Input from Stakeholders

Student Evaluation of Teaching

Contents

What was your experience with Student Evaluation of Teaching's new format?

All

		. (8%) 173	OK (22%) 466	. (17%) 364	. (18%) 391	Great (24%) 517

■ 6% ■ 5% ■ 8% ■ 22% ■ 17% ■ 18% ■ 24%

Faculty

8% Terrible	9% .	11% .	36% OK	11% .	13% .	12% Great

■ Terrible ■ . ■ . ■ OK ■ . ■ . ■ Great

Students

7% .	10% .	17% OK	14% .	14% .	38% Great

■ Terrible ■ . ■ . ■ OK ■ . ■ . ■ Great
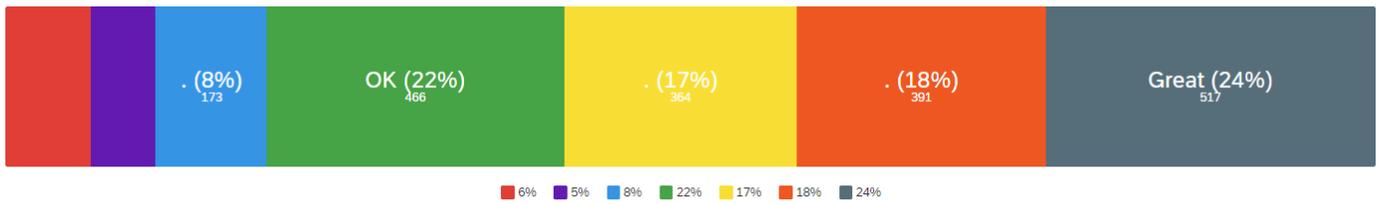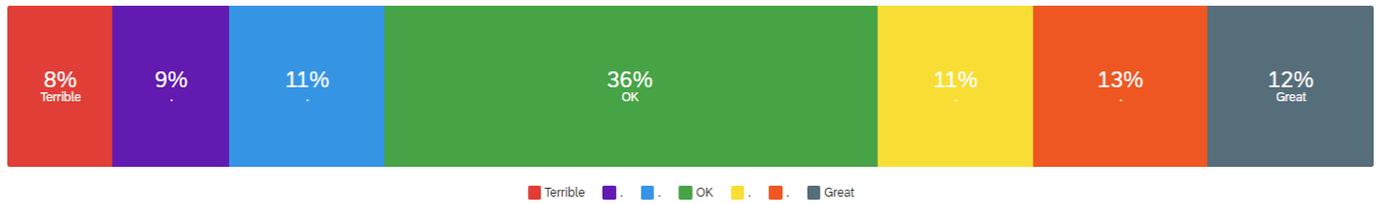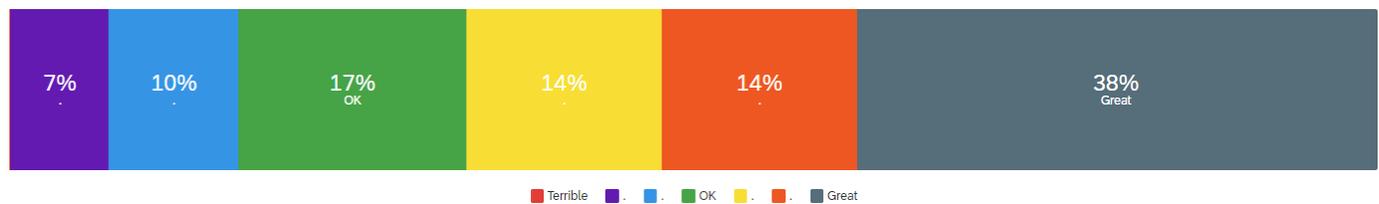
Sample Size

#	Field	Student		Faculty		Administrator		Total
1	Terrible	76.77%	76	21.21%	21	2.02%	2	99
2	.	64.00%	48	34.67%	26	1.33%	1	75
3	.	73.85%	96	25.38%	33	0.77%	1	130
4	OK	67.79%	261	31.43%	121	0.78%	3	385
5	.	86.78%	256	13.22%	39	0.00%	0	295
6	.	86.34%	297	12.50%	43	1.16%	4	344
7	Great	89.79%	431	9.17%	44	1.04%	5	480

What contributed the most to this feeling?

