

Course Survey Guide for Faculty

Making the Most of Your Course Survey Feedback

Course surveys¹ completed by students can provide a wealth of useful information to inform your teaching practices. While being reviewed by students can feel uncomfortable, student feedback can be valuable in adapting and refining teaching techniques.

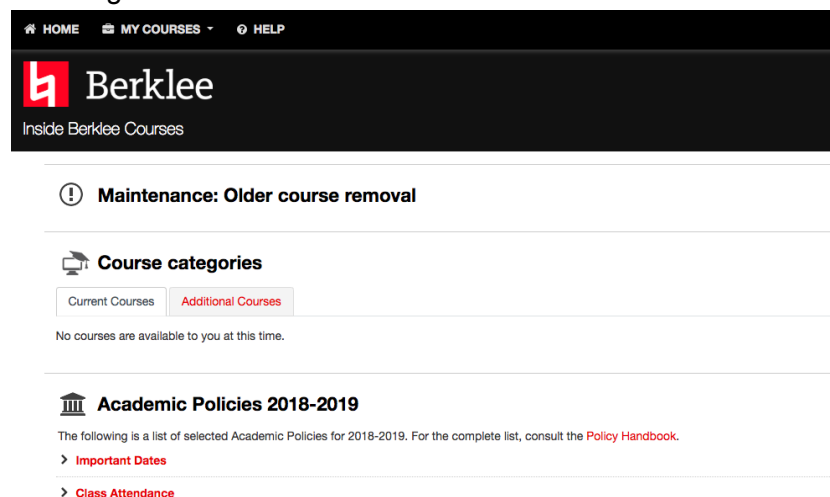
This guide will focus on accessing and making the most of your course surveys by showing you how to:

- **Access survey results** using a step-by-step guide
- **Interpret course survey reports**

Getting started

Accessing your survey results.

1. Navigate to OL.Berklee.edu



The screenshot shows the OL.Berklee.edu website. At the top, there is a navigation bar with links for HOME, MY COURSES, and HELP. Below the navigation bar is the Berklee logo and the text "Inside Berklee Courses". A maintenance notice reads "Maintenance: Older course removal". Under "Course categories", there are tabs for "Current Courses" and "Additional Courses", with a message stating "No courses are available to you at this time." Below this, there is a section for "Academic Policies 2018-2019" with links for "Important Dates" and "Class Attendance".

2. Scroll to the bottom of the page and click on “Click here to access your instructor course survey dashboard.” If you are an administrator, you will see a second link that says “Click here to access your administrator course survey dashboard.”



Student Course Surveys

[Click here to access your instructor course survey dashboard](#)

¹ Beginning in Fall 2017, a new course survey system, EvaluationKIT, replaced the SmartEvals system that was previously in use. For survey results from semesters prior to Fall 2017, please contact the Office of Institutional Research and Assessment at institutionalassessment@berklee.edu. Survey results after Fall 2017 are available in EvaluationKIT which can be accessed by visiting OL.Berklee.edu.

3. On your homepage there will be a link and listing of all the courses you have taught since the rollout of EvaluationKit in Fall 2017. Click the link for the appropriate semester to view that semester's results.

Evaluation Results

2018 Fall Courses

If you are also a department administrator and do not see this box, check the top right corner of the screen next to your name. If it says Administrator, click on that word and select Instructor below.

Administrator ▾

Instructor





response rate T

4. The Project Results page will display a table listing all of your courses for that semester. You can create a report using one of two methods. To download a **single course report**, click the report button on the far right side of the line that corresponds to one of your courses.

Report



Upon selecting the report button, you will be provided with four options **Detailed Report** will provide the feedback to the closed ended survey questions, **Detailed Report + Comments** which will provide all survey feedback, and **Raw Data** which will provide an Excel spreadsheet with survey responses. Please do not use the **Feedback** option and instead direct your questions to institutionalassessment@berklee.edu or your department chair.

