User Guide

for

Student Feedback Questionnaire (SFQ) System

Academic Quality Advancement Team (AQA) HKUST

Version 1.0

Oct 2025

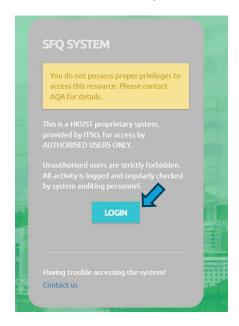
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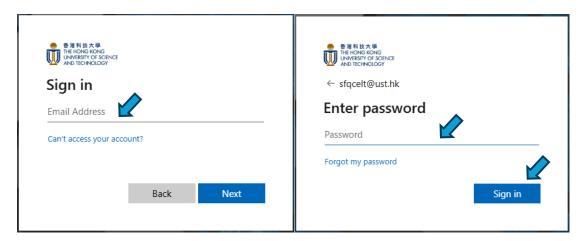
1. Login to SFQ System

All users can access to SFQ System at https://sfq-survey.ust.hk.

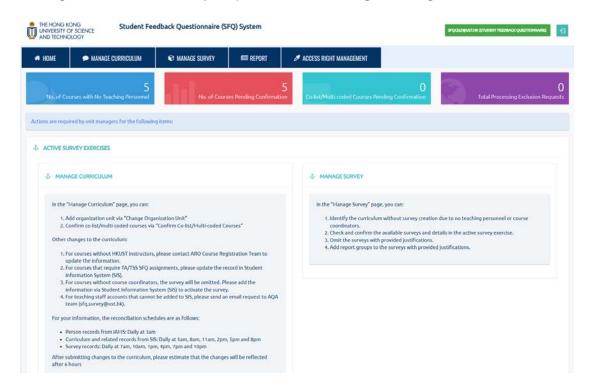
To access the SFQ System, click the "LOGIN" button.



Enter your Email Address and Password and click "Sign in".



Once you have successful logged on the SFQ System, general information about SFQ System's functions will be shown on the page. You will now be ready to Manage Curriculum, Survey, Report and Access Right Management.



2. Authorization for Departmental Staff

SFQ System requires specific authorization for departmental staff to manage and update surveys.

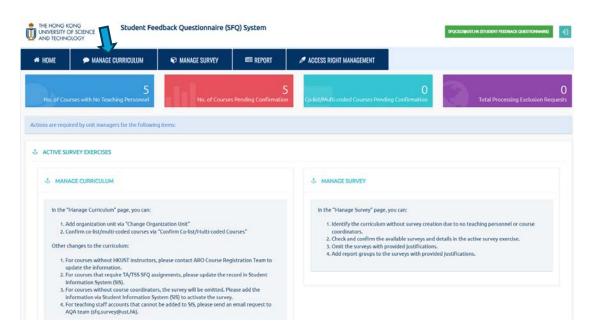
Executive Unit Manager (EUM) and Administrative Unit Manager (AUM) can assign roles in SFQ System according to their access right under their Organization Unit (For details, please refer to section 3.4). Please contact Academic Quality Advancement Team of Academic Registry Office (sfq.survey@ust.hk) if assistance is needed.

3. Unit Manager (UM) / Editor

3.1 Manage Curriculum

3.1.1 Assign Organisation Units (by Direct Entry)

On the SFQ System homepage, click the "MANAGE CURRICULUM" button of the menu bar.

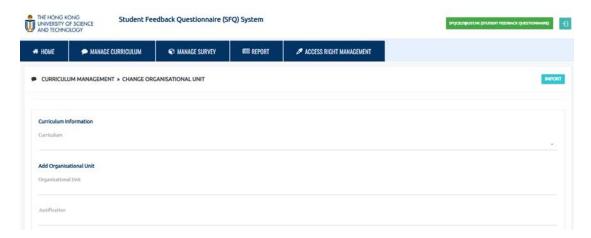


On **CURRICULUM MANAGEMENT** page, button of **"CHANGE ORGANISATIONAL UNIT +"** is shown on the top right corner which is under the menu bar.

To assign organisation units, click the "CHANGE ORGANISATIONAL UNIT +" button.



Now you can access the **Change Organisational Unit form** and proceed with necessary updates.



Click on the **Curriculum** field under **Curriculum Information** section and a list of all curriculums will be shown below. Type in keywords for faster browsing or simply scroll down to find and select the curriculum you wish to update.



Click on the **Organisational Unit** field under **Add Organisational Unit** section and a list of all organisation units will be shown below. Type in keywords for faster browsing or simply scroll down to find and select the organisation unit you wish to add. You may select multiple organisation units as needed.



Note: Assigning teaching personnel function is only allowed for Administrator and only HKUST accounts with project type can be assigned. Please contact Academic Quality Advancement Team (sfq.survey@ust.hk) for special request.

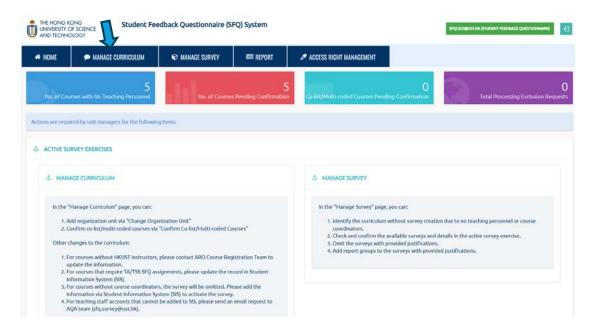
You need to provide a clear justification for your request in the Justification field.

