

FIU

FLORIDA
INTERNATIONAL
UNIVERSITY



PantherSoft

FIU BUSINESS

INTELLIGENCE & ANALYTICS

**STUDENT PERCEPTION OF
INSTRUCTION SURVEY (SPOTS)
INSTRUCTOR'S USER MANUAL**



FIU Business Intelligence SPOTs Manual

Per the Provost's memorandum (5/25/17) effective Fall 2017, students will now be asked to share feedback on courses through an online system fully integrated with PantherSoft Campus Solutions, SPOTs: Student Perceptions of Teaching surveys. With this new system, the survey window has been extended to give students ample time to complete the surveys.

New SPOTs Guide

To support you in navigating and interpreting the new SPOTs report, the Center for the Advancement of Teaching created a guide, available here: [Interpreting & Working with SPOTs Results: A Guide for Faculty](#). For those of you seeking assistance in thinking about ways to enhance your teaching in response to students' feedback, it also includes brief explanations of each survey question, connecting each to research, resources, and suggestions.

At the end of the guide, you will find a description of proposed next steps in the broader Evaluating Teaching project, which was initiated by Provost Furton in recognition of the crucial role that teaching plays in student success, and the limitations of our current mechanisms for evaluating and incentivizing excellent teaching.

The Center for the Advancement of Teaching has provided some guidance pertaining:

Response Rates

Some of our colleagues have expressed concerns about decreased response rates resulting from the move from a paper to an online system. Please note that we are piloting an early grade viewing incentive this term, as research suggests this strategy yields the best results. In essence, once students complete the SPOTs for a particular course, they will be able to see their grade for that course, if it has been submitted, even before the official release date. As you upload final course grades to PantherSoft, please bear in mind that students who have completed SPOTs will be able to view them.

Of course, your communication with students has a great influence on response rates as well, so here are a few suggestions for maintaining or increasing them:

- Monitor them: You can view the response rates in your courses within the my.fiu.edu portal under your Faculty Center/Schedule link. To view the Faculty Response Rate Report tutorial, please [click here](#).
- Use a bit of class time: In a face-to-face or hybrid course, you can ask students to take out their phones and navigate to the survey. Then, you can leave the room so they can complete it.
- Explain the purpose: Let students know why their feedback is important and how you use it to improve your courses.
- Remind students: You can encourage students to complete SPOTS by reminding them in class, online, and by email.
- Share instructions: Help students understand how to access the survey.
- Make it an ungraded assignment: In a web-assisted, hybrid, or online course you can make the survey an ungraded assignment in the LMS.
- Offer the whole class extra credit based on the response rate: For instance, when the response rate reaches 75%, you can award a limited number of points to the whole class.

Benefits

Instructors receiving at least one survey, are now able to obtain their survey results in a timely fashion, usually it will be two days after the official grades are submitted. The dashboard contains the survey results for each course taught per semester, and it includes both quantitative and qualitative feedback from students. You can navigate directly to your [SPOTs Dashboard](#).

Support

If you have any questions regarding:

- The evaluation process, please contact your [College Liaison](#).
- Technical Support, please contact PantherSoft at psbi@fiu.edu

Security and Access

Due to the sensitive nature of the SPOTs survey result, two roles were created: BI Class Instructor Role and BI Class Instructor Manager Role.

BI Class Instructor Role

Allows any person that has taught a class to view the SPOTs - Student Perception of Teaching survey dashboard. Only courses that have at least one respondent, will reflect results. You will ONLY be able to see your own results per term. You may view the SPOTs Survey Results as well as your Response Rate report. You may compare the course's response rate by selecting multiple terms. Additional instructions will be provided in this manual.

Note: if your course is not in the report, it may mean:

- Your course was not eligible to be evaluated per AIM's policies. Please visit AIM's website for additional information.
- Your course has never been evaluated in the online survey system in Campus Solutions.
- Your course did not have any SPOTs results.

