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.

Fall Reports Delivery Dates before the Change

Semester	Individual SET Reports Released
Fall 2007	March 28, 2008
Fall 2008	March 25, 2008
Fall 2009	April 7, 2010
Fall 2010	May 20, 2011
Fall 2011	April 2, 2012
Fall 2012	April 15, 2013
Fall 2013	April 3, 2014
Fall 2014	March 17, 2015

WHAT WE LEARNED:

Delivery Dates after the Change

Semesters	Deadline for Departments to turn in Forms	Individual SET Reports Returned to Faculty	
		Priority	Non-Priority
Fall 2015	December 4, 2015 for a promised return by 3/1	February 1, 2016	February 15-18, 2016
Fall 2016	December 9, 2016 for a promised return by 3/10	February 13-16, 2016	April 3, 2017
Fall 2017	December 6, 2017 for a promised return by 3/9	February 22, 2018	March 30, 2018

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?

FILE: http://testing.wayne.edu/evaluation/administrators.php SET Progress Report on Priority Processing