



# STUDENT FEEDBACK

## How to use the Evasys Instructor Portal For UCD Student Feedback Surveys

### Reviewing Survey Responses, Closing the Feedback Loop and Module Review tool

#### Overview - Evasys Instructor Portal

The Evasys Instructor Portal can be found at <https://ucd.evasysplus.ie>; you can log in with your UCD login details.

Immediately on survey closure, the Portal (see figure 1) enables you to:

- view the final response rate for each closed survey
- review student aggregated feedback to quantitative questions, and view the free-text qualitative comments (data generated into pdf and word documents)
- record reflections, save and return to them
- view these reflections as students will
- publish reflections and send an automatic email to students with your reflections
- Provide context and commentary to colleagues on the feedback received using the 'Module Review' tool

Example screenshots of the process can be found below.

#### Why close the feedback loop with students?

Students increasingly expect transparency around the outcomes of evaluation processes (Spiller, 2011). However, as Tschirhart and Pratt-Adams (2019) identify, students are often unaware of the outcomes of their feedback; students who have provided their views often move on without seeing the results of their feedback. Failure to close the feedback loop can create a climate in which students do not value the evaluation process which can lead to declining response rates, poor student engagement, lower levels of trust, and general cynicism from both students and staff. (Shah et al, 2017)

Engaging with students in a meaningful way to close the feedback loop also helps in building a sense of community and to improve general satisfaction of the overall student experience. When closing the feedback loop is viewed as a dialogic process, then there is potential benefit for both staff and students as, together, they are able to work in partnership with a common goal of improving learning (Cooke-Sather et al, 2014).

#### Suggested guidelines for completing the feedback commentary loop to students

The following guidelines are indicative. The commentary should be concise and as in all feedback, consideration should be given to the language and tone used. See figure 2

- Thank the students for taking the time to complete the survey and for the feedback received.
- Pick out main trends with reference to what students identified as helping their learning, good practice and acknowledge those.

Acknowledge areas of student concern and

- inform students of any improvements that can be made as a result of their feedback, where and if these are under your control.
- Where issues are raised on which action is not possible, offer the reason behind this. Indicate that you will raise the issues with the School or Programme Board.

If you are concerned by any of the comments and need advice or support, please contact [studentfeedback@ucd.ie](mailto:studentfeedback@ucd.ie) who will explain our current university process in dealing with such issues.

### **What will students receive?**

Once you have completed your reflections check "Publish Reflections" then clicked on "Send Student Report", evasys will send a pre-configured email in your name to all students registered against the survey providing a URL link to the Report (see figure 3). You can view the report before you send it, it contains your reflections.

### **Free-text Comments, and student use of respectful and appropriate language**

In the survey, students are asked to use respectful and appropriate language when responding to open questions; access to information on what constitutes constructive feedback is also provided.

Students will also be aware through survey FAQs that the system does track who has responded and that this data will not be made available to staff and that results of analyses will be presented in a way that does not identify any individual. However, they are also advised that the University reserves the right to identify a respondent under certain circumstances i.e., a threat to student welfare, suspected breaches of the law, or University policies and regulations.

On rare occasions, students may still use inappropriate language. In this event, please try not to take it personally as it can often be a single misguided individual. Please seek support from your line manager if required, and contact [studentfeedback@ucd.ie](mailto:studentfeedback@ucd.ie) to request the UCD Inappropriate Student Feedback policy.

