2018-2019 Year-End Committee Report Form

Committee: Student Evaluation Review Board (SERB)

Chair: Emily Slusser	**Chair-Elect for 2019-2020**: Mary Currin-Percival (408) 924-5569
Number of Meetings held: 8	mary.currinpercival@sjsu.edu Clark Hall 406L

Items of Business Completed 2018/2019

1. Completed a thorough revision of the SOTE Interpretation Guide (last revised 2011) including a review of current literature and comprehensive analysis of AY17 SOTES.

2. Developed new student messaging materials and procedures. Revised student incentive to complete SOTES (no longer issuing grade-holds for students who elect not to complete the surveys).

3. Facilitated an open forum to discuss and address faculty concerns with student evaluations. Conducted and shared several analyses of SOTE data per faculty requests.

Unfinished Business Items from 2018/2019

1. Developing a Student Guide and FAQ webpage that provides 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. Develop college/discipline specific evaluations (including an evaluation for instructors/coaches of Physical Education courses).

3. Continue to work with IEA office to review features and functionality of CoursEval software. Explore the option of including additional 'context' questions (which faculty can opt to include as part of the final course eval or a midterm course eval).

New Business Items for 2019/2020

1. Work with IEA to develop a process by which to provide ongoing updates to the reports and statistics included in Interpretation Guide (make the Interpretation Guide a 'live' document).

2. Analyze how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU. Discuss if/how to share findings.

3. Work with Faculty Affairs Office to publish SOTE Interpretation Guide *prior to* AY19 RTP cycle.

Please return to the Office of the Academic Senate (ADM 176/0024) by June 4, 2019.

Student Evaluation Review Board Meeting

Sept. 14, 2018 12:00pm Sweeney Hall (SH) 332

Minutes: Gigi Smith

Approval of Previous Minutes: n/a

Announcements/Reminders

- SERB meetings take place every second Friday of the month at 12:00pm. *Proposal to meet at 11:00am?*

- **Please mark your calendars:**

September 14th	October 12th	November 9th
December 14th *(if needed)*	February 8th	March 8th
April 12th	May 10th	

Welcome and Introductions

- Review AY17 End-of-Year Report.

- Review of SERB committee charge and AY18 objectives. *(Reminder about meeting attendance requirement.)*

- Review of important SERB documents (also posted to Google Drive with agendas and minutes).

Discussion/Action Items

1. **Updates**:
   - CoursEval (new SO/LA/TE data collection software): *Scott Heil*
   - **SOTE Interpretation Guide (planned release date Oct. 12th)**

2. **Upcoming Activities:**
   - Review faculty feedback on new informational items (e.g., rating of average workload).
   - Student guide or FAQ on SOTE policy, use, and constructive feedback.

3. **Ongoing:**
   - Academic paper on the utility of SOTE reporting (Mary updates? Meeting time?).
   - Discuss need to develop college/discipline specific evaluations (including coaches).
   - Discuss eligibility to evaluate courses if student has committed academic integrity violation.
   - Discuss faculty peer review process and how it can complement SOTES.
   - Review student evaluation questions from other universities.

Next Meeting

Date:	October 12th 12:00pm SH 332
Minutes:	Caroline Chen
Proposed agenda:	Finalize Interpretation Guide

Student Evaluation Review Board Meeting

Sept. 14, 2018 12:00pm Sweeney Hall (SH) 332

Minutes: Gigi Smith

Meeting called to order at 12:05

In attendance: Emily Slusser (Chair), Cynthia Rostankowski, Bee Leng Lee , Stuart Ho, Caroline Chang ,
Mary Currin-Percival, Gigi Smith

Student is schedule to start attending meetings soon.

Stacy Gleixner will attend meetings as needed.

Approval of Previous Minutes: n/a

Announcements/Reminders

- SERB meetings take place every second Friday of the month at 12:00pm.

Stuart Ho is retiring in 3 weeks

- **Please mark your calendars:**

September 14th	October 12th	November 9th
December 14th *(if needed)*	February 8th	March 8th
April 12th	May 10th	

Welcome and Introductions

- Review AY17 End-of-Year Report.

    End of year committee report reviewed. See attached.

    Reviewed items of business completed, unfinished business items and new business items

- Review of SERB committee charge and AY18 objectives.

- Review of important SERB documents (also posted to Google Drive with agendas and minutes).

    SOTE Review Board Members

    Interpretation Guide Update policy provided and discussed. SERB has the responsibility to maintain and update
    the interpretation guides for the SOTE and SOLATE instruments as needed.

    Updates need to be completed- specific areas identified below.

- Updates from Stuart Ho - One course eval breakdown was missing from the guide –(Item Mean Responses by Expected
Grade) . This will be added into the guide.

- Reports regarding percentile comparisons shared by Bee Leng Lee

    Language about how and when to note when the numbers exceed the norms on either side (above 80th percentile
    or below 20th percentile was discussed.

    Breakdown of SOES by expected grade and whether it will be something that is reported to be discussed.

Discussion/Action Items

Updates:

1. SOTE Interpretation Guide (planned release date Oct. 12th)

The following items were highlighted and discussed.

1. Names of SERB members to remain on Faculty Senate website (not on front of guide)

2. Table of Content to be updated

2. Quick guide – 1 page bullet point report to be provided

3. History and Policy : has been updated (Emily to provide a list of pertinent policies)

4. SOTE Survey: Highlight new version of SOTE. Updates discussed.

5. Informational Questions – corrected on draft. There were no changes from old version. Corrected

6. Reformatting suggestions made to closed-ended questions

7. Interpretation of the SOTE ratings – (additional working recommended and accepted under "Mean & SD"

8. "Norms" section discussed in detail. Additional bolded area (we recommend that percentile rankings within the 20-80 range……) discussed. This is assuming a normal distribution. Re-wording for this section was completed. Suggestion made to keep this wording (with minor revisions) for now, but explore it further for future modifications. Recommendation is to hold off on the new report of percentile rankings on Norm Report for now as it is not in line with the Interpretation Guidelines.

