

How to Make Sense of Response Rates in Multi-section and Team-taught Course Evaluations

September 18, 2024

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Agenda

- Overview of Response Rate in Blue
- Team-taught courses
- Multi-section/modular courses
- Response rate at the question-level

Overview of Response Rate in Blue

Where response rates can be viewed

During Evaluations

1. Subject View/Management
2. Response Rate Monitor
3. Response Rate export report with automatic update
 - a. With the Feedback View

After Evaluations

1. Reports
 - a. Cover page option
 - b. Cross-category/Response table block
2. Export Report/Feedback View
3. Blue Dashboard (for trends)

To whom, and when to share what

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

[\(Learning Webinar\) June 2023 : Response Rate Optimization: Engaging Faculty and Students to Improve Response Rates](#)

How response rates are calculated

The response ratio equation in Blue is:

$$\textit{ResponseRatio} = \#ofresponses / \#ofinvites$$

Which leads to the response rate:

$$\textit{Responserate} = \textit{Responseratio} * 100$$

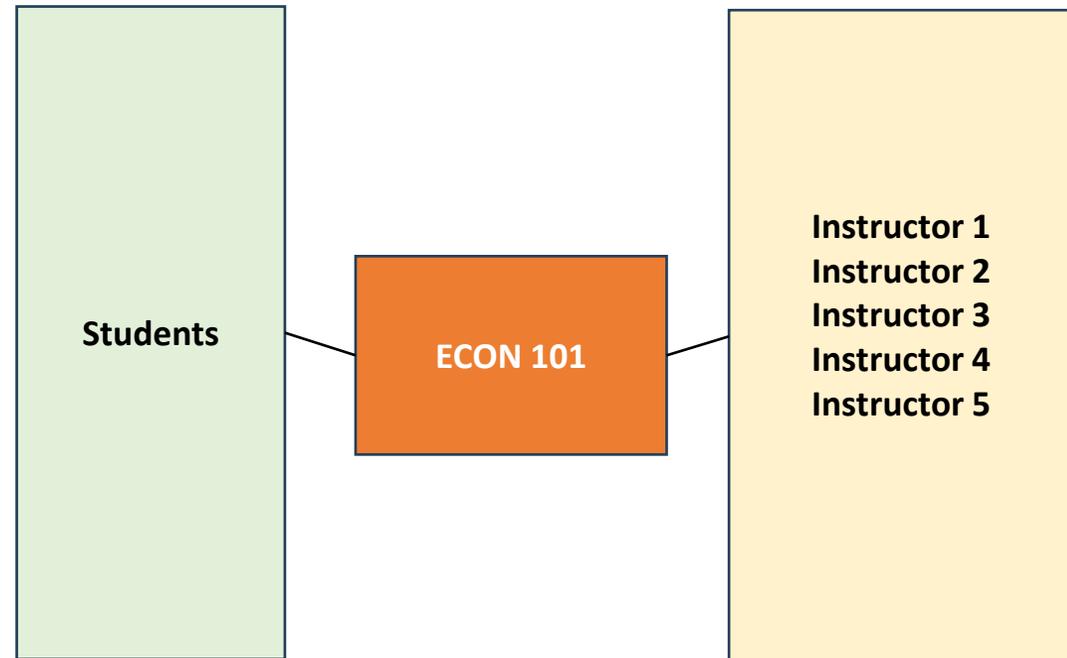
[How does Blue calculate response rates? | Explorance online help](#)

Team-taught courses

Team-taught courses

Recall that:

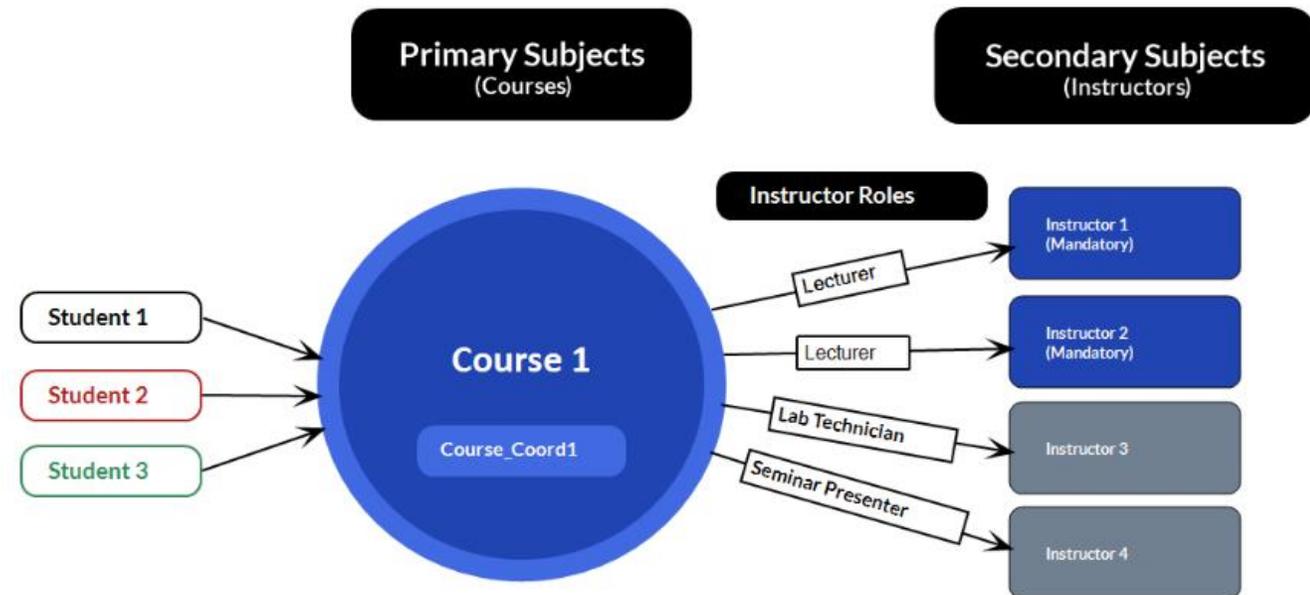
- Single course with multiple instructors
- Recommended definition : Multiple secondary
 - 1 evaluation form per subject (course)
 - Multiple secondary subject (instructor) question sets on the same form
- Course and rater centric process