Faculty

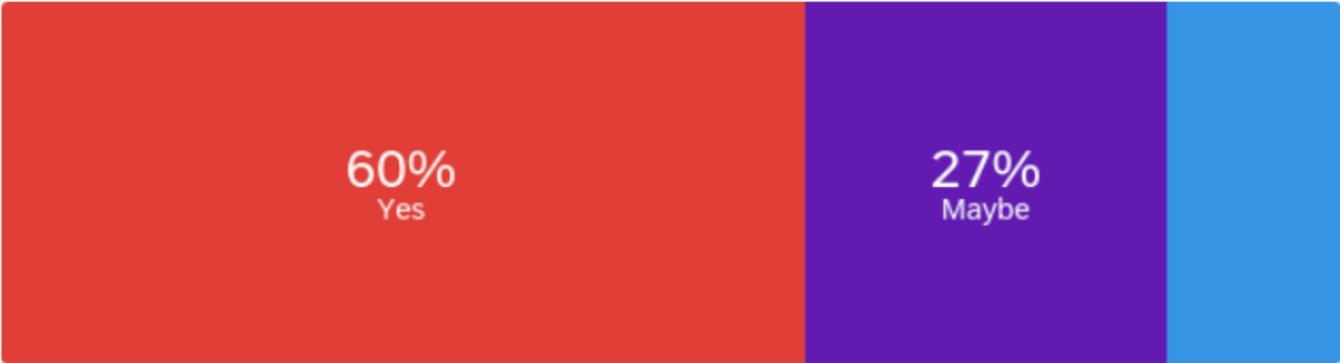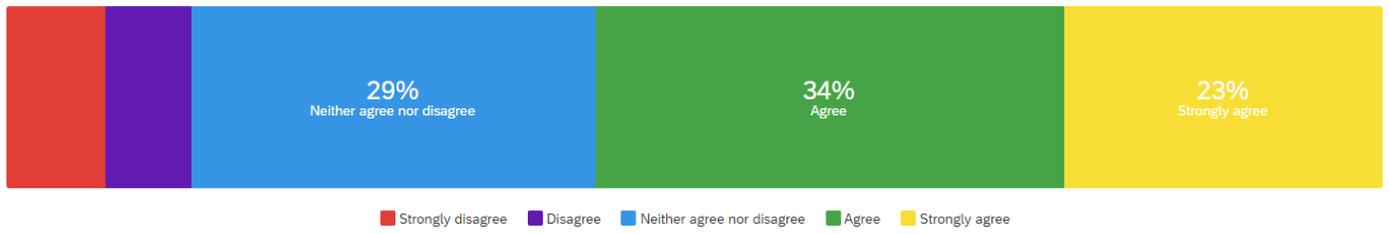| Rating	Low	Moderate	High
Ease of Use	I preferred the setup from Winter 2020. It seemed more user friendly.	I just wish I could have tweaked the exit interview for students for my own development in moving forward teaching next semester. **A section for instructor-supplied questions is included**	Convenient and easy to use.
Response Rate	Most student would not complete it.	I did not know how it worked and I missed the reminder. I had to ask someone in our Department to make them available for me again, so that I could encourage my students to submit them. Not many of my students completed them. This never happens to me when I teach in-person because I make sure they complete them. **Instructors can still use class time for students to fill out evaluations if they wish. The Reminders are sent to WSU email and include screenshot directions to send emails to students.**	Need to get more students to participate.
Access	Lack of access for students, crashes.	Dashboard didn't work. I have no idea if the email reminders worked because one class only had 1 person do the set.	
Communication		I went to send second reminders to my students who had not yet completed the SET, and I received a note that said something to the extent of: the emails would not be sent until the second message deadline had passed. It was not clear when that deadline was.	Fewer student e-mails asking about how to do everything.
Efficiency		Convenient and easy to use	I have been using the online format for a while since it became available. I was a student at WSU 30 or more years ago and was flabbergasted that we are still using the same paper format! Easy administration
Timing		It wasn't clear as an instructor that it was only available for a short window, or that I could extend the window It was easy to access for most students, wasn't aware of the early deadline.	

What contributed the most to this feeling?

Students

Rating	Low	Moderate	High
Ease of Use		The comfort and safety	Quick and easy to use.
Response Rate			
Access	Man, what the h*ck why can I NOT see my grade when I want to look it, I haven't done the evaluation? It's not like I suddenly forgot how I was doing because I can't see my grade while they are up, made me want to just opt out so I could see my damn grades again on canvas.	There were several malfunctions when attempting to access the links to the evaluations. Additionally, teachers should NOT be able to access these evaluations until AFTER the students have completed the semester. I experienced retaliation on one of my evaluations. **Evaluations are anonymous and reports were not sent to instructors until after the start of the next semester.**	easier than paper and filling in bubbles and figuring out the correct course number to write on it... someone didn't have to wait behind for everyone to finish the surveys
Communication			The site was well organized.
Efficiency		I don't have to fill out a scantron paper	I love using technology. Much faster than handwriting.
Timing	The window to complete wasn't long enough **Timing may be adjusted by departmental SET coordinators at the request of the instructor. We plan to boost knowledge of this.**	The evaluation must be after final and not before. **This would be contrary to established SET policy and could lead to evaluations based on grade and not class experience.**	I think that the format was good, however, I think that it should have been open for a longer window of time.

Do you think we should continue to use this system when we return to in-person instruction?

60%
Yes

27%
Maybe

I liked using the new Online SET system.

		29% Neither agree nor disagree	34% Agree	23% Strongly agree

■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

What needs to be changed in the system to make it better?

