

The Student Feedback Questionnaire (SFQ) System of CPCE

In CPCE, feedback from students on the teaching of all full time and part-time teaching staff is collected on a systematic basis through a Student Feedback Questionnaire (SFQ) system, currently administered through a mobile platform, and where applicable, “paper” forms will be used. The SFQ exercise is conducted regularly, normally on a semester or course basis. The information collected concerns the performance of the instructor as well as feedback on course content and delivery.

The SFQ results are used for both developmental and evaluation purposes. The feedback provides an important measure of teaching quality and, along with other relevant information, is used as an input in discussion of staff teaching performance.

The CPCE Management Committee, at its meeting on 13 September 2006, reviewed the guidelines and procedures for the SFQ exercises adopted by the academic units, and resolved to centralise the processing of the results of the SFQ exercises conducted by the CPCE Units. This allows better resource utilisation and ensures impartiality and confidentiality. It was further resolved that the CPCE Dean’s Office with the support of its IT Unit, would undertake the processing work, namely analysing and reporting of the SFQ results, with effect from Semester 1, 2006/07. The distribution and collection of SFQ forms, and follow-up actions, will continue to be managed by individual units.

Guidelines and procedures for using the SFQs

Introduction

The SFQ system in place is for collection of student feedback on teaching and other relevant aspects of the subject/course. Students are requested to give their opinions on the teaching of the staff member and on key elements of the subject/course, by means of the Student Feedback Questionnaire Form. Students of CPCE units enrolled in programmes leading to PolyU-SPEED/PolyU-HKCC awards, and credit-bearing and non credit-bearing short courses are invited to provide feedback by means of SFQ. QA responsibility for programmes leading to awards of non-local universities lies with the awarding institution and the respective non-local universities normally administer their own student feedback system. Nonetheless, where our CPCE unit plays a substantial role in the delivery of such programmes, the CPCE SFQ system is also applied.

The Student Feedback Questionnaire (SFQ)

The main purpose of the SFQ is to collect comments and suggestions from students so that modifications and improvements can be made based on the feedback received, as appropriate. A typical SFQ form comprises the following types of questions:

- Rating questions about the subject;
- Rating questions about the lectures¹;
- Rating questions about the tutorial/seminar/laboratory sessions¹; and
- Open-ended questions.

¹ For HKCC, different forms will be used where the teacher is responsible for lecture and tutorial, lecture only, or tutorial only.

The design of the questionnaire caters mainly for the evaluation of subjects and teaching that are classroom-based. For the evaluation of subjects and teaching that are web-based, project-based, etc., a separate set of questions may be adopted, and the collection method may differ.

Frequency and timing

The SFQ exercise will normally be administered in the last few weeks of the semester, or near the end of the staff member's teaching period for team-taught subjects. In the case of short courses, the exercise is administered towards the end of the course.

Collection of Student Feedback through mSFQ

The SFQ exercise is administered by the respective CPCE units. The following principles are to be observed:

1. The staff responsible for SFQ in the unit should notify the teaching staff concerned, in advance, about the date and time for conducting the SFQ exercise.
2. The staff/student helper assigned to carry out the SFQ exercise should arrive at the class at a designated time to activate the electronic questionnaire in mSFQ.
3. The teaching staff concerned should be requested to leave the classroom for about 15 minutes while the students are completing the electronic questionnaire.
4. To ensure the validity of the student responses, the staff/student helper responsible for administering the mSFQ exercise should be given clear instructions to follow the procedures specified below.
 - (a) Project the subject title, subject code, class code and name of the teaching staff from the mSFQ System on the screen.
 - (b) Students will login the corresponding mSFQ session and complete the electronic SFQ forms using their mobile device. For students who do not have mobile devices, they may borrow one from their classmates; the staff / student helper responsible for administering the SFQ session will also bring along a few spare mobile devices, for loan in class to eligible students, which should be returned immediately after use. While students are to login with their individual student ID accounts so as to ensure their eligibility to complete mSFQ for a particular session, anonymity is ensured as personal identity will not be tagged with any SFQ feedback.
 - (c) Remind students to answer *all* SFQ form sections as appropriate.
 - (d) Give students sufficient time to complete the forms. While students are normally given 15 minutes to complete the mSFQ, the staff / student helper can exercise discretion to allow a one-time extension of 10 minutes for completion of the forms.
 - (e) Count the number of completed SFQ forms as shown on the mSFQ system, and count the number of students present in the classroom. The mSFQ session may be

