

## eSFQ FAQs

### Administering and conducting eSFQ

- Who will be responsible for conducting the in-class eSFQ on the day of administration?
- When a subject is jointly taught by staff members from two or more different departments (e.g., team-taught situation in interdisciplinary courses), which department is responsible for administering and conducting the eSFQ?
- In service teaching situations where a staff member from a department is assigned to teach a subject offered by another department, which department is responsible for administering and conducting the eSFQ?
- Do departments and staff members need to ask and remind their students to do the eSFQ?
- Our department has another means to collect student feedback on teaching and learning. Can we opt out of the eSFQ?
- Should the eSFQ be administered/conducted for staff members teaching on subjects that **do not** lead to a PolyU award at sub-degree, undergraduate or postgraduate level?
- Can a staff member request that an eSFQ assigned to his/her class not be conducted?
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- My class has only 5 students enrolled in it, how should the eSFQ be conducted?
- Can the eSFQ be conducted in the middle of the semester to collect student feedback for improving the subject delivery in the second half of the semester?
- Can we conduct eSFQ to collect student feedback for research students and TA for QA purposes, etc.?
- Are there any suggested items for additional questions about the subject or teaching of the staff member that I can make reference to?
- Can the settings or inputted information (e.g., additional questions) be amended once the eSFQ assignment to a class has been confirmed on the eSFQ system?
- When will the Subject Leaders and subject teachers be notified of any eSFQ assigned to their subjects/classes?
- Can students revise their responses after submitting the eSFQ form?
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### Assigning eSFQ to staff members

- Does the Head of Department have the discretion to conduct SFQ for staff members with teaching contribution to a subject less than 6 sessions or 45%?
- If a staff member is responsible for all the lecture and tutorial sessions of a subject, how many eSFQ forms should be administered for the staff member?
- In a team-taught situation where the lectures are taught collaboratively by 3 teachers, each responsible for one-third of the lecture and leads a tutorial group of their own, how should the eSFQ be administered?
- In a team-taught situation where Teacher A is responsible for all the lectures and leads one of the three tutorial groups, how should the eSFQ be administered for the staff members?
- In a team-taught situation where the subject contents are divided into 2 distinctively different areas (e.g., quantitative research methods and qualitative research methods) and the lectures are delivered separately by 2 staff members, each responsible for 50% of the lecture component, how should the eSFQ be administered?
- A staff member is responsible for 2 of 13 lecture sessions and 5 of 7 tutorial sessions of a subject. Should SFQ be conducted for this staff member?

## Special cases

- What if:
  - An eSFQ has been conducted for a staff members when it actually needs not be done?
  - A staff member requests that a student's response be deleted for any reason (e.g., the student seldom attended his/her class)?
  - A student saying that s/he has submitted the wrong feedback to a teacher due to various reasons (e.g., mistaken the order of ratings and the corresponding scale descriptors, have been attending the wrong lecture/tutorial group all along, etc.)?
  - Departments, staff members or students have encountered any exceptional issue?
- For classes that go beyond the regular 13-week teaching schedule where there is a need to conduct the eSFQ outside the standard survey periods, how to set up the survey period on the eSFQ system?

## Administering and conducting eSFQ

Q1 Who will be responsible for conducting the in-class eSFQ on the day of administration?

A1 The in-class eSFQ should be conducted by an administrative or a support staff assigned by the subject offering department.

Procedures for conducting in-class eSFQ are available at the EDC website:

<http://edc.polyu.edu.hk/procedures-esfq>.

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Q2 When a subject is jointly taught by staff members from two or more different departments (e.g., team-taught situation in interdisciplinary courses), which department is responsible for administering and conducting the eSFQ?

A2 The eSFQ will be administered and conducted by the **subject offering department**. The subject code can be used as a rule of thumb to identify the subject offering department.

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Q3 In service teaching situations where a staff member from a department is assigned to teach a subject offered by another department, which department is responsible for administering and conducting the eSFQ?

