

HIGHER RESPONSE RATES = MORE ROBUST AND RELIABLE DATA

Our goal is to make the Course Experience Survey (CES) a useful tool for teachers and coordinators to improve the student perception of their experience. To achieve this, we need to hear from as many students as possible!

While Strategy, Planning and Performance promotes the CES using a number of channels (e.g. digital signage, social media, email etc.), the most effective way to drive response rates is for *staff to actively encourage students* to take part in the survey.

Here are some ways you can help improve CES response rates:

- **Early notice:** it is a good idea to let your students know early in the term that they will be asked to complete course feedback later in the term. There is no need to over-emphasise this - just let them know that providing feedback from time-to-time is part of being a university student.
- **Let students know when the ces is open:** key CES survey dates are included in the Staff Information Booklet – tell students in class that the CES is open.
- **Let students know how to access the survey:** Students can access their surveys 3 ways: 1. by checking their student email account (NUmail) for emails from ‘The Student Feedback Team’ or ‘Course Experience Survey’. Please note that each student receives a personalised link and there is no universal link that can be shared. 2. by clicking the surveys tile in the myUoN student portal (myuon.newcastle.edu.au) 3. by checking the Surveys window of the Blackboard home page
- **Allocate time in class for students to complete their CES:** the CES should only take 2 minutes to complete and can be accessed via smartphones, tablets and laptops.
- **Emphasise the importance and value of student feedback:** Let your students know that you (and the University) value their input and tell your students how you have used feedback on teaching and courses to make changes to improve the student experience.
- **Put an announcement on your course Blackboard page:** under ‘My Course Announcements’; *The Course Experience Survey (CES) is now open for <course code>. The CES is your opportunity to let us know about your experience in this course. Participation is completely confidential - we do not know who has completed the survey. To access the survey, check your NUmail for an email from ‘Course Experience Survey (CES)’ – this email contains your unique survey link. Alternatively, you can click on the ‘Surveys’ link in myUON (<http://myuon.newcastle.edu.au>) or on the homepage of UONline (Blackboard).*