



EAST TENNESSEE STATE
UNIVERSITY

Center for
Teaching Excellence

Increase your SAI Response Rates!

IMPORTANT NOTE:

Our current SAI system, Course Evaluations & Surveys (Watermark), does not play well with Firefox or Safari as a browser – when students are unable to get to the SAIs on these browsers, some will simply give up. Be sure to let students know that using **Chrome** or **Edge** is the best way to get to SAI surveys.

Show students you value and use feedback

- As you introduce your course at the beginning of the school year, tell students what **adaptations you've made based on student feedback** from the last time you taught it.
- **Request mid-semester feedback** from your students. [Our Center for Teaching Excellence can also send a feedback facilitator if you request early enough.] Once you receive feedback, acknowledge the main themes with your students. If any changes can be made that they have requested, do so; if they cannot be made, explain why – using learning goals for the course as your reasoning.
- **When SAIs open, remind your class regularly** and let them know their feedback helps you improve the class for next semester's students.

Take advantage of your captive audience

- If you teach in-person (online or on-ground), **use the first 15 minutes of class for students to complete the SAI form** on their devices. Consider exiting the room during this time frame. (Avoid doing this at the end of class, as some will leave early instead of complete the form.)

Reward the class for higher rates

- Decide on a percentage of response rate that you would like to see for your class; you might want to leave a little wiggle room for a couple of non-responders. Keep an eye on the response rate for your class in the SAI system; let the class know that **if they meet or surpass the goal, you will give the entire class a reward:**
 - Bonus points for everyone
 - Extra bonus questions on the final exam (they'd still have to know the answers, but get the opportunity for bonus points)
 - Treats in class
 - Stickers or other small tokens of appreciation

Make it an assignment

- Although you cannot award bonus points only to those students who complete the SAI (the surveys are anonymous and instructors should not know which specific students completed the survey), you can **list it as a non-points-based assignment in your syllabus**. Simply including it in the list of things to do for the class can increase rates.
- If you create a course schedule or calendar, **list the SAI as one of the tasks during the weeks it is open**.
- If you cannot take time for SAIs during class (or you are teaching online), take a few moments during class to **show students how to locate SAIs** for completion. Be sure to let them know about the browser that should be used. (For asynchronous online classes, create a short, 2-3 minute "how to" video.)