FEEDBACK IN MOODLE Section 7

7.1 Why use Feedback

Apart from the obvious use here of evaluating a course, feedback surveys have a variety of uses, both within a course and for non-logged in users on the front page. The ability to set them as "anonymous" means also those sensitive issues can be surveyed without students worrying who might see their responses.

7.1.1 Some ideas

Guest surveys
Non-logged in users such as alumni can be questioned on their opinions about the course, programme, student welfare, etc. anonymously, on the front page.

Sign up!
Guests can be invited to sign up for events/courses via the feedback module.

Contact us
Non-logged in users can use an instance of the feedback module as a "contact us" form.

7.2 Creating Feedback

To create a Feedback activity:

- Click the "***Turn editing on***" button.
- Select "Feedback" from the "*Add an activity or resource*" drop-down link.
- On the "***Adding a new feedback***" page, as shown in Figure 7.1, enter a descriptive name of the choice activity.
- Add a description for your Feedback instance in the description field.
- In the "Availability" section you can choose the period when users can complete feedback.
- In the " ***Question and submission settings***" section:
  - (i) Record User Names: Choose here whether to show the names of users who complete the feedback or not.
  - (ii) Allow multiple submissions: Choose here whether or not to allow users to complete the feedback more than once. This is important when using Feedback for anonymous surveys on the front page as it will allow non-logged in users to complete the feedback.
  - (iii) Enable notification of submissions: If enabled, teachers will receive notification of feedback submissions.
  - (iv) Auto-number questions: If set to 'Yes' then the questions will be automatically numbered.
- In the "***After Submission***" section:
  - (i) Show analysis page: The summary results can be shown to respondents, or shown only to teachers.

(ii) Completion message: This allows you to present users with a personalized message after they have answered the questions.

(iii) Link to next activity: After submitting the feedback, a continue button is displayed, which links to the course page. Alternatively, it may link to the next activity if the URL of the activity is entered here.

- In the "***Common module settings*** section

(i) Visible - This determines whether students may view the activity or not.

(ii) ID Number - Setting an ID number provides a way of identifying the activity for grade calculation purposes. If the activity is not included in any grade calculation then the ID number field may be left blank.

(iii) Group mode - This is another location in which to set the group mode for the activity. If group mode is forced in the course settings then this setting will be ignored.

(iv) Grouping - A grouping is a collection of groups within a course. If a grouping is selected, students assigned to groups within the grouping will be able to work together.

- Click the ―Save and display‖ button.