Mary to work on updating references.

Modifications made to the correlation matrix (Bee)

Bee may add appendixes

9. Table 2 on Instructor Demographics to be deleted (outdated). An updated table to be inserted in the next revision based on research done in this committee.

Literature Review for updated references to be completed for the following areas– Influence of the following variables (prior subject interest, class size (needs updating), reason for taking course (elective vs), difficulty/workload, instructor rank, administration (on-line vs paper).

Committee members with provide information from a review of the literature in the following areas:

Cynthia – Administration

Caroline – Class size

Mary – Interest in course and reason

Gigi - Instructor ranking

Magda – Workload/difficulty

Deadline to submit to Emily – October 12th, but send in as you complete the literature review updates

2. **Upcoming Activities:**

   - Review faculty feedback on new informational items (e.g., rating of average workload).

   - Student guide or FAQ on SOTE policy, use, and constructive feedback.

3. **Ongoing:**
   - Academic paper on the utility of SOTE reporting (Mary updates? Meeting time?).

   - Discuss need to develop college/discipline specific evaluations (including coaches).

   - Discuss eligibility to evaluate courses if student has committed academic integrity violation.

   - Discuss faculty peer review process and how it can complement SOTES.

   - Review student evaluation questions from other universities.

Next Meeting

Date: October 12th 12:00pm SH 332
Minutes: Caroline Chen
Proposed agenda: Finalize Interpretation Guide

Adjourn meeting at 1:15

Student Evaluation Review Board Meeting

Oct. 12, 2018 12:00pm Sweeney Hall (SH) 332

Minutes: Caroline Chen

Approval of Previous Minutes: prepared by Gigi Smith

Announcements/Reminders

- Membership updates and introductions.

- SERB meetings take place every second Friday of the month at 12:00pm.

- **Please mark your calendars:**

~~September 14th~~	October 12th	November 9th
December 14th *(if needed)*	February 8th	March 8th
April 12th	May 10th	

- Reminder that SERB documents are posted to Google Drive with agendas and minutes.

Discussion/Action Items

1. **Updates and Action Items**:
   - IEA Office updates.
   - Request for further analyses (Brandon White)
   - **SOTE Interpretation Guide (see attached draft)**

2. **Upcoming Activities:**
   - Review faculty feedback on new informational items (e.g., rating of average workload).
   - Student guide or FAQ on SOTE policy, use, and constructive feedback.

3. **Ongoing:**
   - **Academic paper on the utility of SOTE reporting (Mary updates? Meeting time?).**
   - Discuss need to develop college/discipline specific evaluations (including coaches).
   - Discuss eligibility to evaluate courses if student has committed academic integrity violation.
   - Discuss faculty peer review process and how it can complement SOTES.
   - Review student evaluation questions from other universities.

Next Meeting

Date: November 9th 12:00pm SH 332
Minutes: Bee Leng Lee
Proposed agenda: Faculty Feedback on SERB Survey and Student Guide

Student Evaluation Review Board Meeting
October 12, 2018 12:00pm Sweeney Hall (SH) 332

Minutes: Gigi Smith

Meeting called to order at 12:00

In attendance: Emily Slusser (Chair), Wencen Wu, Scott Hiel, Caroline Chang, Cynthia Rostankowski, Gigi Smith

Approval of Minutes from Last Meeting: unanimous with one abstaining

I. Updates from Scott Hiel: Expect to present SOTEs over efaculty system this Fall. Faculty will have the choice to remove a SOTE in accordance with the university policy. Other reporting options to stay in place.

II. There has been request for data analysis of the following SOTE data: (interest in using data to look teacher effectiveness in regards to faculty gender, sexual orientation, race and ethnicity, tenure vs tenure track, tenure vs part time).
Discussed feasibly of obtaining and analyzing this data. Information provided by Scott Hiel as to what data is available and how this analysis could take place.
Decision: Table this request to gather more information and clarify what data can be gathered and analyzed to provide the information for this request.

III. Interpretation guide: Reviewed guide with latest revisions
- Table of contents to be re-organized (sub-headings revised – Course characteristics, instructor characteristics, perceptions of SOTE survey and findings)
- SOTE Interpretation Quick Guide reviewed. Minor modifications made to wording of content. Recommendation made to include line "to interpret with caution when fewer than 10 respondents, low class size or low respondents". Also - "faculty are encouraged to explain and provide supplemental explanation".
- Update name of College of Applied Sciences & Arts to College of Health & Human Sciences. Change order of information presented on page 10.

- Additional area to be looked at: GE vs major courses (as an area of analysis)

- Name change on page 11 "Student and Course Level"

- (Starting in Spring 2018, WU will be removed from the SOTE results)

- Instructor characteristic section to be updated by Emily.
- Scott to provide recent report Fall 2017, Spring 2018 response rates.

- Action: Send any additional information to be included in Guide by Monday, October 15. Emily will incorporate the information and send to Professional Standards.

Motion made to make above changes. **Motion passed.**

Next Meeting
Date: November 9th 12:00pm SH332

Meeting adjourned at 1:10

Student Evaluation Review Board Meeting

Nov. 9, 2018 12:00pm Sweeney Hall (SH) 332

Minutes: Caroline Chen

Approval of Previous Minutes: prepared by Gigi Smith

Announcements/Reminders

- SERB meetings take place every second Friday of the month at 12:00pm.

