

Recommended Process for University-Wide End-of-Course Student Feedback (ESF): Sample of Revised System

CENTRALIZED SYSTEM

A centralized system creates consistency in how students provide feedback on courses. This consistency could include:

Online Format

Taken online, with analysis available for faculty.

Standardized and Individual Questions

Likert scale questions and open answers.
Include consistent university-wide questions and individualized questions by department, course, instructor, and modality.



Centralized Delivery of Online End-of-Course Student Feedback



Centralized system is solely for organization, dissemination and data analysis.

- For face-to-face classes, students are allotted in-class time to provide feedback on a tablet, smartphone or laptop.
- Available for one week
- Three reminders that survey is open



Centralized Analysis of Data

The online format allows for the most efficient and effective summary of data and comments.

Centralized Dissemination

Results are sent to faculty within a short period of time following the end of the course.



Faculty and Department Use of End-of-Course Student Feedback as ONE PIECE OF EVIDENCE among triangulation of additional samples of teaching effectiveness (peer observations, syllabi, etc.).

These data should be used for two kinds of evaluation:

- **Formative** – ongoing growth and improvement
- **Summative** – decision-making (tenure and promotion, reappointment)

Department and faculty are ultimately responsible for and have control of all decision-making using data.

FACULTY REPRESENTATION through a narrative or dossier.

DEPARTMENT REPRESENTATION through a narrative or dossier.