A3 The eSFQ will be administered and conducted by the **subject offering department**.

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Q4 Do departments and staff members need to ask and remind their students to do the eSFQ?

A4 The University has various promotional activities to invite and encourage students to take part in the eSFQ exercise during the standard survey periods, including:

- System-generated email invitation and multiple email and/or SMS reminders to students (see Section 6 of the PolyU SFQ Handbook for arrangement details for out-of-class and in-class eSFQ administrations)
- A dedicated module and banner in L@PU and the Student Portal respectively to notify students of any incomplete eSFQ
- Campus-wide promotional materials (e.g., banners, roll-up banners, flags, posters and videos)

Additional invitation and reminders from departments are not needed. However, research has shown that students are more inclined to respond to the surveys if their teachers make *personal appeal* to encourage student participation.

If Subject Leaders and teachers would like to appeal to their students, they are welcome to do so by means of in-class explanation and/or sending additional reminders to their students *before and/or during the survey period*.

The eSFQ system provides a facility for staff members to check the real-time response rate and send customized email reminders to their students if they wish to do so. For more information on this facility, see the operational manual.

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Q5 Our department has another means to collect student feedback on teaching and learning. Can we opt out of the eSFQ?

A5 The implementation of eSFQ is stipulated by university policy and cannot be opted out.

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Q6 Should the eSFQ be administered/conducted for staff members teaching on subjects that **do not** lead to a PolyU award at sub-degree, undergraduate or postgraduate level?

A6 No. As stipulated in the University policy, SFQ should be conducted for all full-time and part-time staff members who have a major teaching responsibility for any subjects/classes of any **PolyU award-bearing programmes** at the sub-degree, undergraduate and postgraduate levels.

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Q7 Can a staff member request that an eSFQ assigned to his/her class not be conducted?

A7 As stipulated in the University policy, SFQ should be conducted for a staff member when s/he has teaching contribution to the same component of the same subject of no less than 6 sessions (i.e. roughly 45% of the normal 13-week subject duration).

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Q8 How should the eSFQ be conducted for subjects that do not follow the standard 13-week teaching schedule?

A8	Example	eSFQ Administration
	Subjects that span over more than one semester, with teaching ending at a point within or shortly before the standard survey periods of the last semester	Conduct eSFQ at the end of the Semester when the subject ends
	Subjects that end within the standard 13-week semester period, but the teaching schedule is such that it makes the standard survey periods inappropriate, e.g.: <ul style="list-style-type: none"> <li>• Teaching ends after Week 7 but before Week 13</li> <li>• Teaching ends by Week 6 and exam being held in Week 7</li> <li>• Subjects delivered in intensive teaching blocks</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct out-of-class eSFQ in the nearest standard survey period; <b>OR</b></li> <li>• Conduct in-class eSFQ on a date deemed appropriate (requires approval from DLTC)</li> </ul>

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Q9 My class has only 5 students enrolled in it, how should the eSFQ be conducted?

A9 For subjects with small enrolment, in-class administration of eSFQ is recommended to boost the response rate. Procedures for conducting in-class eSFQ are available at the EDC website: <http://edc.polyu.edu.hk/procedures-esfq>.

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Q10 Can the eSFQ be conducted in the middle of the semester to collect student feedback for improving the subject delivery in the second half of the semester?

A10 SFQ is designed to capture student feedback on the subject and the teaching *at the end of the semester* for developmental and judgmental purposes. It would be inappropriate to collect feedback when students have gone through only half of the subject/teaching.

Teachers interested in collecting interim feedback for improvement purposes may consider doing it through other channels such as the survey feature on LEARN@PolyU.

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Q11 Can we conduct eSFQ to collect student feedback for research students and TA for QA purposes, etc.?