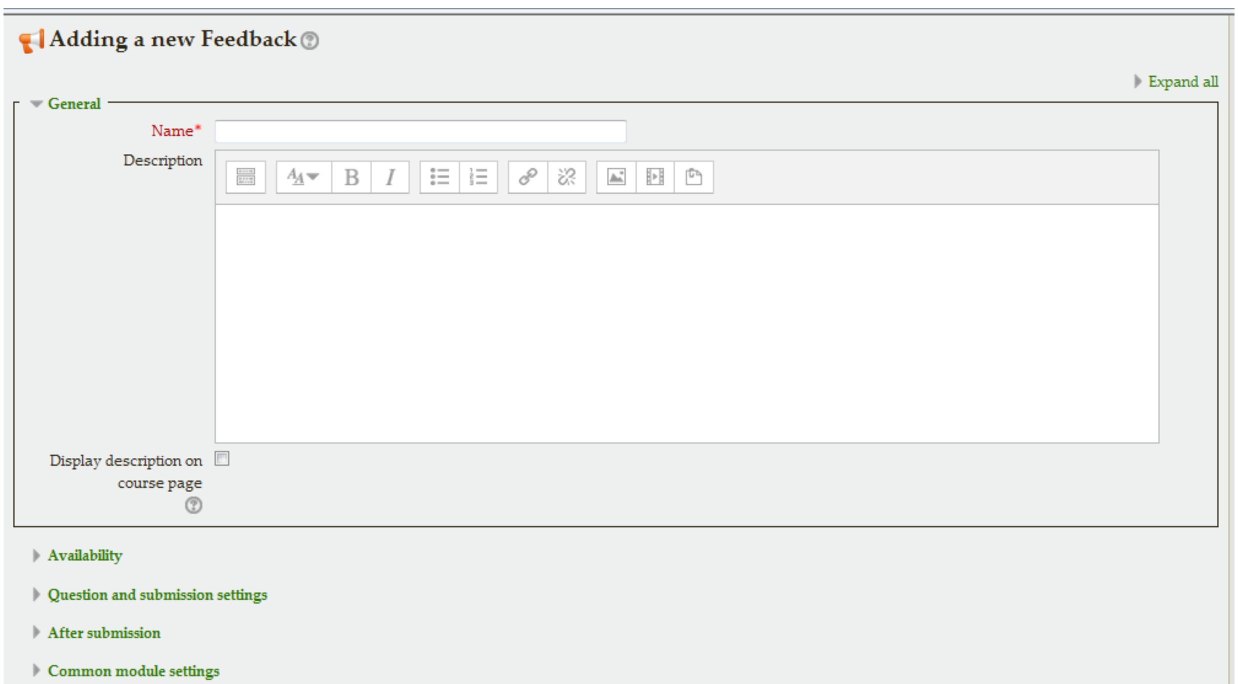

Figure 7.1 Adding a new feedback activity

7.3 Building Feedback

After setting a new Feedback you have to design it by adding questions.

- Select the type of question from the drop down list.

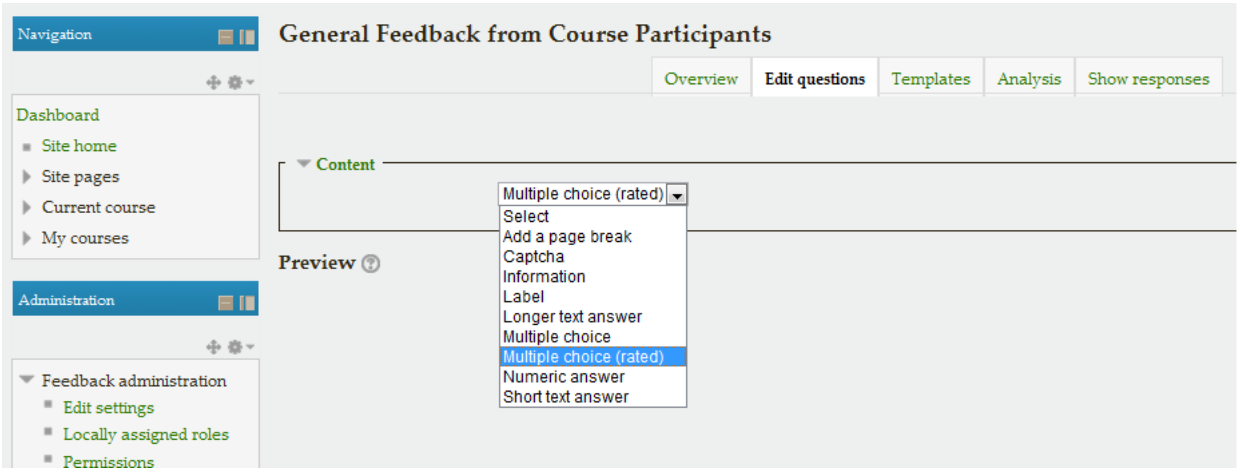

Figure 7.2 Feedback administration

- Add your question details and click ***'Save question'***.

