

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

Home	Anonymous Feedback			
count Discussions Grades	This tool is designed to permit participants to post anonymous feedback that only the inst	ructor(s) can view.		
shboard People	Your comment:			
Syllabus	•			
Feedback				
alendar				
E.				
	Character count: 0 / 1000			
		Cancel Submit		
		Powered by Goote		

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

Home	Ar	Anonymous Feedback					
Announcements	This	This tool is designed to permit participants to post anonymous feedback that only the instructor(s) can view.					
Assignments							
Grades	Comments Status Date Posted		Date Posted				
People Pages		I'm enjoying Anthropology 101 immensely. My only s	Unread	Jun 20, 2017 09:05 PM EST			
Files		I'm enjoying Anthropology 101 a great deal. My onl	Read	Jun 20, 2017 08:53 PM EST			
Syllabus Outcomes		Hi Professor, I'm enjoying your class on Ancient G	Read	Jun 19, 2017 03:32 PM EST			
Quizzes		Hi Professor, loving your class on ribosomes but i	Read	Jun 19, 2017 02:28 PM EST			
Modules Feedback		I really dig this class!	Read	May 09, 2017 03:13 PM EST			
Settings							
		I don't like your lecturing class. I want to add s	Read	Apr 28, 2017 09:34 AM EST			

- 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.