Sharing on teaching quality assessment: **S**tudent **F**eedback **Q**uestionnaires (SFQ)
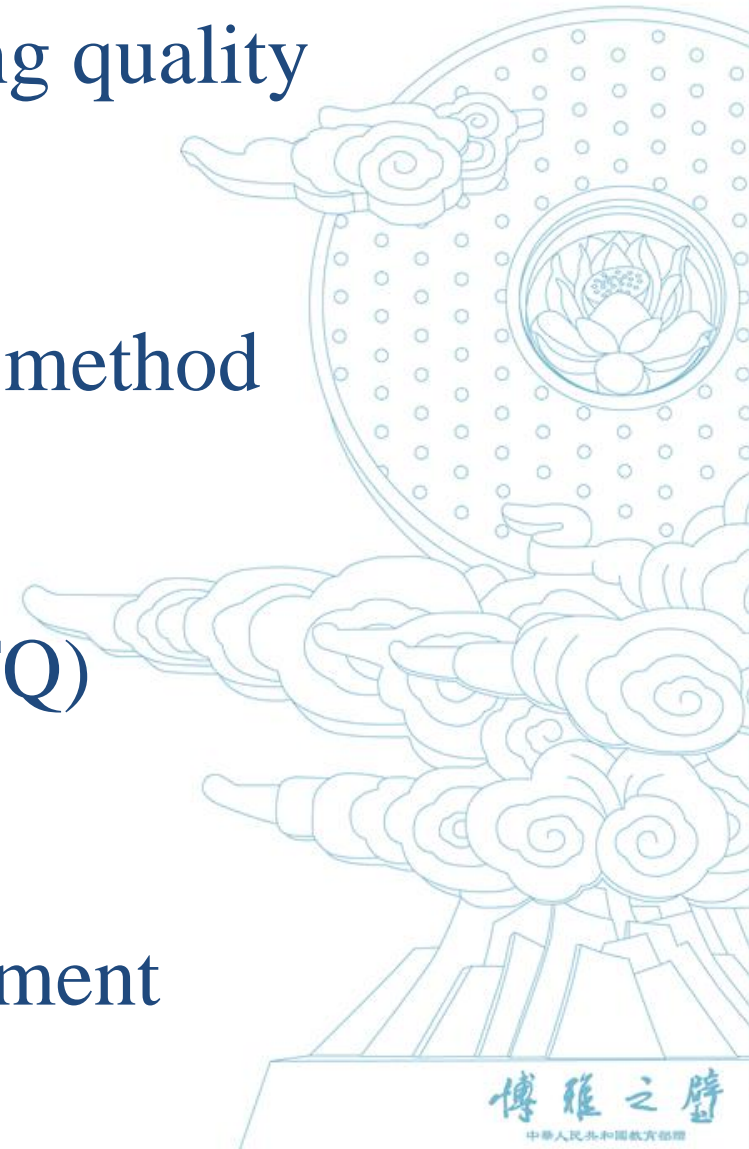
0. Agenda

1. Background and objective of teaching quality assessment

2. Current teaching quality assessment method

3. Mid-term survey

4. Student feedback questionnaires (SFQ)

5. Use of SFQ outcomes

6. Challenge of teaching quality assessment

1. Background and objective of teaching quality assessment (1/2)

Background

- Before 2015, the University use **Teaching effectiveness survey** (paper base) for teaching quality assessment

- New teaching quality assessment is effective on 2015

1. Background and objective of teaching quality assessment (2/2)

Objective

- To let students provide **feedback** to the University on the **effectiveness of their course learning experience**

- Students are encouraged to **suggest ways to improve the class**

- **Enhance the quality** of the course and teaching performance

- **Document the quality** of the course and teaching performance

2. Current teaching quality assessment method

- **Mid-term survey**

- **Student feedback questionnaires**

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3. Mid-term survey

- Survey is **teacher oriented**

- Teachers **adjust the survey questions** according to their own needs

- Teachers can **utilize** their teaching ways according to results

- The survey will be carried out at the end of **the first month of class**

- Comments are collected by paper or electronic base survey

4. Student feedback questionnaires (SFQ) (1/8)

- Online SFQ system is effective since 2015

- SFQ will be carried out once per semester, it is conducted within the last three weeks before the last day of classes

