Feedback

The feedback activity allows you to get feedback from users using text, numeric and multiple choice questions.

(The course above is taken from the Feedback and choice activities course in the Totara Academy).

⚠️ All activities and resources are also available in the Totara Mobile app. Please note that activities and resources may work slightly differently in the Mobile app compared to on a desktop site.

Permalink:https://help.totaralearning.com/display/THM/Feedback

Adding a feedback activity

To create a feedback activity:

1. Click **Turn editing on**.
2. Select **Feedback** from the **Add an activity...** dropdown menu.
3. Configure the settings to your preferences.
4. Click **Save and display** or **Save and return to course**.

⚠️ If you add a feedback activity to the front page then it becomes a site-wide activity, meaning it can be used by any course. By default it will be added to the feedback block on all courses (where the Feedback block has been added). See also Mapping feedback activities.

Feedback settings

Setting	Description	Notes
Name	Give your feedback resource a title.	-
Description	Text will be displayed to users before they enter the feedback.	-
Display description on course page	If enabled, the description above will be displayed on the course page just below the link to the activity or resource.	-
Allow answers from and to	This allows you to set a time period during which the feedback will be available to responses.	-
Record user names	Choose from the following options: • Anonymous • Users' names will be logged and shown with answers	Note that feedback will not be timestamped if this setting is set to **Anonymous**.
Allow multiple submissions	Anonymous polls allow unlimited answers for every user, for polls where the username is logged this allow users to resubmit their answers.	-
Enable notification of submissions	Notifications will be sent to Trainers and Editing Trainers upon the submission.	-
Auto number questions	If you choose **Yes** the feedback questions will be automatically numbered.	-
Show analysis page	The summary results can be shown to respondents, or shown only to Trainers.	-
Completion message	Allows you to write a comment/statement the Learners sees after completing the feedback activity.	-
Link to next activity	After submitting the feedback, a continue button is displayed, which links to the course page. Alternatively, it may link to the next activity if the URL of the activity is entered here.	-
Common module settings	See Common module settings to learn more.	-
Activity completion	See Activity completion to learn more.	-
Restrict access	See Restrict access to learn more.	-

| Tags | See Tags to learn more. | - |

Adding questions

Once you have created your feedback activity you can add questions.

1. In the feedback activity go to the **Edit questions** section.
2. Choose a question type from the dropdown menu.
3. Configure the question as required.
4. Click **Save question**.

You can also load pre-written questions by using a template.

Feedback

| OVERVIEW | EDIT QUESTIONS | TEMPLATES | ANALYSIS | SHOW RESPONSES |

Add question [Choose... ▼]

Question types

There are a number of question types available in the feedback activity.

Question type	Description
Add page break	Adds a page break. All of the questions above the page break will appear on a separate page to those below it. There are no additional settings. Editing only allows you to delete the page break.
Captcha	Allows you to add a reCAPTCHA verification question to prevent bots from answering your survey. There are no settings to configure and this question will always be required. A Site Administrator must first first setup reCAPTCHA via the authentication settings.
Information	This collects information from the system and does not allow the user answering to enter a value. You can configure the following settings: • **Question:** The text you wish to appear in front of the information e.g. 'Course name' • **Label:** Used to create dependencies • **Information type:** Choose from **Course** (displays the current course name) or **Course category** (displays the current course category name) - useful if collecting answers from multiple courses • **Dependence item:** Choose the dependent item from the dropdown menu, see dependencies for more information • **Dependence value:** Enter the dependent value, see dependencies for more information • **Position:** The position this question will appear in the feedback activity
Label	Allows you to enter a section of text into the feedback activity. This could be made a dependency so that you only see it if you answer a question a certain way. As this is not a question that requires an answer it cannot be marked as required and will always appear, subject to any connected dependencies. You can configure the following options: • **Content:** Enter the text to be displayed • **Dependence item:** Choose the dependent item from the dropdown menu, see dependencies for more information • **Dependence value:** Enter the dependent value, see dependencies for more information • **Position:** The position this question will appear in the feedback activity

