Response Rate Optimization:

Engaging Faculty and Students to Improve Response Rates

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Agenda

👤	1. Overview

👨‍🏫	2. Faculty Role

👥	3. Supervisor Role

🎓	4. Student Role

❓	5. Summary & Questions

Overview

Stepwise Surveys

- Enrollment experience
- Onboarding check-ins
- Teaching and learning evaluations
- Competency assessments
- Satisfaction surveys
- Exit surveys
- Alumni feedback
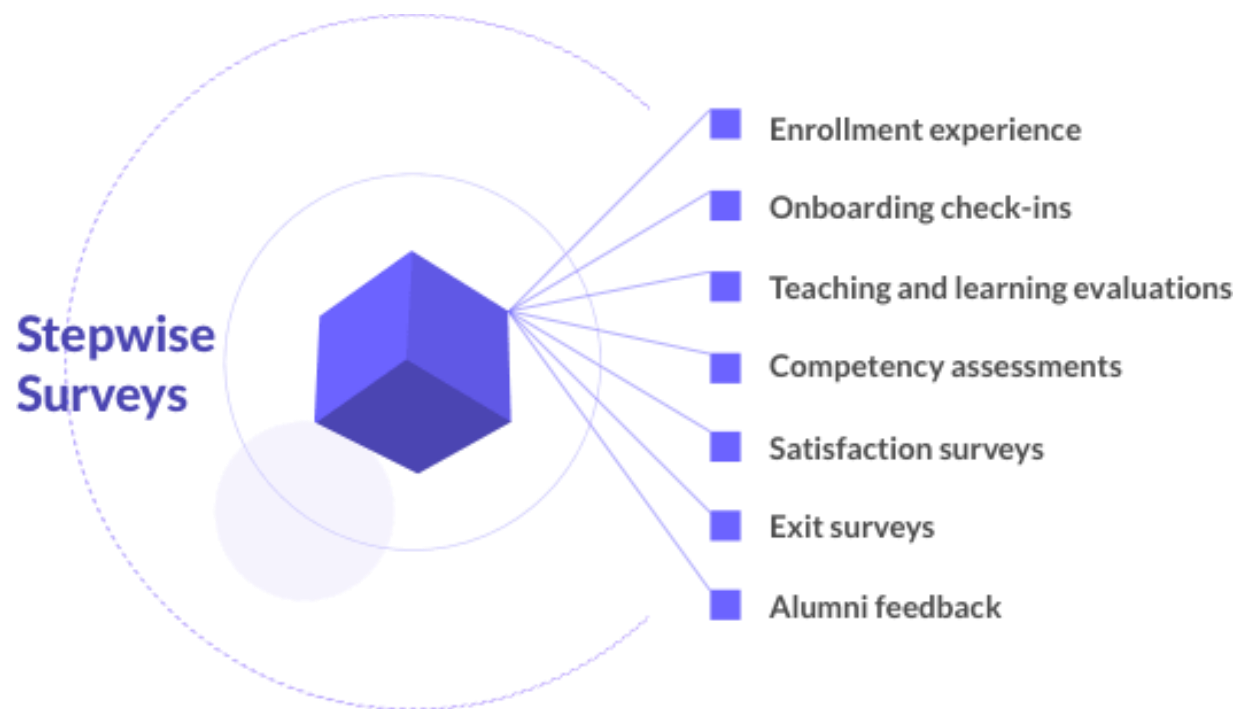
High Response Rates are for generating valid, reliable and generalizable results.

