

# Student Assessment of Courses and Faculty

## Faculty Guide

*August 2010*

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## **Background**

At Palm Beach State College, all student course evaluations are conducted online. Online assessments offer students an easy and confidential way to provide instructors and the college with valuable feedback regarding their classes and how they have been taught. Students access the system with their PantherWeb accounts, while faculty and administrators may monitor progress and view reports through Employee Web.

Online assessments also save valuable class time by allowing students to take the survey on their own, at a time convenient for them. Palm Beach State College may save as much as 500 classroom contact hours a year by conducting student assessments online.

The system also offers improved data quality and security. Stray marks, double marks and other limitations of the paper form that affect scoring are no longer an issue with the electronic system. And because students are not rushed to take a timed survey in a classroom, they are free to offer more thoughtful commentary. In addition, only your students can complete an assessment, and they can submit only one per class, per term.

## Process

**STUDENTS MUST HAVE PANTHERWEB ACCESS TO COMPLETE AN ASSESSMENT.** Your students may complete an assessment anytime between the day after the last day to withdraw and the day before the last day of the session, as defined in PantherNet. Students who have withdrawn or dropped your class during the drop/add period are not eligible to evaluate the class.

The course evaluation system is integrated with the PantherWeb student portal. Your students must log on to PantherWeb to complete an assessment. Because they are required to authenticate their identity, students are able to complete only one assessment per class, per term. After they have submitted an assessment, they may log in and *edit* their responses at a later time, but their responses will be frozen when the evaluation window closes, and only their most recent evaluation will be counted.

All student identification numbers, which are used by Institutional Research & Effectiveness (IRE) to maintain authenticity, are stripped from the student assessment database at the end of the assessment period.

### **Credit, college preparatory and EPI classes**

Credit, college preparatory and EPI students who are eligible to complete a student assessment will receive an email from the College with about three weeks remaining in the term (two weeks in summer) alerting them that they have classes available to assess. The email contains instructions for completing an assessment, as well as background on the importance of evaluating classes and how the information is used by faculty and administrators.

### **PSAV classes**

Because PSAV classes normally are not tied to one of the four major sessions, PSAV evaluation windows will remain open until the end of the session associated with the class, as loaded in PantherNet. In most cases, this will be the end of the regular 16-week term. However, some classes wrap into the following term and therefore must be loaded into a session that ends after the end of the 16-week term.

Also, because the starting and ending dates for PSAV classes vary greatly, it is impossible to send timely emails to students. Therefore, **AFTER** the deadline to withdraw from the class has passed, PSAV instructors should ask their students to log on to PantherWeb to complete their student assessment.

PSAV students will receive an email from the College with about three weeks remaining in the 16-week term, asking them to log on to PantherWeb and complete all open evaluations. The email contains instructions for completing an assessment, as well as background on the importance of evaluating classes and how the information is used by faculty and administrators.

## Coverage

All credit, college preparatory, teacher certification (EPI) and postsecondary adult vocational (PSAV) classes are covered under the online course evaluation system.

Students are asked to assess the **primary** instructor in the class, as defined in PantherNet. Only the primary instructor will receive the final report.

Below is an example of a team-taught class with two instructors. Only one can be listed as primary. For this class, students will be asked to assess Professor Joe because he is listed as the primary instructor; Instructor John will not be evaluated in this section.

```

STC210P1      **** PB STATE Student Information System ****      STC210M1
Sep 17,09      - Maintain Credit Class and Schedule -              5 more >

*Action (B,C,D,N)      ___ *Course ID...: NUR2712C__ *Offered Term: 20101_
Reference Number...: 131760 *Campus/Center: 1_____ Section.....: 003
*Session Code.....: 1_____ Course Title...: NURSING 4 CLINICAL__
  Dates: 08/21/09 - 12/17/09 *Division/Dept: DEG_ NUR_ *Cls Stat.: U
Curr Enrolled.....: 26      Max Class Size..: __30      Time Block...: D
Curr Paid.....: 26      Min Class Size..: __1      Stacked.....: Y
Curr Honor Enrld...:      Max Honor Size..: _____ Tot Spcl Fee: 101.25
Curr Writing Enrld.:      Max Writing Size: _____ In State Fee: 596.25
Credit Hours.....: __6.00      Non Res Fee.: 1897.41
Total Load Value...: __27.00 Prime Instructor 1 of 2 More > (Y)
Act Contact Hours..: 217.20 Y PROFESSOR,JOE,D
Std Contact Hours..: _192.00      Comments Exist.: N
*Org Unit.....: 11230100 230105 10
  1_ of 3      *Bldg *Room Room *Begin End Begin End Except
  Days      Limit Time Time Date Date Flag
  1 M T _ _ _ _ AH__ 00202_ 60 1:30 P 4:30 P 08/21/09 12/17/09
  2 W R _ _ _ _ TBA_ TBA___ 7:30 A 11:20 A 11/03/09 12/17/09
Direct Command:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12--
      help retrn quit DATES COURS V-Rst bkwrd frwr CMNTS left right main
8026 - Class C-NUR2712C-20101-1--003 displayed successfully
  
