Progress Report as Completion Report
Project Supported by LTC/OBA Funding*

(Period covered: 01/07/2011 – 31/06/2012)

Part I: General Information

Funding Source (please tick ✓ as appropriate): ☐ LTC ☐ OBA Funding

Project Code:	2010-11/OBA/EDC1	**Host Department:**	EDC

Project Title: A Pilot Project on the Development and Implementation of an Online Outcomes-based Student Feedback Questionnaire (SFQ) System for PolyU

Project Team:

Project leader (Name & Dept):	Team member(s) (Name & Dept):
Dr. K.P. KWAN (EDC)	Dr E. Angela CHAN (SN) Prof Winnie CHENG (ENGL) Prof Bob McKERCHER (SHTM) Dr Vincent NG (COMP) Mr Green LUK (EDC) Ms Jenny YUNG (EDC) Ms Winnie WONG (ITS)

Project Status (please tick ✓ as appropriate): ☑ In progress ☐ Withdrawn ☐ Terminated

Financial Information:

Approved funding:		Additional funding received (if any):		Total funding received:
HK$1,448,800	+	HK$0	=	HK$1,448,800

Balance:
HK$1,127.30 (as of July 2013)

Account Alert Received (if any, please tick ✓ as appropriate): ☐ Financially inactive for 5 months or above ☐ Overspent

Project Schedule:

Actual start date (dd/mm/yyyy):	Scheduled completion date/Actual end date (dd/mm/yyyy):
01/07/2011	30/09/2014

Project Period Extension(s) (if any):

No. of extension(s) obtained since the project started:	Obtained during the reporting period:
time(s)	For month(s)

Part II: Project Progress Reported by Project Leader

(a) Specific work undertaken/progress made toward project objectives (including any changes to original proposal and/or actions taken in response to the issues identified in the previous Progress Report):

1. Developed a prototype of the eSFQ system in accordance with the policies, requirements and work flow of the current SFQ exercise as well as the recommendations for the enhancement of the SFQ exercise recently approved by LTC. When fully developed, the system will have the following key features and functionalities:

    a. Assigning differential rights to different categories of users (Senior Managers, Deans, Heads of Academic Departments, Departmental SFQ Administrators, academic staff and students) to manage and monitor the SFQ exercise, and to access the relevant SFQ data and/or reports;

    b. Automatically pulling relevant and updated data from the AS Student Record System for identifying the list of subjects offered by the department in the semester, the teacher(s) assigned to teach on as well as the students enrolled in each of them to facilitate the electronic administration of the SFQ;

    c. Administrative tools for the university and departments to:

        i. Assign different user rights to different categories of users;

        ii. Choose when to administer the SFQ and on which subject, class, teacher or component (the subject and/or the teaching of the staff member);

        iii. Add new subjects, classes, teachers and/or students not contained in the AS record for administering the SFQ;

       iv.   Verify subject, teacher and student information from the AS system before actual administration;

    d.   Creating online SFQ forms that are customized according to the subject nature (i.e., DSR and different types of GUR) and the Faculty/School to which the staff member is affiliated;

    e.   Allowing subject leaders and teachers to include up to 5 optional questions in the relevant sections of the SFQ to collect student feedback on aspects of particular interest to the subject or teacher for improvement purposes;

    f.   Automatically sending invitation emails to invite students to take part in the SFQ exercise on the start date specified by the department, and sending multiple follow-up emails at designated time intervals to remind the non-respondents to complete the SFQ before the deadline;

    g.   Interfacing with the Bb LMS (LEARN@PlyU) to invite/remind students to complete the eSFQ through a dedicated Bb module developed for this purpose;

    h.   Capturing and storing students' responses (including open-ended comments) electronically;

    i.   Analyzing the numerical data and generating electronic copies of SFQ reports (with open-ended comments listed at the end of the report);

    j.   Archiving the SFQ data and reports for later retrieval and use;

    k.   Generating summaries of SFQ results broken down by staff, subject, department or Faculty/School for a chosen timeframe

2. Planned, conducted and evaluated a small-scale pilot of the eSFQ system with 17 classes from 2 GUR subjects, namely, "Freshman Seminar for Broad Discipline in Health Science" offered by FHSS and "Tomorrow's Leaders" offered by APSS. A report on the first pilot was prepared and submitted to LTC for information and discussion (LTC/49/A8).

3. Enhanced and further developed the prototype eSFQ system based on feedback from staff and departmental SFQ administrators, according to identified user requirements.

4. Planned, conducted and evaluated a large-scale pilot of the enhanced prototype eSFQ system involving all GURs offered in Semester 2. Developed and implemented protocols and strategies to improve students' responses the online survey, resulting in a highly satisfactory overall response rate of 64.13%. A report on the pilot implementation of the eSFQ for GUR was submitted to LTC for information and discussion in its meeting in June 2013 (LTC/50/A4).

