

## Summary of 2021 Spring Student Experience Feedback Pilot

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### Background

The 2021 Spring Student Experience Feedback Pilot took place online from June 21 – July 4, 2021 (Weeks 6 and 7 of Postsecondary courses).

Deans and Chairs received an email from the Chief Business Intelligence Officer (CBIO) in early June informing them of the pilot and requesting they notify faculty in their respective schools who were scheduled to teach postsecondary courses during the first half of the Spring 2021 term.

Faculty with courses included in the pilot were emailed by the Institutional Research Office (IRO) on June 11 to advise which of their courses were included and to encourage the promotion of the feedback opportunity with students enrolled in the courses. The following courses were excluded from this pilot: courses with fewer than 10 students enrolled, courses with no scheduled meeting times, off-campus courses, field placement or applied project courses, courses with start dates other than May 17, 2021, and courses with end dates other than July 2 OR August 20, 2021. Only one component for each course was included (Lab, Seminar OR Class/Lecture).

Students enrolled in courses included in the pilot were emailed by the IRO on June 21 with a link and instructions on how to access the online Student Experience Feedback form for any of their courses included in the pilot. Reminder emails were sent on June 25 and July 2 to students who had not yet responded. Students were asked to reflect on their experiences during the first 6 weeks of their courses (May 17 – Jun 25, 2021) when providing feedback (to account for faculty switches that occur after the first 6 or 7 weeks during the Spring term).

Each student email included a personalized link for each student that allowed them to access a listing of their own courses, after entering their Student ID Number correctly. Students could not proceed with completing the feedback form if their Student ID Number was entered incorrectly. Students could complete a feedback form for each course included in the pilot only once.

In total, 754 completed responses were received and confidentially processed by the IRO. Incomplete or blank responses (where students left the feedback form without submitting their responses OR did not enter their Student ID Number correctly) were not included in the results.

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### Summary of Participation

The following tables provide a summary of participation/completion rates by schools, # of students and # of courses.

#### 1.0 Feedback Form Completion by School

School (ACAD_ORG)	# of Feedback Forms Available	% of Total Forms Available	# of Feedback Forms Completed	% of Total Feedback Forms Completed	% of Feedback Forms Completed (# Available/# Completed)
Haliburton School of Art + Design	139	2.1%	6	0.8%	4.3%
General Arts & Science	1,061	15.7%	103	13.7%	9.7%
Health & Wellness	1,649	24.4%	175	23.2%	10.6%
Justice & Community Development	1,394	20.6%	186	24.7%	13.3%
Business & Information Technology	1,587	23.4%	210	27.9%	13.2%
Environmental & NR Sciences	635	9.4%	65	8.6%	10.2%
Trades & Technology	307	4.5%	9	1.2%	2.9%
<b>Overall College</b>	<b>6,772</b>	<b>100.0%</b>	<b>754</b>	<b>100.0%</b>	<b>11.1%</b>

\* School designation is based on course ownership (not on faculty or student)

- 754 of the possible 6,772 Student Experience Feedback forms were completed (11.1% response rate)
- Business & Information Technology (13.3%) and Justice & Community Development (13.2%) were the schools with the highest response, while Trades & Technology (2.9%) and Haliburton School of Art + Design (4.3%) had the lowest.
- When comparing the distribution of completed feedback forms to that of available feedback forms, there was a larger number of responses for courses belonging to Business & Information Technology (+4.1%) and Justice & Community Development (+4.5%), and fewer responses for courses belonging to General Arts & Science (-2.0%) and Trades & Technology (-3.3%).

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### 2.0 Student Participation

# Feedback Forms Completed	# of Students	% of Students
1	102	42.3%
2	31	12.9%
3	15	6.2%
4	15	6.2%
5	21	8.7%
6	31	12.9%
7	14	5.8%
8	12	5.0%
Total	241	100.0%

- 241 students completed a feedback form for at least one course section (out of 1,514 = 15.9% student participation rate)
- 42.3% of participants completed a Student Experience Feedback form for only one (1) course section
- The average # of feedback forms completed per student was 3.13

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### 3.0 Participation by Course

# Completed Feedback Forms Received	# of Courses	% of Courses
1	55	29.1%
2	25	13.2%
3	28	14.8%
4	17	9.0%
5	13	6.9%
6	19	10.1%
7	8	4.2%
8	5	2.6%
9	4	2.1%
10	5	2.6%
11	2	1.1%
12	1	0.5%
13	1	0.5%
14	3	1.6%
15	1	0.5%
16	2	1.1%
Total	189	100.0%

- 189 courses received at least one (1) completed feedback form (out of 226 = 83.6% course participation rate)
- 29.1% of courses received only one (1) completed feedback form – 73.0% of courses received < 5 completed forms
- The average # of feedback forms completed per course was 4.0

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### Results Distribution

Faculty were emailed an aggregated summary of student responses for each course for which they received at least one (1) Student Experience Feedback form response on July 8, 2021. Responses received for different sections of the same course were combined for reporting purposes.

**No information that could personally identify student respondents was reported with results.**

School level reports were made available to Chairs and Deans, as well as the VP AE and VP OE&HR via shared network folders at the end of July.

An Overall College Summary of responses and interpretive guide is posted as a .pdf document on the IRO departmental website.

### Additional Details

Faculty replies to their notification email included the following questions/comments:

- thanks for the notification/will encourage students to provide feedback
- asking whether it would be helpful to give students class time to complete the form for their chosen class
- asking whether students would receive direct instructions on how to complete their feedback forms
- disagreement/disappointment with timing of pilot during the 2021 Spring term (and during a time of virtual learning shift)
- asking how students could access their forms (based on inquiries from students)

Student replies to their invitation or reminder email(s) included the following questions/comments:

- can't really get actual feedback from students without a place to add comments
- asking whether all of their courses should be reviewed or could they choose which ones to provide feedback
- missed deadline to participate, but still wanted to provide feedback based on negative experiences in a particular course
- comments regarding the general disorganization of the Spring term, including change over of faculty during weeks 6 to 8 and inconsistent usage of D2L

Faculty replies to their course summary emails included the following questions/comments:

- appreciation for feedback
- questions/surprise/disappointment around low student response counts at individual course level (sometimes as low as 1)

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### Next Steps

- follow-up with faculty around process, usefulness of feedback received (post-survey)
- identifying ways to encourage an increase in student participation (faculty/school promotion)
- planning for roll-out from pilot to standard process, including:
  - o timing (weeks 11 to 12 of Fall 2021 term?)
  - o expansion to other types of courses previous included in evaluation process (Dual Credit, Part-time, Upgrading, HSA+D, etc.)
  - o compiling frequently asked questions into document to be made available on IRO website
  - o working with OE&HR to develop guidelines on how feedback can be used
  - o prepare Overall College Summary in Power BI (once multiple terms of data available)
- refining testing and distribution processes based on pilot experiences