- Students fill the questionnaires in an anonymous manner

Achievement

- Increase data **accuracy**

- Enhance **information security and privacy**

- **Reduce** survey processing **time**
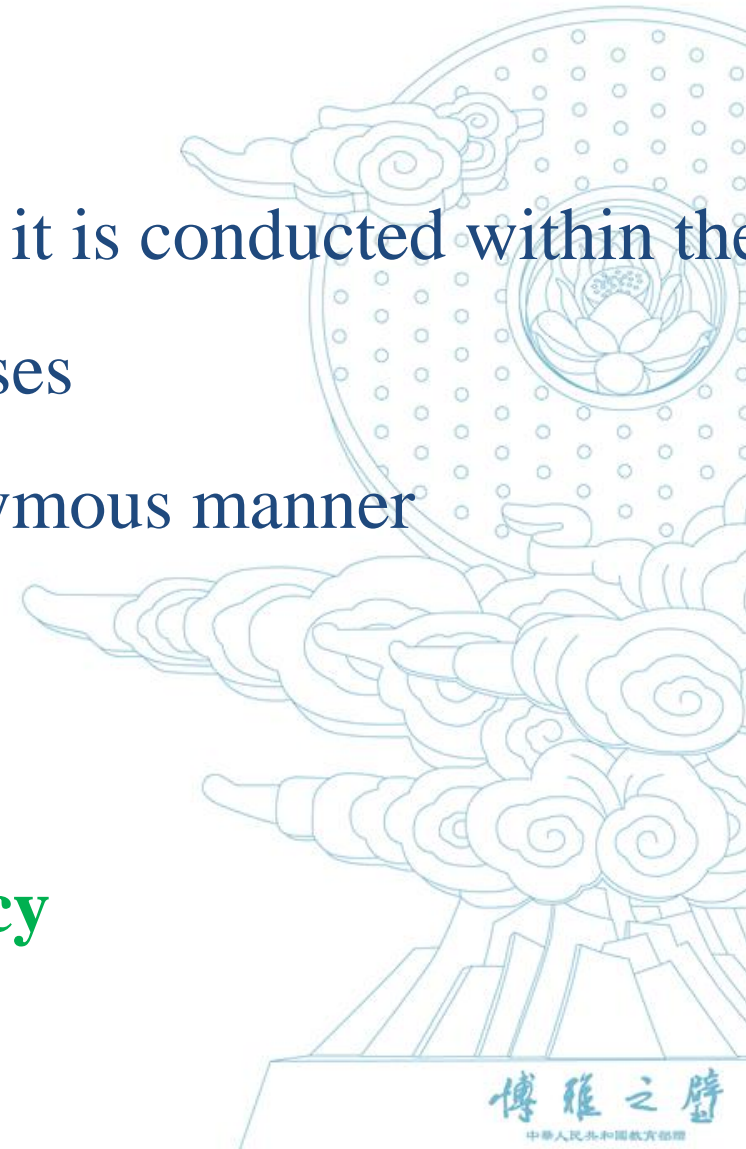
4.1 Process of SFQ

1. Preparation	2. Finish survey	3. Generate report
Ensure course and instructor data in the system	Invite students to fill the survey for their taken course	Analysis data and generate SFQ report
Confirm survey type for each courses	Students login to SFQ system and finish the survey	Inform faculties and departments to download the reports
Generate survey for each classes		Faculties members check the reports
		Distribute individual report to each teaching staff

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4.2 Types of SFQ survey and composition

Categorize by course nature, there 8 types of survey:

Lecture Courses	Laboratory Courses/ Sessions	Language & Skills Courses	General Education Courses
Project-Based Courses	Teaching Practice Courses	IT Courses	Online Courses

Each survey is comprised by:
"About the course" and "About the instructor"

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4.3 Types of SFQ reports

There are 4 types of SFQ reports:

Individual Instructor Reports

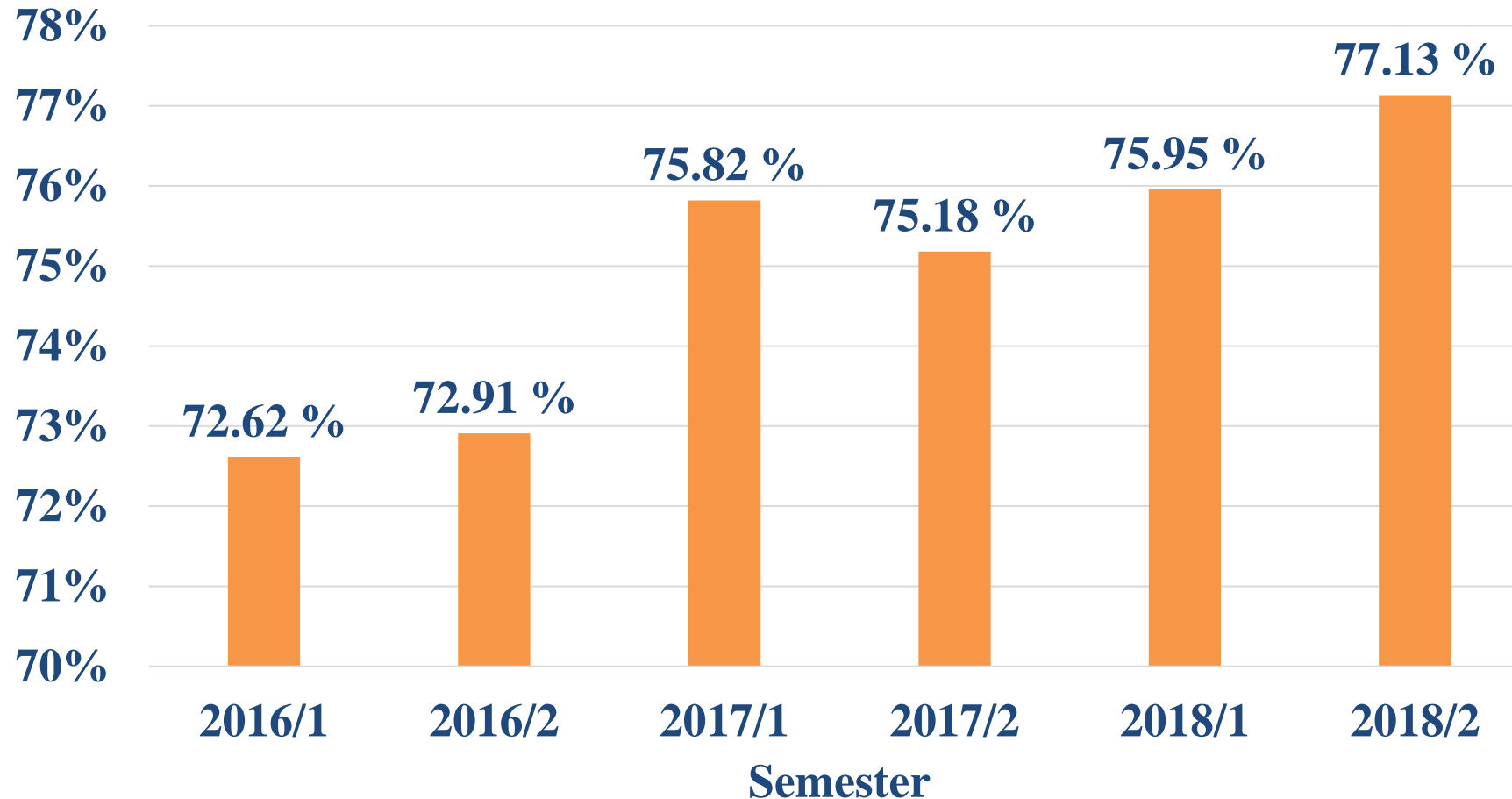Department/ Programme Reports

Faculty/ Institute Reports

University Reports

4.4 Response rate of SFQ

SFQ response rate

4.5 SFQ response rate by units (AY2018 & AY 2019)

Units	AY 2018/19 1st semester	AY 2019/20 1st semester (As of 22 Nov 2019)
FAH	80.67 %	61.07 %
FBA	77.62 %	72.31 %
FED	79.77 %	62.93 %
FHS	73.61 %	41.41 %
FLL	48.57 %	24.01 %
FSS	76.56 %	40.82 %
FST	85.21 %	31.05 %
HC	82.35 %	2.33 %
IAPME	84.64 %	61.75 %
ICMS	93.62 %	19.78 %
Overall Response Rate	75.95 %	50.92 %

4.6 SFQ figures

(AY 2018/19 2nd semester)

