Student Feedback Questionnaire (SFQ)

What is it?
The SFQ is the course evaluation system for post-secondary programs at GBC.

Who administers it?
At GBC, the Office of Institutional Research & Planning handles the administration of the SFQ. The course information comes directly from Banner (GBC's student information system).

Which courses are included?
All post-secondary courses longer than two weeks in length are automatically included in the SFQ.

When does the SFQ take place?
The SFQ opens for students approximately three weeks before semester end.

How do students access the surveys?
There are three ways for students to access their course evaluation surveys:
1. personalized direct links are emailed to all enrolled students
2. links to the SFQ will appear on Blackboard when the survey opens
3. students can login directly to the dashboard using their student ID/password (https://gbc.bluera.com/gbc/)

Can I customize my surveys?
Survey questions are standardized across the college but you can customize your surveys by adding an open-ended comments box for your students. This allows them to write specific comments to you (students often tell us that they like this option). Offering a comments box is voluntary for faculty. If you would like to do so, follow the instructions in the SFQ comments email that you will receive by about week 10 of the semester. You will have at least 10 days to do this (during that time, two reminder emails are also sent). If you do not want to offer a comments box, then no action is required of you.

How do I access my results?
During the first week of the next semester (e.g. the first week of January for the fall survey period) you will be emailed a link to your reports. When reports are ready, you will also have access to the dashboard to which you can login using your employee ID/password and get the reports that way – all historical reports are also stored there for you (https://gbc.bluera.com/gbc/)

What can I do to ensure that my students respond to the SFQ?
Response rates tend to be best when students know that you want their feedback and will use it. Discussing the SFQ in class can help make them aware of its importance. GBC faculty with high response rates often tell us that they offer a few minutes of class time (if appropriate) for students to complete the SFQ via their phones. During the survey, you will receive a link showing your current response rate – that can help you monitor whether your students might benefit from a reminder.

What if I have questions?
Please see the detailed user-guide on Insite (https://insite.georgebrown.ca/ir/documents/SFQ-Information-Faculty-User-Guide.pdf) or email us (studentfeedback@georgebrown.ca)