

Using the Student Feedback Service

Choosing the Student Feedback Service

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Give some thought to why you want to use a questionnaire to obtain feedback about your teaching and/or your units.

The Student Feedback Service offered by CELTS uses a questionnaire to obtain feedback from students on aspects of teaching, or the unit, or the unit, requested by the lecturer.

Questionnaire items can be chosen from an extensive item bank developed at CELTS and/or you can develop your own questions for inclusion on your questionnaire.

The Service is available to all academic staff. Participation is voluntary. Lecturers can obtain feedback on their teaching but not on the teaching of others.

Choosing the Type of Questionnaire

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Choose the Student Feedback on Teaching (SFT) questionnaire if you wish to obtain feedback on your teaching.

Choose the Student Feedback on Units (SFU) questionnaire if you wish to obtain feedback on your unit.

Choosing the Questions

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Developing an effective Student Feedback Service questionnaire involves choosing questions that are focused on your needs and the needs of your students, the students can answer, and that you can act upon.

If you are using the SFT the first 15 questions on your questionnaire will be the standard teaching set. You may also choose up to 15 additional questions from the item bank.

If you are using the SFU, there is one standard question 'All things considered, how would you rate the lectures in this unit?' and you can choose up to 29 questions to this questionnaire.

CELTS staff are also available to help you develop questions for your questionnaire/s. You can add your own question/s or change the wording of an existing question in the item bank. Write these changes in the *Special Requirements* section of the order form.

Placing Your Order

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For quick processing, use the **online order forms**. To use the online ordering option visit the Student Feedback page on the CELTS website at www.canberra.edu.au/celts You can then choose the type of questionnaire you wish to order.

Alternatively, CELTS can send or give you an information pack which contains teaching and subject evaluation order forms. Call CELTS on extension 5290, or email celts@canberra.edu.au or visit us at 1 C29.

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Receiving Your Order

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CELTS will return to you:

- a computer generated master questionnaire from which you photocopy the required number of questionnaires for your class;
- an instruction sheet for administering the questionnaire
- **CONFIDENTIAL** envelope/s addressed to CELTS for returning completed questionnaires; and
- a questionnaire marked Copy. Complete this questionnaire yourself and retain it for later comparison with the perceptions of your students.

Administering Your Questionnaire

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- Decide on the session in which you will administer the questionnaire and allow 10-15 minutes of class time for the task.
- Explain the purpose of the survey and benefits accruing to the students.
- The class group nominate one or more students to distribute the questionnaires after the lecturer/tutor has left the room.
- The nominated student/s collects the completed questionnaires and seals them in the confidential envelope/s provided to the lecturer/tutor by CELTS.
- The nominated student/s returns the sealed, confidential envelope/s to CELTS immediately to the mail box at CELTS office located at 1 C29. If agreed, the lecturer/tutor (or nominee) may accompany the student who is delivering the questionnaires to the CELTS mail box.

Processing Your Response

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CELTS will process **ONLY** those questionnaires returned in the sealed, confidential envelope/s provided by CELTS.

CELTS collates all responses to scaled items.

CELTS does not collate responses to open-ended questions.

Receiving Your Results

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After the examination period CELTS will return your questionnaires and a computer generated graphical summary of the results of the scaled items on your questionnaire. CELTS keeps no record of the results or of your order details.

Interpreting and Acting on Your Results

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Discuss your results with colleagues or with someone from CELTS.

CELTS staff are available for confidential discussion of your students' responses.

For More Information

If you would like to talk about the Student Feedback Service, contact Coralie McCormack in CELTS on extension 5385, by fax on 5172 or email coralie.mccormack@canberra.edu.au.