U-wide Response Rate **77%**

UG Response Rate **76%**

PG Response Rate **86%**

Survey Distributed **43,600**

Section Evaluated **1,558**

Instructors Evaluated **660**

Students Participated **7,843**

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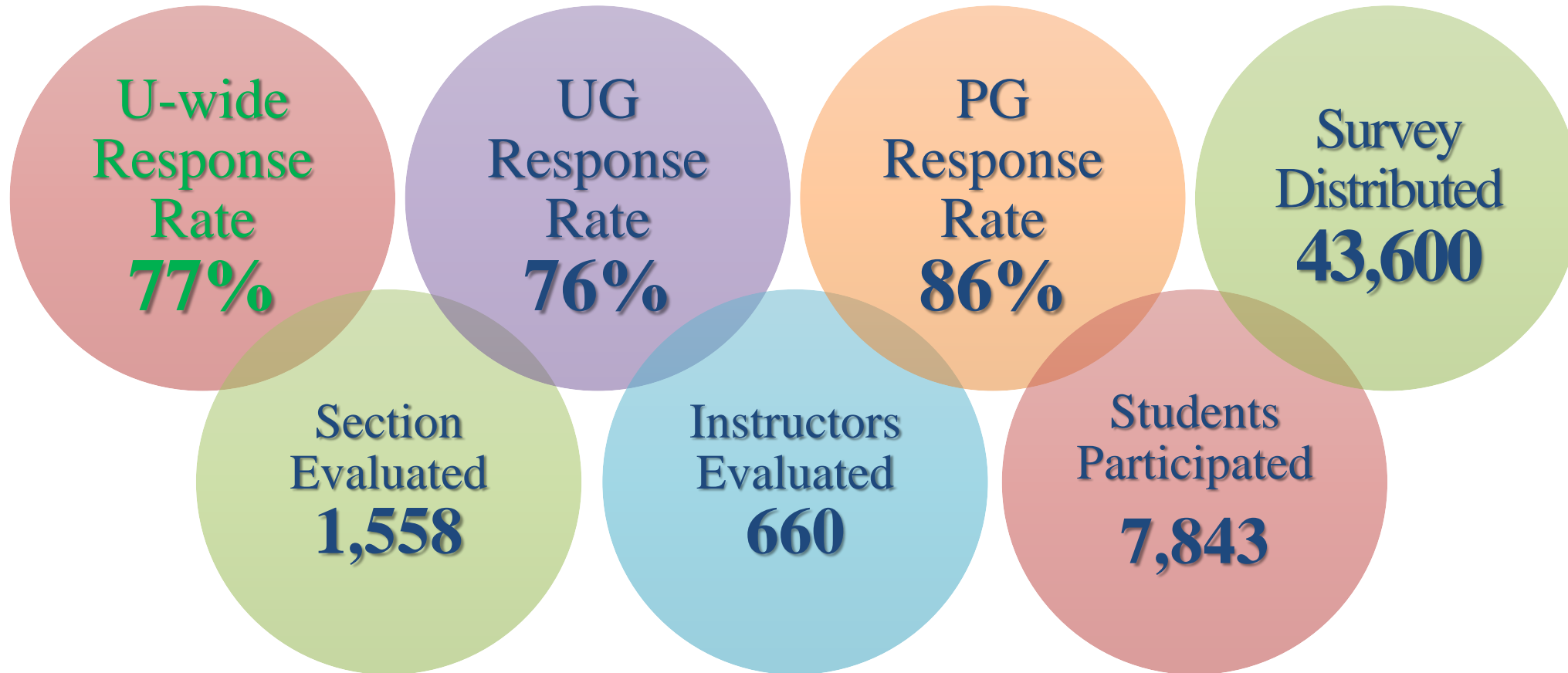
4.6 Promotion of SFQ

- Vice rector (Academic Affairs) shares SFQ information in UM Town Hall meetings and Dean's meetings

- Inform teaching staff and student about the SFQ news by **SMS and email**

- Students who have completed all SFQ will **automatically be entered into the lucky draw**

- **Post poster** in the campus

- Publish SFQ newsletter on **e-bulletin**

5. Use of SFQ outcomes

- As a **factor in considering** the progression, promotion and renewal decisions for regular teaching staff

- As a **factor in considering** the 'contract renewal' for non-regular and service contract teaching staff

- Deans of faculty/ directors of institute review SFQ reports carefully, and **discuss the potential improvement actions** with the concerned instructor

- VRAA office **send the letter of concern** to **low performance** teaching staff

- VRAA/AAO/CTLE will analyze the data and produce the overall reports. The reports should then be sent to the Academic Quality Assurance Committee for review and recommendations.

6. Challenge of teaching quality assessment

- To enhance SFQ promotion, and keep/increase students' response rate

- To review and adjust content of the survey, in order to ensure the outcomes reflect the actual teaching effectiveness

- To ensure system performs excellent, and provide valid evaluation to faculties and teaching staff

- Monitor units' communication, to ensure teaching staffs improve their teaching quality according to evaluation outcome

- University keeps monitoring the data. It is used a blue print of teaching staff's assessment in the area of teaching and course planning

Thank You!

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