After inputting and verifying the above information, click "**SUBMIT**" to finalise your request. After submitting changes to the curriculum, please estimate that the changes will be reflected after 6 hours.

3.1.2 Assign Organisation Units (by Batch Import)

In addition to manually assigning organisation units for single curriculum by direct entry, you also have the option to assign organisation units for multiple curriculums via batch import.

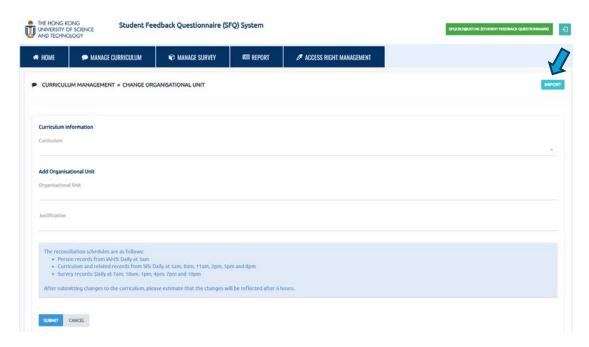
On the SFQ System homepage, click the "MANAGE CURRICULUM" button of the menu bar.



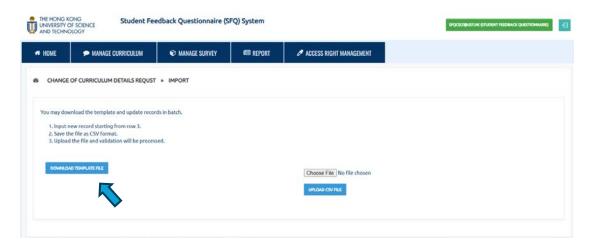
Click the "CHANGE ORGANISATIONAL UNIT +" button.



Navigate to the Batch Import page by clicking the "IMPORT" button.



You may download the template by clicking the "**DOWNLOAD TEMPLATE FILE**" button.



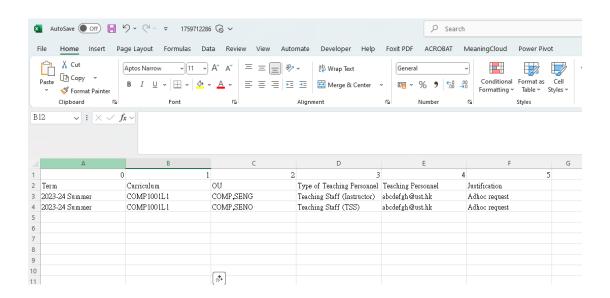
Open the file using **Microsoft Excel** and input the new record starting from **row** 3.

Note: Two rows of sample records will be shown in the template file, clear those sample records before uploading the file.

You need to enter the following details for each row:

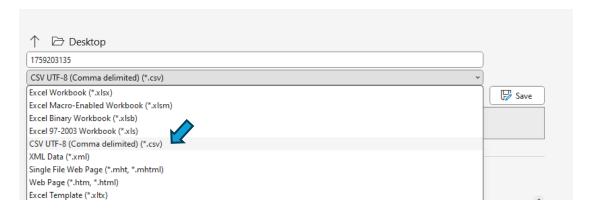
- 1. Term
- 2. Curriculum
- 3. OU (Multiple organisation units must be separated by commas without space, e.g. COMP,CSE,SENG)
- 4. Justification

(Remark: The columns "Type of Teaching Personnel" and "Teaching Personnel" are designated solely for the ARO - Academic Quality Advancement Team. Unit Managers shall add the teaching personnel information via the Student Information System (SIS).)

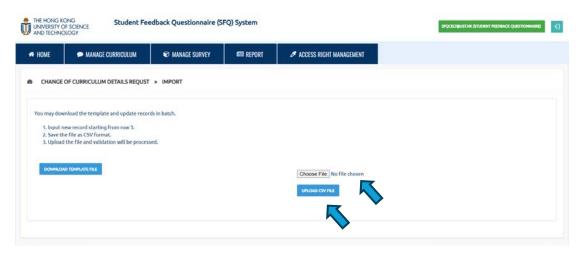


After inputting and verifying the above information, save your file in **CSV** (**Comma-Separated Values**) format.

Note: Do not save the file in Excel Workbook file format (.xlsx).

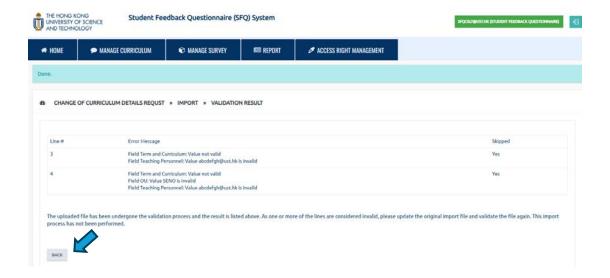


Click "Choose File" to select your finalised CSV file from your device and then click "UPLOAD CSV FILE" to upload.



Then the system will display a **Validation Result** page. Each row will show a validation result. In the **Error Message** column, if information is successfully validated by the system, it will display **(OK)**. If errors exist, error details will be listed for correction.

