Student Feedback Questionnaire (SFQ)

System Manual for
Academic Staff

Prepared by

Educational Development Centre

1. System manual for Dean and Head of Department

The following system manual is for Deans' and Heads of Departments' use. It can also be accessed at www.polyu.edu.hk/esfqadmin. Subject Leaders, Subject Teachers and Departmental SFQ Administrators should refer to their corresponding manuals as their system interfaces are different from that of the Subject Leaders.

Deans and Heads of Departments will receive a notification email from the University SFQ Administrator upon the release of the SFQ reports each semester. They can log in to the SFQ system using the login name and password provided in the notification email to view the subject reports, full/staff reports, faculty norms, departmental norms, summaries of SFQ results and generate summary reports for staffing exercises. Instructions to using the SFQ system are given in the following sections:
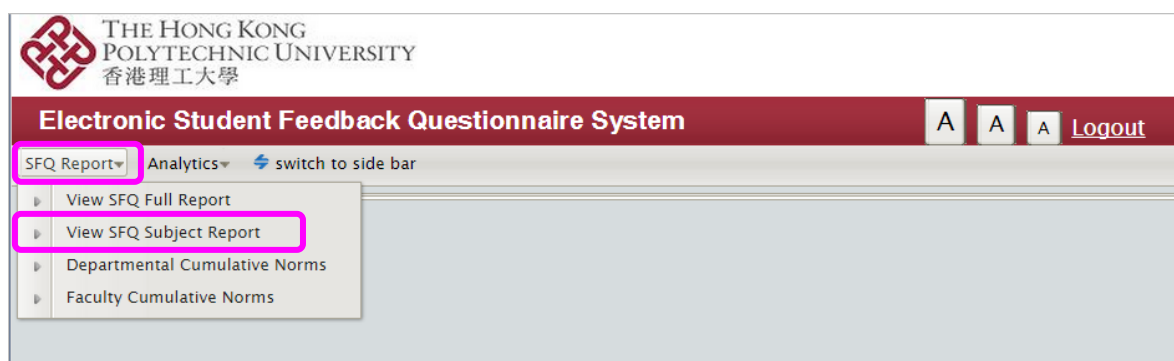
1.1   Viewing SFQ subject reports

Deans and Heads of Departments can view the subject reports of their Faculty/School and deparment respectively.

Step 1   Go to http://www.polyu.edu.hk/esfqadmin and log in using the login name and password provided in the notification email sent to you upon the release of the SFQ reports. Please note that the password changes every semester when the results are released.

Step 2   To view the subject reports, click **SFQ Report** in the top menu bar then select **View SFQ Subject Report** to display the list of available reports.

Step 3   You can search for a report by clicking the Magnifying glass icon in the top left corner.

To sort the reports in ascending or descending order by academic year and semester, subject code, subject title, subject section code or subject component code, click the corresponding column header.
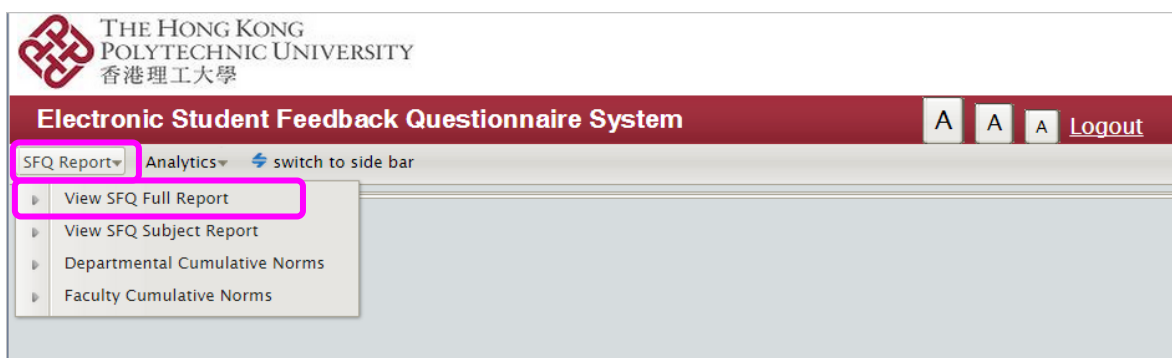
Click the PDF icon next to the record to display the subject report for that class.

Acad. Yr.–Sem.	Subject Code	Subject Title	Subject Section Code	Subject Component Code	Filename	Subject Report
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM001	14FB0016-S-FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM002	14FB0017-S-FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM003	14FB0018-S-FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM004	14FB0019-S-FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM005	14FB0020-S-FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM006	14FB0021-S-FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM007	14FB0023-S-FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM008	14FB0024-S-FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM009	14FB0025-S-FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM010	14FB0026-S-FB1003.pdf	📄
2013–2	FB1003	FRESHMAN SEMINAR	003S01	SEM001	13FB9009-S-FB1003.pdf	📄
2013–2	FB1003	FRESHMAN SEMINAR	003S01	SEM002	13FB9008-S-FB1003.pdf	📄

1.2   Viewing SFQ full/staff reports

Deans and Heads of Departments can view the full/staff reports of their Faculty/School and deparment respectively.

**Step 1**   Go to http://www.polyu.edu.hk/esfqadmin and log in using the login name and password provided in the notification email sent to you upon the release of the SFQ reports.

Step 2   To view the subject reports, click **SFQ Report** in the top menu bar then select **View SFQ Full Report** to display the list of available reports.

Step 3   You can search for a report by clicking the Magnifying glass icon 🔍 in the top left corner.

To sort the reports in ascending or descending order by academic year and semester, subject code, subject title, subject section code, subject component code or staff member, click the corresponding column header.

Click the PDF icon 📄 next to the record to display the subject report for that class.

Acad. Yr.–Sem.	Subject Code	Subject Title	Subject Section Code	Subject Component Code	Teacher	Filename	Full Report
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM001	Teacher A	14FB0016–netida-012345-T–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM002	Teacher B	14FB0017–netidb-111111-T–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM003	Teacher A	14FB0018–netida-012345-T–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM004	Teacher C	14FB0019–netidc-4444444-T–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM005	Teacher C	14FB0020–netidc-4444444-T–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM006	Teacher A	14FB0021–netida-012345-T–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM007	Teacher D	14FB0023–netidd-555555-T–FB1003.pdf	📄

1.3   Viewing departmental averages

Deans and Heads of Departments can view the departmental averages of their own faulty/department.

Step 1   To view the departmental averages, click **Analytics** in the top menu bar then select **HoD/Dean**, then **Dept. Averages**.
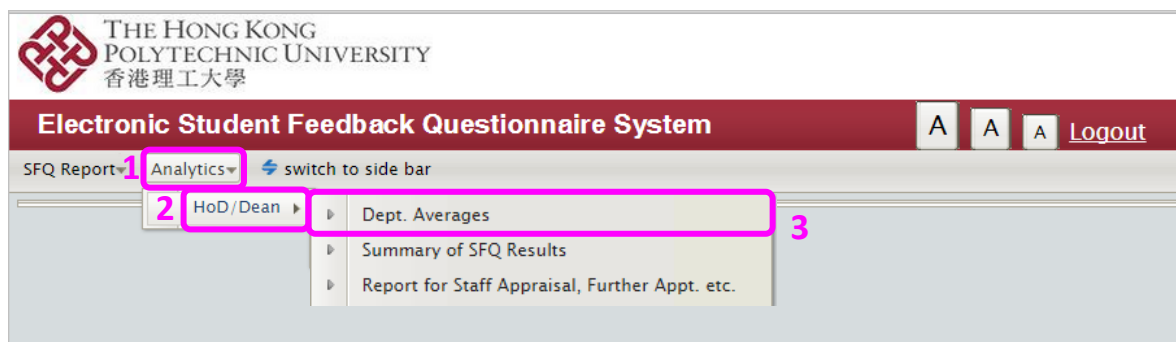

Step 2   Select the appropriate options from the drop-down menus then click Download to generate the report.

1.4   Viewing departmental and faculty norms

Deans, Heads of Departments, Subject Leaders, subject teachers and departmental SFQ administrators can view the departmental norms of their own department and the norms of all Faculties/Schools.

Step 1   To view the departmental or faculty cumulative norms, click **SFQ Report** in the top menu bar then select **Departmental Norms** or **Faculty Norms** to display the list of available reports.
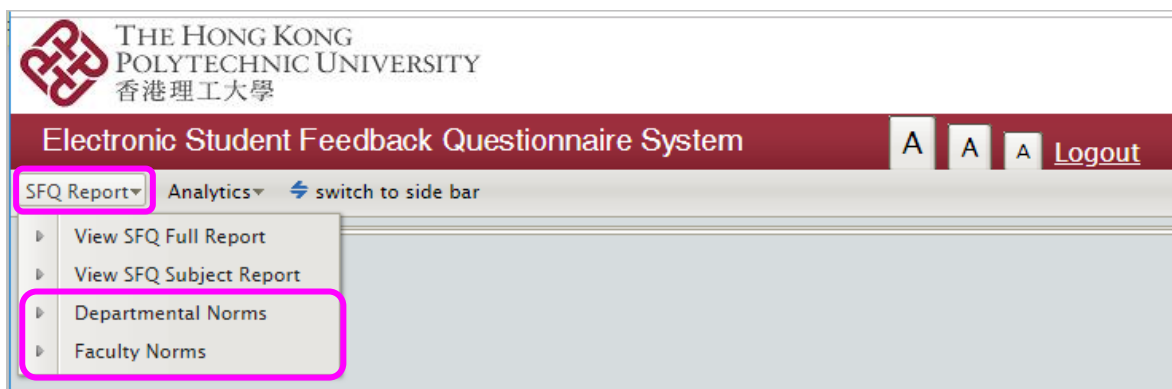
Step 2   Click the PDF icon next to the record to display the report.
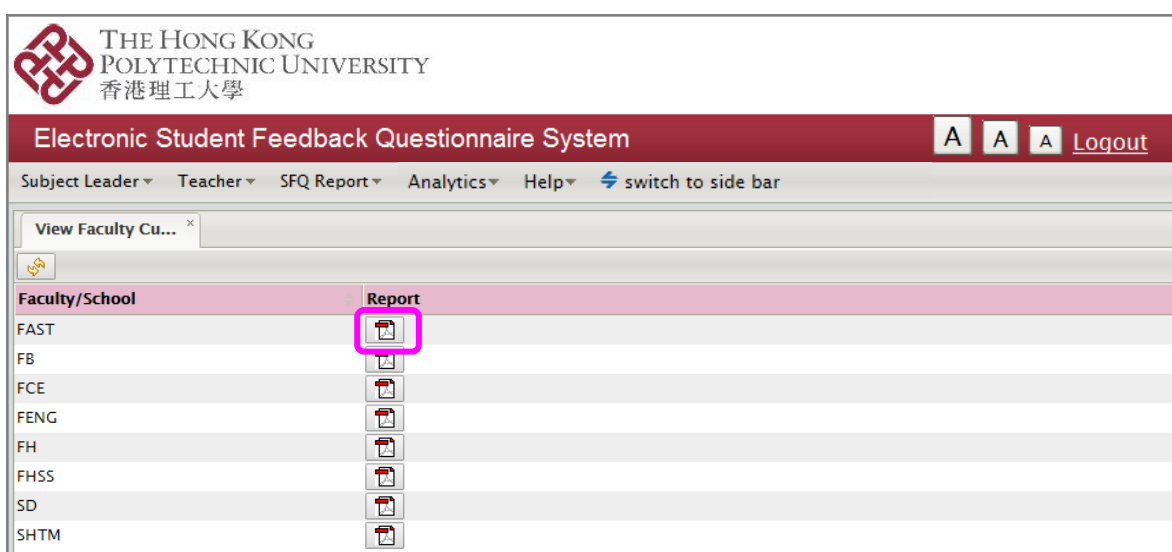
1.5   Viewing summary of SFQ results

Deans and Heads of Departments can view and export a summary of all available SFQ results.

Step 1   To view the summary, click **Analytics** in the top menu bar then select **HoD/Dean**, then **Summary of SFQ Results**.

Step 2   Use the Arrow buttons at the bottom to go to the first, previous, next or last page. Alternatively, you can enter the page number to go to a particular page.

To search for a particular record, click the Magnifiying glass icon . Enter the relevant information, then click Search.

To export the records to an Excel file, click the Excel file icon .

1.6   Downloading SFQ summary report for staff appraisal, further appointment, etc.

Deans and Heads of Departments can download SFQ summary reports of their teaching staff members' SFQ results with percentile range indications up to the past 7 years for staffing exercises or other relevant purposes.

Step 1   To download an SFQ summary report, click **Analytics** in the top menu bar then select **HoD/Dean**, then **Report for Staff Appraisal, Further Appt. etc.**
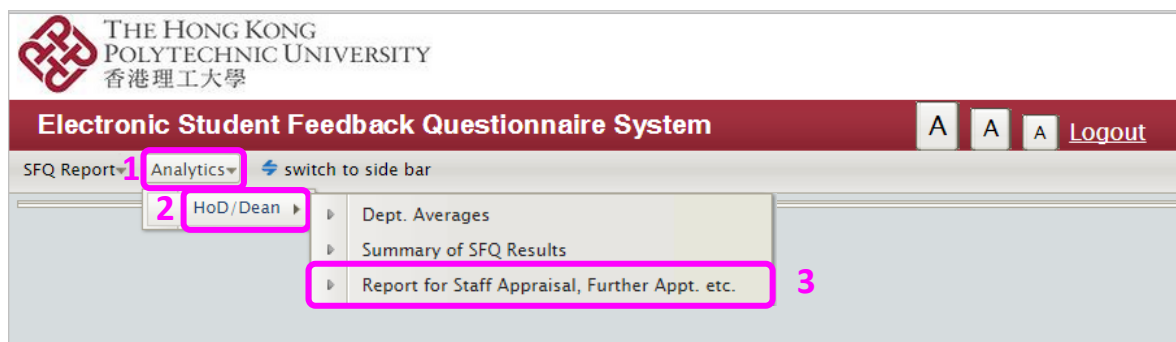
Step 2   Select from the drop-down menus: (1) the name of the staff, and (2) the number of years to be reviewed (1, 3, 6 or 7). Then (3) click Download to generate and download the report.
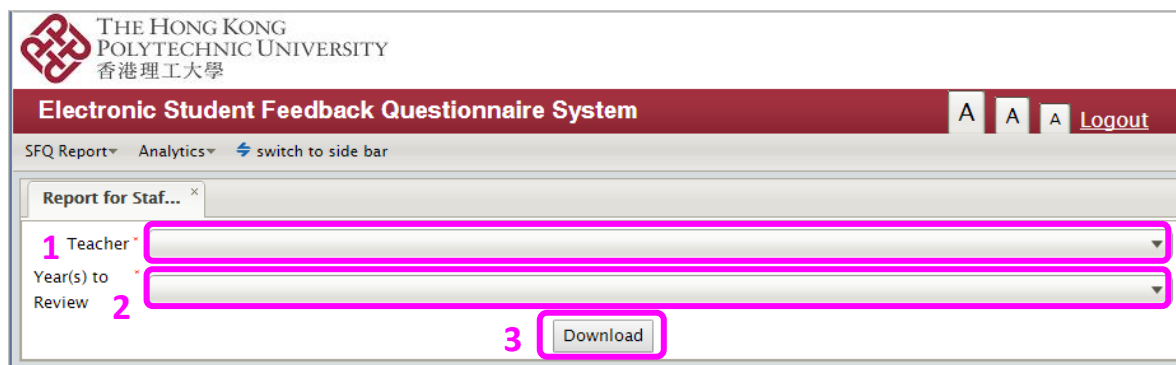
1.7   Logging out of the SFQ system

To log out of the SFQ system, click the Logout link in the top right corner.