closed when the number of completed SFQ Forms matches the number of students present.

5. The staff responsible for SFQ in the unit should inform ITU after all SFQ sessions have been completed, for ITU to prepare for the analysis and reporting of the SFQ data.

Collection of Student Feedback through Paper Forms – Printing of Forms

As far as applicable, all CPCE units should use optical-mark-read SFQ forms. The units are responsible for the printing of forms. Completed forms should be put in a sealed envelope with a duly completed SFQ Administration Form attached to it.

Distribution and Collection of Forms

Distribution and collection of SFQ Forms are administered by the respective CPCE units. The following principles are to be observed:

1. The staff responsible for SFQ in the unit should notify the teaching staff concerned, in advance, about the date and time for conducting the SFQ exercise.
2. The staff/student helper assigned to carry out the SFQ exercise should arrive at the class at a designated time to distribute the forms to the students, and are also responsible for collecting the completed SFQ forms.
3. The teaching staff concerned should be requested to leave the classroom for about 15 minutes while the students are completing the SFQ forms.
4. To ensure the validity of the student responses, the staff/student helper responsible for distributing and collecting the forms should be given clear instructions to follow the procedures specified below.
 - (a) Copy the subject title, subject code, class code and name of the teaching staff from the SFQ Administration Form onto the white board, and then ask the students to copy relevant information clearly onto the SFQ form.
 - (b) Distribute the SFQ forms to the students. As far as practicable, the forms should be distributed individually by hand.
 - (c) Remind students to answer *all* SFQ form sections as appropriate.
 - (d) Give students sufficient time to complete the forms. Normally, students need about 15 minutes to complete the form. The staff/student helper can exercise discretion to allow additional time for completion of the forms.
 - (e) Collect the forms when everyone has finished.
 - (f) Count the number of completed SFQ forms collected, and count the number of students present in the classroom. The number of completed SFQ Forms should match the number of students present.

- (g) Enter the number of completed SFQ forms collected onto the SFQ Administration Form on the SFQ envelope. Then put all the completed SFQ forms into the envelope. Finally, **seal, date** and **sign** the envelope as appropriate.
 - (h) Use another envelope to return any unused SFQ forms to the office. DO NOT put them in the SFQ envelope.
 - (i) Return the sealed SFQ envelope, together with the envelope for unused SFQ forms, to counter staff of the general office immediately afterwards. In the case of SFQ exercises for SPEED administered after office hours, the sealed envelope should be dropped into the Collection Box of SPEED immediately after the exercise.
5. The staff responsible for SFQ in the unit should arrange to send the SFQ envelopes to CPCE's IT Unit which is responsible for analysing and reporting the SFQ data, in room 1201 at the PolyU Hong Kong Community College (Hung Hom Bay Campus) as soon as possible, preferably within 3 working days from the conduct of the SFQ exercise. Prior notice is required, and the staff responsible for SFQ should email the CPCE IT Unit via MS Outlook account 'pfsfq' a half day prior to the sending of the envelopes. The notification should be sent together with a delivery summary in which particulars such as subject title, subject code and number of collected forms for each SFQ envelope delivered is specified.
6. Before sending the SFQ envelopes for data input and analysis, the responsible staff in the unit should check² to ensure that:
- (a) the correct forms are used, if applicable;
 - (b) the number of completed forms collected matches the entry on the SFQ Administration Form on the envelope, and
 - (c) the envelope does not contain any **unused** SFQ forms.