Longer text answer	Allows you to ask a question that prompts a long written answer. You can configure the following options: • **Required:** Tick to make the question mandatory to answer • **Question:** Enter the question text • **Label:** Used to create dependencies • **Width:** Set the width of the answer box • **Number of lines:** Sets the default height of the answer box, this does not control how many lines the answer can be • **Dependence item:** Choose the dependent item from the dropdown menu, see dependencies for more information • **Dependence value:** Enter the dependent value, see dependencies for more information • **Position:** The position this question will appear in the feedback activity
Multiple choice	Create a question where respondents can choose from a list of options. You can configure the following settings for this question type: • **Required:** Tick to make the question mandatory to answer • **Question:** Enter the question text • **Label:** Used to create dependencies • **Multiple choice type:** Choose from single answer, multiple answers, or single answer (dropdown list) • **Adjustment:** Decide whether you want the options to be displayed in a **horizontal** or **vertical** line • **Hide the "Not selected" option:** If set to **No** then there will be an option the user can select labelled **Not selected** • **Do not analyse empty submits:** Decide whether to include empty responses in multiple choice question analysis • **Multiple choice values:** Enter all of the possible responses, using a new line for each one • **Dependence item:** Choose the dependent item from the dropdown menu, see dependencies for more information • **Dependence value:** Enter the dependent value, see dependencies for more information • **Position:** The position this question will appear in the feedback activity
Multiple choice (rated)	Create a multiple choice question that allows respondents to answer with a rating. You can set the ratings to be either ascending or descending depending on the order you enter them into the **Multiple choice values** field. Use the format **0/text** if you wish to use a text rating, e.g. **0/Poor, 1/Okay, 2/Average, 3/Good, 4/Excellent** **4/Excellent, 3/Good, 2/Average, 1/ Okay, 0/Poor** If you do not wish to use text in your ratings you could simply use numerical values e.g. **1/,2/,3/,4/,5/** Remember to add each new value on a new line, they are simply comma separated above to save space in this documentation. You may also configure these settings: • **Required:** Tick to make the question mandatory to answer • **Question:** Enter the question text • **Label:** Used to create dependencies • **Multiple choice type:** Choose from single answer or single answer (dropdown list) • **Adjustment:** Decide whether you want the options to be displayed in a **horizontal** or **vertical** line • **Hide the "Not selected" option:** If set to **No** then there will be an option the user can select labelled **Not selected** • **Do not analyse empty submits:** Decide whether to include empty responses in multiple choice question analysis • **Multiple choice values:** Enter all of the possible responses, by using the format 0/,1/,2/ etc. You can add text after the slash if you want e.g. 0/Poor,1/Okay,2/Average,3/Good,4/Excellent. You should use a new line for each option • **Dependence item:** Choose the dependent item from the dropdown menu, see dependencies for more information • **Dependence value:** Enter the dependent value, see dependencies for more information • **Position:** The position this question will appear in the feedback activity
Numeric answer	You may also configure these settings: • **Required:** Tick to make the question mandatory to answer • **Question:** Enter the question text • **Label:** Used to create dependencies • **Range from:** • **Range to:** • **Dependence item:** Choose the dependent item from the dropdown menu, see dependencies for more information • **Dependence value:** Enter the dependent value, see dependencies for more information • **Position:** The position this question will appear in the feedback activity

Short text answer	Allows you to pose a question that requires a short written answer. You can configure the following settings: • **Required:** Tick to make the question mandatory to answer • **Question:** Enter the question text • **Label:** Used to create dependencies • **Textfield width:** How wide the text field for answers will be • **Maximum characters accepted:** How many characters (including spaces) can be used in the answer • **Dependence item:** Choose the dependent item from the dropdown menu, see dependencies for more information • **Dependence value:** Enter the dependent value, see dependencies for more information • **Position:** The position this question will appear in the feedback activity

Dependencies

You can set up dependencies so that one question relies on the answer to another to be displayed. This is done using labels to connect the questions. It allows you to create a branching of questions and can make a feedback more tailored or provide additional content for certain answers.

To do this:

1. Go to the question you wish to be the start of the dependency.
2. Edit this question and ensure that it has a clear **Label** and **Save changes**.
3. Add a **Page break**.
4. Under the page break add the dependent question.
5. In the settings for the question choose the start question as the **Dependence item** from the dropdown list.
6. Optionally enter a **Dependence value** - this will mean only giving this answer will lead to this question.
7. Remember to click **Save changes**.

You can repeat steps 5-7 to create different dependencies, like branches based on different answers.