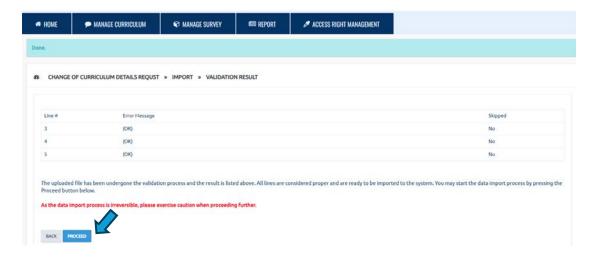
Correct any errors until all rows show **(OK)** by clicking the **"BACK"** button to upload the corrected file again. The system will **NOT** proceed if any row contains errors.



Once all rows are valid, a Proceed button will appear. Click "**PROCEED**" to complete the import.

NOTE: this action **cannot be reversed** and please double check the information before clicking the "**PROCEED** "button.

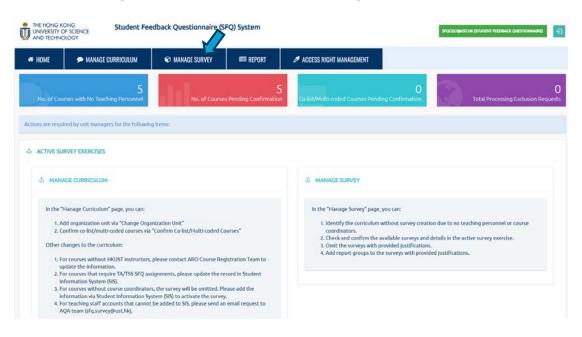
For further amendment or update on assigning OU for the same curriculum(s), please repeat the complete process either by direct entry or batch import. Please contact Academic Quality Advancement Team (sfq.survey@ust.hk) if assistance is needed.

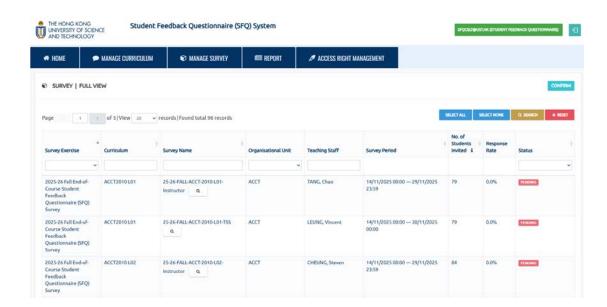


3.2 Manage Survey

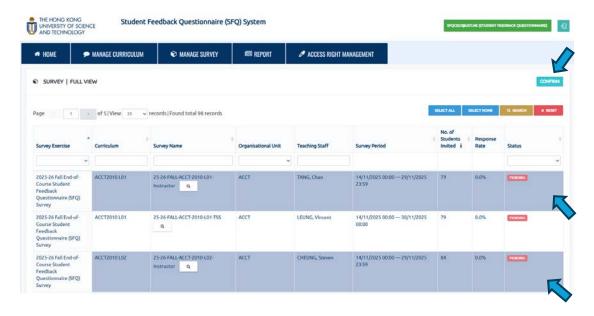
3.2.1 Confirm Survey Details

On the SFQ System homepage, click the "MANAGE SURVEY" button of the menu bar, then you can see a full view of the survey.

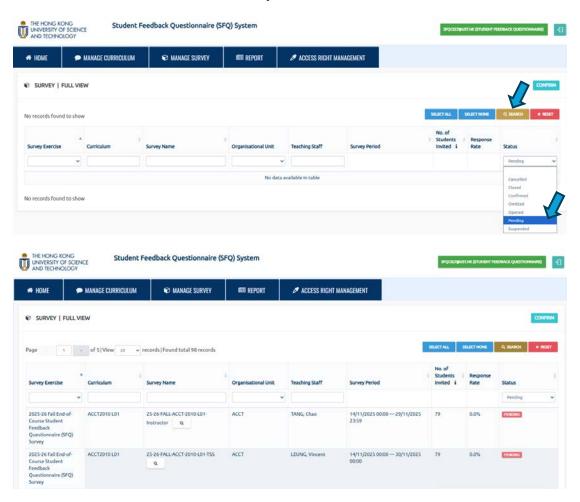




Select one or more survey records from the table. Click "CONFIRM" under the menu bar to apply the confirmation process.

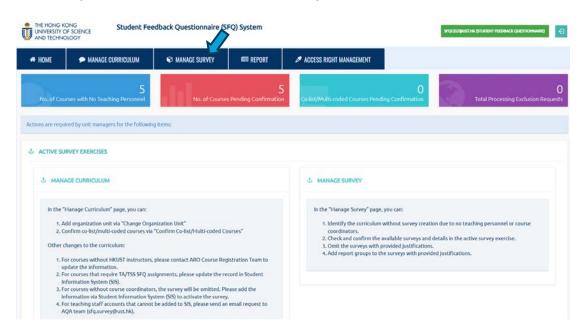


For filtering, you can click on the **Status** field. Choose "**Pending**" status and then click the "**SEARCH**" button. All surveys need to be confirmed can be found.

