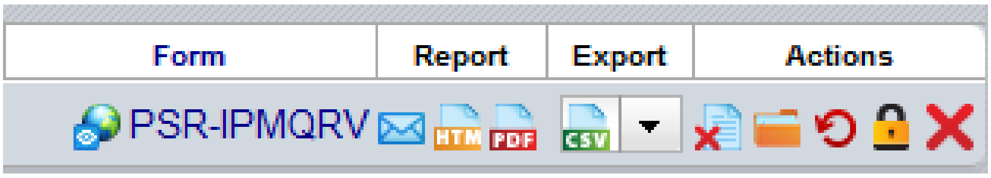
- Select your survey using the filters provided:



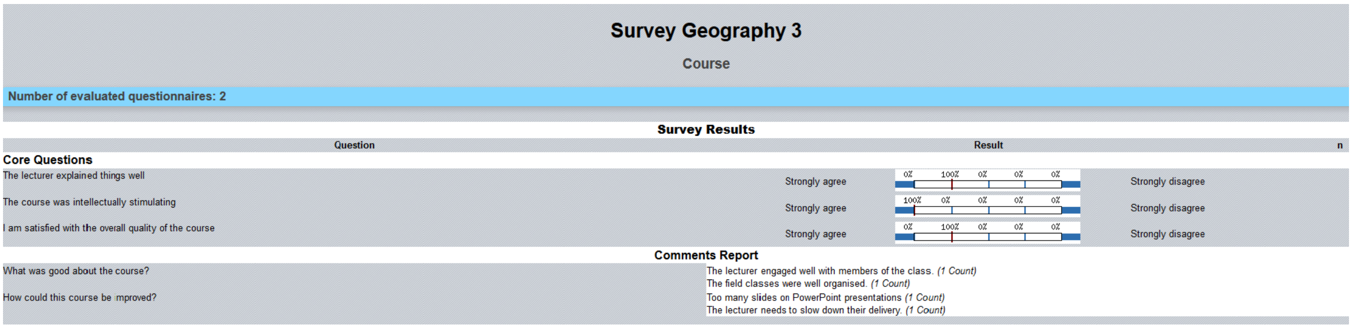
- Click 'Show' to reach the following window:



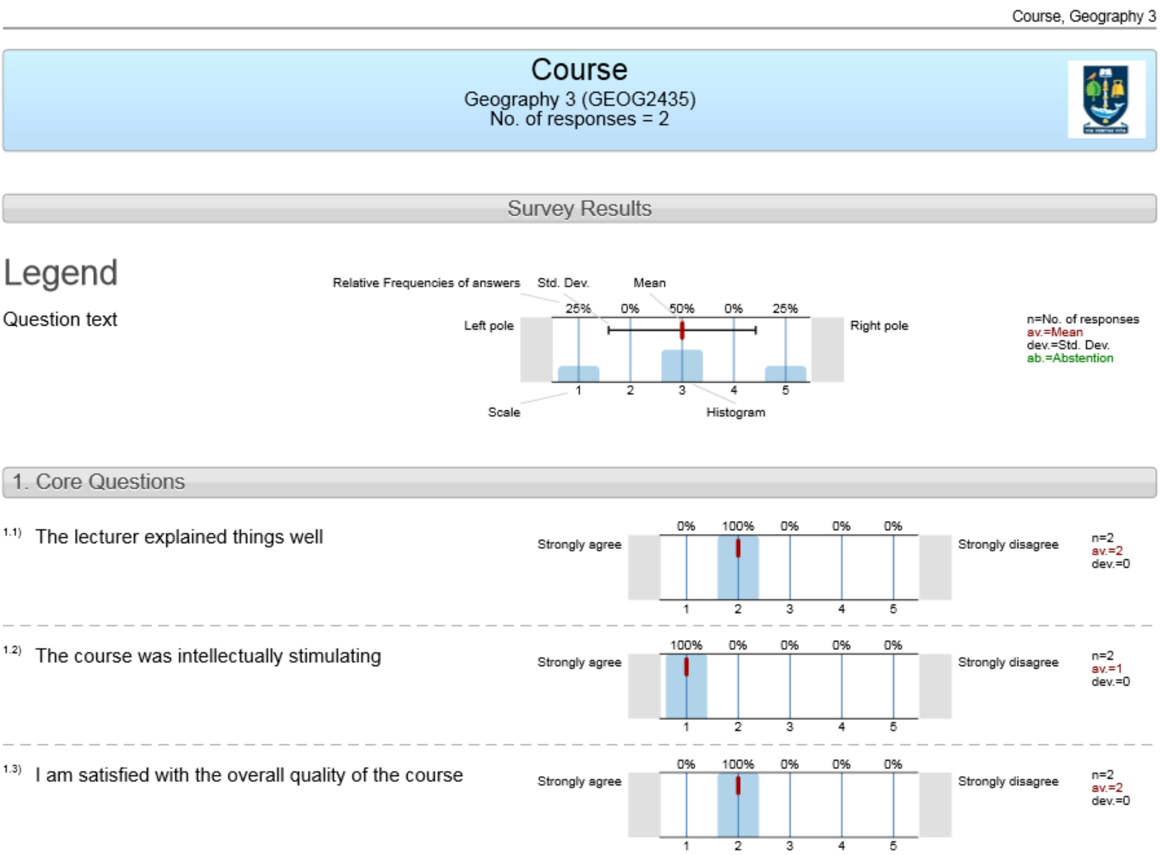
- To generate an HTML feedback report, select the small 'HTM' symbol under 'Report':



