ONLINE STUDENT COURSE EVALUATION SYSTEM

Presented by:
Jeff Nowak, Senior Research Analyst
David Edmonds, Senior Analyst
Palm Beach Community College
Office of Institutional Research & Effectiveness
Ah... yes. Paper forms.
Hey! The shipment arrived!
Off to the processing station!
Our dedicated team of engineers!
So how do they look?

Palm Beach Community College
Student Assessment of Courses and Faculty

This form provides an opportunity to express your views about this class and the way it has been taught. Your answers are important because they help us improve instruction and provide a source of data for evaluating your instructor.

REFERENCE NUMBER: Please write in your reference number in the area to the right starting with the top box. Then, bubble in the circle containing the same number. Fill in the bubbles completely. Also, please write in the instructor's name and course title.

STATEMENTS: Please bubble in the answers that you feel most appropriate for each statement below. Mark only one response for each statement.

My instructor...
1. clearly stated the objectives of the course.
2. covered what was stated in the course objectives.
3. displayed a clear understanding of course topics.
4. seemed well-prepared for class.
5. displayed enthusiasm when teaching.
6. spoke audibly and clearly.
7. had an effective style of presentation.
8. made good use of examples and illustrations.
9. was able to simplify difficult materials.
10. used class time effectively.
11. used a variety of teaching methods in class.
12. dealt fairly and impartially with me.
13. encouraged mutual respect in class.
14. clearly explained the grading system.
15. gave exams that reflected the material covered.
16. gave assignments that assisted in learning the material.
17. returned papers, assignments and exams quickly enough to benefit me.
18. suggested specific ways I can improve.
19. was actively helpful when I had problems related to learning.
20. has stimulated my thinking.
21. was available during office hours or by appointment.
22. created an atmosphere for learning.
23. made effective use of audio-visual materials.
24. I felt free to ask questions in class.
25. What is your overall rating of the instructor?

Additional Questions (Complete if additional questions are provided)
26.
27.
28.
29.
30.
31.

CONTINUED ON THE OTHER SIDE
Instructors can improve their classes through student reactions. Please comment below:

32. What did you like most about the instructor?

GOOD JOB!

33. What are the strengths of this course?

34. How could this course be improved?
The pile of unusable evaluations
Whatever... just run them and get them outta here.
There’s gotta be a better way!!
There is!!
Let’s do it online!
Why online evaluations?

- Reduced costs
- Rapid reporting
- Greater coverage of classes
- No class time used
- Improved data quality
- Better student commentary
Why online evaluations?

- Improved confidentiality
- Improved security
- Greater flexibility
- Potential for data warehousing
- It’s green!
PBCC Background

- Suburban two-year institution
- Four campuses serving Palm Beach County, Florida
- Fall credit enrollment ~ 22,000
- Fall credit sections ~ 2,500
- Fall class seats occupied ~ 62,000
PBCC used a paper-based course evaluation system through Spring 2007
IRE partnered with IT to develop an online course evaluation system

**IRE responsibilities**
- Develop and maintain the survey instruments
- Develop and maintain the reports
- Determine the business rules
  - Evaluation periods
  - Passing appropriate version of survey to students

**IT responsibilities**
- Control authentication of students and employees by incorporating with student and employee portals
- Implement the business rules
  - Program evaluation periods according to IRE specifications
  - Pass course information to IRE to determine appropriate version of survey
The online system replaced the paper system collegewide in Fall 2007
Course evaluation periods open and close on specific dates
IRE sends emails to eligible students and reminders to faculty
Students log in through a secure portal
Instructors can monitor response during the term
Reports are available to faculty the day after grades are due.
Student identification numbers are erased
The Demo!

GO!
Password Required

Student ID: **********

Use your Student ID or Social Security Number:
9 characters without "-" or "spaces"

PIN: ******

Use the PIN you normally use for registration.
PIN is between 4 and 6 digits long.

Logon

Did you forget your PIN?
Please go to the Reset PIN page.

If you have problems, please click on the Live Help icon for assistance.
Institutional Research & Effectiveness

Palm Beach Community College

PantherWeb

Student Course Evaluation
Welcome Facts Test Student

Privacy Policy

The Student Assessment of Courses and Faculty provides you with an opportunity to express your views about your classes and how they have been taught. Your answers will provide valuable feedback to professors and administrators on both the content of the courses and performance of the instructor.

