Frequently Asked Questions (FAQs)
Student Survey of Instruction (SSI) Online Survey Process

1. **Why is the SSI conducted in an online format?**

   Previously, the SSI was conducted as a paper survey. However, this involved buying expensive customized Scantron forms, outsourcing the scanning of paper forms, and hours of organizing forms and inputting handwritten comments into spreadsheets by Provosts' and Program Directors' offices. Like the Enrolled Student Survey which was once administered in the classroom and took away from student learning, the new online model can be administered outside of the classroom. By moving to an online format, the College will save time and money and improve student learning.

2. **Am I required to participate?**
   All faculty (full-time and adjunct) are **required** to participate in the SSI online process. Provosts, Deans, and Program Directors will receive SSI progress reports and may contact you if they have questions regarding limited participation in any of your classes.

3. **When will the SSI be administered?**

   SSI surveys will be administered during the last 25% of each course term (e.g., last four weeks in a sixteen week class). You will be sent three informational emails (from ssi_admin@spcollege.edu) regarding the SSI. The first email will contain a list of your courses scheduled to access the SSI, a link to an SSI information webpage (with tutorials), and contact information. Subsequent emails will contain the overall response numbers for each class, tutorial and contact information. You can expect to receive emails:
   - Five days before the opening of the SSI administration period,
   - 50% into SSI administration period, and
   - 75% into SSI administration period.

4. **As an Instructor, what do I have to do to get ready for the SSI in my class?**

   The SSI is delivered through a widget which will automatically appear in the course at the beginning of the survey period. Course shells for all courses are enabled 4 days prior to their official start date. Faculty should ensure their own MyCourses shells are enabled. If the faculty member requires assistance, or the SSI widget does not appear at the beginning of the SSI Administration period, email MyCourses4Faculty@spcollege.edu or ssi_admin@spcollege.edu to request assistance. Instructors should also add their course syllabus into their MyCourses shell, and we suggest that the SSI administration dates be added to the course calendar to remind students that the survey period is approaching. Standard SSI dates for the current term can be found at: https://www.spcollege.edu/current-students/student-affairs/student-right-to-know/student-survey-center

5. **I have never used MyCourses, how do I learn the technology?**

   Campus Instructional Technologists will provide training through mini workshops and online tutorials. An SSI information webpage containing online tutorials, copies of notification emails, FAQs, and the SSI Online Process summary sheet is available at https://myresources.spcollege.edu/student-survey-of-instruction.

6. ***Once my class is enabled, how can I prevent students from emailing me in MyCourses?***

    Course email in MyCourses is a great way to communicate with your students. Should you prefer not to use course email, you should either: post a statement in your syllabus to inform students that you will not be sending or replying to emails in MyCourses, post an announcement in your MyCourses shell that indicates you will not use course mail, or use MyCourses course mail to send an email to everyone on your roster stating that you do not intend to use course mail to communicate with the class.

7. ***How can I get my students to participate?***

    Faculty should stress the importance of participation both from an institutional perspective as well as from a personal perspective. The feedback from the SSI is intended as a tool for performance improvement. To encourage participation, faculty may request student confirmation of SSI administration. The survey confirmation page can be printed and submitted by students. Once a student has completed the SSI, the SSI survey notice at the top of the class section's MyCourses page will convert to an SSI completed notice, which can also serve as confirmation of completion.

    Students are not required to answer the questions on the survey; if they choose, they can submit a blank form.

8. ***Who should I contact with any questions?***

    If you have any questions regarding the SSI, please review the tutorials, contact ssi_admin@spcollege.edu, Robert Mohr (Ext. 3052) or Maggie Tymms (Ext. 3195) in Institutional Effectiveness, or Instructional Technology Support by email at mycourses4faculty@spcollege.edu or by phone at 398-8459 or 341-3500.