- **Please mark your calendars:**

~~September 14th~~	~~October 12th~~	November 9th
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April 12th	May 10th	

- Reminder that SERB documents are posted to Google Drive with agendas and minutes.

Discussion/Action Items

1. **Updates and Action Items**:
   - **SOTE Interpretation Guide sent to Professional Standards. Next steps…**
   - Review and approve revised committee charge (NEW).
   - Discuss plans to address recent request for further analyses (Brandon White)
   - Review faculty feedback on new informational items (e.g., rating of average workload).
   - IEA Office updates.
   - Plan to advertise SOTE window.

2. **Upcoming Activities:**
   - Student guide or FAQ on SOTE policy, use, and constructive feedback.
   - Discuss need to develop college/discipline specific evaluations (including coaches).

3. **Ongoing:**
   - **Academic paper on the utility of SOTE reporting (Mary updates? Meeting time?).**
   - Discuss faculty peer review process and how it can complement SOTES.
   - Review student evaluation questions from other universities.

Next Meeting

Date: December 14th 12:00pm SH 332
Minutes: Bee Leng Lee
Proposed agenda: Student Guide and discipline specific evaluations.

Student Evaluation Review Board Meeting Minutes

Nov. 9, 2018 12:00pm Sweeney Hall (SH) 332

In Attendance: Emily Slusser (chair), Cynthia Rostankowski, Wencen Wu, Gigi Smith, Sandra Arellano, Daren Wilson

Approval of Previous Minutes *(prepared by Gigi Smith)*: Unanimously approved.

Announcements/Reminders

- SERB meetings take place every second Friday of the month at 12:00pm.

- Reminder that SERB documents are posted to Google Drive with agendas and minutes.

Discussion/Action Items

1. **Updates and Action Items**:
   - SOTE Interpretation Guide sent to Professional Standards.
     - o Committee agreed that the repercussions for NOT sending out the guide to RTP members would be worse than sending the guide out mid-RTP cycle. Emily will reach out to Joanne Wright to relay these concerns.
   - Review and approve revised committee charge (NEW).
     - o Committee approved the revised committee charge as written (though there was a question about filling the "member at large" slot.
   - Discuss plans to address recent request for further analyses (Brandon White).
     - o IEA office confirmed that many of these analyses can be completed with the information gather through their office. Will make a plan to address these questions at the next meeting.
   - Review faculty feedback on new informational items (e.g., rating of average workload).
     - o Committee reviewed faculty feedback from survey disseminated AY 17. Agreed that it is likely best to allow faculty to 'opt-in' to these questions using Canvas. Will discuss plans for faculty training and Canvas options for midterm/informal evaluations at the next meeting.
   - IEA Office updates.
     - o Welcome to Darren Wilson. Everything lined up for upcoming SOTE collection window. Information will be sent (and signed by) IEA office.
   - Plan to advertise SOTE window.
     - o Committee discussed ways to promote student participation in SOTES (with student representative feedback). Decision to develop/revise a flyer for faculty to use in their lectures to promote participation (focus on conveying the message that "your input makes a difference". Will vote in the near future on whether to drop the 'grade hold' requirement (with request to IEA to compare response rates). Email reminders will be sent frequently to those who have not yet completed the SOTES.

2. **Upcoming Activities:**

    - Student guide or FAQ on SOTE policy, use, and constructive feedback.

    - Discuss need to develop college/discipline specific evaluations (including coaches).

3. **Ongoing:**
    - **Academic paper on the utility of SOTE reporting.**

    - Discuss faculty peer review process and how it can complement SOTES.

    - Review student evaluation questions from other universities.

Next Meeting

Date: December 14th 12:00pm SH 332
Minutes: TBD
Proposed agenda: Student Guide and discipline specific evaluations.

Minutes prepared and submitted by Emily Slusser.

Student Evaluation Review Board Meeting Minutes

Dec. 14, 2018 12:00pm Sweeney Hall (SH) 332

In Attendance: Emily Slusser (chair), Cynthia Rostankowski, Bee Leng Lee, Mary Currin-Percival, Caroline Chen, Daren Wilson, Scott Heil

Approval of Previous Minutes: will review/approve at next meeting

Announcements/Reminders

- SERB meetings take place every second Friday of the month at 12:00pm.

- Reminder that SERB documents are posted to Google Drive with agendas and minutes.

Discussion/Action Items

1. **Updates and Action Items**:
   - Emily's term as chair will be ending this year. Please send your interest in taking on this role to Emily. Official nomination/vote will take place at the end of Spring 2019 semester.
   - IEA Office updates (Darren Wilson).
     o Some glitches and lost institutional knowledge with Stuart's retirement.
     o Extended closing date to Dec. 12th due to these issues. Some faculty push back on this decision.
     o IEA office will analyze first and late responders ratings to note difference.
     o Revision to process for identifying which classes get SOTEd. IEA office will be asking for SERB input on this process and policy. IEA will provide list of the kinds of classes that don't get SOTEd to inform discussion.
   - Vote on student incentives (grade hold).
     o After getting updated response rates from IEA, SERB will vote on whether or not to retain the "grade hold" procedure to incentivize student participation in SOTES. Fall 2018 did not highlight this policy and we are not seeing much difference in response rate.
   - Committee decided to divide upcoming and ongoing work among the following workgroups. Plan to provide regular updates on meeting these goals at monthly meetings.

