Fall 2024 Course Evaluation

Administration and Results

THOMPSON RIVERS UNIVERSITY

Integrated Planning & Effectiveness

Prepared by: IPE

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Summary

Thompson Rivers University (TRU) administered 'every course, every time' on campus course evaluations in fall 2024. This was the nineteenth full implementation, with 1,508 courses included to be evaluated.[1] Evaluations were administered in class for all courses during the last three weeks of classes (or equivalent).

The majority of Kamloops and Williams Lake evaluations took place between November 12th and November 29th, and School of Trades and Technology (Trades) evaluations took place during the months of September, October, November, and December (Figure 1).

Figure 1. Course evaluation summary

Total		Kamloops	Williams Lake	Trades
2	Campuses			
9	Faculties and Schools	8	4	1
565[2]	Faculty Members	505	28	43
1,508	Courses	1,369	64	75
37,875	Student Course Enrolment	36,462	601	812
1,426[3]	Surveys	1,310	64	52
9,638[4]	Student Headcount	8,808	188	658
92%	Survey Participation Rate	94%	72%	92%
19,488	Total Responses	18,864	271	353
56%[5]	Response Rate	56%	66%	66%

Participation Rate: The percentage of surveys administered out of all prepared surveys. The reasons for not participating may or may not be known.

Response Rate: The number of valid* responses received for each participating survey as a percentage of the total course enrolments (not the attendance in class that day). *one response per enrolled student received. See Response Validation

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[1] Summer semester courses are evaluated using the same course evaluation administration process as both winter and fall courses. Due to a smaller number of courses a report on the administration and results is not produced.

[2] Some instructors had course evaluations on more than one campus.
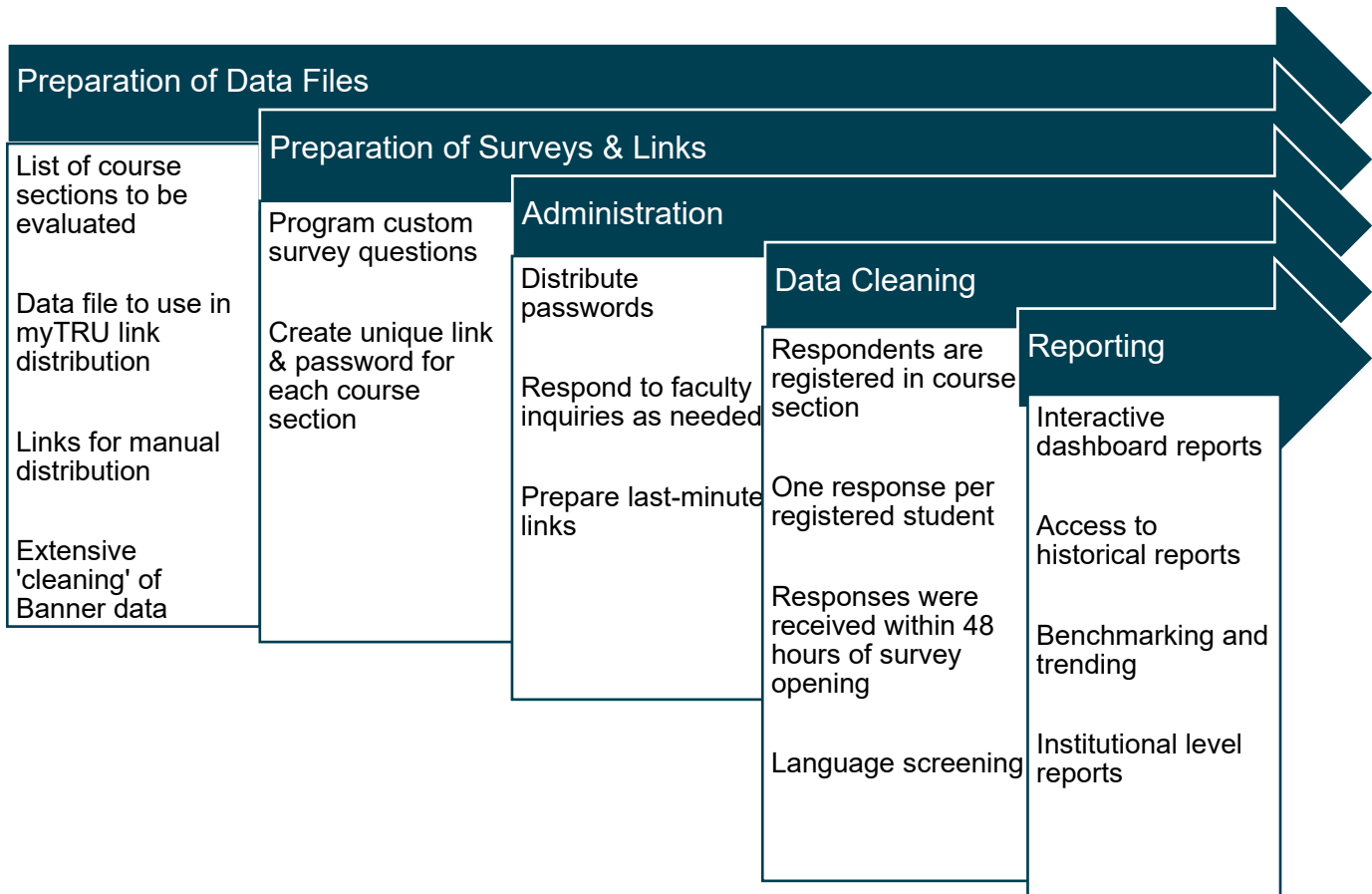
[3] Some courses were set up as a combined evaluation, therefore the total number of surveys is less than the total number of included courses.

