

e-SFF Frequently Asked Questions for Instructors

[Do I need to complete an Instructor e-SFF?](#)

[Do instructors need to verify that their courses are loaded in the e-SFF system?](#)

[Where do I log in to access e-SFFs?](#)

[What if I can't see my course, or what if my course information is incorrect?](#)

[Are courses with fewer than 5 students included in the SFF administration?](#)

[Why should I set aside class time for completing the e-SFFs?](#)

[How can I add additional questions for students to respond to?](#)

[Can I access the website from my smartphone, iPad, etc?](#)

[What should I tell my students about the online course evaluation system?](#)

[What if students don't finish filling out the form during the allotted class time?](#)

[Should I remind students to complete the e-SFFs, if they haven't already?](#)

[How can I tell if my students have completed their online Student Feedback Forms \(e-SFFs\)?](#)

[Should I send students an email reminder to complete the evaluations?](#)

[How many reminder emails do my students receive?](#)

[Are there other ways to remind students to complete their evaluations?](#)

[May I use incentives to encourage return rates?](#)

[How do I view the results?](#)

[Will students be able to view instructors' ratings?](#)

[Can instructors view the SFF Data for Students?](#)

Do I need to complete an e-SFF?

Instructors should complete the e-SFF Instructor Form, which was revised in Fall 2016. The form has only two items, one of which is an open-ended response. We are also asking instructors to indicate if time in class was provided for students to complete their feedback.

Do instructors need to verify that their courses are loaded in the e-SFF system?

All instructors expecting course feedback should verify that their course is loaded in TUportal or directly at <http://esff.temple.edu>. Instructors should log in and then click on "Start Evaluation" to complete the new e-SFF Instructor Form. Instructors will receive a University email when courses are open. For Early Start courses, Short Duration courses, professional school courses and other "off-grid" courses - email communications are sent by school/college liaisons.

Where do I log in to access e-SFFs?

Both instructors and students can access the website at <http://esff.temple.edu>. Remember to fill out your Instructor Form.

What if I can't see my course, or what if my course information is incorrect?

Course and instructor information is provided by information listed in Banner. Each school/college Dean's office has an SFF liaison to review course data for accuracy and inclusion in the feedback process. Please note that courses may have been modified (sections combined) for evaluating purposes only. Please check the enrollment count and form type of your courses listed on the e-SFF website. If you believe course information is not correct or that your course has at least 5 enrolled students (see below for courses with fewer than 5), then contact the SFF liaison in your School/College as soon as possible.

Are courses with fewer than 5 students included in the SFF administration?

Generally, courses with enrollment of fewer than 5 students are not included in the SFF administration. This is university policy, because evaluations may jeopardize the confidentiality of the students in sections with low enrollment <http://policies.temple.edu/PDF/371.pdf>. You may want to discuss an alternative method of evaluation with your department chair.

The Center for the Advancement of Teaching (CAT) is knowledgeable about alternative methods of assessing teaching and courses. CAT provides consultations, workshops, online resources and much more about Assessment and Feedback for all Temple educators.

<http://teaching.temple.edu/resources/assessment-feedback>

How can I add additional questions for students to respond to?

If you have additional questions you would like your students to answer on their SFFs, please provide those questions to your students by email or Canvas before the student SFF portal opens. If you plan to give time during class, you may also print and hand out the additional questions you would like your students to answer. Students will have a section on the e-SFF to answer any additional questions that you or your department provided to them in advance. You can add up to 50 multiple choice items in the "Additional Items" section. Responses to these items are formatted so that "5" is "High" and "1" is "Low". You will receive summary data of the additional questions in your SFF Instructor Report.

Why should I set aside class time for completing the e-SFFs?

*Using class time is the best way to help boost response rates. On the recommendation of the **Committee on Course and Teaching Evaluation**, The Senior Vice Provost for Undergraduate Studies has asked instructors to set aside class time for the completion of e-SFFs.*

Can I access the website from my smartphone, iPad, etc.?

The e-SFF website is mobile-friendly, so instructors and students can complete their e-SFFs on a smartphone or mobile device. Written feedback is likely to be more robust if students are encouraged to use their computers on the date of the administration.

What should I tell my students about the online course evaluation system?

To help ensure a good response rate and receive thoughtful feedback from students, we encourage you to communicate with your students about e-SFFs and the importance of their feedback. It is particularly helpful for instructors to talk about the types of feedback they find useful and provide examples of how they have used student feedback in the past.

What if students don't finish filling out the form during the allotted class time?

*The system will automatically save anything that students fill out or write, providing they **do not click the "Complete" button**. Please remind students not to click "Complete" if they have more to say. If they forget to go back in and complete the form, the answers that they have submitted will be saved and included in the final analysis and students will receive reminders to complete their forms.*

Should I remind students to complete the e-SFFs, if they haven't already?

Yes, although students will receive university-generated email reminders to complete their e-SFFs, instructors will be primarily responsible for the administration of e-SFFs. In addition to setting aside class time, please remind students to complete the forms if they have not already done so, emphasizing the importance of receiving student feedback.

How can I tell if my students have completed their online Student Feedback Forms (e-SFFs)?

On the website, students and instructors can see the percentage of students in each of their classes who have submitted their e-SFFs, as well as the response rates for their department, school/college, and the university. We hope this is helpful to instructors throughout the evaluation period, as they will be able to monitor the response rates for their classes.

Should I send students an email reminder to complete the evaluations?

Although students will receive university-generated email reminders to complete their SFFs, instructors may also want to send an email reminder to their students. We've included sample wording in the box below, to help facilitate instructor emails.

Please be sure to complete your SFFs this semester. You should have received a link to the website, and completing the evaluation online is easy to do and will only take a few minutes. Your feedback about the course will be very helpful to me as I plan for future semesters. Here is the link to the website – esff.temple.edu.

How many reminder emails do my students receive?

Generally, an initial email is sent to students on the day that e-SFF opens to students. We send three to four reminders (more for full-term courses) to non-responders before the last day to complete e-SFFs.

Are there other ways to remind students to complete the evaluations?

In addition to speaking to students in class and sending them an email, you can use Canvas to help encourage students.

May I use incentives to encourage return rates?

The Course and Teaching Evaluation (CATE-SFF) Committee feels strongly that the use of incentives directly related to the academic assessment of student course performance (e.g. course points or extra credit) has the potential to skew particular e-SFF results and should not be used. By contrast, non-academic incentives, such as food for the whole class, are acceptable.

How do I view the results?

e-SFF results and analysis will be made available to instructors on TUportal as they have in the past, but not until after all grades are submitted.

Will students be able to view instructors' ratings?

*SFF Data for Students is only available to students who have completed all of their prior semester's e-SFFs. Students can access **SFF Data for Students** on TUportal Student Tools tab. To have access to these data during future semesters, students must complete all course e-SFFs at the end of each semester.*

Can instructors view the SFF Data for Students?

*Instructors who have received an SFF report within the last two years can view their own data as they appear to students. To see these data, log in to the TUportal, click on the Faculty Tools tab, and click on **Data for Students** in the Student Feedback Forms (e-SFF) channel on the right hand side of the screen.*

*Instructors will continue to have access to their full **Instructor Reports** through the Student Feedback Forms (e-SFF) channel. In addition, a link for SFF Reports is located on the left side of TUportal under TUApplications.*