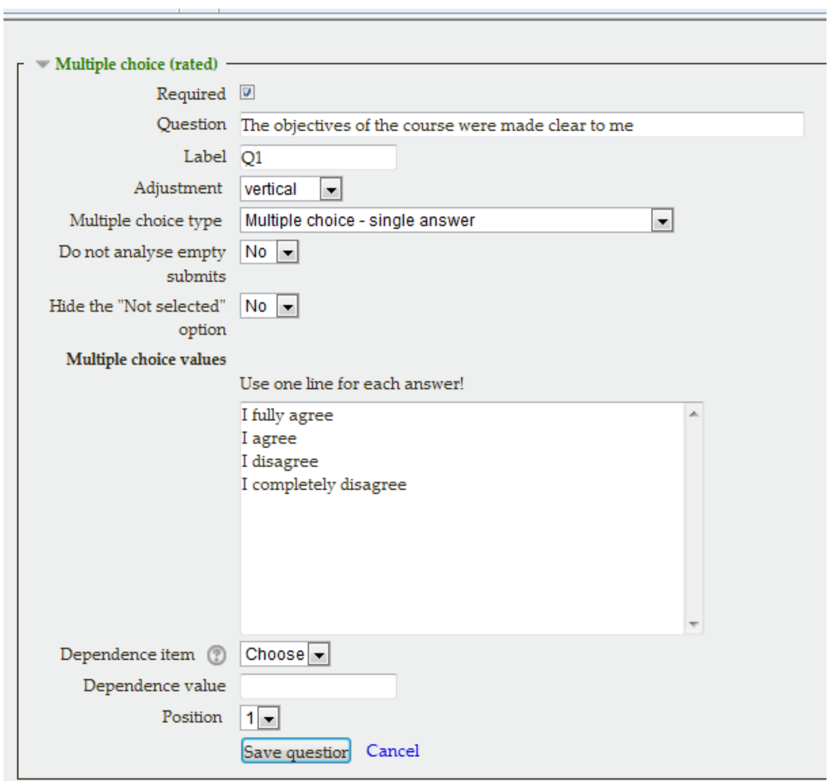

Figure 7.2 Question details

The following options apply to all or most question types.

7.3.1 Position

This number controls the order of the questions. Position 1 is the question nearest the top of the page, so when you create or edit a question, you can choose from the dropdown of available positions. You can also rearrange questions by clicking the position up and down arrows on the main add questions screen.

7.3.2 Required

These questions are required to be answered and will prompt the user if they are left unanswered. These questions are highlighted with a red star for users, and have a yellow exclamation point beside them when editing Feedback questions.

7.3.3 Question Types

The available question types are:

(i) ***Information*** This allows you to choose to display one of three types of information: the time of responding; the course and/ or the category where the feedback is located.

(ii) ***Label*** Like a standard Moodle label, this allows you to add arbitrary text between questions allowing for extra explanation or to divide the Feedback into sections.

(iii) ***Longer Text Answer*** This option is for creating a text box (you specify how big it will appear in rows and columns) which people can write a long answer into.

(iv) ***Multiple choice - multiple answers*** This will give you a series of options with a checkbox next to each one. The respondent can check as many as they want and there is currently no way to specify a limit to how many they can choose which is lower than the total.

(v) ***Multiple choice - single answer allowed (dropdownlist)*** This will give you a dropdown list from which only one answer can be selected.

(vi) ***Dropdown list (rated)*** This is similar to the dropdown list option, except that each option has a numerical value associated with it.

(vii) ***Numeric answer*** Here, you ask a question which must have a number as an answer and specify the acceptable range e.g. "How many arms would you like, if more than 2 were possible? (please specify 0-10)" with a range of 0-10 set in the options. It helps if you specify the acceptable range in the question text.

(viii) ***Multiple choice - single answer*** This will give you a series of radio buttons, which starts on 'Not selected' and then has your options afterwards. Only one can be chosen and 'Not selected' is a valid answer if the question is not set to 'required'.

(ix) ***Multiple Choice (Rated)*** This is similar to the other multiple choice options, except that each option has a numerical value associated with it.

(x) ***Short Text Answer*** This option lets you specify a single line answer, with an input box which is a set number of characters long (you choose). You also specify the maximum number of characters you will accept, so that the answer is not too long and/or does not run over the length of the box on screen.

7.3.4 Dependence item and Dependence value

It is possible to direct the user to specific questions depending on a previous answer. For example, if they say 'Yes' to the question "Do you have a car?" they will be directed to a different question from if they answer 'No'. To set dependent questions:
Set up your initial question and give it a name in the Label field:
Add a Page break
Add the question to go to if (for example)the user replies 'Yes'.
In 'Dependence item', select the Label of your first question.
In 'Dependence value' type your dependent answer (such as 'Yes' in our example.)
Follow the same process for the other response (such as 'No')

7.4 Managing Feedback

When you first visit the feedback activity page just after creating it, then you will find several tabs in the top bar like: Overview, Edit Questions, Templates, Analysis and show responses.