```

```

STC685N1      **** PB STATE Student Information System ****      9:31 AM
Sep 17,09      - Browse On Class Instructors -
Act Instr ID      Instructor Name      Prim Cls      Cls Schd
      Ind Ty      Course ID      Term Campus Sect Seq#
-----
___ 0000XXXXX PROFESSOR,JOE,D      Y      C NUR2712C 20101 1 003 1
      2
      3
___ 0000XXXXX INSTRUCTOR,JOHN,Q      N      C NUR2712C 20101 1 003 1
      2
      3

      *** End of Data ***

Class Instr Ky: C NUR2712C__ 20101_ 1 _____ 003 _____
Direct command...: _____
Add      Display      Modify      Purge      Replace
  
```

## Reminding your students

Although your students will receive emails asking them to complete their assessments, it is advised that you reinforce this with an in-class announcement in order to maximize response.

For instructors teaching classes in the 16-week, 12-week, Express A, Express B, Summer A and Summer B sessions, you will receive an email from Institutional Research & Effectiveness with about three weeks remaining in the class, alerting you that the evaluation period is open and asking you to remind your students to log on to PantherWeb to complete a student assessment of your class. **These classes must be loaded under Session 1, 2, 3 or 4 in PantherNet.**

Instructors teaching in all other sessions, **including PSAV classes**, please remind your students to complete an assessment after the deadline to withdraw has passed.

### Suggested text

Below are sample statements that you may wish to use to encourage your students to complete a course evaluation. ***These are only suggestions***—please feel free to modify these to fit your personal style and needs.

#### ***To include in online class announcement:***

If you would like to include the full instructions in your online module, consider using the text below:

#### **Directions:**

- Log on to PantherWeb at <http://www.palmbeachstate.edu/pantherweb.xml> using your regular Student Identification number and PIN.
- Select the Quick Link marked “Evaluate Courses.”

You will then see a list of the credit and college preparatory classes in which you are currently enrolled.

- If you see a button marked “Evaluate” next to a course, that course is available to be assessed. Press the button to take the evaluation. The evaluation will open in a new window.
- When you have completed the evaluation, you will see a confirmation page that you may print for your records if you need it. Close the window to return to your list of courses.
- If you have courses without “Evaluate” buttons next to them, look at the dates in the “Evaluation Window” column.
- If you have no other classes to evaluate at this time, you may go to another area of PantherWeb, or simply log off.

If you would like to see more detailed directions with screen shots, please go to the Student Assessment of Courses and Faculty instruction page at <http://www.palmbeachstate.edu/CourseEval.xml>.

***To include in syllabus:***

Below is a simple statement that you may wish to incorporate into your syllabus.

The Student Assessment of Courses and Faculty provides you with an opportunity to express your views on your classes and how they have been taught. Students are asked to submit an evaluation of this class near the end of the term in order to help faculty and administrators improve instruction. To complete an evaluation of this course:

- Log on to PantherWeb between the **day after the final day to withdraw** and the **day before the last day of the class**
- Select the “Evaluate Courses” Quick Link
- Follow the instructions provided.

