2019-2020 Year-End Committee Report Form

Committee: Student Evaluation Review Board

Chair:	**Chair-Elect for 2020-2021**:
Mary Currin-Percival	Caroline Chen
Number of Meeting held:	caroline.chen@sjsu.edu
8	(Please include phone/zip/email if available)

Items of Business Completed 2019/2020

1. Created Technical Reporting Subcommittee. The goal of this subcommittee is to analyze the technical aspects of the current SOTEs and produce a white paper to give to the university and potentially publish for wider dissemination. The subcommittee has agreed on a list of deliverables, including a comprehensive literature review, results from semi-structured interviews with experts in teaching evaluations, and data analysis presented in a white paper. Due to the Covid-19 crisis, the due dates for deliverables was moved to summer 2020 and fall 2020.

2. Facilitated SOTEs by grade in CourseEval software in order to comply with policy. This was discussed several times throughout the academic year and SERB instructed committee member and IR Analyst Darren Wilson to ask Campus Labs to include SOTEs by grade in CourseEval software. This was accomplished in April 2020 due the hard work by Darren Wilson, Jocelyn Tom from Information Technology, and James Lee, Senior Director Academic Affairs.

3. Started the SOTE webpage/FAQs project to hopefully be launched in Fall 2020 prior to most SOTE deadlines. This initiative was headed by SERB members Caroline Chen and Wencen Wu. The webpage is meant to answer basic questions for faculty, administrators, members of RTP committees, students and the general public. There will be an FAQ section for each group, and links to the currently used SOTE instrument, and policies regarding SOTEs. A link to the SOTE interpretation guide will also be included for faculty and members of RTP committees.

Unfinished Business Items from 2019/2020

1. Update SOTE Interpretation Guide. The guide will include updated academic literature, recent SOTE data, and an analysis of SOTEs by instructor characteristics.

2. Complete white paper analyzing current SOTEs. The Technical Reporting Subcommittee will continue to work throughout the summer and expects to produce this white paper by the end of fall 2020.

3. Analysis of SOTEs to understand bias in student evaluations of teaching at SJSU. SERB will work on this analysis in fall 2020 and expects to include it in the updated SOTE Interpretation Guide. SERB recognizes the need to obtain sufficient cell size for each characteristic analyzed in order to achieve analytical reliability.

New Business Items for 2020/2021

1. Obtain feedback from faculty and students on SOTEs website/FAQs.

2. Assist with RTP training on SOTE interpretation. SERB plans to write a one-page summary of the SOTE Interpretation Guide (TBD in summer 2020) for use in the RTP process. Members of SERB would be willing to assist in RTP training.

3. Address SOTE norms in light of Technical Reporting Subcommittee's findings.

Please return to the Office of the Academic Senate (ADM 176/0024) by June 16, 2020.

Student Evaluation Review Board Meeting
September 13, 2019 11:30am Clark Hall 412

Minutes: Caroline Chen

Approval of Previous Minutes: prepared by Cynthia Rostankowski (posted to Drive)

Announcements/Reminders
- Reminder that SERB documents are posted to Google Drive with agendas and minutes.
- Revised SOTE Interpretation Guide is updated and in use for the current RTP cycle.
http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html

Discussion/Action Items
1. Updates and Action Items:
- Meeting schedule (currently every second Friday of the month at 11:30a)
- Student member of SERB
- Term reminders
- Student messaging materials and procedures (Cynthia)

2. IEA Office Updates

3. SERB Workgroup Plans / Updates
- Webpage with SOTE Info (Caroline and Wencen)
- Discipline Specific SOTES (Mary and Gigi) – survey unique programs/dept for add-on questions?
- SOTE Analysis (Darren) 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).
(Plans) Analyze how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU. Discuss if/how to share findings.
- Plans to include in Interpretation Guide? Evaluate Spring 2019 SOTES?

4. Upcoming and Ongoing Activities:
- Work with IEA to explore the option of including additional 'context' questions (supplemental survey or optional questions approved by departments?).
- Evaluations of team-taught courses-Cynthia
- SOTE/SOLATE current norms
- SOTE/SOLATE Technical Reporting Working Group/Subcommittee-Brent
- Current FAQs for students.
- Develop 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).

Next Meeting – October 11, 2019 (time) Clark Hall 412

<u>Minutes</u>**:** Caroline Chen

Call to Order 12:06pm

<u>Approval of Previous Minutes from May 10, 2019</u>**:** prepared by Cynthia Rostankowski; approved

unanimously

<u>Attending</u>:
Mary Currin-Percival – Chair – Political Science
Cynthia Rostankowski – Humanities
Gigi Smith – Occupational Therapy
Darren Wilson – SOTE – Office of Institutional Research (IR)
Deanna Fassett – Director for Faculty Development
Wencen Wu – Computer Science & Engineering
Taylor Bartucca – New Student Rep
Brent Duckor – via Zoom –Education
Anh-Tuyet Tran (late) – Chemistry
Caroline Chen – Business

<u>Announcements/Reminders</u>
- Mary moving all of our documents to a shared drive to access all of our documents. Will migrate all older documents to the shared drive
- Revised SOTE Interpretation Guide is updated and finalized last semester and in use for the current RTP cycle. See http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html
- Emily's end of year report is in the main SERB folder AY2018

<u>Discussion/Action Items</u>
- STUDENT messaging – was worked on by committee and then some of it went to students through Cours-eval
  - o BUT another message was sent through email – the yellow flyer with yellow lettering – no one consulted SERB and/or IR.
- Deanna will check with provost's office. Darren doesn't know anything about the email and Scott left in June and may have signed off on it, but no way to know now.