Faculty

- The system needs to be more user friendly. Sending reminder emails to students was confusing. I was never sure if they truly went out.
- Explain how to use it better and make it available for a longer time.
- Focus on the structural aspects of teaching.
- Send regular reminders with SET links to the students many times before the deadline. **Students are reminded of unfinished evaluations each time they log into Canvas and some complained that they were being reminded too much. Those that have not completed their evaluation are reminded as well.**

Students

- I couldn't look at grades or assignments until I did the evaluation per SET policy
- Making it shorter
- Results need to be made transparent so students know the ratings of people who will be teaching them. **This function is already available to students Faculty Evaluation Search.**

What did you like about the new system?

Faculty

- Program
  - I liked that it integrated into canvas.
  - I liked the dashboard
  - It was nice that I could see how many students completed the assessment.
- Convenience
  - It was much more efficient, and it was paperless.
  - No need for forms or asking a student to drop them off. Students could complete them on their own schedule
  - I do not wish to take up classroom time administering the survey. I can remind students to get it done and even allow extra credit to encourage participation and feedback.
- Easy to use
  - Did not take class time
  - Quick turnaround on feedback
  - I like not having to hand fill out all the forms with faculty id's, course number, etc. For team taught courses if you don't do that students don't always remember to write down who they are evaluating. It takes a lot of time to fill out all those forms.
  - I just added the link to Canvas & then pestered my students to take it

Students

- Feedback is important, the survey is simple and easy to do.
- I like that you can access it from home
- It saves paper.
- It is simple to use, the teacher does not have to leave the room and trust someone else to deliver the forms to them later, typing is much faster than writing.

Did you experience obstacles with the new technology?

18% Yes	74% No	7% I don't know

Yes   No   I don't know

What obstacles did you encounter with the new Online SET?

Faculty

- Timeframe is unfair, students should have until the end of the semester to complete it. **The evaluation timeframe is a SET policy and not set by the SET office.**
- Guest students could not fill out evaluations.
- Students do not want to take it which leads to selection bias in the responses and overall low response rates unless incentives are offered. **Please click here for ideas to increase your response rate.**
- The dashboard did not work. Everytime I clicked I got an error that said that the dashboards were down.
- I had to figure out where to find them. Also, for one of my courses the SET icon appeared on the dashboard, but not for the other…they did complete them though, so they must have gotten my reminder. However, one class had a low turnout rate and I completely missed the initial reminder. **This depended on faculty activating the link in Canvas. Canvas admin have assured us that it will be active by default in future semesters.**

Students

- Couldn't check grades
- Having to fill the form before seeing grades
- System not open long enough.

Do you need additional training or support to use the new Online SET system?

| 7%
Yes | 93%
No |

Yes No

Please let us know what additional training or support you need.

- I just want someone to walk me through the system so that I have a better understanding of it. I would also like to know where to find the dates associated with the 1st, 2nd, and 3rd reminder emails.
- I would like to know how to access the results just after when the period is over. In this semester, Fall 2020, after December 14.
- An easy how-to-video would be great. I can share it with others. **We might need a volunteer instructor and a volunteer student to record the process, as we can't impersonate them**

In my class, the faculty reminder feature was used.

| 53% Yes | 47% No |

Yes ■ No ■
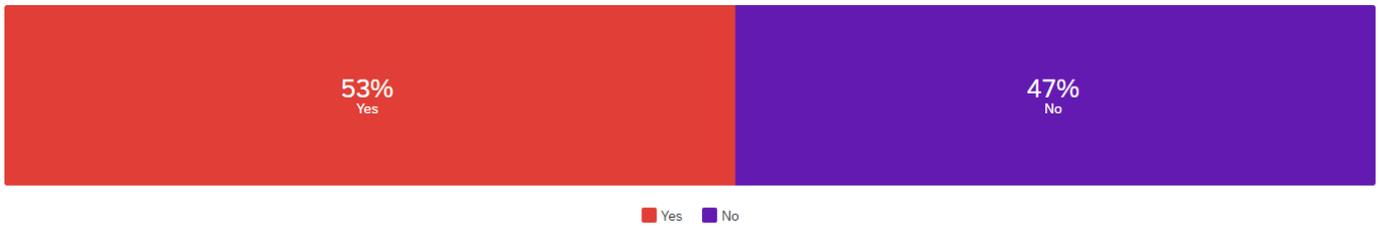
Please tell us how the reminder feature worked in your class.

Faculty

- I was prompted in canvas to check my response rate. Then I could see a table with each student's response status. Not exactly sure how the different options work in the emails--I could not modify the From/Reply To fields.
- I would review to determine the percent responding. If I did not feel there was sufficient participation, I reminded and encouraged the students to participate.
- I did not like this feature. It was not clear about when and if the message went out.
- I used it late, so I am not sure if it worked, but maybe it did because more students responded once someone in my Department open them again. It was confusing.