To receive a reminder when it is time to evaluation your classes, please activate your *my.palmbeachstate.edu* email address, if you have not done so already. Results of the assessment will be released **after** grades are submitted, and you will not be identified in the report.

***Simple in-class verbal announcement***

If you would prefer to make a simple announcement in class to your students, try modifying the following thoughts to suit your style.

Each term, Palm Beach State College asks its students to evaluate their classes in order to help faculty and administrators improve instruction. To complete an assessment of this course, log on to PantherNet, select “Evaluate Courses” and follow the instructions provided. Results of the assessment will not be released until after grades are submitted, and you will not be identified individually in the report.

***Student receipts***

If you require your students to complete an evaluation, or if you offer extra-credit, you may wish to have your students submit a receipt proving that they completed an assessment. Students are prompted to print a receipt if they wish, showing the date and time he or she completed an evaluation. The date and time should provide a unique identifier.

## Downloading reports

### *Credit, college preparatory and EPI classes*

In most cases, reports will be ready to view on the day after the deadline to submit grades. However, if one of your classes runs past the end of the term, crosses into the next term, or has been loaded into a session other than the 16-week, 12-week, Express A or Express B terms, you will not be able to view that report until the end of the **session into which the course has been loaded**.

Express 'A' and Summer 'A' reports will not be available until the end of the term.

### *PSAV classes*

PSAV reports will not be ready to view until the day after the last day of the session into which the course was loaded. In most cases, this will be the end of the regular 16-week term. However, some classes wrap into the following term and therefore must be loaded into a session that ends after the end of the 16-week term.

## Viewing reports

Log on to Employee Web at <https://www.palmbeachstate.edu/employeeweb.xml> using your regular ID and password to view your reports

The screenshot shows a Microsoft Internet Explorer browser window displaying the Palm Beach Community College Employee Web login page. The browser's address bar shows the URL <https://www.pbcc.edu/employeeweb.xml>. The page header includes the college name and navigation links such as Home, Site Map, Contact Us, People Finder, and FAQs. A search bar is located in the top right corner. The main content area features a large banner with the college logo and the text "Employee Web". Below the banner, there is a section titled "Employee Access" with a "Password Required" heading. The login form includes fields for "Logon ID" (with a masked input) and "Password" (with a masked input), followed by a "Logon" button. Links for "Change Password" and "Password Reset" are provided. A "Click Here For LIVE HELP" button is also visible. The footer contains copyright information and a disclaimer.

Palm Beach Community College - Microsoft Internet Explorer provided by Palm Beach Community College

File Edit View Favorites Tools Help

https://www.pbcc.edu/employeeweb.xml

Palm Beach Community College

Home | Site Map | Contact Us | People Finder | FAQs

PantherWeb Academic Calendar Catalog Areas of Study Distance Learning Library Student Services Jobs News Events

Search

Employee Information  
Employee Questions  
Experiencing Problems  
Direct Deposit  
Online Grading/Roster Info & Training  
Faculty Grading Questions  
Student Email FAQ's

Employee Web

> PBCC Intranet Home  
> Human Resources  
> Web Utilities  
> Security Information  
> Comments

Employee Access

**Password Required**

Logon ID:  Log on with your network-email ID.

Password:  Use your network-email password.

Logon

Do you want to **change your Password**?  
Please go to the [Change Password page](#).

Did you forget your **password**?  
Please go to the [Password Reset page](#).

If you have problems, please call the Help Desk at (561) 868-3100.

Click Here For **LIVE HELP**

Powered by LivePerson™

Palm Beach Community College is an equal opportunity/affirmative action institution. Please read the [PBCC Internet Privacy Statement](#), the [Nondiscrimination Policy](#), and the [Harassment Policy](#).

Palm Beach Community College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award the Bachelor of Applied Science, Associate in Arts, Associate in Science and Associate in Applied Science degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Palm Beach Community College.

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Internet 100%

Select "My Evaluation Reports" from the "Faculty/Advisors" dropdown menu on the yellow bar near the top of the screen.