[4] Total headcount differs from the sum of campus headcounts due to dual enrolments.

[5] Includes only surveys that were opened.

Technical administration of the evaluations was carried out by Integrated Planning and Effectiveness (IPE). The technical administration included: preparation of data files, surveys and links; technical administration of the survey; data cleaning; reporting; and providing technical assistance on an ad hoc basis (Figure 2).

Figure 2. Technical administration process

Preparation of Data Files

- List of course sections to be evaluated
- Data file to use in myTRU link distribution
- Links for manual distribution
- Extensive 'cleaning' of Banner data

Preparation of Surveys & Links

- Program custom survey questions
- Create unique link & password for each course section

Administration

- Distribute passwords
- Respond to faculty inquiries as needed
- Prepare last-minute links

Data Cleaning

- Respondents are registered in course section
- One response per registered student
- Responses were received within 48 hours of survey opening
- Language screening

Reporting

- Interactive dashboard reports
- Access to historical reports
- Benchmarking and trending
- Institutional level reports

Preparation

Inclusion

There were 1,508 courses identified for inclusion in course evaluations, and 1,426 surveys were prepared (Figure 3). This involved 565 individual faculty members from each of the nine faculties and schools (including Williams Lake campus). Along with classroom-based, primary sections, this administration also included all Nursing practice and laboratory practice sections, as well as all Faculty of Science laboratories (Figure 3).

Figure 3. Faculty, Courses, Surveys, and Student Course Enrolments by Division - Institutional, Fall 2024

		Bob Gaglardi School of Business and Economics	Faculty of Adventure, Culinary Arts and Tourism	Faculty of Arts	Faculty of Education and Social Work	Faculty of Law	Faculty of Science	Faculty of Student Development	School of Nursing	School of Trades and Technology	Total
Faculty Members	#	87	29	93	91	24	140	8	67	36	565
	%	15%	5%	16%	16%	4%	25%	1%	12%	6%	100%
Courses	#	263	56	279	209	34	430	23	139	75	1,508
	%	17%	4%	19%	14%	2%	29%	2%	9%	5%	100%
Surveys	#	255	56	271	203	34	396	20	139	52	1,426
	%	18%	4%	19%	14%	2%	28%	1%	10%	4%	100%
Enrolment	#	8,378	1,206	8,266	3,521	1,228	11,752	175	2,537	812	37,875
	%	22%	3%	22%	9%	3%	31%	0%	7%	2%	100%