- This will give you a brief overview of the results:



- Click on the 'PDF' symbol to generate a PDF report:



- The PDF report contains a selection of visual statistical indicators to help you analyse your course feedback results:

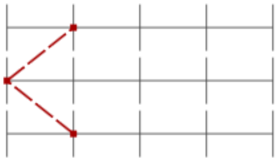
Course, Geography 3

Profile

Subunit: TEST - Senate Office
Name of the instructor: Course
Name of the course: Geography 3
(Name of the survey)

Values used in the profile line: Mean

1. Core Questions



1.1)	The lecturer explained things well	Strongly agree	Strongly disagree	n=2	av.=2.0 md=2.0 dev.=0.0
1.2)	The course was intellectually stimulating	Strongly agree	Strongly disagree	n=2	av.=1.0 md=1.0 dev.=0.0
1.3)	I am satisfied with the overall quality of the course	Strongly agree	Strongly disagree	n=2	av.=2.0 md=2.0 dev.=0.0

- Handwritten (for paper surveys) and typed (for online surveys) comments appear at the bottom of the report:

Course, Geography 3

Comments Report

1. Core Questions

1.4) What was good about the course?

- The field classes were well organised.
- The lecturer engaged well with members of the class.

1.5) How could this course be improved?

- The lecturer needs to slow down their delivery.
- Too many slides on PowerPoint presentations

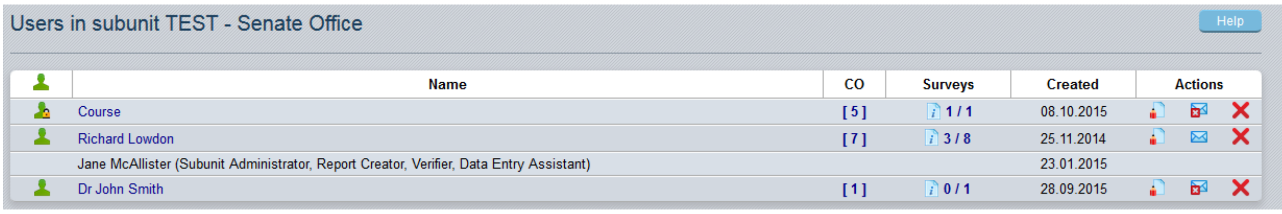
6. Post-survey requirements

6.1 Quality control

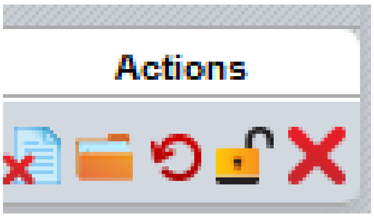
Prior to distribution, feedback reports should be scanned for blank comment boxes or inappropriate/insulting/irrelevant remarks (e.g. comments about a lecturer’s appearance or inappropriate language) relating to individual members of teaching staff and other students. This can be achieved by taking the following steps:

- Click on ‘Subunits’ from the top menu and select the name of your Subunit.