The screenshot shows the Palm Beach Community College Intranet Employee Home Page. At the top, there is a navigation bar with the following items: Home, Personal, Faculty/Advisors, Staff, Miscellaneous, and Logoff. The 'Faculty/Advisors' dropdown menu is open, displaying the following options: Class Rosters, Grading, At-Risk Reporting; Mid-term Grades; Student Advising; Academic Management; My Evaluation Reports (highlighted); Evaluation Reports for My Department; iTunes U; Attendance Due Date for 07/30/2009 paycheck; 07/30/2009 Paycheck Date; and 08/04/2009 Grades for Class # 116235 are. To the right of the dropdown menu is an 'Employee Details' section with fields for Employee Name, Person ID, Current Title, Campus, and Mailstation, along with a 'Show Confidential Data' button. Below the navigation bar is a 'Quick Links' section with links for Paystub Info, Change Contact Info, and Class Rosters. A 'NEWS' section is also visible, listing dates and events. At the bottom, there is a 'Calendar' section for July 2009, which includes a table of dates and a 'Jump to month' dropdown menu.

July 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24 Attendance Due Date	25
26	27	28	29	30 Paycheck Date	31	

Now, select the term that you wish to view.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Palm Beach Community College (PBC) Intranet. The page title is "PBC - Class Roster Terms". The URL in the address bar is "https://webservices2.pbcc.edu/FCC5C/personnel/faculty/as302n9.jsp?ReturnMessage=0000". The page features a green header with "PALM BEACH COMMUNITY COLLEGE INTRANET" and a navigation menu with options: Home, Personal, Faculty / Advisors, Staff, Miscellaneous, and Logoff. A welcome message reads "Welcome [redacted] [redacted] [redacted]" with "Last Logon: Jul 29, 2009 11:58 AM" and a link for "Questions?". A "Click Here For LIVE HELP" button is present, with "Powered by LivePerson" below it. The main content area has a box titled "Choose a term to view:" containing a dropdown menu with the following options: 20072, 20072, 20073, 20081, 20082, 20083, 20091, 20092, 20093, and 20101. A "Choose Term" button is next to the dropdown. The PBC logo is in the bottom right corner. The browser status bar at the bottom shows "Done", "Internet", and "100%".

You are now presented with a list of classes that you taught in that term. Press the red button marked "VIEW" next to a class to see the report for that section.

**PALM BEACH COMMUNITY COLLEGE**  
INTRANET

Home Personal Faculty / Advisors Staff Miscellaneous Logoff

Welcome [X] [X] [X]  
Last Logon: Jul 29, 2009 11:58 AM

**Instructor Schedule**

Early Alert Training [Click Here For LIVE HELP](#)  
Questions? Powered by LivePerson™

**Fall Term 2007**

Ref Num	Course ID	Class Title	Evaluation Report	Enrld/Max	Start Date	Ending Date	Sess	Days	Start Time	Ending Time	Bldg	Room	Loc
<a href="#">100347</a>	SLS1501	Strat College Succes	<b>VIEW</b>	27/27	08/23/07	12/18/07	1	M W	9:30A	10:45A	SS	00116	LW
<a href="#">100354</a>	SLS1501	Strat College Succes	<b>VIEW</b>	25/26	08/23/07	12/18/07	1	M W	11:00A	12:15P	CRA	00102	LW

Evaluation report option is only available for primary instructor

**Location Key**

- LW Lake Worth
- LWO Lake Worth--off campus
- PBG Palm Beach Gardens
- PBGO Palm Beach Gardens--off campus
- BG Belle Glade
- BGO Belle Glade--off campus
- BR Boca Raton
- BRO Boca Raton--off campus

**pbcc**

The report opens in a new window. The top portion always contains the statistical report, showing how many students rated the instructor on each criterion. The mean (average) response is shown in the last column.


