Guidelines for Student Feedback Questionnaire (SFQ) at HKUST(GZ)

In HKUST(GZ), all lecture-based sections are required to collect student feedback using End-of-Course Student Feedback Questionnaire (SFQ) about their learning experience in courses they have taken.

The exercise is important to the Quality Assurance of the University's education as it can help to create a continuous cycle of improvement by reviewing the feedback, identifying areas for improvement, and taking further action. It recognizes that students have a valuable perspective on their own learning experience and encourages them to be active partners in the process of improving that experience. By involving students in the feedback process and taking their input seriously, The University can create a more collaborative and inclusive learning environment that is responsive to the needs and interests of students.

Taking SFQs is our students' right and privilege. Only the students can tell the University how effective a course is for their learning. Hence, it is highly recommended that students should take advantage of this opportunity and fill out the SFQ to inform the University about their thoughts on the courses delivered.

All SFQ survey submissions are strictly confidential. While the SFQ system requires login from students, such information is used for preventing multiple submissions only and their IDs will not be disclosed in SFQ reports or in raw data files.

- **Exercise Period**

  For most courses, the SFQ surveys are normally conducted during *week 11-13* of the term or two weeks before the end of the course examination. This is to prevent the SFQ survey result from being affected by the difficulty level of the examination.

- **Approaches for Student to Participate**

  Students can complete SFQs through one of the following means:

  - invitation from the system
  - login with student ID via https://survey.hkust-gz.edu.cn/hkust

  Students are reminded to adhere to these guidelines when completing the Survey.

  - Read each question carefully.
  - Base your responses on your own overall experience of this course, not a single incident.
  - Present your views clearly, preferably with concrete examples.
  - Personal attacks are STRICTLY FORBIDDEN.

- Please answer in English.

In addition, students are reminded of the following:

- Avoid leaving the system idle too long, this will lead to a session timeout and possible data loss.
- DO NOT close the tab / browser or press the navigation arrows (i.e., Forward / Backward buttons) of the browsers while completing the questionnaires. This may lead to data loss.
- Remember to press the "Submit" button to complete the questionnaires.

● **Is it possible for a course instructor to access the responses provided by a specific student in an SFQ?**

Responses from students in the same section are mixed in a pool and no personal information is attached to the data. Only aggregate results will be included in SFQ reports. Thus, an instructor will not be able to find out how a student has rated or commented about him or her. He or she only has access to the feedback from the class as a whole.

● **What circumstances would result in a student being ineligible to take part in an SFQ survey?**

If a student were found to be cheating or plagiarizing, the instructor can make a request to exclude the student from participating in the evaluation of the section where the said dishonest behavior took place. This is intended to protect the instructor from retaliation by students accused of wrongful behaviour. For requests made based on reasons other than the aforesaid one, they will be considered on a case-by-case basis. All such requests should be made to SFQ support team using a standard form on or before *week 10*. Late requests may not be entertained, especially when the student concerned has already completed and submitted the SFQ.

● **If a student mistakenly submitted a wrong evaluation for a course, can he/she rectify it?**

After a response is submitted, the system will place the data from that student into a data pool mixed with the data from other students in that section. Hence it is not possible for the system staff to identify a response from a particular student. The student concerned may consider either informing the academic unit concerned of the incident or send to SFQ team a correct evaluation of the section, which can be passed to the academic unit anonymously.

● **Is it feasible for a student to submit the SFQ survey after the deadline has passed?**

Since the SFQ survey is a large-scale operation involving all courses and students participation, allowing late submissions will create significant delay in releasing SFQ survey results. Thus, no late submission will be accepted. However, students may consider sending their comments about the course to the academic unit directly or to the SFQ Support Team, who will then forward the comments to the academic unit anonymously.

- **Timeline to release the SFQ Results.**

  Course instructors are given access to SFQ reports only AFTER they have submitted their course grades.

- **Enquiries and Support**

  Should you have any enquiries, please feel free to contact the SFQ Support Team via sfq.survey@hkust-gz.edu.cn .