# Instructor's Guide to the Response Rate Monitor

Office of Planning, Analysis and Institutional Research
Office of the Provost & Executive Vice Chancellor

UAF uses Explorance Blue (also known as Blue) to conduct course evaluations. WIthin Blue, **instructors can view the survey Response Rates in two places: via 'Subject Management' or via the 'Response Rate Monitor'.** Both these tools can be used to review student survey completion rates for courses that the instructor teaches. The following guide gives instructions on how to view and use response rates both in Subject Management and in the Response Rate Monitor.
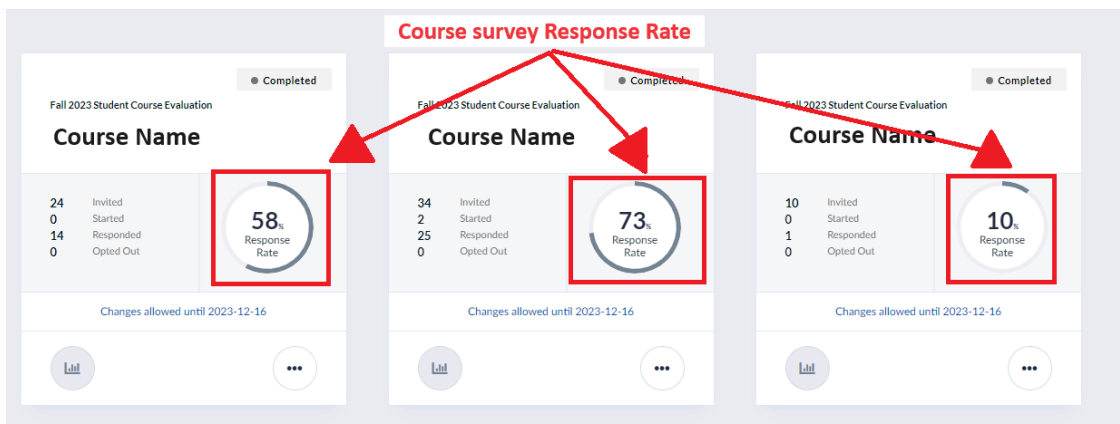
View Course Survey Response Rates

The **survey response rate** is the percentage of students in a course who have submitted a course evaluation survey. You can find survey response rates for individual courses through **Subject Management**. To access this, follow the steps below.

