

University-wide Deployment of OCTE Preparation Meeting Questions and Answers

If you have any further questions,
please submit to octe@cuhk.edu.hk.

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CCTE - Preparation

1. Can the system collect feedback from sit-in students (in addition to CUSIS enrolled students)?

A: Yes. You can adjust the class size of the course with sit-in students before requesting OCTE.

CCTE - Request OCTE

2. Can I make change after I have requested OCTE?

A: Yes. You can remove the generated OCTE, make changes, and request to generate OCTE again.

CCTE - Download and Print Account Slips

3. Can I prepare the account slips for my students?

A: Yes, but not recommended. Please contact the support team to request for the one-time accounts in excel spreadsheet with justifications.

OCTE - Configure the Open Period for individual class

4. Can our unit request to have a custom default open period for our OCTE?

A: No. The default open period is configured at university-level and applies to all OCTE. The default period is the same as the term dates of full-time Ug Programme (except MBChB Programme).

OCTE - Conduct OCTE

5. Can students prepare comments in advance and attach the word file in the online CTE form?

A: No. Students cannot attach and submit a word file when filling in the online CTE form.

6. Can students prepare comments in advance and copy to the online CTE form?

A: Yes. Students can prepare comments in advance and copy to the online CTE form.

7. Is there any word limit in the online CTE form?

A: The vendor has not specified a word limit. Please suggest the students to limit the answer to a question to 30,000 characters.

8. Does the system support any graphics?
- A:** No. Students cannot attach and submit a word file when filling in the online CTE form.
9. Can the “preview” function be added so that the students can check what they have filled in before the submission?
- A:** No. Students cannot attach and submit a word file when filling in the online CTE form. Students may use “Come Back Later” to save the submission and return to it to check if their answers have been proposed saved by the system and proceed with the submission.
10. Can the system warn the students if some questions are left blank?
- A:** No. For 2019-20, all questions are optional. There will be no system warning for un-answered questions (like paper form).
11. Is there any automatic checking in the online CTE system? For example, in Q12, if the students think that the amount of workload required was appropriate (e.g. 6 strongly agree), he should not tick “too much” or “too little” in the sub-question.
- A:** No. There is not such an automatic checking function in the OCTE system.
12. If a student has already logged-in but failed to submit the form due to technical problem (e.g. suddenly no network), can the student re-login the system to submit the form?
- A:** Yes. If there is no prior submission and it is still within the survey period, the student can use the one-time account to login, fill in the form and submit it.
13. How to do if the students cannot access the internet? The PE unit colleague that the internet /wifi access in some playground is poor.
- A:** Internet is needed for OCTE. Please check [“CUHK On-campus WiFi Coverage”](#) for the wifi coverage on campus. Students may also use cellular data to access the OCTE system.
14. How can I confirm the internet connectivity if the venue is not listed on [“CUHK On-campus WiFi Coverage”](#) (e.g. Sir Run Run Shaw Hall)?
- A:** Please contact the OCTE support team.

15. Any back up procedure in case the online CTE cannot be done?
- A:** Please schedule another date/time to re-conduct the OCTE with the class. It is therefore not suggested to conduct OCTE in the last lesson.
16. Is there any technical support especially for the night classes (the CTE may be done at 9 p.m.)?
- A:** There is no technical support after office hours.
17. Can the system handle class size over 100 students?
- A:** Yes
18. Can the one-time account be distrusted by other methods (such send by email)
- A:** Yes, but not recommended. Please contact the support team to request for the one-time accounts in excel spreadsheet with justifications.
19. Can students stop working halfway and then come back later?
- A:** Yes. Students can click “Save and Come Back Later” button at the bottom of the page.
20. Would the system disconnects after the students have left it idle for a while?
- A:** Sessions should remain active for one hour. However, if the session is interrupted (e.g. moving from wifi to wired connection or between signals) or have been lying idle for more than one hour, students need to log into the system again to continue working on the survey. Any unsaved answers will be lost. Therefore, students should click "Save and Come Back Later" button if they need to stop working half way, so that they can come back and continue later.
21. A student has lost the account slip. Should I give the student a replacement?
- A:** Technically, there is no way to check whether the student has or has not made a submission with the lost account slip.
22. Can students change their answers to some questions after submission?
- A:** No, all submissions are final and no changes can be made. If students wish to make changes later, click “Save and Come Back Later” instead of “Submit”.
23. Can students enter comments languages other than English (e.g. Chinese)?
- A:** Yes, the system accepts plain-text simplified and traditional Chinese characters and other language (e.g. Japanese). Students should limit the answer to 30,000 characters.