Students

- I don't exactly know what the "faculty reminder" feature is. I just know some of my professors had sent out a reminder on canvas to do the evaluation. I also received an email about it through my Wayne State email.
- It worked great
- I think this relates to what you are asking...: so, I got emails that reminded me to fill out the evaluation surveys and when i logged into canvas there was a box that popped up to remind me to finish them and that was helpful or else I would probably forget.
- We received several emails and notifications on canvas
- It worked as there are a lot of requirements to keep track of. So, it's good the pop-up reminder was there to let us know what we still must work on and what's already been done.

Did you notice the Canvas Gradebook popup reminder?

60% Yes	40% No

Yes ■ No

The gradebook feature is used to boost participation in the evaluation. Do you think it worked?

| 25%
Strongly agree | 31%
Agree | 15%
Somewhat agree | 18%
Neither agree nor disagree | | | |

Legend: ■ Strongly agree ■ Agree ■ Somewhat agree ■ Neither agree nor disagree ■ Somewhat disagree ■ Disagree ■ Strongly disagree
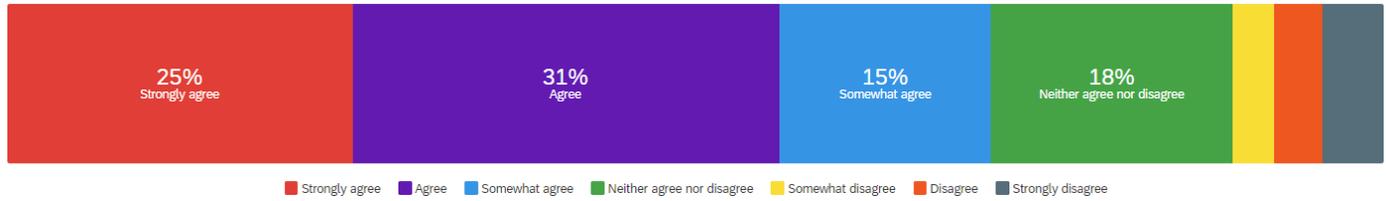
What did you think about having a week to complete the Online SET?

39%
The time should be longer

55%
The time was about right

■ The time should be longer ■ The time was about right ■ The time should be shorter

What do you think about when the evaluation occurred?

	60% It was given at the right time in the semester.	28% It should be given later in the semester
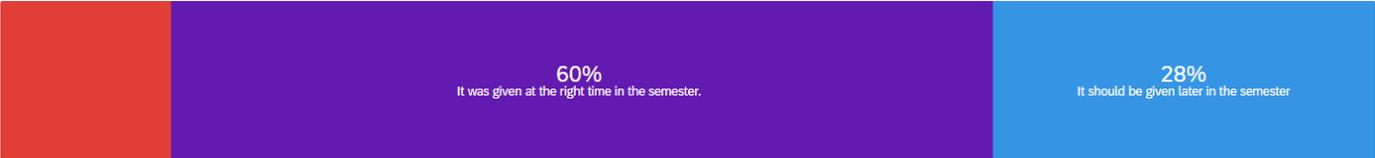
■ It should be given earlier in the semester.   ■ It was given at the right time in the semester.   ■ It should be given later in the semester

Please tell us more about timing and the gradebook link.

Comments from faculty and students favored a longer administration which was administered later.

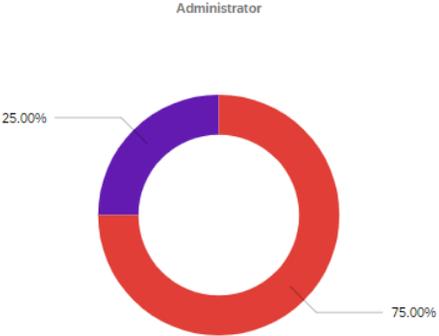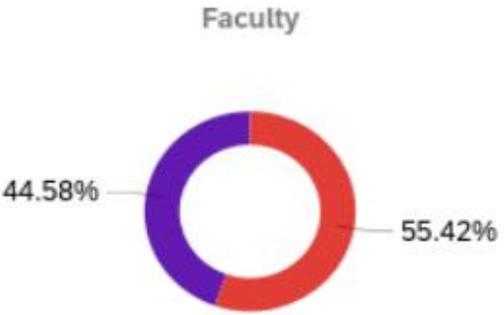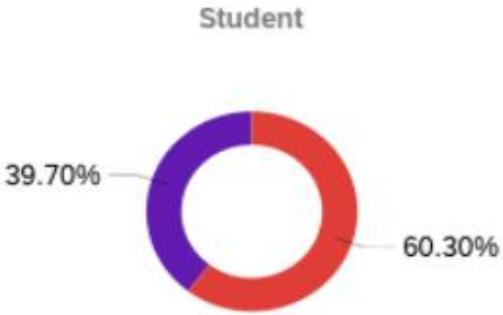|	Students	Faculty
Longer	Timing and grading were right timewise. Evaluation should be given additional time, I think.	I think it should be available longer. One week is not enough. I completely forgot about it and missed it. Two weeks would be better and more information on how it all works. **The SET Policy has specific restrictions as to when SET can and cannot be administered. The policy is related to when grades are posted. This allows the evaluation to be unaffected by the final grade posted in class.**
Later	Why do the SETs HAVE to be given when the semester is still going? Can it happen right after the semester officially ends? Therefore, we do not have to worry about not being able to access our grades or assignments (which did happen once). I had to fill out an evaluation before I could navigate my canvas web page. **The SET Policy has specific restrictions as to when SET can and cannot be administered. The policy is related to when grades are posted. This allows the evaluation to be unaffected by the final grade posted in class.**	As we approach the end of the semester, final assignments come due. Since some of these assignments are more "term" encompassing and may require more concentration, I feel that waiting until near the end of the semester allows the student to experience all expectations of the class and thus better evaluate the teacher. I had still not received any grades for one of my classes by the time I was being asked to fill the form. There was a large part of the form that I could not respond too because of this.
Worked Well	As I mentioned earlier, I experienced retaliation in one class, so regardless of the timing, no professor should have access to their evaluations until the semester is closed and grades are posted. Also, students should be assured that their comments will not be visible to the professor until the class has concluded in order to get the most accurate evaluation. Students will sometimes skew their answers to try to garner favor with the professor. The timing is probably good, but the evaluations should only be viewed by administrative staff prior to the close of the semester. **The reports are not released until after grades have been reported and the evaluation period has closed. Therefore, avoiding any faculty reprisals**	I do not know about the gradebook link. The evaluation timing was perfect in my opinion.
Earlier	At the end of the semester is more stressful b/c I am making sure all assignments are completed. It's hard to focus on the evaluation at that time.	Students often reflect what grade they think they will get when it is now close to the class end

