GUIDE TO THE EVALUATION OF INSTRUCTION AND COURSE

Academic Year 2013-2014

IMPORTANCE OF COURSE EVALUATIONS
The information aggregated from student ratings will aid faculty/instructors in instructional development and improvement, assist with administrative decision-making, and help future students select courses.

REVISION OF FORMS
After a lengthy, moderated review process, using ideas and input from University of Missouri faculty, staff, students, and administrators, new content for Evaluation of Instruction and Course forms was developed in 2012-13. The forms were approved by Faculty Council in summer 2013. Use of the new forms and their reports began in fall semester 2013.

AVAILABLE EVALUATION FORMS
The Assessment Resource Center (ARC) offers three instructor/course evaluation forms, allowing departments and instructors to choose the most appropriate one for each course. Only one form may be used for any one class. The questions included in each form are listed in Table 1.

Form 1: SB 389 Form is used in classes with other means for course evaluations or when the department wants to comply with Missouri Senate Bill 389 (MO SB 389) using a scannable form.

Form 2: Standard Form is used in classes when the department wants a basic evaluation in the four key constructs identified by Faculty Council: content and structure, teaching delivery, learning environment, and assessment. This might be the form most frequently used for lecture classes.

Form 3: Expanded Form is used in classes when the instructor or department wants to ask questions related to specific types of courses, e.g., labs, fine arts, discussion sections. This form is also useful when an instructor has additional custom-developed questions for students.
TABLE 1: AVAILABLE FORMS

<table>
<thead>
<tr>
<th>Form No.</th>
<th>Form Name</th>
<th>Pages</th>
<th>Description of Question Groups</th>
</tr>
</thead>
</table>
| 1        | SB 389 Form   | 1     | • Questions providing student feedback to comply with MO SB 389 (see Missouri Senate Bill 389* section)  
          |               |       | • One question on teaching effectiveness                                                        
          |               |       | • Four student demographic questions                                                            
          |               |       | • Space for comments                                                                           |
| 2        | Standard Form | 2     | • All questions from the SB 389 Form                                                             
          |               |       | • Key construct questions on content and structure, teaching delivery, learning environment, and assessment |
          |               |       | • Four student engagement questions                                                              
          |               |       | • Two text open-end questions designed to elicit comments                                        |
| 3        | Expanded Form | 4     | • All questions from the Standard Form including extended spaces for comments                    
          |               |       | • 20 spaces for possible instructor-designed questions                                            
          |               |       | • Six small groups of course-type questions (Technology, Writing/Media, Seminar/Discussion, Creative/Applied, Labs/Focused Practice, and Multiple Instructors) |

Using the Expanded Form

The Expanded Form has two unique sections. Section VI: Instructor’s Questions offers five response choices for up to 20 instructor-produced questions applicable to a particular class. Instructors must present their questions to students on a screen, a board, or on additional paper. Student answers will be reported by question number with the percentage of students selecting each response. No mean scores will be calculated.

Section VII: Course-specific questions offer additional questions in six different groupings. Group A is applicable to any class using technology or having an online component. Group B is applicable to any writing or media-intensive class. Groups C-F are specific to different class formats as outlined in Table 2.

TABLE 2: QUESTION GROUPS IN THE EXPANDED FORM

<table>
<thead>
<tr>
<th>Group</th>
<th>Title</th>
<th>Examples of Possible Classes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Use of Technology</td>
<td>Class has an online component or uses technology</td>
</tr>
<tr>
<td>B</td>
<td>Writing/Media</td>
<td>English, writing-intensive, media-intensive</td>
</tr>
<tr>
<td>C</td>
<td>Seminar/Discussion</td>
<td>Discussion sections, seminars</td>
</tr>
<tr>
<td>D</td>
<td>Creative/Applied Practice</td>
<td>Art, music, theatre, journalism</td>
</tr>
<tr>
<td>E</td>
<td>Labs/Focused Practice</td>
<td>Labs, group work, studio</td>
</tr>
<tr>
<td>F</td>
<td>Multiple Instructors</td>
<td>Team, TA, more than one instructor</td>
</tr>
</tbody>
</table>
Any group of questions may be used by an instructor. Before administering the evaluations, instructors decide which additional groups of questions would be the most appropriate for their students to answer. Instructors must ask students to complete the applicable group(s) of questions; however, students will not need to complete all groups of questions A–F.

**Cover Sheets**

Cover sheets have been redesigned to require fewer pieces of information and now include instructions to complete them accurately. Only new cover sheets can be used with the new forms. New forms are red and have a footer dated 10.2013. When submitting the evaluation forms, a cover sheet must be on top of the forms from each class.