PBCC Online Assessment of Courses and Faculty - Microsoft Internet Explorer provided by Palm Beach Community College

File Edit View Favorites Tools Help

https://webservices2.pbcc.edu/FCCSC/servlet/personnel.faculty.EvaluationReports

PBCC Online Assessment of Courses and Faculty

**Palm Beach Community College**  
**Student Assessment of Courses and Faculty**



Instructor: X X X  
 Reference Number: 100354  
 Course: SLS1501 (100354) - STRAT COLLEGE SUCCES

Wednesday, July 29, 2009 - 2:09:55 PM

	Strongly Agree (5)		Agree (4)		Neutral (3)		Disagree (2)		Strongly Disagree (1)		Not Applicable	Total	Mean
	#	%	#	%	#	%	#	%	#	%			
1. My instructor clearly stated the objectives of the course.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
2. My instructor covered what was stated in the course objectives.	3	75.0	.	.	1	25.0	.	.	.	.	.	4	4.50
3. My instructor displayed a clear understanding of course topics.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
4. My instructor seemed well-prepared for class.	4	100.0	.	.	.	.	.	.	.	.	.	4	5.00
5. My instructor displayed enthusiasm when teaching.	4	100.0	.	.	.	.	.	.	.	.	.	4	5.00
6. My instructor spoke audibly and clearly.	4	100.0	.	.	.	.	.	.	.	.	.	4	5.00
7. My instructor had an effective style of presentation.	4	100.0	.	.	.	.	.	.	.	.	.	4	5.00
8. My instructor made good use of examples and illustrations.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
9. My instructor was able to simplify difficult materials.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
10. My instructor used class time effectively.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
11. My instructor used a variety of teaching methods in class.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
12. My instructor dealt fairly and impartially with me.	4	100.0	.	.	.	.	.	.	.	.	.	4	5.00
13. My instructor encouraged mutual respect in class.	4	100.0	.	.	.	.	.	.	.	.	.	4	5.00
14. My instructor clearly explained the grading system.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
15. My instructor gave exams that reflected the material covered.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
16. My instructor gave assignments that assisted in learning the material.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
17. My instructor returned papers, assignments and exams quickly enough to benefit me.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
18. My instructor suggested specific ways I can improve.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
19. My instructor was actively helpful when I had problems related to learning.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
20. My instructor has stimulated my thinking.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
21. My instructor was available during office hours or by appointment.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
22. My instructor created an atmosphere for learning.	3	75.0	1	25.0	.	.	.	.	.	.	.	4	4.75
23. My instructor made effective use of audio-visual materials.	4	100.0	.	.	.	.	.	.	.	.	.	4	5.00
24. I felt free to ask questions in class.	4	100.0	.	.	.	.	.	.	.	.	.	4	5.00
	Excellent		Very Good		Good		Fair		Poor				
	#	%	#	%	#	%	#	%	#	%			
25. What is your overall rating of the instructor?	2	50.0	2	50.0	.	.	.	.	.	.	.	4	4.50

To calculate the mean score, the total of the score for each statement is divided by the total number of valid responses. Although 'Not Applicable' responses are included in the 'Total' column, they are not used to calculate the mean. Blank responses are not included in any of the calculations above.

26. What did you like most about the instructor?

He was very nice and a sweetheart! If you needed any help with anything he was there. I enjoyed taking this class.

Hes very nice and makes jokes at the beg of class and hes an out going guy.

Done

Internet 100%



## Printing and saving the report

The report may be printed on any printer. It is recommended that you print the report in landscape.

When you are finished viewing the report, you can save print or save the report onto your hard drive. If you wish to save the report (from Internet Explorer):

- Select File/Save As
- Select the directory into which you want to save your report
- Choose "Save as type:" **"Web Archive, single file (\*.mht)"**
- Choose a file name and press "Save"

If you have the full version of Adobe Acrobat on your computer, you may save a copy in Acrobat (.pdf) format:

- Select File/Print
- Select "Adobe PDF" from the list of available printers
- Select "Preferences"
- (Recommended step) Under the Layout tab, select Landscape and press "OK."
- Press "Print"
- Select the directory into which you want to save your report, choose a file name and press "Save."

When you are done, simply close the window by pressing the red 'X' in the upper-right corner of your screen. You will return to your list of classes taught.

## Monitoring response rate during the term

While an assessment window is open during a term, it may be helpful to you to check on your class's response rate. Low response may indicate that additional action or intervention from you is necessary in order to ensure a high level of feedback from your students.

If you would like to see how many students have completed an evaluation before the term ends, you may do so by following the same instructions above for downloading your reports. Although you will not be able to view the full report until the end of the term, you still will be able to see the number of students who have submitted an assessment.