To evaluate a course, select the button marked "Evaluate" next to the course. The course evaluation survey will appear in a new window. When you complete the evaluation, you will return to the list of courses in which you are currently enrolled. At that time, you may either select another course to evaluate or log off.

Classes without "Evaluate" buttons are not ready to evaluate at this time. Please return between the dates shown to evaluate these classes.

If the course had more than one instructor, please evaluate only the instructor listed below.

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Term</th>
<th>Title</th>
<th>Instructor</th>
<th>Evaluation Window</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECO2013</td>
<td>20072</td>
<td>PRIN MACROECONOMICS</td>
<td>PROFESSOR, JOE</td>
<td>2-10-2007 to 3-1-2007</td>
</tr>
<tr>
<td>ECO2023</td>
<td>20072</td>
<td>PRIN MICROECONOMICS</td>
<td>INSTRUCTOR, MART</td>
<td>4-18-2007 to 5-6-2007</td>
</tr>
<tr>
<td>STA2023</td>
<td>20072</td>
<td>STATISTICS</td>
<td>DOCTOR, JANE</td>
<td>2-10-2007 to 3-1-2007</td>
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Evaluate
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Welcome Facts Test Student

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The remainder of the student demo will be conducted live
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.
Instructor's Terms

Choose a term to view:

Spring Term 2008  Choose Term
# Spring Term 2008

<table>
<thead>
<tr>
<th>Ref Num</th>
<th>Course ID</th>
<th>Class Title</th>
<th>Evaluation Report</th>
<th>Enrld/Max</th>
<th>Start Date</th>
<th>Ending Date</th>
<th>Sess</th>
<th>Days</th>
<th>Start Time</th>
<th>Ending Time</th>
<th>Bldg</th>
<th>Room</th>
<th>Loc</th>
</tr>
</thead>
<tbody>
<tr>
<td>102465</td>
<td>GEB1011</td>
<td>Introduce To Business</td>
<td>VIEW</td>
<td>21/36</td>
<td>01/07/08</td>
<td>05/07/08</td>
<td>1</td>
<td>T</td>
<td>6.30P</td>
<td>9.15P</td>
<td>BA</td>
<td>00304</td>
<td>LW</td>
</tr>
</tbody>
</table>

Evaluation report option is only available for primary instructor.
The remainder of the faculty demo will be conducted live
But what about... 

Response rates?

- They will be lower, at least initially
- Likely to improve over time
- Countered to a degree by greater coverage of classes
- Quality vs. quantity
Response Rate by Campus

- PBCC DISTRICT: 20% (Fall 2007), 24% (Spring 2008)
- Lake Worth: 21% (Fall 2007), 26% (Spring 2008)
- Palm Beach Gardens: 23% (Fall 2007), 23% (Spring 2008)
- Belle Glade (on-campus): 23% (Fall 2007), 32% (Spring 2008)
- Belle Glade (off-campus): 13% (Fall 2007), 20% (Spring 2008)
- Boca Raton: 17% (Fall 2007), 22% (Spring 2008)
Response Rate by Session

- **16-week term**: 20% (Fall 2007), 25% (Spring 2008)
- **Express A (1st 8 weeks)**: 25% (Fall 2007), 21% (Spring 2008)
- **12-week term**: 20% (Fall 2007), 22% (Spring 2008)
- **Express B (2nd 8 weeks)**: 19% (Fall 2007), 28% (Spring 2008)
- **Other sessions**: 16% (Fall 2007), 8% (Spring 2008)
Response Rate by Contract Type

- Full-time, tenured: 20% (Fall 2007), 22% (Spring 2008)
- Full-time, non-tenured: 24% (Fall 2007), 29% (Spring 2008)
- Adjunct: 20% (Fall 2007), 25% (Spring 2008)
Response Rate by Delivery Method

Classroom | Distance learning
---|---
20% | 29%
24% | 26%
Fall 2007 | Spring 2008
All three instructors are very skilled and thorough in their teaching styles. I especially enjoyed learning of their personal experiences, including their flaws and failings, which will surely benefit us as students so as not to repeat these mistakes, but also to acknowledge our own. They are very charismatic teachers which made learning very engaging. I felt extremely free to ask any and all questions without being made to feel unintelligent, and I definitely benefited immensely from their clarification.
What did you like most about the instructor?

