Temple University

Welcome to the new SFF Admin Panel!
A Guide for Instructors to Use the New SFF System

sff.temple.edu/admin/

The new SFF system allows for greater flexibility to create a tailored form that meets the needs of each individual course. You, the instructor, will be able to add items from an Item Bank to your courses' forms and to see what other items will appear on the form. This guide is for the use of the system where you will be building your forms and viewing your Instructor Reports.

You and your students will be directed to a separate website when the SFF is open to complete feedback (sff.temple.edu). The contents below will help you navigate the new SFF Admin Panel, to create your form, and to view your SFF Reports.

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1. List of School/College SFF Liaisons

School/College	Primary Liaison	Email Address	Extension
Boyer College	Kristina Lang	kristina.lang@temple.edu	1-8303
Fox School of Business	Amanda Barber	amanda.barber@temple.edu	1-7753
School of Theater, Film and Media Arts	Karen Austin	karen.austin@temple.edu	1-8414
Klein College	Dawn Ramos	dawn.ramos@temple.edu	1-7092
School of Dentistry	Joanna King	joanna.king@temple.edu	2-7665
College of Education and Human Development	Sarah Stapleton	sarah.stapleton@temple.edu	1-8220
College of Engineering	Dee Fuller	tuc30488@temple.edu	1-2356
College of Liberal Arts	Mandy Gibson	gibson@temple.edu	1-8504
School of Law	Kelly Butts	kelly.butts@temple.edu	1-5680
School of Pharmacy	Lawrence Carey Wendy Lebing (QARA)	lawrence.carey@temple.edu wendy.lebing@temple.edu	2-5711 3-8560
College of Public Health, School of Social Work	Chad Witmer	chad.witmer@temple.edu	1-3142
Provost	Jamaal Harrison	jamaal.harrison@temple.edi	
College of Science and Technology	Evelyn Vleck	evelyn.vleck@temple.edu	1-7791
Tyler School of Art and Architecture	Gwen Comings	gwen.comings@temple.edu	8-9212
School of Sport, Tourism, and Hospitality Management	Heather Blackburn	hblackburn@temple.edu	1-4503
University College	Marcia Whitaker	marcia.whitaker@temple.edu	3-8223
Temple Japan	Kasia Tomaszynska	kasia.tomaszynska@tuj.temple.edu	
Temple Rome	Mary Conran	mary.conran@temple.edu	
IRA	Leanne Grundel Gina Calzaferri	leanne.grundel@temple.edu gina.calzaferri@temple.edu	1-4798 1-8277

2. Welcome Page

Upon logging in to the new SFF Admin Panel, you will land on the Welcome Page. On this page, you should see a listing of your courses with details about the deadline for creating the form as well as the feedback period for students and instructors to complete the SFF. *Items must be added to the form before the course is open for students and instructors to complete the SFF.*

Courses will begin populating on your Welcome Page as early as 60 days before the course begins, and will remain visible until two weeks after the SFF closing date. You will notice a number of dates associated with each of your courses. The "Deadline for Creating Form" date indicates the timeframe during which you can add or remove items from your form. After that deadline, you can no longer add or remove items from your form. If you do not add any items to your form by the deadline, your course

will still receive an SFF which will include any items added at the University level, the School or College level, the Subject Code level, or the Attribute level.

The "Instructor Feedback Period" is the timeframe when you, the instructor, can complete your Instructor SFF. The "Student Feedback Period" is the timeframe when students in the course are able to complete their SFF. Typically SFFs open for instructor feedback a few days before they open for student feedback to give instructors the opportunity to confirm the accuracy of their courses. Instructors and students will receive a University email when courses are open for feedback. For Early Start courses, Short Duration courses, and other 'off-grid' courses, email communications are sent by school/college liaisons.

The "Form Built?" status may either say "Not Started", "Completed", or "The feedback period has started". If the status is "Not Started" or "Completed", you may click on "Build Form" or "Change Form" to add, remove, or review items to be included on your SFF. If the status states "The feedback period has started" you can no longer add or remove items from your form.

All instructors expecting course feedback should verify that their course is loaded in the Admin Panel. Course and instructor information is provided by information listed in Banner. Each school or college Dean's office has an SFF liaison to review course data for accuracy and inclusion in the feedback process. Please note that courses may have been modified (or sections combined) for evaluating purposes only. If you believe your course information is not correct or if a course is missing (and has at least 5 enrolled students), please contact the SFF Liaison in your School or College as soon as possible.

