

December 4, 2017

Dear Course Survey Pilot Group, (“the piloteers!”)

Thank you for your willingness to pilot the use of class time for the completion of the online course surveys. This project is one step in determining how we can create much greater utility in collecting end of term course survey data from Augsburg students. Improving response rates is critical to the value of that venture and it responds to concerns faculty have expressed about low response rates.

Here is the essential information we are providing to everyone for consistency in the protocols. The recommendations are based on our understanding of the literature and experiential best practices.

What is the purpose of this pilot?

- We wish to see if dedicating class time to completion of course surveys improves response rates to an acceptable level of reliability.

When is the survey window?

- For fall 2017 course surveys will be open from **12/5 to 12/26** (final grades are due Dec 29th).

How should we do this?

- Let students know a few sessions ahead of time so they can be sure to bring a device (phone or laptop) on the day you’ve planned to do this. You may also send students to the nearest kiosk on campus. Put this activity on the Moodle syllabus.
- Be sure to logout of the instructor PC in the room and turn off the projector so that a student could use that machine if they need to. Let the students know that the PC is available if they wish to use it.
- Treat this activity much like the old paper process. Plan to step out of the room for a predetermined amount of time, perhaps 15-20 minutes, including your introduction. You must not remain in the room while they complete the forms.
- Research shows that the instructor’s view of the evaluations is an important variable. Taking a few minutes to explain what the the forms are and how they are used is critical. (You may need to do a bit more in courses with mostly first-years.) Some suggested topics to preface why we’re doing it this way are:
 - The University / I value your feedback. Use the opportunity to thank them for their feedback and perhaps highlight how you’ve used student feedback in the past.
 - Response rates are low and we want them to be higher so we can better know what students are experiencing. Be honest that this helps students who will be in the course the next time around.
 - Explicitly affirm that these surveys are **VOLUNTARY and ANONYMOUS**. Instructors only see aggregated/de-identified data after the grades are submitted.
 - Ask them to complete the evaluation for only this course at this time.
- To complete, students can either:
 - login to eval.augsburg.edu, or
 - login to moodle and look in the upper-left of their dashboard, or
 - look for a reminder email they have received for the link.

- When you come back into the room, thank them and note if the amount of time provided seemed to work.

What happens afterwards?

- We will provide the following data post-pilot:
 - Fall 2017 Pilot Courses vs All Fall 2017 Courses
 - How does the response rate in our sample differ compared to the rest of the campus this semester?
 - Fall 2017 Pilot Courses vs All Fall 2016 Courses
 - How does the response rate in our sample differ compared to the rest of campus for the previous fall?
 - Fall 2017 Pilot Courses vs Fall 2016 Pilot Courses
 - How does the response rate in our sample this semester differ compared to the same sample for the previous fall?

If you have questions feel free to contact one of the working group members:

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We thank you for your participation and will share the aggregated results of the response rates in early January with you and then the full faculty. We may also look to you for additional feedback on your experience and suggestions you may have.