

CANADORE COLLEGE
PROCEDURES MANUAL

STUDENT COURSE FEEDBACK Procedures:**1. Introduction**

- 1.1. The Vice President Academic implements the student course feedback process by providing leadership, support, information and counsel to the academic area.

2. Student Course Feedback Forms

- 2.1. The following resources are made available and are to be used in the administration of this procedure:
 - Student Course Feedback Survey (Appendix A)
 - Student Course Feedback Survey for Online Courses (Appendix B)

3. Procedure

- 3.1. This procedure takes place each semester, or as required, to ensure that students have the opportunity to provide feedback in all program courses.
- 3.2. Student Course Feedback surveys are conducted over a four-week period at the end of each semester. Pro-rated time frames for each step in the procedure are to be identified for courses of shorter duration.
- 3.3. The Registrar's Office extracts course section identification data from the Student Information System four weeks before the survey period begins and verifies the list for accuracy.
- 3.4. The Learning Management System (LMS) Administrator ensures that Student Course Feedback Surveys are embedded into the learning management system in the courses identified through the validation process.
- 3.5. The LMS Administrator sends notice to students requesting they complete the online surveys and indicating how they are to access the surveys. The LMS Administrator also sends reminder notices to students during the survey period.
- 3.6. Professors encourage students to complete the online Student Course Feedback Survey.
- 3.7. The LMS Administrator ensures Student Course Feedback reports are sent to the Professor and the Dean responsible for the course within four weeks after the grades for that semester have been issued to the students. Summary reports that include the previous three years of survey results are distributed to Professors on an annual basis.
- 3.8. The Vice President Academic presents a summary report of the Student Course Feedback to the Executive Team.

4. Responsibilities

- 4.1. Student Course Feedback is coordinated by the LMS Administrator.
- 4.2. The Registrar's Office and the LMS Administrator are jointly responsible to ensure that students in every program course have the opportunity to provide feedback every semester.
- 4.3. Professors are responsible to encourage the completion of the course feedback surveys.
- 4.4. The LMS Administrator is responsible to ensure that Student Course Feedback results are distributed in a timely manner to Professors and Deans and ensures anonymity and confidentiality are maintained.



Student Course Feedback Form

Professor's Name	Course Code
Semester (e.g., Fall 2012)	Course Name

Student Information

Before this course began, my level of enthusiasm to take this course was:

- High
 Medium
 Low

I attend classes in this course:

- Always
 Usually
 Seldom

The grade I expect to receive for this course is:

- 80% to 100%
 70% to 79%
 60% to 69%
 50% to 59%
 Below 50%

Using the scale to the right, identify to what extent you agree with each of the statements provided below	Rating Scale			
	Strongly Agree	Agree	Disagree	Strongly Disagree
1. The Professor:				
1.1. Makes the course outline and evaluation method available at the beginning of the course.				
1.2. Follows the evaluation method as stated.				
1.3. Conducts class sessions in an organized and well-planned manner.				
1.4. Presents materials in a clear and easy to understand manner.				
1.5. Demonstrates a thorough knowledge of the subject.				
1.6. Displays enthusiasm and energy in presenting the course material.				
1.7. Encourages student discussion and participation.				
1.8. Responds to student questions clearly and specifically.				
1.9. Provides helpful comments and feedback on assignments.				
1.10. Grades and returns student work within a reasonable time.				
1.11. Uses a variety of teaching methods and materials (for example, handouts, group work, hands-on practice etc.)				
1.12. Is available for individual assistance at mutually agreeable times.				
1.13. Treats students with courtesy and respect.				
1.14. Maintains control of the class.				
1.15. Knows whether or not the class understands the material being presented.				

Using the scale to the right, identify to what extent you agree with each of the statements provided below	Rating Scale			
	Strongly Agree	Agree	Disagree	Strongly Disagree
2. The Course				
2.1. Topics covered in the course are directly related to the course outline.				
2.2. Texts and supplemental materials (e.g., handouts, manuals, audio-visual materials) are used and are relevant to the course.				
2.3. Learning activities (e.g., lectures, discussions, group work, case studies, field trips etc.) are related to the course learning outcomes.				
2.4. Assignments and tests are a fair reflection of what I was expected to learn.				
2.5. Workload is reasonable to achieve the course learning outcomes.				
3. The Learning Environment				
3.1. The physical environment in which this course is conducted (for example (heating/ventilation, noise levels, lighting, cleanliness, space, seating) supports learning.				
3.2. There is adequate access to appropriate equipment in good working order for this course.				
3.3. The online learning environment (i.e., iLearn/D2L) is valuable for me to track my progress through the course.				
3.4. The online learning environment (i.e., iLearn/D2L) includes timely course resources to assist me in completing my course.				



Student Course Feedback Form – For Online Courses

Professor's Name	Course Code
Semester (e.g., Fall 2012)	Course Name

Student Information

Before this course began, my level of enthusiasm to take this course was:

- High
 Medium
 Low

I participate actively in this course:

- Always
 Usually
 Seldom

The grade I expect to receive for this course is:

- 80% to 100%
 70% to 79%
 60% to 69%
 50% to 59%
 Below 50%

Using the scale to the right, identify to what extent you agree with each of the statements provided below	Rating Scale			
	Strongly Agree	Agree	Disagree	Strongly Disagree
1. The Professor:				
1.1. Makes the course outline and evaluation method available at the beginning of the course.				
1.2. Follows the evaluation method as stated.				
1.3. Demonstrates a thorough knowledge of the subject.				
1.4. Is active in the online environment on a regular basis.				
1.5. Encourages student discussion and participation.				
1.6. Participates usefully in class discussion where appropriate.				
1.7. Responds to student questions clearly and specifically.				
1.8. Responds to questions within the expected time frame (as outlined in the course).				
1.9. Provides helpful comments and feedback on assignments.				
1.10. Grades and returns student work within a reasonable time.				
1.11. Uses a variety of learning activities and materials (for example, handouts, group work, discussions, web research etc.)				
1.12. Treats students with courtesy and respect.				

Using the scale to the right, identify to what extent you agree with each of the statements provided below	Rating Scale			
	Strongly Agree	Agree	Disagree	Strongly Disagree
2. The Course				
2.1. Topics covered in the course are directly related to the course outline.				
2.2. The weekly schedule is clear and accessible.				
2.3. Weekly sessions and activities are well organized.				
2.4. The lesson materials are purposeful, thorough and clear.				
2.5. The lesson materials are engaging and well-presented.				
2.6. Texts and supplemental material (e.g., readings, linked websites, online videos) are utilized and are relevant to the course.				
2.7. Learning activities (i.e., discussions, group work, case studies, web research etc.) are related to the course learning outcomes.				
2.8. Assignments and tests are a fair reflection of what I was expected to learn.				
2.9. The marking criteria for assignments/submissions are provided to the learner.				
2.10. Workload is reasonable to achieve the course learning outcomes.				
3. The Learning Environment				
3.1. I am aware of how to get technical support.				
3.2. When requested, technical support is received in a timely and courteous manner.				
3.3. The online learning environment (i.e., iLearn/D2L) is valuable for me to track my progress through the course.				