Considerations for Administration

Several considerations guided the inclusion and administration process. In addition to following guiding documents, centralizing course evaluations included incorporating existing processes of some academic areas while introducing a completely new process in other areas. Specifically:

- Student Course Evaluations - Principles and Procedures approved by the Teaching and Learning Committee (last updated October 9th, 2024)
- Memorandum of Settlement between TRU and TRUFA (July 21st, 2015)
- Custom surveys: Law, Science, English as a Second Language, Education and Skills Training Program, Nursing practice and lab practice section types, and Biological Sciences labs

- Student confidentiality – course evaluations with less than 5 responses cannot be viewed, as is consistent with the practice of BCStats and current interpretation of the BC Statistics Act (BC Ministry of Technology, Innovation and Citizens' Services)

Figure 4. Criteria for Inclusion or Exclusion

Criteria for Inclusion
-Lecture or combined section type
-Primary section
-Nursing practice or lab practice section type
-Science lab section type
-Co-op work
-Course ending within, or attached to, fall 2024
-Campus Kamloops and Williams Lake
-Trades and Technology courses

Criteria for Exclusion
-Seminar, lab (excluding Science labs), field, practicum, thesis, directed studies, exchange, or PLAR section types
-Non-graded support sections
-Courses not ending in, or attached to, fall 2024
-Open Learning courses
-Course section numbers designating BC Campus
-Continuing education courses

After proposed course inclusion lists were prepared based on the standard criteria for evaluation (see Figure 4 for criteria for inclusion or exclusion), IPE sent a list of courses to each dean's office in Kamloops (and the Williams Lake campus coordinator) on September 30th, with a request for response by October 11th.

After the list of courses was finalized, a notification email was sent from IPE on October 21st to each faculty member included in the administration. The email detailed which of the individual's courses were included, and briefly explained the evaluation process (including contact information for IPE and the Centre for Excellence in Learning and Teaching (CELT) and a link to the FAQ web page).

To accommodate continuous-entry Trades courses, course lists and surveys were prepared each month in anticipation of the following month. The lists were sent directly to the Trades chairs. Data validation and reporting was completed in November 2024 for evaluations that took place in September and October, and in January 2025 for evaluations that took place in November and December.

Administration

Distribution of Survey Links

As detailed under the box to the right, *Survey Response Data Integrity: Implementation*, most course survey links were made available to students through their myTRU portals. This protocol was chosen in response to a specific request from the TRU Students' Union (TRUSU). IPE prepared a data file containing the survey link and course detail (faculty name, CRN, etc.), which was then posted to the Student Course Evaluation myTRU channel by an IPE software analyst. The channel was populated with data from the survey link file according to each students' current course registrations.

IPE provided the main Kamloops file of survey links and course detail to the IPE software analyst for posting to student myTRU portals on November 6th; after this deadline, changes to the course lists were accommodated manually and links were provided directly to faculty members.

IPE supported the manual distribution of several course evaluations due to any of the following reasons:
- requests for changes submitted after the deadline,
- course sections running outside of the regular schedule,
- course sections where there was a mismatch between the section students were registered in and were taught in,
- students not registered in the course section,
- continuous entry course sections, or
- faculty requesting the survey link.

In total, 92% of all survey links were distributed via myTRU:
- 1,311 links distributed via myTRU (96% Kamloops, 84% Williams Lake),
- 115 links distributed by email directly to faculty members (4% Kamloops, 16% Williams Lake, 100% Trades).

Distribution of Passwords

As detailed under *Survey Response Data Integrity: Implementation*, each course survey link was assigned a unique password. The passwords were randomly generated using the Many Tools online password generator and were programmed into each survey. The passwords were individually distributed to faculty members using their

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Survey Response Data Integrity: Implementation

Ensuring the highest possible survey participation rates was balanced with the need to ensure the highest possible integrity of survey data. To this end, the following protocols were followed for all surveys (see exclusions below):

Students were required to sign in to their secure myTRU accounts in order to access the survey links.

Survey links were made available to students with a current registration in the course section.

Each survey was protected with a unique password.

The password was provided to the faculty member just prior to the survey administration period; in most case (92%), faculty members were not provided with the link to the actual survey.