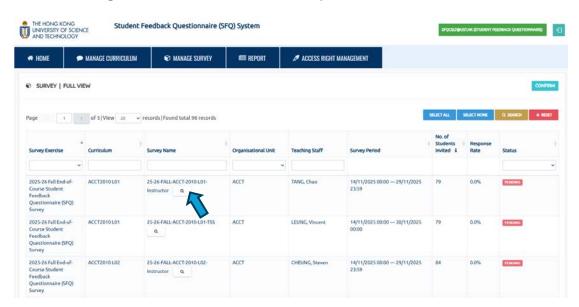


3.2.2 View and Update Survey Details (by Direct Entry)

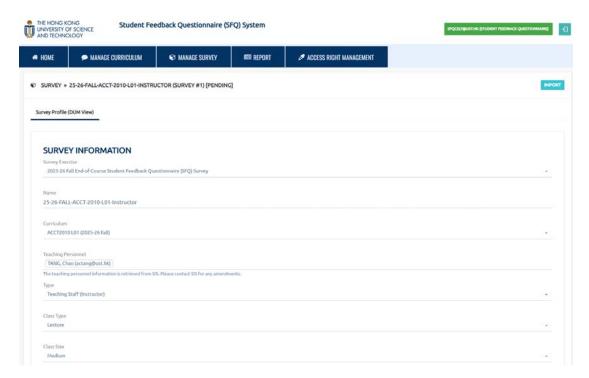
On the SFQ System homepage, click the "MANAGE SURVEY" button of the menu bar, then you can see a full view of the survey.



Click the "Magnifier Icon" $\ ^{\bigcirc}$ next to a survey record to view its details.



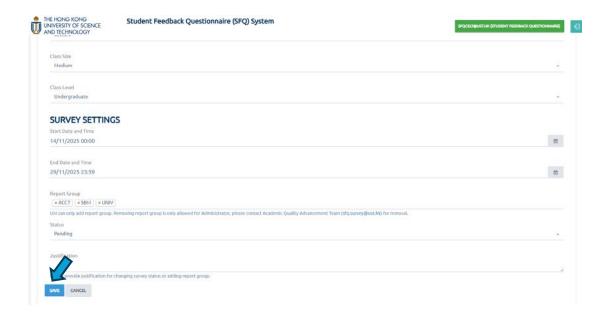
Then you can view the survey profile of selected record.



You need to provide/verify some mandatory information under the **SURVEY SETTINGS** section:

- 1. Start Date and Time of the selected survey
- 2. **End Date and Time** of the selected survey
- 3. **Report Group** of the selected survey for summary report calculation Remarks:
 - Summary Reports calculation will be based on the assigned report groups.
 - Unit Manager can only add report group. Removing report group is only allowed for Administrator, please contact Academic Quality Advancement Team (sfq.survey@ust.hk) for removal.
- 4. **Status** of the selected survey
- 5. Justification for changing survey status or adding report group

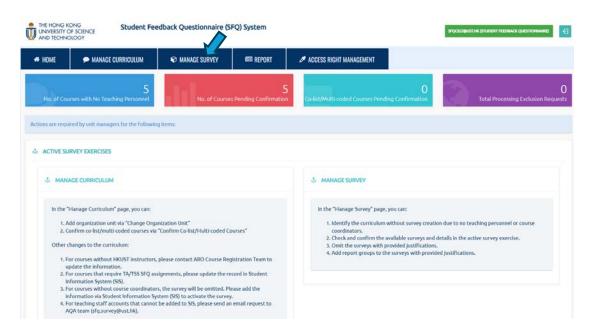
After inputting and verifying the required information, click "**SAVE**" to apply changes.



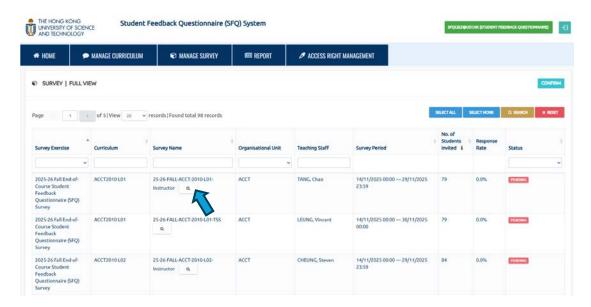
3.2.3 Update Survey Details (by Batch Import)

In addition to manually updating details for single survey by direct entry, you also have the option to update details of multiple surveys via batch import.

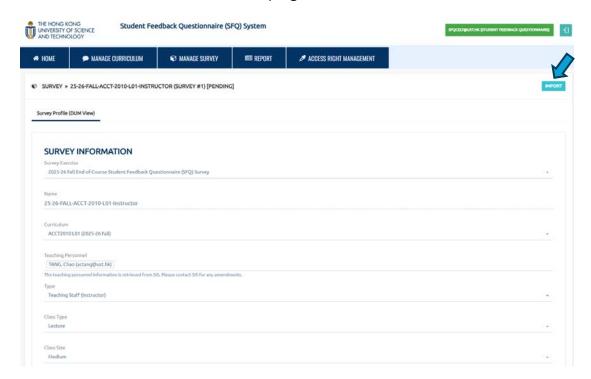
On the SFQ System homepage, click the "MANAGE SURVEY" button of the menu bar.



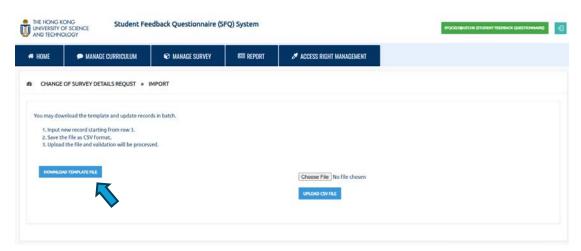
Click the "Magnifier Icon $^{\mathbb{Q}}$ " next to a survey record to view its details.



Click the "IMPORT" button on the top right corner under the menu bar.



Then click the "DOWNLOAD TEMPLATE FILE" button to download template file.



Open the file using **Microsoft Excel** and input the new record starting from **row** 3.