-  Detailed Report
-  Detailed Report + Comments
-  Raw Data
-  Feedback

To create one report with all of your courses, select the checkboxes next to your courses and then select **Batch Report**. Batch reports will be emailed to the email address associated with your account when the report is done processing. This should take no more than 15 minutes.

 [Batch Report](#)

Project Results

- | <input type="checkbox"/> | Course Code |
|--------------------------|--------------|
| <input type="checkbox"/> | A-BC12345_UG |
| <input type="checkbox"/> | A-BC12345_GR |

Upon selecting Batch Report, a box will pop up allowing you to name your report and select one of three report options.

Download Multiple Reports as ZIP File will create one report for each course. **Merge Multiple Reports into one PDF** creates one report that lists each course, one after the other. **Comparison Report with Selected Courses** creates one document with each question listed separately with the responses for each selected survey listed below. The **Report Type** drop-down menu allows you to select a **Detailed Report** which shows closed-ended survey results only, or **Detailed Report + Comments** which will provided all data for each survey.

We recommend downloading the **Detailed Report + Comments** when reviewing your results because it will contain all survey data.

Batch Report

Report Name
Test report

Report Type
Detailed Report

Download Multiple Reports as ZIP File for Selected Courses

Merge Multiple Reports into one PDF for Selected Courses

Comparison Report with Selected Courses in one report and organized by survey question as PDF

Cancel GO

Interpreting your results

Single course report

If you have created a **single course report** as outlined in number 4 above, you will receive a report with a description of the course at the top and a box for each question of the survey. If you download a **merged course report** containing the results of multiple courses, you will receive a single course report for each selected course one after the other in a single file.

Closed-ended question responses

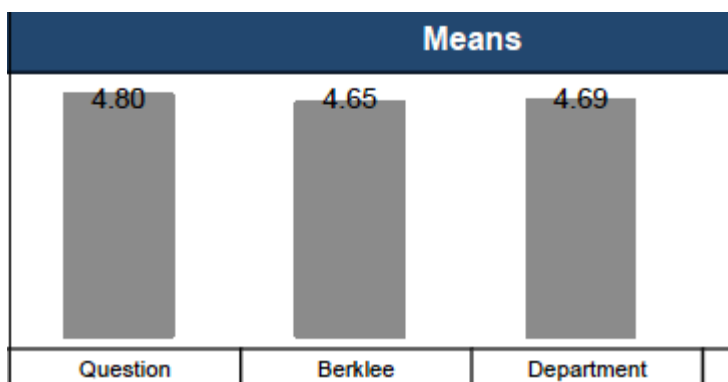
Closed-ended questions require students to select a choice from a predetermined set of response options. Response options for these questions are Strongly Agree, Agree, Undecided, Disagree, and Strongly Disagree. Questions 1 through 9 in the student course surveys are standard questions asked every semester that allow you to compare your most recent results to previous semesters.

1 - My professor creates a respectful learning environment												
Instructor name												
Response Option	Weight	Frequency	Percent	Percent Responses	Means							
Strongly Agree	(5)	4	80.00%									
Agree	(4)	1	20.00%									
Undecided	(3)	0	0.00%									
Disagree	(2)	0	0.00%									
Strongly Disagree	(1)	0	0.00%									
					0	25	50	100	Question	Berklee	Department	
Response Rate	Mean	STD	Median	Berklee	Mean	STD	Median	Department	Mean	STD	Median	
5/8 (62.50%)	4.80	0.45	5.00	22520	4.65	0.70	5.00	54	4.69	0.51	5.00	

The first section of each questions' response box shows how many students selected each option, and what percent selected each option.