Faculty members were provided with a direct phone number to contact IPE for technical questions during the evaluation period.

Exceptions to the above protocols were rare and included course sections that required evaluation before the myTRU implementation, course sections that were included after the IPE deadlines, or a few rare instances of technical difficulty.

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official TRU email addresses. Each faculty member received one email with password per course section. Most passwords were emailed to faculty members on November 6th.

Kamloops Timeline

Faculty members chose the date that they opened their course evaluation survey during the last three weeks (or equivalent) of their classes. Surveys were opened when the faculty member chose to provide the unique password to students. In Kamloops, most surveys were opened toward the end of the three-week period, with 79% opened in the two last weeks (Figure 5). Twenty-one percent (21%) of the surveys were opened during the first week. Figure 6 shows that 15% of surveys were opened on a Friday, with the majority of the responses received between Monday and Thursday.

Figure 5. Kamloops surveys opened by week – Fall 2024

	# of Surveys Opened	% of Surveys Opened	# of Responses Received	% of Reponses Received
Early (before November 12th)	26	2%	282	1%
Week 1 (November 12th - November 17th)	231	19%	3,880	21%
Week 2 (November 18th - November 24th)	423	35%	6,639	35%
Week 3 (November 25th onward)	544	44%	8,063	43%
Total	1,224	100%	18,864	100%

Figure 6. Kamloops surveys opened by weekday – Fall 2024

	# of Surveys Opened	% of Surveys Opened	# of Responses Received	% of Responses Received
Sunday	6	0%	13	0%
Monday	196	16%	3,038	16%
Tuesday	294	24%	4,737	25%
Wednesday	281	23%	4,343	23%
Thursday	253	21%	3,940	21%
Friday	189	15%	2,780	15%
Saturday	5	0%	13	0%
Total	1,224	100%	18,864	100%

Data Cleaning

Survey Response Data Validation

To ensure the highest possible quality of response data and to encourage buy-in from all stakeholders, each individual survey response underwent several validity checks. Primarily:

1. The student was registered in the course.
2. The student submitted a single response.
3. The response was received within 48 hours of the survey opening.

For a more detailed process see the Reponses Validation Process chart in **Appendix B – Response Validation Process**.

Student TID

After students gain entry to the survey with the unique course password, the survey instrument requires them to provide their TID. IPE programmed a validation mask that required the student to enter a 9-character ID (starting with "T") before they could proceed with the survey.

Please provide your TID

This information will be used only to track survey completion and will not be shared with your instructor.
(example: T12345678)

Please use your 9-character TID

T

TID error message

The student TID is used to check that the respondent is enrolled in the course section for which they have completed a survey. This check is redundant to the requirement that most students access the survey through myTRU. It is also used to check for duplicate responses.

Duplicate Responses

Responses were determined to be duplicates if they had the same student TID in a course section. The first completed response was retained.

48 Hour Response Window

The exact time stamp (hours, minutes) of the first valid response to a given course section survey determined the opening of the 48-hour response window. The time stamp on each subsequent submission for that course section was compared to the first-time stamp; responses that were received more than 48 hours (2,880 minutes) after the first time stamp were considered invalid.

Survey Response Data Integrity: Validation

Ensuring that only registered students in each course completed the survey is a top priority. To guarantee the reliability of response data:

Students were required to provide their TID before completing the survey.

Each individual response TID was compared with the registrations for that course; only responses from registered students were validated.

In the case of mismatches between respondent TID and course registration, the records were checked manually prior to deletion.

Only the first completed response for each student in each course was retained; duplicate responses were manually examined and deleted.

Only responses received within 48 hours of the survey opening (the first password-protected response was received) were retained; overdue responses were manually examined and deleted.

Where possible, invalid student TIDs were automatically repaired by changing the letter 'o' to '0' and by adding 'T' and preceding '0'.*

Where specifically advised, obsolete '9-IDs' were manually corrected.
* Due to the large volume of responses, these corrections were accomplished with an automatic script.

All School of Nursing practice courses and Cooperative Education courses were excluded from this validity check and will continue to be moving forward.