Note: Two rows of sample records will be shown in the template file, clear those sample records before uploading the file.

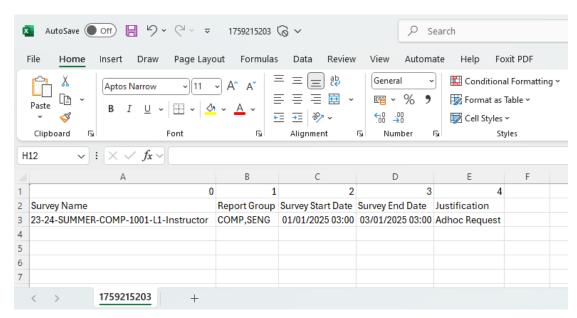
You need to enter the following details for each row:

- 1. Survey Name
- 2. Report Group (Multiple report groups must be separated by commas without a space, e.g. ISOM,IS,SBM,UNIV)

Remarks:

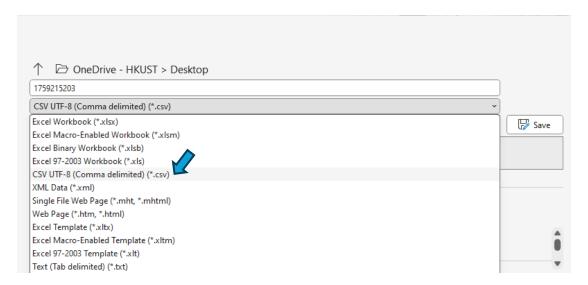
- Summary Reports calculation will be based on the assigned report groups.
- Unit Manager can only add report group. Removing report group is only allowed for Administrator, please contact Academic Quality Advancement Team (sfq.survey@ust.hk) for removal.
- 3. Survey Start Date (format example: 01/01/2025 03:00, without second)
- 4. Survey End Date (format example: 01/01/2025 03:00, without second)
- 5. Justification

(Remarks: For columns of **Report Group**, **Survey Start Date** and **Survey End Date**, leave the cell empty if no change or update is needed.)



After inputting and verifying the above information, save your file in **CSV** (Comma-Separated Values) format.

Note: Do not save the file in Excel Workbook file format (.xlsx).

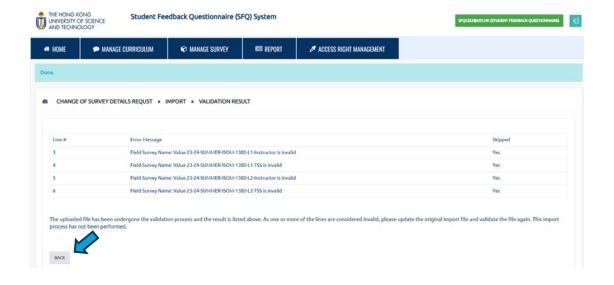


Click "Choose File" to select your completed CSV file from your device and then click "UPLOAD CSV FILE" to upload.



The system will display a **Validation Result** page. Each row will show a validation result. In the **Error Message** column, if information is successfully validated by the system, it will display **(OK)**. If errors exist, error details will be listed for correction.

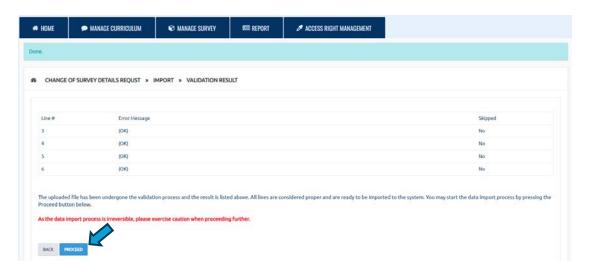
Correct any errors until all rows show **(OK)** by clicking the **"BACK"** button to upload the corrected file again. The system will **NOT** proceed if any row contains errors.



Once all rows are valid with **(OK)**, a Proceed button will appear. Click "**PROCEED**" to complete the import.

NOTE: this action **cannot be reversed** and please double check the information before clicking the "**PROCEED** "button.

For further details amendment or update for the same survey(s), please repeat the complete process either by direct entry or batch import. Please contact Academic Quality Advancement Team (sfq.survey@ust.hk) if assistance is needed.

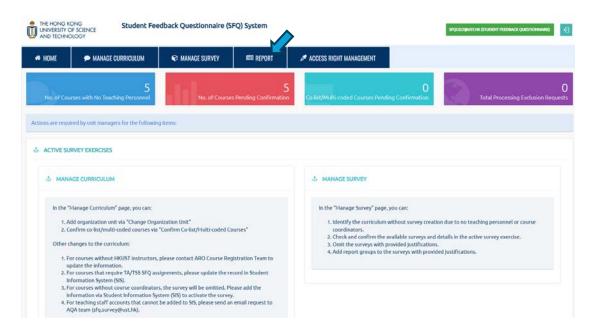


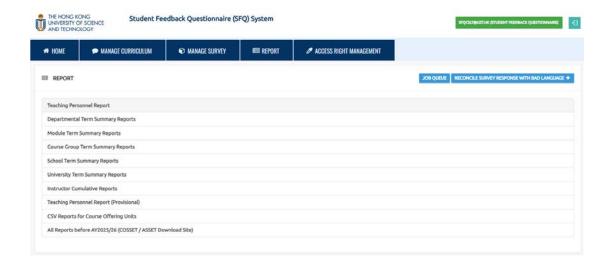
3.3 Report (UM/ Reader)

You can download various reports from the system to support curriculum and survey analysis.