Response Option	Weight	Frequency	Percent
Strongly Agree	(5)	4	80.00%
Agree	(4)	1	20.00%
Undecided	(3)	0	0.00%
Disagree	(2)	0	0.00%
Strongly Disagree	(1)	0	0.00%

- **Response options** - Each question has five response options: Strongly Agree, Agree, Undecided, Disagree, and Strongly Disagree.
- **Weight** - Each response option is weighted with a value of 1 through 5 with 1 being the lowest score and 5 is the highest. These values are used to calculate the **mean**, **median**, and **standard deviation (STD)** of each question.
- **Frequency** - the number of students who selected each response option.
- **Percent** - is the frequency of each response option divided by the total responses.
- **Means** is a three-column bar chart that shows the mean for this question and compares it to the mean for this question across Berklee as a whole, and across the division in which the course resides.



The bottom of each question score box shows your response rate for that question, the average (mean) score for that question, the standard deviation, and the median score for your results, the college as a whole, and your department.

Response Rate	Mean	STD	Median	Berklee	Mean	STD	Median	Department	Mean	STD	Median
5/8 (62.50%)	4.80	0.45	5.00	22520	4.65	0.70	5.00	54	4.69	0.51	5.00

- **Response Rate** shows the total number of students enrolled in the course who completed that survey question. This value is shown for each question.

What to look for?

The higher your response rate, the more valuable the results are. In addition, if you have three or less responses, you will not be shown the results of that courses' surveys. Faculty encouragement is the best way to get students to complete their surveys. We recommend setting aside 10 minutes of class time for students to complete their surveys at the end of every semester.

- **Mean** is the average score for each question, as well as the average across Berklee for this question, and across the department in which the course resides.

What to look for?

Higher mean scores represent more students selecting Strongly Agree and Agree, which indicates a higher satisfaction with your course. If you find that your mean for a question is below the mean of Berklee or your department, look to the open-ended responses for specific feedback that you can be used to improve that area.

- **STD** is the standard deviation of the responses. This indicates how far spread out the responses are for each particular question and for the same question across Berklee and the department in which the course resides.

What does this mean?

A lower standard deviation (between 0 and .5 indicates that student responses are very similar to one another, while a higher standard deviation (between .5 and 1) indicates that there is a wider range of student responses.

- **Median** indicates the point that is exactly in the middle of all of your responses. This means that 50% of responses fall above the median, and 50% fall below the median.

What to look for?

A high median indicates the majority of your scores are in the upper end of the range of response options which could mean that students are more satisfied with that element of the survey. If you find that your median score is below Berklee and department scores, review your open-ended responses for feedback that may improve your median score.

Comparison course report

Comparison course reports contain all of the same information as the single course report, but in a slightly different format. Instead of one small box for each question, your report will

contain a larger box listing the student responses for each question by course.

1 - My professor creates a respectful learning environment											
Instructor name											
2018 Fall Courses											
AB-123-001_UG: Course Title											
Instructor Name											
Response Option	Weight	Frequency	Percentage	Percent Responses				Means			
Strongly Agree	(5)	3	100%					5.00	4.65	4.69	
Agree	(4)	0	0%								
Undecided	(3)	0	0%								
Disagree	(2)	0	0%								
Strongly Disagree	(1)	0	0%								
				0	25	50	75	100	Question	Berklee	Department
Response Rate		Mean	STD	Berklee		Mean	STD	Department	Mean	STD	
3/5 (60%)		5.00	0.00	22,520		4.65	0.70	54	4.69	0.51	

2018 Fall Courses											
AB-123-002_UG: Course Title											
Instructor Name											
Response Option	Weight	Frequency	Percentage	Percent Responses				Means			
Strongly Agree	(5)	5	71.43%					4.71	4.65	4.69	
Agree	(4)	2	28.57%								
Undecided	(3)	0	0%								
Disagree	(2)	0	0%								
Strongly Disagree	(1)	0	0%								
				0	25	50	75	100	Question	Berklee	Department
Response Rate		Mean	STD	Berklee		Mean	STD	Department	Mean	STD	
7/20 (35%)		4.71	0.49	22,520		4.65	0.70	54	4.69	0.51	

Open-ended question responses

Open-ended questions give students the opportunity to write their own response. In each course survey, students are given the option to provide additional feedback with the question **“Is there anything else you would like to add?”**

These responses will be visible if you selected a **Detailed Report + Comments**.