Below is an example of how this might work.

1. Set up a short answer question that asks 'Which office do you work in?' and ensure it has a **Label** called 'Office' and click **Save changes**.
2. Add a page break.
3. Add a new long answer question that asks 'What is the strength of the Wellington office?' then set the **Dependence item** to 'Office' and enter a **Dependence value** of 'Wellington' and **Save changes**.
4. Add a second long answer question that asks 'What is the strength of the Brighton office?' with the **Dependence item** also set to 'Office' and this time enter a **Dependence value** of 'Brighton' and **Save changes**.

Now if you answer the 'Which office do you work in?' question as 'Brighton' you will be taken to the Brighton-specific question on the next page.

Feedback

OVERVIEW	EDIT QUESTIONS	TEMPLATES	ANALYSIS	SHOW RESPONSES

Add question Choose... ▼

✛**Which office do you work for?**
Edit▾

✛Edit▾

✛**What is the strength of the Wellington office?**
Edit▾

✛**What is the strength of the Brighton office?**
Edit▾

Preview questions

You can preview questions using the **Overview** section. Go to this section and then click the **Answer the questions...** link.

Editing questions

Once you have added questions you can edit them, make required, delete, or move them.

Editing

Once a question has been added you can edit it by following these steps:

1. Go to the **Edit questions** tab in the feedback activity.
2. Alongside the question click **Edit** and then select **Edit question**.
3. Make your desired changes to the question.
4. Click **Save changes to question**.

You can also click **Save as new question** when editing to create a new separate question, this is also a good way to duplicate similar questions.

Set as required

If you wish to make a question mandatory then you can either mark it as required by editing the settings (see above) or if that is the only change you wish to make to a question you can quickly set it as required by following these steps:

1. Go to the **Edit questions** tab in the feedback activity.
2. Alongside the question click **Edit** and then select **Set as required**.

Delete

You can delete any question by doing the following:

1. Go to the **Edit questions** tab in the feedback activity.
2. Alongside the question click **Edit** and then select **Delete question**.

Move

You can reorder questions by dragging and dropping them using the move icon (✛).

Mapping feedback activities

If you add a feedback activity to the front page then it becomes a site-wide activity, meaning it can be used by any course. By default it will be added to the feedback block on all courses (where the Feedback block has been added). You will also need to ensure that the feedback block is enabled under *Plugins > Blocks > Manage blocks* starting from the quick-access menu.

It is possible to map the feedback to certain courses only by following the steps below.

1. **Turn editing on** under the **Front page administration** area**.**
2. Set up the feedback activity.
3. Click **Save and display**.
4. You should see a new tab, **Mapped courses**, click on this.
5. Search or browse for courses to add, then click the name of the course to add it.
6. Once you have added all desired courses to be mapped click **Save changes**.

If you need to remove a mapped course then you can:

1. Click **Turn editing on** for the frontpage.
2. From the frontpage click the **Edit** link next to the feedback activity.
3. Go to the **Mapped courses** tab.
4. Click the cross icon ( ) alongside the name of the course you wish to remove.
5. Don't forget to **Save changes**.

Frontpage feedback

OVERVIEW	EDIT QUESTIONS	TEMPLATES	MAPPED COURSES	ANALYSIS
SHOW RESPONSES				

This is a site-wide feedback that is available to all courses using the feedback block. You can however limit the courses to which it will appear by mapping them. Search the course and map it to this feedback.

**Courses** × Strategic Management   × Health and Safety

Search ▼

Save changes   Cancel

Plugin settings

As well as the configurable settings within each individual feedback activity it is also possible to configure site-wide settings for the feedback activity starting from the quick-access menu and following the path *Plugins > Activity modules > Feedback*.

Setting	Description	Notes
Allow full anonymous	If set to **yes**, users can complete a feedback activity on the front page without being required to log in.	-
Maximum days since completion	Course or activity completions older than this will not be considered when sending out feedback reminders. Zero or an empty value represents no limit.	-

Totara Academy
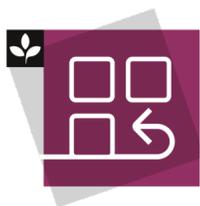
The Totara Academy has a whole course dedicated to using Feedback and choice activities in Totara Learn. Here you can learn more on how to use these tools, see best practice, and give it a go yourself.