1.8   Further assistance and support

For further assistance or support, send an email to esfq.support@polyu.edu.hk with the following information if possible:

1. Screenshot – Capture your screen (by holding down Ctrl or Alt key while hitting the Print Screen button for PC, or Ctrl+Shift+Command (Apple)+4 for Macintosh) and paste the image to the email
2. Browser address – Copy the URL that is displayed in the address line of your browser and paste it to the email.

2. System manual for Approvers

Some in-class SFQ administration requires DLTC Chair's approval. If the teacher requesting in-class SFQ administration is the DLTC/SLTC Chair, approval will be sought from the Head of Department instead.

You will receive a notification email when a request has been submitted to you for your approval. Please observe the deadline for approving the request for each class record in the notification email and on the SFQ system interface. You will not be able to submit any decision when the deadline for approval has been passed. Please contact your Departmental SFQ Administrators as soon as possible regarding this as they are the ones responsible for setting up the SFQ for the department.

Should you have any question, please contact your Departmental SFQ Administrators or SFQ Support (esfq.support@polyu.edu.hk).

To submit your decision via the SFQ system, follow the steps below.

Step 1   Go to http://www.polyu.edu.hk/esfqadmin and log in using your NetID and password.

Step 2   In the top menu bar, click on **Approver**.
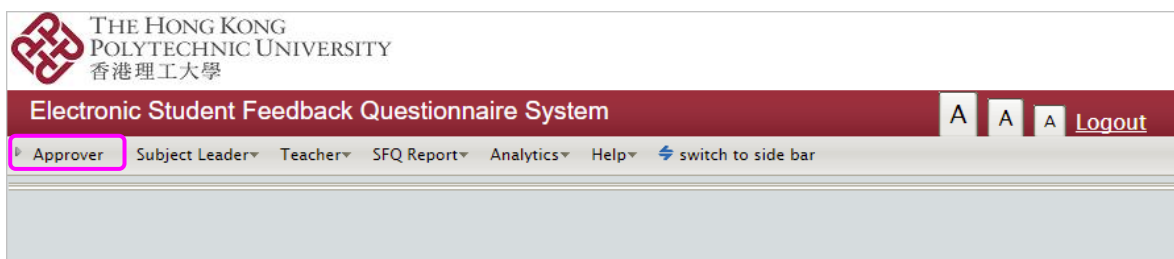
Step 3   On the **Approver** tab, you can check the deadline for approval and the approval status of the requests.

Step 4   Double-click on a record to view the proposed survey period and justification for conducting in-class SFQ for that class.

Step 5   Select the appropriate option in the In-class Approval section. Input reason(s) for rejecting the request if "Not approved" is selected. **Please note that no changes can be made after saving your decision.**

Step 6   Click the Save icon 🖫 to save your decision. Upon saving, the system records the decision and notifies the Department SFQ Administrator for their further action via email accordingly.

3. System manual for Subject Leaders

The following system manual is for Subject Leaders' use. It can also be accessed at www.polyu.edu.hk/esfqadmin. Subject Teachers and Departmental SFQ Administrators should refer to their corresponding manuals as their system interfaces are different from that of the Subject Leaders.

Subject Leaders will receive a notification email from the SFQ system if any SFQ has been assigned to their subjects. They can log in to the SFQ system to add extra questions about the subject, monitor the survey and view the subject reports. Instructions to using the SFQ system are given in the following sections:

3.1   Adding extra questions about the subject

Primary Subject Leaders can add a maximum of 5 extra questions (closed-ended and/or open-ended) in Section I About the Subject of the SFQ. Please observe the deadline for adding extra questions shown in each subject record on the SFQ system interface and the notification email sent to you upon any SFQ assignment to your subject(s) as your departmental SFQ administrators may set different deadlines for different subjects. Note that for the same subject, the deadline for adding extra questions about the subject may be different from the one for adding extra questions about the staff member if you are also responsible for the teaching of any classes of the subject. You can check the deadlines for adding extra questions in the relevant tabs.

Note that Departmental Administrators cannot add the extra questions for the primary Subject Leaders via the administrator interface of the SFQ system.

To add extra questions about the subject, follow the steps below.

Step 1   Go to http://www.polyu.edu.hk/esfqadmin and log in using your NetID and password.

Step 2   In the top menu bar, select **Subject Leader**, then **Add Extra Question about Subject** from the drop-down menu.
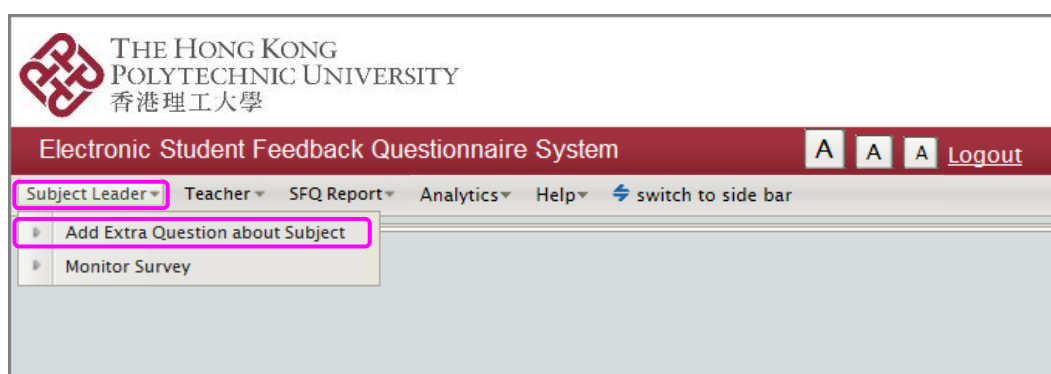
Step 3   In the **Subject to be evaluated** section, click on the subject that you would like to add extra questions to. The selected subject will be highlighted in purple.

Step 4   Click the Create New Record icon 🗒️ in the **Extra Question About Subject** section.

Step 5
i.   Enter a description (optional) to give some background information about your extra questions if deemed appropriate. Note that the description applies to all added extra questions and you are allowed to add only one description.
ii. Choose the question type, then enter your question in the textbox. Note that for the closed-ended questions, you cannot change the scale descriptors of the 5-point scale, and the open-ended questions must be put after the closed-ended questions.

Step 6   Repeat **Steps 4** and **5** to add more questions. Note that you can add <u>a maximum of 5 questions</u> for each subject.

Step 7   To reorder the questions, select a question then click the Up ▲ or Down icon ▼ to move it up or down the list. Note that all open-ended questions will come after the closed-ended questions in the questionnaire.

Step 8   Click the Save icon 💾 to save your newly added questions and description. All saved questions and description will be automatically stored in the question bank which can be reused in your other subjects.

3.2   Updating an extra question

Note that once the deadline for adding extra questions has passed, you will not be able to update your question(s) or description about the extra questions.

Step 1   In the top menu bar, select **Subject Leader**, then **Add Extra Question about Subject** from the drop-down menu.

Step 2   In the **Subject to be evaluated** section, click on the relevant subject. The selected subject will be highlighted in purple.

Step 3   To update a question or description, double-click the question or description, then edit the item as appropriate.

Step 4   Click the Save icon 🖫 to save your changes.

3.3   Deleting an extra question

Note that once the deadline for adding extra questions has passed, you will not be able to delete your question(s) or description about the extra questions.

Step 1   In the top menu bar, select **Subject Leader**, then **Add Extra Question about Subject** from the drop-down menu.

Step 2   In the **Subject to be evaluated** section, click on the subject that you would like to delete the previously added questions or description from. The selected subject will be highlighted in purple.

Step 3   To delete a question or description, select the question or description to be deleted, then click the Delete record icon .

Step 4   Click the Save icon to save your changes.

3.4   Importing past questions previously added to the subject

You can reuse the past set of extra questions and description added to the subject by you or the preceding Subject Leader (if any).

Step 1   To reuse the past set of extra questions and description added to the subject by you or the preceding Subject Leader (if any), first select **Subject Leader** in the top menu bar, then **Add Extra Question about Subject** from the drop-down menu.
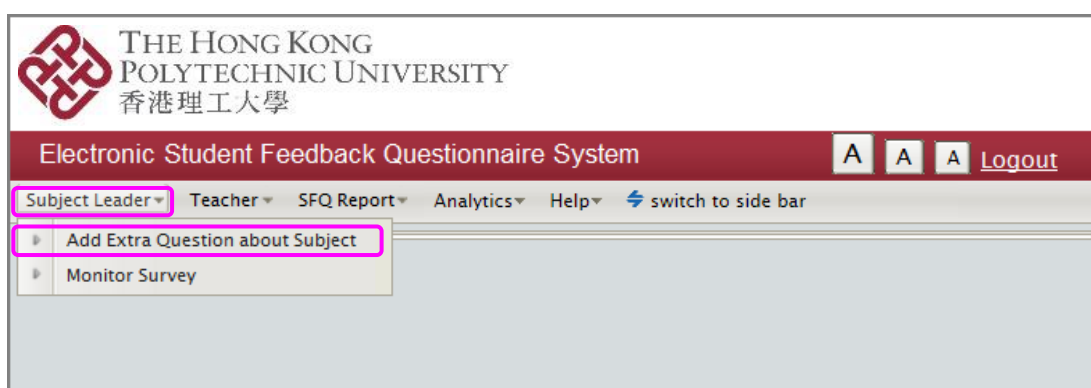
Step 2   In the **Subject to be evaluated** section, click on the subject that you would like to import the past questions and description to. The selected subject will be highlighted in purple.

Step 3   Click the Import icon in the **Extra Question About Subject** section.

Step 4   The past set of questions and decription, if any, will then be imported to your current SFQ. Click the Save icon to save changes.

3.5   Importing questions from question bank

You can reuse the questions and descriptions for extra questions previously added to your <u>other</u> subjects in a particular subject by importing them from the question bank.

Step 1   To import past questions and description from the question bank, first select **Subject Leader** in the top menu bar, then **Add Extra Question about Subject** from the drop-down menu.
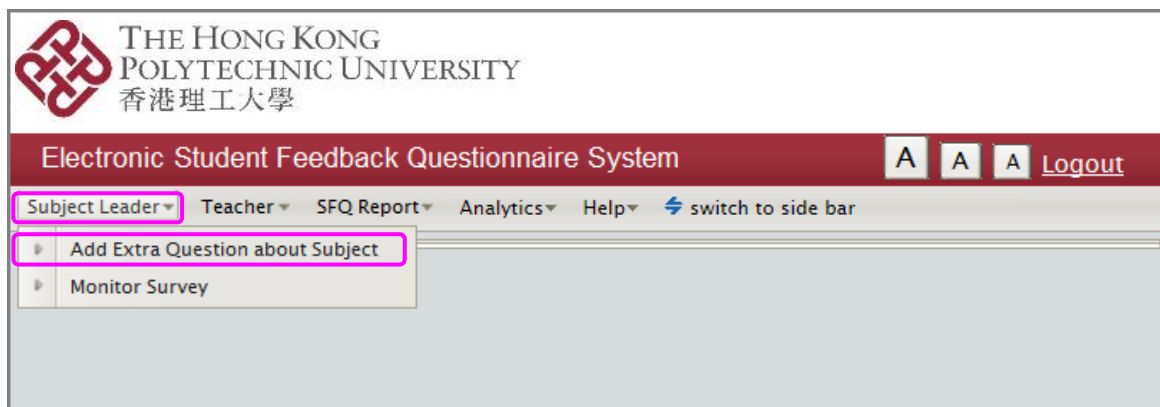
Step 2   In the **Subject to be evaluated** section, click on the subject that you would like to import the questions or description to. The selected subject will be highlighted in purple.

Step 3   Click the Question Bank icon 🏛 in the **Extra Question About Subject** section to open the My Question Bank window.

Step 4   Check the box next to the question(s) and/or description you would like to import to your current SFQ, then click **Import** in the bottom left corner.

Step 5   Reorder the questions as appropriate using the Up ▲ and Down ▼ buttons, then click the Save icon 💾 to save your changes.