Analysis and reporting of the SFQ data³

The CPCE IT Unit will be responsible for analysing and reporting the SFQ data. Staff members of respective units responsible for the SFQ exercise should send sealed SFQ envelopes in batches (for paper SFQ forms) to the Unit at Room 1201 in the PolyU Hong Kong Community College (Hung Hom Bay Campus). Prior notice should be given.

The units have the discretion to forward part of the results to other personnel as appropriate for programme/subject development and improvement. This should occur with the understanding that the SFQ scores are restricted information which should be kept in strict confidence and not be released for open discussion.

² units have the full discretion to skip the checking process if the distribution and collection are handled by their full-time staff.

³ applicable to credit-bearing short courses and programmes leading to PolyU-SPEED/PolyUHKCC awards only. For other courses/programmes, the SFQ reports will be made available right after the normal processing time of 15 working days.

The dissemination of the SFQ reports to visiting staff without MS Outlook e-mail accounts will differ from the above. Relevant procedures are outlined in the section on ‘Dissemination of SFQ Reports’ below.

The IT Unit will return all SFQ envelopes, with the completed SFQ forms, to the teaching staff concerned via the respective Director after the assessment results have been finalized and released⁴.

A summary report on respective units will also be sent to the Dean, and Associate Dean(QA), as appropriate. The score for units, individual subjects and staff will be included.

Teaching staff may conduct mid-semester formative evaluation. In such cases, the lecturer is responsible for summarising and analysing the data collected. The feedback gathered is restricted to the lecturer concerned although programme committees may encourage staff to share this information for subject/programme improvements.

Special remarks for reporting for HKCC and SPEED

Other reports including the average score for the Unit and average score for subject, will be produced for HKCC and SPEED. Each staff member will receive a shared report on the average score by study mode for their Unit, and an individualised report on average score for the subject, in which only subject(s) relevant to the staff will appear. These reports will be provided for the teaching staff concerned after the SARP decision of subject assessment results.

Summary of the logistic arrangements for conducting the SFQ exercise

1. Before the administration of SFQ

Units decide date, time and place for administering the SFQ. The timing for SFQ exercises should be communicated to the Statistical Officer of the IT Unit.

2. When SFQ is administered

CPCE units print the SFQ forms, administer the forms to students, and send the duly completed SFQ envelope with the SFQ Administration Form, as well as completed SFQ forms, to the IT Unit for data analysis and reporting.

3. After finalisation of examination results⁵

The Dean’s Office, through its IT Unit, generates and distributes the SFQ reports to the teaching staff concerned and the respective Director. The SFQ forms will also be sent to the teaching staff concerned via the respective Director.

⁴ applicable to credit-bearing short courses and programmes leading PolyU-SPEED/PolyUHKCC awards only. For other courses/programmes, the SFQ envelopes will be returned right after completion of the processing work. Notifications will be sent to the responsible staff prior to the return.

⁵ special arrangements will be made for courses/programmes other than credit-bearing short courses and programmes leading to PolyU-SPEED/PolyUHKCC awards only

Confidentiality

SFQ data and results pertinent to the teaching staff are confidential to the teachers concerned, the Directors, Associate Dean(QA) and Dean(PCE). The subject evaluation results may be made available to other personnel as and when appropriate.

Dissemination of SFQ Reports

All SFQ reports will be disseminated electronically via MS Outlook e-mail. The full-time teaching staff concerned will receive their respective reports via Outlook email. A full set of reports will be provided to the Directors on an external memory device, such as USB.

Some subjects and courses are taught by visiting staff who do not possess an Outlook email account. In such cases, each unit should create a functional account to receive the relevant SFQ reports. Access to these SFQ functional accounts should be restricted to staff members designated by the Directors, and appropriate arrangements should be made to forward the SFQ results to the visiting staff upon receipt of the reports.

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