

## **STANDARD OPERATING PROCEDURE FOR USE OF MARKCLASS.COM BY QUALITY PROMOTION UNIT, UCC**

### **Introduction**

UCC has purchased the licence for the Markclass.Com software. This is an electronic software package used for the creation, distribution and analysis of surveys of opinion. The following is a brief description of the standard operating procedure for the use of the software. All enquiries for use of the system should be made to the Quality Promotion Unit in the first instance. The cost of use of the system is borne by the QPU with funds secured from the HEA under the Strategic Initiatives funded under the National Development Plan 2000 – 2006.

The QPU administers the surveys on behalf of the individual requesting the survey. The data collected will not be used in any way without the specific permission of the staff member/department concerned. Any data collected is for the purpose specified, will not be used for any other purpose and will be held only for as long as it is required for the specified purpose.

- A staff member wishing to run a questionnaire to staff and/or students for the purposes of ascertaining opinions and who wishes to use the Markclass.com system of administering and analysing questionnaires should contact Frances Buckley, Quality Promotion Unit (ext: 3649 or email: [frances.buckley@ucc.ie](mailto:frances.buckley@ucc.ie)) to discuss procedure.
- The QPU requires that an individual or department who wish to run surveys seeking opinions about staff (for example, opinions on the quality of teaching in a particular module, etc.) should obtain the written consent of the staff member(s) in advance. An example of a form that could be used for this purpose is attached. The individual/department should also be explicit as to the purpose of the questionnaire, how long the data will be retained and who will have access to it.
- The staff member should prepare a draft copy of the questionnaire in Word format and send by email or on paper to the QPU.
- To use the Markclass.com software to distribute and conduct surveys electronically and anonymously you will need to provide the QPU with an excel (comma delimited) file with the student's email address and name. The format required for this file is very specific and potential users are requested to clarify with the QPU precisely what is required. The QPU cannot undertake to generate these files in the unit. This data is available from the Systems Administrator in the Registrar's Office, Dr. Hilary Doonan. Dr. Doonan has undertaken to provide class lists on request. You have access already to the ITS system which provides much of this information. Every student in UCC is issued with an email address when s/he registers in UCC. The email address is: <studentID@student.ucc.ie>. There is a server maintained by the Computer Centre which is solely for the use of the student email system. Students are able

to access their email from any computer with an internet connection via Webmail.

- The draft questionnaire will be set up in Markclass.com by the QPU and the relevant web link forwarded to the staff member concerned. It is the responsibility of the staff member concerned to ensure that the final version of the questionnaire is correct before publication.
- The staff member decides when the survey is to be published and for how long the survey will be kept live (usually 3-4 weeks).
- By prior agreement with the QPU, a staff member may decide to distribute paper copies of the questionnaire to students. In that situation the preparation and distribution of the questionnaires is the responsibility of the staff member/relevant department. The QPU will not provide assistance in the preparation/distribution of the paper copies. Note: the Data Protection Act now applies equally to paper records created after 1 July, 2003.
- Completed paper surveys may be entered manually into Markclass.com by the individual or department concerned. The software will analyse and produce a printout as normal. If anyone wishes to follow this procedure the QPU should be contacted to discuss the arrangements. In that situation the entry of the data into MarkClass.com is the responsibility of the staff member/department concerned. The QPU cannot undertake to enter the data.
- Once a survey is closed a copy of the questionnaire and results are saved by the QPU.
- A soft copy of the results are sent to the staff member. Direct links to the results online will not be made available to anyone outside the QPU in the interests of data protection. No information will be sent to anyone other than the staff member requesting the survey.

### **Retention of records in QPU**

The following is the policy of the QPU in relation to the records generated:

- The completed questionnaires will be retained for a period of 1 month after closure of the survey on Markclass.com. After this period the completed questionnaires will be deleted, unless the QPU is otherwise instructed by the owner of the survey.
- A back up electronic copy will be kept for 1 year and then deleted, unless the QPU is otherwise instructed by the owner of the survey. A hard copy will not be kept on file.

Example of a form that could be used to gain consent of a staff member to a survey

< Programme Title >

(Consent form for computerised student feedback concerning lectures)

Name:

Department:

Modules contributed to on the <Programme Title>

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I give my permission/I do not give my permission\* for < Programme Title> students to give anonymous feedback concerning my lectures using computerised software for the period \_\_\_\_\_ - \_\_\_\_\_.

\* Please delete as appropriate

Signature:

Date:

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Please return this form to <insert name and address> by <insert Date>