1. Go to uaf.bluera.com/uaf. And log in using your UAF ID and password.
2. Click on the "**Subject Management**" button located in the upper left portion of the screen. This will open the Subject Management view in a new browser tab.
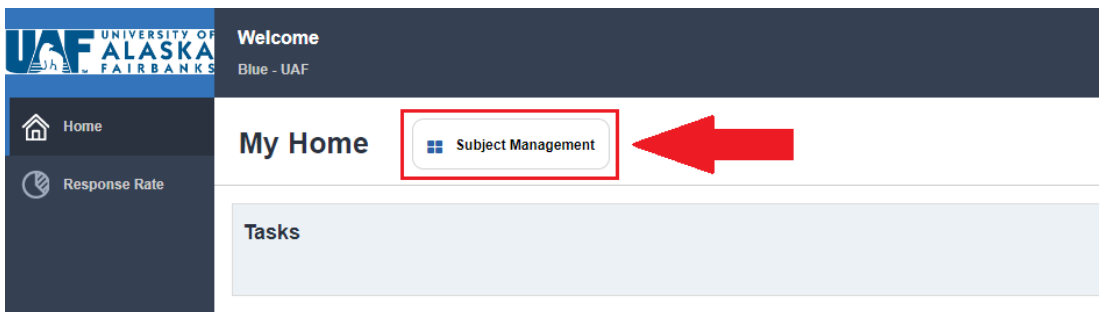
3. You will see a varying amount of boxes labeled with names of courses. Each one represents a course you are teaching in the current term. The **survey response rate**, shown as a percentage, as well as counts of students who have been invited to complete the survey, started the survey, responded to (submitted) the survey, and opted out are shown.
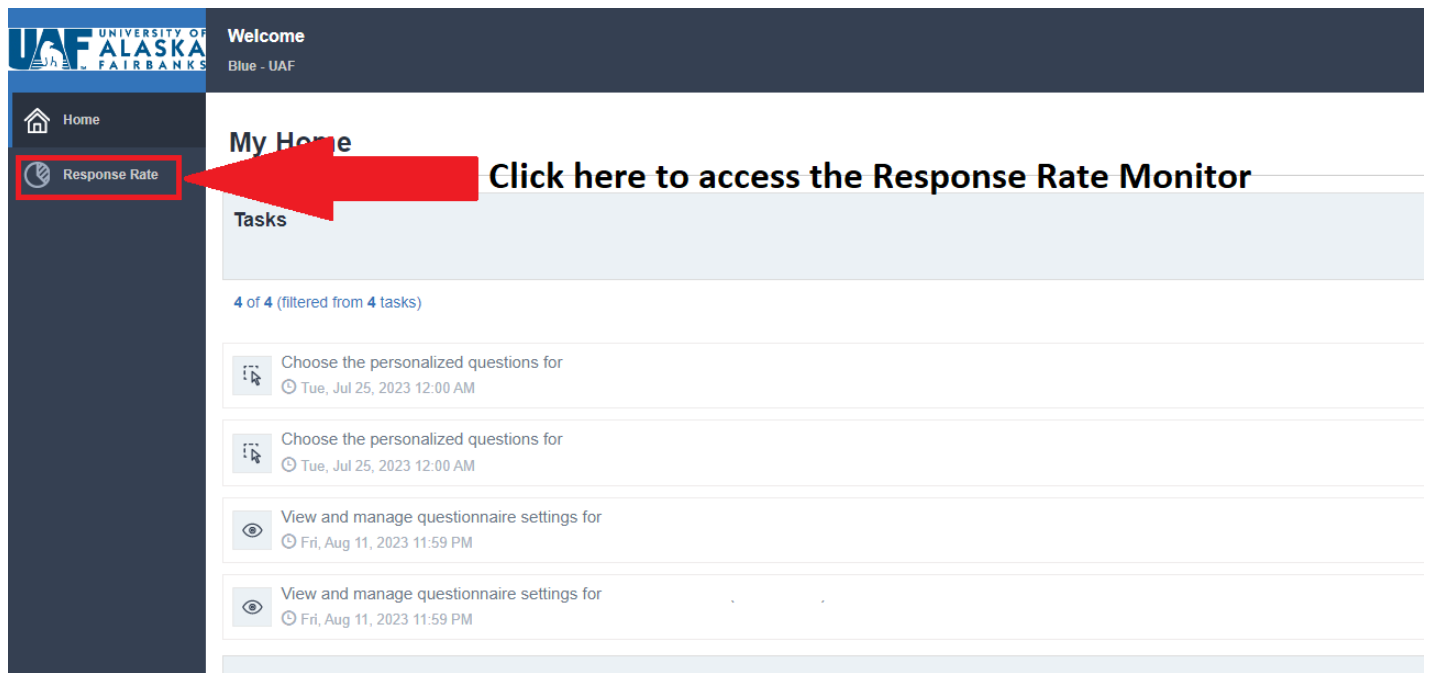
Many instructors offer extra credit incentives to their class if a certain amount or percent of students in the class submit the survey. If you decide to offer extra credit points in this way, you can use the survey response rate and/or student counts on this page to determine if the threshold has been met.

Access the Response Rate Monitor

The **Response Rate Monitor** allows you to view aggregated survey response rates. This can be useful for instructors who wish to compare response rates across years, terms, or courses. To access the **Response Rate Monitor**, follow the steps below.