Multiple stakeholders can help drive higher Response Rates. We'll focus on Faculty, Supervisor, and Student roles.
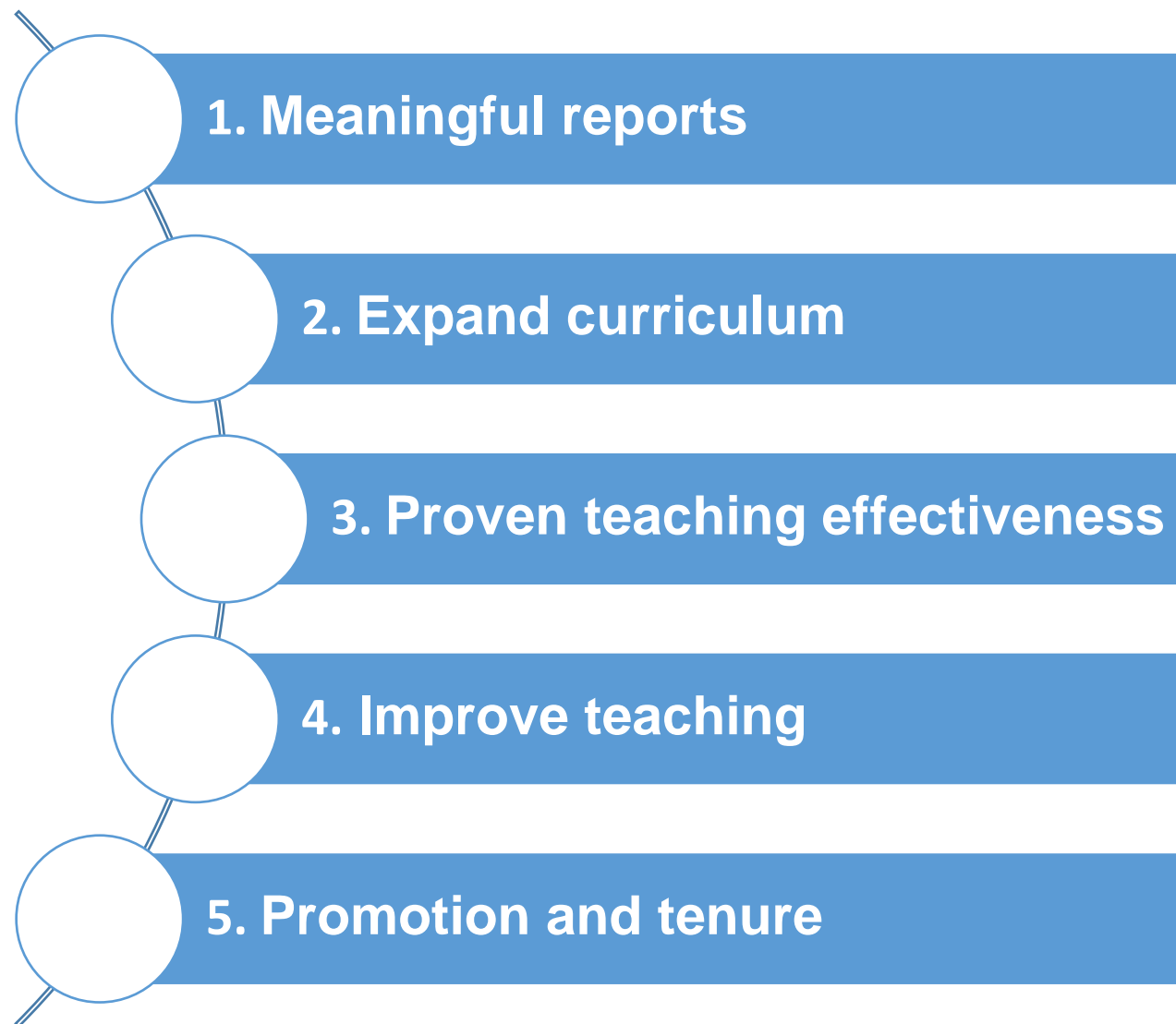
For each stakeholder group, let's dive into how they can monitor, analyze and act during a survey period with Blue.
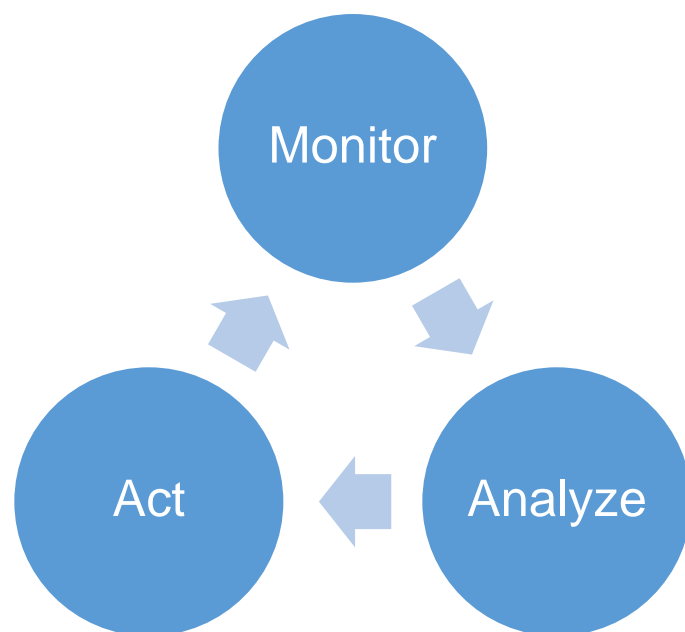
Faculty

