YourJCU Survey Handbook

an academic guide

Students are at the heart of our University. As part of JCU's commitment to improving the quality of subjects and teaching, we regularly seek feedback from students on their learning and teaching experience.

YourJCU surveys are easy to complete; secure, centralized and provide an avenue for students to share confidential feedback on their experience of subjects and teaching. It also provides staff and supervisors with reporting options to assist fast and effective review, reflection of learning and teaching materials and methodologies, in line with professional development, discipline standards and institutional strategic goals.

Contents

YourJCU Suite of Surveys

on the PULSE

Strategically scheduled to deploy to students prior to census date to collect feedback of early experiences within a subject. Questions are focused on determining if students are well navigated in their subject outline, requirements of assessment and that they feel confident to engage in learning.

Subject Survey

Deployed to students towards the end of a study period to collect feedback on learning experiences withing a subject.

Teaching Survey

Deployed to students towards the end of a study period to collect feedback of a student's experience of teaching within a subject. Teaching staff must complete opt-in for a Teaching survey to be deployed.

YourJCU Survey Calendar

The YourJCU Survey Calendar outlines the schedule for all YourJCU surveys deployed throughout the year. The calendar also outlines the release date of survey data.

All study periods will see the distribution of a YourJCU on the PULSE and YourJCU Subject survey to all enrolled students*.

YourJCU Teaching surveys will be deployed on behalf of Teaching staff who opt-in.

Teaching surveys are run to the same schedule as YourJCU Subject surveys.

enrolled at the time of data extraction

Data Preparation

When

The preparation of survey data can occur up to one week prior to the Personalisation and Opt-in open date.

Source

Data is extracted from many JCU systems, including, but not limited to, the Teaching Roles Data Base (TDRB), Staff OrgU listing in Staff Online, and the Student Management System.

Currency

The currency of TRDB and Staff OrgU data for the purposes of YourJCU Surveys is of high importance. This data determines the relationship between an Academic and a subject and identifies who will be provided the opportunity to select additional questions for a Subject survey and/or opt in for a Teaching survey.

The data in these systems also determine the distribution of collected survey data.

Updates & Responsibility

The responsibility of data currency remains with the Colleges/areas of the University. Requests to update this information should be directed to the TRDB Administrator within your College/area.

IMPORTANT

Once data has been extracted from the TRDB and Staff OrgU listing, it is not possible for data to be backdated or updated for the specified Study Period.

Teaching Roles Data Base (TRDB) Roles

Subject Coordinator

Teaching staff listed in the TRDB as a Subject Coordinator will have the opportunity to include up to two additional questions from the YourJCU Subject Survey Question Library to be included in a Subject survey.

Lecturer

Teaching staff listed in the TRDB as a Lecturer will have the opportunity to opt-in for a Teaching survey and include up to two additional questions from the YourJCU Teaching Survey Question Library to be included in their Teaching survey.

Tutor

Teaching staff listed in the TRDB as a Tutor can have their Subject Coordinator request a Teaching survey on their behalf.
The Subject Coordinator is required to make this request to the Teaching Evaluation Team, and this must be done within the timelines provided in the Student Experience of Subjects and Teaching Policy.

IMPORTANT

Teaching staff who are a Subject Coordinator and also lecture into a subject and would like the opportunity to opt-in for a Teaching survey must be listed in **both** columns in the TRDB: Subject Coordinator **and** Lecturer.

Opt-ing In

Lecturers

When the opt-in period opens, teaching staff listed in the TRDB as a Lecturer will receive an email inviting them to opt-in for a Teaching survey.
Lecturers simply need to click on the link provided in their invitation email and they will be navigated to their personal Survey Portal.
The Survey Portal will display the list of subjects the Teaching Staff member is associated with (according to the TRDB) and they can then complete opt-in for the subject/s that they would like to receive feedback on for their teaching.

Staff can also access their personal Survey Portal vial LearnJCU:
- Log into LearnJCU
- Select Tools form the navigation menu
- Click on the 'YourJCU Surveys' button
- You will be directed to your personal Survey Portal

Sessional Teaching Staff

Sessional Teaching Staff who wish to have a Teaching survey deployed to students should ensure that they are listed as a Tutor in the TRDB against the relevant subjects.

A request should be made directly to the Subject Coordinator of a subject who should then submit a request to the Teaching Evaluation team for the set up and distribution of this survey.

A spreadsheet providing specific data will need to completed and provided for sessional surveys to be facilitated, and this includes:
- Sessional Teaching staff member First and Last Name
- Sessional Teaching staff member JC number
- Sessional Teaching staff member email address
- Subject BBCode/s
- Individual student list for each survey to be deployed

Please download the current spreadsheet template from the YourJCU Survey [webpage](#).

Additional Questions

Subject Coordinators

Teaching staff listed in the TRDB as a Subject Coordinator will be invited to select and include up to two additional questions from the [YourJCU Subject Survey Question Library](#) to be included in a YourJCU Subject survey.

The task to include additional questions is optional and a Subject survey containing core questions will be deployed to students if this task is not complete.

Lecturer

When a Lecturer opts-in for a Teaching survey, they will be invited to select and include up to two additional questions from the [YourJCU Teaching Survey Question Library](#) to be included in their YourJCU Teaching survey.

Tutor / Sessional Staff

The process of completing the required documentation for the request of a Sessional survey will provide a Teaching Staff member who is listed as a Tutor the opportunity to select and include up to two additional questions from the [YourJCU Teaching Survey Question Library](#) to be included in their YourJCU Teaching survey.

Personalised Questions

It is not possible for teaching staff to script and include their own personalized questions in YourJCU surveys. Additional questions must be selected from the provided survey question libraries.

YourJCU Survey and Data Distribution

When

YourJCU Survey data is distributed to the schedule identified in the [YourJCU Survey Calendar](#).

Who

Recipients of survey data is outlined in the [Student Evaluation of Subjects and Teaching Distribution List.](#)

Where

Commencing SP2 2021, and moving forward, YourJCU survey data is made available through the [Qualtrics](#) platform. You should log in using your normal JC login and password.

Historical Data

Historical survey data requests should be made following the steps outlined in the [FAQs](#) listed on the YourJCU Survey webpage.

Important Reminders

Once data has been extracted from the TRDB and Staff OrgU listing, it is not possible for it to be backdated or updated for the specified Study Period.
Any data changes/updates that occur after extraction has finalized will NOT impact the current in-process survey.

Requests to update the TRDB and Staff OrgU data should be directed to the TRDB Administrator within your College/area.
The Teaching Evaluation team are unable to assist with these requests.

All elements of the survey cycle are run according to the Survey Calendar. It is not possible for the opt-in or personalisation periods to be extended.

Survey data distribution occurs according to the dates outlined in the Survey Calendar. We are unable to support requests for the early release of survey data.

Teaching staff who are a Subject Coordinator and also lecture into a subject and would like the opportunity to opt-in for a Teaching survey must be listed in both columns in the TRDB: Subject Coordinator and Lecturer.