- Brent proposed creating a subcommittee about the technical aspects of SOTEs – addressing the issue that students and even instructors don't understand the summary and consequential purposes of the SOTEs.
  - o Subcommittee to work on whether and how to address this issue. Using SOTE as an evaluation tool and as a gateway tool, but can it be used for both?
  - o Would there be concerns about informing students that the SOTE data is used for RTP and hiring – would students if reported by instructor for disciplinary issues legitimately – punish instructor through SOTEs and can that SOTE be removed because of bias or revenge?
  - o Validity of SOTE comments and their use for RTP and hiring. A bigger question and a longer conversation that what we can do right now.
  - o Mary & Caroline volunteered to be members of this subcommittee.

- Caroline, Wencen & Darren were working on a webpage or several about SOTEs – FAQs – the process – educating students, making it easy for them to find information. Caroline put together a list of other college/university FAQ and landing pages for their SOTE/SETEs.
  - Webpage workgroup – please let Mary know if you like to join the workgroup

- Darren – Scott's departure over the summer and a number of critical systems about to expire are making the department, now called Institutional Research (IR) quite busy although the office is still maintaining the SOTE process.
  - Darren was asked to provide a Bias report– analysis shows whether there are inherent biases with respect to faculty – might not be able to gather one for Spring 2019 until later in semester

- Measuring the questions on the quantitative SOTEs – esp. if they are being used for helping instructors to learn.

Upcoming Action Items
- Update interpretation guide for 2020
- Move meeting time 12-1pm; hopefully meeting at Clark, Mary will check and confirm
- Additional context questions in SOTE for particular departments – is this possible – do we still want to pursue this? Mary to follow up with Emily. Would add a substantial amount of work for Darren – but the tricky part would that this would create different surveys and now the scores may not be accurate given the way that they are currently published. Maybe a separate survey with specialized content? But keeping the SOTE the same overall for consistency throughout the University. Feasible for a department only survey that would be specific for that department – preserves the SOTE as it is currently
- Webpage Working Group: Caroline to contact Jennifer Redd – eCampus or Brenden in IT
  - Freeze on changing websites
  - Need to a sandbox to play in

- Data reported at end of year; Norms reported – university, what is the range? Conversation about the norms where SERB decides what the range is.
- Let's start next meeting about this. Department mean includes lecturers, tenured faculty, tenure-track faculty, underclassmen classes, upperclassmen classes, senior seminars, etc…
- We need to know what the norms are and we need to see what the ranges are now and how we could address them.

Summary of Team-Taught Courses Issues provided by Cynthia
Clarification provided on how the team teaching is carried out in the team-taught courses.
Example Scenario: 6-unit courses divided up between faculty (4 professors)
- Each faculty has 1/4 of the group – groups rotate to each instructor for seminar
- Course lasts for 2 semesters.
- For SOTEs, the student has to sign up for lecture and seminar for Prof. X. (each 3 units)
- Prof. X for 1st semester
- Prof. Y for 2nd semester

Dilemma: Students will be asked to fill out SOTE for lecture for Prof. X and for seminar for Prof. X. But students might also evaluate Prof. Y in Prof. X's SOTE because the student have been taught by Prof. Y.

<u>Complaints</u>: Students don't want to answer 2 SOTEs for Prof X; they have sent many emails to IR complaining or asking why. Some will provide mirror answers to each SOTE.
<u>Issues</u>: Looks redundant and/or we have info about Prof. Y in Prof. X's SOTE.

<u>Darren's observations</u> – many students asking why they have to fill out 2 SOTEs and then some departments ask for one SOTE to be deleted in this scenario.
- Don't know where we are with respect to this issue. Is this similar to lecturers' evaluations that aren't captured anywhere else?

<u>Meeting adjourned at 1:09pm.</u>

Student Evaluation Review Board Meeting
October 11, 2019 12:00pm Clark Hall 412

Minutes: Gigi Smith

Approval of Previous Minutes: prepared by Caroline Chen (posted to Drive)

Announcements/Reminders
- Reminder that SERB documents are posted to Google Drive with agendas and minutes.
- Revised SOTE Interpretation Guide is updated and in use for the current RTP cycle.
http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html

-Fall semester remaining meetings: November 8th 12-1pm (Clark 412), December 13th 12pm (Clark 445)

Discussion/Action Items
1. IR Office Updates

2. Updates and Action Items:
-SOTE/SOLATE current norms
-Additional information to be included in reports
-SOTE/SOLATE timing
-Develop 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).

4. Upcoming and Ongoing Activities:
-SOTE/SOLATE Technical Reporting Subcommittee-Brent
-Current FAQs for students
-Examine whether and how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU. Update SOTE Interpretation Guide

Next Meeting – November 8, 2019 12pm in Clark Hall 412

Student Evaluation Review Board Meeting
MINUTES for October 11, 2019

Minutes: Gigi Smith

Meeting called to order: 12:06

Attending:
Mary Currin-Percival – Chair – Political Science
Cynthia Rostenkowski – Humanities
Gigi Smith – Occupational Therapy
Darren Wilson – SOTE – Office of Institutional Research (IR)
Deanna Fassett – Director for Faculty Development
Wencen Wu – Computer Science & Engineering
Taylor Bartucca –Student Rep
Brent Duckor – via Zoom –Education
Anh-Tuyet Tran – Chemistry
Caroline Chen – Business

I. Approval of Previous Minutes from September 13, 2019: prepared by Caroline Chen
Discussion: Correction (C. Rostankowski) bottom of page 2 "Rotate to each instructor
for lecture". Should read "Rotate to each instructor for seminar". Clarification provided
on how the team teaching is carried out in the team-taught courses. Minutes to be
corrected and posted on drive.
Minutes approved with amendments.

