January 20, 2012

ACADEMIC DEANS
COLLEGE PROVOSTS
DEPARTMENT CHAIRS
DEPARTMENT MANAGERS

Dear Colleagues:

Re: Online Instructor Evaluations Update

We are pleased to share with you information from the successful launch of the Online Instructor Evaluations (OIE) system this past quarter. Overall feedback has been positive from students and staff.

Overview
A good representation of departments and Colleges across the divisions participated in the fall rollout:

- 234 “evaluation survey instruments” were conducted (some of these were individual courses, while others were groups of courses within a unit);
- 16,150 evaluations were available to complete online;
- The overall response rate was 70% — students completed 11,325 of 16,150 evaluations.
- Response rates differed depending on how often students were reminded to complete the evaluation and the amount of time given to complete it.

Feedback
Department manager responses ranged from simple satisfaction to those who were “jubilant over the ease of use, paper and time-savings.” Comments included:

- “I had a great experience using this system. It was so easy and saved so much time ... It will be so easy to share the results with the instructors electronically.”
- “This is going to be awesome, and a huge timesaver for departments, as well as a LOT of trees being saved in the process.”

Unit-Level Questions
For winter quarter evaluations, course-sponsoring agencies will have the option of adding five unit-specific questions. A 2-hour training session will take place on Thursday, February 16, 2012 for experienced evaluation administrators.
Next Steps

1. Course-sponsoring agencies will need to determine whether or not to use online course evaluation for winter quarter. This may be decided at the divisional level. Please inform Robin Ove (robino@ucsc.edu, ext. 9-2436) of your unit’s decision by Friday, February 3, 2012.

2. **Evaluation System Overview – Tuesday, February 14**
   Unit managers, or their designees, who would like to receive general information about the evaluation system are encouraged to attend this overview. The session is for units that do not intend to participate winter quarter but are considering future participation. Class registration is through the UCSC Events Manager, [http://events-manager.ucsc.edu/](http://events-manager.ucsc.edu/).

3. **Online Evaluation System – New User Training**
   **Monday, February 17 or Tuesday, February 21**
   Unit managers, or their designees, who did not participate in the fall quarter rollout and are planning to use the electronic evaluation system must sign up for the 2-part training session. This training includes creating custom questions. Class registration is through the UCSC Events Manager, [http://events-manager.ucsc.edu/](http://events-manager.ucsc.edu/).

4. **Next Steps – Training for Existing Users/User Groups (Thursday, February 16)**
   This 2-hour training session is intended for course-sponsoring agencies that participated in the fall rollout that wish to create department-specific questions. Class registration is through the UCSC Events Manager, [http://events-manager.ucsc.edu/](http://events-manager.ucsc.edu/).

5. Once registered for a training session, the staff member(s) should submit an IT ticket (ithelp.ucsc.edu) requesting use of the evaluation module in eCommons.

Best Practices

Some procedural questions arose during fall quarter, for which we have the following recommendations:

1. Allow students two (2) weeks to complete the evaluation survey.

2. Set the closing date/time of the evaluations to be the day prior to the beginning of finals week (for winter quarter Sunday, March 18 at 11:59 p.m.). This conforms to the current practice of having students complete evaluations prior to the beginning of final exams, and will be less confusing.

3. Limit the number of times students are reminded to complete the evaluation. Keep in mind that as more units begin using the online option, student might receive reminders for 1-3 courses; daily reminders can be overwhelming. Units should use their best judgment in setting this option.
Scantron Alternative
As was communicated in October 2011, Scantron evaluation is no longer subsidized. Thus, units choosing to use the Scantron system will need to budget for the printing and processing costs and provide a FOAPAL for recharges. If you need Scantron forms, please contact Daria Troxell at ugdiv@ucsc.edu. For more information on processing the forms, visit the Learning Technologies website at http://its.ucsc.edu/scantron/evals/index.html.

Future Implementations
We understand that units have requested additional changes or modifications to the Online Instructor Evaluation system, including but not limited to: ability to evaluate teaching assistants; group permission configurations to allow more than one person access to the information; and ability of instructors to access the results directly. These requests are being evaluated and prioritized as implementation of the system progresses. Additionally, we plan to add an introduction to evaluations in eCommons that explains the importance and use of evaluations to instruction and faculty personnel actions. More information on Online Instructor Evaluations can be found at http://its.ucsc.edu/ecommons/online-evaluations/index.html.

It is our hope that more course-sponsoring agencies will use the online system in winter quarter. As with the fall launch, feedback on policies related to evaluations may be provided to Senate committees, deans, and chairs, or directly to ugdiv@ucsc.edu. Technical feedback may be provided to http://its.ucsc.edu/feedback.php.

Sincerely,

Richard Hughey
Vice Provost and Dean
of Undergraduate Education

cc: CP/EVC Galloway
Chair Gillman
Manager Ove
AVC Peterson
Director Phillips
CAP Chair Takagi
Academic Senate Office