

SENATE ADVISORY COMMITTEE ON
STUDENT COURSE FEEDBACK

MEETING MINUTES

ZOOM

Tuesday, September 29, 2020
9:30 AM to 10:30 PM

ATTENDEES

- Maureen Mathison, Kaitlin McLean, Ge Ou, Adam Halstrom, Patrick Tripeny, Ann Darling, Merilee Anderson, Lucas Bush

EXCUSED

- Leslie Sieburth, Randy Dryer, Matthew Irwin, Sara Hart

INTRODUCTIONS

NEW FEEDBACK INSTRUMENT

- Response option in “Why did you enroll in this course?” should be modified to clarify the difference between Gen Ed and Bachelor’s Degree requirement.
 - Committee members approved the following revised language for the appropriate response item:
 - It fulfilled a general education requirement (including CW, DV, IR, QI).
- A committee member asked if we should ask students about differential tuition (class fees)?
 - Ann Darling runs a committee to approve class fees and encourages students to participate in that process. Ann and Kaitlin may work together to survey students in specific classes about how the fees are used.
- The standardized instrument is for undergraduate and graduate courses.

UPDATE ON VENDOR

- We have used SmartEvals to run the old instrument since 2011.
- In July, we signed a contract with Explorance to use their software, Blue, to implement the new instrument.
- Blue implementation is on hold until UIT is able to complete installation and integration tasks. We will be ready to run surveys using Blue and the new instrument beginning in Spring 2021.
- CTLE is working on a short-term agreement with SmartEvals to collect Fall 2020 feedback using the old instrument.

GOALS FOR THIS YEAR

- Communication Plan
 - The new instrument is a better tool to allow students to communicate about their experience.

- Any communication about the change should lead with how this helps students choose courses and prepare for the courses they take.
 - The committee should sponsor town hall meetings to discuss the change with students, faculty, administrators.
 - Use a variety of methods, like emails, townhalls, and @ the U, to spread the word.
- Reports
 - Per policy, the committee will review and approve standard reports. CTLE will provide sample reports for the committee to review.
- Mechanism for augmenting the standardized instrument.
 - Course-offering units (e.g., departments and colleges) will need time to consider what questions they want to add to the standardized instrument for their courses.
 - The committee may need to request a moratorium on additional survey questions until after the standardized instrument is implemented and units are able to review feedback from the new instrument.
 - The committee will determine parameters for additional survey items.
 - Total number of additional items.
 - Restrictions on type (e.g., no learning outcomes items).
 - [The committee discussed this on December 12, 2019 and approved the following restrictions
 - Who can add additional questions? If yes, how many?
 - Instructors (Yes, 2)
 - Departments (Yes, 2)
 - Colleges (Yes, 2)
 - non-academic units (e.g. ONLN, CEL, Gen Ed) with course types or traits (Yes, 2)
 - Any other group or person? (Yes, 2)]

FUTURE MEETINGS

- The committee will meet again before the end of October.

SENATE ADVISORY COMMITTEE ON
STUDENT COURSE FEEDBACK

MEETING MINUTES

ZOOM

Thursday, October 22, 2020

12:00 PM to 1:00 PM

ATTENDEES

- Maureen Mathison, Kaitlin McLean, Ge Ou, Adam Halstrom, Patrick Tripeny, Ann Darling, Merilee Anderson, Lucas Bush

EXCUSED

- Leslie Sieburth, Randy Dryer, Matthew Irwin, Sara Hart

INTRODUCTIONS

MINUTES

- Minutes from September 29, 2020 are approved unanimously.

UPDATE ON THE COMMITTEE'S RECENT WORK

- Students are not satisfied with the existing instrument.
- The committee held focus groups with students and faculty to facilitate the design of a new instrument.
- We are five or six years into the process of changing the standardized instrument.
- The Academic Senate approved a new standardized instrument in Spring 2019.
- During the 2019-2020 academic year, CTLE, with support from committee members, conducted an RFP to find a vendor to support the new instrument.
- The committee decided not to pilot the instrument before implementation.
 - We may want to look at the responses from last spring compared to next spring to find out what we learn from the new instrument. We are not interested in comparing validity in measuring effective teaching.

