



# Project Overview Statement

## *Executive Summary*

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**Project Title:** “Online Student Satisfaction Survey  
and Online Faculty Satisfaction Survey”

**Project ID:** 177

**Last Updated:** **First Submission:** 04/13/07

**Project Leader:** Sharon Parker

**Department:** Flexible Learning/ Instructional Technology

**Executive Sponsor:** Ken Ross

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### PROJECT BUSINESS CASE

#### Project Overview

To satisfy accreditation requirements related to institutional effectiveness and program improvement, we must provide students and faculty with an opportunity to communicate their satisfaction levels with various aspects of BCC's e-learning program and associated services. The results would be used to identify areas that were perceived as strengths or weaknesses so continuous improvements in the e-learning program and services could be made. After discussion with the Education Master Plan Alternative Delivery subcommittee on data analysis, it was determined that the best way to implement this type of report would be through online survey software such as SNAP Surveys.

This request is for someone in Information Services to work with the EMP Alternative Delivery Task Force Data Analysis subcommittee to implement two SNAP surveys (one for faculty, and one for students) that are based on question sets that the Data Analysis subcommittee will submit.

#### Business Goals

The online, web-based satisfaction survey will:

- Satisfy SACS accreditation requirements
- Provide students and faculty with an opportunity to identify areas of dissatisfaction or concern with e-learning
- Provide data that can be used to drive continuous e-learning program improvement.

#### Success Factors

Success will be measured by

- Implementation of the satisfaction surveys by Term 20082.
- Increased awareness of and responsiveness to student and faculty concerns and satisfaction levels related to e-learning programs and services.

### Scope

Student to take the survey once per term.

Ideally would be prompted from Learning Management System 2 weeks prior to end of the class that has the latest end date until survey completed.

The survey can only be responded to up to the day that grades submission is due.

Must be able to capture the student ID and term.

Preference for LMS prompt directly after student logs in rather than email to student or an announcement