[\(Learning Webinar\) Aug 2024 : Various approaches to handling multi-section and team-taught course evaluations](#)

The scenario

- Our course has multiple instructors, in different teaching roles
- For the evaluation, we are asking students to choose which instructor to evaluate
 - Using Secondary Subject selection option on Questionnaire



What the response rate is based on

Response rates are at the **subject-level** : so, for our scenario, at the course-level

- One form per course:
 - Invited count = number of students invited to complete the form
 - A submitted form = 1 response count

- Any user granted access and assigned to the same course will view the same response rate

When viewing at the aggregate level, same principle applies

e.g. Dept-level: response rate will use number of submitted forms for all courses belonging to the same dept

Team-taught: Subject View

- Users granted the privilege will have a “tile” per course they are assigned to (via static relationship)
- Each user assigned to the same course, will view the same response rate
 - E.g. in our scenario, all 4 instructors will view the same response rate (regardless of role and if they were selected for evaluating)

Team-taught: Subject View cont'd



Subject management

Hi Mandy Bush, you have been invited to manage the following subjects.

Search... Filters 5

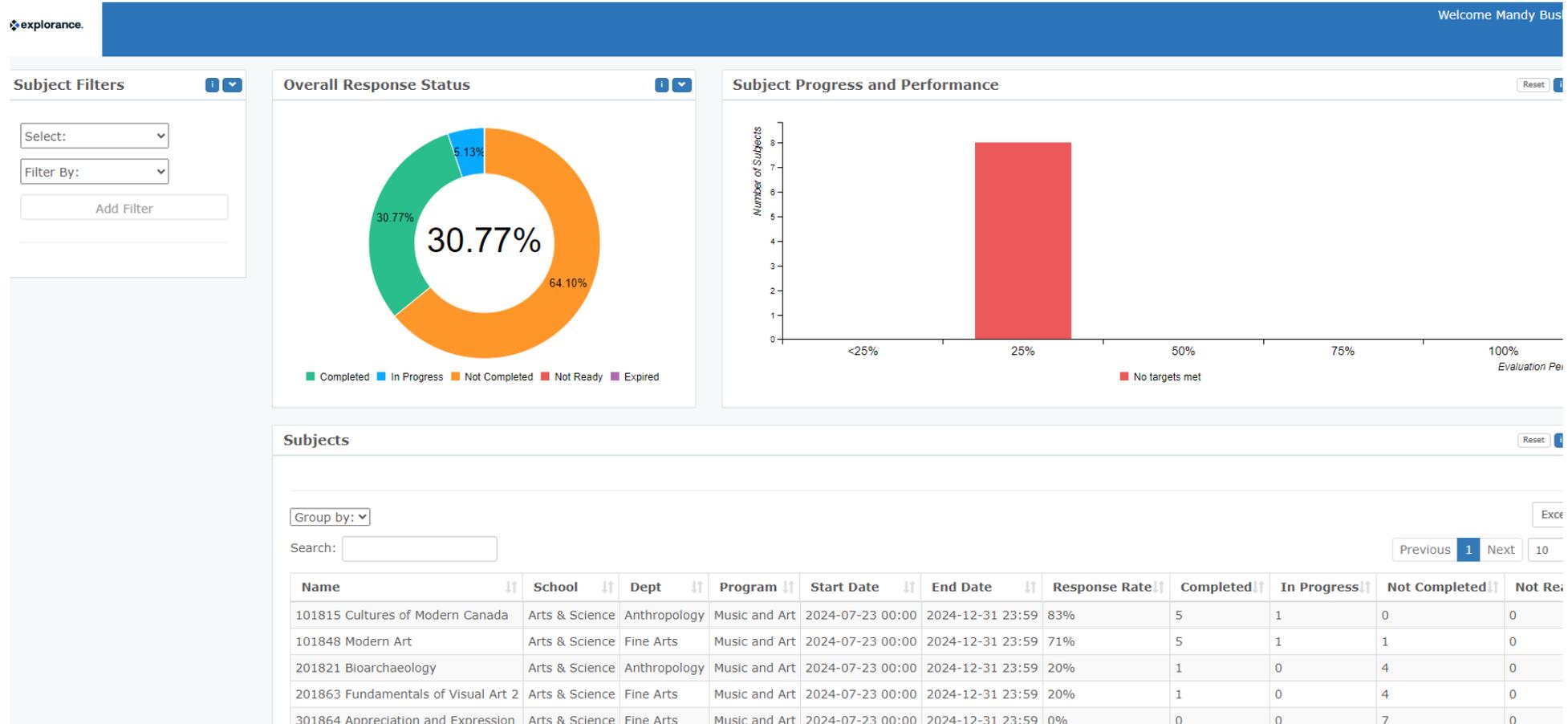
Course End of Term Evaluation	Response Rate	Invited	Started	Responded	Opted out	Evaluation ends on:
101815 Cultures of Modern Canada	83%	6	1	5	0	2024-12-31
201821 Bioarchaeology	83%	6	0	5	0	2024-12-31
101848 Modern Art	71%	7	1	5	0	2024-12-31