Faculty Benefits

1. Meaningful reports

2. Expand curriculum

3. Proven teaching effectiveness

4. Improve teaching

5. Promotion and tenure

Enable and provide Autonomy to Faculty

Monitor

Act

Analyze

Before the Evaluation

- Initial communication - guidance around faculty role, evaluation access paths
- Evaluation review and management - student roster, QP, delegated control

During the Evaluation

- Regular communications (reminders)
- Opportunity to gauge progress: Course Management (tile view), Response Rate Monitor Dashboard, Auto-update Reports
- Opportunity to influence and engage
- Opportunity to act e.g. time in class, send reminders

End of the Evaluation

- End of term reports
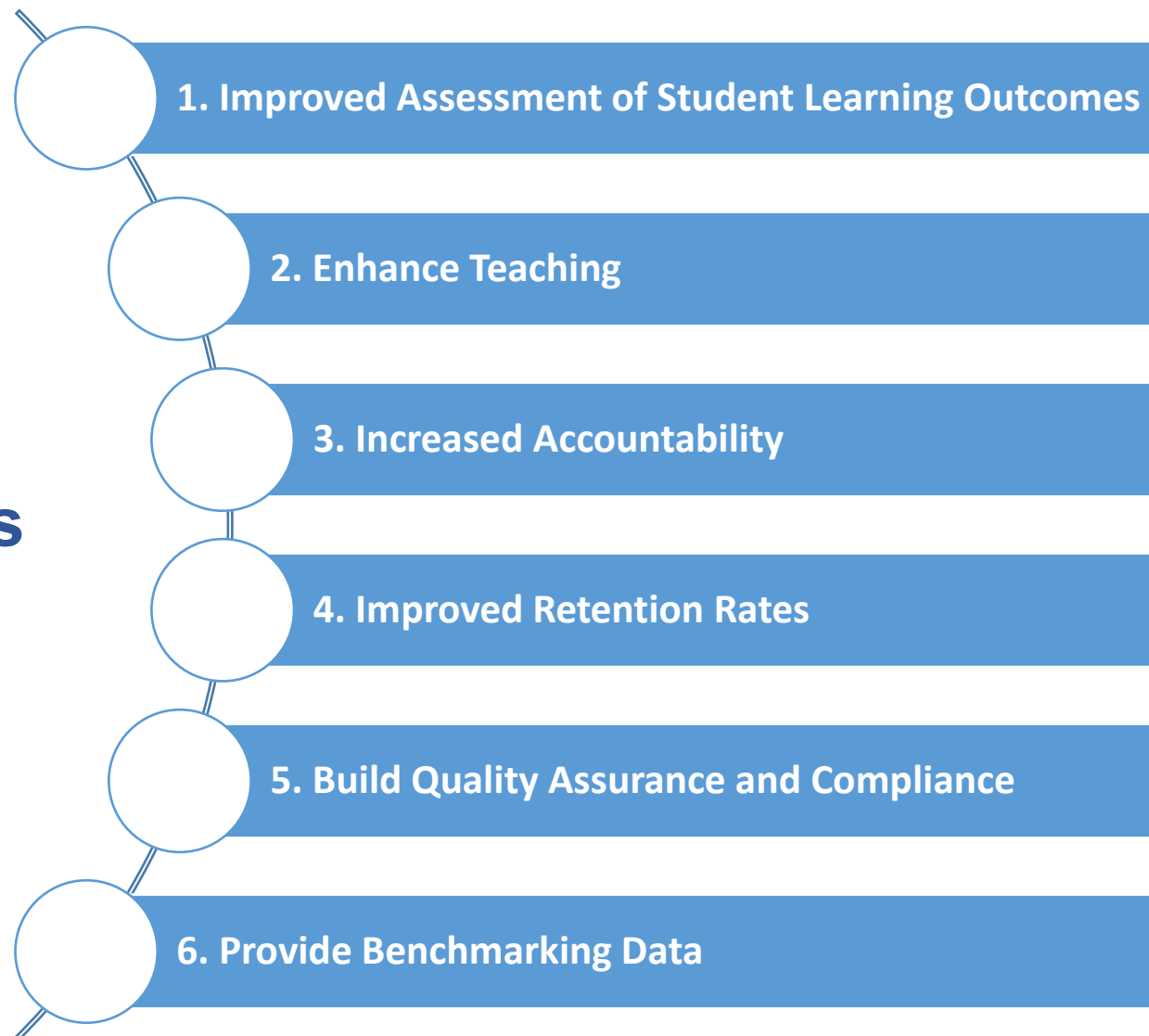- Link to Response Rate Monitoring Dashboard
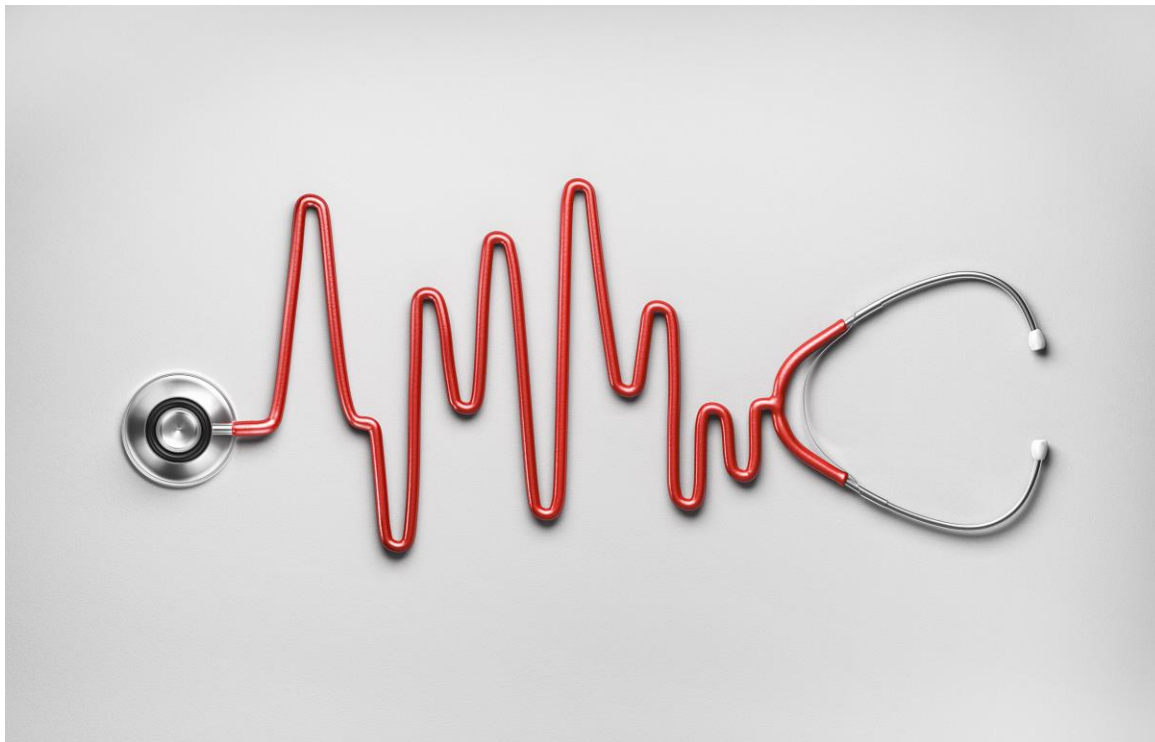
Multiple options