At the term selection screen, select the current term.

The screenshot shows a web browser window titled "PBCC - Class Roster Terms - Microsoft Internet Explorer provided by Palm Beach Community College". The address bar shows the URL: <https://webservices2.pbcc.edu/FCCSC/personnel/faculty/ias302n9.jsp?ReturnMessage=0000>. The page content includes a green header with "PALM BEACH COMMUNITY COLLEGE INTRANET" and a navigation menu with items: Home, Personal, Faculty / Advisors, Staff, Miscellaneous, and Logoff. A welcome message reads: "Welcome X X X Last Logon: Jul 29, 2009 11:58 AM Questions?". A link for "Instructor's Terms" is visible. A "Click Here For LIVE HELP" button is present, with "Powered by LivePerson" below it. A central form titled "Choose a term to view:" contains a dropdown menu with the following options: 20081, 20072, 20073, 20081, 20082, 20083, 20091, 20092, 20093 (highlighted), and 20101. A "Choose Term" button is next to the dropdown. The pbcc logo is in the bottom right corner. The browser status bar at the bottom shows "Internet" and "100%".

You are now presented with a list of classes that you are teaching in that term. Note that because the current date is before the ending date of the class, you will not be able to see the full report at this time.

Press the red button marked "VIEW" next to a class to see the number of students who have responded thus far.

**PALM BEACH COMMUNITY COLLEGE**  
INTRANET

Home Personal Faculty / Advisors Staff Miscellaneous Logoff

Welcome  
Last Logon: Jul 29, 2009 11:58 AM

[Early Alert Training](#) [Click Here For LIVE HELP](#)

[Questions?](#) Powered by LivePerson™

**Summer Term 2009**

Ref Num	Course ID	Class Title	Evaluation Report	EnrId/Max	Start Date	Ending Date	Sess Days	Start Time	Ending Time	Bldg	Room	Loc
116235	EDF2005	Foundat Of Education	<a href="#">VIEW</a>	21/37	06/24/09	08/04/09	M W	8:00A	11:45A	SS	00201	LW

