

## **NTID SRS1:1 System - FAQs for Service Providers:**

**Q: *What is the SRS process?***

**A:** NTID offers a way for service providers including counselors/academic advisors, employment advisors, tutors, speech-language instructors, support coordinators, interpreters and captionists to be evaluated by students for the services they provide. This is an opt-in evaluation called the **SRS1:1 (Services Rating System)** survey process - it is offered **\*only\*** within NTID.

**Q: *How do I access the SRS system?***

**A:** Information about RIT's SRATE system can be found on NTID's Student Ratings webpage <https://www.rit.edu/ntid/president/academic-affairs/srs>.

- Service providers can create surveys and access reports at [https://apps.ntid.rit.edu/SRS1to1\\_SP/](https://apps.ntid.rit.edu/SRS1to1_SP/) - login screen should display 'Faculty & Staff Login'.
- Students can complete surveys at <https://apps.ntid.rit.edu/SRS1to1/> - login screen should display 'Student Login'.

**Q: *Can I create more than one SRS survey?***

**A:** Yes, you may create multiple SRS surveys. It is recommended that you create different titles for each survey to identify them when you receive the reports.

**Q: *How do I delete a survey?***

**A:** Contact the SRS Administrator (Firoza Kavanagh) to delete surveys. This is only available during survey creation timeframe. Once a survey has been sent to any student, it cannot be deleted.

**Q: *Can I select more than one Supervisor on my SRS survey?***

**A:** Service providers can request multiple supervisors but that is not the norm. Service providers must be aware that their evaluations will be accessible/available to whoever they put down as supervisors. Normally survey results are only sent to the service provider's dept chair so that the chair can reference their dept's evaluations during annual appraisals. In some cases, such as 'Speech Language Externs', that dept wants their externs' (temp hires) results sent to the chair AND to the faculty responsible for supervising those externs. Service providers can consult with their supervisor to see if other faculty in their department should receive their reports and/or if it would be more appropriate for the service provider or supervisor to share it with the relevant faculty.

**Q: *I need to edit the survey I created – change title, change questions, survey type, etc.***

**A:** Once a survey is created and submitted, it cannot be edited by the service provider. In some cases, SRS Administrators may be able to assist to edit the survey during the survey creation period. If a significant number of changes are needed on a survey, it may be easier to create a new survey and inform SRS Administrators to delete the previously created survey. Once the survey creation period ends and students have started responding to surveys, those surveys cannot be edited or deleted.

**Q: *What is the difference between summative and formative questions?***

**A:** Summative questions are the standard college-required questions that are automatically included on a survey. Responses to summative questions are shared with the service provider and their supervisor and are standard for all faculty in any given year.

Formative questions are optional; service providers select from a pool of questions. Responses to formative questions are shared only with the service provider, not with their supervisor.

**Q: *How many formative questions should I select?***

**A:** Formative questions are not required so service providers may choose not to select any formative questions at all. The previously recommended range was between minimum zero and maximum 15 formative questions. However, to reduce survey fatigue\* current recommendation encourages minimum zero to maximum 6 formative questions.

**\*Note:** Each semester, students receive classroom instruction (RIT SRATE) surveys for each course they are taking as well as NTID SRS surveys from a variety of service providers – advisors, tutors, speech-language instructors, employment advisors, etc.

**Q: *What is the difference between On-Demand and Scheduled student lists? (applies to Tutor, Support Coordinator, and Speech-Language surveys only\*)***

**A:** Scheduled List (right side column) - students added here start receiving surveys in Week 10. The deadline to add students is in Week 9. Exact dates are listed in SRS survey creation emails. On-Demand List (left side column) - students added here receive the survey the next business day. The deadline to add students is during final exam week. Exact dates are listed in SRS emails. \*Other survey types select student caseloads instead of entering individual student names – those surveys can only be sent out during the Scheduled timeframe starting in Week 10; they do not have an On-Demand option.

**Q: *Can I add students to both On-Demand and Scheduled lists in the same survey? (applies to Tutor, Support Coordinator, and Speech-Language surveys only\*)***

**A:** Yes, you can add some students in one list and other students in the other list. You cannot add the same students in both lists. \*Other survey types select student caseloads instead of entering individual student names – those surveys can only be sent out during the Scheduled timeframe starting in Week 10; they do not have an On-Demand option.

**Q: *Can I add individual students to my Caseload? (applies to Counselor/Advisor and NC3 Employment Advisor surveys only)***

**A:** Yes. Counselor/Advisors need permission from their supervisor (Vicki Liggera) and forward supervisor approval to SRS Administrator (Firoza Kavanagh) to add individual student names to their caseload. NC3 Employment Advisors can add individual student names themselves – NC3 Advisors have flexibility in their caseloads because students only use their services when they need employment, not every semester.