II. Announcements/Reminders: Reminder that SERB documents are posted to
Google Drive with agendas and minutes. - Revised SOTE Interpretation Guide
is updated and in use for the current RTP cycle.
http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html

Meeting start time officially changed to 12:00

III. IR Update: (provided by D. Wilson). Special section evaluation response
rate was very low (and inconsistent). Based on end date of course (Evaluations
open 2 weeks before end date, closing at midnight on the last day of the
course). Periodic reminders sent to students throughout the semester.
Clarification that any odd date ending courses=Special Section. If response rate
is low, the end date can be extended. Results are released 3 weeks after end
date of course.

III. Updates and Action Items
   o Timing of SOTES: Concern brought up about timing that SOTEs are closed –
      resulting in the entire class not being evaluated. Culminating experiences are not

completed for many departments before the SOTE is closed. Discussion about this took place. Some students have expressed that they are busy with class assignments and don't have time to complete the SOTE during the allotted time schedule. More of a discussion is needed. Data is needed to further analyze this. Policy was shared with group: .'but shall not be earlier than the final days of class nor later than the normal time when the student's final grade is released"..

D. Wilson shared that many faculty post grades very early (one reason that SOTES are closed when they are). They want early close of SOTES. Many students express concerns that they don't have time to complete the SOTES because they are studying for finals. Question asked if it is possible to set different closing dates. Response was that yes there is, but this involves a considerable amount of extra work.

Question posed – What do we know about response rates for SOTES, what is the trend? Question asked about the feasibility of different end dates based on the department/degree. C. Rostenkowski suggested that multiple close dates would be very confusing and complicated for students and the response rate could further go down.

D. Wilson will bring in the data (printout).

Discussion regarding the need to be reporting on these numbers as well as research on how we can get higher response rate. Extra funding is needed to do this work. It was decided that more conversation is needed regarding this topic. A sub-committee will be formed to further address this.

- o SOTE/SOLATE norms: D. Wilson stated that the numbers (percentiles) on the norms are correct. Concern was expressed about these norms and how they are used in teacher evaluation. What recommendations the SERB can bring to professional standards and academic senate regarding ratings on the norm (excellent, good)? The SERB can propose changes to policy.

  There are many variables to consider.

  Norm evaluation: D. Wilson discussed things that can be added to the report (for example) Faculty rank/tenure status can be included on the norm evaluation. Extra fields can be added (but it will make report longer). There will most likely be a cost for custom graphics, colors.

  SERB can suggest additional fields. (for example: we currently cannot see scores by current grade and scores by expected grade). Is there a way to get a field that gives SOTES by expected grade? Cannot be done by IR currently. However, D. Wilson will check with Course Eval. This is a field that the SERB would like to see added.

  Question: Can the expected grade averages be tied to the actual grade the student gets? (an additional field). C. Rostenkowski explained that this cannot be determined from the data currently collected.

  More research and discussion needed.

  It was identified that the priority items that D.Wilson should bring to Course Eval will include:

1. SOTES by expected grades (because it is in policy that this information be provided to the faculty). This way SOTES can be compared to others who expect to get the same grade. Important for RTP process
2. Norms based on tenure track vs non-permanent faculty (rank) – need additional data

Larger issue going forward: Validity needs further consideration/exploration.

D. Wilson will be added to the sub-committee to review these issues.

o <u>Webpage updates</u>: Jennifer and C. Chen have communicated about the webpage. A name is needed for the webpage, as is a landing page with re-directs. SOTE was suggested by C. Chen. Once the webpage is established, it will be send to the committee to review and provide suggestions.

o Technical sub-committee to meet. A doodle poll will be sent out to set the meeting time. The committee will decide on priorities fields for IR to add to the SOTEs.

o Question posed by D. Wilson: Can we get posters posted around campus regarding completing the SOTES. It was explained that posters need to be approved in advance. M.Currin-Percival to follow up on this.

IV. <u>Upcoming and Ongoing Activities</u>**:** SOTE/SOLATE Technical Reporting .
Subcommittee-B. Duckor -Current FAQs for students -Examine whether and how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU. Update SOTE Interpretation Guide

Next Meeting: November 8, 2019

Meeting adjourned at 1:06.

Minutes: Wencen Wu

Approval of Previous Minutes: prepared by Gigi Smith (posted to Drive)

Announcements/Reminders
- Reminder that SERB documents are posted to Google Drive with agendas and minutes.
- Revised SOTE Interpretation Guide is updated and was use for the current RTP cycle.
http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html

Discussion/Action Items
1. IR Office Updates-Darren

2. Updates and Action Items:
-Develop 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). **Caroline**

-Current FAQs for students

-SOTE/SOLATE Technical Reporting Subcommittee update **Mary**
        -Subcommittee agenda
        -List of deliverables
        -Identifying panel of experts externally and internally.
        -Reading resources identified for our work going forward
        -All docs on google drive in folder.
        -Next subcommittee meeting is December 13 at 11am. Location TBA

-SOTE/SOLATE current norms

-Additional information to be included in reports

-SOTE/SOLATE timing

3. Upcoming and Ongoing Activities:

-Examine whether and how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU. Update SOTE Interpretation Guide

-recent academic lit

Next Meeting – December 13ᵗʰ 12pm (Clark 445)

Student Evaluation Review Board
Meeting November 8, 2019 12:00pm
Clark Hall 412

Meeting began: about 12:00pm   **Meeting ended:** 12:50pm

Minutes: Wencen Wu

Attending:
Mary Currin-Percival – Chair – Political Science
Cynthia Rostenkowski – Humanities
Gigi Smith – Occupational Therapy
Deanna Fassett – Director for Faculty Development
Wencen Wu – Computer Science & Engineering
Taylor Bartucca –Student Rep
Anh-Tuyet Tran – Chemistry
Caroline Chen – Business

Approval of Previous Minutes: prepared by Gigi Smith (posted to Drive)
Approved unanimously pending minor changes.

IR Office Updates – Darren was absent. Discuss it next time.

