SRTI_Online: Moving the Student Response to Instruction (SRTI) Survey Online

This fall the Office of Academic Planning & Assessment (OAPA) will administer the SRTI course survey for all credit-bearing lecture, lab, seminar, studio/skills, and practicum sections online.

PLEASE NOTE: The University is discontinuing the processing of paper SRTI forms.

SRTI_Online has many benefits – it reduces demands on staff time, streamlines processing, facilitates timely dissemination of results, allows us to create instructor reports of students’ responses to open-ended questions, and helps us move toward becoming a paperless campus.

SRTI Survey Dates for Fall 2017

In response to instructor feedback, this semester we are extending the closing date of the SRTI_Online. Students may complete their online surveys from:

   Monday, December 4th (7:00 am) through Thursday, December 21st (11:00 pm)

The SRTI Coordinator

Your SRTI Coordinator plays an integral part in the online survey process. The coordinator is the liaison for program and departmental administrators, faculty, scheduling representatives and OAPA. SRTI_Online relies on the importing of course lists directly from SPIRE. We will give your coordinator access to an online tool they will use to review the program/department SPIRE course list, select which courses should be evaluated, confirm that there are no missing courses, and check to make sure all course and instructor information is correct. If any changes are necessary, the coordinator will work with your department scheduling representative to correct the information in SPIRE. OAPA will invite SRTI Coordinators who are new to SRTI_Online to an orientation session in October.

Who Can Use the SRTI Form?

The SRTI_Online system sets up survey forms for Primary Instructors of credit-bearing course sections. In order to be evaluated, a person must have a SPIRE designation of “Primary Instructor.” More than one person can be assigned a designation of Primary Instructor. For multiple instructor or team-taught courses, students will fill out a SRTI form for each instructor.

Additional Custom Questions

The SRTI_Online system allows the SRTI Coordinator to write and include additional custom questions that can be added to all sections in a department or to just specific course sections.

SRTI_Online Communication

With Instructors: In November, we will send all instructors an email with detailed information about the SRTI_Online administration timing and processes. At the end of the first and second weeks of the survey period, we will send an email to instructors that includes the current response rate for each of their course sections. Finally, at the end of the survey period, a follow-up email to instructors will report the final response rates for their course sections.

With Students: Once the survey opens, students will be emailed their first notification. There will be four additional reminder emails sent only to students who have not yet completed their forms. Students that use Moodle or Blackboard Learn will be notified in both platforms if they have forms that need to be completed.
Encouraging Student Response to SRTI_Online

The primary challenge with moving to SRTI_Online is continuing to obtain appropriate response rates. Though there is substantial variability in response rates on our campus by course and by department, most UMass Amherst departments experienced a decline in their average response rate after switching to SRTI_Online, with an average drop of 11 percentage points.

The literature suggests that departments and instructors play a critical role in encouraging students to respond to online surveys. When students believe and see that their opinions matter to the instructor, to the department, and to the campus, they are more likely to participate.

Response rates are much better when instructors emphasize to students the importance of completing the survey and provide a number of reminders throughout the survey period. The online system also allows the instructor to ask students to complete the survey during class using their mobile phone or other electronic device. Some instructors have also reported successfully using incentives such as providing the opportunity for an extra-credit assignment or quiz if the class as a whole achieves a certain response rate.

SRTI_Online Results

Once the survey period has closed and the grade submission deadline has passed, OAPA generates departmental and instructor reports that are made available as electronic files to department and program SRTI coordinators who then distribute reports to instructors.

Questions or Concerns

Please feel free to contact Martha Stassen at mstassen@umass.edu or 413-545-5146 if you have any questions or concerns.