- Response Rate Monitor Dashboard

- Individual response rate monitoring
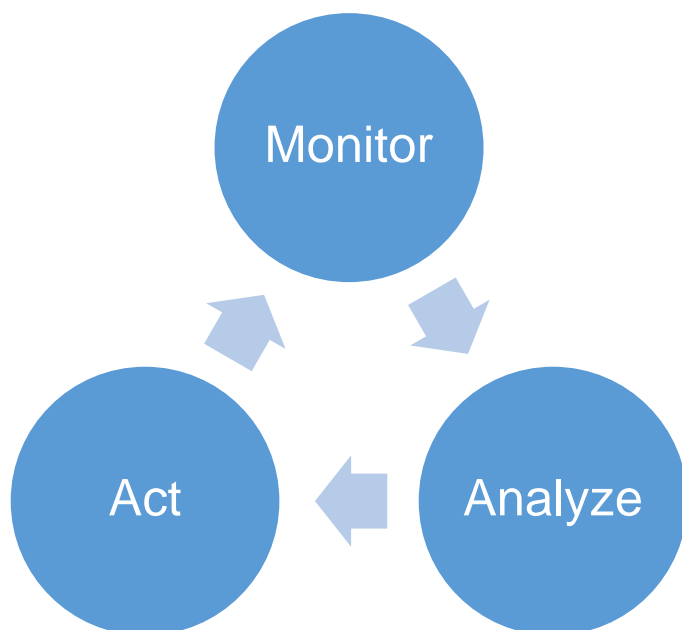
- Subject Management

- Response rate reports

Supervisors

Focus of Supervisors

1. Improved Assessment of Student Learning Outcomes

2. Enhance Teaching

3. Increased Accountability

4. Improved Retention Rates

5. Build Quality Assurance and Compliance

6. Provide Benchmarking Data

Enable and provide Autonomy to Supervisors

Monitor

Act

Analyze

Before the Evaluation

- Communication Plan
  - Importance of the process
  - Their role
  - Historical Response rate (Export Report, Feedback View, Blue Dashboard)

During the Evaluation

- Regular reminders
  - Use Email Template
  - Include RRM link and/or SM
  - Include overall response rate
- Automatic update reports
- DRA vs Static

End of the Evaluation

- Final Report
- Include link to Feedback view or Blue Dashboard
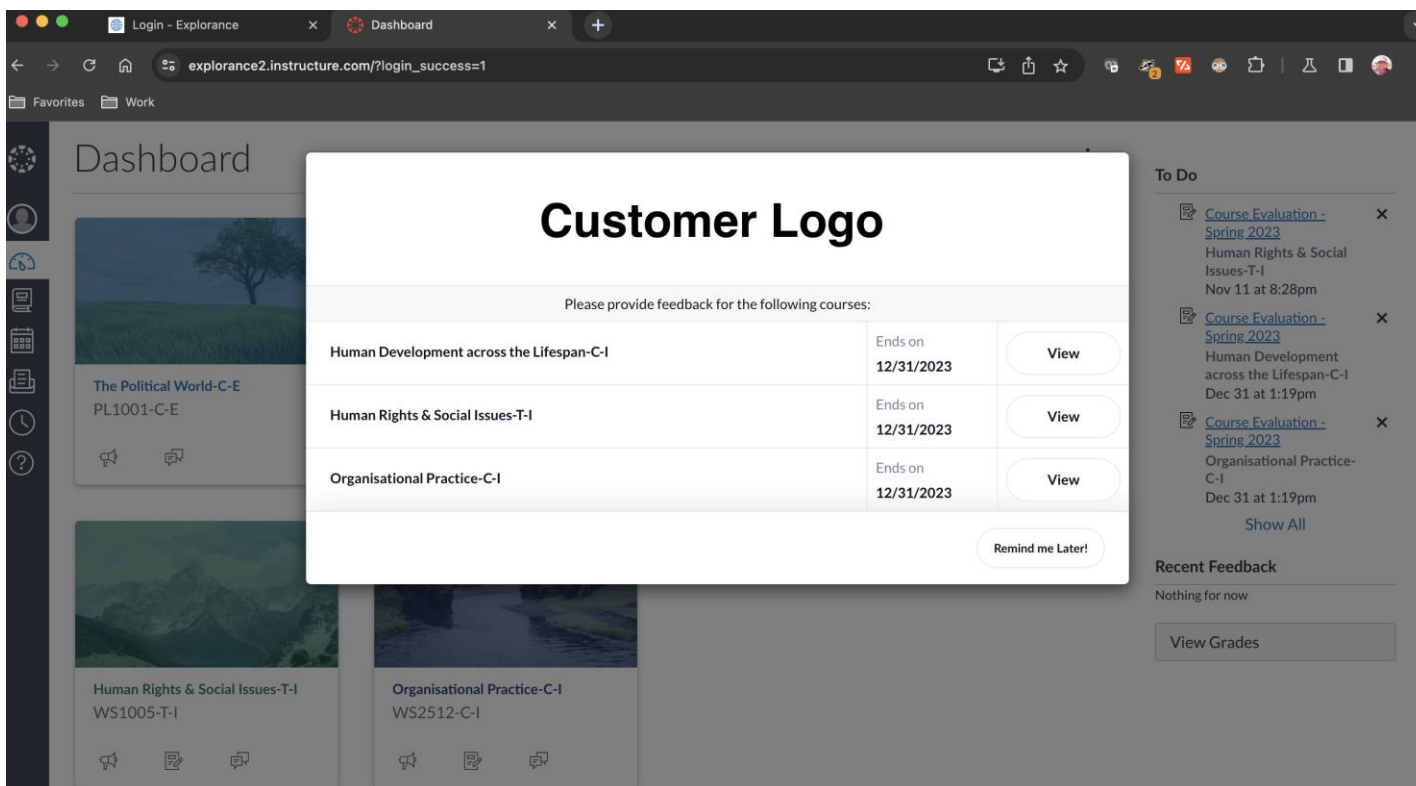
Student benefits