Changes allowed until 2024-12-31

Team-taught: Response Rate Monitor

- Project(s) is added to monitor
- Access is granted to groups defined in the project (i.e. SM, RV etc thus our static relationship groups)
- Each user will view the response rates for all the courses they are assigned to
- View overall response rate plus individual course response rates (aggregated)
- Can use added demographics to either Filter or Group by to view response rate at an aggregate level

Team-taught: Response Rate Monitor cont'd



Team-taught: Export Report

- Report that outputs a CSV file, but similar types as HTML/PDF reports
i.e. Can choose between rollover, group by or individual
- Using Rollover (with no aggregation) - Response rates at the course-level
 - output file will list the course multiple times for each instructor assigned and response rates will be at the course-level
- Tip: Use aggregate option (i.e. by Course Name) for the output file to list the course only once

Team-taught: Export Report cont'd

My Reports

Editing: Rollover Export Report for Response Rate (Spring 2022)

- Info
- Content
- Content for Export**
- Filters
- Viewers
- Access
- Project Mapping

Block List for Export

- Compare Projects
- Merge Projects by Course
- Breakdown to Faculty level
- Hide rows with blank or filtered out responses
- Do not display question statistics in a child report for questions without responses.
- Sorted by field subject_Name Ascending Cross projects sorting
- Choose a Date/time format dd-mm-yyyy hh:mi:ss

Index	Export File Header
<input type="checkbox"/> 1	Course - Name
<input type="checkbox"/> 2	Faculty - Uniquename
<input type="checkbox"/> 3	Invited Count
<input type="checkbox"/> 4	RespondentCount
<input type="checkbox"/> 5	ResponseRatio

Course Name	Secondary Sub	Instructor - Uniquena	Invited	Responded	Response Rate
101815 Cultures of Modern Ca	afong	Annette Fong (Afong)	6	5	83.33333333
101815 Cultures of Modern Ca	knightley	Kent Knightley (Kknigh)	6	5	83.33333333
101815 Cultures of Modern Ca	mbush	Mandy Bush (Mbush)	6	5	83.33333333
101815 Cultures of Modern Ca	pholly	Philippe Holly (Pholly)	6	5	83.33333333
101815 Cultures of Modern Ca	pking	Phil King (Pking)	6	5	83.33333333
101815 Cultures of Modern Ca	pmarr	Patrick Marr (Pmarr)	6	5	83.33333333
101848 Modern Art	bbaker	Bernard Baker (Bbake)	7	5	71.42857143
101848 Modern Art	gwang	Gina Wang (Gwang)	7	5	71.42857143
101848 Modern Art	mbush	Mandy Bush (Mbush)	7	5	71.42857143

With aggregation by course name

A	B	C	D
Course Name	Invited	Responded	Response Rat
101815 Cultures of Moderr	6	5	83.33333
101848 Modern Art	7	5	71.42857
102033 Graphics	6	2	33.33333
201821 Bioarchaeology	5	1	20
201863 Fundamentals of V	5	1	20
202047 Computer Aided St	5	1	20
301864 Appreciation and E	7	0	0
302555 Gothic Art-S1	1	0	0

Team-taught: Feedback View

- The Export Report can be used to create a Feedback View BPI block to give users a visual experience

Remember: enable automatic update to ensure data gets updated nightly

[-] Response Rates 2

Total Items 14 << < 1 / 1 > >>

Courses – Name	Teachers – First Name	Teachers – Last Name	InvitedCount	RespondentCount	Ratio
401794 African Cultures and Societies	Holly	ROY	6	2	<div style="width: 33%;"></div> 33%
401794 African Cultures and Societies	Michael	PARKER	6	2	<div style="width: 33%;"></div> 33%
401866 Appreciation and Expression	Holly	ROY	26	0	<div style="width: 0%;"></div> 0%
401866 Appreciation and Expression	Tracey	CHENG	26	0	<div style="width: 0%;"></div> 0%
401867 Appreciation and Expression	Christian	CHIARENZO	26	0	<div style="width: 0%;"></div> 0%
401867 Appreciation and Expression	Vijendran	SANTANA	26	0	<div style="width: 0%;"></div> 0%
402013 WEIGHT TRAIN/FIT	Korina	STEPS	16	0	<div style="width: 0%;"></div> 0%
402054 GEN CHEM	Adam	CHAVES	18	0	<div style="width: 0%;"></div> 0%
402079 PROG/BASIC	Tommy	KENT	16	0	<div style="width: 0%;"></div> 0%
402114 EFF SPEECH	Mary	MCCLURE	13	0	<div style="width: 0%;"></div> 0%