   Work Groups

   1) SOTE window messaging and promoting student participation.
   - Cynthia (lead)
   - _____

   2) Webpage with SOTE-relevant information (e.g., student guide or FAQ on SOTE policy, use, and constructive feedback)
   - Caroline (lead)
   - _____

3) SOTE analyses (following Brandon White's request)
- Bee Leng (lead)
- Emily
- Darren

4) Discipline specific SOTES and examples from other universities.
- Mary (lead)
- _____

2. **Upcoming and Ongoing:**
   - Academic paper on the utility of SOTE reporting (Mary will provide update via email).
   - Discuss faculty peer review process and how it can complement SOTES.
   - IEA/Scott proposed: Request from chairs for early or unofficial results (before released). Rehiring lecturers. Have shared early reports (early copy – abbreviated).
     - o Caroline mentioned that new T/TT faculty cannot drop a SOTE because they teach only 2 courses in their first year (implications for new RSCA policy).

Next Meeting

Date: February 8th 12:00pm SH 332
Minutes: TBD
Proposed agenda: Continued discussion on items above.

Minutes prepared and submitted by Emily Slusser.

Student Evaluation Review Board Meeting

Feb. 8, 2019 12:00pm Sweeney Hall (SH) 332

Minutes: Caroline Chen

Approval of Previous Minutes: prepared by Emily Slusser

Announcements/Reminders

- SERB meetings take place every second Friday of the month at 12:00pm.

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- Reminder that SERB documents are posted to Google Drive with agendas and minutes.

Discussion/Action Items

1. **Updates and Action Items**:
    - **SOTE Interpretation Guide… meeting with Joanne Wright**
    - Minor SOTE policy revisions to Senate (see page 2)
    - IEA Office updates
        o Special Sessions and other non-SOTEd courses
        o Response rate without grade hold? (policy change?)
    - SERB Chair Nominations (see page 3)
    - SERB Workgroup Plans / Updates
        o SOTE Window Messaging and Promoting Participation (Cynthia)
        o Webpage with SOTE Info (Caroline* and Wencen)
        o SOTE Analyses (Bee Leng* and Emily and Darren)
        o Discipline Specific SOTES (Mary* and Gigi)

2. **Upcoming Activities:**
    - Student guide or FAQ on SOTE policy, use, and constructive feedback.
    - Review faculty feedback on new informational items (e.g., rating of average workload).

3. **Ongoing:**
    - **Academic paper on the utility of SOTE reporting (Mary updates? Meeting time?).**
    - Discuss faculty peer review process and how it can complement SOTES.

Next Meeting

Date: March 8th 12:00pm SH 332
Minutes: Bee Leng Lee
Proposed agenda: Workgroup Updates

Student Evaluation Review Board Meeting

Feb. 8, 2019 12:00pm Sweeney Hall (SH) 332

Minutes: Caroline Chen

Call to Order 12:06pm

Approval of Previous Minutes: prepared by Emily Slusser; approved unanimously

Announcements/Reminders

- SERB meetings take place every second Friday of the month at 12:00pm.

- **Please mark your calendars:**

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- Reminder that SERB documents are posted to Google Drive with agendas and minutes.

Discussion/Action Items

1. **Updates and Action Items**:
    - **SOTE Interpretation Guide… meeting with Joanne Wright**
        o Another series of discussions. Ken is supportive but Joanne doesn't want to change RTP mid-cycle. SOTE policies aren't RTP related and don't change. Got CFA on board. This only helps faculty not hurt.
        o Plan to continually revise, b/c unless used/referred to/consulted this year.
        o Asking Joanne to distribute to larger faculty departments, but we can send it through our channels.
        o If you want to sit in on meeting; please let Emily know
    - Minor SOTE policy revisions to Senate (see page 2)
        o Emily didn't know until yesterday; clarifies language that state policy that you can exclude course from SOTE evaluations, matter of clarity; no clarification/definition of "under some circumstances"
    - IEA Office updates
        o Scott: lower response rate in Fall 2018 by 5% points. 70% response rate; looks like emails may have been sent into spam folders; students and department contacts & faculty; looking into that and redouble efforts to communicate; most persons were able to find it into their spam folders
        o Special Sessions and other non-SOTEd courses: uncovered another problem; organizing (effects business graduate programs mainly that have 2 courses in a single semester) – separated into 2 survey rounds in recording averages, the reports were isolating the 2nd survey of the semester and didn't account for it; fall 2017 to fall 2018. Individual scores are fine, but didn't combine results.

- o Selection process – (special session): opened up to admins and classes that meet basic criteria for SOTE, but any course that need to be turned "off" are in a 2 week window; mistakes made; increase training and outreach to department admins; and use default policies differently – all classes of a certain size are SOTE'ed; so now will be using that as default to affirmatively run the SOTE and triple check the settings when changes are being made to turn off SOTEs;
- o Response rate without grade hold? (policy change?) Grade hold may be having an effect, can't really measure the effect on response rate, but anecdotally, they do think it makes a difference; but willing to try out experiment to use towards offering low value prizes to incentivize student to respond (20 gold cards; raffle; $20 prizes); way the faculty communicate about the SOTE to students is the usually anecdotally the best response rate; faculty asking for specific information from IEA seemingly have the best response rate.
  - ▪ Student opinion: doesn't think that it will work. Classes where it is extra credit or affects grade in any way, then they will respond, not monetary response, delay of grades is a bigger incentive if they are delayed on Canvas or else they will just wait for Canvas;
    - • Could provide a certification of completion of the SOTE? – but then faculty will know who did and did not and that is against policy so really faculty can't (shouldn't) offer anything to complete the SOTE
    - • Darren: 200 students emails about concern about retaliation if faculty to see their SOTEs to identify them – faculty can't see individual answers; everything is aggregated together – most students happy with that response
    - • Can you make raffle by college? So it doesn't seem like you're competing against so many students; like "each college will have 3 student winners"
  - ▪ Delay is punitive – faculty messaging is the most important of all
  - ▪ We could send email to all faculty about the drop of the grade hold policy and could give incentive
  - ▪ Could start w/ our own departments – mention at faculty meetings and encourage them to encourage students – messaging is very important – what works for SOTE encouragement – faculty looks and administration
- o Opt out was not clear – students were making errors by opting out but didn't want to, but if they answered any questions then assumed that they did want to take the survey. Opt out was originally for removal of grade hold.
  - ▪ Has opt out outlived its purpose? Not part of the senate approved instrument and we remove the grade hold, then why have it? We can have it for the raffle, but not for the grade hold.