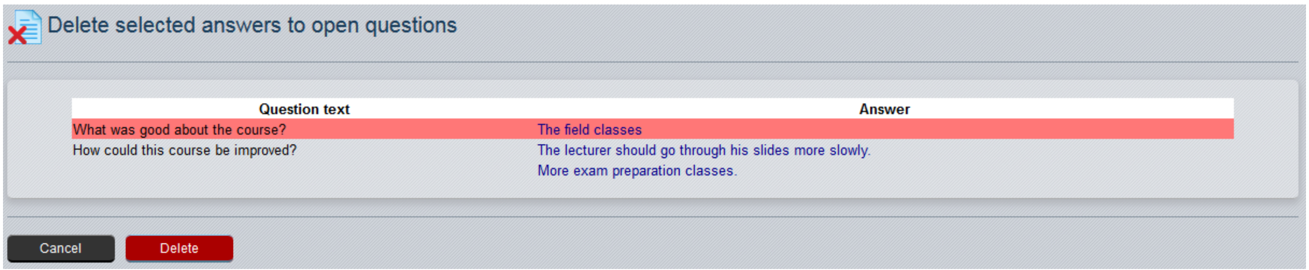
- Select ‘Surveys’ next to your course (in this case, you would click the ‘1/1’ icon):



- Select the small paper symbol on the same line as your survey. The cross in the left-hand corner of this symbol indicates that the survey hasn’t been checked:



- When the new page opens, click on the comments that you wish to delete, followed by the ‘Delete’ button:



- Once you have done this, you will notice that the paper symbol next to your questionnaire now has a tick in the bottom left-hand corner. This indicates that the survey has been checked:

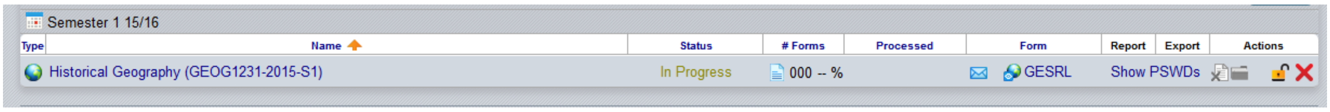
6.2 Contacting lecturers and line managers

Once the surveys have been filtered for inappropriate/personal remarks, PDF copies of the feedback report should be downloaded and emailed to all lecturers who taught on the course.