1. Go to uaf.bluera.com/uaf. And log in using your UAF ID and password.
2. Select Response Rate from the left-side menu of your dashboard

*Task titles and User name have been obscured for privacy. Your Home page view might look different than pictured.

How to Use the Response Rate Dashboard

The **Response Rate Dashboard** shows multiple charts and graphs created from student response rate data. All graphs on the dashboard are updated in real time. Below are explanations of each graph within the dashboard.

Filters for these graphs can be set in the **Subject FIlters** box. The filters you set affect every graph and chart within the Response Rate Dashboard.

Setting Filters (Subject Filters Box)

The Subject Filters box is located in the upper left side of the dashboard. Follow the steps below to set a filter. When a filter is set, it applies to all of the charts and graphs on the Dashboard.

1. Click on the **"Select: "** drop down to view and choose the category to filter by.
2. Click on the **"Filter By: "** drop down to select the filter detail.
3. Click on **"Add Filter"** to apply the filter. The applied filter will be shown at the bottom of the Subject Filters box and the graphs within the dashboard will refresh.
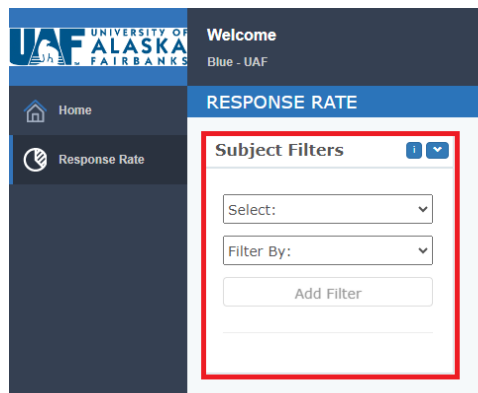
4. If you wish to undo the filter(s) set, click on the **"X"** within the set filter.
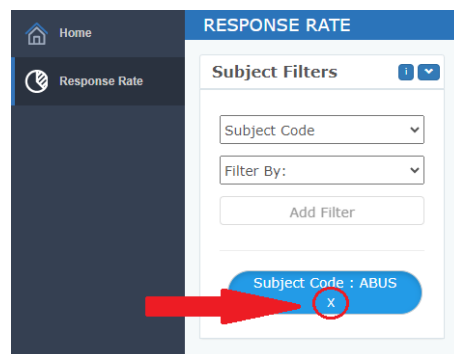
Below are the Subject Filters options:

- **Term**: the specific term in which the course is taught. The term code is made up of the year and the term (01=Spring, 02=Summer, 03=Fall) Ex. 202303 is the fall term in 2023.

- **Category:** the year that the course is taught in

- **SubCategory:** the seasonal term in which the course is taught. Options are Spring, Summer, and Fall.

- **Subject Code:** The subject code of the course. If you have taught courses in multiple subjects, you can select which subjects are shown.

- **Campus Code**: the UAF campus designator. (ex. N)

- **College Code:** the UAF college designator (ex. MT)

NOTE that the Campus and College Codes are not displayed as the full name of the campus or college. For a full list of campus and college code definitions, go to the last page of this document.

Overall Response Status pie chart

The **Overall Response Status** pie chart gives an overview of response rates for all courses (unless filters are set) you have taught or are teaching. Use this pie chart to see a summary of the response rates of your courses.

The **Overall Response Status** pie chart shows the percentage of surveys that are:

- **Not ready:** the submission period for those surveys has not opened yet

- **Not completed:** surveys that are able to be evaluated (evaluation period is currently open), but the student has not accessed (opened) the survey in Blue

- **In progress:** surveys that have been opened by the student and may be partially completed but have not been submitted by the student