BI Class Instructor Manager Role

Only authorized users are allowed to view/print their college SPOTs - Student Perception of Teaching survey Manager dashboard. Currently, only the College's liaison, Dean, and Chair have been granted access to the report. Please note that the list of users was submitted to the colleges for approval. Only courses that have at least one respondent, will reflect results. You will ONLY be able to see your college or department surveys based on your role. You may view the SPOTs Survey Results as well as your Response Rate report and view/print multiple responses.

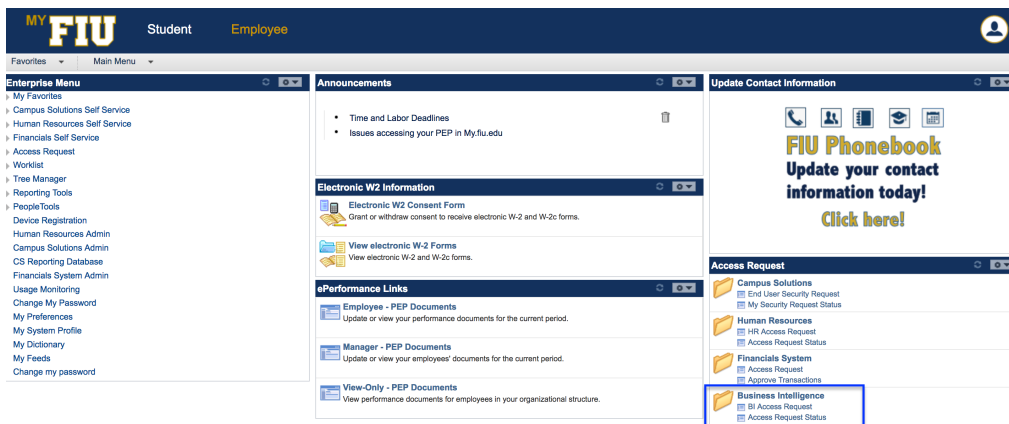
Note: if the course is not in the report, it may mean:

- The course was not eligible to be evaluated per AIM's policies
- The course has never been evaluated in the online survey system in Campus Solutions.
- Your course did not have any SPOTs results.

Request Other Role to view University Reports

Users with an active domain account (AD) has the BI Consumer Limited role which authenticates the user. In order to request access to Answers, will need to submit a BI Access Request form. The approval process is based on the HR approval workflow.

- Login to [MyFIU](#)
- Navigate to the "Employee" Tab
- To request a role in Business Intelligence, select "BI Access Request"



- Select the Consumer Campus Solutions

Business Intelligence Campus Solutions

Please specify the Business Intelligence access being requested.

Job Roles		
Selected	Job Role Name	Description
<input type="checkbox"/>	Author Campus Solutions	Grants access to develop/author, edit and consume FIU content (analyses and dashboards) associated to PantherSoft Campus Solutions data, as well as all catalog folders assigned to the Business Unit requested. The role also provides access to create Visual Analyzer projects.
<input type="checkbox"/>	Consumer Campus Solutions	Grants view-only access to shared FIU content (analyses and dashboards) associated to PantherSoft Campus Solutions data, as well as all catalog folders assigned to the Business Unit requested.

