Electronic Student Opinion Survey Policies and Procedures

Purpose

This document outlines the Policies and Procedures that governing the administration of the Electronic Student Opinion Survey using the platform that was approved by the Faculty Senate and the President (Bill Number: FS.17.18.022B)

Definitions

- Distance learning courses include Online courses and Blended learning (Hybrid) courses.
- Blended learning courses (Hybrid): Combination of learning at a distance and the traditional on-campus learning (in a classroom)
- E-learning: refers to the online interaction between the student and the teacher. E-learning can be used in a classroom or distance learning.
- On-ground courses: traditional classroom where teaching activities take place primarily in a classroom during the semester.
- Student Opinion Survey: The student opinion survey that is designed and approved by the Department that offers the course (CSU-AAUP Contract Article 4.11.8)
- Courses: all undergraduate and graduate courses listed on Fall, Spring, Summer, and Winter Intersessions course schedules.
- Student Opinion Survey Reports: shall mean the results both numerical and written comments collected by Electronic Student Opinion Survey using the platform that was approved by the Faculty Senate (Bill Number: FS.17.18.022B)
- Course Instructor(s): refers the name(s) listed as instructor(s) on Fall, Spring, Summer, and Winter Intersession course schedules.

Scope

The policy governs the administration of Electronic Student Opinion Survey for Distance learning courses and on-ground courses.

Distance learning courses: The Faculty Senate (Bill Number: FS.17.18.022B) mandated the use of a single platform for the administration of Electronic Student Opinion Survey for all distance learning courses offered during Fall, Spring, Summer, and Intersessions. Departments offering Distance learning courses cannot opt out of using the Electronic Student Opinion Survey that was approved by the Faculty Senate, for any Distance learning courses. In addition, instructors teaching Distance learning courses cannot opt out.

On-ground courses: Article 4.11.8 of the CSU-AAUP Contract state that "the procedure for collecting, routing, and disposition of the surveys shall be recommended by the Senate and approved by the President". Departments have the right to decide if they want to use the Electronic Student Opinion Survey platform in their on-ground courses. If a Department decides

to use Electronic Student Opinion Survey platform, all on-ground courses offered by the Department must be included.

Policy Statement and Procedures and time line

Time line

1. Departments that offer Distance learning courses and the Departments that choose to use the Electronic Student Opinion Survey platform for their on-ground courses must provide the Instructional Design and Technology Resource Center (IDTRC) digital copies of their student opinion surveys so they may be entered into the platform. New or revised student opinion surveys should be sent to the IDTRC <u>PRIOR</u> to the 4th week of the semester. For team-taught courses, departments will identify which questions apply to the course and which apply to the instructor.

2. The periods during which the Electronic Student Opinion Survey will be open for student participation are as follows:

Fall/Spring Full semester:
- Survey Window: Open for at least 14 full days prior to the first day of final exams.
- With the release of the survey, students will receive an invitation email to complete the survey
- During the above period, students who have not yet responded to the Student Opinion Survey invitations will receive an automated email reminder at regular intervals
- Course Instructor(s) will receive an email 7 days before the release of the survey to review the courses that will be included in Electronic Student Opinion Survey. Using Blackboard, the Instructor(s) can view the questions that will be released to the students during this period
- Course Instructor(s) can customize their own survey's open and close date and time using their Blackboard account. Instructor(s) who choose to customize the open/close dates must do so during the 7 days before the release of the survey. The customized open/close window must be within the 14 day survey window.

Summer/Winter/ Post Session / intersession /8 Weeks sessions during Fall & Spring:
- Survey Window: Open for at least 7 full days prior to the last day of classes.
- With the release of the survey students receive an invitation email to complete the survey
- During the above window, students who have not yet responded to the Student Opinion Survey invitations will receive an automated email reminder at regular intervals.
- Course Instructor(s) will receive an email 7 days before the release of the survey to review the courses that will be included in Electronic Student Opinion Survey. Using Blackboard, the Instructor(s) can view the questions that will be released to the students during this period.
- Course Instructor(s) can customize their own survey's open and close date and time using their Blackboard account. Instructor(s) who choose to customize the open/close

dates must do so during the 7 days before the release of the survey. The customized open/close window must be within the 7 day survey window.

3. Procedures

- Only active and current students in a course may complete the Student Opinion Survey for that course. The student's data shall be updated after the last day to withdraw from a full semester course without approval and before the release date.
- The Electronic Student Opinion Survey must be completely anonymous. If administered in a classroom, the evaluation shall be administered by a third party (CBA 4.11.8).
- For instructor-specific questions in a team-taught course, each Instructor will have access to his/her own Student Opinion Survey report only
- For course-specific questions in a team-taught course, all instructors will have access to course Student Opinion Survey report.

4. The Student Opinion Survey reports

- The Student Opinion Survey reports and student comments for each course will be auto-released (via Blackboard) to the Instructor within thirty days after the Last Day of Classes, but not prior to the release of grades to the students.
- Department chairs may request reports be released earlier in the case of first-year renewals, part-time renewals or special assessments.
- Student Opinion Survey reports are treated as confidential personnel records. Department chairs will have access to the Student Opinion Survey reports and student comments for instructors and courses in their departments. With Department chair permission, the department secretary or administrative assistant may have access to the Student Opinion Survey reports.
- The release of the Student Opinion Survey reports for courses with fewer than five students enrolled require the Department Chair approval.

5. University-Support, Technology and Data Access

- The Faculty Senate President, in consultation with Academic Affairs, will nominate to the Senate an AAUP faculty member to serve as the Electronic Student Opinion Survey Coordinator.
- The Electronic Student Opinion Survey Coordinator will oversee the administration of Electronic Student Opinion Surveys, the implantation of this policy and any other activities or responsibility stated by the charge.
- Academic Affairs, supported by the Information Technology Department and the Instructional Design and Technology Resource Center (IDTRC), will fully support the

Electronic Student Opinion Survey platform that is approved by the Faculty Senate. This will include funding, providing training, providing the appropriate resources required to input items from departmentally approved student opinion surveys into the selected platform, and supporting the Electronic Student Opinion Survey Coordinator.

- A faculty's Student Opinion Survey reports cannot be transmitted, in any format, to anyone other than to the Department Chair or Department Evaluation Committee (DEC) without the written consent of that individual faculty member. This applies especially, but not exclusively to any dean, provost or other academic officer who has an evaluative role in renewals, special assessments, promotion or tenure.

4.11.8 Student Opinion Survey

The practice of conducting student opinion surveys of teaching faculty (see Article 4.11.7) shall be continued using evaluation instruments and a procedure for administering them that are designed or approved by the department. The procedure for collecting, routing, and disposition of the surveys shall be recommended by the Senate and approved by the President and, shall include the requirements that:

(1) The evaluation shall be administered by a third party; and

(2) Students shall be apprised of the survey process and assured the completed survey will not be viewed by the instructor until all grades have been posted.

It is understood that members may use evaluation forms in addition to the approved instrument.