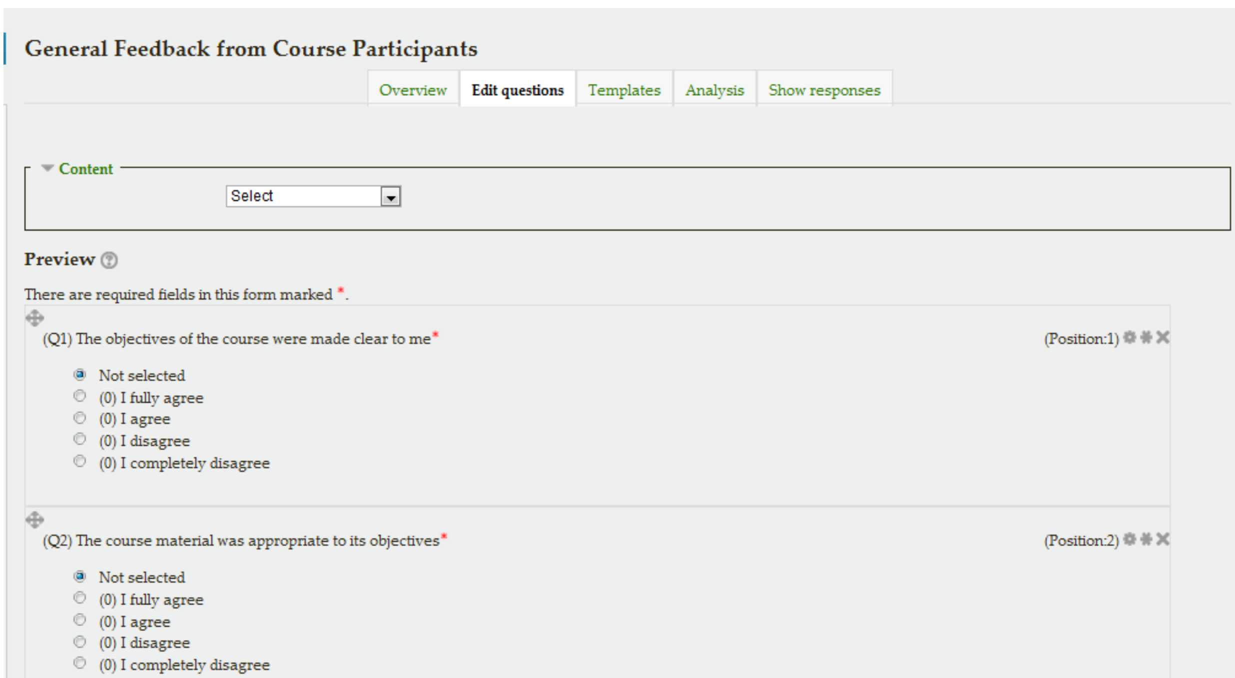

Figure 7.3 Viewing a feedback activity

Overview:
When a feedback survey has been completed the lecturer will see, via the Overview tab, the number of students who have responded so far including the numbers of questions, submitted answers, description and completion message of the activity.

Edit questions:
The Edit Questions tab allows you to add/edit the questions in the feedback activity.

Template:
The Template tab allows you to save this particular survey's questions as a template for future use, or to use a template that has already been created.

Analysis: This screen shows a graphical summary of the results of each question, along with the option to download the results to ***Excel***.

Show responses: This screen allows the lecturer to see and then delete individual responses.

Show non-respondents: Unless the responses are set to "anonymous", there will also be a "Show non-respondents" tab where the lecturer or Feedback activity administrator can select some or all users who have not yet completed the feedback and send them a reminder message.