Duration of Survey Responses

The majority of the surveys were completed within the duration of an hour, with 91% of surveys completed within 10 minutes or less, which is an increase of 1% when compared to Fall 2023 (90%). The duration completion time was calculated in minutes, from the time each respondent opened their survey to when they submitted it (Figure 7).

Figure 7. Survey duration completion time - Institutional

	Fall 2022	Fall 2023	Fall 2024
10 minutes or less	90%	90%	91%
11 to 20 minutes	6%	6%	6%
21 to 30 minutes	1%	1%	1%
1 hour +	2%	3%	2%

Law, Science, English as a Second Language, Education and Skills Training Program, Nursing theory, practice and lab practice section types, and Biological Sciences labs were evaluated using custom survey instruments. The duration completion times for each questionnaire are available in **Appendix C – Custom Survey Instrument: Completion Time.**

Time to Submit after Survey Open

Overall, 28% of surveys had responses submitted after the 48-hour window (late responses), which is a decrease of 1% from fall 2023 (29%) and a decrease of 2% when compared to fall 2022 (30%). Of the 361 surveys that had responses submitted after 48 hours, 61% had one late response, 30% had two or three late responses, and 9% of surveys had four or more late responses (Figure 9).

Figure 8. Surveys with responses submitted after the 48-hour window

	Fall 2022			Fall 2023			Fall 2024		
	Kamloops	Williams Lake	Trades & Technology	Kamloops	Williams Lake	Trades & Technology	Kamloops	Williams Lake	Trades & Technology
# of surveys that received responses outside of the 48-hour window	364	2	4	368	6	6	348	6	7
% of surveys that received responses outside of the 48-hour window	31%	5%	9%	29%	16%	13%	28%	13%	20%
# of responses over 48-hour window	833	2	5	812	9	7	657	7	13
% of reponses over 48-hour window	5%	1%	1%	4%	3%	2%	3%	2%	3%

Figure 9. Surveys with late responses - Institutional, Fall 2024

	1 late response	2 or 3 late responses	4 or more late responses	Grand Total
# of surveys that received responses outside of the 48-hour window	221	108	32	361
% of surveys that received responses outside of the 48-hour window	61%	30%	9%	100%
# of responses over 48-hour window	221	250	206	677
% of responses over 48-hour window	33%	37%	30%	100%

Language Screening

Starting in fall 2018, open ended responses were screened electronically for the presence of harassing or defamatory language. Student comments that were identified to contain any of the 467 predetermined harassing or defamatory words were flagged and provided to CELT for review to determine if the comment should be removed. Comments that were considered defamatory based on protected characteristics contained within the BC Human Rights Code were removed from the final reports. There were no harassing or defamatory student comments identified to be removed from fall 2024 responses.

Data Cleaning Summary

A total of 20,872 responses were received during fall 2024 course evaluations which is an increase of 4% from fall 2023 (20,003 responses). Of those responses, 541 (3%) were from students who were not enrolled in the course that they evaluated, 166 (1%) were duplicate student responses, and 677 (3%) were received after 48 hours of the survey opening. The remaining total number of valid student responses was 19,488.

Figure 10. Response validation summary by campus – Fall 2024

	Total Responses (not cleaned)	# of Not Registered	Not Registered Percent	# of Duplicate TID	Duplicate TID Percent	# of Over 48-hour Window Responses	% of Over 48-hour Window Responses	Responses Received
Kamloops	20,181	501	2.5%	159	0.8%	657	3%	18,864
Williams Lake	288	8	2.8%	2	0.7%	7	2%	271
Trades & Technology	403	32	7.9%	5	1.2%	13	3%	353
Total	20,872	541	2.6%	166	0.8%	677	3%	19,488

Reporting

Overall, 92% (1,308) of the prepared surveys were administered in fall 2024 (Figure 11).

