College of Professional and Continuing Education (CPCE)

PolyU-HKCC and PolyU-SPEED Award Programmes

Student Feedback Questionnaire (SFQ) System

1.   Purpose of SFQ

The Student Feedback Questionnaire (SFQ) is one of the formal channels at CPCE to collect student feedback on teaching and learning for both developmental and judgmental purposes. The SFQ results can be used by the teaching staff and programme/ subject team to identify the strengths and weaknesses of a subject offered as well as the teaching of the staff member concerned for their reflections and improvements. They will also be used as one of the sources of evidence in judging a staff member's teaching performance.

2.   CPCE policy and operational guidelines on the implementation of SFQ

The SFQ exercise is administered by the respective Academic Divisions for subjects under PolyU-HKCC/ PolyU-SPEED award programmes. SFQs for all subjects/ classes will be conducted online via the electronic SFQ (eSFQ) System, unless special approval is obtained from the Head of Division (HoD) concerned for other appropriate arrangements.

The following sections set out the policy and operational guidelines for conducting the SFQ:

2.1   Who should be included in the SFQ exercise?

All full-time and part-time staff having a major teaching responsibility (see Section 2.2 for definition) for any subject classes of any PolyU-HKCC/ PolyU-SPEED award programmes should be included in the SFQ exercise.

2.2   For which subject classes of which staff members should the SFQ be administered?

The SFQ should be conducted for all staff members for all of their subject classes in which they have **a major teaching responsibility**. A major teaching responsibility is considered as teaching contribution to the same component of the same subject of no less than 45% (6 sessions for a normal subject with normal class pattern).

In team-taught situations where staff members do not have a major teaching responsibility in a subject class they teach, **only Section I About the Subject** of the SFQ should be administered and no SFQ should be conducted on the teaching of the individual staff members concerned (i.e., Section II About the Staff Member), unless otherwise deemed appropriate by the Head of Division.

2.3 How will the SFQ be conducted?

While students are free to complete the eSFQ at their own pace, anywhere, anytime during the survey period, teachers may encourage students to complete the eSFQ during classes within the survey period.

On the first day of the survey period, the eSFQ System will send an email to students, inviting them to log in to the eSFQ System to complete the eSFQ.

Each eSFQ form can be submitted **only once**. Once submitted, the student will not be able to revise his/her responses or do it again.

During the survey period, students will receive reminders to complete the eSFQ via emails and/or SMSes. Subject Leaders and lecturers who wish to further promote student participation are welcome to do so by means of personal appeals.

No email invitation and email and/or SMS reminder will be sent to the students if they do not have to do any eSFQ in the semester/ term concerned.

3. Structure and items of SFQ

For classroom-based subjects, the SFQ form consists of three sections, namely, Section I About the Subject, Section II About the Staff Member and Section III Voting of Teaching Awards. The structure and items needed in SFQ forms are outlined below:

Table 3.1 Structure and items of SFQ forms

Section I About the Subject
Part A [applicable to all subjects]
• **ELEVEN** standard close-ended questions (including three regarding hybrid/ online mode of subject delivery) on students' learning experience of the subject
• **ONE** standard open-ended question
Part B [applicable to General University Requirement (GUR) subjects, including Cluster Area Requirement (CAR), Language and Communication Requirement (LCR) and Service-Learning (SL) subjects]
• A set of customised close-ended questions on the achievement of learning objectives/ intended learning outcomes (CAR, LCR, SL subjects)
Section II About the Staff Member
Part A [applicable to all staff teaching lecture classes]
• **TWO** standard close-ended questions on the use of the medium of instruction
• **TEN** standard close-ended questions on the teaching of the staff member
Part B [applicable to all staff teaching tutorial/ seminars/ laboratory classes]
• **FIVE** standard close-ended questions on the teaching of the staff member
Part C [applicable to all teaching staff]
• **TWO** standard open-ended questions

Section III Voting of Teaching Awards
• Lively Teaching Award
• Inspiring Teaching Award
• Caring Teacher Award

For non-classroom-based subjects such as projects and web-based teaching, a separate set of questions may be adopted.

4. Timeline for administering the SFQ

Key Date		Event
Semester 1/ 2	**Summer Term**	
Weeks 6 – 7 Weeks 12 – 13		**eSFQ period-1**[1] **eSFQ period-2**
	Weeks 6 - 7	**eSFQ period-3**
Day after the announcement of assessment results		Release of subject and full/staff reports to Divisions and staff concerned

[1] *This eSFQ period is intended for classes completed before Week 8 of the semester.*

5. Promoting student responses

CPCE adopts a number of strategies to promote student participation in the eSFQ exercise.

Email invitations from eSFQ System	Inviting students to complete the eSFQ on the start day of an *eSFQ period* via email
Campus-wide posters and banners	Putting up posters and banners on campus during the eSFQ periods
Promotional videos	Broadcasting short videos each featuring a teaching staff member to encourage students to take part in the eSFQ exercise on campus display TVs
Email and/ or SMS reminders from eSFQ System	Reminding students to complete eSFQ during *an eSFQ period* via emails and/or SMSes | Reminder	Semester 1/ 2/ Summer Term
Email	Last week of the corresponding eSFQ period: Monday, Thursday
SMS	Last week of the corresponding eSFQ period: Wednesday	
Personal emails to students from subject leaders/ lecturers (optional)	Staff members are welcome to encourage students to participate in the eSFQ exercise via explanation in class and/or by means of personal emails to students *if they so desire*.

6. Analysis and reporting of the SFQ data

The Information Technology Unit (ITU) of CPCE is responsible for analyzing and reporting the SFQ data.

The respective Head of Division has the discretion to disseminate the reports to relevant parties as needed.

7. Confidentiality

Confidentiality is emphasised explicitly in the SFQ exercise. All SFQ data and reports on individual staff members are confidential. Access to the full/staff reports and subject reports are restricted to the individual staff members and the respective Head of Division, as well as other relevant officers or committees if needed.

Likewise, anonymity of student participation and feedback is promised in the SFQ exercise. Information on students' participation and their individual responses are anonymous and will not be released to any parties/ staff members.