

Course and Instructor Feedback Surveys and Results Reporting

Introduction:

Knowledge4You has been active in the Education market since very early in the company's history providing administrative solutions and course/instructor surveys using the Internet.

Our Web based approach replaces paper surveys allowing students to provide feedback regarding their courses and instructors using their computers and internet access. With our reporting software, the time required each term to report the results is decreased from months to days while increasing student participation in providing feedback, reducing manual work and paper usage/storage. The reporting and information distribution capability is greatly enhanced.

General features:

The following outlines the general features of our approach;

- We use your survey questions.
- The surveys can be conducted in English or French.
- Access to the surveys is password protected.
- Once a survey has been submitted it cannot be changed by a student. Until then, a survey can be partially completed and finished later.
- Students are limited to evaluating the courses they registered for.
- The surveys can be accessed through a student portal, directly through the Internet or using a link to the survey sent via e-mail to each student inviting them to evaluate their courses and instructors.
- Before the first survey, a trial e-mail is sent advising of the future e-mails to come containing a link to surveys. This also tests the validity of the addresses and checks for mail boxes that are already full. A prior paper notice describing the change in procedure and why is recommended.
- Internet explorer V5.5 or higher is required.
- Various types of responses may be used in the surveys;
 - o Rating scales
 - o Yes/No responses
 - o True/False responses
 - o Multiple choice – one answer allowed
 - o Multiple choice – multiple answers allowed
 - o Free form text box
 - o Comments – more extensive responses than a text box.

- The response rate is monitored weekly.
- Reminder e-mails can be sent half way through the planned survey time frame to those who have not completed all of their evaluations.
- Standard reports are available within five business days of closing a survey cycle. The reports are:
 - o Summary for the school (all campus' combined) with results broken down by location (Campus A, Campus B, etc.).
 - o Summary by location with results broken down by course.
 - o Summary by location with results broken down by instructor.
 - o Summary by course or by instructor with result broken down by instructor or course respectively, whichever sequence is useful or both.
 - o Comments listing broken down by location, course and instructor.
- A detail results file can be exported to you each term/semester if desired.
- We host the surveys which means we take care of making sure the hardware environment and communication lines required for internet access are properly sized, configured and remain stable.
- As a third party, we ensure anonymity of the respondent when required.
- Incentive programs to encourage student participation will be supported.

Levels of service:

Time and **information** are **precious** commodities. Our service level naming reflects that value through the use of precious metal names. If you have requirements that do not quite fit exactly within these service level guidelines, we will work out an appropriate set of parameters for your needs.

Silver package: (*Standard web based option*)

The basic service level includes:

- All general features.
- Up to 60,000 survey requests per school year. This translates into over 5,000 students taking five courses per term and some summer school students.
- Straightforward survey questions. The questions avoiding conditional branching logic within the survey. This means that a question's response will not be used to determine which questions to ask later in the survey.
- All courses and locations use the same questions.
- Which students are to be surveyed, their e-mail address (assuming e-mail is to be sent), the courses they took, the location (campus) they were taken at and the course instructor's name are driven by a file sent to us by you each term/semester.
- The standard reporting mentioned above is sent to you in PDF format.

Gold package: (*Internet Reporting Option*)

The Gold service level includes everything listed in the Silver service level. The additional features are:

- The number of survey responses requested exceeds 60,000 per year but fewer than 240,000 per year.

- The surveys themselves can be more complex by including branching logic.
- Different survey questions can be set for different courses or course locations.
- Backward compatibility and immediate trend analysis capability is made available by importing existing compatible electronic format data from prior paper surveys.
- Internet access to the survey results is included and gives designated staff the ability to:
 - o Do ad-hoc analysis of the results.
 - o Create and format your own additional reports that can either be private reports or shareable.
 - o Share reports with other interested parties via the internet.
 - o Search comments for specific words or phrases.
- Control who in the school is sent reports automatically via e-mail.
- Control who can see what results data down to the field level by assigning people to groups with various access security levels i.e. an instructor can only access the data for themselves and that you want them to see when security parameters are set appropriately.
- Web based reports providing automatic monitoring of survey results for significant negative feedback.
- Custom reports unique to your requirements

Platinum package: (*Custom survey and support functions option*)

Our platinum package is a fully customised program designed to suit your needs when they are particularly demanding. It is assumed that all features and functionality of the Gold package will be required plus more.