- - - Can you change wording, by clicking here you're agreeing to terms/conditions; has that stronger language in right now; might be able to have a button that says "yes" include my results or "no" not include my results;
      - Add to agenda next time how to reframe this issue
    - VOTE TO REMOVE GRADE HOLD FOR SPRING 2019 – APPROVED unanimously
    - VOTE TO GO FORWARD WITH RAFFEL INCENTIVE – APPROVED unanimously
    - VOTE TO REOVE OPT-OUT QUESTION TO COMPLETE SOTE – APPROVED unanimously
  - SERB Chair Nominations (see page 3) – Emily's term expires this year; chair position open; email her with nominations; good for junior faculty, chair position not as time consuming as others perhaps – just Emily's perspective, term for chair for 1 year;
  - SERB Workgroup Plans / Updates
    - SOTE Window Messaging and Promoting Participation (Cynthia)
      - Has materials – will bring next meeting
    - Webpage with SOTE Info (Caroline)
      - SOTE page on IEA home page – see what's out there – check other CSU pages and other university pages
    - SOTE Analyses (Bee Leng)
      - Need info starting Fall of last year – Emily will email Darren
    - Discipline Specific SOTES (Mary)
      - Looked up other college SOTE pages – will send to Caroline

2. **Upcoming Activities:**
   - Student guide or FAQ on SOTE policy, use, and constructive feedback.
   - Review faculty feedback on new informational items (e.g., rating of average workload).

3. **Ongoing:**
   - **Academic paper on the utility of SOTE reporting (Mary updates? Meeting time?).**
   - Discuss faculty peer review process and how it can complement SOTES.

Meeting adjourned 12:57pm

Next Meeting
Date: March 8th 12:00pm SH 332
Minutes: Bee Leng Lee
Proposed agenda: Workgroup Updates

4.   Other than those classes excluded in E3 (above), SOTES shall be administered in all classes and the results placed in the faculty personnel file. Faculty, however, under some circumstances may exclude the results of an occasional course from their periodic evaluations. Faculty may choose to exclude the survey results from one course per ~~Academic~~ year (beginning in Fall and including special sessions) from their periodic evaluation, provided that they teach at least fifteen ~~units of courses~~ WTUs (equivalent of five three unit courses) during that period ~~Academic Year~~. ~~Faculty who are credited with teaching double sized courses will be credited with teaching twice the normal number of units.~~

Student Evaluation Review Board

Chair: Emily Slusser, 0075, x43752
(Reports to Professional Standards Committee)

St	Name	ZIP	Phone		Term
A	Stuart Ho	0023	41516	Dir. IEA or designee	EXO
B	Amy Strage	0026	43064	Director, Ctr. Fac. Dev. & Sup. or designee	EXO
B	Jerilyn "Gigi" Smith	0059	43081	Health and Human Sciences	
C	Caroline Chen	0066	43476	Business	2021
D	Emily Slusser	0075	43752	Education	2019
E	Wencen Wu	0180	44206	Engineering	2020
F	Cynthia Rostankowski	0092	44508	Humanities & the Arts	2021
G	Bee Leng Lee	0103	45099	Science	2019
H	Mary Currin-Percival	0119	41154	Social Sciences	2020
1	Sandra Arellano	0128	46242	Student	2019

4.   Other than those classes excluded in E3 (above), SOTES shall be administered in all classes and the results placed in the faculty personnel file. Faculty, however, under some circumstances may exclude the results of an occasional course from their periodic evaluations. Faculty may choose to exclude the survey results from one course per ~~Academic~~ year (beginning in Fall and including special sessions) from their periodic evaluation, provided that they teach at least fifteen ~~units of courses~~ WTUs (equivalent of five three unit courses) during that period ~~Academic Year~~. ~~Faculty who are credited with teaching double sized courses will be credited with teaching twice the normal number of units.~~

Student Evaluation Review Board Meeting

Mar. 8, 2019 12:00pm Sweeney Hall (SH) 332

Minutes: Bee Leng Lee

Approval of Previous Minutes: prepared by Caroline Chen

Announcements/Reminders

- SERB meetings take place every second Friday of the month at 12:00pm.

- **Please mark your calendars:**

~~September 14th~~	~~October 12th~~	~~November 9th~~
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April 12th	May 10th	

- Reminder that SERB documents are posted to Google Drive with agendas and minutes.

