



Maintaining a High Response Rate for Course Evaluation While Assuring the Feedback Reliability: The Case of the Holy Spirit University of Kaslik

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Description: In 2011, the Holy Spirit University of Kaslik (USEK – Lebanon) has implemented the online course evaluation using Blue by Explorance. In order to reach the highest possible response rate, a special hold linked to the final grades view was used in order to make the feedback submission “compulsory”. As a result, an average response rate of 90% is maintained for courses evaluations and the Well-being on the Campus survey, the fact that is providing a robust source of assessment for teaching, programs and students’ services. To ensure the reliability of these evaluations as a trustworthy source of assessment, different techniques are adopted including the association of quantitative data with qualitative data, the analysis of students comments, the use of minimum thresholds, the interpretation of evaluations historical trends, the benchmarking between units, and also the association of results with students grades with the aim of determining the level of influence of the student performance on the course evaluation results.

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Link: [Click here to see the video](#)