Course Evaluations
Guidelines and Procedures

Institutional Research and Effectiveness (IRaE) now administers the Course Evaluation process and reporting. The following guidelines and procedures are intended to ensure that faculty, staff, and students experience a meaningful, orderly and efficient process. Course evaluations are administered via Evaluation Kit and can be accessed from a variety of mobile devices (smartphones and tablets) and platforms (Canvas and email). The Course Evaluation Survey instrument was developed by the Committee on Student Ratings of Instruction. Responses are completely anonymous to faculty, students, coordinators and administrators.

A. KEY INFORMATION

EVALUATION DEPLOYMENT PERIOD

<table>
<thead>
<tr>
<th>COURSE LENGTH</th>
<th>EVALUATION PERIOD</th>
<th>TIMING</th>
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<tbody>
<tr>
<td>Standard 15 weeks</td>
<td>3 weeks</td>
<td>2 weeks before and 1 week after class end date</td>
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<tr>
<td>Less than 15 weeks</td>
<td>10 days</td>
<td>5 days before and five days after class end date</td>
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Evaluations cannot be re-opened after the evaluation period is closed except in very rare and special circumstances. Requests to re-open a specific course evaluation or group of course evaluations must be initiated and approved by the coordinator, college dean, or dean’s designee.

COMMUNICATION

All direct communication to students, faculty and staff originates from the account courseeval@newschool.edu. This email address must be white listed to prevent communications from ending up in one’s spam folder.

Reminders: For standard 15-week courses, students who have not completed the evaluation will receive two e-mail reminders prior to the closing of the evaluation. For shorter courses, a reminder is sent once, one to three days before the evaluation closes. Students who partially or fully complete the evaluations but do not click the ‘Submit’ button will continue to receive email reminders.

B. ROLES AND RESPONSIBILITIES

1. ACADEMIC LEADERSHIP

Academic leaders set the tone for the institutional commitment to this process. It is the responsibility of academic leaders to review and be aware of any significant issues that students are having in the classroom, and use these evaluations to make outcomes-based decisions on curricula or their delivery. College Deans and their designees are empowered to communicate directly with their faculty, informing them about the importance of the process and the proven ways to improve response rates.

2. COORDINATORS

Each year, the college deans approve the coordinator at their respective college. The coordinator has the following responsibilities.

Identify:

- active subject codes in a given term
- courses which are evaluated in a given term
- courses that are associated with non-standard or supplemental evaluation forms
Approve:
- content and signatories of the emails to faculty and students
- list of Evaluation Kit administrators for their college and their respective access/permission
- requests from faculty or administrators for early release of evaluation results
- requests from faculty or administrators for additional courses that need to be evaluated

Respond:
- to students’ inquiries regarding unavailability of grades even after course evaluations have been submitted
- to instructional staff’s inquiries regarding downloading of reports through MyNewSchool or Canvas
- to IRaE's discrepancy report (e.g. missing CRN's, unspecified faculty name, etc.)

3. FACULTY
Faculty play a critical role in increasing response rates to evaluations. Faculty are required to set aside class time in the second-to-last week of classes during the evaluation period for students to complete the evaluation on their laptop or mobile device.

To encourage student participation, it is suggested that faculty:
- let students know how valuable their feedback is — a particularly successful approach is for faculty to provide real-life examples of how they have used past evaluations to improve their own teaching
- add self-designed questions through Evaluation Kit that reflect course content or pedagogy specific to your class. (Responses to self-designed questions are only available to the individual faculty member, not coordinators or other administrators)
- monitor students’ response rates through Evaluation Kit during the period that evaluations are open.
- remind students that their responses are anonymous

Faculty who would like to add their own custom questions have full permission to directly add these questions within Evaluation Kit.

4. STUDENTS
Student participation is critical for a successful course evaluation process. The results of evaluations are used by:
- professors to improve their courses and teaching
- the program to review faculty and provide appropriate mentoring
- the University in faculty review and faculty development opportunities

Students are encouraged to:
- Access the survey links in the email or within Canvas (Instructure app for Apple or Android devices).
- Remember to click the “Submit” button to complete the process.
- Encourage their fellow students to participate.
- Use the ‘Opt Out’ option if they do not wish to participate and want no additional reminders.

To encourage participation, students who submit evaluations or chose ‘Opt Out’ have earlier access to course grades (if faculty have submitted them in the system). Students who do not complete an evaluation will see a grade of IP until the evaluation period ends.

C. ACCESS: EVALUATION RESULTS AND STUDENT GRADES

COORDINATORS AND ADMINISTRATORS
Coordinators and administrators have access to course-level results 24 hours after a course's evaluation period closing date. Reports are not available for courses with an enrollment of less than four to ensure student privacy and confidentiality.
- Opt-out reports (number of students who opted out of the evaluation) will be provided by IRaE three days after the evaluation period.
FACULTY
- For standard 15-week courses, faculty may access results 24 hours after the grade roll, the process by which missing grades are converted to Zs (unofficial withdrawal). Typically, grades are due within eight days after the end of the course, and Z grades are assigned about one week later.
- For courses with shorter durations, faculty access will be granted after the evaluation is closed and all grades are submitted. IRaE verifies these conditions and opens access every two weeks, commencing with the seventh Friday of the term.

STUDENTS’ GRADES
As an incentive to complete the evaluation, grades are available early to a student when two conditions are met: (1) the course evaluation is submitted; and (2) grades have been recorded in Banner by the faculty. Because faculty have eight days from the class end date to record grades in Banner, some students may submit the evaluation before faculty record their grades in Banner.

D. SUPPORT FROM INSTITUTIONAL RESEARCH AND EFFECTIVENESS

IRaE staff will continue to improve the course evaluation experience for faculty and students, and streamline the process for coordinators and administrators. To that end, IRaE will:
- Provide timely and clear communications with coordinators
- Develop and provide training in a variety of formats (in person, video, print)
- Work with coordinators to resolve technical issues for faculty or students in a timely manner
- Act as a liaison between IT, Canvas administrators and Evaluation Kit support staff to troubleshoot issues and suggest improvements
- Work cooperatively with Curriculum + Learning to develop summary reports for use by Colleges, Programs and University Leadership

For any questions, please contact Institutional Research and Effectiveness (IRaE) at courseeval@newschool.edu.