Extremely nice professor, very warm and personable. She related well to her students and was in-tune with the class, providing breaks not on a set schedule but when she felt the class most needed one. Covered course material well. The only professor I’ve had who took the time to download photos of her students so she could personally address each of us by name - that was nice. Also, she didn’t just lecture, she asked the students for their input, thereby involving us whether we liked it or not :-) Gave us plenty of time, opportunity and reminders so we could be prepared for class. Professor ____ was able to get us to SEE art - something I hadn’t done before. If she was a painting, she would be evenly balanced and well saturated!!!!
What are the strengths of this course?

This course was one of my most challenging. It is a lot of work and requires lots of practice problems and studying. A lot of students did not want to do those things. I was able to get an A in the class, but you have to work hard. A lot of students gave Professor _____ a hard time, but I disagree with that. She was always willing to answer problems and help when we needed it.
How could this course be improved?

By organizing her work and balancing out what she needs to get done and hand back. We would not get some papers back for 3 weeks at a time and be expected to answer and talk about the reading we turned in three weeks ago. We would forget what we had put and would not be able to look at what we got wrong. She needs to speed up the grading so we know where to improve our work.
How could this course be improved?

I think that there should be study guides for the exams, since those exams are essays. I don’t think an oral presentation is necessary because the research paper already meets the Gordon Rule requirement, and that left us out of time to be able to get prepared for the final. In the future, he should make learning about literature seem more fun because the environment seemed kind of stale and boring.
Improving response rates

- Regular emails to students
- Broad-based involvement
- Emphasizing to students how the results are used
- Soliciting strategies from faculty
- Advertising and promotion
Improving response rates

- Easy accessibility
- Information website for faculty and students
- Other methods to use with caution:
  - Prize drawings
  - Making results public
  - Holding grades
But what about...

Paper vs. online bias?

- Studies indicate little difference between the methods
  - Generally backed by PBCC’s findings
  - Slightly more extreme responses
- Bias risk also exists with in-class administration
Overall agreement with statements
Palm Beach Community College student ratings over 24 statements

Strongly agree: 59% Spring 2006 (paper), 60% Spring 2007 (paper), 66% Spring 2008 (online)
Total agree (top 2 boxes): 89% Spring 2006 (paper), 89% Spring 2007 (paper), 87% Spring 2008 (online)
Strongly disagree: 1.0% Spring 2006 (paper), 1.2% Spring 2007 (paper), 2.4% Spring 2008 (online)
Total disagree (bottom 2 boxes): 3.5% Spring 2006 (paper), 3.7% Spring 2007 (paper), 5.0% Spring 2008 (online)
Mean score on statements
Palm Beach Community College student ratings over 24 statements (max = 5)

- Spring 2006 (paper): 4.46
- Spring 2007 (paper): 4.46
- Spring 2008 (online): 4.48
Overall Rating of Instructor

- Excellent: Spring 2006 (paper) 61%, Spring 2007 (paper) 61%, Spring 2008 (online) 65%
- Excellent/good: Spring 2006 (paper) 83%, Spring 2007 (paper) 83%, Spring 2008 (online) 83%
- Fair/poor: Spring 2006 (paper) 6.4%, Spring 2007 (paper) 6.6%, Spring 2008 (online) 9.2%
- Poor: Spring 2006 (paper) 1.8%, Spring 2007 (paper) 2.0%, Spring 2008 (online) 4.1%
What’s next?

- **Fall 2008**: Work with faculty, administration and students to revise main form
- **Spring 2009**: Develop new forms for science labs, and health clinicals
- **Spring/Summer 2009**: Implement revised main form
- **Summer/Fall 2009**: Implement new forms
What’s next?

- **2008-09:**
  - Continue to work with departments to bring them on board
  - More report formats?
  - Student survey?

- **2009-10:**
  - Incorporate course learning outcomes?
  - PSAV/non-credit vocational courses?
  - Develop and implement strategies to increase response, continually evaluate performance
For more information...

- PBCC course evaluation website – [http://www.pbcc.edu/courseeval.xml](http://www.pbcc.edu/courseeval.xml)
- Today’s presentation – [http://www.pbcc.edu/IREpresentations.xml](http://www.pbcc.edu/IREpresentations.xml)

General questions:
- Jeff Nowak, nowakj@pbcc.edu, 561-868-3276

Technical questions:
- David Edmonds, edmondsd@pbcc.edu, 561-868-3588