3.6   Previewing the questionnaire

Step 1   In the top menu bar, select **Subject Leader,** then **Add Extra Question about Subject** from the drop-down menu.
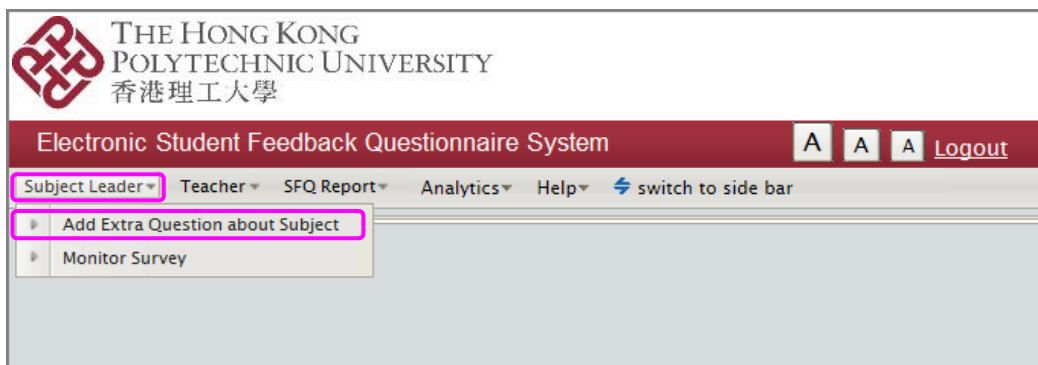
Step 2   Select the subject in the **Subject to be evaluated** section, then click the Preview icon in the **Extra Question About Subject** section to open the Questionnaire Preview window.
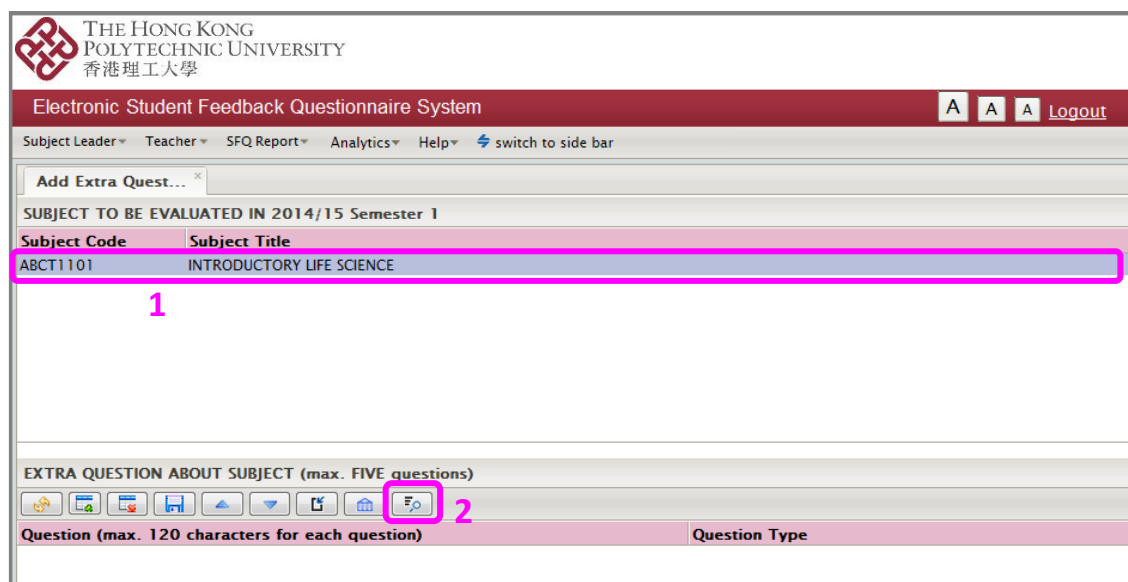
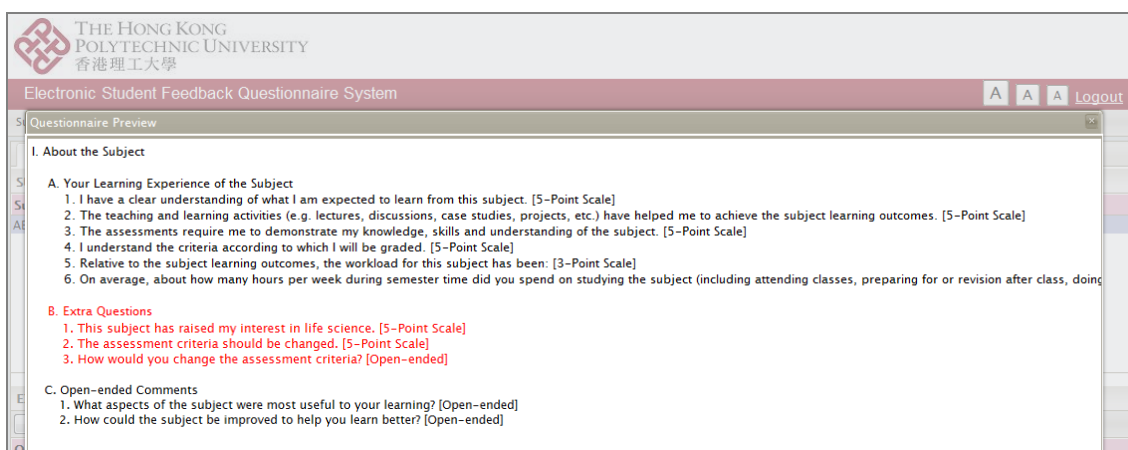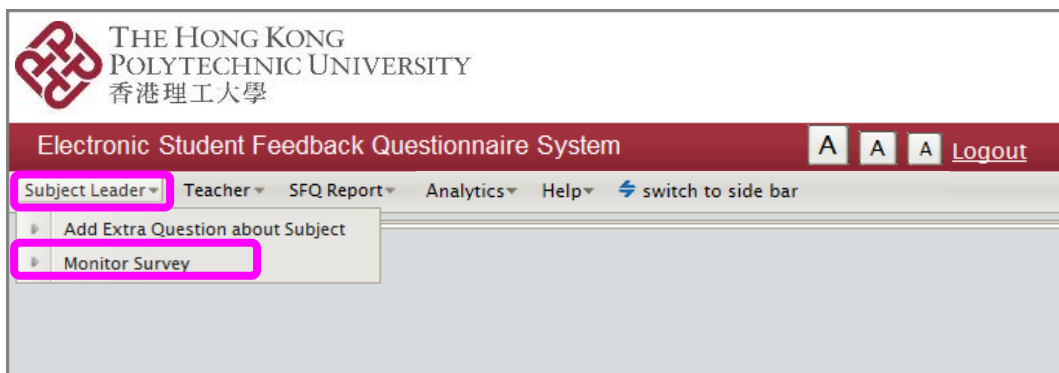**Step 3**   The questions in black are standard items; those in red are extra questions added by you.

To close the Questionnaire Preview window, click the Close button 'x' in the top right corner.

3.7   Monitoring the survey

Primary Subject Leader can check the response rates to the SFQ and send emails to the students via the SFQ system to encourage student participation if they wish to do so.

Step 1   To check the response rates to the SFQ, select **Subject Leader** in the top menu bar then select **Monitor Survey** from the drop-down menu.

The number of responses and response rate of each individual class for which the SFQ has been administered in the semester will be displayed.

Step 2   To send an email reminder to the students enrolled in the class, click the Send Email icon to open the Send Email Reminder window.

Note that the email reminder will be sent <u>under your name</u>, and copied to the Subject Teacher.

Step 3   Fill in the required information as appropriate:

1. Mail Subject: Provide an email subejct.

2. Mail To: By default, it is set to send to all students. Select Non-respondents Only if you would like to send the email reminder to the students who have not yet completed the SFQ only.

3. Mail Send Date: Select the date you would like the email to be sent.

4. Mail content: Write your message to encourage student participation. If you would like to insert the SFQ web link into your email for students' easier access, click **Insert eSFQ Web Link** and it will be inserted at the cursor position.

Step 4   Click **Send** to send the email.

3.8   Viewing SFQ subject reports

Primary and Secondary Subject Leaders have the right to access the subject reports.

Step 1   To view the subject reports, click **SFQ Report** in the top menu bar then select **View SFQ Subject Report** to display the list of available reports.

Step 2   You can search for a report by clicking the Magnifying glass icon 🔍 in the top left corner.

To sort the reports in ascending or descending order by academic year and semester, subject code, subject title, subject section code or subject component code, click the corresponding column header.

Click the PDF icon 📄 next to the record to display the subject report for that class.

| Acad. Yr.–Sem.	Subject Code	Subject Title	Subject Section Code	Subject Component Code	Filename	Subject Report
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM001	14FB0016–S–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM002	14FB0017–S–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM003	14FB0018–S–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM004	14FB0019–S–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM005	14FB0020–S–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM006	14FB0021–S–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM007	14FB0023–S–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM008	14FB0024–S–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM009	14FB0025–S–FB1003.pdf	📄
2014–2	FB1003	FRESHMAN SEMINAR	003S01	SEM010	14FB0026–S–FB1003.pdf	📄
2013–2	FB1003	FRESHMAN SEMINAR	003S01	SEM001	13FB9009–S–FB1003.pdf	📄
2013–2	FB1003	FRESHMAN SEMINAR	003S01	SEM002	13FB9008–S–FB1003.pdf	📄

3.9　Viewing departmental and faculty norms

Subject Leaders, subject teachers and departmental SFQ administrators can view the departmental norms of their own department and the norms of all Faculties/Schools.

Step 1　To view the departmental or faculty cumulative norms, click **SFQ Report** in the top menu bar then select **Departmental Norms** or **Faculty Norms** to display the list of available reports.
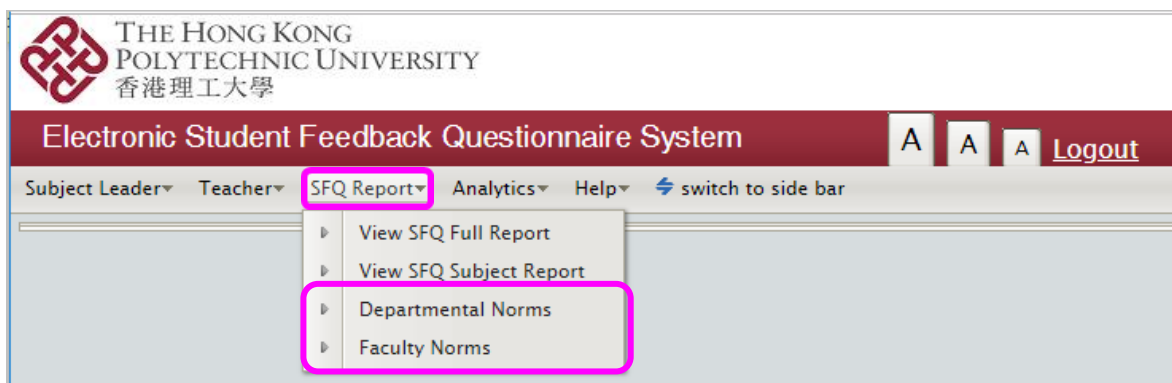
Step 2　Click the PDF icon next to the record to display the report.
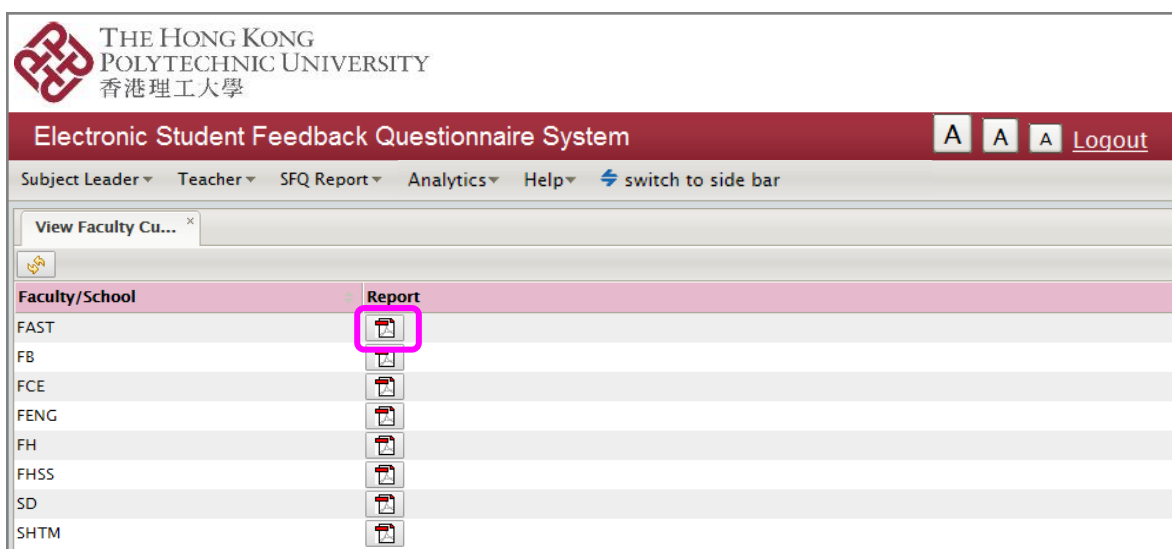
3.10 Viewing subject averages

As a Subject Leader, you can view and export the overall means of the items about the subject to an Excel file.

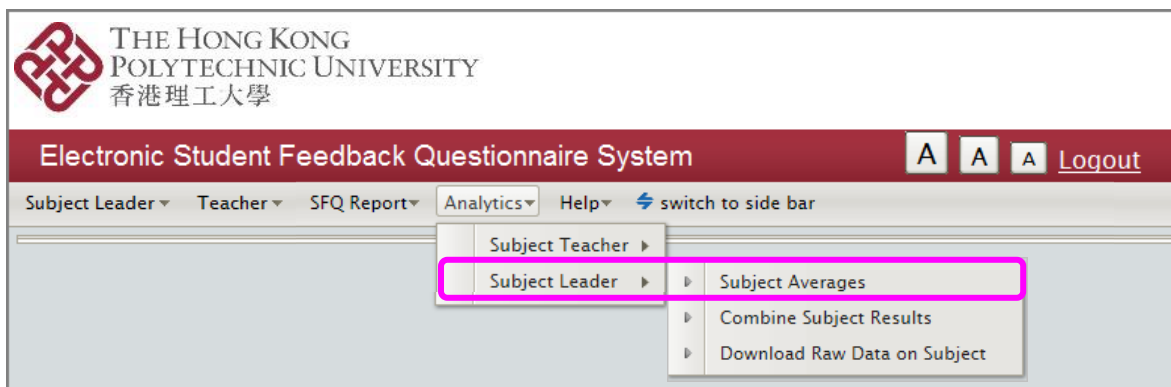**Step 1**   To view the subject averages, click **Analytics** in the top menu bar, select **Subject Leader**, then **Subject Averages** to display the list of subject averages.

