KEY QUESTIONS:
Will implementing a system of priority processing deadlines improve turnaround time for Student Evaluation of Teaching (SET)?

INQUIRY:
Improved turnaround-time was needed to allow faculty and chairs the time to review and submit their most recent materials for tenure, promotion, and merit increases way so that they could be processed before faculty left for summer break. However, our office struggled to turn things around quickly because of incomplete and late departmental submissions.

In an effort to improve turnaround-time in evaluation of teaching processing, our office implemented a new strategy during the Fall 2015 semester, called Priority Processing. In this new system, departments and colleges turning their forms early to meet the priority deadline may have their SET forms and reports processed first. This allows us to reward departments for meeting our deadlines by prioritizing turnaround for those departments.

WHAT WE LEARNED:
By incorporating the priority option we have been able to reduce SET report turnaround time and improve our timelines particularly in the Fall semester, which is so important for performance evaluation season.

NEXT STEPS:
Continue to monitor turnaround times and strategize about simple ways to speed up processing.

NEW QUESTIONS:
Will changes in our staffing levels improve turnaround times for SET?
