Selecting, Implementing, and Utilizing a New Course Evaluation System

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• Savannah, GA
• Public
• 7,000+ students
About Us

- Two person office, 1 graduate assistant
- Separate 1 person, 1 graduate assistant assessment office
- Academic affairs
Faculty and Course Evaluations (FACE)

- Paper based evaluations done on scantrons in the classroom
- Through spring 2009
eFACE

- Went electronic in Summer 2009
- Homebuilt system
- Notified via email
- Login and then find the correct area
Low Response Rates

Response Rates

- Fall 2009: 28.1%
- Fall 2010: 16.3%
- Fall 2011: 21.4%
- Fall 2012: 21.9%
- Fall 2013: 23.6%
Committee

- Charged by Provost in Dec. 2013
- Faculty from each college including department heads
- Staff from assessment, IR, IT
- Approximately a dozen people
- Co-chaired by faculty member and assessment director
Review of the Current System

- Two issues: the questions and the response rates
- Rework the instrument
- Review the system
System

- Homebuilt
- 2 emails to students, no personalization
- Had to go find where to take the survey
- Not real mobile friendly
- Reminders to faculty through listserv

Armstrong
Review of Vendors

- Scoring sheet of 28 items
- Set up demonstrations of products
Decision Time

- Easy choice for product!
- What about the instrument?
Instrument

- Subset of questions with national norms
- Personalized
Then the real work began…

- Committee disappeared and IR was left to implement the product choice
- IR/IT/assessment workgroup over the summer
KEEP CALM AND RATE YOUR CLASSES
Pilot

- Pilot over first mini-mester in Fall 2014 with full implementation for full term
- Goal 30% response rate
- Upped to 40% at end of first week of open evaluations
Training

• Workshops for Faculty

• One-on-one with Department Head at their request

• Online Tutorials for Faculty, Students, and Survey Administrators

• Support available from IR through the helpdesk
Immediate Improvements

- Single sign on with email click through links
- Mobile
- Faculty get reminders with response rates
- Faculty can send their own reminders
- Ease of accessing and utilizing the data for faculty and department heads
In Progress Pieces

- Process for changes
- Signed vs unsigned comments
Thank you!
Any Questions?
What are your experiences?