Update on Response Rates for Online Student Evaluations of Teaching, Spring 2014
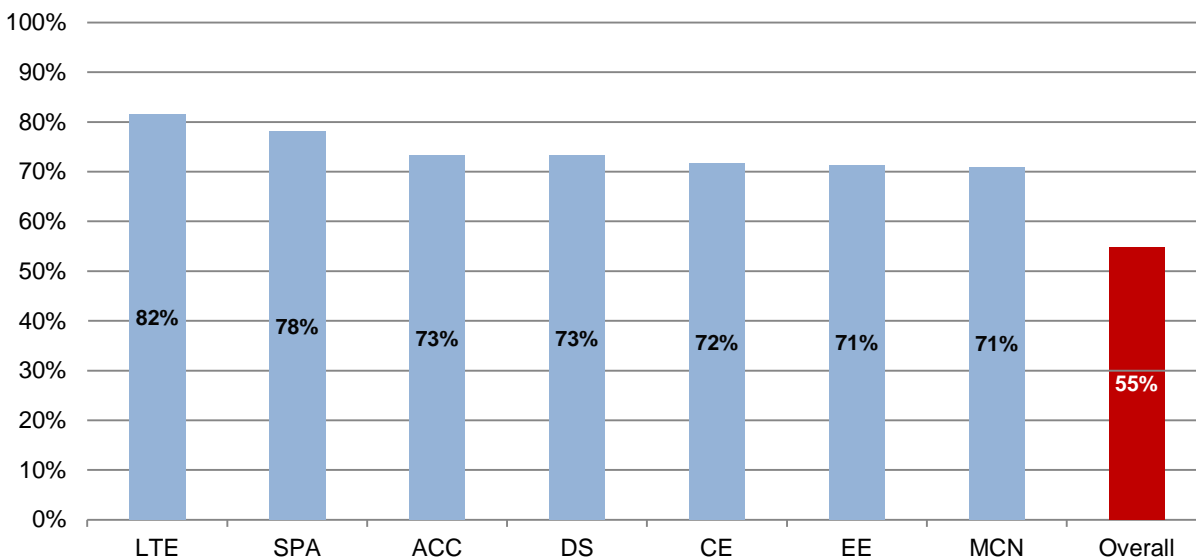
The overall University response rate continued to improve from 51.4% in Fall 2013 to 55.1% in Spring 2014. The School of Continuing Education and Special Programs demonstrated the greatest improvement in response rates from Fall 2013 to Spring 2014 with an increase of nearly 22.0% and had the highest response rate overall for the Spring semester (66.4%). The Colleges of Nursing, Allied Health Professions, and Engineering had response rates over 60%, as well.   The School of Computing also made significant gains in response rates with nearly a 12% improvement when comparing Fall 2013 to Spring 2014.

College/School	Fall 2013 Response Rate	Spring 2014 Response Rate	% Change from Fall to Spring
Continuing Education and Special Programs	**44.5**	**66.4**	**21.9**
Nursing	60.8	63.7	2.9
Allied Health Professions	64.1	63.2	-.9
Engineering	68.4	62.8	-5.6
Computing	47.6	59.3	11.7
Business	50.1	55.7	5.6
Overall	**51.4**	**55.1**	**3.7**
Education	47.2	53.1	5.9
Arts & Sciences	40.4	44.5	4.1

Seven departments had response rates greater than 70% with two from the College of Engineering. The departments are listed below in descending order of response rate:

1. Leadership and Teacher Education
2. Speech Pathology and Audiology,
3. Accounting,
4. Developmental Studies,
5. Civil Engineering,
6. Electrical Engineering and
7. Maternal Child Nursing.

Departments with Response Rates >70% for Online Student Evaluations of Teaching Compared to the University Overall, Spring 2014

College/School Participation

As of Spring 2014, the majority of college/schools are conducting student evaluation of teaching via email or accessing surveys through SAKAI. The exceptions are listed below and not included as part of this analysis.

College of Allied Health Professions – Modality is listed by department

1. Radiologic Sciences – Paper
2. Cardiorespiratory Care – online, in-class
3. Occupational Therapy – online, in-class
4. Physical Therapy – online, in-class
5. Physician Assistant Studies – online, in-class

College of Arts and Sciences – Paper surveys, except for online and blended courses

1. Biology
2. CAS 100
3. Chemistry
4. Dramatic Arts
5. Earth Sciences
6. English
7. Foreign Languages
8. Interdisciplinary programs
9. Music
10. Philosophy
11. Physics
12. Political Science and Criminal Justice

School of Continuing Education and Special Programs – Paper surveys

1. English as a Second Language (noncredit courses, only)

Conclusion

The continued improvements in response rates for online student evaluation of teaching are attributable to the promotional activities of deans and faculty and utilization of Class Climate

features such as participation tracking, certificates of completion and periodic response rate updates from the Office of Institutional Effectiveness (OIE) throughout the evaluation cycle. In addition, announcements continued in SAKAI and access to the evaluations in SAKAI, *My Workspace.* OIE will continue to monitor response rates, keeping deans and faculty abreast of overall semester-to-semester response rates.

Continuous Improvement

In conjunction with the Computer Services Center, OIE is addressing problems related to the administration of electronic surveys. OIE monitors the Class Climate administrator email account throughout the evaluation period to offer assistance with any problems related to the evaluations.

Issue	Status/Resolution
Certification of completion not displaying after submission of the survey	Pop-up blocker enabled. An information sheet is being developed to share with faculty utilizing certificates of completions instructing students to disable the pop-up blocker for Class Climate.
Email surveys not being delivered.	Affected email addresses were sent to the Computer Center to check delivery status. In the majority of instances, emails were delivered. Students were instructed to check their spam and trash folder. There was one instance in which the email was not delivered. The Computer Center is investigating the issue. As part of the information sheet, students will be instructed to check their spam and trash folders if they do not received the evaluation, prior to contacting the Class Climate administrator. Instructions for contacting the Class Climate administrator will be included on the information sheet as well.
	In some instances, employees who are students were not checking their student account for the surveys and were unaware they had a student email account. This information will also be included as part of the information sheet for faculty.
Survey links not displaying in SAKAI	Students who are/have been faculty or staff members are affected. ILC staff is working with SAKAI and Class Climate to correct this issue.
BANNER data incorrect	Departments are sent the Class Climate file pulled from BANNER to correct and submit to OIE one month prior to the survey distribution date. A Class Climate file from BANNER and the corrected file have been sent to the Computer Center to review. Colleges and departments will be contacted after the Computer Center reviews the course data and offers recommendations.