Step 2   Use the Arrow buttons at the bottom to go to the first, previous, next or last page. Alternatively, you can enter the page number to go to a particular page.

Click the column headers to sort the corresponding columns in ascending or descending order. To search for a particular record, click the Magnifiying glass icon. Enter the relevant information, then click Search.

To export the records to an Excel file, click the Excel file icon.

Step 3   To see the class set(s) information, click the Drill down icon ⬇.

|	Acad Yr		Subject	No. of class sets	1A1	1A2	1A3	1A4	1A5 (Too heavy)	1A5 (Appropriate)	1A5 (Too light)
⬇	2014		1231	1	3.9	3.8	3.7	3.7	3.3%	91.9%	4.9%
⬇	20		1232	1	3.7	3.4	3.6	3.6	3.1%	78.1%	18.8%
⬇	2014		1233	1	4.2	4.1	3.9	3.9	9.1%	72.7%	18.2%
⬇	2014	1	ABCT 1234	1	3.9	3.8	4.0	3.8	5.8%	90.4%	3.8%
⬇	2014	1	ABCT 1235	1	3.4	3.5	3.8	3.5	2.6%	78.2%	19.2%
⬇	2014	1	ABCT 1236	1	4.0	4.0	4.1	3.9	2.3%	65.5%	32.2%
⬇	2014	1	ABCT 1237	1	4.0	4.0	4.0	4.1	0.0%	93.5%	6.5%
⬇	2014	1	ABCT 1238	1	4.3	4.2	4.3	4.2	0.0%	100.0%	0.0%
⬇	2014	1	ABCT 1239	1	3.7	3.6	3.7	3.5	2.1%	54.2%	43.8%
⬇	2014	1	ABCT 2001	1	4.0	4.0	4.0	3.9	0.0%	74.7%	25.3%
⬇	2014	1	ABCT 2002	1	3.8	3.8	3.8	3.8	0.0%	87.5%	12.5%

The class sets information will appear in a pop-up window.

To export the record(s) to an Excel file, click the Excel file icon 📗.

SUBJECT CLASS(ES)

Acad. Yr.	Sem.	Subject Code	Secti			e	Enrolment	No. of returns	Response Rate	1A1	1A2	1A3	1A4	Too Heavy	Appropriate	Too Light	>=14 hrs	11–13 hrs
2014	1	ABCT1001	326S			eader A	193	124	64.2%	4.0	4.0	4.1	4.1	12.7%	87.3%	0.0%	14.5%	4.8%
2014	1	ABCT1002	326S			eader C	173	109	63.0%	3.9	3.8	3.9	3.9	10.5%	88.6%	1.0%	12.8%	12.8%
2014	1	ABCT1003	326S			eader D	169	115	68.0%	4.4	4.4	4.3	4.3	17.1%	82.0%	0.9%	11.3%	11.3%
2014	1	ABCT1004	326S04	LEC001	esleader	Subject Leader E	72	47	65.3%	4.0	4.1	4.0	4.1	6.8%	88.6%	4.6%	19.2%	12.8%
					Subject Overall Mean (calculated from raw data)					4.1	4.1	4.1	4.1	12.7%	86.2%	1.1%	22.0%	28.6%

[1 - 4 / 4]

*Classes with low number of returns (<=5) or low response rate (<=30%) are highlighted
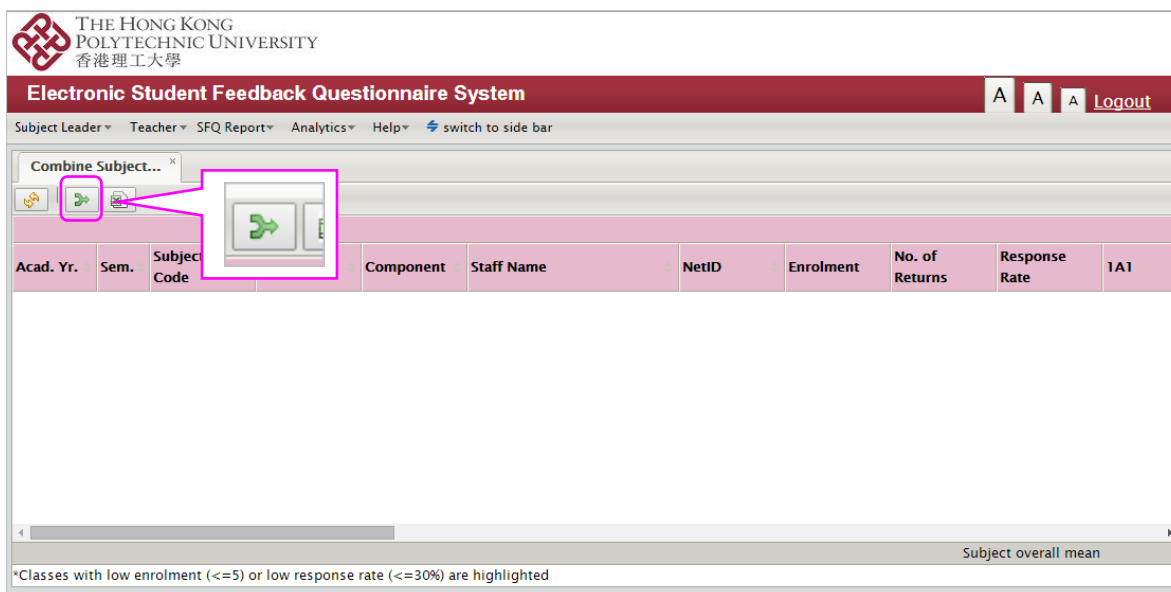
3.11 Combining subject results

You can combine the subject results for different classes of the same subject using the "Combine Subject Results" function.

Step 1　　　To combine the subject results, click **Analytics** in the top menu bar, select **Subject Leader**, then **Combine Subject Results.** A new tab will be displayed.
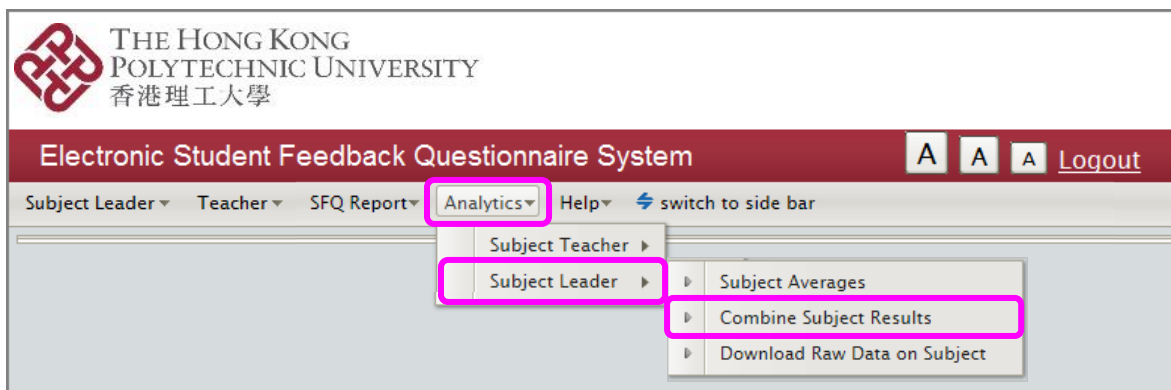
Step 2

Click the Combine Subject Results icon . A window will pop up.

Step 3   In the pop-up window, select: (1) the Academic Year/Semester from the drop-down menu to display the records available for combining; (2) the classes of which the subject results you wish to combine. Then click Select.

Step 4   The selected records and combined results will appear in the background tab. Click Close to view the combined results.

To export the combined results to an Excel file, click the Excel file icon.
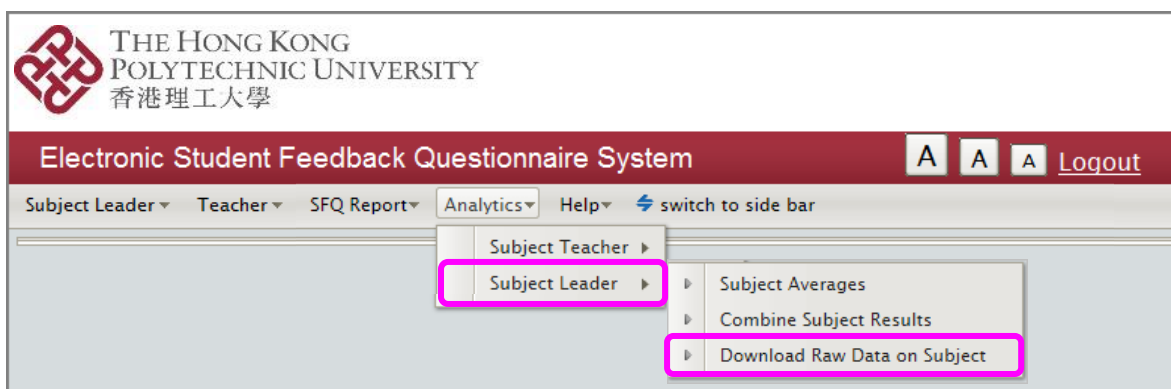
3.12 Downloading raw data on subject

Subject Leaders can download the raw data of students' responses (*de-identified*) in Section I About the Subject.

Step 1   To download the subject raw data, click **Analytics** in the top menu bar, select **Subject Leader**, then **Download Raw Data on Subject.** A new tab will be displayed.

Step 2   Click the Excel file icon to download the raw data of a particular record. To download multiple records, select the records by checking the boxes next to them then click the zip file icon.

To search for a particular record, click the Magnifiying glass icon. Enter the relevant information, then click Search.

You can use the Arrow buttons at the bottom to go to the first, previous, next or last page. Alternatively, you can enter the page number to go to a particular page.
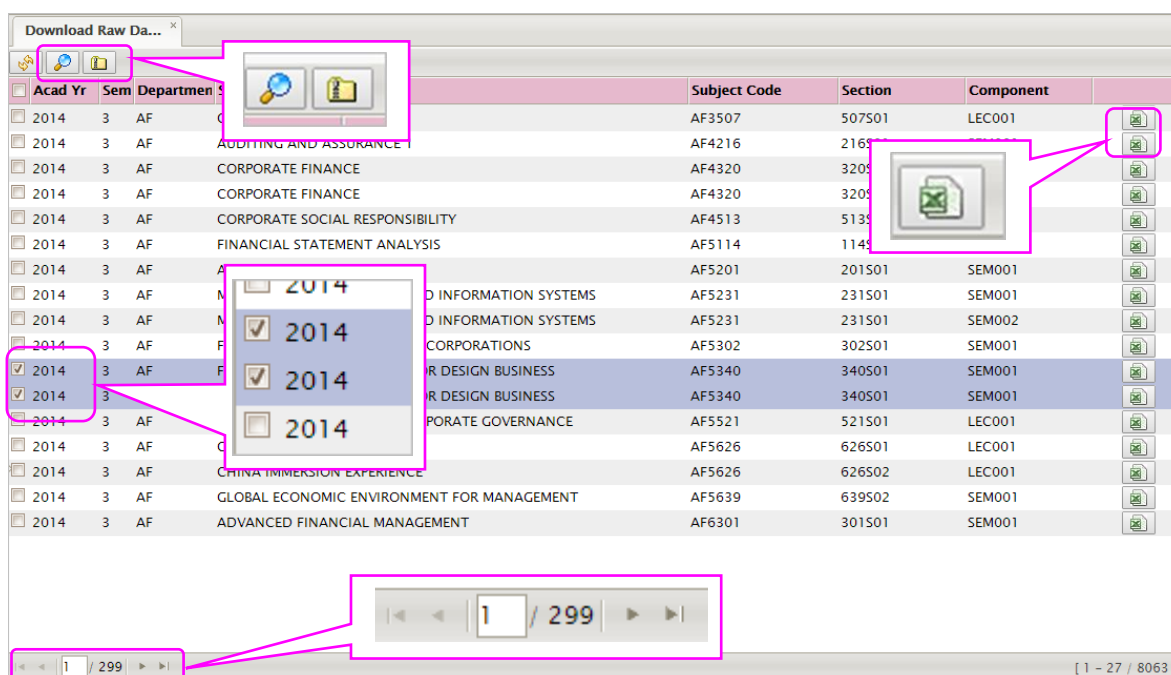
3.13 Logging out of the SFQ system

To log out of the SFQ system, click the Logout link in the top right corner.
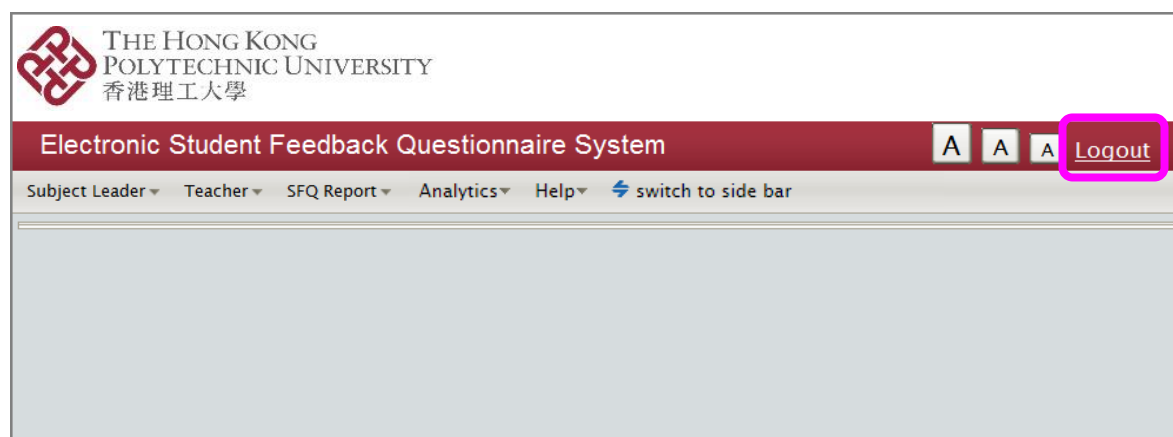
3.14   Further assistance and support

For further assistance or support, send an email to esfq.support@polyu.edu.hk with the following information if possible:

1. Screenshot – Capture your screen (by holding down Ctrl or Alt key while hitting the Print Screen button for PC, or Ctrl+Shift+Command (Apple)+4 for Macintosh) and paste the image to the email
2. Browser address – Copy the URL that is displayed in the address line of your browser and paste it to the email.