Gradebook	the gradebook link was annoying, and it pushed me to complete the SET when I didn't have time to thoughtfully complete it. I had to choose between not completing it for that class or filling it out in a hurry because I need to look at the feedback on graded assignments. Timing should have been as soon as classes started to review for final exam. Gradebook link is a good idea.	For me the timing was just fine. The grade book link was ultimately not good because students who bypassed submitting the SET could not go back and do it later. We (me and my students) were frustrated about that because I offered bonus points to all completers...but this who bypassed before I had that set up we're at a disadvantage. I never could figure out how to fix that. **Students were given a choice to fill out their evaluation, opt out of the evaluation, or be reminded later. Opt-outs cannot be undone.**

Were you aware the SET evaluation invitation can be accessed both in Canvas and your email invitation?

Student

39.70%

60.30%

Faculty

44.58%

55.42%

Administrator

25.00%

75.00%

■ Yes   ■ No

What type of Online SET user are you?

16

331

1468
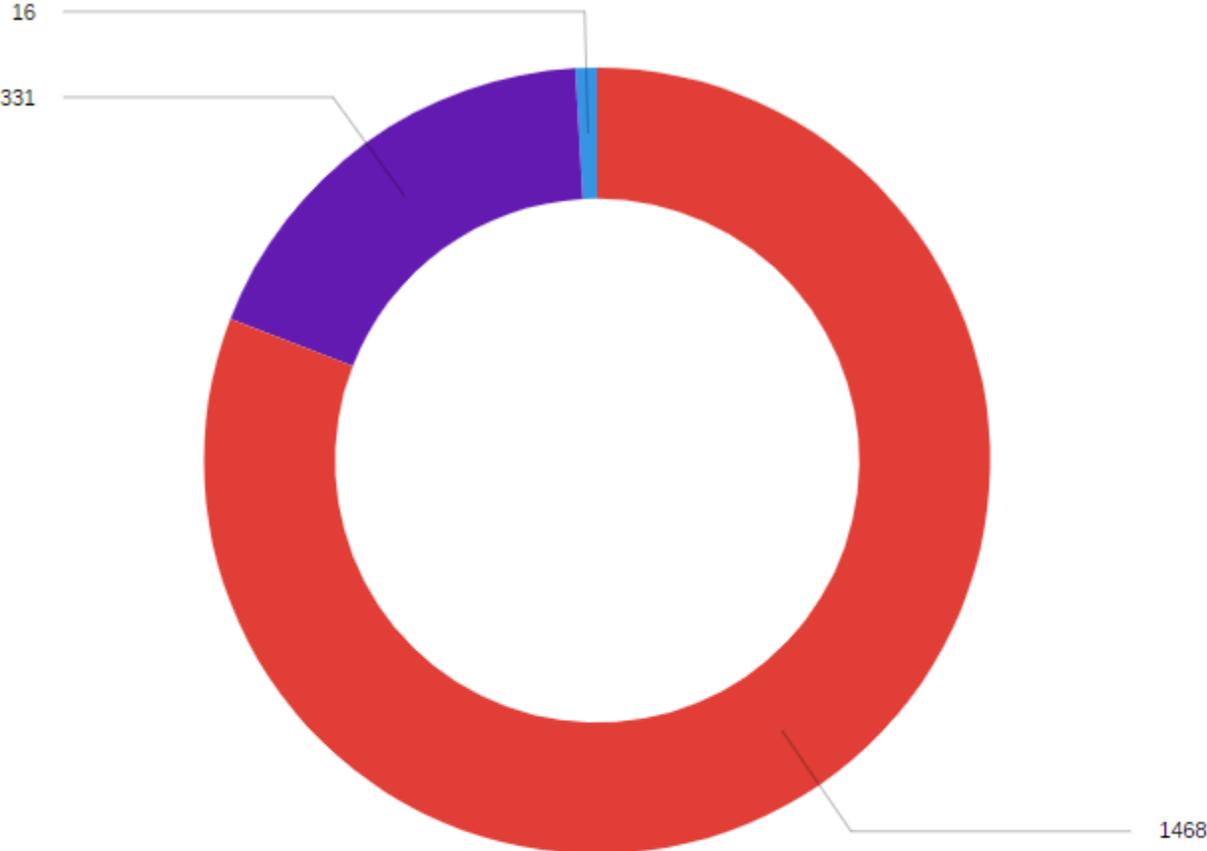
Student   Faculty   Administrator

Were you aware that you may edit your evaluation period by sending in a request to your SET coordinator at the beginning of the semester?

Student

100.00%

Faculty

28.57%

71.43%

Administrator

28.57%

71.43%
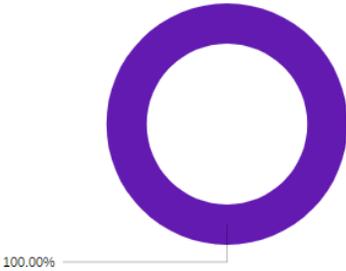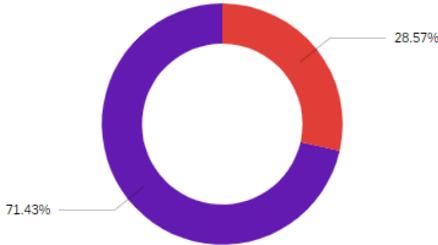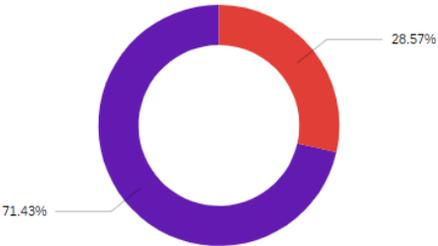
In Winter 2020, 12% of faculty utilized the option of waiving their SET results due to changes in the instructional format. How did you feel about having this option?

43% I liked it.	57% I had mixed feelings about it.

■ I liked it.　■ I had mixed feelings about it.　■ I did not like it.

Please share any input you have about the waiver process.

It was a fair decision.

Please use the area below to indicate any other input you would like to share about the new Online SET system.

|	Faculty	Student
