

Gathering Student Feedback about Online Courses

If you're wondering how your students are experiencing your online course, you may want to ask questions to help gather that data. If you're thinking of using data for improvement purposes while the course is still running, you may want to implement a short survey or feedback tool.

On the other hand, you may decide that you want to use the information to make improvements for the next iteration of the course. In this case, adding specific questions onto the end of course Student Perceptions of Teaching (SPOT) evaluation or making your own course feedback tool will work.

Sample Questions for Mid-Course or End of Course Feedback Surveys

The following are some sample questions that you may want to consider using for feedback about your online course. Please edit to fit the time frame you are asking the questions (i.e., during the course for improvement or for end of course surveys).

Questions about the Course Overall (General)

The following questions are used in CETL's mid-semester feedback sessions, sometimes called a Small Group Instructional Diagnosis (SGID), and are more general:

1. What aspects of class are working well? What are the strengths of the class? What aspects of the class are having a positive impact on your learning?
2. What aspects of the class are working poorly? What are the weaknesses of the class? What aspects of the class are having a negative impact on your learning?
3. What aspects of the class do you believe should be changed? How should these aspects be changed? (Please be as specific as possible.)

Questions about Course Materials

- How are you accessing course materials? Are you having any difficulty downloading the course materials?
- Are the online lectures easy to access and use? If not, what issues are you experiencing?
- What resources posted in the course Canvas site did you use? What was most helpful?



Questions about Student Behaviors

- Have your work and study habits for the course changed since moving to the online format? If so, how?
- How do you structure your work and study time for this course?
- On average, how many hours per week are you spending on the course (course work, studying, assignments)?

Questions about Instructor Improvement

- What can I do as your instructor to better facilitate your learning in this course for the remainder of the semester?
- What did I do as your instructor that helped your learning in this course?
- What did I do as your instructor that hindered your learning in this course?

Reflective Learning Questions

- Which course concepts do you feel the most comfortable with after taking this course (i.e., which concepts did you learn the best)?
- Which course concepts do you feel the most uncomfortable with after taking this course?
- How do you see this course helping you with future courses or work?

Other Student Experience Questions

- What advice would you give to other students who may take this course in the future?
- Is there anything you want me to know about your experience that you do not feel comfortable telling me in an email or in virtual office hours?

