

2016-2017 Year-End Committee Report Form

Committee: Student Evaluation Review Board (SERB)

Chair: Emily Slusser

Chair-Elect for 2017-2018:

Emily Slusser
(408) 924-3752

Number of Meetings held: 6

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-0075

Items of Business Completed 2016/2017

1. Proposed changes to the SOTE and SOLATE instruments were reconsidered and revised after being returned by the Academic Senate in Summer 2016.
2. Revisions to the SOTE and SOLATE multiple choice and free response questions were finalized and then submitted for approval by Professional Standards, the Academic Senate, and the University Provost and President.
3. The committee reviewed the features of the Scantron Class Climate software and worked with IEA to develop appropriate implementation strategies and procedures (including a revision to the 'Grade Hold' policy).

Unfinished Business Items from 2016/2017

1. Developing a communication plan to inform faculty of SOTE and SOLATE revisions and provide reminders about ongoing policies and procedures (e.g., accessing reports for questions asking whether students completed surveys without undue influence from others).
2. Completing a thorough revision of the SOTE/SOLATE Interpretation Guide (last revised 2011) including a review of current literature and comprehensive analysis of AY15 SOTES.
3. Finalizing plan to collect faculty feedback on current SOTE/SOLATE instruments and questions as well as proposal for new informational items (e.g., rating of average workload).

New Business Items for 2017/2018

1. Developing a Student Guide and FAQ webpage that would provide tips and useful information for students as they complete SOTES and SOLATES (e.g., how to share and write constructive feedback and how this information is used).
2. Discuss opportunities and need to develop college/discipline specific evaluations (including an evaluation for instructors/coaches of Physical Education courses).
3. Review features and functionality of CourseEval software (slated to replace PeopleSoft in Fall 2017). Monitor role out of SOTE and SOLATE revisions.

Please return to the Office of the Academic Senate (ADM 176/0024) by May 31, 2017.

Student Evaluation Review Board Meeting
1:00pm September 16, 2016 Sweeney Hall (SH) 332

Minutes: Amy Leisenring (*alphabetical order*)

Approval of Previous Minutes: *n/a*

Announcements/Reminders

- SERB meetings will take place every third Friday of the month at 1:00pm in SH 332.

September 16th	October 21st	November 18th
December 16th (<i>if needed</i>)	February 17th	March 17th
April 21st	May 19th (<i>if needed</i>)	

Discussion/Action Items

1. Introductions and term reminders.

2. SOTE/SOLATE revisions – update.

SOTE/SOLATE revisions (attached) were approved by Professional Standards Committee but “sent back” by the Academic Senate. The senate recommended collecting public input on its revisions before returning them to the senate.

3. Discussion:

- a. What to do with informational question responses (esp. hours of instruction question)
- b. What to do with ‘influence’ question responses
- c. How to collect faculty feedback
- d. Open-response questions for the SOLATE (separate from other revisions)

Next Meeting

Date: October 21st 1:00pm

Minutes: Magdalini

Proposed agenda: Introduction to Scantron Class Climate (*Scott Heil, IEA Director*)
Discuss possible changes to reports and norms.

Student Evaluation Review Board Meeting

September 16, 2016 Sweeney Hall (SH) 332

Meeting started: 1:05pm

Meeting adjourned: 1:55pm

Attending:

Emily Slusser (Chair) - College of Education

Shailaja Venkatsubrama – College of Business

Stuart Ho – IEA director designee / Research technician

Magdalini Eirinaki – College of Engineering

Introductions and Vacancies: Science (to be filled), Humanities, CASA, student rep.

Attendance requirements: cannot miss more than 3 meetings in one AY.

Update (from Emily):

SOTE/SOLATE revisions were sent back by Academic Senate.

Additional informational questions should be reconsidered.

The senate also recommended collecting public input on its revisions (just the questions) before returning them to the senate through a couple of town hall meetings (or share with all SJSU faculty for feedback), ideally in early Fall.

Senate was mostly concerned that answers to the question on hours of instruction (Q18 in SOTE: “During a typical week in this course, how many hours did you spend outside of class on course-related activities (such as reading, completing assignments, studying, service learning, field work, group work, etc.)?) could be held against the faculty.