Discussion/Action Items

1) **Student Guide and FAQ webpage**
   The webpage name "SOTE" was taken. The two available names are
   "/teachingeval.edu" and "/courseeval.edu". Caroline called for a discussion on
   the information of the webpage. There will be a link to the new FAQ webpage
   directed from the current "SOTE" webpage. Cynthia proposed the name
   "SOTEinfo". Taylor expressed that if a student does not know what SOTE is,
   the first thing in mind would be "teacher eval". In fact, a lot of freshman would
   search for "teacher" instead of "professor".

   Motion: having the name of the FAQ webpage be: "/teachingeval.edu"
   Motion approved unanimously.

   Action items: after creating the page, in the sandbox, use the University of
   Maryland's FAQ and our old FAQ list as the starting point. Caroline will send
   out the link of the University of Maryland SOTE webpage. The committee
   members will have a discussion on the possible FAQs and select the
   appropriate ones. Caroline will put together a smaller list and finalize the list.

Some faculty members have some concerns on the statement in the SOTE interpretation guide, to which we need to pay attention.

2) **SOTE/SOLATE Technical Reporting Subcommittee**
   - Subcommittee agenda
   - List of deliverables
   - Identifying panel of experts externally and internally.
   - Reading resources identified for our work going forward
   - All docs on google drive in folder.
   - Next subcommittee meeting is December 13 at 11am. Location TBA

Mary had a phone conversation with Brent. The plan is to write a whitepaper to give to University and for possible publication. Darren will provide more information. Some faculty have concerns about the norms and the ways the data were reported. Brent suggested to get deeper into the data. The committee can look at other universities' landing pages and check how they analyze their data. Deanna mentioned that some campuses uses IDEA student ratings for instructions (SRI). Brent knows some people so he will ask some experts in education when analyzing the data. University of Florida and UCSD publish all the evaluation data online.

Deliverables: technical report sub-committee table.

SERB cannot decide if norms can be used but can recommend to the university that norms are useful (or not) when people are doing reviews.

Deanna and Caroline joined the subcommittee.

3) **SOTE/SOLATE current norms**

Hold off the discussion.

4) **Additional information to be included in reports**

Ask Darren. Policy asks to have SOTEs by grade for compliance reason.

5) **SOTE/SOLATE timing**

The committee discussed the window/timing for SOTEs. Some students complained that they cannot use the entire experience for SOTEs since they are still working on projects after SOTEs are closed. Different people have different desires. Some professors post grades earlier on Canvas, and some

others hold grades after SOTEs. Darren mentioned in previous meetings that it would be hard to have different closing timings for SOTEs.

Table it for now, and get more info from Darren.

6) **Update SOTE Interpretation Guide**

Mary will put the SOTE Interpretation Guide as a google doc so the committee members can edit it directly. There is a paper about SOTE in gender evaluation in Mary's department. We can use it to update the demographic section. There are other studies to be added to the report. Emily mentioned that there are studies showing evaluation bias w.r.t. gender and women with color. In fall 2019, there were few differences found in our SOTEs with respect to demographic groups.

Mary proposed to create a subcommittee to train the RTP members. Plan to offer training sessions in Fall 2020.

Upcoming and Ongoing Activities:

1. Examine whether and how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU. Update SOTE Interpretation Guide
2. Recent academic literature

Next Meeting – December 13th, 2019 12pm in Clark Hall 445

Student Evaluation Review Board Meeting
December 13, 2019 12:00pm Clark Hall 445

Minutes: TBA

Approval of Previous Minutes: prepared by Wencen Wu

Announcements/Reminders
- Reminder that SERB documents are posted to Google Drive with agendas and minutes.
- Revised SOTE Interpretation Guide is updated is in use for the current RTP cycle.
http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html

Discussion/Action Items
1. **IR Office Updates-**Darren
   -Additional information to be included in reports (by grade)
   -Technical issues with SOTEs

2. Professional Standards Committee policy recommendation re: SOTEs
   -emailed and posted on team drive

3. SOTEs response rate

Updates and Action Items:
1. Develop 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).
   -Discussion of items posted in the team Drive. **Caroline and Wencen**

2. SOTE/SOLATE Technical Reporting Subcommittee update **Brent**
   -All docs on google drive in folder.
   -Summarize 11am subcommittee meeting

Upcoming and Ongoing Activities:

1. Examine whether and how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU. Update SOTE Interpretation Guide
2. recent academic lit
3. meeting time for next semester

Next Meeting – TBD

<p style="text-align:center">Student Evaluation Review Board Meeting
December 13, 2019 12:00pm Clark Hall 445</p>

Minutes: Caroline Chen & Mary Currin-Percival

Approval of Previous Minutes: prepared by Wencen Wu

<u>Announcements/Reminders</u>
- Reminder that SERB documents are posted to Google Drive with agendas and minutes
- Revised SOTE Interpretation Guide is updated is in use for the current RTP cycle. <u>http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html</u>

<u>Discussion/Action Items</u>
1. **IR Office Updates-**Darren
   - Finished about 20 chair evals
   - Additional information to be included in reports (by grade).
   - Technical issues with SOTEs?
   - Interfolio will allow a direct dump of SOTEs into their system
   - Mass upload after each semester straight into a folder for easy faculty access now will access through interfolio
   - Meeting w/ director of campus labs and will be requesting how much the cost for the items that committee has requested such as gray focus of evaluations – will be asking for a report
   - Response rate – dropped grade incentive – 10% drop; 65% to 55%
     - 1st week was less than 20% response rate
     - Increased number of messages – increased response rate in 2nd week and then the last minutes – 20k responses
   - End date of the SOTE and then grades are issued and shared so that's one of the reasons to have them end COB on dead day – Brent is taking issue with this policy because the grading window is open for much longer; giving feedback to students who cannot capture that in their SOTEs; why is the grading period open when the SOTEs are closed at COB on dead day?
   - How does university tell me I have a certain time to grade, but in actuality I don't – Brent does final culminating presentations during finals after the close of SOTEs and faculty not evaluated for the entire course.
   - Currently SOTEs close 11:59pm on dead day
   - Used to be kept open longer like in 2017 – but many departments complained and eventually the close date was pushed forward - Stuart last year left open a 24-hour window open for students to respond to SOTEs but this is not done anymore because of the severe negative feedback from departments
   - Request from Darren – help with funding with getting messaging out there better. It's taking so much time to get information out to faculty & students – a bit higher in faculty – asking when SOTEs are going out and open – issue takes up so much time in beginning of SOTE period. Used to be able to send messages via personal SJSU emails via Campus

