

University-wide Online CTE System

What is it about?

1. CTE Paper forms replace by online forms
2. No other changes
3. System has been successfully tested for all classes in BA in Term 2, 2018-19
4. All CTE will be based on online system by November 2019

Background

2018	Apr	• Deans Committee called for a change to Online CTE
	Dec	• Consultation with major stakeholders (BA, CUTA, Students)
2019	Apr	• Successful pilot run for all courses in BA Faculty
	May	• University-wide CTE endorsed by Deans Committee & SCTL
	OCT	• CTE workshop for all admins
	Nov	• Online system to be used by all classes

Collected concerns

<ul style="list-style-type: none">1. How to ensure anonymity?2. How to ensure only students in the class can join the survey?3. How to ensure a reasonable response rate?	Present in the meeting
<ul style="list-style-type: none">4. Could the survey be accessed by mobile phone?5. What if the system crashed during in-class survey?6. Is the system secure?7. What if students do not have smart devices in the class?8. What are the changes to stakeholders?9. Could CTE be managed based on our academic structure?10. Could the system fit into our team teaching structure?11. Could the system fit into our course structure?12. Is there any limitation in the design of the online form?13. Could we have CUHK or Faculty specific reports?14. How to make it easy for students to make comments?	Answered in appendix and in Q&A

1. Anonymity

- Problem
 - Students need accounts to login in order to prevent repeated entries
 - But **CWEM accounts are not trusted** by student unions
 - BA CUTA also concerns about **low response rate if CWEM accounts are used**
- Solution
 - **One-time accounts** distributed randomly in class

2. Only students in the class can join the survey

- Issue

- Some teachers believe the CTE survey should be opened only for students who have attended the class
- The current practice of using paper forms automatically ensure this is the case

- Solution

- Distribute **one-time accounts** in the class so that only students in the class can join the survey

One-time account vs CWEM account

1 – One-time account login

- ✗ Distribute accounts in class
- ✓ **Trusted by students**
- ✓ **Only for students in the classroom**

2 – CWEM account login

- ✓ No need to distribute accounts
- ✗ Not trusted by students
- ✗ No such guarantee
- ✓ More efficient, for unit to decide.

Example of one-time account slip

cuhk.evaluationkit.com/MyEval/Login.aspx



Course ID

AC: 123456789

PW: 1234

CWEM is Anonymous

- **Anonymity guaranteed by contract**

- Data is collected by an independent 3rd party, not by CUHK
- By contract, the vendor guarantees the following:

- 1. Non-disclosure policy**

EvaluationKit (the vendor) **will not provide any information under any circumstances** to the Chinese University of Hong Kong's representatives that would reveal the identity of a respondent.

- 2. Data retention policy**

Once the act of terminating a survey is triggered by CUHK's representatives to the EvaluationKit's system, the survey will be terminated immediately. EvaluationKit will continue to keep all the collected and processed data in the terminated survey for another two weeks in the system so that the data will still be recoverable within this two-week period. **After the two-week period, the data will be deleted permanently** and will be non-recoverable.

3. Response rate

- Problem
 - Online CTE tends to have low response rate, esp. survey by email
- Solution
 - Continue the current practice of **in-class CTE survey**
 - Survey by email only for exceptional cases decided by units

3. Non-IT options to ensure a reasonable response rate?

- Make survey compulsory
- Early release of grades in CUSIS
- Lottery prize for the class with high respond rate
- Bonus marks for the class with high respond rate

**Not considered
Required change of current practice**

What are the changes (in red)?

CCTE – Centralized CTE system (phased out in future)

OCTE – Online CTE system

To be implemented by sending a one-click survey link to students' @link email account. Students do not need to type their CWEM account name and password to login.

Current process	New process	
	One-time account login	CWEM account login (future)
ITSC copies CUSIS data to CCTE ↓ Unit configures CCTE ↓ Distribute paper-form ↓ Fill paper form ↓ Process paper form ↓ Upload raw data to CCTE ↓ Calculate scores & print report	ITSC copies CUSIS data to CCTE ↓ Unit configures CCTE ↓ Distribute one-time account ↓ Fill online form in OCTE ↓ Upload OCTE data to CCTE ↓ Calculate scores & print report	ITSC copies CUSIS data to CCTE ↓ Unit configures CCTE ↓ Fill online form in OCTE ↓ Upload OCTE data to CCTE ↓ Calculate scores & print report

Pilot Results – Positive findings

1. System was 100% reliable
2. No change in Pg response rate (rate is same as last year)
3. No change in teachers' CTE scores (mean is same as last year)
4. High students satisfaction (4.98 out of 1-6, higher the better)

Issues found

Issue	Recommendations
1. Drop in Ug response rate from 74% to 63%	a) Real-time monitoring of the response rate in classroom b) Improved the login experience by better QR code
2. Distribution of the account slips was tedious	a) Can be eliminated if CWEM accounts are used in future
3. Inefficiencies found in the pilot process	a) Streamline the standard operating procedure (SOP)
4. Rationale of the design in not clear enough	a) Explain the rationale clearly in the SOP