4. System manual for Subject Teachers

The following system manual is for subject teachers' use. It can also be accessed at www.polyu.edu.hk/esfqadmin. Subject Leaders and Departmental SFQ Administrators should refer to the corresponding manuals as their system interfaces are different from that of the Subject Teachers.

Subject teachers will receive a notification email from the SFQ system if any SFQ has been assigned to their subjects. They can log in to the SFQ system to add extra questions about their teaching, check student enrolment (required), update their profile, monitor the survey and view the full/staff reports. Instructions to using the SFQ system are given in the following sections:

4.1   Adding extra questions about the teaching of the staff member

Subject Teachers can add a maximum of 5 questions in Section II About the Staff Member of the SFQ. The extra questions need not be vetted by the Subject Leader.

Please observe the deadline for adding extra questions shown in each class record on the SFQ system interface and the notification email sent to you upon any SFQ assignment to your class(es) as your departmental SFQ administrators may set different deadlines for different classes. By default, the deadline is set to one week before the survey start date. If more time is needed, contact your departmental SFQ administrator to extend the deadline. The latest possible date is the day before the survey start date.

If you are also the Subject Leader of the subject, note that the deadline for adding extra questions about the staff member may be different from the one for adding extra questions about the subject. You can check the deadlines for adding extra questions in the relevant tabs.

Note that Departmental SFQ Administrators cannot add the extra questions for the Subject Teachers via the administrator interface of the SFQ system.

To add extra questions about the subject, follow the steps below.

Step 1   Go to http://www.polyu.edu.hk/esfqadmin and log in using your NetID and password.

Step 2   In the top menu bar, select **Teacher**, then **Add Extra Question about Staff** from the drop-down menu.
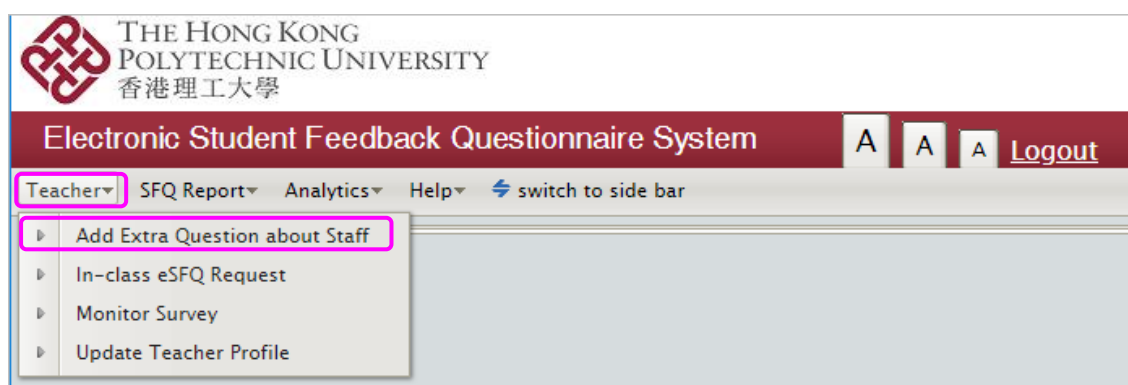
Step 3   In the **Teaching class to be evaluated** section, click on the subject that you would like to add questions to. The selected subject will be highlighted in purple.

Step 4   Click the Create New Record icon in the **Extra Question About Staff** section.

Subject Code	Subject Section	Subject Component	Subject Title	In–class	Survey Start Date	Survey End Date	Deadline	Enrolment
RS2040	040S01	LAB004	FUNCTIONAL ANATOMY	Yes	07 Feb 2017	27 Apr 2017	17 Apr 2017	22
RS2670	670S01	LAB001	ELECTROPHYSICAL THERAPY I	Yes	27 Feb 2017	28 May 2017	20 Feb 2017	25
RS2670	670S01	LAB002	ELECTROPHYSICAL THERAPY I	Yes	01 May 2017	03 May 2017	24 Apr 2017	25
RS2670	670S01	LAB003	ELECTROPHYSICAL THERAPY I	Yes	27 Feb 2017	28 May 2017	20 Feb 2017	28

TEACHING CLASS TO BE EVALUATED IN 2016/17 Semester 2

EXTRA QUESTION ABOUT STAFF (max. FIVE questions)

Optional Description for All the extra questions added (once added, applies to all questions, max. 200 characters)

Question (max. 120 characters for each question) | Question Type

Step 5   1. Enter a description (optional) to give some background information about your extra questions if deemed appropriate. Note that the description applies to all added extra questions and you are allowed to add only one description.
2. Choose the question type, then enter your question in the textbox. Note that for the closed-ended questions, you cannot change the scale descriptors of the 5-point scale, and the open-ended questions must be put after the closed-ended questions.

Subject Code	Subject Section	Subject Component	Subject Title	In–class	Survey Start Date	Survey End Date	Deadline	Enrolment
RS2040	040S01	LAB004	FUNCTIONAL ANATOMY	Yes	07 Feb 2017	27 Apr 2017	17 Apr 2017	22
RS2670	670S01	LAB001	ELECTROPHYSICAL THERAPY I	Yes	27 Feb 2017	28 May 2017	20 Feb 2017	25
RS2670	670S01	LAB002	ELECTROPHYSICAL THERAPY I	Yes	01 May 2017	03 May 2017	24 Apr 2017	25
RS2670	670S01	LAB003	ELECTROPHYSICAL THERAPY I	Yes	27 Feb 2017	28 May 2017	20 Feb 2017	28

TEACHING CLASS TO BE EVALUATED IN 2016/17 Semester 2

EXTRA QUESTION ABOUT STAFF (max. FIVE questions)

Optional Description for All the extra questions added (once added, applies to all questions, max. 200 characters)

1

Question (max. 120 characters for each question) | Question Type

2 | ● 5–Point Scale (5=Strongly agree ... 1=Strongly disagree)
Open-ended

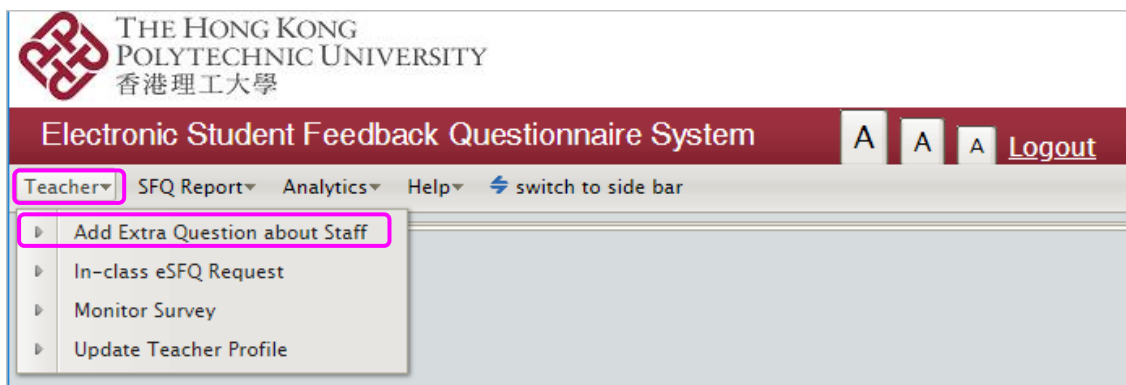**Step 6**   Repeat **Steps 4 and 5** to add more questions. Note that you can add a maximum of 5 questions for each class.

Step 7   To reorder the questions, select a question then click the Up or Down icon to move it up or down the list. Note that all open-ended questions will come after the closed-ended questions in the questionnaire.

Step 8   Click the Save icon to save your newly added questions and description. All saved questions and description will be automatically stored in your question bank which can be reused in your other subjects.

4.2   Updating a question

Note that once the deadline for adding extra questions has passed, you will not be able to update your question(s) or description about the extra questions.

Step 1   In the top menu bar, first select **Teacher,** then **Add Extra Question about Staff** from the drop-down menu.

Step 2   In the **Teaching class to be evaluated** section, click on the relevant subject. The selected subject will be highlighted in purple.

Step 3   Double-click the description or question you would like to update then edit the content as appropriate.

Step 4   Click the Save icon 🖫 to save your changes.

4.3   Deleting a question

Note that once the deadline for adding extra questions has passed, you will not be able to delete your question(s) or description about the extra questions.

Step 1   In the top menu bar, first select **Teacher**, then **Add Extra Question about Staff** from the drop-down menu.

Step 2   In the **Teaching class to be evaluated** section, click on the subject that you would like to delete the previously added questions or description from. The selected subject will be highlighted in purple.

Step 3   Select the question or description to be deleted, then click the Delete record icon .

Step 4　　Click the Save icon 💾 to save your changes.

TEACHING CLASS TO BE EVALUATED IN 2016/17 Semester 2								
Subject Code	**Subject Section**	**Subject Component**	**Subject Title**	**In–class**	**Survey Start Date**	**Survey End Date**	**Deadline**	**Enrolment**
RS2040	040S01	LAB004	FUNCTIONAL ANATOMY	Yes	07 Feb 2017	27 Apr 2017	17 Apr 2017	22
RS2670	670S01	LAB001	ELECTROPHYSICAL THERAPY I	Yes	27 Feb 2017	28 May 2017	20 Feb 2017	25
RS2670	670S01	LAB002	ELECTROPHYSICAL THERAPY I	Yes	01 May 2017	03 May 2017	24 Apr 2017	25
RS2670	670S01	LAB003	ELECTROPHYSICAL THERAPY I	Yes	27 Feb 2017	28 May 2017	20 Feb 2017	28

EXTRA QUESTION ABOUT STAFF (max. FIVE questions)

| **Optional Description for All the extra questions added (once added, applies to all questions, max. 200 characters)**	
With the new class activity introduced in Week 3:	
Question (max. 120 characters for each question)	**Question Type**
Overall, the tutorial session of Elbow region was too stressful.	⦿ 5-Point Scale (5=Strongly agree … 1=Strongly disagree) Open-ended

4.4   Importing past questions previously added to the subject

You can reuse the past set of extra questions and description added to the subject (if any).

Step 1   To reuse the past set of extra questions and description added to the subject (if any), first select **Teacher** in the top menu bar, then **Add Extra Question about Staff** from the drop-down menu.
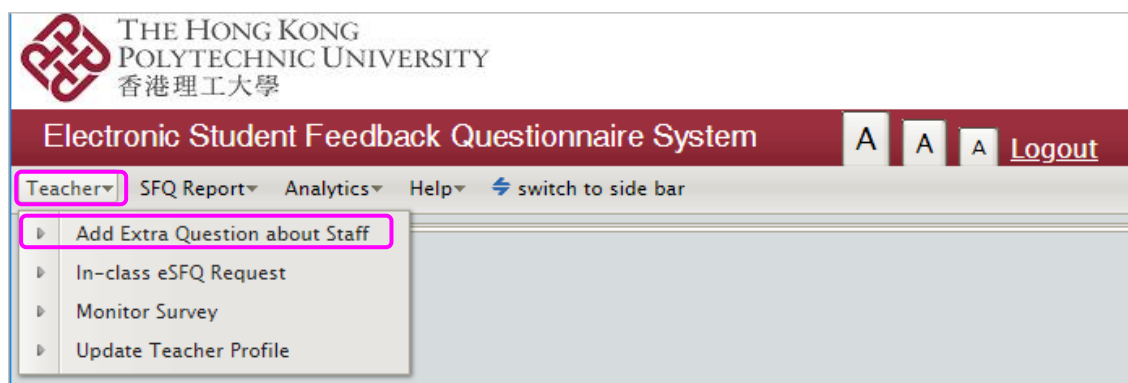
Step 2   In the **Teaching class to be evaluated** section, click on the subject that you would like to import the previously added questions to. The selected subject will be highlighted in purple.

Step 3   Click the Import icon in the **Extra Questions About Staff** section.

Step 4　　The past set of questions and decription, if any, will then be imported to your current SFQ. Click the Save icon 💾 to save changes.

TEACHING CLASS TO BE EVALUATED IN 2016/17 Semester 2								
Subject Code	Subject Section	Subject Component	Subject Title	In–class	Survey Start Date	Survey End Date	Deadline	Enrolment
RS2040	040S01	LAB004	FUNCTIONAL ANATOMY	Yes	07 Feb 2017	27 Apr 2017	17 Apr 2017	22
RS2670	670S01	LAB001	ELECTROPHYSICAL THERAPY I	Yes	27 Feb 2017	28 May 2017	20 Feb 2017	25
RS2670	670S01	LAB002	ELECTROPHYSICAL THERAPY I	Yes	01 May 2017	03 May 2017	24 Apr 2017	25
RS2670	670S01	LAB003	ELECTROPHYSICAL THERAPY I	Yes	27 Feb 2017	28 May 2017	20 Feb 2017	28

EXTRA QUESTION ABOUT STAFF (max. FIVE questions)

Optional Description for All the extra questions added (once added, applies to all questions, max. 200 characters)

With the new class activity introduced in Week 3:

Question (max. 120 characters for each question)	Question Type
My clinical reasoning has improved after tutorial session of Elbow region.	⦿ 5–Point Scale (5=Strongly agree … 1=Strongly disagree) ○ Open–ended
Overall, the tutorial session of Elbow region was too stressful.	⦿ 5–Point Scale (5=Strongly agree … 1=Strongly disagree) ○

4.5   Importing questions from question bank

You can reuse the questions and descriptions for extra questions previously added to your <u>other</u> subjects to a particular subject by importing the questions from the question bank.