Also, answers to Q19 and Q20 have always been collected but information was only used if there was specific issues with specific course/instructor (confirmed by Stuart).

Moving forward, we need to decide:

- 1) What to do with Q18?
- 2) What to do with data collected from Q19-20?
- 3) How to request feedback?
- 4) Address the fact that currently SOLATEs don't have open-ended questions.

Discussion regarding Item 4:

Quick fix: Propose to Prof. Standards → Academic Senate to include qualitative feedback questions of current SOTEs (at least for now). Concern: wording is problematic. We had discussed alternatives in last SERB meeting of last AY (Spring 2016).

Proposal to add the new open-ended questions to both SOTE/SOLATE since they had not objected on these changes last year.

Motion (Emily): “Include revised open-ended questions in both SOTE/SOLATE to include the updated ones”.

3 options (in order of preference):

- a) Adopt all changes (including multiple choice) except for the informational questions.
- b) Add only the revised open response ones to SOLATEs
- c) Add existing open response to SOLATEs

Note: Only change to revised open-ended response questions would be to remove “to the multiple choice questions above” because they might not be above – it might be a new form.

Only 3 faculty members present so Emily will share via email for voting.

Discussion regarding Item 3:

How to collect faculty feedback?

- Surveys (IEA can create one if needed)
- Localized/informal feedback in each College – e.g. Chairs meeting.

Probably both quantitative survey at large and qualitative to Chairs. We need to figure out what questions these should be.

To do before next meeting:

Emily will circulate motion. If approved, will forward to Professional Standards Committee. Google Doc to brainstorm about questions to ask about feedback.

Next meeting Oct 21st: We’ll be introduced to the new platform by Scott

Minutes prepared and submitted by Magdalini Eirinaki.

Student Evaluation Review Board Meeting
1:00pm October 21, 2016 Sweeney Hall (SH) 332

Minutes: Amy Leisenring (*alphabetical order*)

Approval of Previous Minutes: September 16, 2016

Announcements/Reminders

- SERB meetings will take place every third Friday of the month at 1:00pm in SH 332.

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April 21st	May 19th (<i>if needed</i>)	

- Vacancies (2) now 'at-large' - if you know anyone interested in serving on SERB, please let me know.

- I have created a folder in Google Drive (currently includes agendas, minutes, and SOTE/SOLATE revisions).

Discussion/Action Items

1. Update: SOTE/SOLATE revisions

Reminder (from Sept. 16 meeting): SOTE/SOLATE revisions were approved by Professional Standards Committee but "sent back" by the Academic Senate. The senate recommended collecting public input on its revisions before returning them to the senate.

a. Motion to adopt changes to multiple choice and free response questions (everything but the informational questions) on SOTE and SOLATE was approved by Professional Standards Committee. Has been sent to the Academic Senate.

b. Discuss: Proposed changes to informational questions (see Google doc)

- What to do with informational question responses (esp. hours of instruction question)
- What to do with 'influence' question responses
- How to collect faculty feedback

2. Introduction to Scantron Class Climate (*Scott Heil, IEA Director*)

Next Meeting

Date: November 18, 2016

Minutes: Shailaja

Proposed agenda: Continue discussion about informational items.
Discuss possible changes to reports and norms.

Student Evaluation Review Board Meeting Minutes

October 21, 2016 Sweeney Hall (SH) 332

Meeting started: 1:10pm

Meeting adjourned: 2:10pm

Attending:

Emily Slusser (Chair); Stuart Ho; Shailaja Venkatsubrama; Magdalini Eirinaki; Bee Leng Lee
Scott Heil (Guest: IEA Director)

Approval of Previous Minutes: *unanimous approval*

Announcements/Reminders (*Emily*):

One faculty and one student vacancy remain.

Reminder that members cannot miss more than 3 meetings in one AY.

Google Drive folder includes SERB agendas, minutes, and relevant documents.

Motion to request changes to multiple choice and open ended questions on SOTE and SOLATE instruments was unanimously approved via email and was sent to Professional Standards. Professional Standards has written a motion to approve by the Academic Senate. This discussion will take place on Monday, Oct. 25th (Emily will be present).