The cover sheets provide identification information that links the evaluation results to an instructor. To avoid errors, the department should confirm that the instructor of the class is correct in PeopleSoft before submitting evaluation forms.

Use a #2 pencil to fill out the cover sheets so that errors can be easily corrected. Darken the bubbles completely and erase all stray marks.

- **Top of Cover Sheet:** The five areas on the top of the form must be filled in. Department abbreviations and university phone numbers in the 5-digit format (2-xxxx or 4-xxxx) are acceptable.

- **Bottom of Cover Sheet:** The three boxes on the bottom of the cover sheet must be completely correct. Reports cannot be generated for the actual course instructor unless all columns are filled in and the information is current and accurate.

To fill in the boxes, write the correct number in each cell and fill in the corresponding bubbles below. Double-check that both cells and bubbles are completed.

The EMPLOYEE ID NUMBER of the instructor of the class is required. If the ID number has leading 0s (e.g., 00123456), these zeros must be entered so that all columns contain a number. For student instructors, use their student ID number.

The CLASS NUMBER is a 5-digit number and can be found in the Current Class Offerings (Schedule of Classes), column heading “Class #.” Each class (e.g., lecture, lab, discussion) will have a unique number. This number will be different each semester.

The SEMESTER will be the semester the class was taught. Because forms are turned in within a year of the course being taught, the academic year is automatically added to the report. To process evaluations from a previous academic year, please notify the ARC representative at Townsend Hall.
**Team-taught Courses:** For team-taught courses, the department determines which of these two methods to use for reporting results.

1. Each instructor is evaluated separately using separate forms specific to the instructor’s portion of the course and submitted with an individual cover sheet.

2. One group of evaluation forms is attributed to all instructors. Each instructor will need a separate cover sheet and identical reports will be generated for each instructor. The reports may need to be considered a *course* evaluation rather than an *instructor* evaluation.

**MISSOURI SENATE BILL 389**

To comply with MO SB 389, MU must post recent instructor ratings by students on the institution’s website viewable by currently enrolled and new students. There are five new SB 389-compliant questions. Form 1 is designed to report only these questions plus a few demographic questions and may be used in place of the old SB 389 Form T. Forms 2 and 3 have the required questions included in the “Feedback for Other Students” section.

**ADMINISTRATION OF COURSE EVALUATIONS**

The evaluation forms should be distributed during the last two weeks of each semester. For classes meeting for other durations of time, the department or instructor determines an appropriate time for evaluations.

Order forms early to provide enough time to prepare the materials for each instructor. Completely fill out the Cover Sheet, making sure information is current and accurate.

Provide each instructor with a packet containing evaluation forms, one for each student enrolled in the course. Please label the packet with the information the selected student will need in order to return the completed forms to the correct office.

To maintain confidentiality throughout the process, the instructor should leave the room while students are filling out the forms. A trustworthy student or another designated person should collect the forms in an envelope or box and deliver to the department office.

Prepare the forms for scanning before delivering to 112 Townsend Hall. Make sure all forms are face-up and facing the same direction. Place the correct cover sheet on top of each group. Place them in stacks in boxes. Do not use envelopes, paper clips, rubber bands, or other devices to separate forms from multiple classes; however, carefully keep cover sheets and evaluation forms together as a group.
**STUDENT CONFIDENTIALITY**

Maintaining confidentiality protects both the student and the instructor. Student confidentiality is critical to reliable and candid student responses. Instructors should never have possession of completed student evaluation forms or be able to view them.

Reports should be distributed to the instructors only after final grades for the course have been submitted to the department.

**ORDERING FORMS**

For your convenience, you may order new forms online from ARC’s website, [http://arc.missouri.edu](http://arc.missouri.edu) under MU Faculty Services, Order Form. Please use your PawPrint and password to log in. Each of the three forms will be ordered in packages of 250. Cover sheets can be ordered as singles, in any amount.

Townsend Hall staff will notify you when the forms are available for pick-up. Allow at least 48 hours for your order to be ready at the Assessment Resource Center office at 112 Townsend Hall. ARC office hours at Townsend Hall are 10 a.m. to 4 p.m., closed 1:00 p.m. to 1:30 p.m. for lunch. For questions, please call 573-882-7773 or email courseeval@missouri.edu.

**REPORTING RESULTS**

Your department’s reports may be picked up at Townsend Hall after scanning is completed. The new forms produce different data and reports than in the past.