3. **How do I begin building my form?**

To begin building your form, click the "Build Form" button for one of your courses where the "Form Built?" status says "Not started". You will be guided through a tour of the new SFF Form Creator page. Click "Next" to continue the tour, or click "End Tour" to exit the tour.

Here's a tip: You also can get to the "Form Creator" from the Welcome Page by hovering over "Administration" and then click "Form Creator." If you navigate this way, you will need to select your course by selecting one of your courses under "My Course Items."

4. **How do I view items in my form that have been added at other levels?**

Items from the Item Bank can be added to a course's form at a number of levels. All SFFs receive the same items at the University level. Items then can be added from the Item Bank at the Attribute level (Gen Ed, Honors, Writing Intensive, Online), at the School or College level, and at the Subject Code level. All courses that belong to a particular group (for example, all Gen Ed courses) will receive the items that have been added at that level. These items are selected by administrators across the University and at each School or College to gather feedback that will be most valuable to them. The maximum number of items that can be added at each level is as follows:

Attribute level: 2 items each

School or College level: 3 items

Subject Code level: 3 items

Instructor level: 4 items

Click on any level to view the items that have been added to your form at that level. Please note that as an instructor, you are not able to edit or change items added at levels above "My Course Items". However, you may view the other items in your form to help decide what to add to your own form at the Instructor Level. If there are no items displayed at any given level, it means that no items have yet been selected for that group. You are still able to select the items you would like to appear on your form. If a higher level (for example, the School or College your course belongs to) then decides to use an item from the Item Bank at the School/College level that you have already included on your form, you will receive a notification from the system that one of your items has been selected at a higher level, which will then allow you to add an additional item from the Item Bank to "My Course Items," up to a maximum of 4 items.

5. How do I add items to my SFF at the Instructor Level?

To add items from the Item Bank to your course's SFF, you are going to drag and drop the items you wish to include from the Item Bank to My Course Items. Ensure that you are selecting the correct semester and course that you would like to work on. Click on a category and subcategory in the Item Bank on the left-hand side of the Form Creator page to view the items in that category. Click and hold the item you wish to add to your feedback form. Drag it to the gray area just below My Course Items. You will get a pop up alert that says "The item was added. If this course is cross-listed, then the same item was also added to the other CRNs in the cross-list." Click OK to continue.

For your convenience, you may also click on the "Printable Items List" on the left-hand side of the screen to download an excel spreadsheet of all of the items in the Item Bank. Click "OK" to generate the report; then click "OK' again. Then, click on the word "Here" where it says "The report has been created! Click here to open it" on the left-hand side of the screen. The excel file will download for you to open and review.

Please note, in order to be able to add items from the Item Bank to your course feedback form, you must click in the My Course Items level to have the arrow facing downward instead of facing to the right. You will see a gray box appear beneath the course.

You are able to add up to 4 items from the Item Bank to each of your courses' forms. If you attempt to add more than the allowed amount, you will receive a pop up message to alert you that the maximum number of items has been reached.

You are able to add items from the Item Bank to your Form up until the SFF opens for instructors and students to begin providing feedback. You can check the status and SFF dates for your course on the

Welcome Page. Any items you add to your form will appear on the SFF unless you remove it before the "Deadline for Creating Form" date listed on the Welcome Page. Once the "Deadline for Creating Form" date passes, you can no longer add or remove items from your form.

6.   How can I remove items I already added to my form?

To remove an item that you have added to your course, click the trash can icon (🗑) next to the item in My Course Items. Click Remove Item to confirm. The item will move back to the Item Bank and will not appear on the SFF for this course.

You are able to remove items from your Form up until the SFF opens for instructors and students to begin providing feedback. You can check the status and SFF dates for your course on the Welcome Page.

7.   How can I view the items in the Item Bank and get item details?

To view items in the Item Bank, select the Category on the left-hand side of the Form Creator page to drop down the available items. Each Category may have subcategories which are highlighted in green. Click on each subcategory to view the Item Bank items available for selection. For example, under the Category of 'Items about Instructional Practices', the subcategories include Organization and Clarity, Helpfulness, Encouraging of Participation/Discussion, Useful/Clear/Prompt Feedback, and General Instructor Practices and Competencies. *Instructors may choose items from any category* in the Item Bank that will be helpful to improving their instruction or to better understanding the course.