Lab – going to anyone with SJSU email addresses – going into spam unfortunately. So, this means that mock name is used for the sender at sjsuteachingevalations-SOTE@SJSU.edu. Being inundated with emails about SOTEs because of confusion. Seemed to be more confusion this semester.

- Would it be helpful for SERB to create a messaging timeline?
- Is it possible to get disaggregated data from all departments in the university? Brent requesting because it would allow us to see the response rates, comparing departments, providing encouragement of messaging from faculty.
- Higher response rate when faculty is requesting their students to respond to SOTE; less aware departments or without no involvement have lower response rate
- Emails contain information that SOTEs are available in their Canvas to faculty and students

2. Professional Standards Committee policy recommendation re: SOTEs
- Emailed and posted on team drive
- Caroline has problem with the use of "preponderance of evidence" language and has suggested that the words, reflection, observation or view be used
- Brent suggests removal of the words "competence" throughout the policy
- And using the word "norm" or "norms" in the policy as a valid measurement – since this is the very issues that the sub-committee is trying to address

Updates and Action Items:
1. Develop 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).
- Discussion of items posted in the team Drive. **Caroline**
- Send request to Darren about the questions that he has been seeing and put them into the FAQs list
- SOTE website workgroup: Wencen and Caroline had a good meeting with Jennifer Redd. They met with a web developer, Klaus, that works with Jennifer. Caroline showed the top websites she has seen like University of Michigan's or University of Maryland's website and he said we can do something like that.
- Landing webpage has been created and will contain picture of students taking SOTEs on their laptops from back of room; and will have a menu of student, instructor and administrator FAQs.
- Students will be assigned to work on this project in January
- They can add links to different components in the menu; we would provide the content.
- Darren will give a list of questions he is asked most often so Caroline can add it to the FAQ page. SERB should work on the FAQs.
- We can also include current and past SOTEs interpretation guide and links to SOTEs policies.
- Brent suggested that distribution of scores are posted so people are able to see if it is normally distributed or skewed. It is an opportunity to educate the faculty. Darren said we can add more data.

- Caroline said she wants the page to go live by September 2020 so people can find this information. She also pointed out that it will evolve—more data can be added and FAQs can be modified for instance.

2. SOTE/SOLATE Technical Reporting Subcommittee update **Brent**
    - All docs on google drive in folder.
    - Summarize 11am subcommittee meeting, including scheduled plan of activity. Join the subcommittee if you can.

3. Running special sessions – recommend on how or what to do as it is very difficult w/ many challenges. Should special sessions be run as their own SOTE or with all of the other courses? Summer are SOTE'ed if requested by the department, but not Winter. Will discuss next meeting.

Upcoming and Ongoing Activities:

1. Examine whether and how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU. Update SOTE Interpretation Guide
2. recent academic lit
3. meeting time for next semester

Meeting adjourned at 1:10pm.

Next Meeting – TBD

Student Evaluation Review Board Meeting
Friday, February 21, 12:30pm-1:30pm Clark Hall 412

Minutes: Anh-Tuyet

Approval of Previous Minutes: prepared by Caroline Chen and Mary Currin-Percival (posted to Drive on Wednesday)

Announcements/Reminders
- Reminder that SERB documents are posted to Google Drive with agendas and minutes.
- Revised SOTE Interpretation Guide is updated and in use for the current RTP cycle.
http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html

Discussion/Action Items
1. Updates and Action Items:
- Meeting schedule (my apologies)
- SOTEs response rates
- SOTEs timing
- SOTEs additional data expected (e.g., by course grade). Spring 2020 or Fall 2020?

2. IEA Office Updates

3. SERB Workgroup Plans / Updates
- Webpage with SOTE Info (Caroline and Wencen)
- Subcommittee on web content needed
-SOTE Analysis (Darren) Analyze how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU.
- Include in Interpretation Guide. Add fall 2019 and spring 2020 ASAP
- Technical Report subcommittee (Mary)

4. Upcoming and Ongoing Activities:
-SOTE/SOLATE current norms

Next Meeting – March 13th 12pm Clark 445

Student Evaluation Review Board Meeting

Friday, February 21, 12: 30 pm – 1: 55 pm, Clark Hall 412

Participants: Mary, Caroline, Darren, Wencen, Taylor, Anh-Tuyet.