3.3.1 Different Report Templates

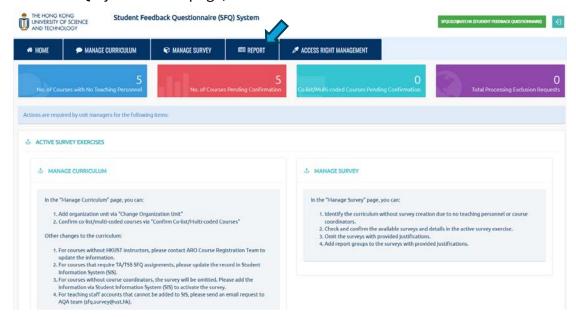
On the SFQ System homepage, click the "**REPORT**" button of the menu bar. A list of reports will be shown.



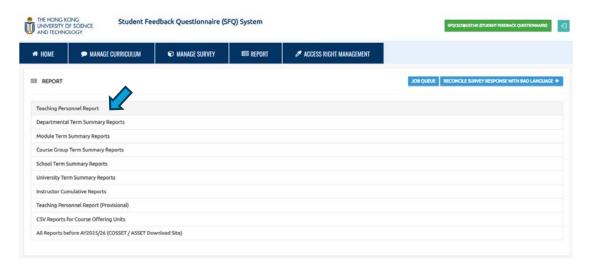


3.3.2 Download and View Reports

On the SFQ System homepage, click the "REPORT" button of the menu bar.



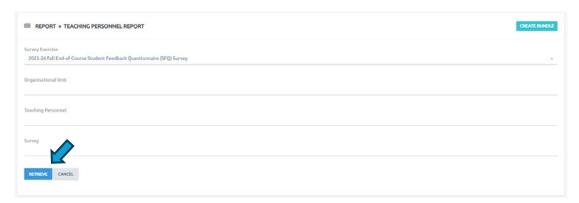
Click on one of the report types you wish to view and download.



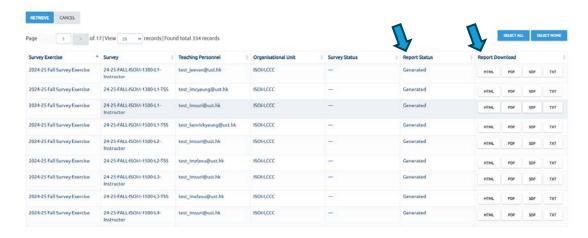
Now you can access the **REPORT** form you selected. Click on the **Survey Exercise** field and list of survey exercises will be displayed below. Scroll down to find and select the survey exercise you wish to retrieve.



To refine your search, you can provide additional values in the filtering fields in additional to Survey Exercise field. Then click the "RETRIEVE" button.



Now you can view the results on the bottom of page. If a report is ready for download, the **Report Status** column will show **Generated**. In the **Report Download** column, click the button corresponding to your preferred file type (**HTML / PDF / SDF / TXT**) to download the report.



3.4 Manage Access Rights (UM only)

3.4.1 Overview

The **Manage Access Rights** displays system users under your assigned Organisational Unit and allows role management based on your access level.

4 types of roles are available for organisation unit with different level of access:

• Executive User Manager (EUM)* can access:

Manage Curriculum, Manage Survey, Reports, Manage Access Rights (Roles of AUM, Editor and Reader)

• Admin User Manager (AUM) can access:

Manage Curriculum, Manage Survey, Reports, Manage Access Rights (Limited to roles of Editor and Reader)

• Editor can access:

Manage Survey

• Reader can access:

Reports

UM Roles in SFQ System

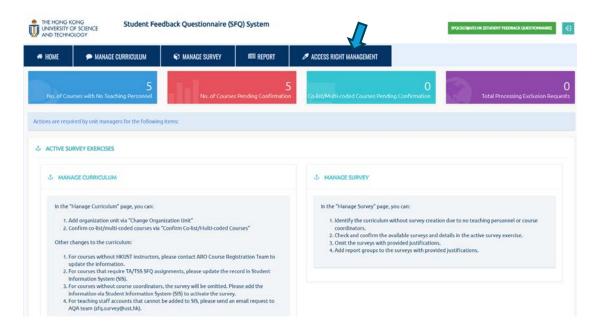
Roles	Assign AUMs	Assign Editors /Readers	Manage Surveys	Download Reports
Executive UM (EUM)*	\checkmark	✓	✓	✓
Admin UM (AUM)	*	✓	✓	✓
Editor	×	*	✓	×
Reader	×	*	×	✓

^{*}One Executive UM per organization unit.

Please contact Academic Quality Advancement Team (<u>sfq.survey@ust.hk</u>) for granting access rights to EUM.

3.4.2 Add New Role

On the SFQ System homepage, click the "ACCESS RIGHT MANAGEMENT" button of the menu bar.



Click the "Magnifier Icon Q" next to the system user you want to update.



Note: If you are a UM with access to multiple organisational units, please verify the system users and their associated organisational units carefully before making any updates.

Click the "ADD NEW ROLES +" button.

