

FAQs

What if the student doesn't have the email invite in their inbox?

If the student has not received the email invite for your course evaluation, this could be due to the fact that they are not looking in what was saved as their preferred email address in the student portal or the message may be in their spam/ junk folder. In the event they can't find the email invite for your course, ask them to try other email addresses that they have or check their spam/ junk folder. If they still can't find it, note down their email address and send this (with the students name, ID, email address and course number to tkk@unitec.ac.nz. We can email them a new invite later which they can then complete before the 7th June end date.

What if a student doesn't have a device on the day to conduct the survey?

Please let them know which day you intend doing the in-class evaluation and encourage them to bring a device on the day that they can use to do the online survey. The survey can be done on a mobile phone. For those without devices on the day, encourage them to use the COWs (if available) in class or as a last resort, ask them to conduct the survey after the class has finished in their own time (either at home or using the available devices at the hub).

What if the student hasn't finished the survey in time?

Let them know that they can go back into the survey at any time (using the same link when they started) to complete all the questions. We will make this clear in the invite also. The survey links will remain open for 3 weeks and a reminder will be sent to students who have not completed the evaluation survey a few days prior to the survey closing.

What happens for online courses that have no physical classes?

The students will still be emailed the survey invite and they can complete the evaluation in their own time. We will make it clear when they need to complete the survey by. It would be great if you can still encourage your students to fill the survey out to help increase response rates.