

Frequently asked questions

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How do I trigger the survey?

Please find attached a guide to the online Engagement Portal and how to trigger online surveys **in-class**. You can also find a detailed Course Level Online Surveys Guidance document and FAQs on the [LSE Course Level Surveys website](#).

The Engagement Portal will be accessible via any PC, portable device or mobile phone using your LSE username and password. Please ensure to disable any pop-up blockers if at first the portal doesn't open. Pop-ups need to be allowed in order for the portal and survey links to function. This will be the same for students completing the survey.

Can I trigger the survey in week 11?

It is advised to complete the survey in weeks 8-10 to achieve the best response rate due to lower attendance rates in week 11. However you can still trigger the survey and send reminders in week 11. The surveys will automatically close at the end of week 11 so it will not be possible to trigger the survey later than this.

Is it compulsory for me to trigger the survey this term?

This is applicable to both the class/seminar and course and lecture survey:

- Permanent staff only teaching in Lent (half units) and with five or more teaching weeks this term.
- Permanent staff on full units with five or more teaching weeks across both terms.
- GTAs (including non-permanent staff) teaching full units with five or more teaching weeks across Michaelmas and Lent, but who were not surveyed in Michaelmas (due to too few teaching occurrences in Michaelmas).
- GTAs (including non-permanent staff) teaching half units with five or more teaching weeks this term.

- Some GTAs whose teaching was surveyed in Michaelmas Term, but are required by their department to be re-surveyed in Lent Term.
- It is optional to survey for GTAs (including non-permanent staff) or permanent staff with less than five weeks of teaching.

If there is a survey in your engagement portal which is not compulsory and you do not want to undertake the survey, you do not need to take any action. The survey **will not** be triggered automatically.

How do I close the survey?

All surveys will close at the end of term automatically, you do not need to close the survey.

Will TQARO trigger the survey automatically?

No, surveys will not be automatically triggered. Therefore you are responsible for triggering your own survey.

If there is a survey in your portal which is not compulsory and you not want to survey you do not need to take any action, the survey will remain dormant.

However if you are having technical issues TQARO can trigger the survey on your behalf if necessary.

I teach both the class and the lecture, do I have to trigger both surveys?

No, you do not need to trigger both as this may cause survey fatigue. In this scenario it is recommended to trigger the Class/seminar survey as this survey also includes the course evaluation questions which enable students to provide feedback on the course as a whole as well as your teaching.

What can I do to improve the response rate?

Triggering the survey **in-class** and asking students to complete it there and then as usual will help maintain good response rates achieved via the paper-based survey. We recommend that you trigger the survey at the beginning of the session to allow time for the emails to be sent and then allow students time at the end of the session to complete the survey.

You can also use the engagement portal to send reminders to students. Some teachers have found this successful by writing a personal email to the students from their own email accounts to accompany.

What should I tell students?

Once the survey has been triggered, students will receive an email invitation to complete the survey from TQAROsurveys@lse.ac.uk. They will be given a unique link which will take them to the survey, they can do this from any PC, portable device or mobile phone. The survey takes no longer than 10 minutes to complete.

If a student has not received an email invitation, please ask them to check their 'clutter', 'other' or 'junk' folders, if it is not there please ask them to get in touch with tgarosurveys@lse.ac.uk and we will investigate.

More than one teacher teaches this class group/lecture, what happens in this scenario?

If your class group/lecture is team taught we recommend that a 'team taught survey' is set up. This means that one teacher is nominated to trigger the survey in class and the students should complete the survey with all the teaching in mind. The results will be separated from your individual results/profile and you should share these with the other teachers accordingly.

If a course is team taught and all teachers have their own individual questionnaires this can cause survey fatigue as students will have to complete the survey multiple times for each teacher and for the class/seminar survey they will have to repeat the questions for the course evaluation.

If your department has indicated a team taught survey is required this will appear in your engagement portal as (team taught survey). If this has not been communicated to us and you require a team taught survey, please send an email to tqarosurveys@lse.ac.uk detailing the requirements.

When will I receive my results?

You will be able to see your results in the [engagement portal](#) once the minimum response count n=3 is met. TQARO will send you your final results by email in April which will include an aggregated report and a comparative line between your results and the results of your department as a whole. Your Head of department will also receive these results but only you will see the comments/qualitative feedback.

How do I interpret my results?

Please note there was a change this academic year whereby the survey scale has been reversed 5 is the best score (previously 1 was the best).

We are also now providing the '% Agree' which calculates the percentage of students who select either 'Definitely agree' or 'Mostly agree' and excluding those who select 'Not applicable'. For example, X% of students on Y course agree with the statement 'I have received helpful comments on my work'. This measure is flagged as the 'cumulative frequency (cf)' in the PDF reports received by teachers.

This decision was taken to mirror sector wide reporting, such as NSS, and to make analysis more easily comparable. For more information on interpreting results, please visit our [Survey results webpage](#).

If you have any questions about interpreting your results please contact TQAROs-surveys@lse.ac.uk

If you require further support, please contact the [Teaching and Learning Centre](#) or your [departmental adviser](#) to discuss your survey scores.

What questions are students asked?

There are two types of surveys. One for [classes and seminars](#) (PDF) and one for [lectures](#) (PDF). The questions ask students about their class/seminar teaching, about their lectures, and about their courses as a whole. Students are also invited to provide overall comments on the positive and negative aspects of the teaching they are receiving.