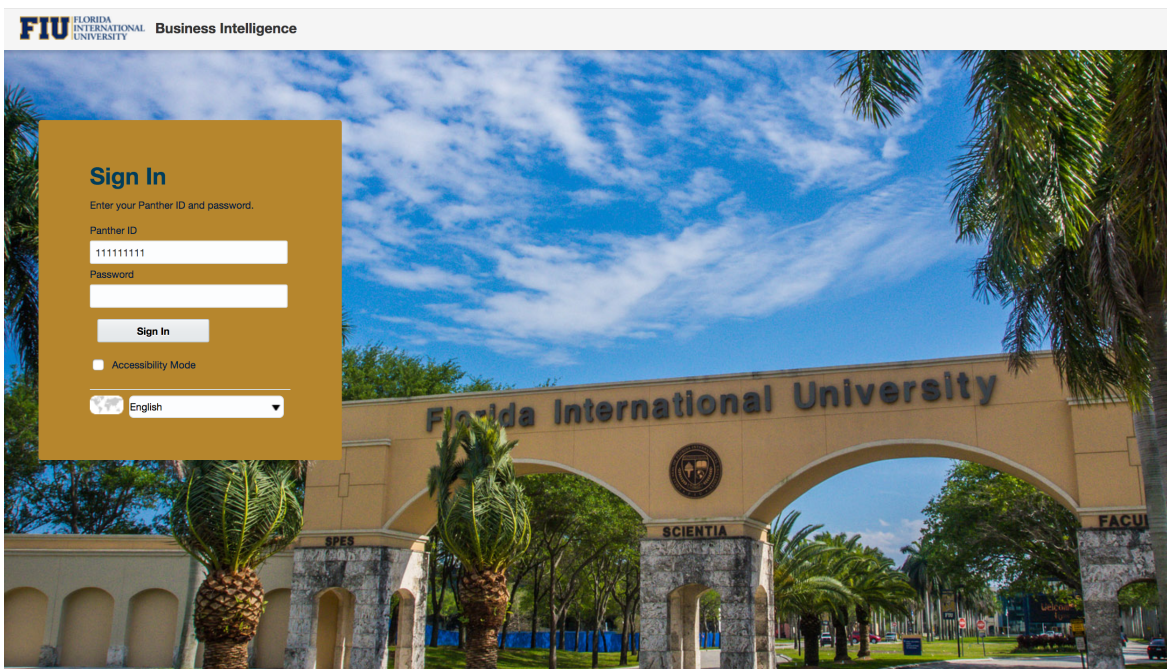
- Click on the Next button.

Note: Please note that your supervisor must approve the request prior to the FIU Business Department approval

SPOTs Instructor Dashboard Instructions

If you have been assigned the **BI Class Instructor Role**, you will have access to the Student Perceptions of Instructions survey Instructor’s dashboard via a direct link provided to you in the Survey Results email notification under SPOTs Instructor Dashboard or by login to FIU Business Intelligence (FIUBI).

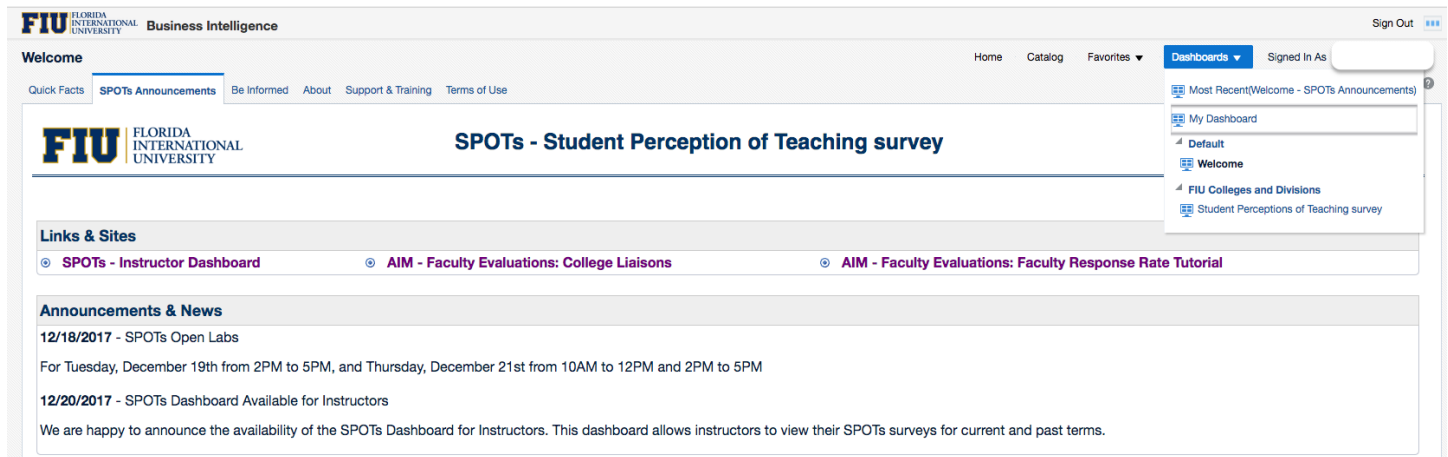
In order to access your SPOTs Results, please login to bi.fiu.edu using your PantherID and password used to login to Campus Solutions.



