



## **Closing the Loop: Recommendations for handling course survey results**

### **Report on the results of the course survey to the lecturers**

Heidelberg University uses various evaluation tools to assure and continuously develop the quality of teaching and learning, including regular course surveys. These surveys serve as a record of the student perspective on the respective course and as a basis for the exchange between lecturers and students about (the quality of) the teaching or the course. The corresponding evaluation reports from the surveys are intended to provide you as a lecturer information for reflecting on aspects of the teaching-learning process and identifying possible development potential.

Further information on the course surveys (procedures, questionnaires and reporting) can also be found at: <https://www.uni-heidelberg.de/en/node/5453>

### **Classification of the results**

Good survey results indicate a high quality of your teaching and show that it is perceived positively by your students. If your evaluation report contains less good results, it is useful to include possible context variables (e.g., the workload) when interpreting and feeding back the results to the students. As an appropriate workload is a central element of studyability, it is important to check if the workload of a course is set appropriately in order that the students can handle it adequately.

## Feeding back the results of the course survey to the students

Feeding back the survey results to the students is an integral part of course evaluation and accordingly anchored in the evaluation regulations of Heidelberg University. The type and form of feedback are not fixed, but the joint discussion has established itself as a very good form.

The survey results should be discussed in concrete terms in a direct conversation with the students. For example, pick out individual aspects from the survey that you would like to discuss and ask the students to add to them. Discuss problems that can be remedied in the current semester as well as elements of your teaching that have a particularly positive impact on your students' learning.

You should ask your students for specific and factual feedback. Critical feedback should not be personal criticism, but expressed in a factual and constructive manner, using specific examples, e.g.: What would have improved your learning experience — and why?

Your feedback to the students can also be included in the conversation and be useful for further development of the course format.

Additionally, evasys+ offers you the option to comment on the evaluation report from your point of view as a lecturer and to send this commented evaluation report to your students. The commenting is not obligatory; you can also forward the evaluation report to your students without comments, upload it in the respective Moodle course or communicate it to your students in another way. Nevertheless, direct conversations with your students should remain the preferred method for feeding back the results. However, the new feature described above is intended to offer you another way to share your views and assessment of the course (survey) with your students and, if necessary, to prepare for a conversation with them.

In your feedback, you can refer to the course itself, to the evaluation report as a whole, to individual results and/or other points that are important to you. It may be as detailed or as concise as you wish (there is no minimum or maximum number of characters). The main purpose of your feedback is to let students know that you appreciate their responses to the course survey. If you wish, you can use the following guiding questions as examples:

- What results were you particularly pleased with; what aspects would you like to keep in future courses?
- What impulses for future courses did you receive from the students' feedback?
- What student feedback would you like to address more specifically, e.g., because you were surprised by the results or because the student feedback varied widely?

With evasys+ you can integrate your feedback into the survey report with your students' aggregated feedback and share this commented report with them. Your feedback is only used for an easier and faster exchange with your students; it cannot be viewed by other people from your department/faculty.

A detailed guide on evasys+ can also be found at:

<https://www.uni-heidelberg.de/de/universitaet/qualitaetssicherung-entwicklung/qualitaetsentwicklung-in-studium-lehre/downloadbereich>

### **Offers for further education**

The heiSKILLS Competencies and Language Centre of Heidelberg University offers courses on university didactics, as well as consultations on university didactics, and relevant projects. The programme on university didactics for the Baden-Württemberg Certificate includes several classes on course surveys and how to handle the results.

Information can be found at:

<http://www.uni-heidelberg.de/slk/index.html>