A New Process for Paper Course Evaluations

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Rationale for the Change

- Previous process used outdated software and hardware
- Required significant staff workload to clean and process the data
- Resulting in departments getting their student responses late
- Made it difficult to analyze the data
...Rationale for the Change

- Need for a robust and dependable evaluation system to accommodate increase in the number of courses evaluated each term per new bargaining agreement between CSU and CFA.

"All classes taught by each faculty unit employee shall have such student evaluations unless the President has approved a requirement to evaluate fewer classes after consideration of the recommendations of appropriate faculty committee(s).” CFA-CSU
Background

- ATCS had been using (Class Climate) by SCANTRON to deliver course evaluations online since Fall 2011.

- This past spring, ATCS delivered ~2500 course evaluations online and IRT processed paper evaluations for ~1200 courses in approx. 60 departments.

- Student response data is provided in Excel as well as SPSS format for statistical analysis, with options of doing both paper and online evaluations.

- Spring 2013: ATCS piloted Class Climate for the paper evaluations of 2 departments: HRS and ANTH
Benefits of Using Class Climate for Paper Evaluations

- Reduced cost for departments by replacing old expensive Scantron forms with new printable form in pdf
- Reduced workload for Staff
- Security of each form - embedded with a unique watermark (cannot be duplicated or used in other course)
- Student reports received much sooner
- Departmental statistical analysis can be easily performed
Feedback from Piloting Department Chair

Quote from the Chair of Anthropology –

“We found the new method of paper evaluation very beneficial on multiple counts. As far as faculty and students involvement are concerned, it is no different from the traditional paper evaluation (in terms of distribution and evaluation). However, what is different is the speed at which the evaluations were processed and returned to the department. We got our evaluations processed in 2 weeks after the end of semester. The new method also translated into savings in terms of time and money, as we dispensed with the use of Scantron sheets. All in all, we at anthropology are very happy with the process and will continue to use this new method of evaluation.”
Example

- This graphic shows an example of the new Scantron form which will be used.

Comment box length can be determined by each department. Comments are hand written and embedded in the form.
What is Next?

- ATCS staff is meeting with department personnel to prepare for this new process.
- ATCS provides a list for departments to identify which courses are to be evaluated on paper, and which will be done online.
- Before the evaluation period, department receives a pdf containing the evaluation form for paper evaluations (organized by course).
- Forms can be sent to reprographics for printing.
- Completed forms are returned to the IRT Service Desk.
- Processing is handled by IRT and ATCS staff.
Current Status

Online evaluations

- ~ 2500 sections (1700 in Fall 2012)
- Workload on ATCS, but none on departmental staff
- No cost for departments
- Instant return of reports after grades are submitted
  - Less return rate
  - No significant changes reported in quality of responses

Paper evaluations

- ~ 1200 sections (2000 in Fall 2012)
- Work on ATCS to setup, department for delivering, and IRT/ATCS for processing
- Fairly quick return of reports (before next semester)
- Higher return rate in the past
- Some printing cost for forms ($0.05/page)
Thank YOU

For more information, please go to www.csus.edu/surveys/

Questions?

Thanks to Kent Porter, Kimo Ah Yun, the Center for Teaching & Learning for their support in developing a process for course evaluations.