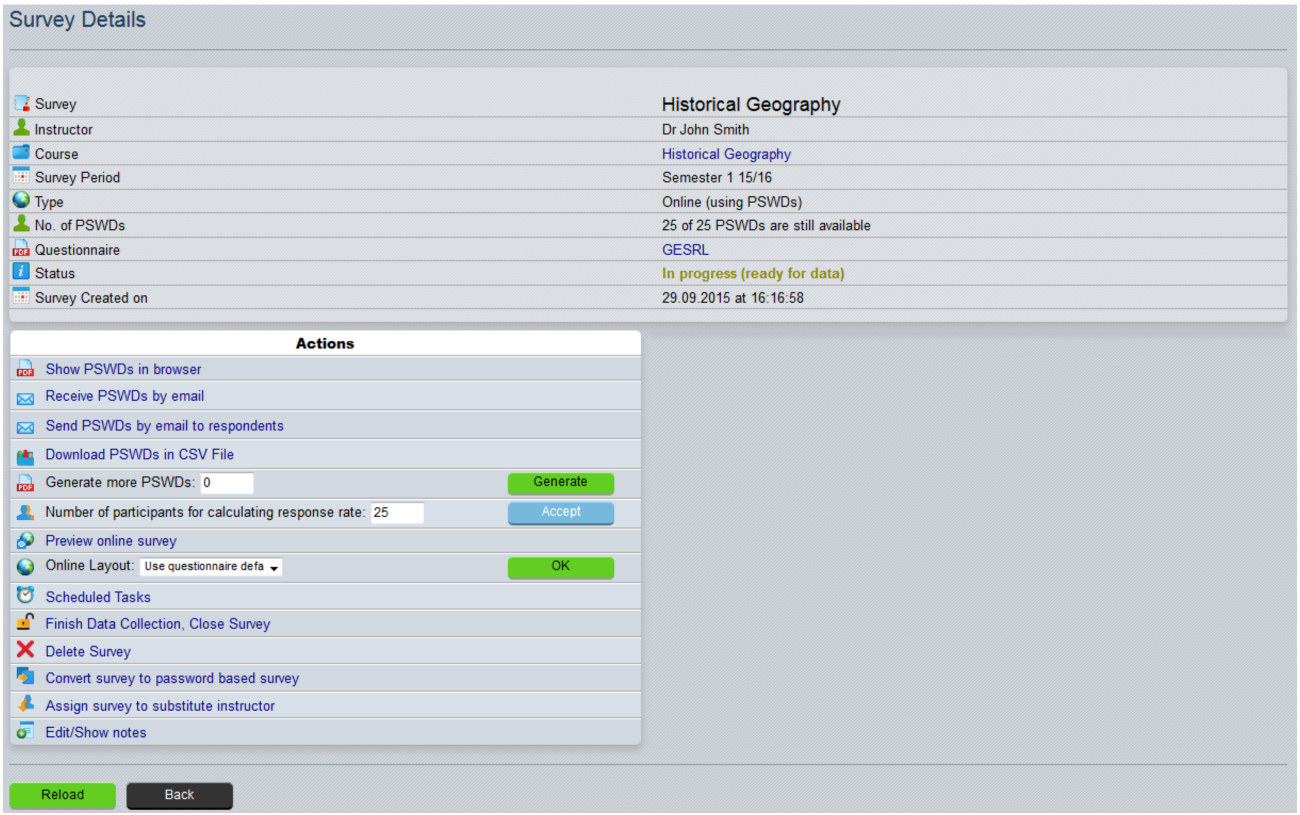
6.3 Adding contextual notes to surveys

Once they have received their feedback report, lecturers should be asked whether they wish to add contextual notes to the survey. These notes can then be added by Subunit Administrators using the following steps:

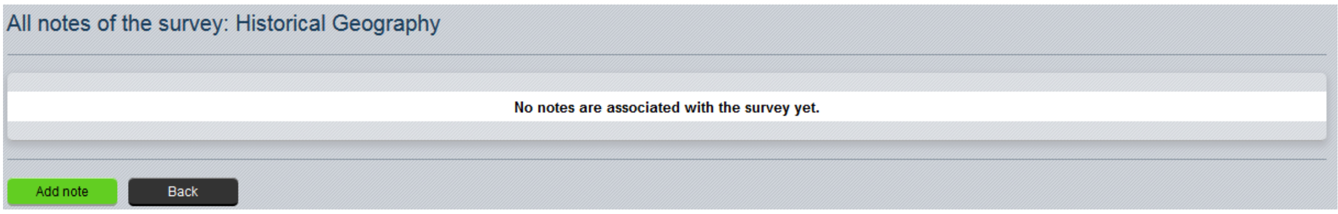
- Select Subunits from the top tab, then click on your Subunit.
- Click on ‘Surveys’ next to your ‘Course’. This will take you to the following page:



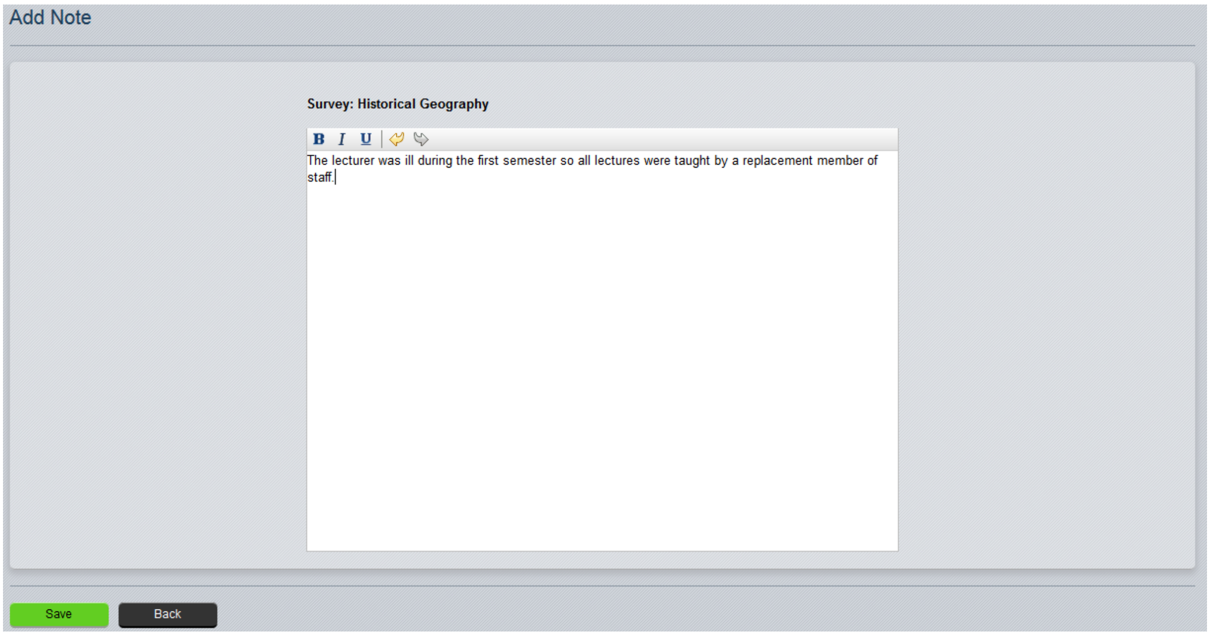
- Click on the survey associated with the lecturer who wishes to add a note (in this case, ‘Historical Geography’). This will take you to the ‘Survey Details’ page:



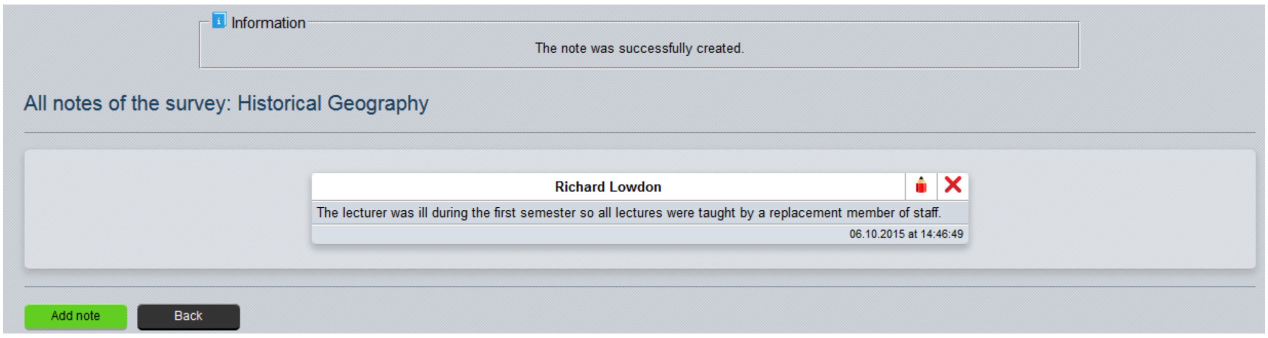
- Select ‘Edit/Show notes’ (the bottom option on the page, under ‘Actions’) and proceed to the following page:



- Click ‘Add note’ and type in the contextual note:



- Click ‘Save’ and the following page will appear to inform you that ‘The note was successfully created’:



- If you wish to edit the note, click on the pencil symbol.

- Additional notes can be added by clicking ‘Add note’.

6.4 Aggregating results

In the next phase of the EvaSys roll-out plan, efforts will be made to aggregate data for defined courses within a School. The aggregation will only focus on the three closed 'core questions' included in each questionnaire. This will involve the creation of an aggregated spreadsheet for each course, detailing the percentage agreement with each of the 'core questions' for each of the surveys that use a particular questionnaire. Using Excel, each spreadsheet will be joined to create an overall aggregation.

Prior to implementation, a detailed guide will be added to the Senate Office Website (http://www.gla.ac.uk/services/senateoffice/qea/courseevaluation/) explaining, step-by-step, how to perform the aggregation tasks.