

A Guide to Improving Response Rates for Online-Administered SRTs

University Survey and Assessment Services (USAS)
Office of the Vice Provost for Faculty and Academic Affairs

This document provides recommendations for instructors who wish to improve response rates of SRTs that are administered online. Recommendations are followed by instructions and templates.

If you implement any of these suggestions, University Survey and Assessment Services (usas@umn.edu) would like to hear about your experience, change in response rates, etc.

Note: Other than Recommendations #1 and #2 below, suggestions are designed to take place while your course's SRT data collection window is open. These data collection windows take place during **approximately the last 25% of instruction** (last 20% for Duluth) based on the central database listing for the last class meeting pattern prior to final exams.

We recognize that instructors have less control over administration of online SRTs compared to paper SRTs. For those instructors who prefer that students complete ratings during a specific portion of the data collection window (after a certain assignment or class activity has been completed, for example) please see Recommendations #1 and #3

To see the actual data collection window for your courses, please follow the instructions on Page 2.

Recommendations (All Course Types)

Include a reminder to complete SRTs in your course syllabus

1. Tell students why you value their input. Give examples of how you have implemented previous feedback in your course content, course format, or instructional style.
2. Offer a class-wide incentive if a certain response rate is achieved (e.g., If 80% of you complete ratings, I will include a 2-point bonus question on the final exam). *Note: individual student incentives are not permitted. Per University policy, instructors should not know which students completed or skipped their SRTs.*
3. Consider taking time during class (if in-person or synchronous online), or setting a timeframe (if asynchronous) for students to complete their ratings. Students will find links to all open ratings for the courses they're enrolled in by logging into srt.umn.edu/blue.
4. Remind students when their online SRTs close. For instructions on how to verify when your SRTs end click [here](#)
5. [Enable the Student Rating of Teaching link](#) in Canvas.
6. Check response rates (p. 2). *Note: After data collection has closed, response rates can be viewed in the [Response Rate Monitor tool](#) by selecting "View Response Rate Monitor" on your main Dashboard (home page). Final response rate is included in the instructor's SRT report.*
 - a. The **Channels Pie Chart** can help guide instructors as to how they might best contact students to complete their SRTs.
7. If response rates are low:
 - a. Send an email to students asking them to complete their ratings (p. 3)
 - b. Place a reminder on Canvas course site (p. 4-5)
 - c. Revisit #2 above and remind students how you plan to use their feedback

Resources on following pages:

- How to view data collection dates and real-time response rates (p. 2)
- Sample reminder email (p. 3)
- Creating a Canvas announcement (p. 4-5)

How to View Data Collection Windows and Response Rates

- Go to srt.umn.edu/blue
- If you are not already logged into your University-associated account, you will be prompted to
- After logging in, you will land on **My Dashboard**.

My Dashboard

Tasks × All ▾

5 of 21 (filtered from 11567 tasks) Sort by End Date ▾

- View and manage questionnaire settings for AAS 3001 001 Contmp Persp on Asian America in the Student Rating of Teaching - Fall 2018
Wed, Dec 12, 2018 11:59 PM 2018 Fall Open
- View and manage questionnaire settings for AAS 3211W 001 American Race Relations in the Student Rating of Teaching - Fall 2018
Wed, Dec 12, 2018 11:59 PM 2018 Fall Open

- Click on the “View and Manage” link or the green **OPEN** button to see the following page. Response rates will change as additional students complete their ratings.
- Note: after data collection has ended, response rates are no longer displayed here, but will be included in instructor SRT reports

Instructors for SAMP 1030 001 SampleDept First Year Seminar I Finalize

Ann Anonymous
Lee Pretend

Medium Switch to Paper Online

Timing Scheduled

- Start Date 2018-11-19 00:00
- End Date 2018-12-12 23:59

Response Rate			
	Responded	Invited	% Rate
Students	16	113	14.16%

Sample Reminder Email from Instructor to Students

Although students receive system-generated invitations and reminders, an email received directly from an instructor may receive closer attention.

Suggested Email Subject: Reminder: Please complete your course/instructor ratings

Suggested Email Content (please feel free to modify):

Hello to my [Course and Number] students -

Please remember to complete your Student Ratings of Teaching (SRT) by the last day of class.

Finding your active SRTs is easy:

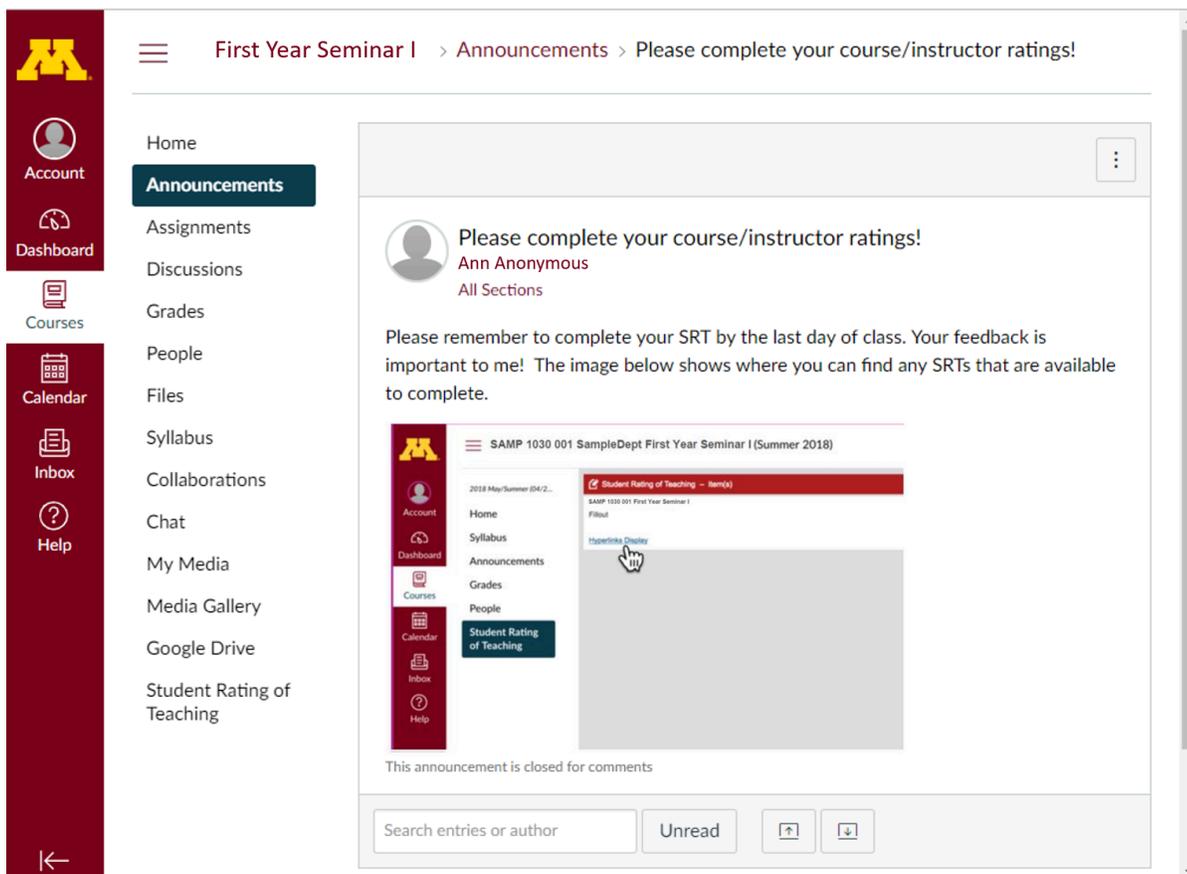
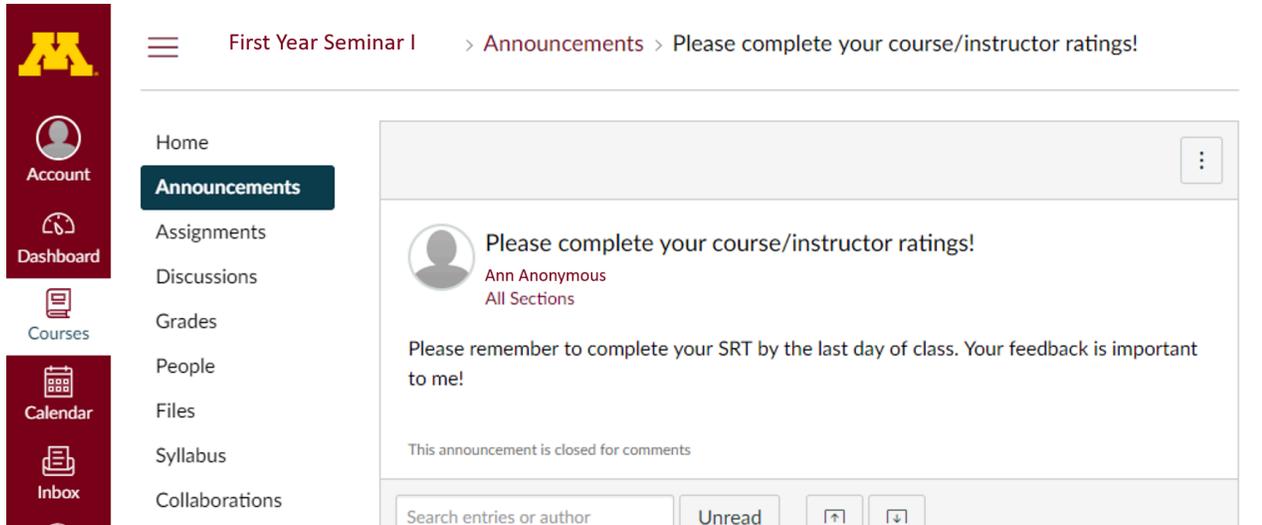
1. Go to srt.umn.edu/blue
2. If you're not already logged into your UMN account, you'll be prompted to log in
3. You will see a list of any of your courses with available SRTs

I appreciate your time and attention - your honest feedback is important to me.

Thank you!

Creating a Canvas Reminder from Instructor to Students

1. In your Canvas course site, click Announcements & click “+ Announcement” button (upper right)
2. Enter your topic and message; 2 examples below. Note:
 - a. Students will receive an email informing them the announcement has posted - unless they have disabled email notifications for Canvas announcements
 - b. If the announcement includes an image (see second example), the image may not display in the email notification - only when the student views it in Canvas



If you would like to include the student Canvas view in your message (as shown in the second example above), below is a larger view of the screen capture used in the example.

Please note: Course-specific SRT links displayed in Canvas cannot be shared. These links are tied to login ID, and attempting to click on someone else's link will result in an error. The universal link for students and instructors is srt.umn.edu/blue.