1. Updates

a) Next meeting will be March 13 at 12:00 noon, room TBA.
b) Reminders SERB documents are posted to Google Drive with agendas and minutes.
c) **SOTES response rates**
- <u>Mary</u>: reviewed response rates provided by Darren to show they have fallen over the last several semesters.
- <u>Darren</u>: Scott had predicted a drop to around a 50% response rate with the removal of the grade hold.
- There are some possible reasons for a drop in response rates.
- Last semester, a lot of students reported that the link to course evaluation was inaccessible.
- Starting from Spring 2019, the use of Canvas affected course evaluations.
- In Fall 2019, a large drop in course evaluation, probably because new students were not aware of grades previously delayed if SOTEs were not completed.
- SERB members suggested that department chairs announce to faculty to remind students to complete SOTES. After some discussion, SERB decided to also recommend to faculty to set aside a time for the class to do SOTEs. Caroline reported success with this in her own classes. Mary will construct a suggested email to department chairs and ask for member input.
d) **SOTES timing**
- <u>Mary</u>: Do we want to recommend reinstating the final grade delay given the response rates? Members discussed the pros and cons and agreed that this would be a good policy. Vote on the policy delayed until next meeting.
- <u>Mary</u>: We should also ask IT to mass email students who have not completed SOTEs, encouraging them to do evaluation. Darren explained that IT is hesitant to allow Course Eval to contact students who have not completed SOTEs because they use an "outside email" and this might violate FERPA. Mary and Darren will follow up with a recommendation for IT.
- <u>Darren</u>: A grade delay is feasible and could be implemented in Fall 2020 or even in Spring 2020, because data are loaded about 5 weeks before the final exam week. So, before final exams, grades could be pre-programmed in SOTES to hold for 14 days.
- <u>Darren</u>: There are other SOTEs issues that can be challenging. For special course sections, that SOTEs timing is different. Individual faculty members with the department approval can ask for date changes. It means a lot of work when the period of SOTES are moved or changed. Some departments also use SOTES for supervisors to evaluate faculty members. So, more work must be done to give them access to SOTES. In addition, some departments want to run SOTES on non-faculty or even guest lecturers, or guest employees, or student teaching the course. Darren has to add manually each of these

requests. Sometimes instructor of record is not updated which means students could be asked to evaluate the wrong instructor. It would be helpful if Darren knows the department admin in charge of SOTES in each department so he would be able to contact them directly if there were issues. Mary will create a Google Sheet to send to department chairs so department personnel with responsibility for SOTEs can be updated regularly.

   e) **When would SOTES additional data be expected?**
      -see workgroup update below

2. **IEA Office updates**

   - <u>Darren</u>: updates were included in other discussions at the meeting.

3. **SERB Workgroup Plans / Updates**

- <u>Darren</u>: Regarding SOTES analysis, Course Eval is hesitant to add data such as the projected course grades. SOTEs by grade is required by current policy. SERB would also like to have additional data included in reports such as SOTEs by instructor rank. Darren said there was a transition in the IR Office which led to a delay in the payment to Course Eval (which was discovered only recently). They can likely provide help with some of the data we are requesting; however, payment needs to be updated before they are able to accommodate our requests. Mary suggested that we might need to find new software since some of these data are required by policy. Darren said IR is working on uploading SOTEs into Interfolio, so changing software right now could delay this process. Darren said we need to get all SOTEs online for faculty to view and use before the current program can be dropped and a new one can be started. Darren will give updates on this issue in next meeting. While it is possible to upload faculty rank into CoursEval, there is currently no way to use it for any purposes regarding aggregation or reporting.

4. **Upcoming and ongoing activities**

   a) **SOTE/SOLATE current norms**

   - <u>Mary</u>: Many instructors have indicated that they liked the way the norms were previously presented to faculty. Darren said the current reports include the same data. We may ask all departments how they want the SOTEs reports to appear. Darren indicated that the trouble is with special courses, e.g., individual reminders for each request of changes require constant modulation. Darren said he would need assistance in order to provide additional data. He reviewed the technical and time requirements to be able to perform these tasks. SERB supported recommending that Darren be provided with assistance from at least a part-time staff member as a student assistant would not provide continuity of support.
   -Darren: e-faculty upload and other work also requires a lot of time as well.

   b) **SOTE website and current FAQ for students**

- <u>Caroline</u>: To move forward with the new landing page and FAQ pages for SOTE, we need to create a subcommittee to work on the FAQs uploaded on the website. Wencen and Caroline have found FAQs on other school websites that have been uploaded to the shared Google drive. The subcommittee members are going to be asked to select the questions applicable to SJSU. Taylor and Darren volunteered to participate in this subcommittee and will look at the FAQs for students and administrative general questions. We will also upload answers for other questions previously presented by students and faculty to Darren.

-What we hope to create is a landing page and FAQ pages for SOTE. Then any SOTEs announcement and email responses to inquiries about SOTEs can include these links for people to find answers on the SOTEs webpages. If they don't find answers for their questions, then they can email IR with specific questions that cannot or are not answered by the webpages.

-We have been assigned a person to assist us with creating the SERB webpages, but he needs content from SERB, such as the FAQs just discussed.

-Subgroups for each set of FAQs were created and members agreed that these FAQs should be reviewed and finalized by the end of April.

Meeting ended: 1:50 pm.

Student Evaluation Review Board Meeting
Friday, March 13th via Zoom 12pm

Minutes: Mary

- Approval of Previous Minutes: prepared by Anh-Tuyet Tran (posted to Drive on Thursday)

Discussion/Action Items
1. Updates and Action Items:
- Professional Standards and exclusion of S20 SOTEs
- SOTEs additional data expected (e.g., by course grade). Spring 2020 or Fall 2020?

2. IR Office Updates

3. SERB Workgroup Plans / Updates
- Webpage with SOTE Info (Caroline and Wencen)
- FAQs subgroups
- SOTE Analysis (Darren) Analyze how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU.
- Include in Interpretation Guide. Add fall 2019 and spring 2020 ASAP

4. Upcoming and Ongoing Activities:

5. Announcements/Reminders
- Reminder that SERB documents are posted to Google Drive with agendas and minutes.
- Revised SOTE Interpretation Guide is updated and in use for the current RTP cycle.
http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html

Next Meetings
- April 10th 12pm Clark 445
- May 8th 12pm Clark 412

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Student Evaluation Review Board Meeting Minutes
Friday, March 13th 12pm via Zoom

</div>

Minutes: Mary

Meeting commenced: 12:00pm

In attendance: Caroline Chen, Lilian Zheng, Darren Wilson, Wencen Wu, Anh-Tuyet Tran, Brent Duckor, Cynthia Rostankowski, and Mary Currin-Percival.