Methods to be used to improve response rate

	Method	One-time	CWEM
1	In-classroom survey (used in pilot)	✓	✓
2	Improved QR code for login (will be used in Nov 19)	✓	✓
3	Show response rate in the classroom (will be used in Nov 19)	✓	✓
4	<i>Many channels to access survey (Blackboard/Canvas/email/portal)</i>	✗	✓
5	<i>Email reminders</i>	✗	✓

Filling the form

<https://www.cuhk.edu.hk/proj/octe/#userguides>

Scope and Schedule

- Scope

- Support all CTE surveys that are within the scope of the University CTE Policy & Guidelines (<https://www.cuhk.edu.hk/clear/qm/ch7.html>)

- Schedule

Date	Task
July-August	Preparation meetings with stakeholders
October 1	Online CTE system ready for full-deployment
October	Workshop for all admin staff
Nov 18	Start survey

Q&A

Appendix

4. Could the survey be accessed by mobile phone?

- **Yes**

- Mobile/tablet/laptop/PC
- IOS/Android/Window
- Chrome/Safari/IE

Example - Online form (device-dependent view)

Laptop or tablet view

	(1) Strongly disagree	(2) Disagree	(3) Slightly disagree	(4) Slightly agree	(5) Agree	(6) Strongly agree
1. Is the course load reasonable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Are you satisfied with the instructor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Are you satisfied with the course?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mobile phone view

1. Is the course load reasonable?

☐ Strongly disagree

☐ Disagree

☐ Slightly disagree

☐ Slightly agree

☐ Agree

☐ Strongly agree

2. Are you satisfied with the instructor?

☐ Strongly disagree

5. What if the system crashed during in-class survey?

Option 1 – Use paper form as backup

Option 2 – Complete the survey after class

- Survey period is 2 weeks

6. Is the system secure?

- Admin access will be protected by two-factor authentication
 - Better than now
- Data retention policy – data deleted in vendor site after use

7. What if students do not have smart devices in the class?

- Options
 - Use friend's device
 - Use PC in the classroom
 - Units provide tablets
 - Survey done outside the class

8. What are the changes to stakeholders?

- **To admin**

- Distribute one-time accounts instead of paper forms

- **To teachers**

- No impact

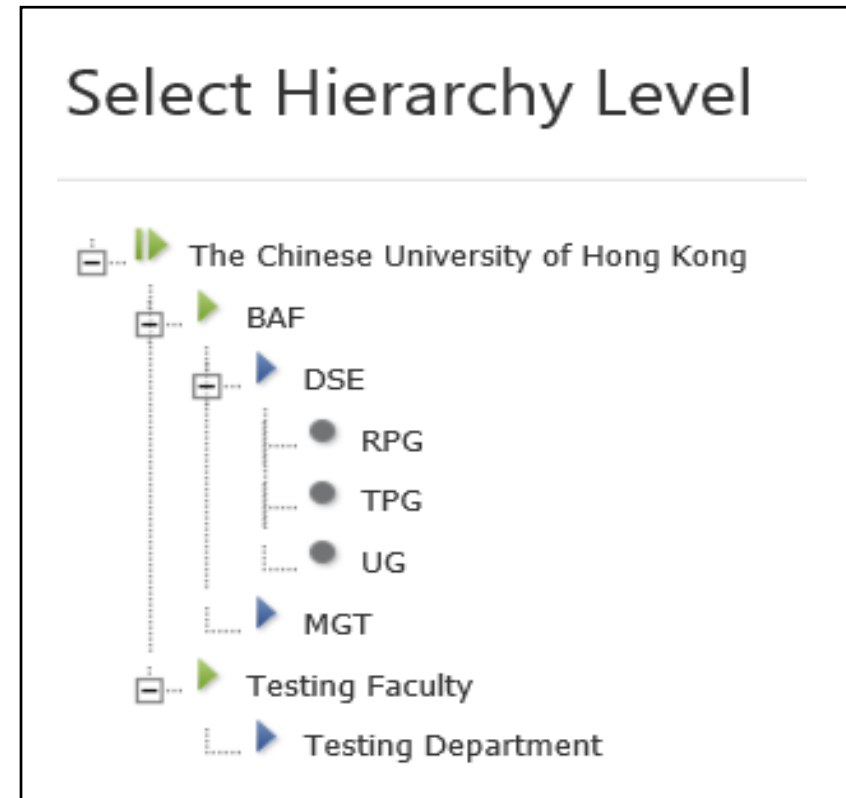
- **To students**

- Change from using paper to online form

9. Could CTE be managed based on our academic structure?

- Yes

Example



10. Could the system fit into our team teaching structure?

- All current **team teaching** structures are supported
- Examples
 - Many teachers – **individual** CTE section
 - Many teachers – **common section** + **individual** CTE section
 - Many tutors – students select their tutors in the form

11. Could the system fit into our course structure?

- All current **course structures** are supported

- Examples

- Many groups in a class with **separate** surveys
 - E.g. University GE & major courses
- Many groups in a class with **combined** surveys
 - E.g. several TPg courses in one class

12. Is there any limitation in the design of the online form?

- **All current forms are supported**
 - Support Chinese language (both traditional and simplified)
 - Support custom questions
 - But no drawing

13. Could we have CUHK or Faculty specific reports?

- **All current reports are supported**

14. How to make it easy for students to make comments?

- Text box supports both Chinese (simplified and traditional) and English
- Students can enter comments using tools provided by the devices, such as voice recognition and character recognition