Team-taught: Reports

Recall that : reporting can be created at the Individual and Aggregate Levels

- Individual type broken down by Secondary subject (audience: Instructors)
 - Response rate will be at the course-level
 - “Instructor” response rate can also be included and will be based on how many times they were selected
- Group By “Course Name” report (audience: Course Coordinator)
 - Response rate will be course-level

Adding the “Instructor” response rate

- Option to include found under the Info/Layout tab
- Disabled by default

My Reports

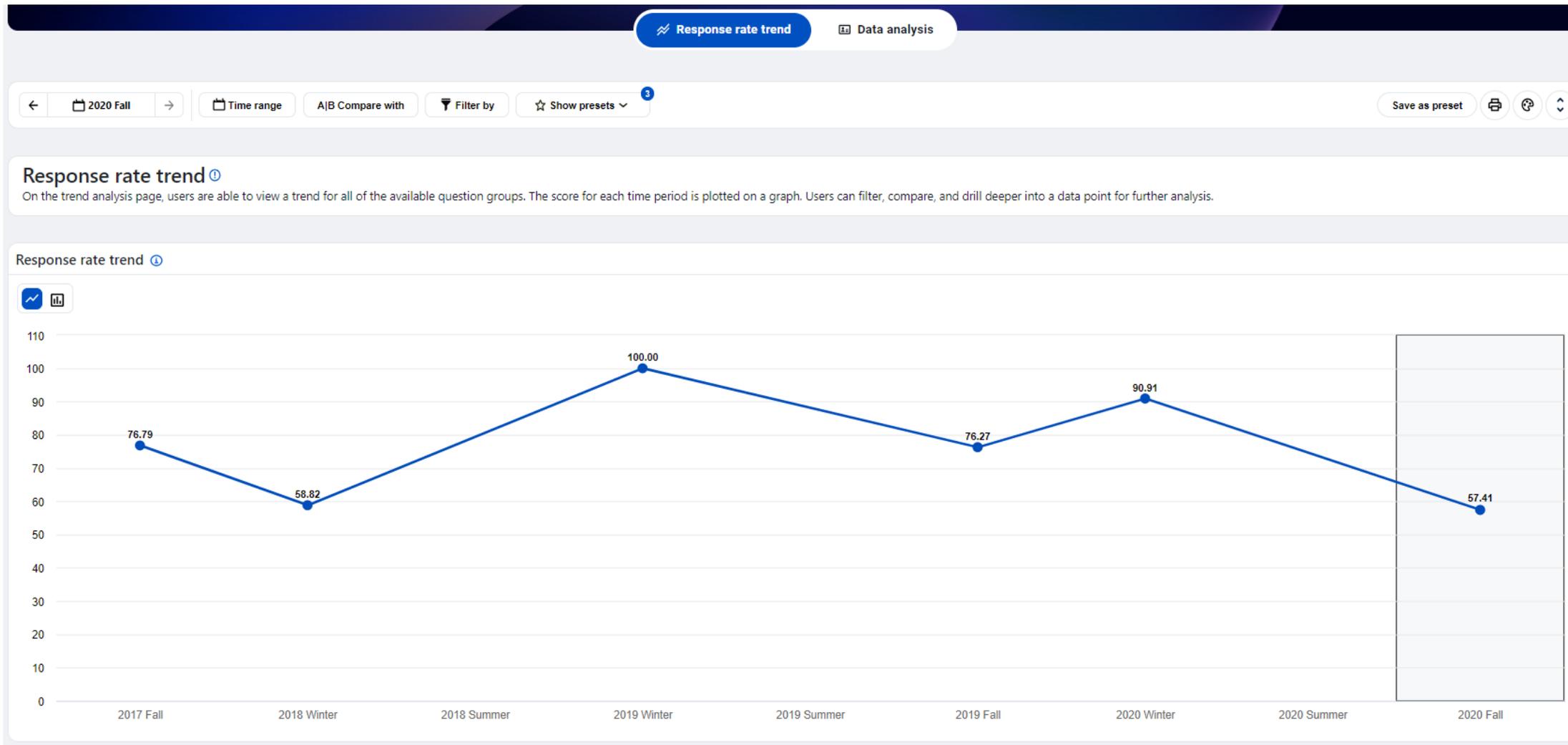
✓ Editing: Fall 2023 - Individual Report

Info	Content	Filters	Subjects	Viewers
General	Layout			
Cover page				
<input checked="" type="checkbox"/> Include cover page				
Prepared by				
<input type="text"/>				
<input checked="" type="checkbox"/> Hide "Prepared by"				
Statistics				
<input type="checkbox"/> Hide the Course invited count and response count on the cover page				
<input checked="" type="checkbox"/> Hide the Faculty invited count and response count on the cover page				

Team-taught: Blue Dashboard

- Option has to be enabled on the Configuration side
- Response Rate trending
- Individual / Aggregate –
 - Will see the overall rate for each time scale period in Trend Analysis
 - Under Data Analysis, can view the individual rates by course for the anchor time period

