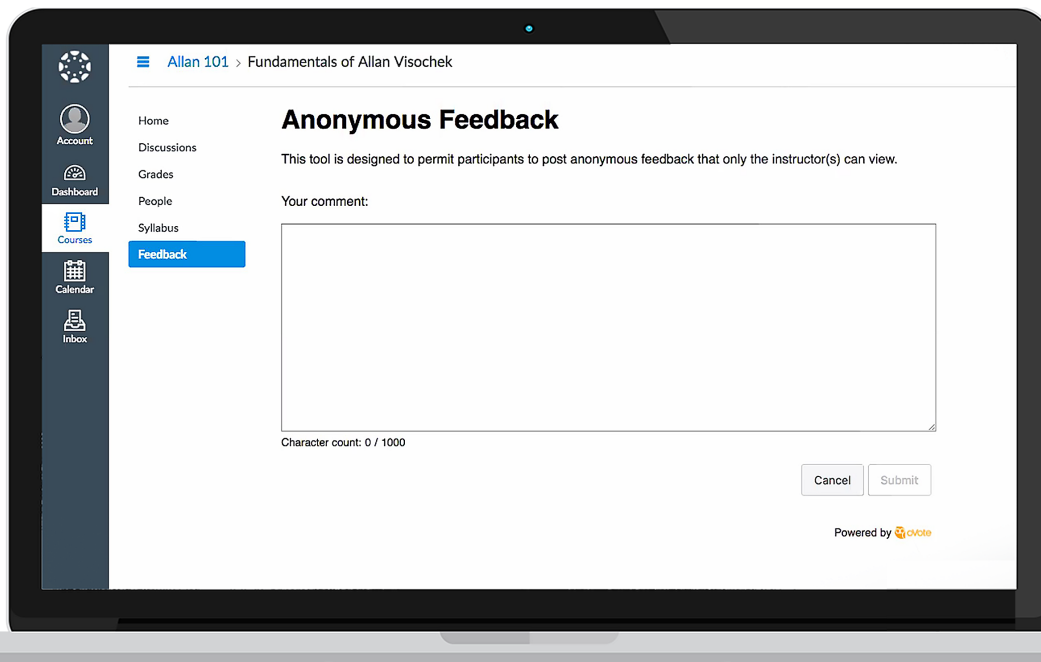


Feedback Box Offering: George Mason University

This document details the functionality of Feedback Box, the anonymous feedback tool built in the LTI protocol which plugs into an LMS and allows students to give Instructors anonymous feedback throughout the semester. We describe the functionality, security, data management, and reliability metrics.

Student View



Upon logging into Blackboard and clicking a course, the student will see a new **Feedback** link in the left-hand column.

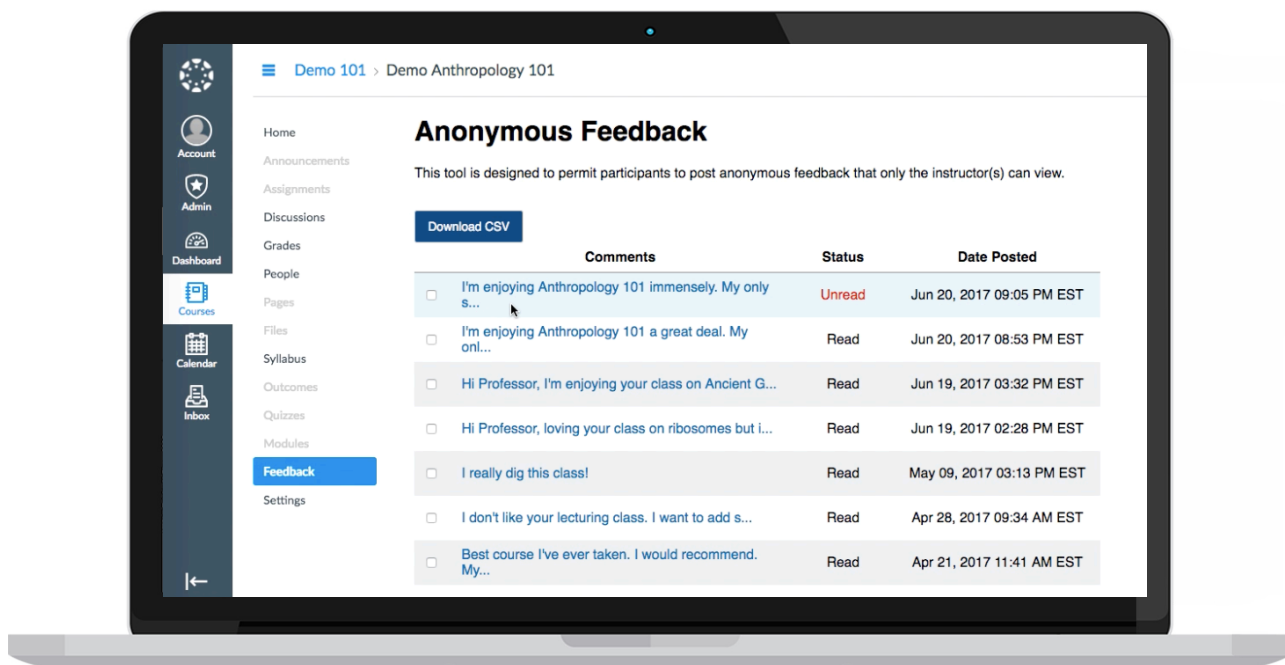
Clicking **Feedback** will take the student to the Feedback Box application in

Blackboard. The student will see a text box where they can write feedback (1,000 character plain-text limit), as well as **Submit** and **Cancel** buttons. If the student's message reaches 1,000 characters, they will see a message that they have reached the 1,000 character limit.

After submitting the comment, the student will be taken to a confirmation screen informing him/her that the feedback has been sent. A **Back** button will take the student back to the text box to submit additional feedback.

To prevent spamming from a student to a Instructor, we will limit feedback to 10 submissions total per student per day. If a student attempts to submit an 11th piece of feedback, they will receive a popup telling them they've reached their maximum feedback submissions per day and must wait to leave additional feedback.

Instructor Feedback Dashboard



- Each piece of feedback is in a row with a checkbox to the left.
- The Instructor will see 20 feedback messages per screen. Feedback is paginated so the Instructor can see feedback left earlier in the semester.

- The Instructor will see a one-line preview of each feedback message and the date added.
- Unread feedback will be bolded.
- Clicking the feedback preview will take the admin to a screen where they can read the entire message.
- The Instructor can download the semester's feedback to a CSV file.
- The Instructor can reply to student feedback while still maintaining the anonymity of the student.
- The Instructor can Report Abuse for a feedback submission, after which the student who left the feedback submission will no longer be able to submit feedback for that course.
- The Instructor can customize email preferences to receive alerts on new feedback submissions immediately, weekly, or never.

Email Notifications: Instructors will receive an email once per day on days in which they have received anonymous feedback. The email will not contain the feedback, but will alert the Instructor that there is new feedback to view.

Please Note: In order to activate email notifications, one of two things must happen:

- 1) Instructors click the "Feedback" link on Blackboard one time in each of their courses (this is how we receive their email address).
- 2) University provides Feedback Box with restricted API access which lets us know the instructors' email addresses automatically.