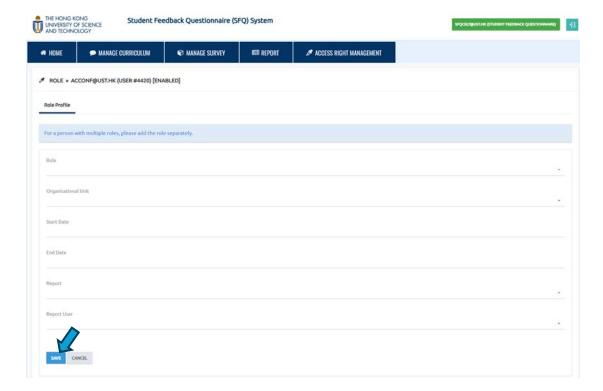


Then you can see a **Role Profile**. Enter the following details of role:

- 1. Role
- 2. Organisation Unit
- 3. Start Date (**Remarks:** If left blank, the setting takes effect immediately)
- 4. End Date (Remarks: If left blank, the setting has no expiry date)
- **5.** Report User (**Remarks:** you need to **enter at least five** characters of the individual's name)

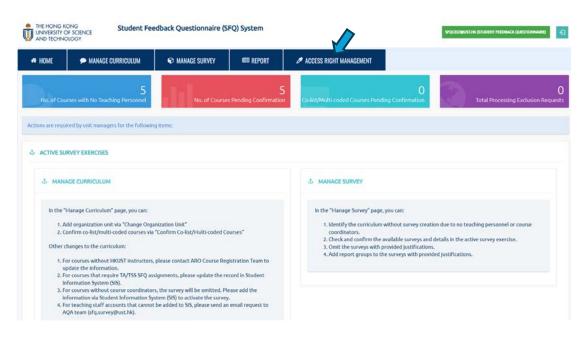
Click "SAVE" to apply the new role.

Note: For user with multiple roles, please add the role separately.

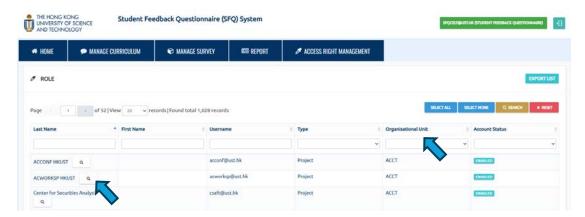


3.4.3 Edit Role

On the SFQ System homepage, click the "ACCESS RIGHT MANAGEMENT" button of the menu bar.



Click the "Magnifier Icon Q" next to the system user you want to update.



Note: If you are a UM with access to multiple organisational units, please verify the system users and their associated organisational units carefully before making any updates.

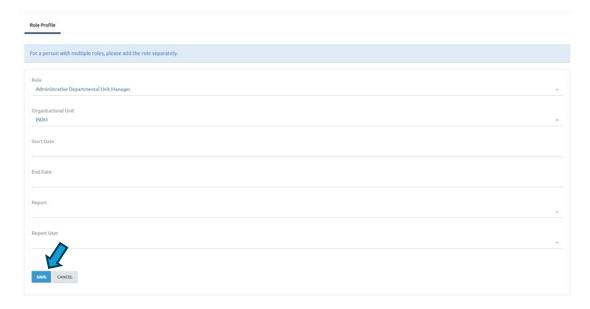
Click the "Edit icon "I" in the Actions column for the role you want to edit.



Then you can view the Role Profile and edit the following details:

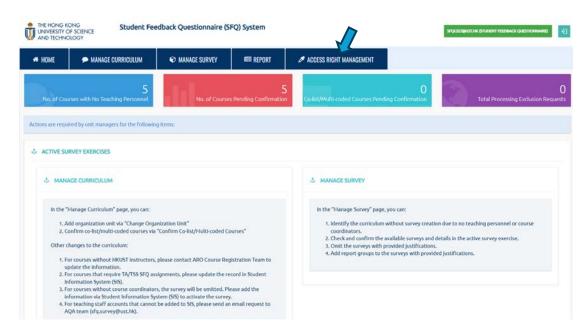
- 1. Role
- 2. Organisation Unit
- 3. Start Date (**Remarks:** If left blank, the setting takes effect immediately)
- 4. End Date (**Remarks:** If left blank, the setting has no expiry date)
- 5. Report User (**Remarks:** you need to **enter at least five** characters of the individual's name)

Click "SAVE" to apply the role update.

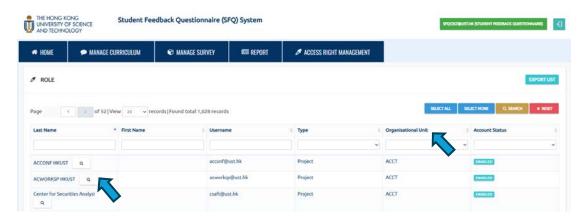


3.4.4 Delete Role

On the SFQ System homepage, click the "ACCESS RIGHT MANAGEMENT" button of the menu bar.



Click the "Magnifier Icon Q" next to the system user you want to update.



Note: If you are a UM with access to multiple organisational units, please verify the system users and their associated organisational units carefully before making any updates.

Click the "Trash icon $\widehat{\mathbf{m}}$ " in the Actions column for the role you want to delete.

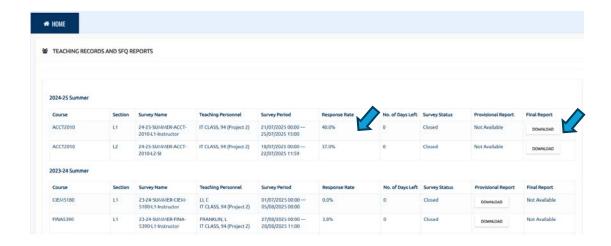
Note: the delete role action will be **effective immediately** once you click the trash icon.