Team-taught: Blue Dashboard



What will be seen where

Response rate using:	Using SS selection (multiple definition)	No SS selection (multiple definition)	Pairing (form per course-instructor pair)
SV, RRM, BD Individual	Course-level	Course-level	Form-level (course-instructor)
Export Report (Feedback view)	Course-level	Course-level	Form-level (course-instructor)
Individual Report (course (a) & faculty (b) invited count showing)	a) Course-level b) Instructor-level	a) Course-level b) Same as a	Form-level (course-instructor)
Group by Course Name Report , BD Aggregate	Course-level	Course-level	Aggregate of forms per course (** see next slide)

What will be seen where cont'd

** Aggregate of forms per course:

- Invited and response counts will be the sum total of each form
 - Example: 1 course with 2 instructors and 10 students enrolled, 2 evaluation forms
 - Invited count will show as 20
 - Response count will include responses from both forms

Polling Question

**How are you currently sharing response rates?
(select all that apply)**

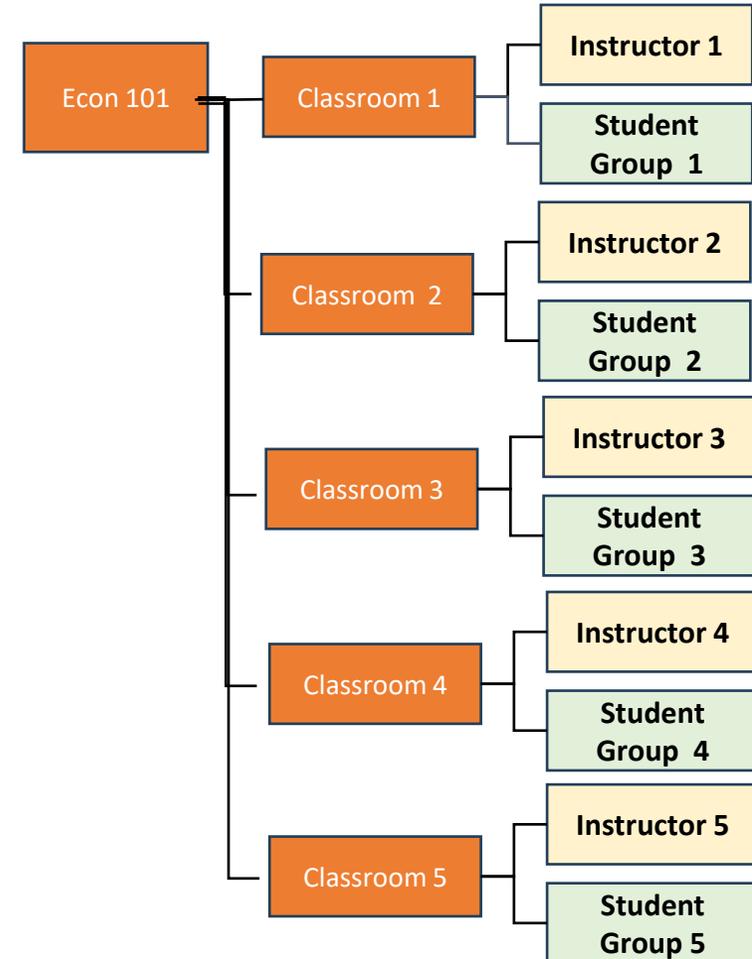
- Subject View/Management
- Response Rate Monitor
- Response Rate Export Report
- Feedback View
- Final Reports
- Blue Dashboard

Multi-section/modular courses

Multi-section/modular courses

Recall that:

- Multi-section:
 - Separate classrooms : students register to only one section
 - each section has unique ID in datasource
- Modular
 - One course broken into modules with distinct end dates
 - Recommended to make the module your primary subject at the datasource level with a unique ID
- Go with recommended Multiple secondary definition for project setup



Polling Question

In this scenario, response rates are also at the subject-level : but how many primary subjects do we have?

- 1 = ECON 101
- 5 for each section/module of ECON 101
- I'm not sure!

Multi-section/modular: Response Rates

- Each section or module has its own unique ID, therefore each section/module is our primary subject
- 1 evaluation form per subject & response rate is subject-level,
-> correct response is 5!
- Users assigned to a section/module will only see the response rate of that particular section/module
 - For users to see all the response rates, they must be assigned to each section/module