There is also a Search feature for the Item Bank if you are looking for a particular type of item. Type in a keyword in the "Search items…" bar under the View Item Levels menu on the far left. For example, if you type "reading" into the search bar, any items in the Item Bank that contain that keyword will appear. If you click on one of those items that appeared, it will direct you to that item in the Item Bank and it will be highlighted in yellow.

To view item details, click on the text of the item to find out more. You will see what type of item it is: Comment, Multi-choice (students can select more than one response), or Single-choice (students can select only one response). You also can see the possible answer choices for that item. You are not able to make any changes to the text of an item that has already been approved for the Item Bank.

For your convenience, you may also click on the "Printable Items List" box on the far left side of the screen to download an excel spreadsheet of all of the items in the Item Bank. Click "OK" to generate the report; then click "OK' again. Then, click on the word "Here" where it says "The report has been created! Click here to open it" on the far left of the screen. The excel file will download for you to open and review.

8. How can I preview my form?

You have the option to preview the SFF for your course as it will appear to students. Click the binocular icon ( ) to see the student preview.

You may notice that some items appear in a different order than displayed in the Form Creator page. When students are completing the SFF, items instead are organized in order of the Item Bank categories, so that similar items are grouped together.

The Preview Form opens in a new window, so you can close the browser tab when you are done to return to the Form Creator.

9. How can I add Instructor Items to my other courses?

As an instructor of more than one course, you have two ways to add items from the Item Bank to your other courses. You can either copy items to all of your other courses, or you can select unique items from the Item Bank for each of your courses.

To add new items from the Item Bank to a different course, use the drop down bar in My Course Items to select a different course and follow the same steps as above to add items to this course.

Or, if you would like the same items to be applied, or copied, to all courses you are teaching in the same semester, click the Copy icon ( ) next to the course name which already has items. You will get a notification that alerts you that you are about to copy all items for this instructor and course to all of the instructor's other courses. Click "Copy" if you agree. To confirm that the items have been copied to your other courses, use the drop down bar to select a different course to view the items on that form.

10. What if I am an instructor of a multi-instructor course?

If you are an instructor of a multi-instructor course, the items you select from the Item Bank at the "My Course Items" level will only be applied to your form. The other instructor(s) of the course will not see the items you've selected or the responses in any SFF reports.

11. How can I check the status of my SFF?

To check the status of your SFF, navigate back to the Welcome Page by hovering over "Administration" and clicking "Welcome". If you've added items to any of your courses, you will notice the "Form Built?" status has changed from "Not Started' to "Completed". Correspondingly, you can click on either "Build Form" or "Change Form" until the Feedback Period is open. Once the Feedback Period is open for a course, you are no longer able to add or remove items to the form for that course, and you will see the "Form Built?" status change to "The feedback period has started" or "The feedback period has passed".

12. What if I teach the same course next semester?

Items that you have added to a course will automatically be added to future semesters that you teach the same course. You are also able to add and/or remove items from the Item Bank that have been copied over from a previous semester if you would like to update the items on your form. Make sure you review your courses in the SFF Admin Panel each semester before SFFs open for feedback to make any changes to the items on your courses' forms.

13. How can I submit a new item for review to the Item Bank?

If there is an item you would like to suggest to be added to the Item Bank, and which is not already available in the Item Bank, click the "Submit New Item" box on the far left of the screen on the Form Creator page. New items will be available in the item bank only after they have been reviewed and approved by the Assessment of Instruction Committee and the Office of Assessment and Evaluation in Institutional Research and Assessment.

14. How do I complete my Instructor SFF (2 items)?

You will receive email notification when your two-item instructor SFF is open and available for instructor feedback. The email will direct you to the link to complete your SFF.

Please note that courses may have been modified (or sections combined) for evaluating purposes only. Please check the enrollment count of each of your courses listed. If you believe your course information is not correct or if a course is missing (and has at least 5 enrolled students), please contact the SFF Liaison in your School or College as soon as possible.

15. How can I view my SFF Instructor Reports?

Reports are available in the SFF Admin Panel immediately after the grading deadline indicated by Banner for the course. No instructor reports are released before the grading deadline.