Note: Your password can be reset or changed [here](#). If you need assistance changing or resetting your password, please follow the Division of IT's [Step-by-Step Instructions](#).

Once logged-in via the FIU BI link, you will be sent to our **Welcome dashboard**. In this dashboard, you have access to view the **FIU Quick Facts, SPOTs Announcements, Be Informed, About, Support & Training and Terms of Use**. Be sure to check back since both the SPOTs Announcements and the Be Informed contain important system and procedure information. In addition, important links are provided in the SPOTs Announcements tab such as a link to your SPOTs Instructor Dashboard (see screen below).

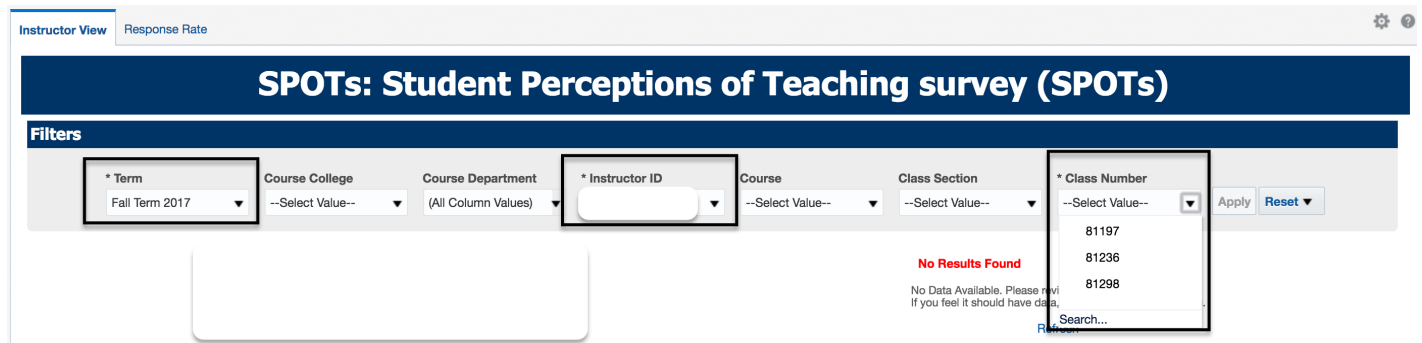
You may access the dashboard by clicking on the “Dashboards” menu, “Student Perceptions of Teaching survey”.



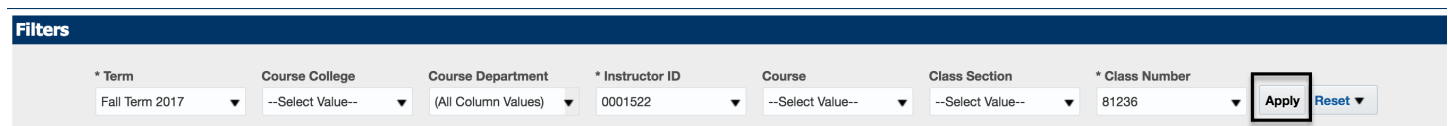
The Instructor’s view was created to allow instructors to print their survey results based on the taught term, taught class number or class session. The items with the asterisk are required. In addition, once you login, the system will only allow you to see your survey results.