A11 The current eSFQ policy covers all academic staff and teaching/clinical staff, including Tutors/TA of the Teaching/Clinical Category, but not research students or TA employed under the Teaching Postgraduate Studentship Scheme. For the latter, please refer to the relevant [guidelines](#).

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Q12 Are there any suggested items for additional questions about the subject or teaching of the staff member that I can make reference to?

A12 For ideas on questions about the subject or teaching of the staff member, see <http://edc.polyu.edu.hk/sfq-sample-questions>.

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Q13 Can the settings or inputted information (e.g., additional questions) be amended once the eSFQ assignment to a class has been confirmed on the eSFQ system?

A13 As long as the eSFQ for that subject/class has not yet started, Departmental SFQ Administrators can disable the settings on the eSFQ system by unchecking the “Confirm to Conduct Survey” box (see Step 8 of 11.1 of the [Operational Manual for the Departmental SFQ Administrator](#)) and make any necessary amendments accordingly.

However, once the survey has started, disabling/amending the settings is not possible.

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Q14 When will the Subject Leaders and subject teachers be notified of any eSFQ assigned to their subjects/classes?

A14 When a Departmental SFQ Administrator has selected a class to do the eSFQ and inputted the Subject Leader information on the eSFQ system accordingly, the Subject Leader will receive a system-generated email notification about the eSFQ assignment *immediately*, asking him/her to log in to the eSFQ system to add extra questions about the subject, if any.

Similarly, the subject teacher will receive a system-generated email notification about the eSFQ assignment *immediately after the Departmental SFQ Administrator has confirmed that the eSFQ be conducted for the selected class* i.e. when the “Confirm to Conduct Survey” box is checked and the record is then saved (see Step 8 of 11.1 of the [Operational Manual for the Departmental SFQ Administrator](#)).

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**Q15 Can students revise their responses after submitting the eSFQ form?**

A15 No. Each eSFQ form can be submitted *only once*. Once submitted, students will not be able to redo and resubmit it.

If, in any case, that a student claims that s/he has submitted any inaccurate/wrong feedback due to any reason (e.g., mistaken the order of ratings and the corresponding scale descriptors), the student should contact eSFQ Support ([esfq.support@polyu.edu.hk](mailto:esfq.support@polyu.edu.hk)) and provide further information on the submission.

Appropriate arrangements will be made on a case-by-case basis once the student's claim has been verified.

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**Q16 Will the SMS reminders be sent to non-local mobile phone numbers?**

A16 Since the cost incurred in sending multiple SMS reminders to non-local mobile phone numbers can be quite substantial, SMS reminders will be sent to local mobile phone numbers only – and if and only if students have provided AS with their phone number.

Departments should urge their students to update their phone number via eStudent (<http://www.polyu.edu.hk/student>) if they would like to make sure that students with a local mobile phone number will receive the SMS reminders.

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## Assigning eSFQ to staff members

**Q1 Does the Head of Department have the discretion to conduct SFQ for staff members with teaching contribution to a subject less than 6 sessions or 45%?**

A1 In principle, yes. However, it should be noted that this discretion is intended for special cases only (e.g., when a teacher will have no SFQ conducted for him/her at all if this rule is followed); *it is not meant to be an option to adopt a different guideline altogether for all staff within the department.*

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**Q2 If a staff member is responsible for all the lecture and tutorial sessions of a subject, how many eSFQ forms should be administered for the staff member?**

A2 Administer one eSFQ form that evaluates **both parts of teaching** (i.e. lecture and tutorial) with the feedback focus **on both the subject and staff member**.

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**Q3 In a team-taught situation where Teacher A is responsible for all the lectures and leads one of the three tutorial groups, how should the eSFQ be administered for the staff members?**

A3 For the lecture component, administer **both Section I About the Subject and Section II About the Staff Member** of the eSFQ to all the students for *Teacher A*.

For the tutorial component, administer Section II About the Staff member of the eSFQ **only** for *each tutorial group for each staff member*.