The Standard and Expanded Forms contain questions for the four key constructs recommended by Faculty Council (content and structure, teaching delivery, learning environment, and assessment). Response data for these are reported in two ways: singly, using percentages and means, and as a construct group, using means and standard deviations. Using the SB 389 questions, students report their recommendations to other students regarding the construct areas. These are reported only as percentages. One of the past SB 389 questions on general teaching effectiveness is included, but is now reported using a 5-point scale, consistent with the new questions.

For questions which report a mean score, the standard deviation is also reported. The mean score for each construct group is reported for all students and reported again for all students reporting an expected grade of A or B (Grade A & B).

Student comments are also included in the new reports.

Table 3 shows how the responses for each question from each form are reported.


### TABLE 3: REPORTING RESULTS FOR EACH FORM

<table>
<thead>
<tr>
<th>Form No.</th>
<th>Reporting Results</th>
<th>No. of Response Choices</th>
<th>Shows % Each Response</th>
<th>Scale to Calculate Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 2 3</td>
<td>Teaching effectiveness</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>1 2 3</td>
<td>MO SB 389 – Feedback for other students</td>
<td>3</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>1 2 3</td>
<td>Four student demographic questions</td>
<td>Varies</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>1 2 3</td>
<td>Student comments</td>
<td>Open-ended</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 3</td>
<td>Questions on content and structure</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>2 3</td>
<td>Questions on teaching delivery</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>2 3</td>
<td>Questions on learning environment</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>2 3</td>
<td>Questions on assessment</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>2 3 3</td>
<td>Four student engagement questions</td>
<td>Varies</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>3 3</td>
<td>Instructor-designed questions</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>3 3</td>
<td>Questions on technology components</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>3 3</td>
<td>Questions on writing/media areas</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>3 3</td>
<td>Questions on seminar/discussion classes</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>3 3</td>
<td>Questions for creative/applied skills classes</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>3 3</td>
<td>Questions for labs/focused practice classes</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
<tr>
<td>3 3 3</td>
<td>Questions for classes with multiple instructors</td>
<td>5</td>
<td>Yes</td>
<td>5 pt.</td>
</tr>
</tbody>
</table>

### STUDENT COMMENTS
All of the new forms contain spaces for students to write comments. As a new service, an additional second report, including a facsimile of these comments, will be appended to each instructor’s report. Departments will determine when it might be appropriate to type comments rather than distribute this portion of the report directly to the instructor, i.e., small classes where a student’s handwriting could be recognized.

To maintain student confidentiality between the comments and other evaluation responses, scanned forms will no longer be returned to departments but will be stored at ARC for two years before being destroyed.

### ONLINE EVALUATIONS
At this time, online evaluations are still available through MyCourse. Only the old forms will be available. An online administration platform for the new evaluation forms is in development.

### OLD EVALUATION FORMS
Forms A through H and Form T will be available through the academic year 2013–2014. To order these paper-and-pencil forms, continue to use the existing process.

### Contact Information
For questions regarding the course evaluation process, please contact ARC staff at Townsend Hall, 573-882-7773, or online at courseeval@missouri.edu.
FREQUENTLY ASKED QUESTIONS

Q: How do I order new evaluation forms?
  A: Order the new forms via ARC’s website, http://arc.missouri.edu under MU Faculty Services, Order Form. Old forms can be acquired using existing methods until they are phased out.

Q: Can we mix the types of forms we use in a class?
  A: No, all of the evaluation forms must be the same form for any one class.

Q: Can we order the old style of reports but with the results from the new forms?
  A: No, the new forms have new reports that are specially designed to provide response results for the new forms.

Q: Can we just pick up some forms at the ARC Townsend Hall office without ordering them?
  A: No, please order all forms through the website. Once your order is ready for pick up, we will contact you. A very limited supply will be kept in the Townsend Hall office.

Q: What if some students filled their forms in ink?
  A: Results are more accurately captured when forms are answered using a #2 pencil. If an entire class has answered their forms using blue or black ink, forms can be scanned; however, they require special handling. You do not need to recopy those forms. Alert the ARC staff person at Townsend Hall that this group needs scanning for ink responses.

Q: Once all the scanning is done, will the forms be returned to us?
  A: No, new course evaluation forms will be stored at the ARC facility for two years, then will be destroyed.

Q: What about the student comments?
  A: Each form has a section for student comments. These will become part of the report. For large classes, these reports may be several pages in length. If using the new forms, please do not use the old Student Comment sheets.

Q: What happens to the MO SB 389 results?
  A: When ARC’s forms are used, ARC sends this data to the appropriate campus office for posting.

Q: Can students still go online to answer evaluation questions?
  A: The past forms are still available for online evaluations; however, the new forms are not yet available online.

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