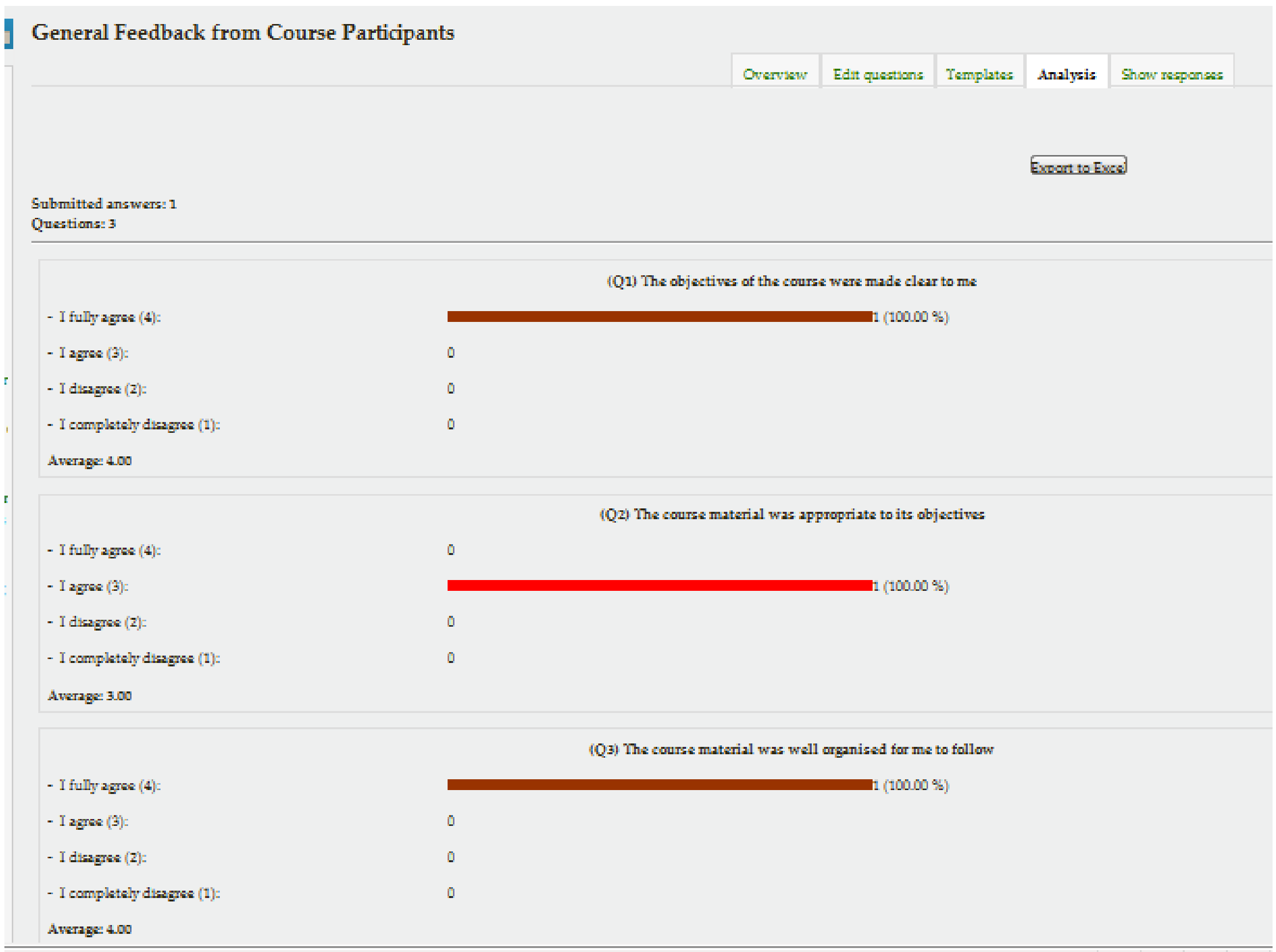

Figure 7.4 Feedback analysis

7.5 Feedback Templates

Within the Feedback Module you can create and re-use sets of Feedback questions using the Template tool. The Templates tab provides the following template features:

Use a template

Previously saved Templates will be listed in this area and can be selected using the dropdown menu. After selecting a Template, Moodle will display a preview of the Feedback questions contained within the Template and a confirmation request: "Are you sure you want to use this template"? Once you have made your selection click "***Save changes***" to copy across the Feedback items or press Cancel to exit from the template copy process.

Save these questions as a new template

After creating a new Feedback activity and populating it with questions, you can save it as a Template for re-use by yourself or others. When saving a new Template enter a descriptive title in the Name field and choose whether you wish to make this Template available for use by others via the Public tickbox. A Public template may be viewed and re-used by users with appropriate access rights such as administrators and teacher/trainers. When a Public template is used as a basis for a new Feedback, the activity settings and questions within it may be edited by the teacher/trainer; however the original Template remains unchanged.

Delete Template

To remove a Template you have created or have appropriate permissions to edit, fromyour Moodle site, use the Delete template... link and click the delete icon next to the corresponding template name.

Export Questions

The Export Questions tool allows you to save the questions/text types within yourFeedback Activity in .xml format. Clicking the Export questions link will prompt you to Save or Open this file

Import Questions

When you have previously exported and saved questions from a Feedback activity in .xml format, you can re-import them into a new Feedback activity. The Import questions tool is particularly useful where you need to import questions from a different instance of Moodle and the Template tool is not applicable. You can also use the Import/Export ability to combine multiple Imports from multiple templates; also it can be used to avoid creating duplicates when using Append.