Step 1   To import the questions and description from the question bank, first select **Teacher** in the top menu bar, then **Add Extra Question about Staff** from the drop-down menu.
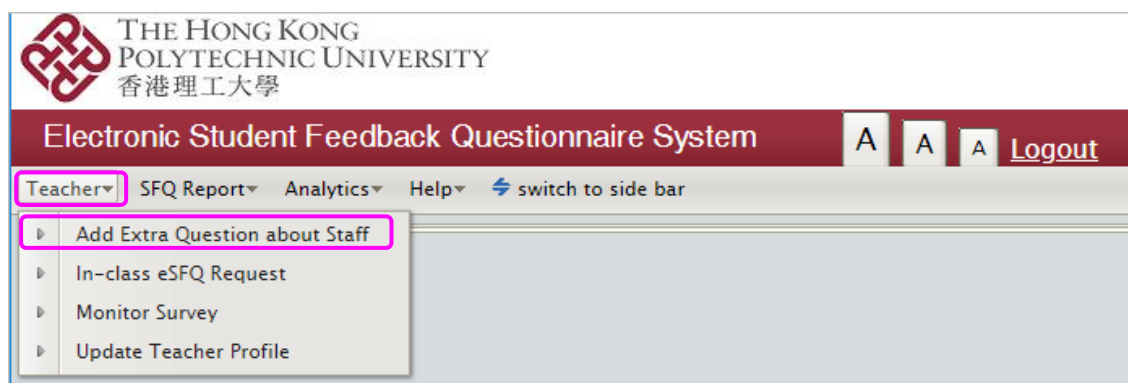
Step 2   In the **Teaching class to be evaluated** section, click on the subject that you would like to import the questions to. The selected subject will be highlighted in purple.

Step 3   Click the Question Bank icon 🏛 in the **Extra Question About Staff** section to open the My Question Bank window.

Step 4   Check the box next to the question(s) and/or description you would like to import to your current SFQ, then click **Import** in the bottom left corner to import the selected questions.
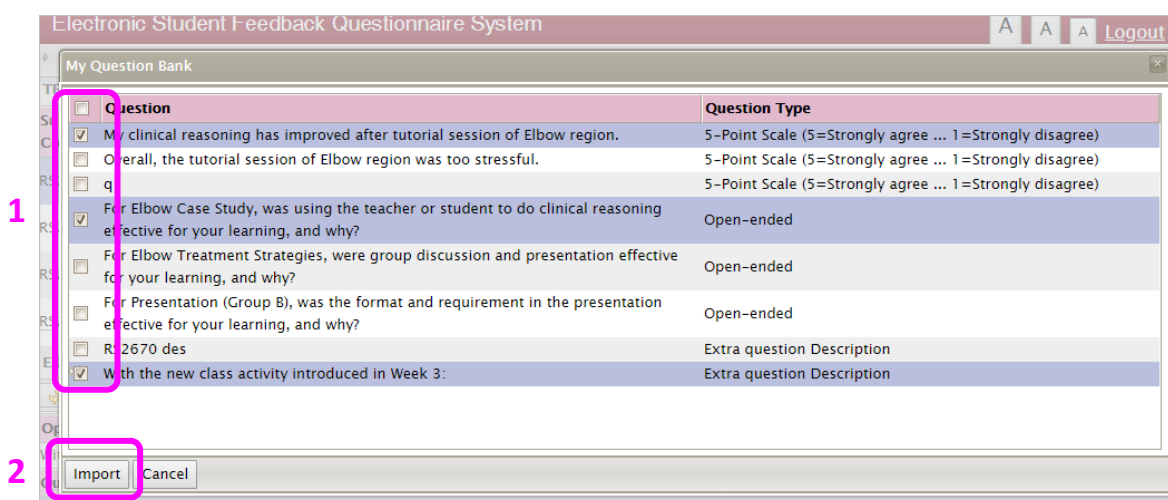
Step 5   Reorder the imported quetsions as appropriate using the Up and Down buttons, then click the Save icon to save your changes.

4.6   Previewing the questionnaire

Step 1   To preview the questionnaire, first select **Teacher** in the top menu bar, then **Add Extra Question about Staff** from the drop-down menu.
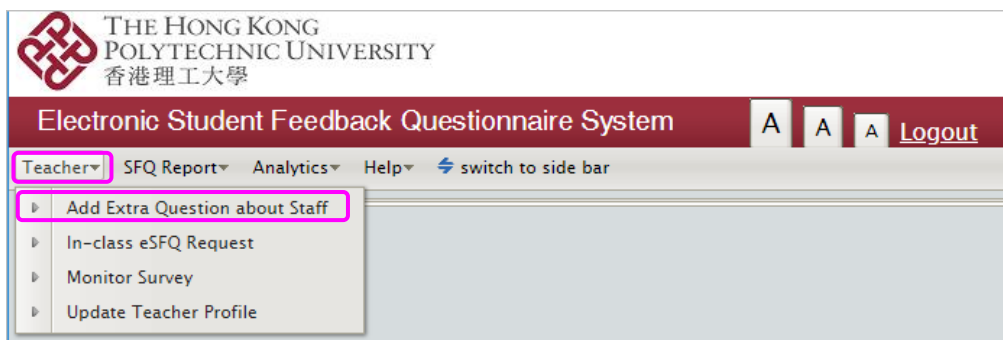
Step 2   Select the subject in the **Teaching class to be evaluated** section, then click the Preview icon in the **Extra Question About Staff** section to open the Questionnaire Preview window.

Step 3   The questions in black are standard items and extra questions added by the Subject Leader (in Section I About the Subject, if any); those in red are extra questions added by you.

To close the Questionnaire Preview window, click the Close button 'x' in the top right corner.

4.7   Checking student enrolments

Subject Teachers are required to check and confirm the student enrolments before deploying the SFQ.

Step 1   To check student enrolment of a subject, first select **Teacher** in the top menu bar, then **Add Extra Question about Staff** from the drop-down menu.
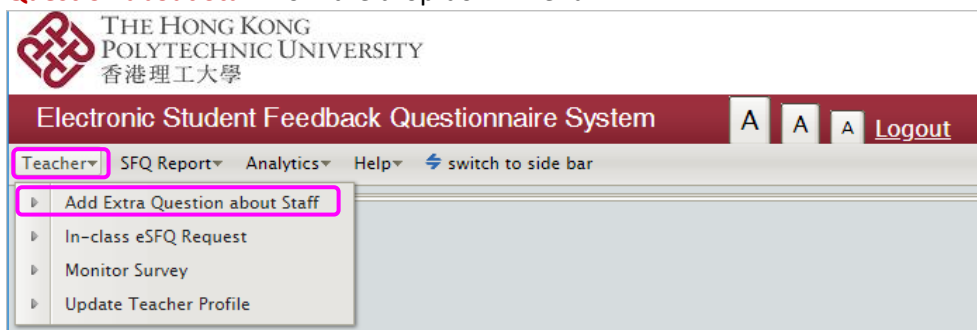
Step 2   Click the Student icon to display the student list.

Step 3   Verify the student list. **Inform your Departmental SFQ Administrator(s) of any discrepancies so that they can update the records on the AR Student Record System accordingly.**

You can sort the student list by student number or name by clicking the corresponding column headers.

To export the list as an Excel file for checking, click **Export**.

4.8   Viewing in-class SFQ administration requests and approval status

If you would like to opt for in-class SFQ administration for your classes, your Departmental SFQ Administrators will submit via the SFQ system the requests for you when they set up the SFQ arrangements for your classes. You can view the requests and their corresponding approval status by following the steps below.

Step 1   In the top menu bar, first select **Teacher,** then **In-class eSFQ Request** from the drop-down menu.
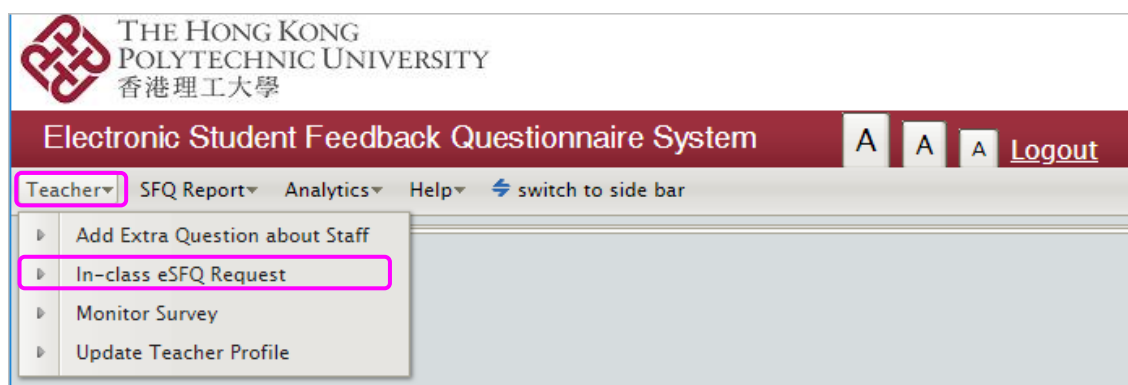
Step 2   In the **In-class eSFQ Request** tab, you will see the in-class SFQ administration requests with justification submitted by your Departmental SFQ Administrators for your classes and their corresponding approval status.

You can double-click a record to view the request and/or approval details.

Please contact your Departmental SFQ Administrators should you have any questions regarding the requests as they are the ones responsible for setting up the SFQ for your department.

4.9   Updating your profile

Updating your profile is optional but recommended. You can upload a picture of yourself and add a preferred name to be displayed in the questionnaire.

Step 1   To update your profile, click **Teacher** in the top menu bar then select **Update Teacher Profile**.
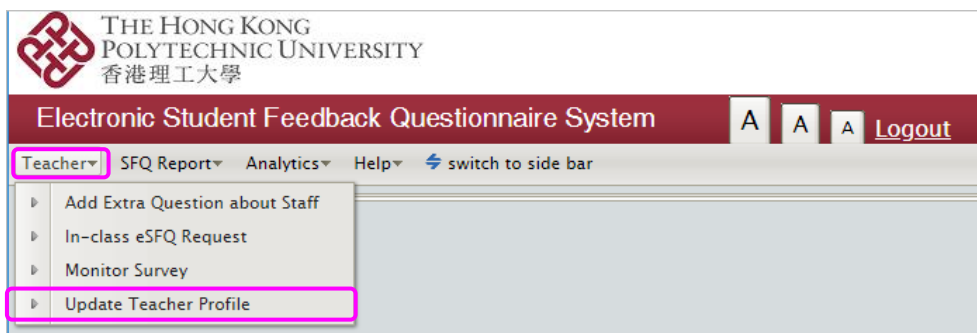
Step 2   Enter your preferred name to be shown in the questionnaire.

Step 3   To upload a photo of yourself, click Upload your photo.

Step 4   Locate your photo file then click Open. Note that the file size should not exceed 300KB and the resolution of the photo should be within 500 x 500 pixels.
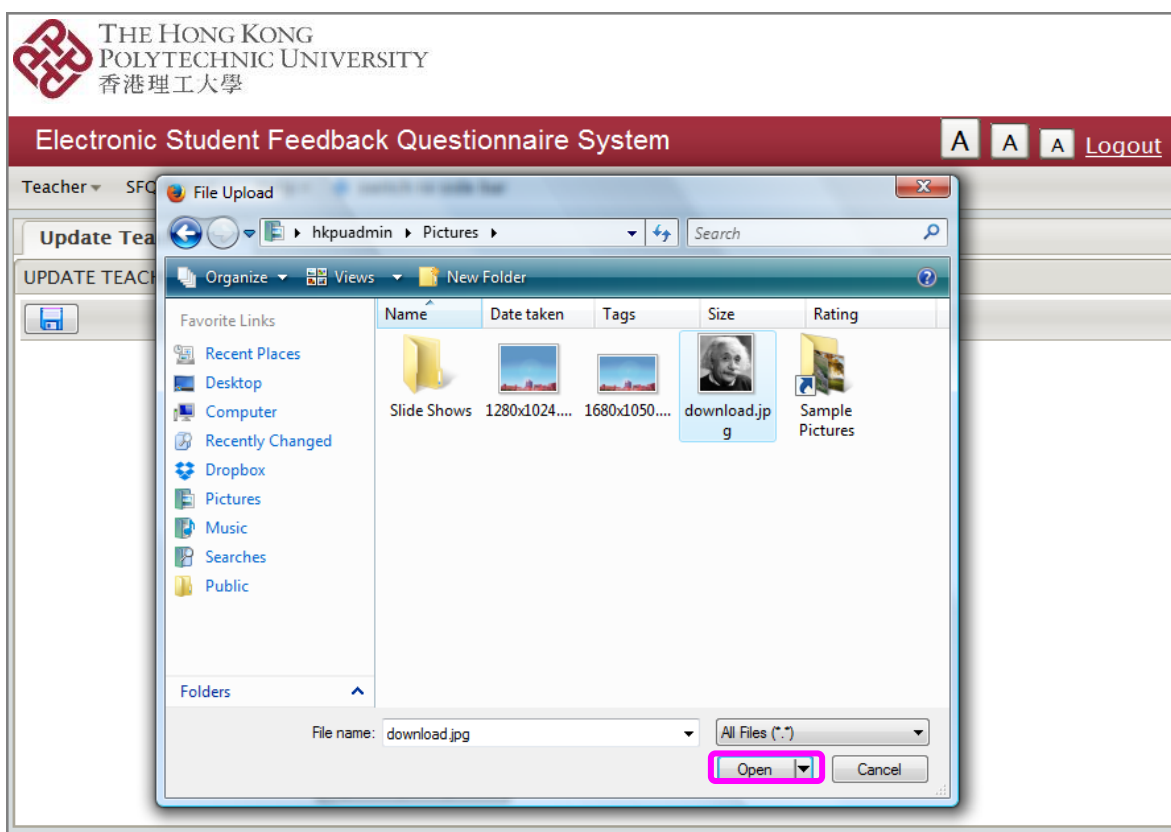
Step 5   Click the Save icon to save your changes.
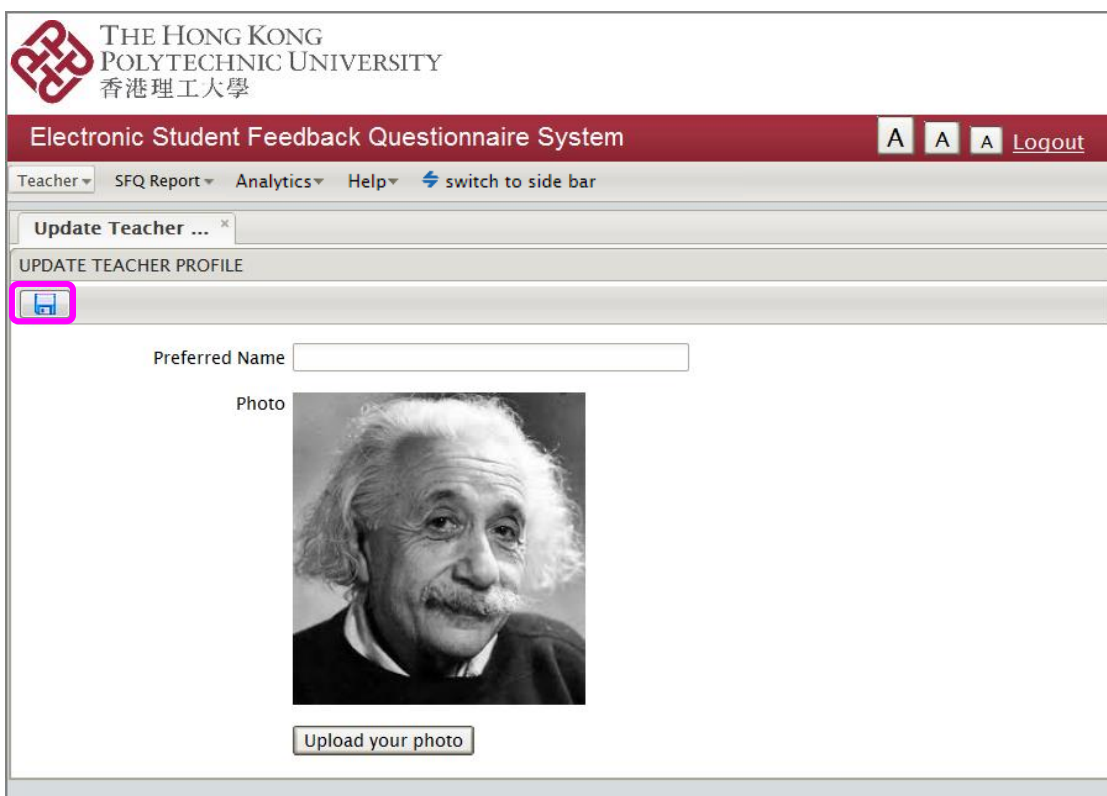
4.10 Monitoring the survey