Multi-section/modular courses

If your SIS can't provide the sections/modules as unique IDs

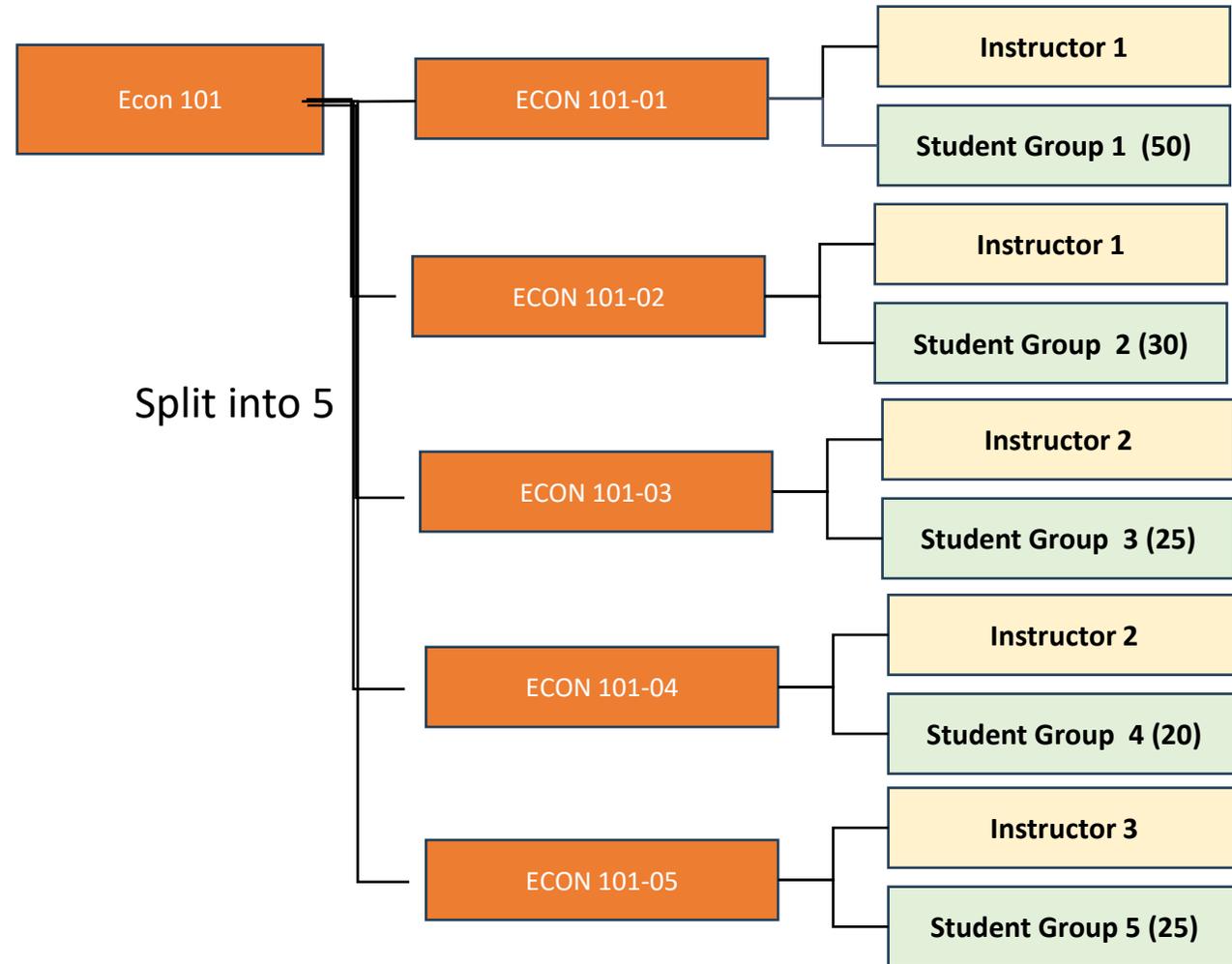
i.e. datasource brings in course with all teaching and student assignments attached to one ID

- Recall that you can delegate data prep using DIG
- Using the Split function:
 - Gives us the unique IDs for each section/module (which is used as our primary subject for the evaluation project)
 - Same output: response rates are subject-level, each new unique ID will have their own response rate

Example

ECON 101 with 150 students registered and 3 instructors assigned

Data preparer splits course into 5 new “courses” and reassigns instructor and students accordingly



Example cont'd

Response rate using:	ECON 101-01 <i>40 responses</i>	ECON 101-02 <i>15 responses</i>	ECON 101-03 <i>10 responses</i>	ECON 101-04 <i>15 responses</i>	ECON 101-05 <i>18 responses</i>
SV, RRM, Export Report **, Individual Report **	40/50	15/30	10/25	15/20	18/25
Group By Course Name (ECON 101)	98/150				

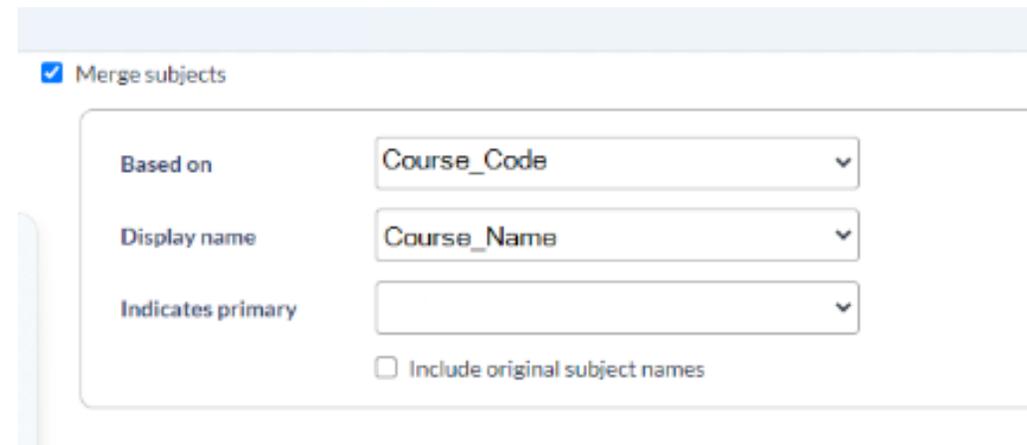
*** omitting any instructor options as we have only 1 instructor per section/module*

And what if we were to merge?