Figure 11. Survey participation rates – Fall 2022, Fall 2023, Fall 2024

		Fall 2022	Fall 2023	Fall 2024
Kamloops	Surveys Administered	92%	93%	94%
	Surveys Not Administered	8%	7%	6%
Williams Lake	Surveys Administered	82%	74%	72%
	Surveys Not Administered	18%	26%	28%
Trades & Technology	Surveys Administered	87%	85%	67%
	Surveys Not Administered	13%	15%	33%
Total Surveys Prepared		100%	100%	100%

It is important to note that these participation rates measure participation in the survey administration only (not response rates). Participation rates varied by faculty and school, ranging from 98% participation in the Bob Gaglardi School of Business and Economics, to 35% participation in the Faculty of Student Development (Figure 12). The participation rates for fall 2024 course evaluation administration across most faculties and schools have remained on par with fall 2022 and fall 2023 results. However, significant increases in participation this year are observed in the Faculty of Law (7% increase compared to Fall 2023) and the Faculty of Education and Social Work (6% increase compared to Fall 2023). Conversely, decreases in participation are noted in the Faculty of Student Development (9% decrease compared to Fall 2023) and the School of Trades and Technology (18% decrease compared to Fall 2023).

For participation rates by department, see **Appendix A – Participation and Response Rates by Department**.

Figure 12. Survey participation rate by division - Institutional

		Surveys Administered	Surveys Not Administered
Bob Gaglardi School of Business and Economics	Fall 2022	97%	3%
	Fall 2023	98%	2%
	Fall 2024	98%	2%
Faculty of Adventure, Culinary Arts and Tourism	Fall 2022	74%	26%
	Fall 2023	94%	6%
	Fall 2024	93%	7%
Faculty of Arts	Fall 2022	94%	6%
	Fall 2023	94%	6%
	Fall 2024	95%	5%
Faculty of Education and Social Work	Fall 2022	90%	10%
	Fall 2023	90%	10%
	Fall 2024	96%	4%
Faculty of Law	Fall 2022	93%	7%
	Fall 2023	78%	22%
	Fall 2024	85%	15%
Faculty of Science	Fall 2022	91%	9%
	Fall 2023	92%	8%
	Fall 2024	89%	11%
Faculty of Student Development	Fall 2022	44%	56%
	Fall 2023	44%	56%
	Fall 2024	35%	65%
School of Nursing	Fall 2022	94%	6%
	Fall 2023	90%	10%
	Fall 2024	92%	8%
School of Trades and Technology	Fall 2022	87%	13%
	Fall 2023	85%	15%
	Fall 2024	67%	33%

Response Rates

The average institutional response rate (of participating surveys) was 56%, compared to 51% in fall 2023 and 53% in fall 2022. Aggregate response rates ranged from 82% in School of Nursing in Williams Lake to 36% in the Faculty of Law in Kamloops (Figure 14).

Figure 13. Historical response rates – Fall 2022, Fall 2023, Fall 2024

	Fall 2022		Fall 2023		Fall 2024	
	Responses Received	Response Rate	Responses Received	Response Rate	Responses Received	Response Rate
Kamloops	16,870	53%	17,793	51%	18,864	56%
Williams Lake	295	70%	239	65%	271	66%
Trades & Technology	448	72%	403	62%	353	66%
Total	17,613	53%	18,435	51%	19,488	56%

Figure 14. Response rates by division – Fall 2024

		Surveys #	Responses Received	Response Rate
Kamloops	Bob Gaglardi School of Business and Economics	251	4,421	55%
	Faculty of Adventure, Culinary Arts and Tourism	52	662	60%
	Faculty of Arts	251	3,973	52%
	Faculty of Education and Social Work	182	2,175	68%
	Faculty of Law	29	391	36%
	Faculty of Science	347	5,757	56%
	Faculty of Student Development	7	51	42%
	School of Nursing	108	1,434	66%
Williams Lake	Faculty of Arts	6	33	52%
	Faculty of Education and Social Work	13	78	59%
	Faculty of Science	7	34	56%
	School of Nursing	20	126	82%
Trades & Technology	School of Trades and Technology	35	353	66%
Total		1,308	19,488	56%

Course Evaluation Reports

As directed by Senate, IPE produced the following aggregated course evaluation reports made available on the CELT Student Course Evaluations website or by request to IPE:

1. Institutional report (all responses, four Senate questions only)
2. Faculty and School reports (all responses, all numeric questions)
3. Department reports (all responses, all numeric questions)

In addition to the above aggregate reports, faculty and chairs were given access to interactive dashboard reports.