- **Completed:** surveys that have been completed and submitted

- **Expired:** surveys that were not completed before the survey fill out period closed
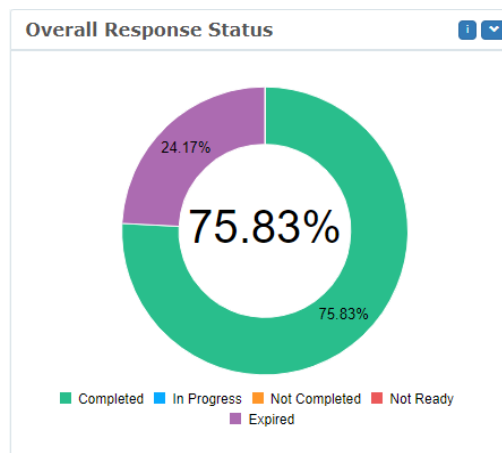
Subject Progress and Performance Chart

The **Subject Progress and Performance chart** breaks down survey response rates into 5 categories based on how much time has elapsed since the start of the evaluation period. Then is additionally broken down within those evaluation time periods by how many Subjects (courses) fall into the time categories, and the response rate of those Subjects (courses).

- **X-Axis (Evaluation Period):** the amount of time that has elapsed since the start of the evaluation period (when surveys open to students). The categories are <25%, 25%, 50%, 75%, and 100% (evaluation period has ended/surveys are closed).

- **Y-Axis (Number of Subjects):** this indicates the number of **Subjects** (courses) that fall into each **Evaluation Period** category. For example, if 3 **Subjects** (courses) fall into the "<25%" category on the X-Axis, that means there are 3 courses that surveys have recently been opened for. It is most likely that you will have the largest number of surveys (tallest vertical bar) in the "100%" category. This is because unless **Subject Filters** are applied, the chart shows *all course surveys since 2020* and for most of these, the evaluation period has ended.

- **Vertical Bars (Response Rate):** Each vertical bar on the chart is color coded by the response rate target category. You can hover over each color within the bar to view the count of Subjects (courses) that fall into that category.

  - **No Targets Met: Subjects** (courses) that have a response rate under 25%.

  - **25% response rate: Subjects** (courses) that have a response rate between 25% and 49%.

  - **50% response rate**: **Subjects** (courses) that have a response rate between 50% and 74%.

  - **75% response rate**: **Subjects** (courses) that have a response rate between 75% and 99%.

  - **100% response rate**: **Subjects** (courses) in which ALL students completed their survey.
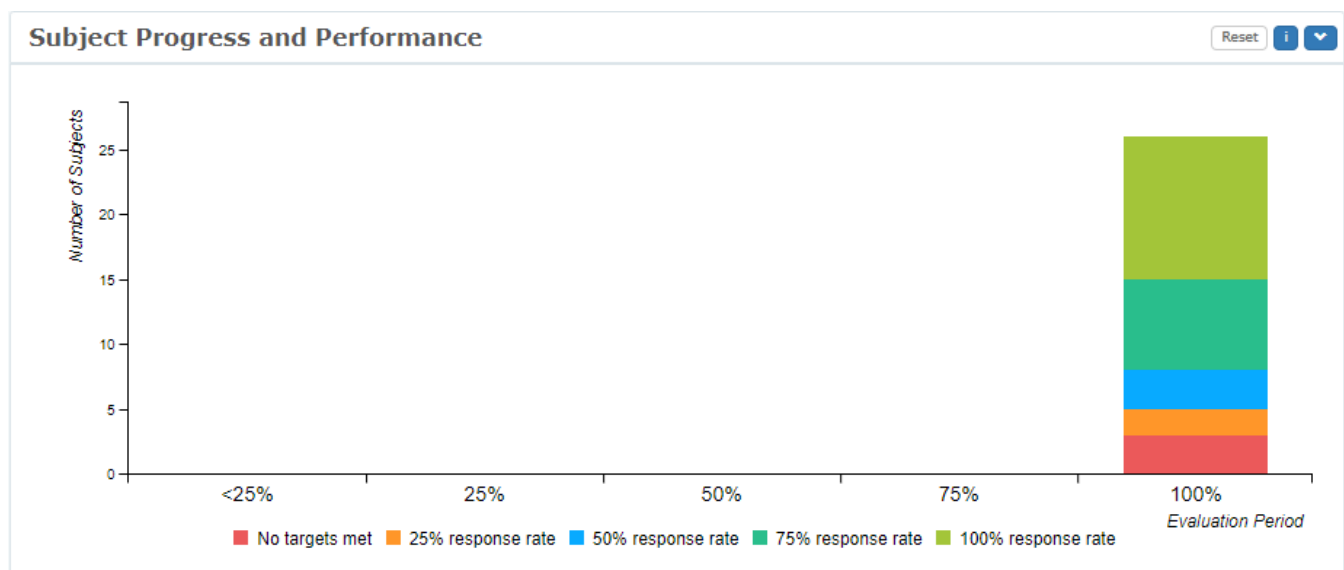
Subjects Chart