Discussion/Action Items

1. **Updates and Action Items**:
   - **Open Forum: Faculty concerns around SOTES and potential solutions.**

2. **TIME CERTAIN (12:40pm)**
   - SERB Workgroup Plans / Updates
     - **SOTE Window Messaging and Promoting Participation (Cynthia)**
     - Webpage with SOTE Info (Caroline* and Wencen)
     - SOTE Analyses (Bee Leng* and Emily and Darren)
     - Discipline Specific SOTES (Mary* and Gigi)
   - IEA Office Updates
   - SERB Chair Nominations

3. **Upcoming and Ongoing Activities:**
   - Student guide or FAQ on SOTE policy, use, and constructive feedback.
   - Academic report on the utility of SOTE reporting (Mary updates? Meeting time?).
   - Discuss faculty peer review process and how it can complement SOTES.

Next Meeting

Date:	March 12th 12:00pm SH 332
Minutes:	Wencen Wu
Proposed agenda:	Workgroup Updates

Minutes: Bee Leng Lee
Meeting called to order at 12:00 PM

In attendance: Emily Slusser (Chair), Caroline Chen, Mary Currin-Percival, Scott Hiel, Bee Leng Lee, Cynthia Rostankowski, Wencen Wu, Sandra Arellano, Sharamin Khan, Brandon White.

Approval of minutes from last meeting: Unanimously approved.

Reminders
- SERB meetings take place every second Friday of the month at 12:00 PM.
- SERB documents including agendas and minutes are posted to Google Drive.

Discussion/Actions Items

1. Open forum
In response to the concerns related to SOTES that were raised on the SJSU Faculty Forum, Emily invited all who are interested in discussing and sharing potential solutions to these concerns to the meeting. Sharamin Khan (Linguistics and Language Development) and Brandon White (Biological Sciences) were in attendance.
- Brandon suggested that tenure-track and non-tenure track faculty should have separate norms for evaluations. Emily responded that self-identified qualities are harder to determine in CourseEval than in PeopleSoft, but SERB should be able to incorporate interpretation guidelines for tenure-track versus non-tenure evaluations.
- Sharamin expressed concern that evaluation committees tend to focus entirely on the numerical responses to items 1-13 in SOTES. She suggested training for department chairs and RTP committees and Emily expressed willing to propose that SERB is available to offer the training.
- Emily suggested allowing faculty response to student comments in CourseEval.
- Brandon noted that the increasing trend in the ratings is not reflected in the range of norm (20th to 80th percentile), which is not well-understood in the first place and has remained the same for more than 20 years.
- Sharamin asked if there are any focus groups examining students' interpretation of the questions in SOTES. Mary responded that this is a research in progress among some members of the SERB. Sharamin elaborated that in the SOTES question, "The instructor was responsive to questions and comments from students", the word "responsive" could be interpreted in more than one way. Brandon added that the question on "responsive to diversity" has a similar problem.
- Someone expressed concern that students who were not doing well in a class might punish faculty for their own lack of effort. Emily asked Scott if it is possible to include extra opt-in questions in CourseEval for faculty to collect additional information, such as the number of hours spent on reading or homework. Scott replied that there are no rules against that, however, it has to start on a small scale, perhaps college level, and the department chairs need to agree.
- Emily proposed that SERB will develop a few questions to be sent to Scott for the pilot. These questions could be included by instructors to provide context for their evaluations.

2. SERB Workgroup Updates
Cynthia provided an update on the effort to promote student participation in SOTES. Modifications to the proposed announcement were discussed, including a stronger emphasis on the anonymity of individual

responses. The draft announcement is posted on Google Drive and there will be a two-week open comment period (ends on March 22).

Meeting adjourned at 1:13 pm.
Next meeting on April 12, 2019.

Student Evaluation Review Board Meeting

April 9, 2019 12:00pm Sweeney Hall (SH) 332

Minutes: Wencen Wu

Approval of Previous Minutes: prepared by Bee Leng Lee (posted to Drive)

Announcements/Reminders

- SERB meetings take place every second Friday of the month at 12:00pm.

- **Please mark your calendars:**

~~September 14th~~	~~October 12th~~	~~November 9th~~
~~December 14th~~	~~February 8th~~	~~March 8th~~
April 12th	May 10th	

- Reminder that SERB documents are posted to Google Drive with agendas and minutes.

Discussion/Action Items

1. **Updates and Action Items**:

   - **(Action Item from Open Forum)** Emily reached out to Ken (Professional Standards) to offer SOTE Interpretation trainings for RTP committee members (no response as of 4/8/19 but plan to follow up for AY 19).

   - **(Action Item from Open Forum)** Work with IEA to explore the option of including additional 'context' questions (which faculty can opt to include as part of the final course eval or a midterm course eval).

2. **SERB Workgroup Plans / Updates**

   - **SOTE Window Messaging and Promoting Participation (Cynthia)**

     o Final message template (see next page) – review, approve, and send!

   - **Webpage with SOTE Info (Caroline* and Wencen)**

     o Examples and ideas sent to IEA (see Page 3)

   - SOTE Analyses (Bee Leng* and Emily and Darren)

   - Discipline Specific SOTES (Mary* and Gigi)

3. **IEA Office Updates**

4. **Upcoming and Ongoing Activities:**

   - Student guide or FAQ on SOTE policy, use, and constructive feedback.

   - Academic report on the utility of SOTE reporting (Mary updates? Meeting time?).

Next Meeting

Date:	May 10th 12:00pm SH 332
Minutes:	Cynthia Rostankowski
Proposed agenda:	SERB Chair Election / Workgroup Updates

TEACHING EVALUATIONS WILL BE ONLINE MAY 3 TO MAY 16.

Why submit an evaluation?

- Your evaluation helps improve future classes.

- Students today benefit from past evals.

- Instructors use your feedback.