Missing link in Canvas (this error has been fixed)	My only issue was that in my summer course, I was able to see a Canvas link to the SET whereas this semester I did not see the tab in Canvas. I couldn't figure out why that was, but I didn't worry too much about it because I did see that students were completing it (likely via the email invite they received).	Canvas links need to be fixed. They no longer work. They have worked in previous semesters. I also believe that controls need to be established to increase accurate evaluations from students.
Communication	I don't have a clear understanding of the system itself. In a previous question, you mentioned that there was a gradebook feature. I'm not even sure what that is. A training that walks through the Online SET system would be very helpful.

Once again, show me an example on how it all works. It was not clear for me. I have no idea if all of my students got the reminder or if I did it correctly.

The more it is used, the better it will get | |
| Convenient | I felt utilizing the online system was much faster than filling out the form manually in the in-person classes.

I think it's simple and easy to use | Aside from the way Set is setup (online), the best thing about it is that it can be taken at home instead of the classroom |
| Environment | I think it should be kept going forward; saves paper, easy to use and less class time used

I like how much paper this system saves. | |
| Good | I am surprised that this hasn't already been implemented at Wayne. It seems like a "behind the times" issue

No, I think it's good for students and teachers alike. Hopefully it helps improve the quality of teaching and learning for all!

This is how the system should be implemented from now on rather than traditional paper evaluation. | When we return to the classroom, i, as a professor, would like to continue to have the option to provide the SET via electronic format. Many thanks
It is great! |
| Gradebook | It's great! Saves paper and online is normal for most students now. Find another way to get more involvement. The Grade book block just feels bullyish. They are voluntary, yet students are forced to complete them

The popup wouldn't allow me to access my course grades until I completed it - and wouldn't let me access my grades, even after I completed it, until I cleared my cache & rebooted… | |