- If we were to merge subjects together, as expected, we would see a combined response rate
 - Applies if we are merging at the report level or at the datasource level

In our example, if we enabled “Merge subjects” option with Reports and had fields to link them

Response rate = 65.3% (98/150)



The screenshot shows a configuration panel for "Merge subjects". At the top, there is a checked checkbox labeled "Merge subjects". Below this, there are three dropdown menus: "Based on" is set to "Course_Code", "Display name" is set to "Course_Name", and "Indicates primary" is currently empty. At the bottom of the panel, there is an unchecked checkbox labeled "Include original subject names".

Response rate at the question-level

Question-level response rate

- Available in a number of report blocks
- Use to display statistics like % Favourable
- If there is a mandatory question on the Questionnaire, question-level response rate will match the course-level response rate
 - Use to compare response rate data across units (Spreadsheet block with a Breakdown group element)

Note: When using triggers, invited count is subject Invited count

Question-level response rate

Questions evaluating the Course

	Invited	Resp	Response Rate	%Favourable (4,5)
Course guidelines were clearly described in the syllabus.	6	4	66.67%	75.00%
The course was intellectually challenging.	6	4	66.67%	75.00%
I learned a lot from this course.	6	3	50.00%	100.00%
The course stimulated ongoing learning	6	4	66.67%	100.00%
Prescribed reading materials (e.g. journals, reference text, desk copies) supported the course's learning outcomes	6	4	66.67%	50.00%
Course learning activities generated interest and challenges	6	4	66.67%	50.00%
The course met its stated purpose/ aims	6	4	66.67%	75.00%

Polling Question

For those that you aren't currently using, which ones are you interested in using/implementing?

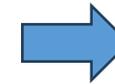
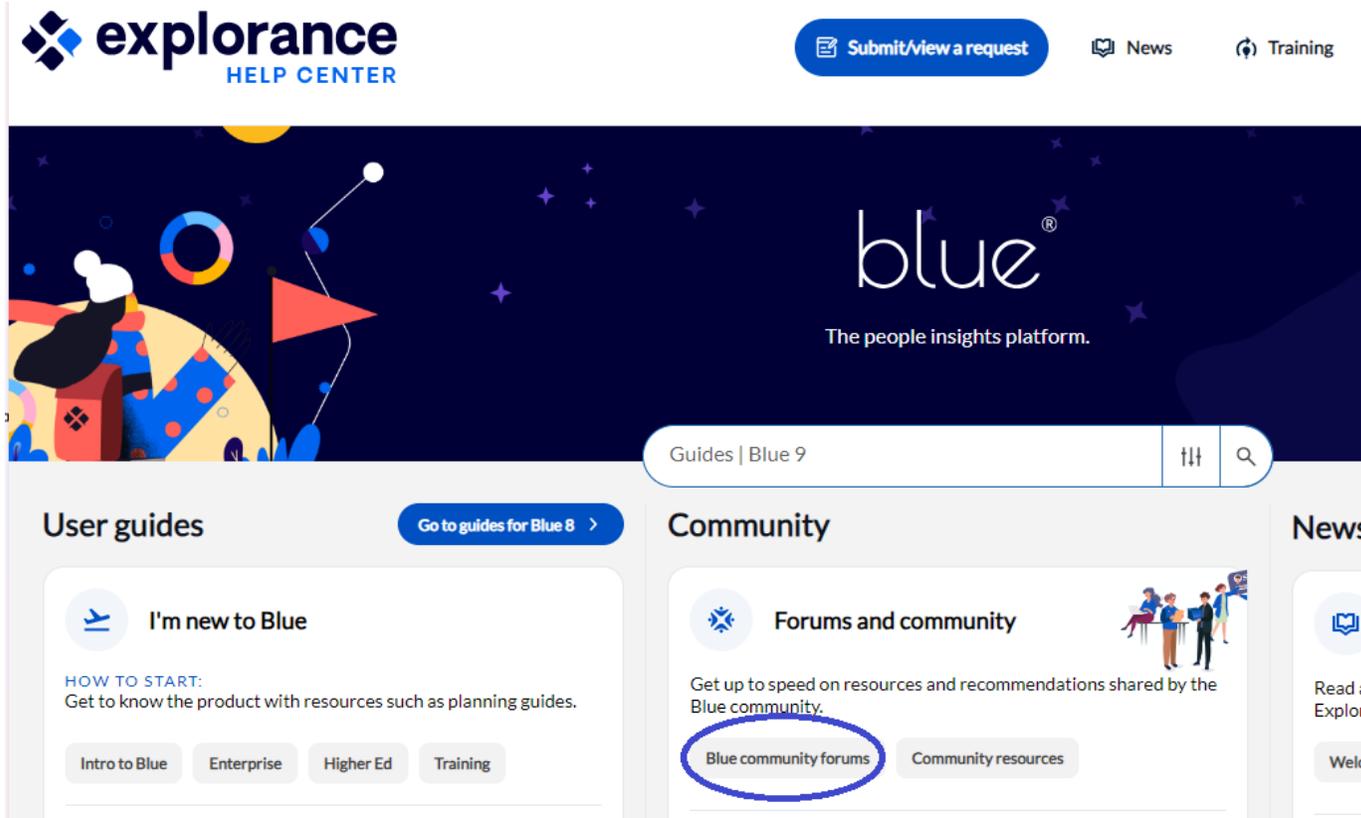
(select all that apply)