- Approval of Previous Minutes: prepared by Anh-Tuyet Tran (posted to Drive on Thursday). The chair forgot to ask for the approval of the minutes. These will be reviewed at the April meeting.

Discussion/Action Items
1. Updates and Action Items:
- Professional Standards and exclusion of S20 SOTEs
Ken Peter recommended an optional spring 2020 SOTEs exclusion policy. Professional Standards and the Academic Senate approved of the policy. Due to the Covid-19 crisis and classes having to move online so quickly, Spring 2020 SOTEs can be excluded by faculty.

- SOTEs additional data expected (e.g., by course grade). Spring 2020 or Fall 2020?
James Lee has been working with Darren to get these data, but it's not going to be possible to add this to CourseEval right now. Darren will update SERB at the end of the year.

2. IR Office Updates
The update was included in the action item above.

3. SERB Workgroup Plans / Updates
- Technical Reporting Subcommittee
Brent gave an update on the subcommittee's plans and the timeline. The subcommittee will collect data, analyze the SOTEs questions, and consult with additional experts. A white paper is expected in summer 2020. Partnering with other CSUs later is a possibility too. Please consider joining the subcommittee. Documents and a timeline are on the team drive.

-Webpage with SOTE Info (Caroline and Wencen)
- FAQs subgroups
Caroline updated the group about the webpage and gave recommendations for FAQs. She asked that SERB members add comments and questions, but do not delete anything. Add possible responses to FAQs too. We hope to have a first draft by May 2020.

- SOTE Analysis (Darren) Analyze how instructor characteristics influence SOTES to determine if trends reported in literature exist at SJSU.
SERB has requested additional information from Darren, including working with CourseEval to obtain additional data in SOTEs reports, conducting additional data analysis (e.g., SOTEs by instructor characteristics), and following up with department admins before SOTEs begin. He also has different closing dates for SOTEs and some faculty ask him to include additional questions. Mary asked Lilian if it would be possible for Darren to have additional help in IR to work on these projects. Darren asked SERB to document what it would need for him to do (this year and next). Lilian said that additional assistance might be possible, but she needed to be able to see what SERB needed first.

-Grade hold. Follow up from last meeting: The committee discussed adding the grade hold to SOTEs in an effort to increase response rates. The discussion was tabled to Fall 2020 when campus circumstances change. SOTEs can be excluded this semester.

- Include in Interpretation Guide. Add fall 2019 and spring 2020 ASAP
Discussion of the update was moved to the April meeting.

Announcements/Reminders
- Reminder that SERB documents are posted to Google Drive with agendas and minutes.
- Revised SOTE Interpretation Guide is updated and in use for the current RTP cycle.
http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html

Meeting adjourned at 1:00pm

Student Evaluation Review Board Meeting
Friday, April 10th via Zoom 12pm

Minutes: Gigi

- Approval of Previous Minutes:

1) February minutes prepared by Anh-Tuyet Tran (posted to Drive). I didn't do this in the last meeting.
2) March minutes prepared by Mary Currin-Percival (posted to Drive on Thursday).

Discussion/Action Items
1. Updates and Action Items:
- Document re: SERB's specific requests to Darren (e.g., additional data, additional SOTEs).
-Chair election next meeting
-RTP training re SOTEs.

2. IR Office Updates

3. SERB Workgroup Plans / Updates
- Webpage with SOTE Info (Caroline and Wencen)

4. Upcoming and Ongoing Activities:
- Update Interpretation Guide. Data instructor characteristics and SOTES at SJSU; update lit review section. Create workgroup.
-Technical Reporting Subcommittee update-Brent

5. Announcements/Reminders
- Reminder that SERB documents are posted to Google Drive with agendas and minutes.
- Revised SOTE Interpretation Guide is updated and in use for the current RTP cycle.
http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html

Next Meetings
- May 8th 12pm via Zoom

Minutes: Gigi Smith

Attending:
Mary Currin-Percival- Chair- Political Science
Cynthia Rostenkowski - Humanities
Darren Wilson – SOTE – Office of Institutional Research
Gigi Smith – Occupational Therapy
Taylor Bartucca – Student Rep
Brent Dukor – Education
Caroline Chen – Business
Wencen Wu – Computer Science
** All in attendance via Zoom

I. Approval of Previous Minutes:
        Feb: Minutes approved
        March: Minutes approved

II. Discussion/Action Items:

1. Updates/Action Items
    ● Need to put together a document from the SERB committee on how much time is
      needed from D.Wilson.
    ● Update from D. Wilson- Sample report available with elements that the committee may
      want to utilize. Request made that SERB members review it today. Report components
      were presented/reviewed by D. Wilson. Requested input from SERB. These will be
      incorporated in Fall semester.
    ● SOTES will still be offered for students to complete, but faculty are not required to use
      the SOTES in their evaluation.
Point of clarification: CR will be included and letter grades, but NC will be excluded. SOTES may
be re-run, removing NC if a faculty member requests this. Suggested that a message go out to
all departments informing them that they have the ability to have the SOTES re-run with
removal of NC if they wish. Validation sub committee will evaluate how meaningful SOTES are.
Learning environment has shifted this year due to COVID-19. RTP committee should take into
account the variables presented this semester. Discussion of this. Can't compare this semester's
SOTES to any other semester. The intent of SOTE was not designed for distance, on-line

learning environments. Because of exceptional circumstances, explanations will be needed. There are many different unique situations presented by the current conditions.

Committee options discussion: Proposed options: Discuss with Academic Senate; this semester's SOTES need to be treated as exceptional conditions. (Do not treat SOTES normatively or comparatively). View them with extreme caution. OR - or as a SERB committee we are recommending that SOTES this semester not be used given the exceptional circumstances

Suggested that RTP members be provided with information that SOTEs are one piece of evidence with guidelines as to how they should be used.

