

System for collecting student feedback

Soon after the seminar will be over, you will receive an invitation e-mail in your name.lastname@conservatorio.ch e-mail address. The e-mail will have information on the seminar and, most importantly, will include two links (buttons):

1. one for participating
2. and another for declining participation

You must click one of these buttons to take action, and move on with the process. We encourage you to participate, as your opinion is really important to us!

Participating

Once you click on the “I want to participate” button, a new browser window will open. It will load the first page of the student feedback questionnaire. You should respond to all questions you feel interested in responding to, and after you’ll have done so, you should click the “Submit” button. The screen will show a “Thank you for participating” text and a confirmation e-mail will be sent to you. This e-mail serves only to confirm that you have taken part in the questionnaire.

Filling out the questionnaire should require, on average, 5 minutes. It has six questions, with three different structures:

- four array questions that use an Agreement-Disagreement scale
- a 5 star rating question
- an open text question

The following sections show you how to fill out each kind of question.

Array questions

Put simply, array questions are questions that look at obtaining data on a specific dimension of the teaching/learning process through the association of a set of statements with a specific grade on a scale. In the case of our questionnaire, a five-step Agreement-Disagreement scale has been chosen, so you are expected to choose the degree of agreement or disagreement with the given set of statements.

For example, one of the statements is “The description of the course in the seminar booklet was clear”. If you fully agrees with this statement, you should tick the “Strongly agree” button from the scale (as shown in Image 1); if you feel less in agreement with the statement, or simply don’t find it to be truthful, you can tick a different button from the scale.



Image 1: example of an array question

5 star rating question

For the 5 star rating question, you should base your reply based on how many stars you think the seminar deserves, and then click on the right star accordingly. The more stars you select, the better you believe the seminar was. An example of a 4 star evaluation is given in Image 2.



Image 2: example of a 5 star rating question

Open text question

With this question we want you to tell us all other important things you would like us to know regarding the course, Use the text box to type your message, as shown in **Errore. L'origine riferimento non è stata trovata.**



Navigating the questionnaire and saving responses

While filling out the questionnaire, you can use the “Next” and “Previous” buttons to go to the next or previous page of que questionnaire (without using the browser’s navigation buttons!).

When you will have provided all responses, remember to click the “Submit” button to save them all. If you close the browser without clicking the “Submit” button, your responses will not be saved and all information will be lost.

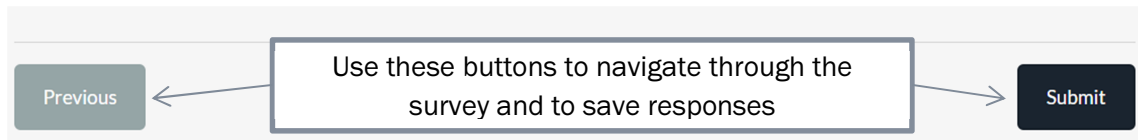


Image 3: navigation buttons

A note on privacy

We can't stress this idea hard enough: your opinion matters! And we also want it to be as honest and sincere as possible. That is why we also care about your privacy. The system we are using has been configured to save anonymous responses. That is, there is no way for us to correlate any response to any particular student. We will know whether or not you'll have completed the questionnaire, but we'll not be able to connect you with a specific response.

Student information and responses are saved in different tables in the database. When you complete a questionnaire, we will mark your participation as “completed” in the participants table and we will save your response in the responses table. But we will not save any connecting identification number in any of the tables, so that it is virtually impossible to figure out which one, among the thousands of responses, belongs to you. The following two tables show a mock-up of how our database is structured.

Table 1: example of participants table

| ID | Name | Last name | E-mail | Invitation sent | Reminder sent | Completed |
|----|--------|-----------|----------------------------------|-----------------|---------------|-----------|
| 21 | Robert | Schumann | robert.schumann@conservatorio.ch | 01.02.2016 | 15.02.2016 | TRUE |
| 22 | Clara | Schumann | clara.schumann@conservatorio.ch | 01.02.2016 | | FALSE |

Table 2: example of responses table

| Response ID | Seminar ID | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 |
|-------------|------------|------------|------------|------------|------------|------------|
| 35091 | 1Q84 | 4 | 4 | 0 | 5 | 2 |
| 35092 | 1Q84 | 2 | - | - | - | - |
| 35093 | 1492 | 3 | 4 | 4 | 5 | 3 |
| 35094 | 1492 | 5 | 4 | 0 | 2 | 5 |
| 35095 | 1492 | 4 | 4 | 4 | 0 | 0 |

Declining participation

Should you not be interested in responding to the feedback questionnaire for a specific seminar, please click the “I prefer not to participate this time” button in the invitation e-mail. By doing so, you will inform the school about your conscious decision and avoid receiving e-mail reminders.