
School of Engineering
OnSET
Frequently Asked Questions (FAQ)

Introduction

1. What is OnSET?

OnSET stands for Online Student Evaluation of Teaching Effectiveness. It's the acronym for a web-based application developed by TP.

2. Why OnSET?

Previously, Evaluation of Teaching Effectiveness (ETE) surveys were administered to students using hardcopy survey forms during lessons. The surveys take up precious lesson time, and the subsequent manual processing is tedious and time-consuming. The objective of OnSET is to bring ETE surveys online so that you can respond to surveys at anytime from anywhere via the internet.

3. Who uses OnSET?

All TP full-time students will be using OnSET, including students in the Polytechnic Foundation Programme (PFP), freshmen (new students), juniors and seniors.

4. When can start using OnSET?

OnSET started from the April 2013 semester, and is currently operational.

How to use OnSET

5. Where do I access OnSET?

OnSET system can be accessed from the TP Online Student Services (TPOSS) system, under the "Teaching Evaluation" menu. The URL is also provided in the email notification/reminder that you will receive when a survey is launched.

6. How do I find out which are the surveys I am required to respond to, and when will the surveys start?

On the day when a survey is launched, you'll be notified via email. In the email, one or more surveys will be listed, with the corresponding closing dates. When you log in by clicking on the link provided in the email, you'll be presented with the entire list of surveys in your personal OnSET homepage.

7. By when must I respond to surveys?

The survey closing date for each survey will be stated in the email notification, and in your personal OnSET homepage.

8. How many surveys are students expected to respond to?

This depends on a number of factors, including the number of subjects you're taking, the number of lecturers teaching you, the number of students taking the same subjects, etc. In order not to tax students with too many surveys, lecturers are typically not surveyed for every subject or every class they teach. Besides, the system may randomly sample students for surveys when a lecturer teaches a large class. As such, you'll generally have fewer surveys than the number of lecturers teaching you.

9. Am I expected to respond to ALL surveys?

Yes, you're expected to complete all surveys assigned to you. As the system tries to cut down the number of surveys per student, we hope that you'll take the few surveys that you've been assigned to very seriously. Your truthful and constructive feedback will help your lecturers improve the quality of their teaching, or to keep up the good things that he/she has been doing right.

10. What will happen if I forget to respond to some surveys?

The system will send you email (and in future, SMS) reminders when the surveys are about to close.

11. Is it compulsory to provide written comments?

No, it's NOT compulsory to provide written comments. However, the written comments allow you to provide specific feedback to help your lecturers make improvements. With more details provided, your lecturers would know specifically which areas to continue doing well, and which areas to improve, so as to raise their overall teaching effectiveness.

12. How many times can I respond to each survey?

You can respond to each survey only once. Once you have submitted your response, the survey is considered completed, and you will not be able to amend the submission.

13. Are my responses confidential?

Yes, your responses are confidential. The lecturer/tutor will NOT be able to see or know which student a particular response came from, nor who wrote a particular comment or feedback.

Exemption from doing OnSET survey

14. What should I do if I'm unable to comment about a lecturer's teaching effectiveness?

You are allowed to submit survey exemption requests from within the OnSET system. If this feature is enabled, you may log on to OnSET system, navigate to the specific survey, and submit the exemption request in the "Respond to Survey" page by clicking on the appropriate radio button. Note that your exemption request is subject to approval, and you'll be notified about the outcome in due time via email.

If your exemption request is not approved, you will still need to complete the surveys.

Missing the survey closing date

15. What can I do if I still have not responded to all my surveys by the time exam results are released?

On the day exam results are released, if you have not responded to all your surveys, you will be redirected to OnSET (to complete your surveys) when you log on to TPOSS to view your results. Consequently, you may experience some delays in viewing your exam results if you have not completed the OnSET assigned to you.

All surveys consist of ten MCQs and two open comment questions, and it will not take you more than a couple of minutes to respond to each survey. To avoid unnecessary delays in viewing your results, you are strongly advised to respond to all surveys as soon as you receive the email notification from OnSET.

16. Who should I approach if I have queries on OnSET?

You may approach staff at the School General Office.

17. How do I report a problem on OnSET system?

A "Need Help?" link is available in TPOSS at the top right hand side. Click on it and you will see a panel that displays a pop up window showing the contact information for students.