The areas of customisation may include but are not limited to:

- Internet based maintenance of student course and contact information.
- User controlled parameters for controlling the timing of the surveys which can be different for various locations or Program of Study groups.
- Using in house servers at your location that we setup and maintain for you.
- Ability to create your own survey questions and assign them to appropriate courses and locations.

Talk to us about the functionality and features you need.

Beyond Platinum:

The next step beyond Platinum would be to purchase our web based SIS4You system which incorporates most aspects of administering a college or university including:

- Application information management
- Data importing from external data sources
- Pre-registration administration
- Registration
- Student financing
- Scholarship and loan management
- Fee payment processing
- Marks administration and exception reporting
- Course and instructor scheduling
- Student timetable management
- Instructor assignment to courses

- Course and instructor feedback surveys
- Student Affairs
- Extensive reporting and analysis
- Many system parameters maintainable by your staff
- Extensive security controls through settings for each system function and feature to create unique controls for every person with access to the system.
- Default settings by resource type are often used by assigning a person to a resource type and then modifying that person's settings slightly if required.
- People can be assigned to multiple resource types for those who perform more than one function.

Since every school has specific requirements, we use an approach of working with you to modify our system to suite your needs. We start with an initial version of the system and through user involvement, review the functions and features, determine how the system should be changed to work optimally for you and then deliver the tailored system. Many functions are table driven allowing us to modify the system quickly through simple table changes.

We will support ongoing changes in your requirements as they develop over time and as your experience with the system broadens. Further modifications to the system are requested and controlled by you rather than being at the mercy of a software vendor's plans for a software package.

Pricing:

Silver Package:

- The initial setup price depends primarily on the complexity of the survey but is typically under \$10,000.
- Ongoing survey and reporting charges are based on results i.e. the number of responses received.

Gold and Platinum Packages:

- Ongoing survey costs remain the same as the silver level i.e. based on a per response count and includes the standard reports.
- The initial setup price will depend on the number of reports, their complexity and the number of surveys required with each unique set of questions being a separate survey.
- Additional reporting we develop will be priced according to the development effort required and the effort required to create the reports after each survey.
- Internet access is handled through yearly renewable licenses which come in three varieties;
 - o Report Recipient - can receive reports automatically from the system via e-mail.
 - o Power User - as well as receiving reports, can access results for ad-hoc analysis, report creation and automatic Key Performance Indicator definition, monitoring and notification when limits are exceeded.

- System Administrator - usually handled by Knowledge4You for the Gold level. At the Platinum level, can be assigned to one or more staff members at your school after appropriate training.
- Training:
 - Report Recipient – no training required.
 - Power User - 1 day course.
 - System Administrator - 2 day course.

Contact us to discuss your requirements and to work out a price for the level of service you want to have.



E-mail: Sales@knowledge4You.com

Toll Free: 1-866-844-4344 select option 2 for Sales.

Web Site: www.knowledge4you.com

Course and Instructor Feedback – Sample Reports

Three sample reports are shown below and are representative of our reporting which is capable of providing clients with any view of the data they choose to see. The selected sample reports are:

1. The evaluation results for one instructor selected from all instructors.
2. The rating results for selected courses – one academic year.
3. A comparison of a selected instructor's evaluation results with results for a location and overall school results.

The first two reports are typical of what can be created by an era4You Power user analysing the results from surveys and saving a selected subset as a public (shareable) report or private (not available to others) report. The third report is taken from our SIS4You system as an example of the types of custom reports we can create as part of the survey results reporting. The Silver level of service will provide reports similar to the first two but without the subset of data selection option which is part of the Gold level online analysis and reporting capability.