UPDATE FROM CTLE

- CTLE will be ready to implement the new instrument using Blue for Spring 2021.
- CTLE plans to present a working survey and sample report within Blue at the next meeting.

AUGMENTING THE STANDARDIZED INSTRUMENT QUESTIONS

- The committee discusses a proposal for a moratorium on additional questions.
 - It may be difficult to impose a moratorium because we don't fully understand why units add extra questions. How many units, for instance, augment the standardized instrument with questions required by accrediting bodies?
 - If a moratorium is approved, the committee recommends clarifying that there is no policy that precludes departments or faculty from collecting feedback from students using a different method.

- The committee votes on a moratorium for additional questions for Spring 2020, but with support for units or faculty who want to ask extra questions. Passed 6 yes, 0 no, 0 abstain.

STATEMENT ON THE USE OF RECENT STUDENT COURSE FEEDBACK IN FACULTY REVIEWS

- Adam will look at campus-wide averages from the last two semesters.
- Any statement from the committee should begin with a strong endorsement of student feedback.
- Maureen will draft a statement for the committee to weigh in on and send to Randy Dryer.

COMMUNICATION | TOWNHALLS

- The committee will plan at least one townhall in December for Deans and Chairs.

SENATE ADVISORY COMMITTEE ON
STUDENT COURSE FEEDBACK

MEETING MINUTES

ZOOM

Thursday, November 12, 2020

12:00 PM to 1:00 PM

[There is no record of minutes from this meeting.]

SENATE ADVISORY COMMITTEE ON
STUDENT COURSE FEEDBACK

MEETING MINUTES

ZOOM

Thursday, January 28, 2021

1:00 PM to 2:30 PM

ATTENDEES

- Maureen Mathison, Adam Halstrom, Patrick Tripeny, Ann Darling, Ge Ou, Merilee Anderson, Sara Hart, Lucas Bush, Randy Dryer

EXCUSED

- Leslie Sieburth, Matthew Irwin, Kaitlin McLean

INTRODUCTIONS

UPDATES

- Maureen presented to CAD this month. It went really well.
- College of Engineering is requesting to add extra questions this term. They are up for ABET review next semester. They are asking for the Overall effective course and Overall effective instructor to be added to the new instrument.
- The committee unanimously approves the request to add two items to College of Engineering courses for Spring 2021.

TOWNHALL MEETINGS

- The committee agrees that students and faculty may benefit from different formats.
 - Students may want a one-directional video that shows them what to expect when they click on the survey. More of a marketing approach and informative.
 - Faculty may want a one-directional video and then invite to a live session for Q&A.
- Students
 - Notify students through department mailing lists. Use 3-minute video.
 - @theU
 - Pulse page for Health Sciences
 - Incentive to watch the video: a raffle for an iPad or campus bookstore gift cards.
 - Advising can help spread the word.
 - Contact ahead of meeting to get on the agenda.
<https://advising.utah.edu/uaac/>.
 - Follow-up on the listserv.
 - Content of the video:
 - Importance of Student Course Feedback.
 - Why faculty need this information; context.
 - Etiquette.
 - Format is “ask a question” then there is an open-ended option.
- Instructors

- Notify directly via email and Department Chairs list
- @theU
- Pulse page for Health Sciences
- Content of the video:
 - Why the change?
 - How does this affect RPT?
 - How do you interpret the report?
 - Health Sciences faculty may want to better understand the “recommend” the course.
 - Put on syllabus.
- CTLE will schedule Zoom meetings for faculty townhalls in April.