Introduction to Class Climate (*Scott Heil*):

If new questionnaire is adopted by the Senate by Monday, the changes can be adopted into the questionnaire for the Fall of 2016.

IEA recommends cutting the grade hold from 3 weeks to 1 week. SERB may have to discuss this before approving it. We could get someone from registrar's office to help SERB get a better idea of the issues involved.

Sample report will be given to SERB by the end of December

Should faculty get notifications about response rate so that they can remind students?

Questions in questionnaire may need "Instructor" prefix

Possibility for mid semester evaluations.

Next meeting Nov. 18th:

Discuss grade hold and WU procedure and policy.

Discuss faculty reminders issued through Class Climate.

Review sample Class Climate report.

Continue discussion about SO/LA/TE revisions (esp. informational items).

Minutes prepared and submitted by Shailaja Venkatsubrama.

Student Evaluation Review Board Meeting
1:00pm November 18, 2016 Sweeney Hall (SH) 332

Minutes: Bee Leng Lee

Approval of Previous Minutes: October 21, 2016

Announcements/Reminders

- SERB meetings will take place every third Friday of the month at 1:00pm in SH 332.

September 16th	October 21st	November 18th
December 16th (<i>if needed</i>)	February 17th	March 17th
April 21st	May 19th (<i>if needed</i>)	

- Still a few vacancies - if you know anyone interested in serving on SERB, please let me know.

- I have created a folder in Google Drive (currently includes agendas, minutes, and SOTE/SOLATE revisions).

Discussion/Action Items

1. **Update:** SOTE/SOLATE revisions have passed through the Academic Senate and will (likely) be implemented Fall 2016.
2. **Ongoing:** Proposed changes to informational questions (see Google doc)
 - What to do with informational question responses (esp. hours of instruction question)
 - What to do with 'influence' question responses
 - How to collect faculty feedback
3. **Update:** Scantron Class Climate will be used to collect SO/LA/TES Fall 2016
 - a. A few time-sensitive questions:
 - Grade hold procedure (cut down to 1 week, instead of 3 weeks)?
 - Reveal number of participants?
 - Email faculty with reminders?
4. **To Do:** Plan to share changes and introduce Class Climate to respective colleges.

Next Meeting

Date: December 16, 2016 (*maybe*)

Minutes: Gigi Smith

Proposed agenda: Informational items, norm reports, and Class Climate functions/options.

Student Evaluation Review Board Meeting Minutes

November 18, 2016 Sweeney Hall (SH) 332

Meeting started: 1:00pm

Meeting adjourned: 2:00pm

Attending: Emily Slusser (Chair); Stuart Ho; Magdalini Eirinaki; Bee Leng Lee; Gigi Smith

Approval of Previous Minutes (Oct. 21, 2016): *unanimous approval*

Announcements/Reminders:

A few faculty vacancies and one student vacancy remain.

Google Drive folder includes SERB agendas, minutes, and relevant documents.

SO/LA/TE revisions (all but informational questions) were passed by Academic Senate. **UPDATE (Stuart):** Revisions and Class Climate will not likely be implemented until Spring 2017 due to delays in Class Climate set up (IEA).

Scantron Class Climate Options:

IEA recommends cutting the grade hold from 3 weeks to 1 week. SERB discussed the issue and recommends 1 week hold, effective immediately. Will look at potential influence on response rate for Fall 2016 and Spring 2017 and will re-evaluate (Stuart reminded SERB that current response rate is around 76-79%).

SERB also recommends that response rate is available for faculty to see via Canvas/Class Climate and that students (not faculty) get consistent reminders if they haven't yet participated within the response window.

Informational Questions:

Discussed possibilities for collecting faculty feedback on informational items. A campus wide survey will be first item of business for Spring, 2017.

Of particular interest will be 'undue influence' questions – incorporated into SO/LA/TE in 2003 and currently accessed 'by request only', around 96% respond 'yes'. SERB discussed option to provide a 'red flag' to department chairs if response rate on this question reaches a certain threshold. Also discussed rewording the question (currently a double negative) and possibility of presenting as a branching question with request for open-ended explanation.