Each student will be asked to complete 2 eSFQ forms: one on the subject and the teaching of the lecturer (i.e. Teacher A) and one on the teaching of his/her tutor.

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**Q4** In a team-taught situation where the lectures are taught collaboratively by 3 teachers, each responsible for one-third of the lecture and leads a tutorial group of their own, how should the eSFQ be administered?

**A4** For the lecture component, administer Section I About the Subject of the eSFQ **only** for *the mass lecture group* (i.e. all students). No need to administer Section II About the Staff Member since each staff member teaches less than 45% of the lecture component.

Operationally, an appropriate and a convenient way to administer it is to assign the eSFQ for the lecture component to the Subject Leader.

For the tutorial component, administer Section II About the Staff member of the eSFQ **only** for *each tutorial group for each staff member*.

Each student will be asked to complete 2 eSFQ forms: one on the subject and one on the teaching of his/her tutor.

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**Q5** In a team-taught situation where the subject contents are divided into 2 distinctively different areas (e.g., quantitative research methods and qualitative research methods) and the lectures are delivered separately by 2 staff members, each responsible for 50% of the lecture component, how should the eSFQ be administered?

**A5** Administer one eSFQ that evaluates **both the subject and the teaching of the staff member** (i.e. Section I and Section 2 of the eSFQ) to **each** staff member – that is, each student will be asked to complete 2 eSFQ forms: one about staff member A on the subject and his/her teaching, and another about staff member B on the subject and his/her teaching.

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**Q6** A staff member is responsible for 2 of 13 lecture sessions and 5 of 7 tutorial sessions of a subject. Should SFQ be conducted for this staff member?

**A6** As stipulated in the University policy, SFQ should be conducted for a staff member when s/he has teaching contribution to the same component of the same subject of no less than 6 sessions (i.e. roughly 45% of the normal 13-week subject duration).

In the abovementioned situation, no eSFQ should be administered for the lecture part of teaching for the staff member because s/he does not teach more than 6 sessions or 45% of the lecture component.

For the tutorial component in which the staff member teaches less than 6 sessions but more than 45% of the 7 tutorial sessions, the department may consider conducting Section II About the Staff Member of the eSFQ for the staff member to collect student feedback on his/her teaching *if needed*.

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## Special cases

Q1 What if:

- An eSFQ has been conducted for a staff members when it actually needs not be done?
- A staff member requests that a student's response be deleted for any reason (e.g., the student seldom attended his/her class)?
- A student saying that s/he has submitted the wrong feedback to a teacher due to various reasons (e.g., mistaken the order of ratings and the corresponding scale descriptors, have been attending the wrong lecture/tutorial group all along, etc.)?
- Departments, staff members or students have encountered any exceptional issue?

A1 Contact the University eSFQ Administrator. Enquiries or requests will be handled on a case-by-case basis and arrangements will be made as appropriate.

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Q2 For classes that go beyond the regular 13-week teaching schedule where there is a need to conduct the eSFQ outside the standard survey periods, how to set up the survey period on the eSFQ system?

A2 Setting survey periods outside the University prescribed survey periods needs to be done by the University SFQ Administrators. If necessary, departments can send a formal request, along with the request form to the Educational Development Centre (EDC) to seek assistance. The request should include:

1. a justification for conducting the eSFQ outside the standard survey periods for each particular class
2. class information e.g., subject code, section code, component code and NetID(s) of staff member(s)
3. proposed survey period (i.e., start date and end date) of the eSFQ exercise
4. endorsement/approval from the DLTC for conducting the eSFQ outside the standard survey periods

The request form can be obtained from the EDC website (<http://edc.polyu.edu.hk/sfq-collect.htm>) and on the eSFQ system (under the "Help" section). The completed form should be sent to EDC **at least 5 working days prior to the proposed start date**. Requests without a strong justification or upon very short notice may not be accommodated.

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