**Q: *What does the 'GO' button do? (for Counselor/Advisor and Employment Advisor surveys only)***

**A:** When an NTID or Cross-Registered caseload is selected, the system displays the list of student names for that caseload in the left-side Caseload Selection column – this list on the left-side is a staging area only and the system is still awaiting your approval to actually add the names to your survey. When you examine the names in the left-side column if you are satisfied that you have selected the correct caseload and the names in the caseload are correct, **you must approve the list by clicking on the GO button – this will move the list from the left-side column to the right-side Scheduled List column** – this is what confirms that the student names listed in the caseload have been added to your survey.

**Q: *Can I delete students I have added to my survey?***

**A:** If you can see an 'x' to the right side of the student's name, you can delete them. If you cannot see the 'x' you can contact an SRS Administrator (Firoza Kavanagh) to ask if they can delete the student name on your behalf\*. Once survey distribution to students has begun, student names cannot be deleted from any surveys.

\*For Advisor Surveys, SRS Administrators are required to obtain approval from the Advising Dept Supervisor to delete student names from an advisor's caseload.

**Q: *I added the same student more than once in my survey***

**A:** The system will automatically remove multiple occurrences of the same student name/dce and only retain one instance of it.

**Q: *My student(s) did not receive my SRS survey(s)***

**A:** Possible reasons:

- Ask student(s) to check their spam/junk folder – if found there, they should mark it as legitimate ('accept') to allow future SRS emails to be routed to their email inbox.
- Tutors, Speech-Language Instructors - if you did not enter student names in your SRS survey or if you had fewer than 2 students listed, students will not receive your survey.
- Advisors, Employment Advisors, Support Coordinators – if you did not select your NTID or RIT student caseload or if you did not click on the GO button to move the caseload to the Scheduled column, your students will not receive your survey.

**Q: *How many reminder emails do students receive to complete surveys?***

**A:** Students receive one initial email (see bullets below) plus up to three reminder emails in Week 11, Week 13, and on the 5<sup>th</sup> day of Exam Week. Once students complete their surveys, they stop receiving reminder emails.

- Students added in the Scheduled List receive initial email in Week 10 + three reminders.
- Students added in the On-Demand list receive initial email the day after their name is added + up to the remaining number of reminders. The On-Demand List is open until the first day of exam week, so for example, if student name is added on the first day of exam week, then student will receive initial email on the second day of exam week and only one reminder on the fifth day of exam week.

**Q: *Student received the email but cannot access the survey***

**A:** Some suggestions to try:

- It could be a web browser issue; try using Firefox or Chrome.
- To login, use only username - first portion of email address (not including '@rit.edu').
- Students complete surveys at <https://apps.ntid.rit.edu/SRS1to1/> - login screen should display 'Student Login'.
- If problem persists, contact Firoza Kavanagh at [fxknvd@rit.edu](mailto:fxknvd@rit.edu).

**Q: *Can students retake survey?***

**A:** No, unfortunately, they cannot. Once a student submits their responses the system collates their responses, removes their name from the system, and disconnects their name from their responses so that their responses remain confidential. So, there would be no way to identify and

remove their previous responses from the system. NOTE: If the student is comfortable sharing their mistaken/incorrect responses (which they entered in the system) and their preferred/ corrected responses for each question with the SRS Administrator (Firoza Kavanagh) via email, then the Administrator can remove the student identification and share just the incorrect/ corrected responses with the service provider who can then attach that email with their SRS Report at the end of the semester and convey it to their supervisor for evaluation purposes.

**Q: *Can interns/externs create SRS surveys? Can their results be excluded from the overall NTID college averages reporting?***

**A:** Currently, Speech-Language surveys offer service providers a button to select if they are or are not intern/extern. If they select that they are an intern/extern, then their survey results are sent to them and their listed supervisor(s) but those results are excluded from overall NTID college reporting averages. Contact SRS Administrator (Firoza Kavanagh) if you are interested in having this set up for your department or survey type. NTID employees cannot exclude their survey results/reports from the overall college reporting averages.

**Q: *I did not receive a report for my SRS survey***

**A:** Survey must be sent to 2 or more students and at least 2 students must respond for a report to be generated. If fewer than 2 students respond to the survey, the SRS system will not generate a report so that student confidentiality/anonymity can be maintained.

Alternate to SRS1:1 System: if you will only have 1 or 2 students, you could set up your own Qualtrics survey and send it to them. In this event, you must alert your students ahead of time that their responses would not be confidential/anonymous due to the low number of students.

**Q: *Is there a minimum number of students that must be entered?***

**A:** Yes. Survey must be sent to 2 or more students and at least 2 students must respond for a report to be generated. If fewer than 2 students respond to the survey, the SRS system will not generate a report so that student confidentiality/anonymity can be maintained.