The filters will default as follows:

- Term – the default is based on the latest term in which you have survey results either from the SPOTs or previous online system in Campus Solutions.
- Instructor ID – the default is based on the login Panther ID that you used
- Class Number – course class number based on your Instructor ID and term in previous filters.



To see other terms, just click on the Term filter and then on the Class Number. Once you have made your selections and the “Apply” button becomes enable, then click the “Apply” button (see screenshot below).



The data in the Instructor View tab is based on your login PantherID as follows:

1. If you’re teaching a course that meets the eligible SPOTs policy in the Current Term, you’ll be able to see your results:
 - a. at least one submitted survey
 - b. the official date to submit grades has passed
2. If you taught a course in previous terms that was eligible for the Online SPOTs system. You may choose the previous term.

If you have never taught a course that has been surveyed online, then the Instructor ID will default to 1700001 which is a place holder and you will receive a “No Data Found” message as follows:

SPOTs: Student Perceptions of Teaching survey

Filters

--Select Value--
 --Select Value--
 1700001
 --Select Value--
 (All Column Values)

No Results Found

No Data Available. Please review the prompts. If you feel it should have data, please contact psbi@fiu.edu.

[Refresh](#)

No Results Found

No Data Available. Please review the prompts. If you feel it should have data, please contact psbi@fiu.edu.

[Refresh](#)

Survey Summary

Averages per category based on a 5-point scale. Excellent = 5; Very Good = 4; Good = 3; Fair = 2; Poor = 1

No Results Found

No Data Available. Please review the prompts. If you feel it should have data, please contact psbi@fiu.edu.

[Refresh](#)

No Results Found

No Data Available. Please review the prompts. If you feel it should have data, please contact psbi@fiu.edu.

[Refresh](#)

No Results Found

No Data Available. Please review the prompts. If you feel it should have data, please contact psbi@fiu.edu.

[Refresh](#)

No Results Found

No Data Available. Please review the prompts. If you feel it should have data, please contact psbi@fiu.edu.

[Refresh](#)

If you feel that you should have a survey result, please send psbi@fiu.edu an email with your Panther ID, Class Number or Section Number as well as the term in question.

SPOTS Survey Results – With Comments and Without Comments

If you have a SPOTs survey results, your report will be similar to the report below. We have removed the information to protect sensitive information.

SPOTs: Student Perceptions of Teaching survey (SPOTs)

Filters

Fall Term 2017

 --Select Value--
 (All Column Values)
 --Select Value--
 --Select Value--

Term	Full Name	Course	Class Section	Student Population	Students Responded	Response Rate
Fall 2017		PHT 6009 - Differential Diag		27	27	100.0%

Survey Summary

Averages per category based on a 5-point scale. Excellent = 5; Very Good = 4; Good = 3; Fair = 2; Poor = 1

Course Structure <h1>4.20</h1>	Learning Support <h1>4.17</h1>	Student-Instructor Interaction <h1>4.33</h1>	Overall Average <h1>4.23</h1>
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Individual Question Results