Dashboard Reports

The faculty and chair reports offer enhanced reporting capabilities through interactive dashboards, such as secure access through the TRUEmployee portal, access to all historical responses since the start of online course evaluations (winter 2016), ability to aggregate and filter data, view trends over time and set institutional, divisional, or departmental benchmarks. Starting in May 2019, chairs and faculty were able to download and pdf their own course evaluation reports.

Distribution

IPE published the course evaluation dashboard reports to faculty and chairs on December 23rd, 2024. Faculty were required to have submitted final grades before they were able to access their course evaluation results. The deadline for grade submission for regular semester courses was December 23rd, 2024. As of January 15th, 2025, after the second grades check took place, all evaluated courses had 87% or greater of their final grades in Banner.

Appendix A – Participation and Response Rates by Department

Participation Rates by Department

Division	Department	Surveys Administered		Surveys Not Administered		Total Surveys Prepared	
		#	%	#	%	#	%
Bob Gaglardi School of Business and Economics	Economics	48	94%	3	6%	51	100%
	Accounting, Finance, and Law	65	98%	1	2%	66	100%
	Human Enterprise and Innovation	47	100%			47	100%
	Management, Intl Bus, Info, Supply Chain	58	100%			58	100%
	Marketing	33	100%			33	100%
Faculty of Adventure, Culinary Arts and Tourism	Adventure Studies	13	100%			13	100%
	Tourism Management	28	93%	2	7%	30	100%
	Null	4	100%			4	100%
	Culinary Arts and Retail Meat	7	78%	2	22%	9	100%
Faculty of Arts	Psychology	35	97%	1	3%	36	100%
	Communication and Visual Arts	63	98%	1	2%	64	100%
	Environment, Culture, and Society	49	92%	4	8%	53	100%
	Literatures, Languages, and Performing Arts	70	90%	8	10%	78	100%
	Philosophy, History, and Politics	40	100%			40	100%
Faculty of Education and Social Work	Social Work and Human Service	40	93%	3	7%	43	100%
	Education	84	97%	3	3%	87	100%
	English Language Learning and Teaching	37	97%	1	3%	38	100%
	University and Employment Prep	34	97%	1	3%	35	100%
Faculty of Law	Law	29	85%	5	15%	34	100%
Faculty of Science	Computing Science	46	98%	1	2%	47	100%
	Mathematics and Statistics	58	100%			58	100%
	Agricultural Related	21	78%	6	22%	27	100%
	Biological Sciences	60	92%	5	8%	65	100%
	Physical Sciences	68	96%	3	4%	71	100%
	Natural Resource Sciences	44	85%	8	15%	52	100%
	Allied Health	22	61%	14	39%	36	100%
	Architectural and Engineering Technology	8	80%	2	20%	10	100%
	Engineering	27	93%	2	7%	29	100%
	Graduate - Science			1	100%	1	100%
Faculty of Student Development	Career and Experiential Learning	5	28%	13	72%	18	100%
	Counselling Acad Sup and Assess	2	100%			2	100%
School of Nursing	Nursing	103	93%	8	7%	111	100%
	Health Care Assistant	25	89%	3	11%	28	100%
School of Trades and Technology	Construction Trades	19	66%	10	34%	29	100%
	Mechanical and Welding Trades	16	70%	7	30%	23	100%
Total		1,308	92%	118	8%	1,426	100%