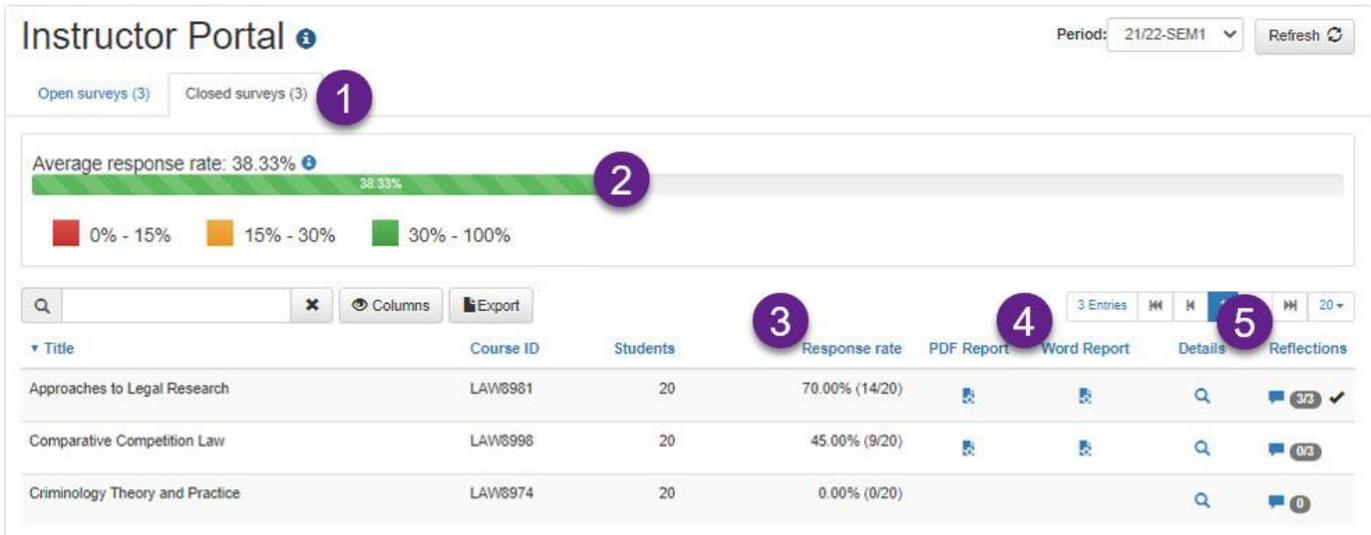
### **Assistance**

If you have any queries on this process, please contact [studentfeedback@ucd.ie](mailto:studentfeedback@ucd.ie). If you need support in how to respond to feedback, contact your line manager.

## EvaSys Instructor Portal Example screenshots

Note: some screenshots are generic rather than the University's configuration

**Figure 1: Closed surveys**



Note 1: Click on "Closed surveys" [the default is "Open"]

Note 2: Shows the average response rate across all your surveys for that survey period

Note 3: shows response rates for each survey

Note 4: access the Feedback Reports containing aggregated quantitative and free-text responses in either pdf or word (presentations are different]

Note 5: click on  to access reflections entry

### Icons under Reflections heading

	Click on to access reflections
	3 of the 3 reflections have data entered
	0 of the 3 reflections have data entered (but the screen has been accessed)
	Reflection entry has not commenced
	Report has been set to published

**Figure 2: Entering Reflections and Sending to Students**

Instructor's Reflections: Cli ✕

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Reflections

Module Review

Even if there are no responses to the survey, or the number of responses is below the threshold set, reflections for students can still be added below, with the Student Feedback Report sent out to participants.

**Areas of good practice identified through Student Feedback**

**B** *I* U ☰

**Areas for development identified through Student Feedback**

**B** *I* U ☰

**Any other remarks**

**B** *I* U ☰

Cancel
Save

**Student Feedback Report Actions**

Please mark the following checkbox when you are ready for your reflections to be included in the Student Feedback Report. Adding or editing reflections is not possible while the "Ready to be Published" is marked. After the Student Feedback Report has been sent, the marking can only be reverted by users with the role of department manager or administrator.

Please save or revert your changes before marking "Ready to be Published".

Reflections ready to be Published 2

The Student Feedback Report is not available for sending: please make sure to save any pending changes to your reflections and mark them as ready for publishing.

3
View Student Feedback Report
Send Student Feedback Report
4

Download Student Feedback Report

Cancel
Ok

- Note 1: text can be entered against each reflection heading, and saved and returned to
- Note 2: Once you are happy, "Publish Reflections" can be checked
- Note 3: at any point, you can view the report that the students will receive
- Note 4: send the report to all students registered on the survey



**Figure 3: Sample Reflection Report for Students**

## Student Feedback Report -

School of Veterinary Medicine / Dr Bennett / 2022-23 Spring /

### Reflections

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#### Areas of good practice identified through Student Feedback

Feedback was extremely positive overall, with almost all students agreeing they were satisfied with the quality of the module.

Specific positive features highlighted include:

- Lots of interactive work and dynamic discussions
- Good balance between lectures and group work/participation
- Encouragement to take a critical viewpoint and engage with different perspectives

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#### Areas for development identified through Student Feedback

Observations and suggestions for improvement:

- Unable to cover as much depth of subject due to breadth of module topics
- Seminars too short with too many students in each one, difficult to get questions answered

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#### Any other remarks

- Allow time for greater and more in-depth discussions of academic framework of the module
- Reduce student numbers in seminars



## Module Review

The Module Review tool allows module coordinators to provide the module feedback report and reflections you sent to students on their feedback to colleagues (e.g. other teaching staff on the module).

It is not necessary to share this with your Head of School and SHTL. They automatically have access to the student feedback report and your closing the feedback loop reflections.

1. The Module Review can be found in the same area as the Instructor's Reflections, it is the second tab on that screen.
2. By clicking on 'Copy reflections' the reflections that you have sent to students will be automatically copied into the text box below.
3. Text box: this is pre-populated with guidance for using the form. You can remove this guidance and add commentary also if you wish.
4. Click 'Save' to save any text that you have entered.
5. Add email address(es) of colleagues who are to receive the module review form
6. Click '+' once you have entered the email address(es)
7. Click 'Send' then 8. Click 'OK' to exit

Figure 4: Module Review Screen



The screenshot shows the 'Instructor's Reflections: Mark Test' interface. At the top, there are two tabs: 'Reflections' and 'Module Review', with the latter circled in red and labeled '1'. Below the tabs, there is a 'Copy reflections' button labeled '2'. A large text area for entering reflections is labeled '3'. Below the text area are 'Cancel' and 'Save' buttons, with 'Save' labeled '4'. Underneath is a 'Module Review Recipients' section with an input field containing 'user@example.com' and a '+' button labeled '6'. Below the input field is a 'Send' button labeled '7'. At the bottom right, there are 'Cancel' and 'Ok' buttons, with 'Ok' labeled '8'.