Next meeting Feb. 17th:

Review sample Class Climate report.

Continue discussion about information items and faculty feedback.

Discuss a template for instructions and background on SO/LA/TE instruments that faculty can use to present to students without providing "undue influence".

Minutes prepared and submitted by Emily Slusser.

Student Evaluation Review Board Meeting
1:00pm February 17, 2016 Sweeney Hall (SH) 332

Minutes: Bee Leng Lee

Approval of Previous Minutes: November 18, 2017

Announcements/Reminders

- SERB meetings will take place every third Friday of the month at 1:00pm in SH 332.

~~September 16th~~

~~October 21st~~

~~November 18th~~

~~December 16th (if needed) —~~

February 17th

March 17th

April 21st

May 19th (if needed)

- We will be welcoming a new SERB member from the College of Social Sciences.

- Reminder that SERB documents are posted to Google Drive (agendas, minutes, and relevant docs).

Discussion/Action Items

1. Updates:

- **Thank you** for your attentiveness and timely responses to requests via email.
- Update on SOTE/SOLATE revisions from the Academic Senate.
- Update on Class Climate system from IEA.

2. Policy Recommendations:

- Current policies and procedures for requesting responses to the ‘undue influences’ question and for removing inappropriate comments from SO/LA/TE reports are not clear. SERB will discuss recommendations for the policy and for updating faculty and department chairs.

3. Ongoing:

- Review previously proposed changes to informational questions.
- Review objectives and revisions of Interpretation Guide.
- Review and identify specific changes that will come along with Class Climate.
- Discuss plans to collect faculty feedback and introduces changes.

4. To Do: Collect faculty testimony, qualitative discourse analysis, student guide.

Next Meeting

Date: March 17th

Minutes: Gigi Smith

Proposed agenda: Norm reports, and Class Climate functions/options.

Student Evaluation Review Board Meeting
1:00pm February 17, 2016 Sweeney Hall (SH) 332

Meeting started: 1:05 pm.

Meeting adjourned: 2:05 pm.

Attending: Emily Slusser (Chair); Bee Leng Lee; Stuart Ho, Scott Heil, Mary Currin-Percival, Magdalini Eirinaki.

Approval of Previous Minutes (November 18, 2016): Postponed until next meeting

Announcements/Reminders

- SERB welcomes a new member, Mary Currin-Percival, from the College of Social Sciences.
- The process and purpose of updating SOTE/SOLATE was briefly reviewed.
- A reminder that SERB documents are posted to Google Drive (agendas, minutes, and relevant docs).

Discussion/Action Items

1. Update on SOTE/SOLATE revisions.

- The revisions were approved by the Academic Senate and now awaits the president's decision.

2. Update on Scantron Class Climate and Peoplesoft

- The contract with Scantron has been cancelled because the system has several deficiencies. For example, multiple documents would have to be generated in order to include all the required statistics, such as individual scores, department average and college average for a SOTE/SOLATE item. There were also difficulties with importing data and distributing reports via CANVAS.
- The system, CourseEval (second ranked bidder), is currently being evaluated. It will be used in the College of Business in Spring 2017 and Summer 2017. It is unlikely that CourseEval will be used for the whole university in Spring 2017.
- If the president approves the SOTE/SOLATE revisions, Peoplesoft has to be reprogrammed to change the questionnaire. Currently the Faculty Self Service function in Peoplesoft is not working properly, so that reports do not get generated. The nature of the problem has been identified but there is no solution yet. Stuart can produce reports based on individual requests. Furthermore, Stuart found at least one error in Fall 16 SOTE report (not all reports share the

same problem), in which responses submitted by students were missing (for example, in a class of 20 students, the report showed only 4 responses).

3. Task Groups:

- It is difficult to get every member of SERB to meet at the same time, therefore it will be more productive to form small task groups.
- The following task groups have been assigned:
 - o Quantitative analysis of previous SOTE responses (Emily and Bee Leng).
 - o Revision of interpretation guide (Mary).
 - o Dissemination of information across colleges (Emily and Magdalini).
- Remaining task groups:
 - o Collect feedback from faculty on which items are useful or not useful.
 - o Qualitative analysis of SOTE responses.
 - o Develop a student guide (or FAQ) so that students understand what is a constructive feedback and how SOTE/SOLATEs are used.