Personalization	None of my professors submitted their own questions. using boilerplate survey for every class is silly since some questions don't apply.	I missed how we can add questions. Knowing that for next semester work be great. **In addition to the SET instrument questions, faculty can design and add up to ten supplemental questions that will support the learning goals for their course.** **Once questions have been created, they should be emailed to students before the evaluation period.** **Students should be advised to enter their responses in the 'Instructor Supplied Items' section of the evaluation.** **Moving forward we are looking to give faculty the option of creating their own questions within Blue.**
Reminders	The instructor should receive some sort of notification to their email when reminders are sent to their students.	
Reports	I appreciate having an electronic record of comments. Very useful. My biggest hope for this system is that I will get my evaluations back faster. Getting scores back 3 to 4 months into the following semester is not that helpful. We need results quickly enough to make changes for the next semester if these are to be useful. Fall 2020 evaluations were released to faculty 1/13/21.	It worked well. Some of the categories could be combined. It would be helpful to know how these scores are used and who sees them. Do the student survey results get shown somewhere visible to future students?
Response Rate	Online SET gets lower response, which was why I would hesitate to use it when we are back to in person. However, its convenience is competitive. The main concern with an online-only SET system in our college is the low response rates. Without extra credit they are dismal, and this creates significant selection bias in a process that is already riddled with biases. An in-person class gets a much better response. I have been able to get response rates up to about 80% with extra credit however this is not possible in all classes. I don't know if the SET office can do anything about this, but it is a concern. Keep the evaluations coming, because plenty students filled them out. Stop! saying that you can opt out, it should be mandatory to evaluate your instructors. We do offer suggestions to increase response rates on our website here. Also, completing an evaluation is optional for students and not mandatory.	
Evaluation		Make the evaluations shorter

Timing	Send it later in the semester or provide a video overview for students (and instructors) about the timeframe	Once closed, IT should have the ability to reopen for at least 24 hours to get better participation.
	Great system but it was the first time using it online, so I just have to get used to the new timeline.	The end of the evaluations came too soon on 6 December 2020. I did not do the evaluations, because I still had questions about my professors and their performance.
	Please give students more time to fill out evaluations. At the end of the semester they are busy finishing up and don't have time, especially for team taught courses, to fill out 10+ long evaluations.	

Suggestions to Consider (SET Committee Members, please consider the items marked in Blue.)

1) Evaluation window should be after the semester ends.
Current policy forbids this because the idea is that quality of teaching should be measured, as distinct from what grade a student received. ***We can address this through education.***

2N SET committee can consider if they would like to change this.

2) Some students fear repercussions because the evaluation occurs before grades are posted.
Reports are not shared with faculty until after all grades are posted. Furthermore, identifiers are not included in any reporting. ***We can address this through education.***

2N SET Committee: We can limit reports further to protect anonymity when the number of students is fewer than three. We can also not collect the data for classes with enrollments under three. These policies are included because an instructor can identify the students when the sample size is so low.

However, we currently collect these because of requests from departments. Often, departments need the input on a professor. We currently evaluate classes in Blue when there are fewer than three students in a class, because of protests from departments. Should we readjust these back to better protect confidentiality?

3) Some faculty would like to see who has participated so they can selectively remind those students.
The system is set up to selectively remind students who have not participated, without sharing names with faculty. This is to protect anonymity of students.

4) Timing
Many faculty do not know that they can work with their SET coordinator to adjust the time when their evaluation is available. They should remember to do that early in the semester.

The 2N Committee can consider giving this privilege to faculty.
- We decided not to because there are a few faculty who intentionally try to reduce participation by giving them at a time which is intentionally bad.
- Another problem is that if we give this access to faculty to adjust directly, team taught courses can be confusing. Each team member can adjust the dates. One faculty member could choose a different date than the other. The person who changes the date last wins. We can ask the faculty to determine this among themselves. ***However, there are no protections for the other faculty in the case of a disagreement.***
- Currently, we have the SET coordinators do this as a neutral party. This is a lot of work for them. But a good thing about this is that the SET coordinators and Faculty are working together on the dates and looking into the details when the dates are widely wrong. This can reflect errors in Banner, that the SET coordinators can fix.

There are some faculty who would like us to exclude students who drop the class after census day. That is not currently possible with the program we are using. We are looking at updating to a special system that will help with this.

2N SET committee, if we can make this upgrade to exclude students who drop late, philosophically should we? Should students who have dropped a class be able to evaluate it? They can leave the item blank which asks them what grade they expect to earn. Many faculty believe that allowing these students to evaluate the course encourages them to complain without doing the work.

However, a faculty member whose students consistently drop in large numbers may have concerns that need addressing. The comments could help an instructor, but also can lower the instructors' averages.

5) Many faculty are not sure how to share their personal items to students.

They simply should distribute the items by email to the students prior to the evaluation. ***We can address this through education.***

6) Gradebook

Students need to know that they can opt-out, to view their grades without completing the evaluation. Some browsers may require that they close the program and restart it, so that the gradebook link goes away. ***We can address this through education.***

7) Evaluation window

Faculty do not seem to know how to view their evaluation window using the link to the online interface. It is not included in emails because it can vary depending on the last day of class. ***We can address this through education.***

8) When we are back in the classroom

Some faculty do not know that they have the option of using Online SET during a regular semester by contacting their SET coordinator. ***We can address this through education.***

9) Results sharing

Students are not aware of how results are shared transparently. ***We can address this through education.***

10) Input about policy

Policy was developed for paper-based SET. It can be reconsidered in this new format. We had to make quick decisions, but we can make changes, if the **2N SET Committee** would like us to.