You can check the response rates to the SFQ and send emails to the students via the SFQ system to encourage student participation if you wish to do so.

Step 1   To check the response rates to the SFQ, select **Teacher** in the top menu bar then select **Monitor Survey** from the drop-down menu.
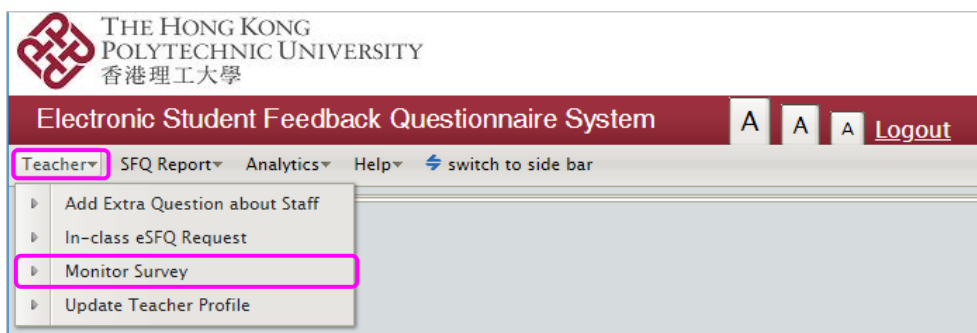
The number of responses and response rate of each individual class for which the SFQ has been administered in the semester will be displayed.
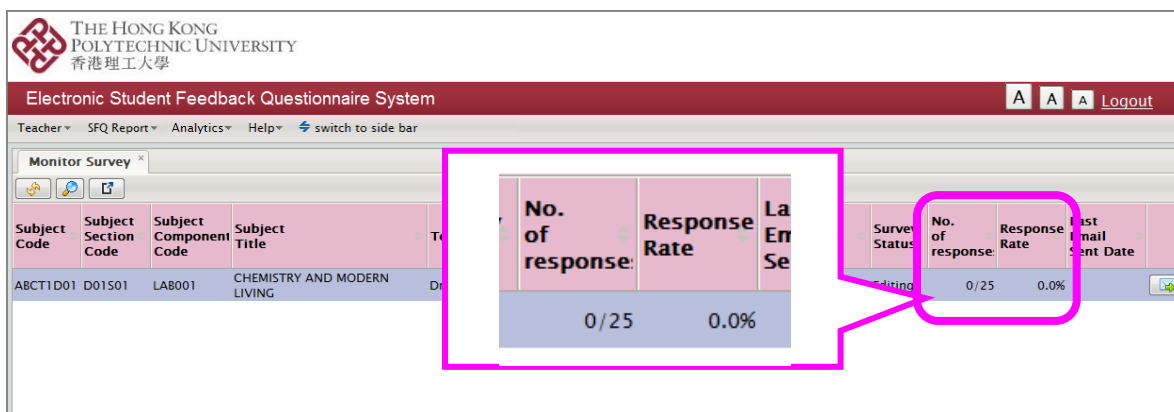
Step 2   To send an email reminder to the students enrolled in the class, click the Send Email icon to open the Send Email Reminder window.
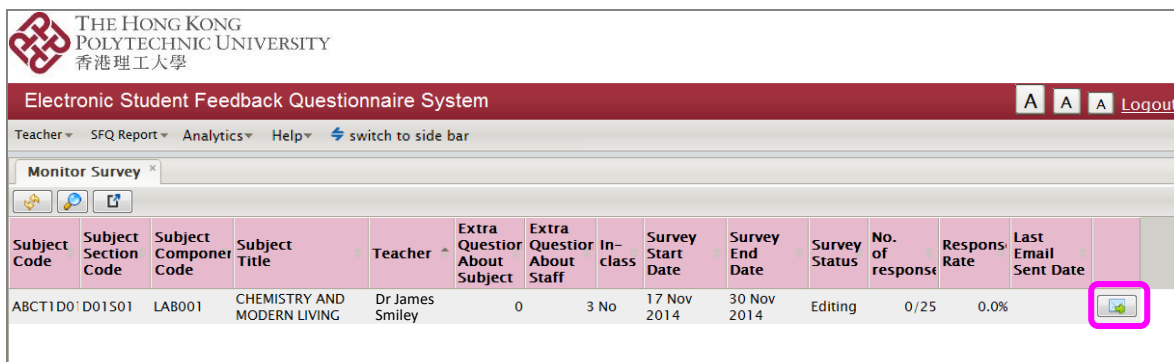
Step 3   Fill in the required information as appropriate:

1. Mail Subject: Provide an email subject.

2. Mail To: By default, it is set to send to all students. Select Non-respondents Only if you would like to send the email reminder to the non-respondents only.

3. Mail Send Date: Select the date you would like the email to be sent.

4. Mail content: Write your message to encourage student participation. If you would like to insert the SFQ web link into your email for students' easier access, click **Insert eSFQ Web Link** and it will be inserted at the cursor position.

Step 4   Click **Send** to send the email.

4.11 Viewing SFQ full/staff reports

Step 1   To view the full/staff reports, click **SFQ Report** in the top menu bar then select **View SFQ Full Report** to display the list of available reports.
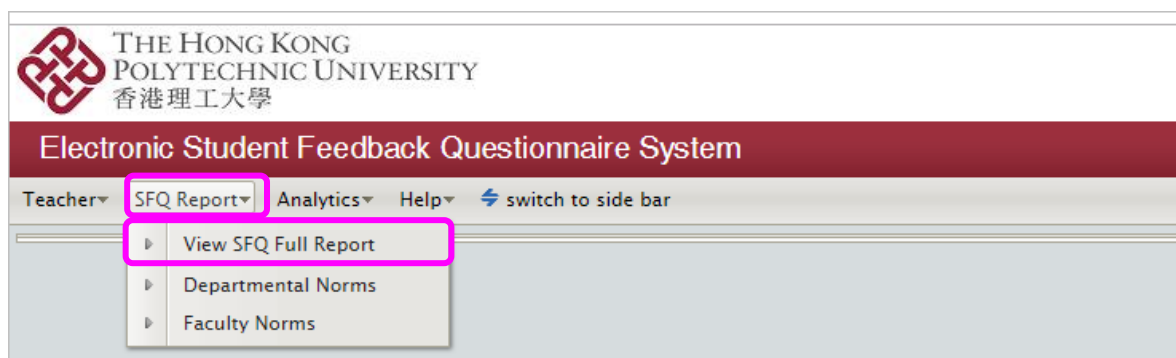
Step 2   You can search for a report by clicking the Magnifying glass icon 🔍 in the top left corner.

To sort the reports in ascending or descending order by academic year and semester, subject code, subject title, subejct section code or subject component code, click the corresponding column header.

Click the PDF icon 📄 next to the record to display the full report for that class.

4.12 Viewing departmental and faculty norms

Subject Leaders, subject teachers and departmental SFQ administrators can view the departmental norms of their own department and the norms of all Faculties/Schools.

Step 1   To view the departmental or faculty cumulative norms, click **SFQ Report** in the top menu bar then select **Departmental Norms** or **Faculty Norms** to display the list of available reports.

Step 2   Click the PDF icon next to the record to display the report.

4.13 Viewing summary of SFQ results

Subject teachers can view and export a summary of their SFQ results.

Step 1   To view the summary, click **Analytics** in the top menu bar then select **Subject Teacher**, then **Summary of SFQ Results**.

Step 2   Use the Arrow buttons at the bottom to go to the first, previous, next or last page. Alternatively, you can enter the page number to go to a particular page.

To search for a particular record, click the Magnifiying glass icon. Enter the relevant information, then click Search.

To export the records to an Excel file, click the Excel file icon.

4.14 Interactive tool for interpreting SFQ scores

The interactive tool enables you to compare your SFQ ratings from a particular class of students with the Faculty SFQ Norms for classes of similar size so as to identify your relative strengths in teaching as well as areas where you can further improve, and/or the relative standing of your scores compared to other classes of similar size within the Faculty. It also provides some tips to help you further improve different aspects of students' learning experience of the subject as well as your own teaching.

To use the tool, follow the steps below.

Step 1 To access the interactive tool, login to the SFQ system. Then click **Analytics** in the top menu bar then select **Subject Teacher**, then **Summary of SFQ Results**.
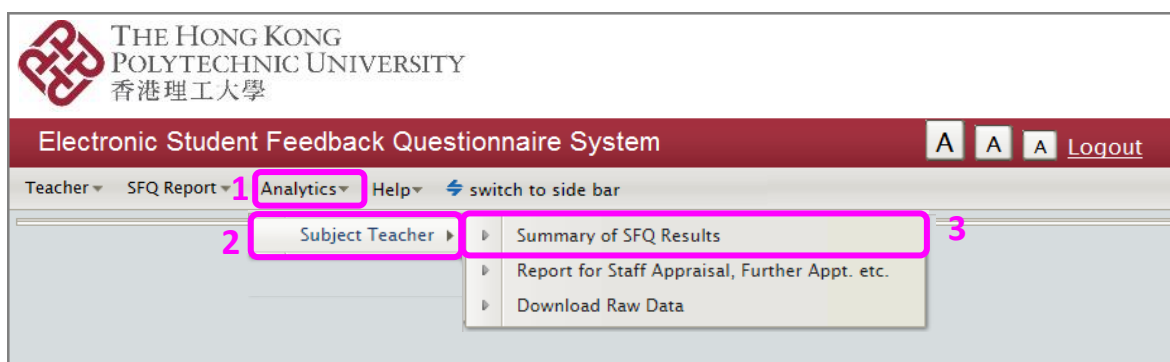
Step 2 Click on the subject code in the record to display the interactive tool.

Step 3   Your SFQ scores for that class will be shown plotted against the Faculty norms for classes of similar class sizes as shown in the screenshot below.

To display the teaching tips indicated by the smiley face symbol, hover the cursor over the Smiley face icon.

To download the interactive report, click the Download PDF button at the top left hand corner.
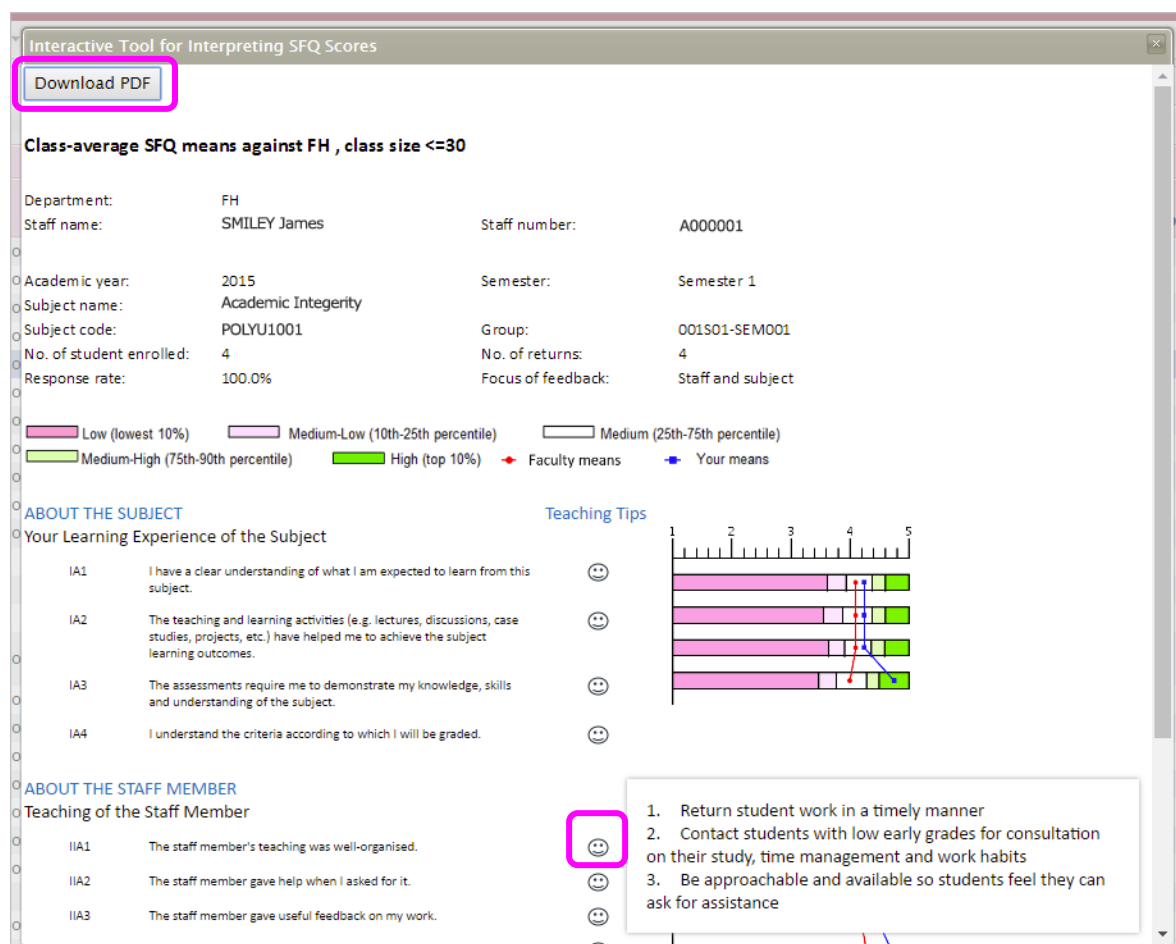
How to interpret your SFQ results:

Your own SFQ scores (in **blue**) are plotted against the Faculty mean scores (in **red**).