5. Conducted 6 individual/focus group interviews with students to collect their view on the eSFQ system and processes, and to understand what determined students' willingness to partake in the online SFQ surveys.

6. Planned a continuation of the pilot implementation of the eSFQ for GUR in Summer Term 2012/13 and Semester 1, 2013/13, and a small-scale pilot of the eSFQ for DSR subjects in Semester 1, 2013/14.

7. Developed, at the request of the Senior Management, a proposal for a new institutional TDG project to sustain and extend the work of the current project.

(b) Difficulties encountered, if any, which have affected progress, and remedial actions taken:

1. A major challenge is the potential drop in the students' response rates when the SFQ goes online. To deal with this issue, a search of best practices (both locally and internationally) was conducted to inform implementation processes and strategies to promote students' participation.

2. There has also been some resistance and concerns expressed by staff on the move from a paper-based to an online SFQ system. These issues have been brought to the attention to LTC so that appropriate institutional policies, guidelines and strategies could be developed to effectively address them.

3. It appears that the University has not, up to this point, made up its mind regarding the move towards an online SFQ system. As a result, the pace in developing and implementing the eSFQ system has been slowed down; the actual progress will depend on the University' final decision and commitment on whether or not to convert the whole SFQ system from a paper-based to online one.

(c) Deliverables/useful findings/good practices emerged, and/or dissemination actions taken/planned to sustain impact:

    Not applicable at this stage

(d) Upcoming work/activities to be carried out to achieve the stated project objectives:

1. Continue the development of the eSFQ system according to the identified workflow, user requirements and feedback, in order to support an institution-wide implementation of the eSFQ system for DSR subjects that will cater for the differential contexts and needs of the different Faculties/Schools/Departments/courses;
2. Plan and conduct studies on the reliability and validity of the results from online SFQ vis-à-vis paper-based SFQ;
3. Plan and conduct further pilots (and full implementation) of the system with GUR and DSR subjects according to the University's plan and desired schedule.

Name of Project Leader: _____Dr. K. P. KWAN_____   Date: _____8 July 2013_____
(in block letters)

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*   *LTC: Learning and Teaching Committee*
OBA Funding: Funding for Promoting Outcome-Based Approaches to Student Learning

Part III: Evaluation by D/SLTC (or by HoD/Dean of School^)

(a) Rating and comments/recommendations on the **financial management** and **project progress**

(please put a ✓ in 1 of the following 2 ratings and provide comments)

Areas	Rating Satisfactory	Rating Needing attention	Comments and Recommendations
Financial management/ use of funding	✓		
Project progress	✓		

(b) Issues requiring the attention of FLTC/Dean of School and/or the funding authority:

Name of D/SLTC Chair
(or HoD/Dean of School): _____   Date: _____
(in block letters)

^   *To be prepared by HoD/Dean of School **if** the PL is also the D/SLTC Chair, **or if** the Centre/Unit/Office does not have a DLTC.*

Part IV: Evaluation by FLTC/Dean of School#

(a) Overall rating on the project (please put a ✓ in 1 of the following 2 ratings):

☐ Satisfactory

☐ Needing attention

(b) Overall comments and recommendations on the project:

(c) Issues requiring the attention of the funding authority:

Name of FLTC Chair/
Dean of School: _____ Date: _____
(in block letters)

*The Dean of School **or** HoD of the Centre/Unit/Office needs not fill this part if he/she has already commented in Part III.*

Part V: Response & Follow-up Plan by Project Leader

(Response and follow-up plan is required from the Project Leader if there is any area rated as 'needing attention' in Part III and/or IV.)

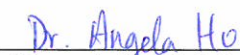Name of Project Leader: _____ Date: _____
(in block letters)

_____   _____   _____
Signature of Project Leader   Signature of D/SLTC (or HoD)@   Signature of FLTC/
                                                                             Dean of School

KP KWAN   Dr. Angela Ho
_____   _____   _____
(Name in block letters)   (Name in block letters)   (Name in block letters)

@ *To be signed by HoD **if** the PL is also the DLTC Chair, **or if** the Centre/Unit/Office does not have a DLTC; **leave** this blank **if** the PL is also the SLTC Chair.*

The Project Leader and D/SLTC Secretary should each keep a copy of this *Progress Report* for records.
A copy of this *Progress Report* will be submitted along with the *F/SLTC Annual Report (Form 20)*
to LTC/WGOBE as a supporting document.

As endorsed by the funding authority, this Progress Report also served as a Completion Report of project 2010-11/OBA/EDC1.

Justification:
- The account of the project has been closed in 2012 and the remaining balance has been returned to UGC already.
- The main objectives of the project have been reached.
- To cater the new development and University's plan, and at the request of the Senior Management, a new TDG institutional project (LTG12-15/Institutional/EDC) has been developed as an extension and a continuation of this project under the same project leader, Dr K.P. Kwan.