

May 23, 2013

ACADEMIC DEANS  
COLLEGE PROVOSTS  
DEPARTMENT CHAIRS  
DEPARTMENT MANAGERS

Dear Colleagues:

Re: Online Course Evaluations – Urgent Update for Spring Quarter

The advisory team that is working on a campus-wide archival solution for the online course evaluation (OCE) system met earlier this morning. Winter 2013 data was used during this development phase; errors occurred in archiving data because of how some course sponsoring agencies (CSAs) are issuing evaluations. It was agreed that certain procedures need to be specifically followed by CSAs before spring and fall evaluations are issued.

**A) ONE (1) INSTRUCTOR PER EVALUATION**

In courses where there are two primary instructors (that is, where they are co-teaching), please DO NOT evaluate both instructors on the same evaluation. A separate evaluation needs to be issued for each instructor. The evaluations become a permanent part of an instructor's personnel file and it is a violation of confidentiality for instructors to have access to each other's evaluation information.

**B) TEACHING ASSISTANTS (TA)**

Please DO NOT request feedback on teaching assistants within an instructor's evaluation. The same confidentiality issues apply (as with "A" above). Additionally, when issuing a TA evaluation, DO NOT use a section that is already affiliated with the course instructor. If you have questions regarding the TA evaluation process for spring quarter, please send an email to [ecommons.help@ucsc.edu](mailto:ecommons.help@ucsc.edu). Be advised that FITC will be working on best practices for TA evaluations for fall.

**C) ONE (1) EVALUATION PER INSTRUCTOR PER COURSE**

When multiple evaluations are issued for the same instructor for one course, such as in the instance of mid-term evaluations, significant errors occur in the way the archive system is able to capture the evaluation data. Therefore, when using the OCE system, please issue only one (1) evaluation per instructor per course. If an instructor is interested in issuing a mid-quarter evaluation, for the time being please refer the faculty member to Faculty Instructor Technology Center (FITC) for instructions on how to issue their own mid-term review (email [ecommons.help@ucsc.edu](mailto:ecommons.help@ucsc.edu)).

**D) AD HOC LISTS AND CROSS-LISTED COURSES**

When home departments use an ad hoc group to issue an evaluation, the data cannot be archived in BiobibNet. The bottom line is that ad hoc lists should not be used because the data file does not include any of the key identifiers that enable archiving in the BiobibNet system. It is imperative that **each CSA issue their own evaluation for the cross-listed course**. Since home departments will want all data from both sets of students, the home department should request a copy of the files from the secondary department.

**E) AD HOC LISTS AND INDEPENDENT STUDY**

As with cross-listed courses, the issuance of an evaluation for independent studies using an ad hoc group will not be archived by the BiobibNet system. Units are advised to contact FITC at [ecommons.help@ucsc.edu](mailto:ecommons.help@ucsc.edu) for guidance.

In addition to the above, we would like to re-iterate two items from the April 2013 update:

### **ARCHIVING**

Prior to the availability of a campus-wide archival solution, the permanent archiving of OCE evaluations within units must be given special consideration as follows:

1. Ensure that the files you have downloaded from the OCE (.pdf and .xls) are stored on a backed-up server that is accessible to current and future departmental staff. The evaluations may be needed 10 or more years from now.
2. **To add redundancy, it is highly recommended that you print out and store paper copies of the evaluations using your standard paper storage process.**
3. Please discuss your archiving processes with the appropriate divisional academic HR coordinator.

### **T.A. EVALUATIONS**

Currently there is no standard template for teaching assistant evaluations. The UCSC standard template should be used for instructors only because its purpose is to evaluate the instructor and course contents. For teaching assistants, departments are at liberty to create their own set of questions; it is advised that units seek input from Graduate Council, the Committee on Teaching, or the Graduate Division if issuing TA evaluations for the first time. Any unit that would like to share their templates with others may send them to [dtroxell@ucsc.edu](mailto:dtroxell@ucsc.edu) and we will post them on a UE webpage for others to use as a resource.

More information on Online Course Evaluations can be found at <http://its.ucsc.edu/ecommons/evaluation-system/index.html>. Feedback on policies related to evaluations may be provided to Senate committees, Deans, and Chairs, or directly to [ugdiv@ucsc.edu](mailto:ugdiv@ucsc.edu). Feedback on technical issues and improvements may be provided to <http://its.ucsc.edu/feedback.php>.

Please send questions or concerns to [ugdiv@ucsc.edu](mailto:ugdiv@ucsc.edu).

Sincerely,



Richard Hughey  
Vice Provost and Dean  
of Undergraduate Education

cc: CP/EVC Galloway  
Director Hesse  
Senate Chair Konopelski  
Manager Ove  
AVC Peterson  
Director Phillips  
CAP Chair Ravelo  
Academic Senate Office  
Assistant Deans  
Curricular Analysts  
Department Assistants  
Divisional HR staff  
Divisional ITS Liaisons