

Course Feedback Framework

Syracuse University's course feedback framework includes:

- The opportunity for students to provide feedback on their courses regardless of delivery format, time schedule, or campus location.
- The collection of actionable feedback to improve teaching and learning, rather than individual instructor ratings.
- Individual school/college determination of how course feedback is used within the school/college with regard to teaching, learning, promotion, and tenure.
- Course feedback forms primarily comprised of department and instructor items and a set of 8 Academic Affairs common questions used for all Syracuse University courses.

Course Feedback Resources

Visit the IE website to access [resources and information](#) on:

- A holistic approach to enriching teaching and learning and the course feedback framework
- Course feedback practices and policies
- Student, faculty, and administrator access to and use of the course feedback platform
- Optional mid-course feedback project for full semester courses
- Common questions, course feedback item bank, and form development
- Frequently asked questions



Contact IE with any questions or comments: coursefeedback@syr.edu



Collecting Course Feedback

Syracuse University uses an online system to collect student course feedback.

Faculty have direct access to real-time response rates and results shortly after the grade submission deadline.

Fall semester details can be found on the next page.

Student Engagement and Constructive Feedback

The following tips will lead to greater student engagement in the process, improving response rates and the quality of the feedback:

It is never too early to start talking with students about course feedback.

- Gather input from students about their experience and learning throughout the course such as after the first few days/weeks (depending on course duration), following a major project or activity, and/or midway through. Collecting information at multiple points throughout the course can enhance both your teaching and students' learning. These efforts also enrich communication between you and your students.
- Share with students how you have incorporated prior qualitative and quantitative feedback into your course. This could include examples of helpful responses that were used, as well as unhelpful comments that could not be used.
- While the final course feedback window is open, remind students to complete their forms and be sure to extend thanks for already submitted feedback. Let students know that their responses are confidential and that results are released to you after grades are submitted. You can view your response rates in the online system in real time and can share that information to prompt students to respond. You are not able to see who did and did not submit the course survey.

Dedicate time during a class session to collect course feedback.

- Reserve 15 minutes during class time for students to complete the course survey. A study of course feedback submission timestamps showed that instructors who set aside class time to complete the course survey received response rates on average of 64-78% depending on class size, often well above the rates of those who did not seem to provide time. A number of instructors achieved 100%.

Incorporating these practices conveys to students that you value their perspectives, leading to increased participation and more constructive responses.

Need to Know for the Fall Semester

Course Feedback Form

Course feedback forms are made up of blocks of questions that appear to students as a seamless survey. Blocks are displayed in the following order:

- (1) Academic Affairs common questions
- (2) School, college, and/or department questions
- (3) Individual instructor questions (if applicable)

Academic Affairs common questions include:

- My key reasons for taking this course were:
- For this course, on average, I spent the following time, outside of synchronous or in-person class sessions, on course work:
- I feel that I performed to my potential in this course.
- The syllabus was an accurate guide to course requirements.
- Student participation and the contribution of ideas, comments, and questions were encouraged.
- I felt a sense of belonging and community in the class.
- Course assessments (e.g., exams/quizzes, papers, presentations, projects, performances, etc.) allowed me to demonstrate what I learned.
- I received helpful feedback from the instructor to guide my progress in this course.

The following schools/colleges have enabled the instructor question option for faculty to add forced-choice and/or open-ended questions to their course form(s):

- School of Architecture
- The College of Arts and Sciences
- School of Education
- College of Engineering and Computer Science
- Falk College of Sport and Human Dynamics
- College of Law
- Maxwell School of Citizenship and Public Affairs
- S.I. Newhouse School of Public Communications
- College of Visual and Performing Arts

Student and Faculty Access

Single Sign On @ coursefeedback.syr.edu | Blackboard Tools > Course Feedback Tile | Link in Emails | QR Code



Course Feedback Windows

The window during which time students provide their course feedback is automated to start and end depending on course duration.

Course Length Course Feedback Duration

1-14 days	Opens last day of class for 7 days
15-28 days	Opens 3 days before class ends for 7 days
29-56 days	Opens 7 days before class ends for 9 days
57+ days	Opens 14 days before class ends or before start of final exams for 14 days

Important Dates

- Fall 2024 term dates: **8/26 – 12/17**
- Optional mid-course feedback project:
 - Instructor creates and adds survey to course(s): **9/17 – 9/30**
 - Mid-course feedback window for students: **10/1 at 9am – 10/7 at 11:59pm**
 - Results released to instructor only: **10/08**
- End-course feedback window opens (full semester courses): **11/25**
- For final course feedback, instructor custom question selection opens 3 weeks before start of course feedback window (dependent on course end date).
- Results access: For full semester courses, reports are released 7 days after the grade submission deadline (subject to change if grades are not submitted by instructor) and 14 days after course end date for flexible format courses.

Communications

Notifications from Syracuse University Course Feedback are sent via the online system.

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| Student | <ul style="list-style-type: none">▪ The day any of their course surveys open and reminders every 3 days after the survey opens until it closes▪ Certificate of completion email |
| Faculty | <ul style="list-style-type: none">▪ 21 days prior to survey opening with access to add custom questions, along with reminders every 7 days until the feedback window opens▪ The day any of their course surveys open and reminders every 3 days after the survey opens until it closes▪ The day reports become available for their course(s) |

IMPORTANT! The course feedback system requires the acceptance of a session cookie by the browser. If a student is unable to view their course surveys, they should check to see that cookies are enabled in the browser they are using and clear the browser cache. If the issue persists, please ask the student to contact IE (coursefeedback@syr.edu).