24. Can students input emoji?

A: Yes, students can input emoji. However, the emoji will be shown in plain text in the survey raw data file.

25. Can students do the survey outside CUHK campus?

A: Yes, so long as the students have internet access and it is within the survey open period.

26. Can students do the survey using my smartphone?

A: Yes, students can use mobile devices to do the survey. However, the answers will be lost if the session is interrupted (e.g. moving from wifi to wired connection or between signals, idle for more than one hour). Therefore, students should do the survey over a stable network.

CCTE - Download Results

27. Will the OCTE system provide survey raw data if the number of responses collected is five or less?

A: OCTE allows download of raw data of all CTE surveys.

CCTE - Generate Reports

28. In the past, after scanning the questionnaires, we will generate different kinds of reports, such as Department report, Programme report, and Lecturer Report with our own CTE system. After switching to OCTE, can we still do the same?

A: Yes, you can still use your own tool/system to generate unit-specific reports according to your requirements using the raw survey results downloaded from OCTE.

29. How can the teachers see the written comments on the online CTE form?

A: The written comments are included in the raw survey results downloaded from OCTE. The written comments will still be sent by the unit CTE admin to the teachers.

30. Do we need to send the CTE Report to the Department chairs and teaching staff? Or they can read online themselves?

- A:** The OCTE implementation only replaces the paper form with online forms. There is no change to report distribution. CTE reports will still be sent by the unit CTE admin to Department chairs and teaching staff.

Other Questions

31. Can the system support evaluation for tutors?

- A:** The system cannot currently support evaluation for tutors. Units are welcome to provide the evaluation form for tutors and how the evaluation for tutors are conducted to the project team for further study.

32. Can the system support evaluation of lab courses?

- A:** It depends. Units should provide the evaluation form of lab courses and how the evaluations are conducted to the project team for checking ASAP.

33. Can the system support mid-term evaluation?

- A:** The system cannot currently support mid-term evaluations. Units are welcome to provide the evaluation form and how the evaluations are conducted to the project team for further study.

34. Can the system support CTE of the following:

- Co-teaching by more than one teacher, and
- Course Evaluation will be done for two teachers together?

- A:** Yes. Two sets of survey and QR code will be generated
- o One set of survey & QR code for Teacher A;
 - o Another set of survey & QR code for Teacher B

35. Can the system support CTE of the following:

- Co-teaching by more than one teacher, and
- Course Evaluation will be done for two teachers in two periods of time?

- A:** Yes. Two sets of survey and QR code will be generated
- o One set of survey & QR code for Teacher A;
 - o Another set of survey & QR code for Teacher B

36. Can the system support CTE of the following:

- Co-teaching by more than two teachers (X teachers)

- A:** Yes. There are two options:
- o One set of survey & QR code for Teachers A...X; OR

- X sets of survey and QR code:
 - One set of survey & QR code for Teacher A;
 - ...
 - Another set of survey & QR code for Teacher X;

37. The first CTE will be done in mid-October 2019. Can the online CTE be used?

A: Yes.

38. Can the online CTE workshop be held before the first CTE in mid-October 2019?

A: Yes. Please join the workshop on Sept 24 or Sept 26.

39. Can we keep using paper form?

A: With effect from 2019-20, all courses should implement OCTE in class, except courses that were not conducted in classrooms, for examples in the case of field trips where there might be restricted internet access in the field. For those courses, prior approval should be sought for paper CTE to be used.

40. Can we use online form in Simplified Chinese?

A: The use of CTE template in Simplified Chinese as an option at programme level should be adopted.

41. Can the system send one-click survey links to students' @link email box instead?

A: The system can send one-click survey links to students' @link email box. Feedback will be collected from students on this method of survey link distribution to decide the future direction.

42. Can we use our own OCTE system?

A: Faculties of Law and Medicine will continue using their own OCTE systems.

43. Will teachers and students be informed?

A: Yes. Official announcement of the university-wide adoption of OCTE will be sent to all teachers and students. All CTE admin will also be informed and invited to join the OCTE workshop on Sept 24/26,

44. Will system trial be arranged?

A: Yes. CTE admin can trial test the system and workflow using the CCTE UAT environment after the OCTE workshops on Sept 24/26.

45. I need to talk to a technician on the phone.

A: : Please call the following colleagues.

ITSC	ITPO
Sam Tong (ITSC) at 3-3818	Michael Chang (UPO) at 3-8811
Judy Lo (ITSC) at 3-1711	

Further Questions?

- Email: octe@cuhk.edu.hk
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