Discussion held on how Chair Percival should proceed with bringing this information forward; Informal discussion with Academic Senate (Ken) or providing a written document. Discussion of having something in writing representative of SERB. "We honor everyone" . M. Percival to discuss with Ken, then draft a document, which will be available on team drive. This will facilitate discussion in the Fall with RTP training.

- D. Wilson – College aggregation – can only be done by tagging an additional report to the bottom of current report. A concrete time frame for implementation will be provided by D. Wilson.
- Discussion regarding a motion to tell CampusLabs that we approve of the proposed changes in language to the SOTE format presented today by D. Wilson. Discussion ensued, about placement of the new language regarding response rate to decrease internal bias. D.Wilson will see if the statement can be moved to another location on the form for better clarity.

Motions:

1. Request that CampusLabs take the red highlighted verbiage to below "expected number of responses" on page 1.   Motion passes (unanimous)

2. D. Wilson to respond back to CampusLabs that Committee approves the language regarding aggregation based on GPA Motion passes (unanimous)

- Chair Election for next year**:** M. Percival wants to serve on committee, but not in the chair position. Chair election will take place at next meeting. C. Chen discussed her interest in the chair position for AY 20-21. Website development with FAQs is a specific interest of hers that she wants to pursue within the committee.
  Support expressed for C. Chen
  Other interested people were encouraged to speak with M. Percival.
- RTP Training - provide assistance to James and his group for training RTP committee members from all colleges. M. Percival will create another google document to have everyone brainstorm and comment about what should SERB should be addressing during those training sessions about the use of SOTEs and more. SERB will provide committee attendees (3 people max) consisting of SERB Chair and 2 members to assist in the training sessions. A sub-committee should be created in M. Percival with those interested.

III. Interpretation Guide must be updated – M. Percival will send another google document w/ suggestions for updates

IV. FAQ Webpage - no one has looked at the posted FAQ documents in the shared google folder but W. Wu has volunteered to separate the posted FAQs, including our SJSU FAQs in a PDF, into 3 separate documents by (1) student; (2) faculty and (3) administration/other. She will email the committee when they are ready for review and comments. Everyone asked to review the FAQs by next meeting so we can have a discussion about how to move forward with this project.

Meeting adjourned by 1pm by M. Percival

<u>February</u>

Student Evaluation Review Board Meeting-Technical Reporting Subcommittee

Friday, February 20, 11: 00am – 12:00 pm (Zoom)

Participants: Brent, Mary, & Caroline

- Technical Reporting Subcommittee notes:

Brent gave an update on the subcommittee's plans and the timeline for 2020. The subcommittee will collect data, analyze the SOTEs questions, and consult with additional experts to review the white paper which is expected in summer 2020. Partnering with other CSUs SERB committee members later is a possibility too. We are asking all current SERB members to join the subcommittee. Brent shared/reviewed a Google Sheet "Instrument Validation Evidence Template" to aid in literature review for use in designing and framing the white paper. Documents and a timeline are on the team drive.

<u>March</u>

Student Evaluation Review Board Meeting-Technical Reporting Subcommittee

Friday, March 13, 11: 00am – 12:00 pm (Zoom)

Participants: Brent, Mary, & Caroline

- Technical Reporting Subcommittee notes:
Brent gave an update on the subcommittee's plans and the timeline. The subcommittee will collect data, analyze the SOTEs questions, and consult with additional experts. Brent noted that Dr. Mark Wilson at the Graduate School of Education (UC Berkeley) has agreed to serve as an educational measurement expert. The committee white paper is expected in summer 2020 but evolving Covid- crisis may delay finalizing document. Experts have been difficult to reach and may need more time for confirmation. Documents and a timeline are on the team drive.

<u>April</u>

Student Evaluation Review Board Meeting-Technical Reporting Subcommittee

Friday, April 10, 11: 00am – 12:00 pm (Zoom)

Participants: Brent, Mary, & Caroline

- Technical Reporting Subcommittee notes:
Brent gave an update on the subcommittee's plans and the timeline revisions per Covid 19 situation. Given uncertainty with faculty time across SJSU, CSU and UC colleagues, the subcommittee moved to collect data, analyze the SOTEs questions, and consult with additional experts in September. Subsequently, the white paper is expected in Fall/Winter 2020. Brent added background reading (Popham, Mislevy, etc.) in a subfolder related to validation. He also shared/reviewed a set of PowerPoint slide on "First Principles On Validity & Reliability" for use in designing and framing the white paper. All Documents and a timeline are on the SERB AY 19/Technical Sub-Committee team drive.

Student Evaluation Review Board Meeting
Friday, May 8th via Zoom 12pm

Minutes: Brent Duckor

- Approval of Previous Minutes:

-April minutes prepared by Gigi Smith (posted to Drive).
-Feb, March, and April Technical Reporting subcommittee minutes, prepared by Brent Duckor (posted to drive)

Discussion/Action Items
1. Updates and Action Items:
-Spring 2020 and Fall 2020 SOTEs.
-Use of SOTEs in online learning
-RTP Committee training re: SOTEs
-SOTEs by grade—thank you to Darren Wilson and James Lee
-Chair election

2. IR Office Updates

3. SERB Workgroup Plans / Updates
- Webpage with SOTE Info (Caroline and Wencen)
- FAQs review

4. Upcoming and Ongoing Activities:
-Technical Reporting Subcommittee update-Brent
- SERB meetings next year

5. Announcements/Reminders
- Reminder that SERB documents are posted to Google Drive with agendas and minutes.
- Revised SOTE Interpretation Guide is updated and in use for the current RTP cycle.
http://www.sjsu.edu/up/faculty/sotes_evaluation_teaching/index.html

Next Meetings
- TBA