4. Teaching Personnel

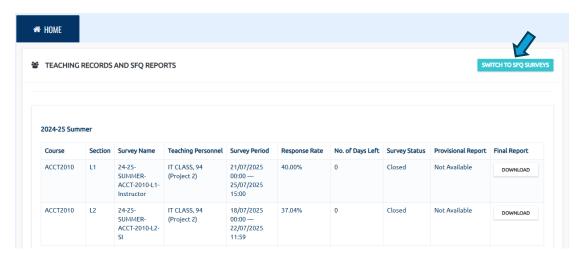
4.1 View and Download Report

Once you have successful logged on the SFQ System, you can view the **Response Rate** and download personalised reports by clicking the **DOWNLOAD** button for specific report.

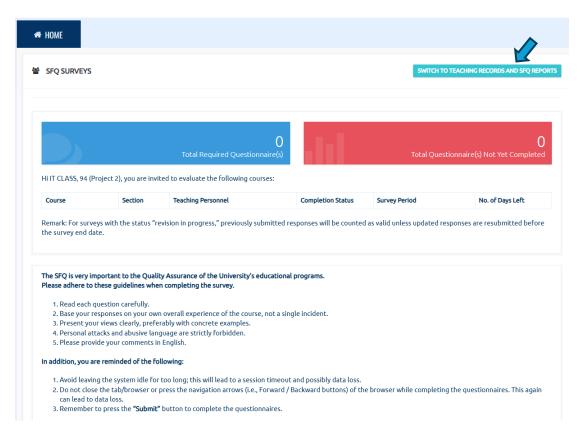


4.2 Take Survey

If you have enrolled as a student in a curriculum, you can click on the "SWITCH TO SFQ SURVEYS" button to access the survey page.



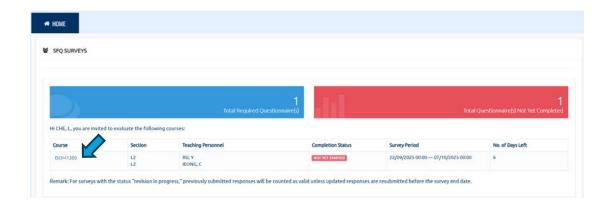
You can click "SWITCH TO TEACHING RECORDS AND SFQ REPORTS" button to return to the Teaching Records and SFQ Reports page.



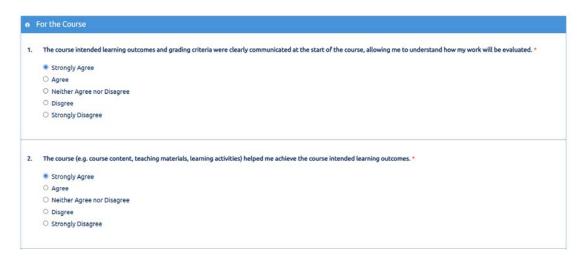
5. Students

5.1 Take Survey

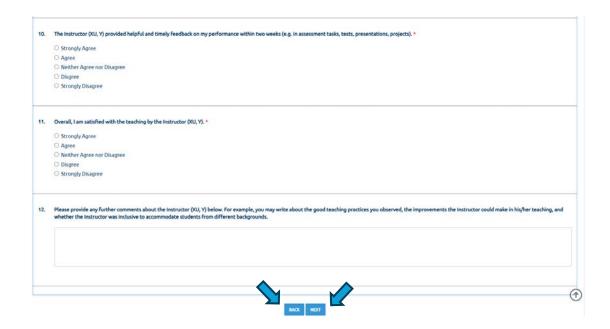
You can begin the survey by clicking the **name of the survey** in the **Course** Column.



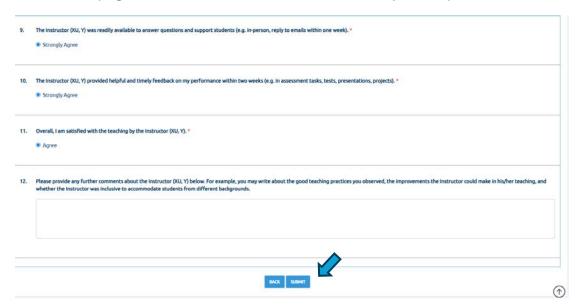
Follow the on-screen instructions to complete the survey.



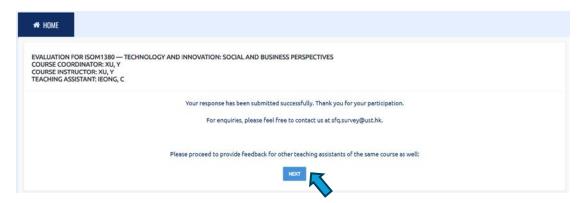
During the survey, use the "**BACK**" and "**NEXT**" buttons to navigate between pages.



On the final page, click the "SUBMIT" button to finalise your responses.



After submission, a confirmation page will appear. If the course includes **Tutorials or Laboratory Classes**, we strongly encourage you to provide feedback for the **Teaching Assistant(s)**¹ by clicking "**NEXT**" button. Please follow the same steps to complete the survey and submit your response.



To continue with other available surveys, click "**HOME**" to return to the homepage.



¹ Teaching Associates (TA), Instructional Assistants (IA), Graduate Teaching Assistants (GTA) and other teaching support staff (e.g. teaching support staff, technical staff) are included.