SFQ scores of the corresponding items from classes of similar size to your class in the Faculty are used to plot the bars. The bars are coloured to show, from left to right, SFQ scores of the lowest 10%, between the lowest 10% to lowest 25%, the middle 50%, between the top 10% and top 25% and the top 10%.

To have a sense of the relative standing of your scores as compared to similar classes in your Faculty, examine the region in which your SFQ scores (plots in **blue**) fall into. The following is a rough diagram for interpreting the scores:

High (top 10%)
- Excellent

Medium-High (between top 10 and top 25%)
- Highly satisfactory

Medium (middle 50%)
- Satisfactory

Medium-Low (between lowest 25 and lowest 10%)
- Some improvement needed

Low (lowest 10%)
- Much improvement needed

ABOUT THE STAFF

Teaching of the Staff Member

IIA1	The explanation of the subject matter was clear.	
IIA2	There were adequate opportunities for students to ask questions.	
IIA3	The teaching motivated me to do my best.	
IIA4	The lecturer was willing to help students when they had problems in learning.	
IIA5	Useful and timely feedback was given on my assignments/work.	
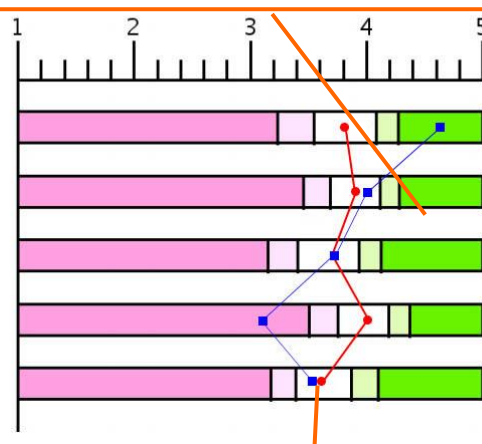
To identify your relative strengths and areas for further improvement in your own teaching, compare your SFQ scores with the Faculty Norms:

1. Items where your SFQ scores are significantly higher than the Faculty mean scores (i.e., in the High or Medium-High region) represent areas of your relative strengths in teaching (e.g., score for IIA1)

2. Items where your SFQ scores are significantly lower than the Faculty mean scores (i.e., in the Medium-Low or Low region) probably indicate areas where students feel less satisfied and thus, warrant more of your attention and effort to improve (e.g., score for IIA4)

Always remember that student ratings of this sort are rough indicators only. They are not precise nor absolute measures of a staff member's teaching performance and thus, must be interpreted in context and with great care. If you need more information or any assistance with interpreting SFQ results, see p. 69 of this Handbook.

4.15 Downloading SFQ summary report for staff appraisal, further appointment, etc.

Subject teachers can download a summary report of their past 7 years' SFQ results with percentile range indications for staffing exercise or other relevant purposes.

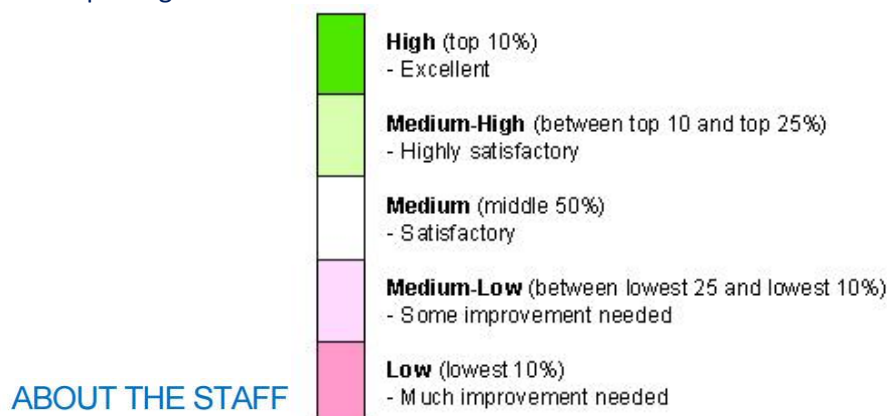Step 1   To download an SFQ summary report, click **Analytics** in the top menu bar then select **Subject Teacher**, then **Report for Staff Appraisal, Further Appt. etc.**
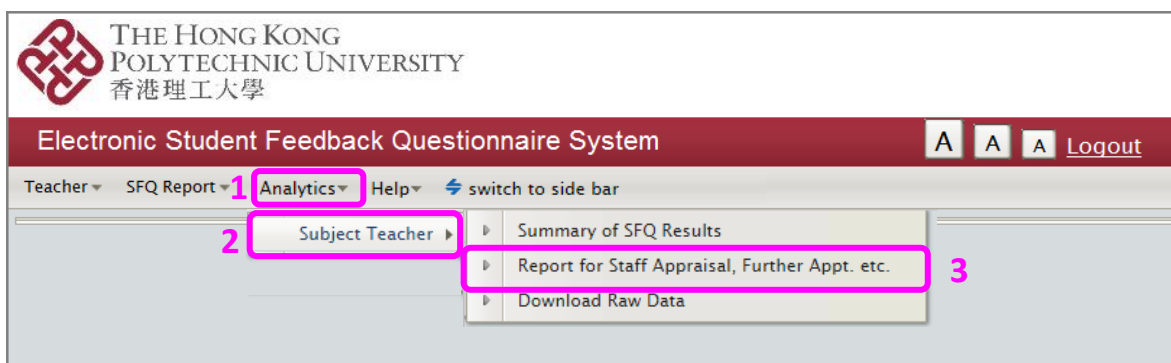
Step 2   Select the number of years (1, 3, 6 or 7) from the drop-down menu (Year(s) to Review), then click Download to generate and download the report.
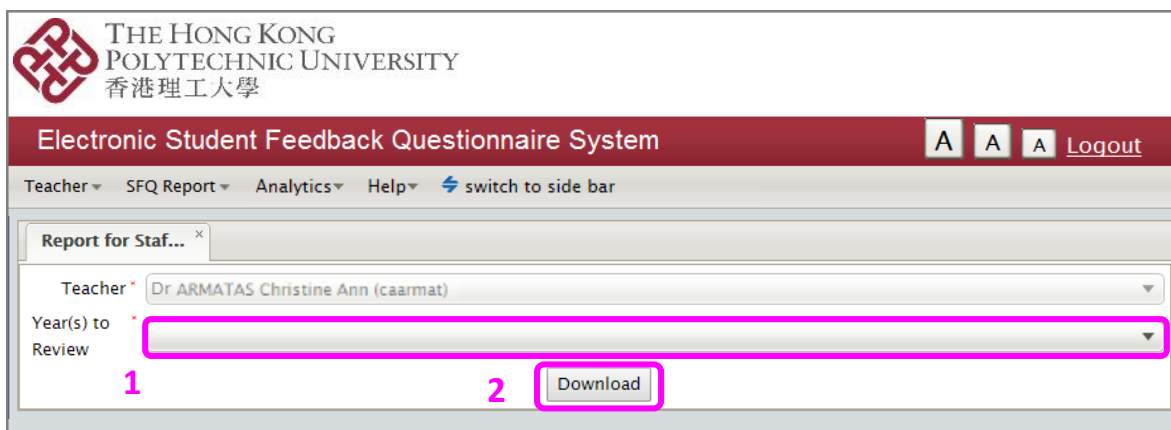
4.16 Downloading raw data

Subject teachers can download the raw data of students' responses (*de-identified*) in Section I About the Subject (if applicable) and/or Section II About the Staff Member.

Step 1   To download the raw data, click **Analytics** in the top menu bar, select **Subject Teacher**, then **Download Raw Data on Subject.** A new tab will be displayed.
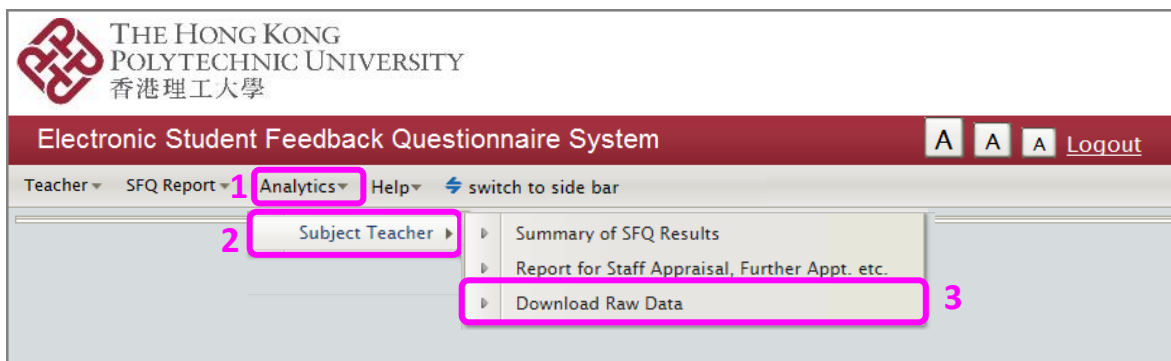

Step 2   Click the Excel file icon to download the raw data of a particular record. To download multiple records, select the records by checking the boxes next to them, then click the zip file icon.
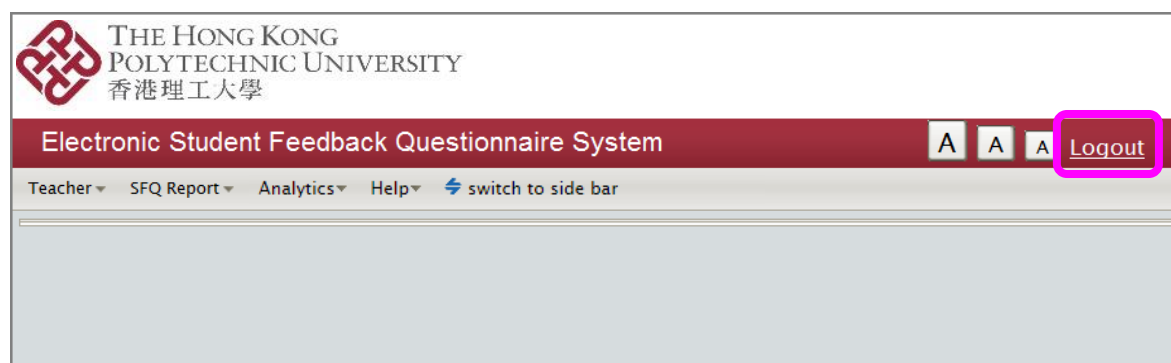
To search for a particular record, click the Magnifiying glass icon. Enter the relevant information, then click Search.

You can use the Arrow buttons at the bottom to go to the first, previous, next or last page. Alternatively, you can enter the page number to go to a particular page.
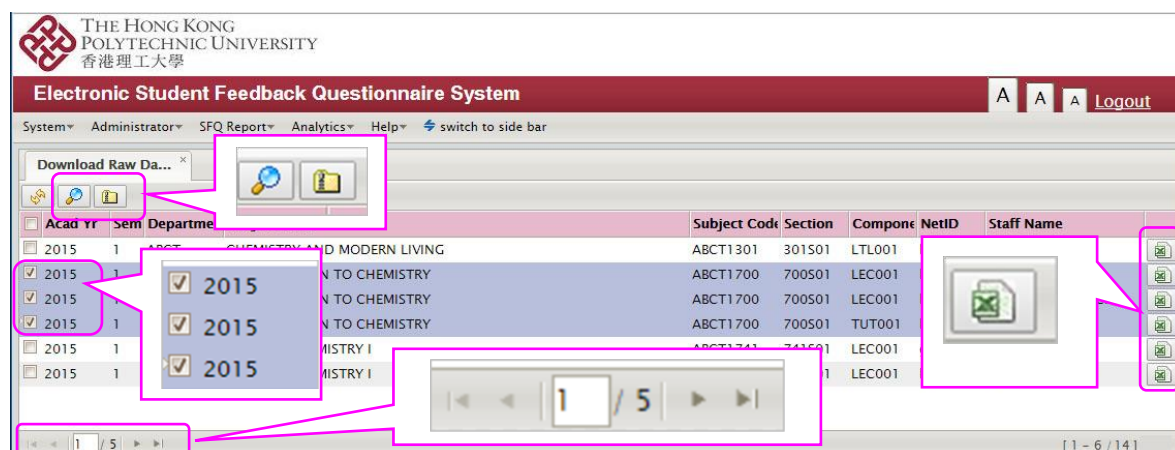
4.17 Logging out of the SFQ system

To log out of the SFQ system, click the Logout link in the top right corner.

4.18   Further assistance and support

For further assistance or support, send an email to esfq.support@polyu.edu.hk with the following information if possible:

1. Screenshot – Capture your screen (by holding down Ctrl or Alt key while hitting the Print Screen button for PC, or Ctrl+Shift+Command (Apple)+4 for Macintosh) and paste the image to the email
2. Browser address – Copy the URL that is displayed in the address line of your browser and paste it to the email.