SENATE ADVISORY COMMITTEE ON
STUDENT COURSE FEEDBACK

MEETING MINUTES

ZOOM

Tuesday, March 02, 2021

11:30 AM to 12:30 PM

ATTENDEES

- Maureen Mathison, Kaitlin McLean, Ge Ou, Adam Halstrom, Patrick Tripeny, Ann Darling, Sara Hart, Merilee Anderson, Lucas Bush, Randy Dryer,

EXCUSED

- Leslie Sieburth, Matthew Irwin

INTRODUCTIONS

MINUTES

- Minutes from January 28, 2021 are approved unanimously.

UPDATE FROM CTLE

- Surveys with the new instrument have been running for several weeks and we have had no major issues reported from students. Response rates are similar to previous semesters.
- We successfully integrated Canvas. Students will receive a login prompt when they have an open survey. There is also an LTI linked from the Canvas navigation that allows students and faculty to access Student Course Feedback survey information.
- Surveys for Session 2 courses opened on March 01, 2021. This is the first major window of surveys using the new instrument and will give us a better sense of the overall response rate. Adam will present on the response rate for this session at the next meeting.

STANDARDIZED REPORTS

- CTLE presents three sample reports.
- Instructor Report
 - The committee discusses reporting percentage of responses for multiple-response items. The committee agrees to report counts rather than percentages for multiple-response items. The committee agrees to report count and percentage for single-response items.
 - The Instructor Report is approved unanimously.
- Department Report
 - The committee agrees to remove percentage of responses for multiple-response items.
 - The Department Report is approved unanimously.
- Student-accessible Report
 - The committee agrees students will not have access to comments.

- Several members of the committee are not convinced students should have access to responses for all quantitative items on the instrument. A concern is raised about providing students access to the two recommendation questions because of implicit bias.
- The committee does not approve the Student-accessible report.
- The committee will postpone further discussion of the Student-accessible report to Fall 2021 meetings.
- Adam will present the approved reports to faculty groups as requested. Maureen, Pat, and Adam will also present the reports to faculty at the town hall meetings on April 9 and 11, 2021.

TOWNHALL MEETINGS

- Maureen invites committee members to attend one or both of the townhall meetings on April 9, 2021 and April 11, 2021.

NEXT MEETING

- Adam will reach out to committee members to schedule an April meeting.

SENATE ADVISORY COMMITTEE ON
STUDENT COURSE FEEDBACK

MEETING MINUTES

ZOOM

Tuesday, April 06, 2021

1:00 PM to 2:30 PM

ATTENDEES

- Maureen Mathison, Kaitlin McLean, Ge Ou, Adam Halstrom, Patrick Tripeny, Ann Darling, Sara Hart, Merilee Anderson, Lucas Bush, Randy Dryer,

EXCUSED

- Leslie Sieburth, Matthew Irwin

INTRODUCTIONS

UPDATE FROM CTLE

- Response rates from March 1 – 19 are 40%, up from 35% overall response rate last spring. We expected a bigger bump after integrating Canvas.
- Adam is working with Emma Houston to have a statement on bias in place before April 19.
- Reporting access.

ADDITIONAL QUESTIONS

- The committee upholds its decision from December 10, 2019 to allow instructors, departments, colleges, and trait-bearing units (e.g., ONLN and CEL) to add up to two questions each, starting Fall 2021.
- The committee clarifies that the questions must be the same on all courses for the given unit.
- CTLE will draft procedures and distribute them to Deans and Department Chairs before fall semester starts.

GOALS FOR NEXT YEAR

- Maureen asked ASUU for help getting the word out to students about the new instrument. ASUU suggested presenting at the Student Commission meeting in the fall.
- The committee would like to work on procedures to deal with inappropriate comments.
 - The committee agrees it needs more student voices to be part of this discussion.
 - A committee member suggests someone from Mary Ann Villareal's office guide or lead the group to review comments.
 - A committee member asks if there is there already a group to regulate this?

- The committee agrees that appropriate training should be provided for the group that reviews comments.
- A committee member suggests collecting samples as a way to start.
- [Note: the committee discussed procedures for offensive or inappropriate comments at its October 16, 2019 meeting.]