The **Subjects** section contains a list of courses you have viewing rights to. For instructors, these are courses that you have taught or are teaching. For supervisors, these are all courses in the colleges and campuses you have been designated access to. By default, the **Subjects** list is sorted by **Category** (academic year) and **SubCategory** (term). In this section, you can export response rate data to an Excel spreadsheet. Use the filters in the **Group By** selection to aggregate data by the options below. You are allowed to aggregate by multiple options.

NOTE that if you clicked on an item in the **Subject Progress and Performance** graph, it will filter the **Subjects** chart by that category. If this has happened, you will see blue text indicating the filter above the **"Group by:"** dropdown within the **Subjects** chart. To undo this filter, click the **"Reset"** button on the **Subject Progress and Performance** graph. The graphs will refresh, and you will no longer see the blue text.

Course names and dates have been obscured in the photo for privacy. These fields will be populated in your Subjects chart.

To export the data to an Excel spreadsheet, follow these steps:

1. (Optional) Use the "**Group by:**" dropdown menu to filter results by:

   - **Subject Code:** Course subject designator (ex. ACCT = Accounting)

   - **Term**: the specific term in which the course is taught. The term code is made up of the year and the term (01=Spring, 02=Summer, 03=Fall) (ex. 202303 is the fall 2023 term)

   - **Category:** the year that the course is taught in (ex. 2023)

   - **SubCategory:** the seasonal term in which the course is taught. Options are Spring, Summer, and Fall.

   - **Campus Code**: the UAF campus designator. (ex. N)

   - **College Code:** the UAF college designator (ex. MT)

NOTE that the Campus and College Codes are not displayed as the full name of the campus or college. For a full list of campus and college code definitions, go to the last page of this document.

Subjects Reset ⓘ ▾

Term ▾ **Subjects (courses) are grouped by Term** Excel

Search: Previous **1** Next 10 ▾

Term	Completed	In Progress	Not Completed	Not Ready	Expired	Response Rate
202001	8	0	0	0	0	100%
202003	11	0	0	0	3	79%
202101	25	0	0	0	9	74%
202103	19	0	0	0	15	56%
202201	32	0	0	0	11	74%
202203	29	0	0	0	14	67%
202301	58	0	0	0	6	91%

1 to 7 of 7 Previous **1** Next 10 ▾

2. Click the **Excel** button to download a copy of the desired data into an Excel spreadsheet.

Excel

Previous **1** 2 3 Next 10 ▾

| Start Date	End Date	Category	Su
		2022	Fall
	.	2020	Fall

Response Analytics Graphs

The **Response Analytics** graphs show additional details of student responses, including which days and times your students are most likely to complete their course surveys. You can use this information to plan when to send out additional survey reminder emails to your students. We recommend you time these emails to coordinate with the times most students are completing surveys. For a Survey Reminder Email template, view the **Instructor's Guide to Improving Response Rates** document. You can find this document in the Faculty Resources section of the UAF BLue website.

NOTE that you can filter the following graphs by a given time period. This filter is located to the upper right of the **Progression Details** graph and affects all of the **Response Analytics** graphs listed below.