Response Rates by Department

Division	Department	Surveys #	Responses Received	Response Rate
Bob Gaglardi School of Business and Economics	Accounting, Finance, and Law	65	1,188	56%
	Economics	48	770	55%
	Human Enterprise and Innovation	47	710	48%
	Management, Intl Bus, Info, Supply Chain	58	1,028	54%
	Marketing	33	725	64%
Faculty of Adventure, Culinary Arts and Tourism	Null	4	34	77%
	Adventure Studies	13	187	78%
	Culinary Arts and Retail Meat	7	54	78%
	Tourism Management	28	387	52%
Faculty of Arts	Communication and Visual Arts	63	850	54%
	Environment, Culture, and Society	49	802	50%
	Literatures, Languages, and Performing Arts	70	1,056	57%
	Philosophy, History, and Politics	40	703	48%
	Psychology	35	595	49%
Faculty of Education and Social Work	Education	84	1,127	67%
	English Language Learning and Teaching	37	348	71%
	Social Work and Human Service	40	508	66%
	University and Employment Prep	34	270	69%
Faculty of Law	Law	29	391	36%
Faculty of Science	Agricultural Related	21	498	92%
	Allied Health	22	523	44%
	Architectural and Engineering Technology	8	115	61%
	Biological Sciences	60	984	56%
	Computing Science	46	610	43%
	Engineering	27	285	52%
	Mathematics and Statistics	58	833	49%
	Natural Resource Sciences	44	750	60%
	Physical Sciences	68	1,193	67%
Faculty of Student Development	Career and Experiential Learning	5	29	39%
	Counselling Acad Sup and Assess	2	22	47%
School of Nursing	Health Care Assistant	25	213	69%
	Nursing	103	1,347	66%
School of Trades and Technology	Construction Trades	19	166	60%
	Mechanical and Welding Trades	16	187	73%
Total		1,308	19,488	56%

Appendix B – Response Validation Process

Is the Student TID valid?
- **Yes** → Is the Student registered in this course section?
- **No** → Can it be validated by adding "T" or preceding "0"s?
  - **Yes** → Is the Student registered in this course section?
  - **No** → Response is INVALID

Is the Student registered in this course section?
- **Yes** → Is this the ONLY response the student submitted for this survey?
- **No** → Response is INVALID

Is this the ONLY response the student submitted for this survey?
- **Yes** → Was the response received within 48 hours of the survey opening?
- **No** → Is this the first COMPLETED response the student submitted for this survey?

Is this the first COMPLETED response the student submitted for this survey?
- **Yes** → Was the response received within 48 hours of the survey opening?
- **No** → Response is INVALID

Was the response received within 48 hours of the survey opening?
- **No** → Was a request made by the faculty member?
- **Yes** → Response is VALID

Was a request made by the faculty member?
- **Yes** → Response is VALID
- **No** → Response is INVALID

Response is VALID → Did the response pass the language screening?

Did the response pass the language screening?
- **No** → Response is published but the defamatory comment is removed
- **Yes** → Response is published

Appendix C – Custom Survey Instrument: Completion Time

		Fall 2022	Fall 2023	Fall 2024
Biology Lab	10 minutes or less	84%	90%	87%
	11 to 20 minutes	12%	6%	5%
	21 to 30 minutes	1%	1%	2%
	1 hour +	3%	3%	6%
Education and Skills Training Program (ESTR)	10 minutes or less	100%	97%	94%
	11 to 20 minutes		3%	6%
English as a Second/Additional Language (ESAL)	10 minutes or less	78%	81%	80%
	11 to 20 minutes	13%	10%	15%
	21 to 30 minutes	4%	2%	2%
	1 hour +	5%	7%	4%
General	10 minutes or less	93%	93%	93%
	11 to 20 minutes	4%	4%	4%
	21 to 30 minutes	1%	1%	1%
	1 hour +	2%	2%	2%
Law	10 minutes or less	92%	86%	89%
	11 to 20 minutes	4%	9%	6%
	21 to 30 minutes	1%	1%	2%
	1 hour +	3%	3%	3%
Nursing Lab Practice	10 minutes or less	89%	90%	90%
	11 to 20 minutes	8%	5%	6%
	21 to 30 minutes	2%	2%	3%
	1 hour +	1%	4%	1%
Nursing Practice	10 minutes or less	78%	76%	78%
	11 to 20 minutes	15%	16%	15%
	21 to 30 minutes	2%	1%	2%
	1 hour +	5%	6%	5%
Science	10 minutes or less	86%	85%	87%
	11 to 20 minutes	10%	10%	9%
	21 to 30 minutes	1%	1%	1%
	1 hour +	2%	3%	3%