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Closing the feedback loop:

- Students are directly involved in the feedback process

- Students see that their feedback was received and heard

- Validates that change or action can be taken from these conversations

- Allows faculty an opportunity for discussions, if needed

Meet your Students where they are:

- Emails invitations and reminders
- SMS notifications
- Faculty can prompt Students
- Student Portal Integrations
    - Login prompts
    - Course prompts
    - Calendar integration
    - Announcements
    - Assignments
    - Grade points

Student feedback for enrolment periods – Selecting a course:

- Feedback as a part of the course enrolment process

- Students can view the feedback from previous evaluations

- Use this information when creating schedules and selecting courses

Course Evaluation Results

The feedback view is a centralized dashboard of result displaying the results in a clear and concise manner. Thank you!

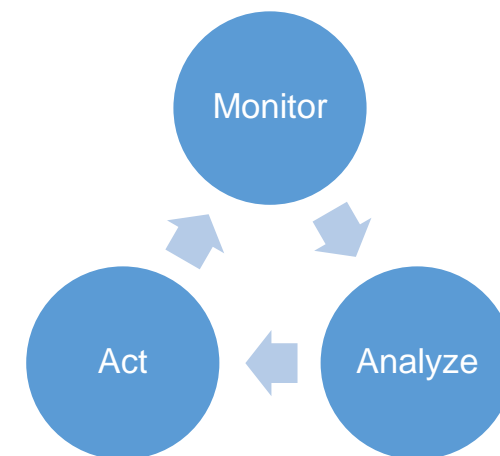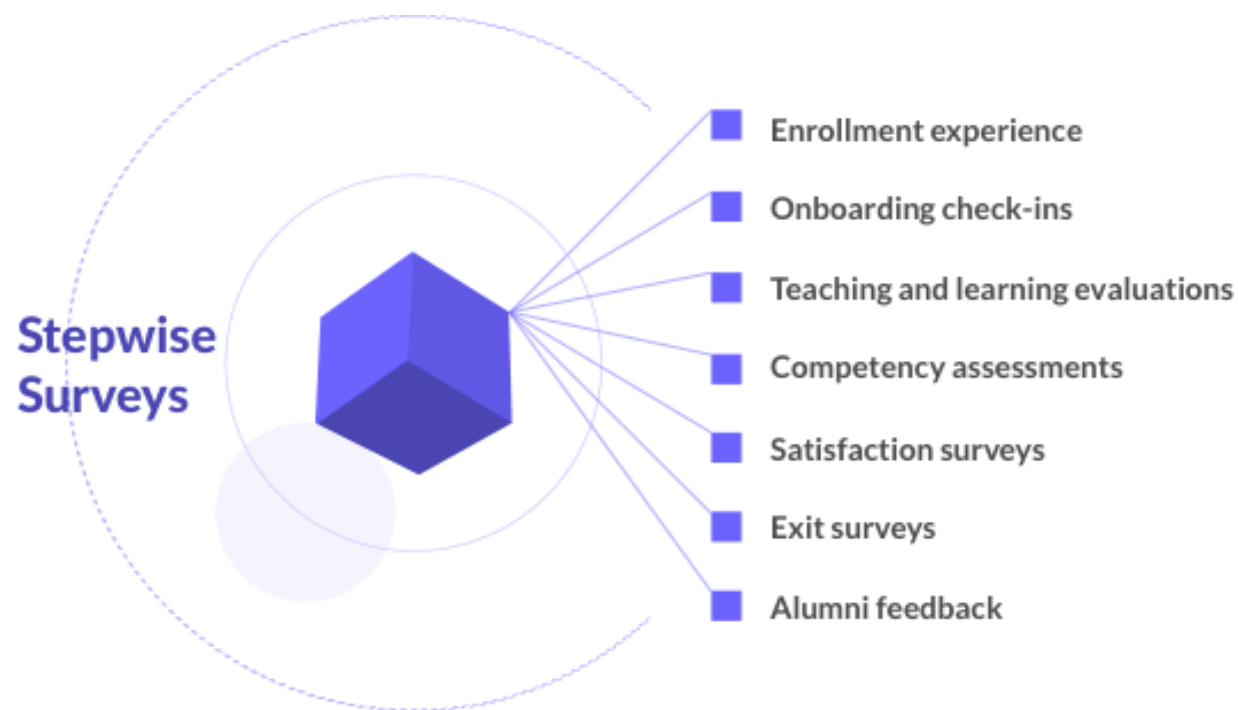[–] Please select from the following criteria:

| Course ID ▼ | All ▼ | All ▼ |

[–] Current Data

🔍 Search Description   « ‹ 1 /14 › » 10 ▼ Total Items 131

↑ Course ID	Course Name	Program	School	Course Score	Invited	Responded	Response rate
ABSKDP-101	Business Essentials	Electrical Engineering	Engineering	2.20	210	209	100%
ABSKDP-102	Business Essentials	MBA	Management	2.10	224	218	97%
ABSKDP-103	Business Essentials	Bcom	Management	1.90	231	203	88%
