

## UCalgary Course Experience Survey Operating Standard

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### 1 Purpose

The purpose of this operating standard is to establish the University of Calgary's standards related to the maintenance, administration, and use of UCalgary Course Experience Surveys (UCES). The UCES is administered each academic term for all academic courses (subject to the exceptions outlined below). The UCES consists of a set of six core institutional questions and is administered alongside additional questions developed by and specific to a Faculty. Faculty-level questions are under the purview of the academic unit.

In accordance with its Terms of Reference, the General Faculties Council Teaching and Learning Committee (TLC) is responsible for this operating standard and periodically reviewing the core institutional survey questions and recommending to the General Faculties Council revisions to the core institutional survey questions when required. The operating standard and core institutional survey questions are to be compliant with applicable University policies and procedures.

### 2 Scope

This Operating Standard applies to all University of Calgary Faculties, academic staff, employees, students, and any other appointees or contractors involved in the delivery of academic courses or administration of the UCES.

### 3 Standard/Practice

#### UCES Purpose and Permitted Uses of UCES Results

**3.1** The UCES provides students with an opportunity to provide feedback to course instructors on their learning experiences. This information is intended to enhance teaching (including for quality improvement/program evaluation purposes at the individual, Faculty, and

institutional level) and to provide information to academic leaders responsible for the assessment of teaching. The use of survey results to assess teaching activities for Renewal, Transfer, Tenure, Promotion and Assessment, must be consistent with the GFC Academic Staff Criteria & Processes Handbook. Any sharing or reporting of information collected in the UCES will be done in accordance with the University's Privacy Policy and applicable privacy legislation.

## **UCES Administration**

- 3.2** The UCES is administered through the Explorance Blue software platform. Administration of the platform is overseen by the Vice-Provost (Teaching and Learning) and implemented by Information Technologies, the Office of Institutional Analysis and the Taylor Institute for Teaching and Learning. Peoplesoft is the system of record used to determine course instructor and enrolment information.
- 3.3** Subject to the provisions below, a UCES is required for each instructor (alternating lecturer, primary instructor, or simultaneous instructor) for each academic course within a term, where the course has eight or more students enrolled, or, for combined courses, a minimum of eight combined enrolment. Students who audit the course or withdraw before the UCES is made available are excluded from this count.
- 3.4** The UCES is completed for the primary course component and not completed on a secondary course component. Tutorial, seminar, and lab sections are only surveyed if they are the primary section for the course and if 20% of enrolment is met (with an eight-student minimum).
- 3.5** The UCES is required for standardized delivery modes and academic course types that meet the minimum eight enrolment threshold. Approval from the Dean or designate is required for courses that do not fall within the minimum enrolment or standardized delivery mode and course type.
- 3.6** Where a course spans multiple terms, a UCES can be completed for each of part A or part B, if the Dean or designate, provides approval.
- 3.7** Notwithstanding any of the above, it is recognized there may be circumstances where it is not appropriate to administer the UCES or feedback gathered may not be useful or informative. In such cases, the Dean or designate, in their discretion, may exempt an instructor or course from the requirement to administer the UCES.
- 3.8** The Office of Institutional Analysis must be made aware of any UCES exceptions outlined in this document (as approved by the Dean or designate) at the time of 'course validation' by UCES administrators. Near the beginning of each semester, course survey UCES administrators in each Faculty validate which courses will be surveyed.
- 3.9** The UCES will be made available to students to complete during the last quarter of the course (end date, minus 25% of course length) and shall close one day after the end of classes date for that term, as set out in the University's Academic Calendar. Surveys for block week courses remain open for an additional week after the block week classes end. Approval of the Dean or designate is required to adjust the opening or closing dates of the UCES for a specific course.

- 3.10** Email notifications and reminders are sent to students that course surveys are available and when surveys close. Course survey email notifications will only be sent to University email addresses.
- 3.11** Survey responses are confidential, with access limited to staff in the Office of Institutional Analysis who require it for the purposes of administering the UCES and this Operating Standard. Sharing or reporting of results is on a de-identified basis. However, students are reminded that comments or responses they provide to open-ended questions may identify them depending on the information that they include in those responses.

The University endeavors to create and maintain a positive, productive, and respectful learning, working, and living environment, as stated within the Student Non-Academic Misconduct Policy. Student comments that may constitute harassment, discrimination or otherwise breach the Student Non-Academic Misconduct Policy will be flagged and the student identified for the purposes of investigating and taking other appropriate actions under applicable University policies.

### **UCES Reporting**

- 3.12** The Likert scale institutional core question reports are available to registered University students and accessible through the MyUofC student portal. These reports are only available if a minimum of eight responses and 20% of enrolment is met within the course.
- 3.13** When searching for UCES results in the portal, students are presented with a pop-up agreement statement before they can view results. It states: "The reports are provided for the personal use of students for purposes of course selection. The information reflects student feedback on their learning experience within a course. The reports are copyrighted by the University of Calgary. Unauthorized copying, distributing or disseminating of the reports or the information within them by any individual may constitute grounds for disciplinary proceedings." If a student chooses 'I Agree' they can access the published report. If they choose 'I Do Not Agree' they cannot access published reports.
- 3.14** UCES reports are available to Department Heads, Deans, or equivalent academic leaders and UCES administrators if a minimum of eight responses and 20% of the course enrolment response rate is met. Report access is provided through the Office of Institutional Analysis.
- 3.15** UCES results are available to the individual instructor who taught the course, regardless of response rates within the course.
- 3.16** Course instructors are provided with an aggregate summary of their de-identified student feedback.
- 3.17** Course instructors shall not have access to the results until after final grades have been approved.
- 3.18** A guide for the core institutional questions is included with each report that outlines aspects and defining terms within the report.

- 3.19** Multiple sections or courses taught together are surveyed together, and therefore, results are reported based on the aggregated responses and enrolment.
- 3.20** Instructors may opt out from publishing due to extenuating circumstances, with the approval of the Dean or designate.
- 3.21** The UCES reports are owned by the University and are not to be used for anything other than their intended purpose, as outlined in this document.

#### **Archiving, Copyright & FOIP**

- 3.22** In accordance with its IP Policy, the University owns the intellectual property of the UCES, including all data and reports compiled therefrom.
- 3.23** Personal information collected in the UCES is collected under the authority of section 33(c) of FOIP (as may be amended from time to time) and is in the custody and control of the University.
- 3.24** Completed student surveys and reports will be retained in accordance with applicable University policies and legislation.

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| <b>4 Appendices</b>       | <a href="https://teaching-learning.ucalgary.ca/strategic-initiatives/student-surveys/course-surveys">https://teaching-learning.ucalgary.ca/strategic-initiatives/student-surveys/course-surveys</a> |
| <b>5 Related Policies</b> | <a href="#">Privacy Policy</a>                                                                                                                                                                      |
| <b>6 History</b>          | <p>1998 USRI Report Approved and Effective</p> <p>2003 USRI Review</p> <p>2022 USRI Recommendation Report</p> <p>2025 New UCES Operating Standard</p>                                               |