Last 24 Hours | Last Week | **Last 2 Weeks** | Last Month | Last 3 Months | Last Year

Progression Details Graph

- **Notifications:** the purple dotted line shows when an automated email notification was sent to students from the Blue system

- **Response Count:** the green line shows when students completed surveys
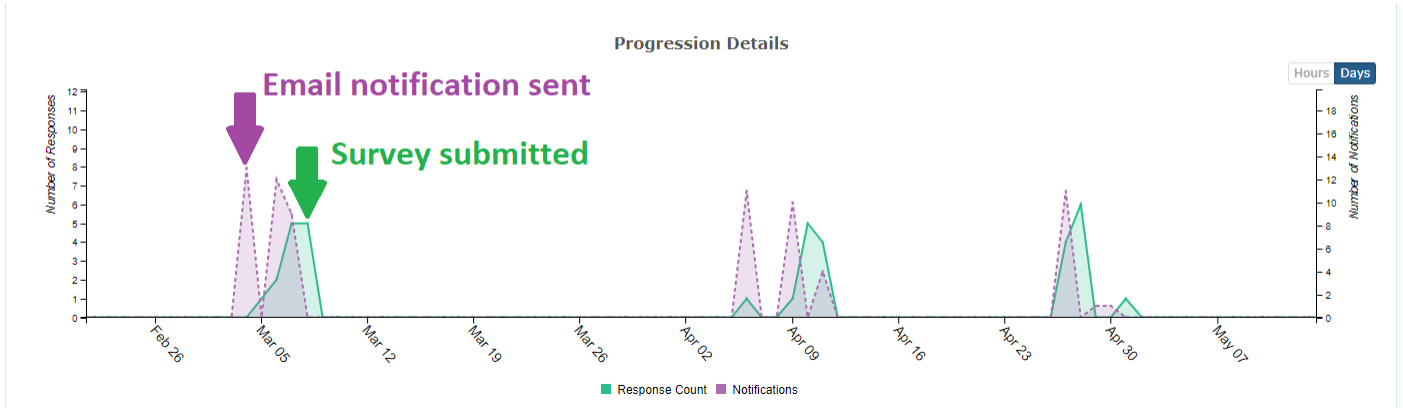

Peak Hours Graph

The **Peak Hours** graph shows the **Response Count** (green bars) by the hour of the day the survey was completed. Use this graph to plan what time of day to send additional reminder emails to students.
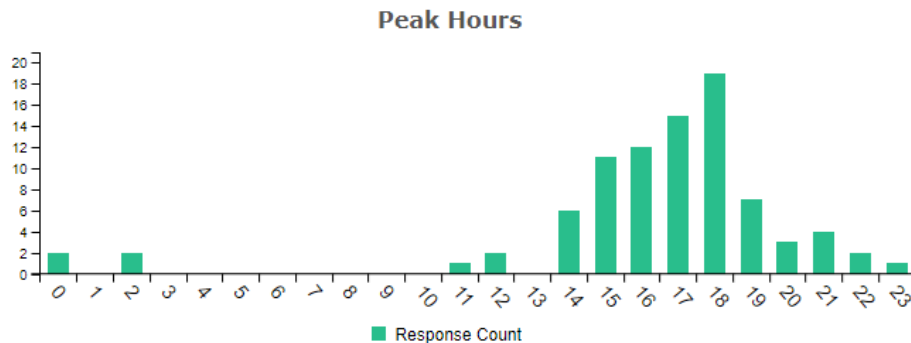
Peak Days Graph

The **Peak Days** graph shows the **Response Count** (green bars) by the day of the week the survey was completed. Use this graph to plan what day of the week to send additional reminder emails to students.