- Your evals are used in SJSU personnel matters.

- Be honest and be fair. What you say matters!

What to watch for:

1. E-mail message with a live link to evaluate all of your classes.

2. Once you submit each class evaluation, your link will disappear.

3. The survey will close at 11:59 p.m. Tuesday May 16.

4. All evaluations are completely confidential.

5. Instructors cannot see evals until after your final grade is submitted.

What about undependable internet access?
You may use public computers on campus in King Library, Clark Hall first floor and/or check with your department – many have computers available for student use.

Let your voice be heard!

Have questions? Please contact institutional-effectiveness@sjsu.edu

We're here to help.

From Caroline (4/3/19)

Hi all,

Below is an email that I sent to Darren containing links to landing webpages for SOTEs at other universities. I looked for schools of our size for the best comparison. The email contains the ones that I identified as being the most user friendly to faculty, students and others, esp. for FAQs. Unfortunately, I will not be able to attend our April meeting, which is where I was going to show the committee the webpages, so I list them below.

Here is a list of all of each of the school's webpages about SOTEs in order of my preference:

1. Univ. of Maryland: https://courseevalum.umd.edu/

2. Univ. of Minn: https://oms.umn.edu/departments/srt/about.php

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4. Univ. of AZ: https://uoeee.asu.edu/online-course-evaluation-faqs

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For comparison, here are the links to our IAE landing page http://www.iea.sjsu.edu/ and the SOTE page http://www.iea.sjsu.edu/Surveys/Projects/SOTE/default.cfm.

Best,
Caroline

<div align="center">

Student Evaluation Review Board Meeting

April 12, 2019 12:00pm Sweeney Hall (SH) 332

</div>

Minutes: Wencen Wu

Meeting starts at 12:10pm.

Attendance: Mary Currin-Percival, Scott Hiel, Daren Wilson Cynthia Rostankowski, Wencen Wu, Sandra Arellano

Approval of Previous Minutes: prepared by Bee Leng Lee (posted to Drive). Approved unanimously.

Announcements/Reminders

- SERB meetings take place every second Friday of the month at 12:00pm.

Discussion/Action Items

1. **Updates and Action Items**:
    - **(Action Item from Open Forum)** Emily reached out to Ken (Professional Standards) to offer SOTE Interpretation trainings for RTP committee members (no response as of 4/8/19 but plan to follow up for AY 19).
    - **(Action Item from Open Forum)** Work with IEA to explore the option of including additional 'context' questions (which faculty can opt to include as part of the final course eval or a midterm course eval).

      The course evaluation system supports the function of including additional contributed questions. IEA is working on mechanisms to support that function. One option is using a supplemental survey; another option is having some optional questions approved by departments.

2. **SERB Workgroup Plans / Updates**
    - **SOTE Window Messaging and Promoting Participation (Cynthia)**
      o Final message template (see next page) – review, approve, and send!
      o The format of the current version does not show correctly in emails. It might be the problem of using google doc.
      o Cynthia expressed the concern of whether the current version conveys the idea that we value the feedback from students and the evals are very important. People usually would read contexts in the middle of a paper, and in a textbox. Revisions will be made to move the photo and text box to the middle.
      o We will have four versions with different photos.
      Motion to approve the final version. Approved unanimously.
    - **Webpage with SOTE Info (Caroline* and Wencen)**
      o Examples and ideas sent to IEA (see Page 3)

Still need time to dig into the webpages. We can make a plan as how to proceed with our own website.

- **SOTE Analyses (Bee Leng* and Emily and Darren)**
    - o Daren presents the analysis of Fall 2018 aggregate SOTE scores at class level by overall rating response based on Question 13 (the overall effectiveness of the faculty). No obvious discrepancies in Sex, Faculty URM Status, Tenure Status, and Faculty Rank. Relatively significant discrepancy in terms of Faculty Ethnicity, especially between the rating for White and Black/African American.
    - o Mary asked if the results would be included in the SOTE guide. Will consider, probably not now.
    - o Scott mentioned that in literature, results show that women in STEM usually face more discrimination. But this is not the case in this study.
    - o Daren will break down this survey to colleges, and gender by race (to address the concern that women in color are faced with discrimination) by May.
    - o It would be good to have Spring 2019 data to check the trend.
- **Discipline Specific SOTES (Mary* and Gigi)**
    - o No discipline specific SOTES are found so far.
    - o Discipline specific questions can be added to the general questions as adds-on.

3. **IEA Office Updates**

The office is working on different process of contacting departments. No major policy changes.

4. **Upcoming and Ongoing Activities:**

- Student guide or FAQ on SOTE policy, use, and constructive feedback.
  In communication with faculty and department chair.
- Academic report on the utility of SOTE reporting
    - o Mary will send an email addressing this.

Meeting adjourned at 12:54pm.

Next Meeting

Date: May 10th 12:00pm SH 332
Minutes: Cynthia Rostankowski
Proposed agenda: SERB Chair Election / Workgroup Updates

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Best,
Caroline

Minutes: Cynthia Rostankowski

Approval of Previous Minutes: prepared by Wencen Wu (posted to Drive)

Announcements/Reminders

- Reminder that SERB documents are posted to Google Drive with agendas and minutes.