4. Next Meeting:

Date: March 17th
Minutes: Gigi Smith
Proposed agenda: Task group updates.

Minutes prepared and submitted by Bee Leng Lee.

Student Evaluation Review Board Meeting
1:00pm March 21, 2017 Sweeney Hall (SH) 332

Minutes: Gigi Smith

Approval of Previous Minutes: November 18, 2016 AND February 17, 2017

Announcements/Reminders

- SERB meetings will take place every third Friday of the month at 1:00pm in SH 332.

~~September 16th~~

~~October 21st~~

~~November 18th~~

~~December 16th (if needed) —~~

~~February 17th —~~

March 24th

April 21st

May 19th (if needed)

- Reminder that SERB documents are posted to Google Drive (agendas, minutes, and relevant docs).

Discussion/Action Items

1. Updates:

- SOTE/SOLATE revisions have been approved by President Papazian.
 - o Discuss implication for Spring implementation (changes in Peoplesoft).

2. Task Group Updates:

- Analysis of quantitative SOTE responses: *Emily and Bee Leng*
- Revision of interpretation guide citations/sources: *Mary and Shai*
- Dissemination of information across colleges: *Emily and Magda*
- Remaining tasks:
 - o Faculty feedback on informational items
 - o Analysis of qualitative SOTE responses
 - o Student guide or FAQ on SOTE policy, use, and constructive feedback

3. Plans for Next Year:

- Committee chair election
- Committee member terms (*see attached*)
- Committee meeting schedule

4. Ongoing:

- Anticipate/discuss specific changes that will come along with CourseEval.

Next Meeting

Date:

April 21st

Minutes:

Mary Currin-Percival

Proposed agenda:

Spring SO/LA/TE implementation; CourseEval functions/options

Committee Member Terms

Stuart Ho	IEA	n/a
Amy Strage	CFA	n/a
Gigi Smith	Applied Sciences and Arts	2019
Shailaja Venkatsubrama	Business	2018
Emily Slusser	Education	2019
Magdalini Eirinaki	Engineering	2018
Bee Leng Lee	Science	2019
Mary Currin-Percival	Social Sciences	2020
Vacant	Humanities and Arts	---
Vacant	Student Representative	---

Student Evaluation Review Board Meeting
1:00pm April 21, 2017 Sweeney Hall (SH) 332

Minutes: Mary Currin-Percival

Approval of Previous Minutes: March 24, 2017 (prepared and submitted by Gigi Smith)

Announcements/Reminders

- SERB meetings take place every third Friday of the month at 1:00pm in SH 332.

September 16th	October 21st	November 18th
December 16th (if needed)	February 17th	March 24th
April 21st	May 19th (if needed)	

- Reminder that SERB documents are posted to Google Drive (agendas, minutes, and relevant docs).
- SERB meetings will take place every third Friday of the month at **10:00am** (location TBA) for the 2017-18 academic year. Please mark your calendars.

September 15 th	October 20 th	November 17 th
December 15 th (if needed)	February 16 th	March 16 th
April 20 th	May 18 th (if needed)	

Discussion/Action Items

1. Updates:

- Update on the SOTE/SOLATE revision role out.
- Anticipate/discuss specific changes that will come along with CourseEval.

2. Task Group Updates:

- Revision of interpretation guide citations/sources: *Mary, Gigi, and Shai*
- Analysis of quantitative SOTE responses: *Emily and Bee Leng*
- Develop plan and timeline to revise SOTE Interpretation Guide.

3. Plans for Next Year:

- Faculty updates and request for feedback: *Emily and Magda*
- Analysis of qualitative SOTE responses.
- Student guide or FAQ on SOTE policy, use, and constructive feedback

Next Meeting

Date: ??
Minutes: ??
Proposed agenda: Spring SO/LA/TE implementation; Interpretation Guide