To view your instructor SFF report in the Admin Panel, hover over Reports, and then click on Reports. Select the course in the drop down bar. Click the green "Instructor Report" button to generate your SFF report. Click "Ok" on the pop-up that appears. You then will see a box on the far side that says "The report has been created! Click here to open it." Click the blue "here" button to open your report. You can view or download the PDF report that is generated.

16. Who sees the results to the instructor-added items in SFF Reports?

Instructor-added items are only visible in the instructor's own SFF Report. Others who have access to SFF results will only see responses to the items added at the University, School/College, Subject Code, and Attribute levels.

For additional questions or support with the new SFF system [please contact your School or College SFF Liaison](#) or Institutional Research and Assessment:

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Other FAQ

Are courses with fewer than 5 students included in the SFF administration?
Generally, courses with enrollment of fewer than 5 students are not included in the SFF administration. This is University policy because evaluations may jeopardize the confidentiality of the students in sections with low enrollment http://policies.temple.edu/PDF/371.pdf. You may want to discuss an alternative method of evaluation with your department chair or the Center for the Advancement of Teaching (CAT). The CAT is knowledgeable about alternative methods of assessing teaching and courses. CAT provides consultations, workshops, online resources and much more regarding assessment and feedback for all Temple faculty.

Why should I set aside class time for completing the SFFs?
Using class time is the best way to help boost response rates. On the recommendation of the Assessment of Instruction Committee, The Senior Vice Provost for Undergraduate Studies has asked instructors to set aside class time for the completion of SFFs.

Can I access the website from my smartphone, iPad, etc.?
The SFF websites are mobile-friendly, so instructors and students can complete their SFFs on a smartphone or mobile device. Open-ended feedback is likely to be more robust if students are encouraged to use their computers on the date of the administration.

What should I tell my students about the course evaluation system?
To help ensure a good response rate and receive thoughtful feedback from students, we encourage you to communicate with your students about SFFs and the importance of their feedback. It is

particularly helpful for instructors to talk about the types of feedback they find useful and provide examples of how they have used student feedback in the past.

What if students don't finish filling out the form during the allotted class time?
The system will automatically save anything that students fill out or write. If students click Save or Submit, they may still go back in to complete or update their responses. The SFF remains open for submission and editing until 8am EST of the morning the SFF is scheduled to close. If they forget to go back in and complete the form, the answers that they have submitted will be saved and included in the final analysis and students will receive reminders to complete their forms.

Should I remind students to complete the SFFs, if they haven't already?
Yes, although students will receive university-generated email reminders to complete their SFFs, instructors will be primarily responsible for the administration of SFFs. In addition to setting aside class time, please remind students to complete the forms if they have not already done so, emphasizing the importance of receiving student feedback.

How can I tell if my students have completed their Student Feedback Forms (SFFs)?
On the website, students and instructors can see the percentage of students in each of their classes who have submitted their SFFs, as well as the response rates for their department, school/college, and the university. We hope this is helpful to instructors throughout the evaluation period, as they will be able to monitor the response rates for their classes.

Should I send students an email reminder to complete the evaluations?
Although students will receive university-generated email reminders to complete their SFFs, instructors may also want to send an email reminder to their students. We've included sample wording in the box below, to help facilitate instructor emails.

> Please be sure to complete your SFFs this semester. You should have received a link to the website, and completing the evaluation online is easy to do and will only take a few minutes. Your feedback about the course will be very helpful to me as I plan for future semesters. Here is the link to the website: sff.temple.edu.

How many reminder emails do my students receive?
Generally, an initial email is sent to students on the day that SFFs open to students. We send three to four reminders (more for full-term courses) to non-responders before the last day to complete SFFs.

Are there other ways to remind students to complete the evaluations?
In addition to speaking to students in class and sending them an email, you can use Canvas to help encourage students to complete their SFFs.

May I use incentives to encourage return rates?
The Assessment of Instruction Committee (AIC) feels strongly that the use of incentives directly related to the academic assessment of student course performance (e.g. course points or extra credit) has the potential to skew particular SFF results and should not be used. By contrast, non-academic incentives, such as food for the whole class, are acceptable.

Will students be able to view instructors' ratings?
*SFF Data for Students is only available to students who have completed all of their prior semester's SFFs. Students can access **SFF Data for Students** on TUportal Student Tools tab. To have access to these data during future semesters, students must complete all course SFFs at the end of each semester.*