Discussion/Action Items

1. **Updates and Action Items:**
   - SERB in AY 19
     - o Chair election (Nominee: Mary Currin-Percival)
     - o Meeting schedule (currently every second Friday of the month at 12:00pm)
     - o Term reminders

2. **IEA Office Updates:**

3. **SERB Workgroup Plans / Updates:**
   - SOTE Window Messaging and Promoting Participation (Thank You Cynthia!)
   - Webpage with SOTE Info (Caroline* and Wencen)
   - SOTE Analyses (Bee Leng* and Emily and Darren)
     - o Fall 2018 analysis shows no obvious discrepancies in sex, faculty URM status, tenure status, or faculty rank (or women in STEM). Some discrepancy in terms of faculty ethnicity (esp. between White and Black/African American).
     - o New analyses for colleges and gender by race?
     - o Plans to include in Interpretation Guide? Evaluate Spring 2019 SOTES?
   - Discipline Specific SOTES (Mary* and Gigi) – survey unique programs/dept for add-on questions?

4. **Upcoming and Ongoing Activities:**
   - Update and disseminate SOTE Interpretation Guide (keep an eye on RTP calendar).
   - Work with Professional Standards to offer SOTE interpretation trainings for RTP committee members.
   - Work with IEA to explore the option of including additional 'context' questions (supplemental survey or optional questions approved by departments?).
   - Student guide or FAQ on SOTE policy, use, and constructive feedback (SOTE webpage?).
   - Academic report on the utility of SOTE reporting.

Next Meeting – n/a

From Caroline (4/3/19)

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Best,
Caroline

Student Evaluation Review Board

Chair: Emily Slusser, 0075, x43752
(Reports to Professional Standards Committee)

St	Name	ZIP	Phone		Term
A	Stuart Ho	0023	41516	Dir. IEA or designee	EXO
B	Amy Strage	0026	43064	Director, Ctr. Fac. Dev. & Sup. or designee	EXO
B	Jerilyn "Gigi" Smith	0059	43081	Health and Human Sciences	
C	Caroline Chen	0066	43476	Business	2021
D	Emily Slusser	0075	43752	Education	2019
E	Wencen Wu	0180	44206	Engineering	2020
F	Cynthia Rostankowski	0092	44508	Humanities & the Arts	2021
G	Bee Leng Lee	0103	45099	Science	2019
H	Mary Currin-Percival	0119	41154	Social Sciences	2020
1	Sandra Arellano	0128	46242	Student	2019

Meeting began: about 12:00   **Meeting ended**: about 1:00 PM

Attending: Emily Slusser (Chair), Caroline Chen, Mary Currin-Percival, Cynthia Rostankowski, Gigi Smith, Wencen Wu

Announcements/Reminders
-SERB revision of SOTE announcement letter to students was not sent to students. Instead, an alternative was sent, designer unknown.
-No IEA representative was present at today's SERB meeting.

Discussion/Action Items
1. Mary Currin-Percival was unanimously elected to be the Chair of SERB for AY 2019-2020. Mary will seek out a new student representative for the upcoming year.

2. Caroline Chen presented an excellent body of information regarding ways universities other than SJSU present student evaluation information on their websites. She offered a number of examples of well-presented information, and provided a list of universities as examples. University of Maryland, University of Minnesota, University of Florida, San Diego State, Florida International and Cal Poly San Luis Obispo were all noted as exemplary in some way – excellent visuals, great FAQ page, etc. The aim is for SERB members to review them all for form and content, so as to inform the development of a SOTE website that will be easy to find, provide relevant and useful information, and be user friendly.

3. Although the committee has insights about a number of the features reviewed by Caroline, specifically presentation of SOTE/SOLATE webpage information, the committee will need to find out how our concerns, interests, suggestions can be conveyed, and to whom. Caroline suggested that we work with university marketing to represent our interests, and perhaps learn why our message document/plan was not used.

4. Regarding SOTE analyses carried out by Darren Wilson, we will include them in the SOTE Interpretation Guide created by the committee for next year. The plan is to submit the current SOTE Guide immediately at the beginning of next academic year so it will be used for RTP matters during AY 2019-2020. Additional information to be incorporated for the following year's Guide will include the new IEA information regarding biases.

5. Cynthia Rostankowski introduced a subject concerning SOTE information for team-taught courses. The current process of providing students a SOTE opportunity for the lecture component of a team-taught class for only the professor who is also the

students' seminar professor seems to yield redundant information. But a means for students to evaluate all the professors who team teach the lecture component is not obvious. It will be a matter of importance to explore how best to allow students to evaluate the lecture component of a team-taught class, while still maintaining protections of privacy regarding the professors being evaluated. This matter will begin next fall's agenda, and will make requests of IEA to explore possibilities for customizing a SOTE for such classes.

6. SJSU is now two years into the new course evaluation system. Next academic year, some questions to be put to IEA by SERB are:
   a. How can we add new/additional functionality.
   b. Request IEA to interview all departments to see what issues they might have that need to be addressed.
   c. Given their information, which will be shared with SERB, SERB can then make use of the information gleaned from this undertaking to better serve faculty and students.
      i. Example: team-taught classes never adequately evaluate the lecture component. Only the individual professor is evaluated in the context of lecture, which is an incomplete picture of the course lecture.

7. SERB members up for a new term are: Bee Leng Lee, Emily Slusser, and Gigi Smith. Some members are considering applying for another three-year term, including Emily.

8. As of the last meeting for the semester, the continuing representative from IEA will Be Darren Wilson. It is unknown who will be the representative from the Center for Faculty Development.

9. Beginning Fall semester 2019, the proposed new meeting date/time will be: 11:30-12:30, second Friday of every month.

10. Emily will write the end-of-year report for SERB, and send it to members.

Meeting was adjourned about 1:05 p.m.

Next meeting:
Date: 13 September, 2019, 11:30 a.m.
Location: TBA

Respectfully submitted,

Cynthia Rostankowski,
College of Humanities and the Arts