- Subject View/Management
- Response Rate Monitor
- Response Rate Export Report
- Feedback View
- Final Reports
- Blue Dashboard

Resources

- [\(Webinar\) Response Rate Optimization: Engaging Faculty and Students to Improve Response Rates | Explorance online help](#)
- [\(Webinar\) Various approaches to handling multi-section and team-taught course evaluations | Explorance online help](#)
- [Set up the response rate monitor | Explorance online help](#)
- [Create a public response rate export report with automatic update | Explorance online help](#)
 - [Configure a Feedback Block in BPI | Explorance online help](#)
- [Subject management \(SM\) task | Explorance online help](#)
- [Blue Dashboard guide | Explorance online help](#)
- [Configure report information | Explorance online help](#)
 - [Add a Cross Category Type Report Block | Explorance online help](#)
 - [Spreadsheet report block | Explorance online help](#)

Community resources



[\[Learning Webinar - Questions, Discussions, & Post-Webinar Follow-up\] September 18: How to Make Sense of Response Rates in Multi-Section and Team-Taught Course Evaluations – Explorance Online Help](#)

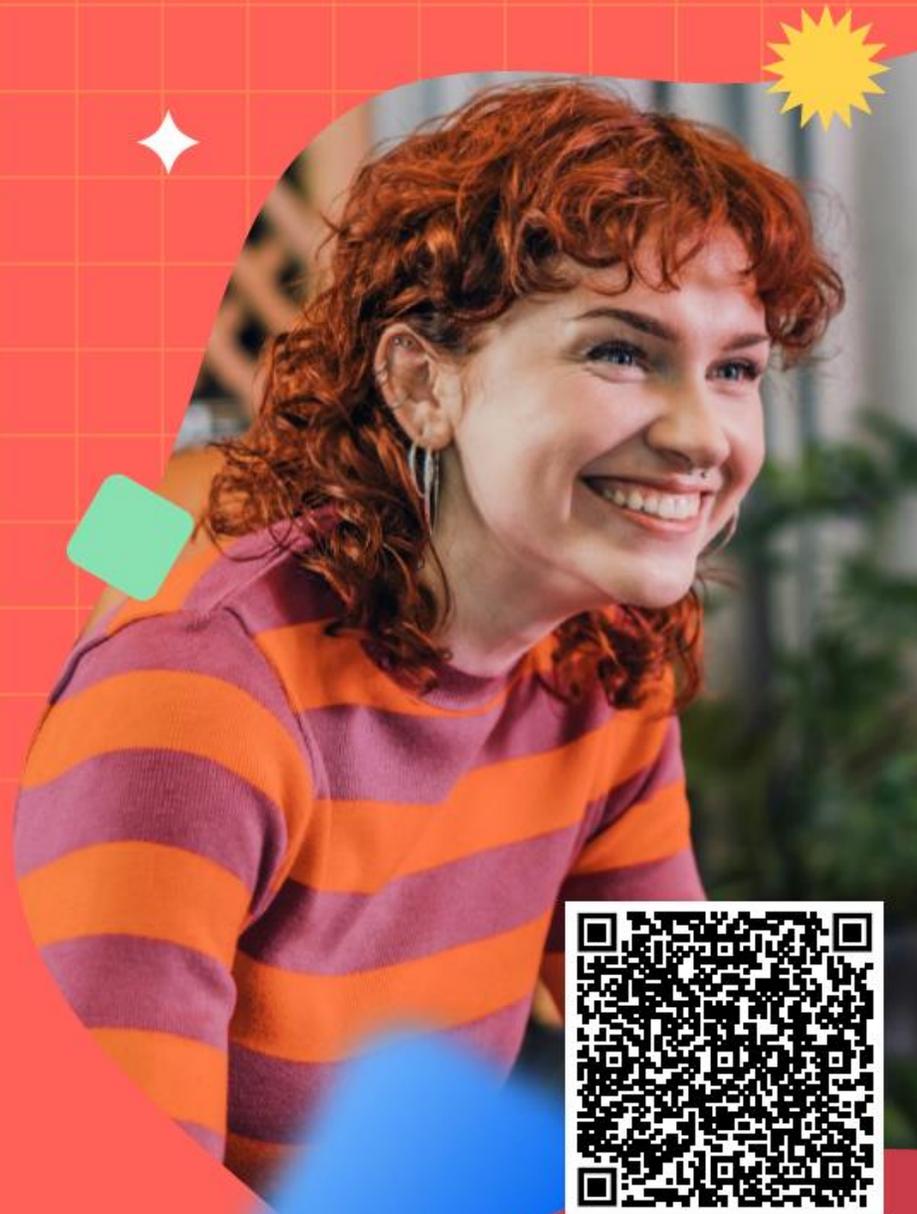
Join us for the next one!

- September 25: [Ask an Expert! About Response Rates and Project/Report Set-ups in Blue](#)
- October 2 : Community-led: [MassBay Community College’s “Special Sauce” - An Innovative Approach to Increasing Response Rates and Engagement](#)
- October 10: Virtual Summit - [Feedback Culture: The Power of Feedback in Higher Education](#)

Feedback Culture: The Power of Feedback in Higher Education

📅 October 10, 2024 | 12:00 PM EST

[Register Now](#)



Thank you!