Emails that we Promised to Share with the 2N Committee

Linda Beale

Mon 12/21/2020 5:48 PM

To: SET Information

Dear Laura:

I do not think SETs are worthwhile, as most research indicates that they are essentially popularity contests. Students are often poor evaluators of teaching.

I am against conducting SETs online: the result is that the SET administration is timed at the convenience of administrators and not according to the faculty member's understanding of their students and their class. This is another example of the corporatization of the university and control by bureaucrats of what should be faculty-controlled policies. Further, this online administration was supposed to be done only as an emergency measure because of the pandemic, yet most communications, such as yours, seem to assume that this is the "new" SET system, here to stay for good.

 Regards,

Linda M. Beale, B.S., M.A., Ph.D., J.D., LL.M.

Professor of Law and President, Academic Senate, Wayne State University

Supervising Editor, ABA Tax Times, ABA Tax Section

Rick Schott
Individual Report for: Rick Schott - CSC_5991_2009_003 Spec Tpcs: Comp Sci
Project Title: Fall 2020 Online Student Evaluation of Teaching

Hello,

My concern is that others reading this report may not understand the teaching environment that is being evaluated. Perhaps describing the teaching environment as part of this report would make the report more useful to others.

I am teaching an asynchronous online course. All of the teaching materials are online. My only interactions with the students are:
* when they email me with questions
* when they are having trouble with the online lab exercises
* when I provide feedback on assignments that they submit
* when I post announcements in CANVAS

Consequently, I find some of the questions in the SET survey to be inappropriate to an asynchronous online course. For example:
* rating instructor enthusiasm
* rating individual rapport with students
* rating how the instructor encourages differing views

I also do not understand how there are responses to instructor supplied items, when I did not provide any instructor supplied items.

Thank you for your consideration of these issues.

Rick
Richard Schott
Cyber Security Program Computer Science Department
College of Engineering
Wayne State University
Richard.Schott@Wayne.edu
313-881-9484

Lesa Verbick
Tue 1/12/2021 2:52 PM

To: SET Information

Laura,

I have a concern regarding the SET evaluations for students to complete for courses at WSU. While I did complete the survey, these concerns did not surface until after the semester was finished and I had completed my own SET evals, but also other students had some of the same experiences.

Since you've requested feedback, I hope you'll consider this as additional info to consider.

1. SET evaluations locked students out of Canvas until the evaluations were complete during the week of finals and preparation for finals.
    a. This is unrealistic timing for several reasons:
        i. Evaluations should include feedback that includes the final for each course.
        ii. The timing for this is not focused on the student experience, but rather making sure the student must complete it to take the final for completion analytics for WSU.
        iii. Instructors and Professor should be subject to the full experience offered through their classes; which includes the final exam. Without it, the information for reviews of Professors available through the WSU site are skewed and incomplete and benefit the instructor or professor only.

2. Professors should not be able to access the comments and scores until AFTER the grades are submitted.
    b. Students report having completed a non-complimentary evaluation of a professor or a course, and this is reflected in the grading of the final exam.
    c. Students fear reporting a transparent and complete review due to the timing of the SET evaluations and requirement to complete the survey to take the final exam or access Canvas until it is complete.
3. Professors who require or make the evaluation part of their grade package for the course are pandering for better scores and outcomes for their overall average scores.
4. Average scores are skewed. If a Prof receives an overall average of 3.5, the reporting information shows the overall score as a 4. This is misleading for students to review a Prof's performance and student evaluations.
5. Professors should ***not*** be the only individual who has access to the comments on the SET evaluations.
    d. Students have no recourse for retaliation by a Prof for a non-complimentary comment or response.
    e. Comments should be made available to the position or person the Prof reports to for annual review of the course and outcomes from the student regarding their experience.

I'm glad to discuss these concerns and others further. My contact information is below.

Sincerely,

Lesa Verbick, CEO Agency M-1, GX5458@wayne.edu

Mike Ilitch School of Business | Wayne State University

Education Plan

- Instructor supplied items
- Evaluations are anonymous
- Instructors do not receive any reports until after the start of the next semester
- Instructors may schedule class time for online evaluations if they are concerned about response rates
- Instructors are supplied with detailed instructions to pass along to students
- Instructors may ask departmental SET coordinators to adjust their evaluation periods
- Tips for increasing response rates are available https://testing.wayne.edu/pdf/constructivecriticism.pdf
- SET policy could be clearly spelled out for students: timing, grade book, opting out, department access
- Students receive email reminders and Canvas reminders when they have unfinished evaluations or evaluations not started.
- Students may opt-out if they wish, but this cannot be undone
- Students can search for instructor ratings on our website https://testing.wayne.edu/evaluation/search
- Provide confirmation to faculty when reminders are sent to their students.
- Provide system reminder dates to faculty so as not to overlap. (this may be difficult to do)