ABSKDP-104	Business Essentials	Mathematics	Science and Technologies	4.70	252	236	94%
ABSKDP-105	Integrated Project I	Civil Engineering	Engineering	3.50	315	288	91%
ABSKDP-106	Integrated Project I	Physics	Science and Technologies	2.20	105	102	97%
ABSKDP-107	Integrated Project I	Electrical Engineering	Engineering	2.10	84	73	87%
ABSKDP-108	Integrated Project I	MBA	Management	1.90	210	168	80%
ABSKDP-109	Business Technology	Bcom	Management	4.70	224	192	86%
ABSKDP-110	Business Technology	Mathematics	Science and Technologies	3.50	231	179	77%

Summary

Stakeholder	Before	During	After
Faculty	Export Report Feedback View	Subject Management	Final Report
Supervisor	Export Report **DRA** Feedback View Blue Dashboard **DRA**	Response Rate Monitor Subject Management	Final Report **DRA** Feedback View Blue Dashboard **DRA**
Student	Feedback View	Faculty Prompt Emails, SMS LMS Integration	Closing the loop

Monitor

Analyze

Act

Stepwise Surveys

■ Enrollment experience

■ Onboarding check-ins

■ Teaching and learning evaluations

■ Competency assessments

■ Satisfaction surveys

■ Exit surveys

■ Alumni feedback

Summary

↑ High Response for generating valid, reliable and generalizable results.

↑ Including key stakeholders can help drive higher Response Rates.

↑ For each stakeholder group, review how you can automate or delegate monitoring, analyzing and the ability to take actions.

↑ More about Blue Connector at the Bluenotes Midterm Surveys Community Meetup on June 28

↑ Bluenotes Global

Questions?

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Thank you!