10 - Is there anything else you would like to add?	
Instructor name	
Response Rate	4/8 (50%)
Comment 1 Comment 2 Comment 3 Comment 4	

Due to the open nature of these question, students may provide a wide variety of feedback. While reviewing look for:

1. **Themes** which might indicate an element of the course that students find particularly good or bad to identify areas that could be improved or maintained in subsequent semesters.
2. **Specific mentions** of areas that may have received lower scores in the closed-ended portion of the survey.
3. **Reporting** of harassment or gender bias between students. Although students are directed to the proper reporting channels in survey communications, occasionally a student may provide details in their course surveys. Consider reviewing these responses

with your department chair or a trusted colleague to determine how to utilize this information.

How to handle negative comments?

Despite your best efforts, you may receive negative comments from one or more of your students. Although your first instinct may be to ignore such comments, these comments can still provide useful feedback if you take a moment to analyze the content.

Things to consider:

1. **Is there something actionable that can be taken from these comments?** If a student complained about something that can be changed, consider how that might fit into your teaching style and curriculum. For example, if a student states that the course is too long, or that they had trouble hearing your instruction, consider scheduling regular breaks during the class or standing closer to students and speaking more loudly as you teach.
2. **Have I seen other comments like this on past course surveys?** If a negative comment has appeared in course surveys more than once, consider reviewing the feedback with your chair or a trusted colleague to determine how you can use this information moving forward.
3. **Would it be useful to solicit mid-semester feedback?** If a negative comment refers to something that would have been easy to change if only you had known, consider handing out mid-semester surveys to your students. For best results, be sure to make your surveys anonymous.
4. **Did a student write a comment that is abusive or threatening?** If so, be sure to talk with your chair as soon as possible to discuss if this is a matter that should be escalated.

Student Course Surveys

What?

Student course surveys are completed by students each semester for courses and private instruction at Berklee College of Music, Berklee Valencia, and Boston Conservatory at Berklee using the web based software EvaluationKit.

When?

Fall 2019 - December 2, 2019 through December 23, 2019
Spring 2020 - April 21, 2020 through May 11, 2020

Why?

Course surveys are a valuable opportunity for students to share their thoughts and be heard, and for faculty to receive feedback that can be used to adjust course curriculum and hone their teaching methods. Standard courses, private instruction, and online courses each have their own set of questions to ensure results are applicable to each course.



Frequently Asked Questions



Who can see the results?

Your survey results are only visible to you, department chairs, division deans, and a select group of academic leaders. To protect the confidentiality of students, instructors will only see results in aggregate and will not be able to see results for courses with less than three enrolled students. For results on these courses, please speak with your department chair.

Where can I see the results?

Results become available to instructors and department chairs a few weeks after the survey period closes and remain available at anytime in EvaluationKit. You will receive an email when results become available but can also click the course survey link on OL.Berklee.edu. In addition, while course surveys are active, you will receive periodic emails with your response rate which will also contain a link to EvaluationKit.

How can I increase the response rate for my courses?

The best way to encourage students to complete the surveys is to remind students to complete them and to give students 10 minutes at the end of class to take the survey. Additionally, it is helpful if you explain to students how you plan to incorporate their feedback into your teaching. If possible, share an example of a time when you have incorporated student feedback into your course.

What else do I need to know?

- A guide is available to help you find and interpret your results: <https://bit.ly/2TC6QNw>
- An extended FAQ is available on the student course survey page of Berklee.edu: <https://www.berklee.edu/institutional-assessment/course-evaluations>
- Additional questions can be directed to institutionalassessment@berklee.edu