Evaluation report option is only available for primary instructor

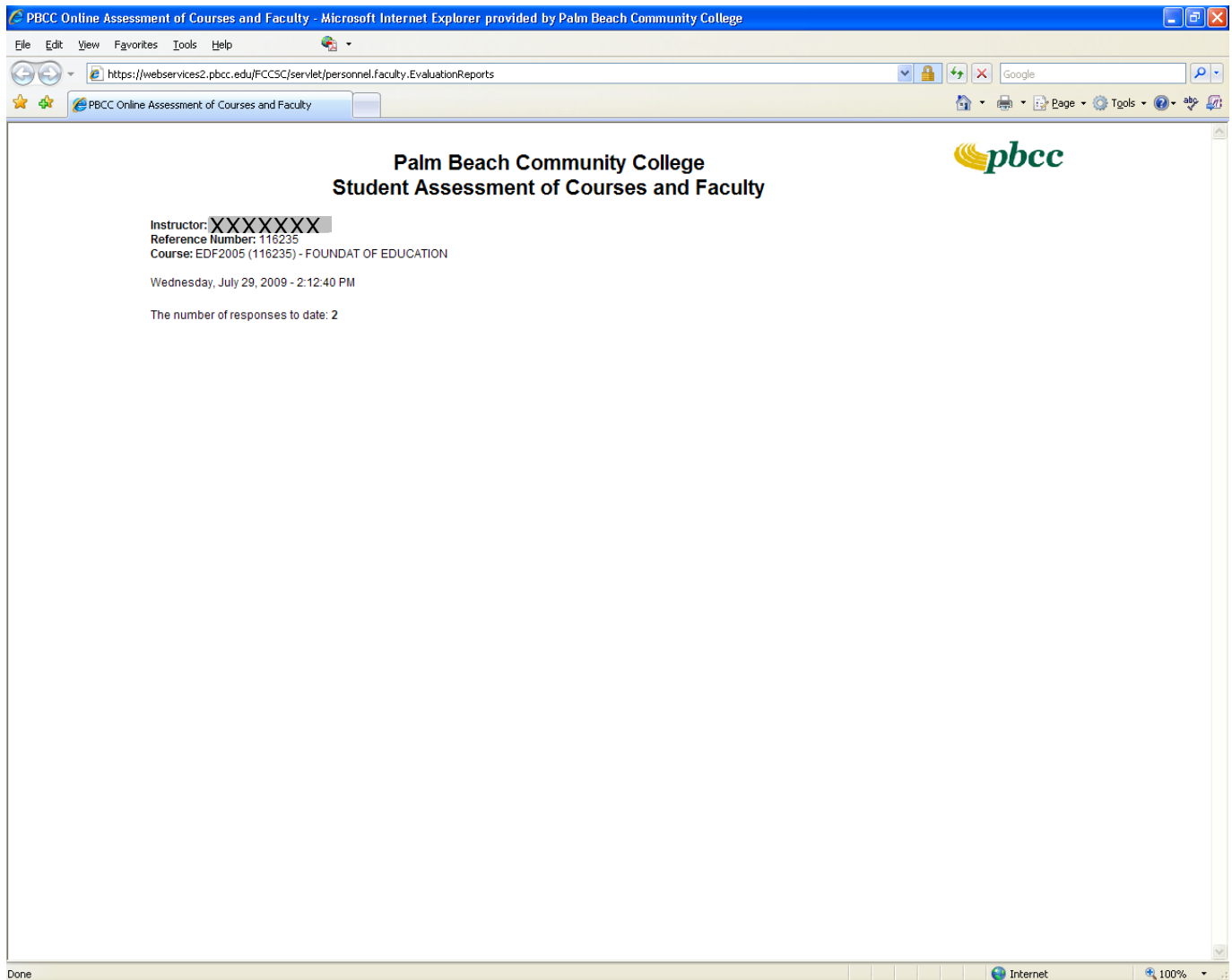
**Location Key**

- LW Lake Worth
- LWO Lake Worth--off campus
- PBG Palm Beach Gardens
- PBGO Palm Beach Gardens--off campus
- BG Belle Glade
- BGO Belle Glade--off campus
- BR Boca Raton
- BRO Boca Raton--off campus

/FCCSC/servlet/personnel.faculty.EvaluationReports

Only the number of students who have responded is displayed. If this number is very low, it may be worthwhile to remind your students to complete a student assessment before the end of the term.

For some tips from other professors on improving your response rates, please review the document entitled [\*Increasing Student Assessment Response Rates: Tips from Your Colleagues\*](#)



When you are finished viewing the report, simply close the window by pressing the red 'X' in the upper-right corner of your screen. You will return to your list of the classes you are currently teaching this term.

## Summary of key differences between credit/prep and PSAV administration

It has been stated that there are some key differences between how student assessments will be handled for credit and PSAV classes. From a programming standpoint, the business rules are the same. However, because of the session into which the classes are loaded, there will be some obvious implications.

Almost all credit classes are loaded into one of the four main sessions (three in summer): 1 (16-week), 2 (Express A), 3 (12-week) and 4 (Express B). Classes loaded into these sessions have uniform starting/ending dates and withdrawal deadlines. It is much easier to issue reminders to faculty and students when the key dates are defined as such.

In PSAV classes, however, very few classes are loaded into these four sessions. Rather, they are loaded into a variety of sessions (LE1, LE2, NC5, NC11, NTRM, etc) that do not require uniform start and end dates. This is because PSAV classes are of varying lengths and start and end at many points throughout the term. However, this also makes it impractical to send timely reminders to students and instructors when their evaluation windows are open. ***Therefore, the system on the PSAV side must rely more on faculty to be aware of the evaluation periods and intervene when necessary, as there will be limited reminders from IRE.***

The table below summarizes the key differences in administration from credit, college preparatory and EPI classes, as opposed to PSAV classes:

	Credit, college prep, EPI	PSAV
<b>When does the student assessment period begin?</b>	The window for students to complete a student assessment opens on the day after the withdrawal deadline for the class.	
<b>When does the student assessment period end?</b>	The window for students to complete a student assessment closes on the day before the end of the session into which the class was loaded.	
	In almost all cases, this will be the last day of class, and students will not be able to submit a response after the grading deadline.	Depending on the class schedule, students may be able to submit assessments after the class has ended.
<b>When will my reports be available?</b>	In almost all cases, reports will be available on the day after the grading deadline. Express A and Summer A reports are held until the end of the term.	Reports will be available on the day after the end of session into which the class was loaded. This may not be immediately after the last day of the class.
<b>Will my students get an email reminder?</b>	In almost all cases, yes, students will receive an email reminder about three weeks before the end of the class.	Students will receive a general reminder about three weeks before the end of the main session, asking them complete any open student assessments.
<b>Will faculty receive an email reminder?</b>	Yes, in almost all cases, faculty will receive an email reminder about three weeks before the end of the class, asking them to remind their students to complete the assessments.	No. Because PSAV classes are continually starting and ending, and have varying withdrawal deadlines it is not possible to send timely emails to instructors.  After the withdrawal deadline has passed, please remind your students to complete their assessments.

## **Improving response rate**

In 2008, Institutional Research & Effectiveness asked professors who achieved a high response to the course evaluations to share their methods for maximizing participation. These findings were summarized in a white paper entitled [\*Increasing Student Assessment Response Rates: Tips from Your Colleagues\*](#).

This paper quotes many of your fellow professors who had success in achieving high levels of response. Several techniques are discussed, including some rather creative ones. Explore the techniques presented in this paper to see if they may work for you.

If you have discovered other methods of achieving high response that are not noted in the white paper, please let IRE know so that they can share your experience with your colleagues.

## **Additional resources**

Student assessment calendar and evaluation periods:

[http://www.palmbeachstate.edu/Documents/Institutional\\_Research/documents/SA\\_calendar.pdf](http://www.palmbeachstate.edu/Documents/Institutional_Research/documents/SA_calendar.pdf)

### ***Evaluation instruments:***

Classroom lecture instrument

[http://www.palmbeachstate.edu/Documents/Institutional\\_Research/documents/SAform\\_10\\_Classroom.pdf](http://www.palmbeachstate.edu/Documents/Institutional_Research/documents/SAform_10_Classroom.pdf)

Distance learning instrument

[http://www.palmbeachstate.edu/Documents/Institutional\\_Research/documents/SAform\\_20\\_DL.pdf](http://www.palmbeachstate.edu/Documents/Institutional_Research/documents/SAform_20_DL.pdf)

Natural science laboratory instrument

[http://www.palmbeachstate.edu/Documents/Institutional\\_Research/documents/SAform\\_30\\_NSlabs.pdf](http://www.palmbeachstate.edu/Documents/Institutional_Research/documents/SAform_30_NSlabs.pdf)

Health science/EMS laboratory/clinical instrument

[http://www.palmbeachstate.edu/Documents/Institutional\\_Research/documents/SAform\\_40\\_HSlabs.pdf](http://www.palmbeachstate.edu/Documents/Institutional_Research/documents/SAform_40_HSlabs.pdf)

Health science/EMS combined lecture/laboratory instrument

[http://www.palmbeachstate.edu/Documents/Institutional\\_Research/documents/SAform\\_50\\_HScombined.pdf](http://www.palmbeachstate.edu/Documents/Institutional_Research/documents/SAform_50_HScombined.pdf)

### ***Guides and instructions:***

Faculty guide

[http://www.palmbeachstate.edu/Documents/Institutional\\_Research/documents/SA\\_faculty\\_guide.pdf](http://www.palmbeachstate.edu/Documents/Institutional_Research/documents/SA_faculty_guide.pdf)

Administrator guide

[http://www.palmbeachstate.edu/Documents/Institutional\\_Research/documents/SA\\_admin\\_guide.pdf](http://www.palmbeachstate.edu/Documents/Institutional_Research/documents/SA_admin_guide.pdf)

Student information and tutorial

<http://www.palmbeachstate.edu/courseeval.xml>

## **Questions?**

If you have questions about the student course evaluation system, please do not hesitate to contact Institutional Research & Effectiveness at [ire@palmbeachstate.edu](mailto:ire@palmbeachstate.edu).