Approving University Official(s): Academic Council
Responsible Unit: Governance, Regulatory, and Government Affairs
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Student Evaluation of Courses and Course Instructors Survey - Procedures

Purpose

These procedures establish a clear and consistent framework for administering end-of-course student surveys in alignment with the Student Evaluation of Courses and Course Instructors Policy (the "Policy") at Yorkville University ("Yorkville"). It provides guidance to ensure alignment with the institution's operational, academic, and regulatory obligations, and supports Yorkville's commitment to ensure consistent implementation and use of student feedback to support academic quality assurance and continuous improvement across all programs and delivery modalities.

Scope

These procedures apply to all students, instructors, academic leaders, and administrative staff involved in the delivery and oversight of Yorkville courses.

Procedures

1. ***Responsibility for Course Evaluation System and Student End of Course Surveys***

   The Office of Governance, Regulatory, and Government Affairs is responsible for administering the Student End of Course Surveys Policy and for implementing these Procedures.

   The Office of Governance, Regulatory, and Government Affairs may create guidelines to clarify these Processes.

2. **Survey Preparation and Configuration**
   a. **Survey Instrument, Platform, and Maintenance**
      i. The Office of Governance, Regulatory & Government Affairs configures surveys using the Explorance Blue platform according to an established calendar.
      ii. The survey includes:
         1. A standardized set of core questions for all courses
         2. Three to five program-specific questions
         3. One open-ended item for narrative feedback

iii. Survey instruments are reviewed every three to five years and approved by Academic Council to ensure continued relevance and clarity. Review of survey instruments includes consultation with affected departments, including academic leadership, heads of degree programs, and learning and curriculum design specialists.

b. **Survey Assignment and Setup**
   i. Surveys are deployed for all for-credit courses each term, regardless of modality (online, on-campus, blended).
   ii. Surveys generally open one to two weeks before the final class and close at 11:59 p.m. local time on the last day of class.

3. **Survey Communication and Access**
   a. **Student Access and Notifications**
      i. Students receive an institutional email when a survey opens, with a direct link to the survey in Explorance Blue.
      ii. Surveys are also accessible through the Learning Management System (Brightspace) via a third-party integration.
      iii. Automated reminders and in-platform notifications continue until the survey is completed or the course ends.
      iv. While participation is voluntary, students are encouraged to provide feedback as part of their academic experience.
4. **Data Collection and Security**
   a. **Confidentiality and Anonymity**
      i. Survey responses are confidential and stored securely within Explorance Blue.
      ii. Faculty and academic leaders do not have access to results until final grades are submitted and finalized in the Student Information System (SIS).
      iii. Survey results are typically released within nine business days after survey closure.
5. **Results Distribution and Use**
   a. **Survey Report Templates**
      i. Report templates are managed by the Office of Governance, Regulatory & Government Affairs and reviewed every three to five years by the Academic Leadership Team to ensure consistency and usability.
   b. **Instructor Reports**
      i. Instructors receive a summary report after final grade submission.
      ii. Reports include quantitative results and anonymous open-ended comments.
      iii. Reports are delivered automatically through Explorance Blue.
      iv. In accordance with established faculty performance policies, procedures, and frameworks, faculty members will reflect on the students' feedback and seek to improve on areas of concern. Faculty members may initiate conversations with academic leadership and participate in developmental activities.
   c. **Academic Leadership Review**
      i. Course Leads review reports to identify opportunities for continuous renewal of courses, as required by the Course Review and Renewal Policy and Procedures

ii. Program Chairs and Deans review reports to identify instructional strengths and areas requiring support.
iii. In accordance with established faculty performance and review policies, procedures, and frameworks, leadership may initiate development plans or mentoring conversations with faculty.
iv. Leadership also monitors patterns across courses to assess the overall instructional health of the program.
v. Emerging themes may inform broader strategic decisions related to program delivery, staffing models, or faculty resource planning.
vi. Reviews should be completed within two weeks of report distribution.

d. **Institutional Quality Assurance**
    i. The Office of Governance, Regulatory & Government Affairs monitors survey response rates and thematic trends across terms and programs.
    ii. Aggregated data informs academic program reviews, faculty planning, and compliance with regulatory reporting requirements.
e. **Student Feedback Loop**
    i. Each program publishes an annual summary for students, highlighting major feedback themes and the actions taken in response, thereby closing the feedback loop.

6. **Curriculum and Learning Design Review**
    a. **Instructional and Curricular Quality**
        i. The Learning Design team reviews survey data to identify trends in course structure, clarity of instruction, assessment alignment, and digital delivery.
        ii. Insights are used to refine course design templates, curriculum design standards, and faculty training.
    b. **Curriculum Currency and Innovation**
        i. Feedback trends help assess whether course materials and activities remain current, engaging, and aligned with evolving academic and industry expectations.
        ii. Where needed, Learning Design collaborates with faculty and academic leadership to implement improvements.
7. **Curriculum Committee Engagement**
    a. **Curriculum Renewal and Governance**
        i. Curriculum Committees use survey data to assess how well course content and sequencing support program learning outcomes.
        ii. Student feedback contributes to decisions about course changes, calendar revisions, and program updates.
        iii. Committees review trends in aggregate to ensure offerings remain academically rigorous, relevant, and student-centered.

Related Information

- Student Evaluation of Courses and Course Instructors Policy.
- Course Review and Renewal Policy and Procedures.
- Program Review Policy and Procedures.
- Organizational Review Policy and Procedures.

Contacts

For questions regarding this policy, please contact:

Department/Office Name: Academic Governance Office
Email: academicgovernance@yorkvilleu.ca

Note: Names and structures of Yorkville offices or governing bodies may change over time. Such changes do not affect the validity of this policy. To confirm the current responsible office or body, contact the Office of Regulatory and Government Affairs at academicgovernance@yorkvilleu.ca.

Revision History

Version Code	Date	Summary of Changes	Authorized by (Title)
1.0	July 3, 2025	New Procedures	Academic Council
1.1	September 25, 2025	Updated to new template	-