Category	Questions	% Responses per Question					Total Responses per Question					% Responses per Question	Total Responses per Question		
		Excellent	Very Good	Good	Fair	Poor	No Response	Excellent	Very Good	Good	Fair			Poor	No Response
Course Structure	1 Description of course objectives and assignments	77.8%	14.8%	7.4%				21	4	2				100.0%	27
	2 Expression of expectations for performance in this class	81.5%	7.4%	11.1%				22	2	3				100.0%	27
	3 Description of grading policies in the course syllabus	77.8%	14.8%	7.4%				21	4	2				100.0%	27
Learning Support	4 Consistency in following the course syllabus	63.0%	29.6%		3.7%	3.7%		17	8		1	1		100.0%	27
	5 Preparation for class	63.0%	18.5%	14.8%	3.7%			17	5	4	1			100.0%	27
	6 Use and management of class time	81.5%	11.1%	3.7%	3.7%			22	3	1		1		100.0%	27
	7 Knowledge of course content	85.2%	14.8%					23	4					100.0%	27
	8 Communication of ideas and information	77.8%	18.5%		3.7%			21	5			1		100.0%	27
	9 Stimulation of interest in course	81.5%	14.8%		3.7%			22	4			1		100.0%	27
	10 Facilitation of learning	85.2%	11.1%		3.7%			23	3			1		100.0%	27
	11 Provide feedback about your performance	70.4%	18.5%	3.7%		3.7%		19	5	1		1	1	100.0%	27
Student-Instructor Interaction	12 Availability to assist students in or out of class	85.2%	7.4%		7.4%			23	2		2			100.0%	27
	13 Respect and concern for students	81.5%	11.1%	7.4%				22	3	2				100.0%	27
	14 Fairness of instructor	85.2%	7.4%	3.7%	3.7%			23	2	1	1			100.0%	27
	15 Overall assessment of instructor	85.2%	7.4%	3.7%	3.7%			23	2	1	1			100.0%	27

Average Points

Category	Questions	Average Points
Course Structure	1 Description of course objectives and assignments	4.70
	2 Expression of expectations for performance in this class	4.70
	3 Description of grading policies in the course syllabus	4.70
Learning Support	4 Consistency in following the course syllabus	4.44
	5 Preparation for class	4.41
	6 Use and management of class time	4.67
	7 Knowledge of course content	4.85
	8 Communication of ideas and information	4.67
	9 Stimulation of interest in course	4.70
	10 Facilitation of learning	4.74
	11 Provide feedback about your performance	4.58
Student-Instructor Interaction	12 Availability to assist students in or out of class	4.70
	13 Respect and concern for students	4.74
	14 Fairness of instructor	4.74
	15 Overall assessment of instructor	4.74

Notes: Show/Hide is expanded therefore the comments ARE showing – one row per comment submitted

Comments

Show/Hide

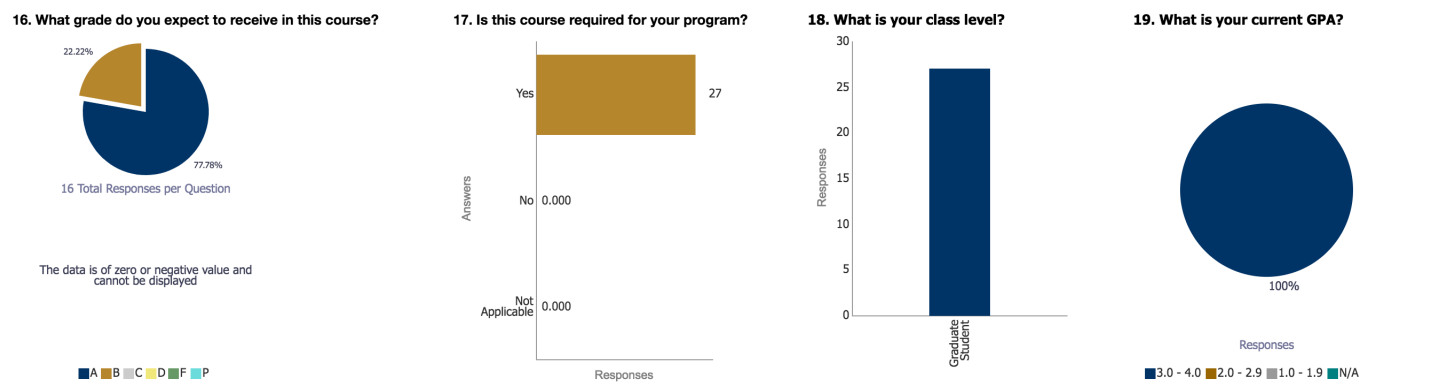
Allows you to show/hide comments on the screen and on the printout.