Alternate to SRS Surveys: if you will only have 1 or 2 students, you could set up your own Qualtrics survey and send it to them yourself. You must alert your students ahead of time that their responses would not be confidential/anonymous due to the low number of students.

**Q: *How do I download my current or past service provider SRS Reports\* to save/print them?***

**A:** Login to the SRS system and select your Reports option. Then use Command-P to open a print window and select a printer to print to. You may also want to 'print' to a 'Adobe PDF' to download reports as PDF files which you may want to save for future use or reference when you need to access these files for appraisals or promotion processes.

\*Note: prior to 2015, 'SRS' surveys were for NTID course instructors only, not service providers. In 2015, RIT started using SRATE for course instructor surveys and NTID followed suit. From 2015 onwards the NTID SRS system then started being used for service providers only. [Currently, RIT does not have a survey evaluation system for service providers.]

**Q: *What is the history of the SRS survey system?***

**A:** Before RIT created the SRATE/smartevals survey system for classroom instructors, NTID had its own internal system called the SRS1:1 Survey system for classroom instructors. When RIT introduced SRATE, NTID classroom instructors were required to use that university-wide system.

As a result, the internal NTID SRS1:1 Survey system which was no longer needed/used by classroom instructors, was converted and started being used for/by service providers instead.

SRS CLASSROOM INSTRUCTION evaluations/reports prior to 2015 are no longer available. NTID had sent out an email in 2015 (see below) informing faculty to save their old reports because the software on that server was old; the software was available for a few years and subsequently use of that server was discontinued so those older data, surveys, and software are no longer available. Paper copies of those may be available if you had submitted them with your appraisals during those pre-2015 years. Contact Recca Karras to access prior years' appraisals if they were correctly filed at the time.

CLASSROOM INSTRUCTION survey reports subsequent to 2015 are available via the SRATE/smartevals system.

SRS SERVICE PROVIDER (tutor, advisor, etc.) reports/evaluations from 1995 onwards are available in the current SRS system ([https://apps.ntid.rit.edu/SRS1to1\\_SP/core/login/login.php](https://apps.ntid.rit.edu/SRS1to1_SP/core/login/login.php))

**From:** Linda Hoke  
**Sent:** Friday, March 6, 2015 10:58 AM  
**To:** NTID All (Employees) <college\_NTID\_all@rit.edu>  
**Subject:** Do you need a copy of an old paper SRS report?

Dear NTID Faculty and Staff,

**Do you need a past SRS Report?**

*--Before Fall 2131 for Classroom Teaching*

*--Before Fall 2141 for One-to-One Services (Tutor, Counselor/Academic Advisor, Speech-Language Instructor, Audiologist)*

Paper SRS reports were mailed to faculty/staff every term until the transition to SmartEvals/SRATE in fall 2131 and a change to the SRS system in fall 2141. SRS Reports are particularly important if you plan to go up for tenure or promotion in the future.

NTID plans to keep all of the SRS data from past years; however, there is **NO GUARANTEE** that we will be able to re-create a report in the future because the software is quite old. As a safeguard, the SRS Advisory Group is now providing an opportunity for faculty and staff to request a new copy of any SRS reports that were mailed to them in the past. This opportunity is provided in consideration of the potential importance of past SRS ratings for documenting past performance, and after consultation with the NTID Faculty Congress.

**Anyone wishing to take advantage of this offer should do so before May 29, 2015, the end of this academic year.** Generating these reports is a manual process that requires a staff person to compile the necessary data. It may take several months to fill all of the requests for copies of previous paper reports.

**How to request a new copy of a previous paper SRS Report:**

Send Patty Hezel ([pahnvd@rit.edu](mailto:pahnvd@rit.edu)) the following information:

- a. Your name and any alternate names or spellings you have used
- b. What kind of report(s) you need: Classroom Teacher, Counselor/Academic Advisor, Tutor, Speech-Language/Spoken Communication, Audiology
- c. For EACH report you need, provide:
  - Course name
  - Course number
  - Quarter taught

**Remember, your recent Student Ratings Reports are online. This call is for previous paper SRS reports only.**

To access online reports:

*For Classroom Teachers:*

You have individual access through the RIT SmartEvals online system. See:

<https://shibboleth.main.ad.rit.edu/idp/Authn/UserPassword>

*For Counseling/Advising, Speech-Language Instruction, Audiology Clinic, Tutoring:*

You can print your own reports through the SRS one-to-one online system. See:

[https://apps.ntid.rit.edu/SRS1to1\\_SP/survey.php](https://apps.ntid.rit.edu/SRS1to1_SP/survey.php)

For any questions, please contact Patty: [pahnvd@rit.edu](mailto:pahnvd@rit.edu)

Thank you,  
The SRS Advisory Group