Report Descriptions:

1. Evaluation results for one instructor and course selected from all instructors and courses.

The results are listed and for each question. The number of respondents and the mean value of the ratings for each question are shown. Since only one course was selected, the two columns on the right of the report are the same as the course specific columns. If more than one course was taught and selected for the report, the total number of responses and their mean value would be reported. The Mean Value at the bottom of the report is the average of the mean values for the individual questions.

2. The results for selected courses – one academic year.

This is a similar report to the first one only it displays the results for all courses for a selected academic year. Only the first ten courses are displayed, the rest can be displayed by selecting "All" when creating the report. The mean value in the total line is the mean for all courses rather than only the displayed courses.

If multiple academic years had been selected, each year would be displayed and the total columns to the right would reflect the results for the combined academic years.

3. A comparison of a selected instructor's evaluation results with results for a location and overall school results. This is a custom report for surveys but standard in our SIS system.

One instructor was selected and the score for each question is given for the instructor in the Teacher column. The location column displays the results for all instructors at the location (campus). The third column provides the results for the entire school.

This report is made available to the instructors only after a specified number of responses have been received, typically 5 or 7, in order to provide anonymity for the students.

One Teacher - all questions

Date: Sep, 09, 2003
Owner: System Administrator

One Teacher - all questions - COUNT(# Users),AVG(Mean Value)						
All Teachers	All Questions	Course 101 -Teacher Evaluation			All Eval. Forms	
		#Users	Mean Value		#Users	Mean Value
Teacher Name	Enthusiasm for teaching	12	4.31		12	4.31
	Challenge	12	3.92		12	3.92
	Attitude	12	4.54		12	4.54
	Models good practice	12	4.46		12	4.46
	Overall teaching ability	12	4.23		12	4.23
	Total	12	4.29		12	4.29
Total		12	4.29		12	4.29

Report Settings

Cube: Teaching Eval.
Series: COUNT(#Users)
AVG (Mean Value)
Filter: All Eval. Forms: Not Filtered
All Rot. Services: Not Filtered
All Training Sessions: Not Filtered
All Teachers: Teacher Name
All Training Levels: Not Filtered
All Hospitals: Not Filtered
Residency Program: Not Filtered

All Academic Sessions - Mean Values

Date: Sep, 16, 2004
Owner: System Administrator

All Academic Sessions - 2004-05 - Mean Values - COUNT(# Users),AVG(Mean Value)					
All Academic Sessions	2004 -2005		All Training Sessions		
	#Users	Mean Value	#Users	Mean Value	
Critical Appraisal I Study Design	15	4.08	15	4.08	4.08
Mentoring	12	4.20	12	4.20	4.20
Resident Research Guidelines	7	3.97	7	3.97	3.97
CROG Reporters	10	3.70	10	3.70	3.70
Contraception	13	4.38	13	4.38	4.38
Reproductive Health and Human Rights	15	3.78	15	3.78	3.87
Precocious Puberty	14	4.86	14	4.86	4.86
SOGC Resident Reporting	7	3.33	7	3.33	3.33
Resident Research in Progress	8	4.12	8	4.12	4.12
Critical Appraisal II	7	3.98	7	3.98	3.98
Total	36	4.25	36	4.25	4.25

Report Settings

Cube: Ac. Sessions
Series: COUNT (# Users)
AVG(Mean Value)
Filter: All Academic Sessions: Not Filtered
All Groups: Not Filtered
All Training Sessions: 2004 -2005

Mr. Allen - Teacher Effectiveness score

	Teacher	Location	School
1. Enthusiasm For Teaching *	4.14	4.21	4.44
2. Challenge *	4.00	4.06	4.33
3. Attitude *	4.38	4.43	4.55
4. Models Good Practice *	4.38	4.28	4.45
5. Overall Teaching Ability *	4.50	4.19	4.37
Teaching Effectiveness Score (max=10)	8.58	8.47	8.86

*Questions included in Teaching Effectiveness Score calculation

Comments

1. COMMENTS

Very approachable, good teaching skills.

Available for teaching, very good rapport with his students.