Category	Question	Comments
Other		Comments section was hidden

Notes: Show/Hide is collapsed therefore the comments are **NOT** showing.

Comments

Show/Hide ← Comments were hidden



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SPOTS Survey Results – Printing Instructor View Results

You may print your results in PDF format by clicking on the gear on the right-hand corner (see screenshot below)

Instructor View | Response Rate

SPOTS: Student Perceptions of Teaching survey

Filters

- Printable PDF
- Print
- Printable HTML
- Refresh
- Clear My Customization

SPOTS Response Rate Report

In addition to the Response Rate report in Campus Solutions, we have provided the capability to generate you own response rate reports. In addition to providing current term rates, the report allows you to select multiple terms to compare your responses across multiple terms.

SPOTs: Student Perceptions of Teaching survey

Filters

Term Category: Fall | * Term: Fall Term 2016:Fall Ter | * Course College: College of Arts, Scien | Instructor ID: (All Column Values) | Full Name: --Select Value-- | Course Department: Psychology

Course: DEP 2000 | Class Section: --Select Value-- | Class Number: (All Column Values) | Session Code: (All Column Values) | Survey End Date: Between [] [] | [Apply](#) [Reset](#)

Student Perception of Instruction Response Rate Report

The purpose of the report is to provide you a diagnostic tool intended to review your courses' response rate. This report is dynamic and provides information based on the students' submission of SPOTs per course per instructor. Access to this report has been provided to users approved by their Colleges' Deans. Distribution of this report is solely the responsibility of the approved users. In order to generate the reports, please read the User Manual provided.

Term	Course College	Course Department	Instructor	Instructor Name	Course	Course Descr	Class Number	Session Code	Survey Start Date	Survey End Date	Student Population	Student Responded	Response Rate
Fall 2016	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Growth Dev			11/13/2016	12/3/2016	194	149	76.8%
Fall 2017	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Growth Dev			11/19/2017	12/18/2017	189	168	88.9%
Fall 2016	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Growth Dev			11/13/2016	12/3/2016	62	17	27.4%
Fall 2017	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Growth Dev			11/19/2017	12/18/2017	65	29	44.6%
Fall 2016	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Growth Dev			11/13/2016	12/3/2016	62	22	35.5%
Fall 2016	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Growth Dev			11/13/2016	12/3/2016	7	1	14.3%
Fall 2017	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Growth Dev			11/19/2017	12/9/2017	13	10	76.9%
Fall 2017	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Growth Dev			11/19/2017	12/18/2017	64	51	79.7%
Fall 2016	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Growth Dev			11/13/2016	12/3/2016	159	73	45.9%
Fall 2017	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Growth Dev			11/19/2017	12/18/2017	164	90	54.9%

[Print](#) - [Export](#)

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Viewed on 12/19/2017 at 2:19:36 PM

You can print the report by clicking on the link at the bottom of the report 'Print'.

[Print](#) [Export](#)

- [Printable PDF](#)
- [Printable HTML](#)

Viewed on 12/18/2017 at 8:43:36 PM

You can export the report by clicking on the links at the bottom of the report "Export" the report.

Term	Course College	Course Department	Instructor	Instructor Name	Course	Course Descr	Class Number	Session Code	Survey Start Date	Survey End Date	Student Population	Student Responded	Response Rate
Fall 2016	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Grn Dev		1	11/13/2016	12/3/2016	194	149	76.8%
Fall 2017	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Grn Dev		1	11/19/2017	12/18/2017	189	168	88.9%
Spring 2016	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Grn Dev		1	4/10/2016	4/30/2016	140	96	68.6%
Spring 2017	College of Arts, Sciences and Education	Psychology			DEP 2000	Human Grn Dev				4/22/2017	145	94	64.8%

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Viewed on 12/18/2017 at 8:43:36 PM