Note that the peak hours and days may vary depending on when students receive automated email notifications from Blue. Take this into account when planning when to send additional email reminders.
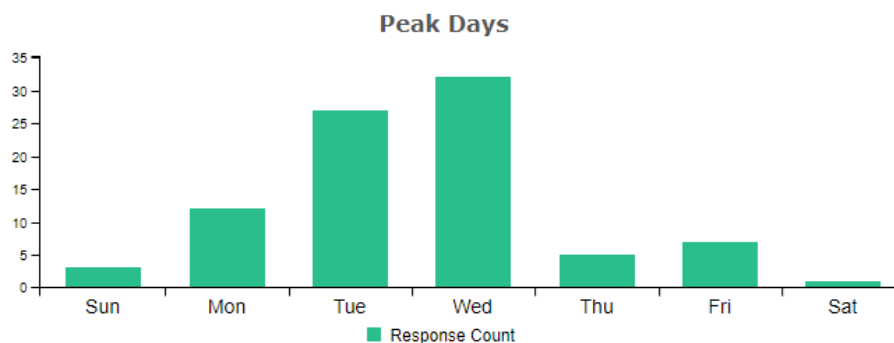
Channels Pie Chart

The **Channels pie chart** tells you how the students are accessing their surveys. This can assist you in planning the channel in which to send additional email notifications to students. For example, if most students are completing surveys through an email link, it is a good idea to send an additional reminder by emailing students.

The **Channels pie chart** shows 3 color-coded categories:

- **Email:** Students accessed their survey by clicking the link to the survey provided in the system generated email notifications. Students receive an initial survey invitation email followed by 1 or 2 reminder emails. (**Tip:** you can see when the invitation and reminder emails were sent out by viewing the **Progression Details** graph)

- **Dashboard**: Students accessed their survey through their Blue dashboard, reached one of three ways:
    - Clicking on the ACCESS BLUE button on the [UAF Blue Student Resources webpage](#)
    - Typing or pasting the [uaf.bluera.com/uaf](#) link into a browser
    - Being directed back to their Blue Dashboard after completing another survey. After a student submits a survey, they can click a link that leads back to their dashboard where the student can view and open surveys for other courses.

- **Undetermined:** The channel the student accessed the survey through is undetermined

- **Portal:** Students accessed their survey through Canvas or Blackboard.

Channels

17.62%

81.87%

■ Email ■ Dashboard ■ Undetermined
■ Portal
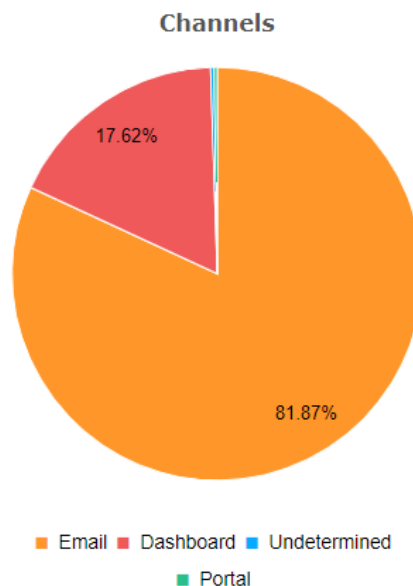
College and Campus Codes

Below are a list of College and Campus Codes and what they represent. Note that this is not an extensive list of college and campus codes at UAF, and these codes may be reported differently in Banner.

Campus Codes

Campus Code	UAF Campus Represented
1	All Rural Campuses
3	UAF Anchorage and Juneau Campuses
6	eCampus
7	Bristol Bay Campus
8	Interior Alaska Campus
F	Fairbanks Campus
L	Kuskokwim Campus
N	Northwest Campus
X	CTC (Fairbanks) Campus
Z	Chukchi Campus

College Code	UAF College Represented
CR	Tanana Valley Campus
EM	College of Engineering and Mines
EU	School of Education
FO	College of Fisheries and Ocean Sciences
IS	Interdisciplinary Studies
LA	College of Liberal Arts
MG	College of Business and Security Management
MT	College of Natural Science and Mathematics
NE	School of Natural Resources and Extension
RD	College of Rural and Community Development
TC	Community and Technical College