

Course Evaluation FAQs

Greetings!

This is the third full term for which we have used Scantron's Class Climate software for all ACC instructor course evaluations.

In December 2010 and January 2011 we processed approximately 5200 courses through paper forms and about 600 for Distance Learning. This reflects a 20% increase in our volume. Nonetheless, for data quality, we verify each one of over 115,000 forms individually, a time-consuming process. This is the reason it takes 6-8 weeks to process the reports: we want to insure the highest quality data possible.

Below are the answers to some questions many, if not most, of you will have as you receive your evaluations.

I have heard from other professors that they have already received their course evaluation report—when will I receive my evaluations?

The Class Climate software system allows us to e-mail the PDF reports one at a time. We have scheduled several days to do this. We will be sending out reports first week of Spring semester. We phase sending out reports starting on Tuesday 18th of January through to the next Monday 24th of January.

If you have not received an evaluation by the end of January, please call us at 223-7745 or 223-7984.

My email subject line showed that I was receiving results for only one section. In fact, I received results for all my sections.

This surprised us too! Class climate software was designed to include your summary section at the end of the PDF report. In order to do so, all your sections for the same instructional type (lecture, lab, or clinical) will be in one report. Be aware that the subject line will have only one course listed but the PDF will contain one or more sections in it.

Also, be aware you will receive only one e-mail with one report that contains all your sections (reported by instructional method, i.e., lecture, laboratory or clinical).

The email subject line says: Class Climate Survey. Why is that?

This is an automated field created by the software design. The subject name of the e-mail will say (for example) "ACC Faculty Evaluation Results Class Climate Survey: EVAL-1112-001."

We want to suggest that you check your spam folder for evaluation results. At some point, please take time to de-spam the words "class climate" from your e-mail.

I'm having a hard time reading the font size of the comments; what should I do about that?

Based on last year, we have changed the evaluation comments page to report 4 comments per page instead of 6. If you cannot read it, please contact us. We have also done our utmost to improve the scanning quality.

There were extra student instructions this year, therefore, students printed larger and more legibly. More students also filled out the evaluations with pen which scans better than pencil. The quality has noticeably improved.

For readability purposes, note that you can use the zoom feature in Adobe to enlarge any digital image up to 6400%. With this feature, anything that was written in pencil or was illegible can be expanded in your computer and you can read just about anything on the page.

My e-mail has a link to the faculty input form; what do I do with this?

As soon as you see your results, make notes of your responses on the input form. This input is very valuable and it is better done while you are fresh and remember the details of your course. This is why it was suggested to put the link in your e-mail. The input form is sent to your department chair—we do not need these in our office.

For more information consult the evaluation procedures manual at:
www.austincc.edu/hr/eval/procedures/ProceduresManual.pdf

How long do I keep my evaluation reports?

We recommend that you keep a digital copy of your evaluations in a safe computer environment. You may want to print them as well and keep these results for as long as you can. Our office keeps original evaluation records only for the current year and one year prior. You can contact us whenever you need a digital copy of your records.

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Please visit our website for other important evaluation information you may need: www.austincc.edu/hr/eval .

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We want to take this opportunity to thank you for your collaboration. Your support is invaluable to us. Please let us know if you have other questions or suggestions; we are more than happy to respond.

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Just an early reminder that spring and summer evaluations are done by request; the request link is on our website:
www.austincc.edu/hr/eval/requests/evalrequestform.php .

The cutoff date for spring evaluations is usually in the first week of March and for the 11 week summer session will be in the first week of July. We will have the dates in our website as soon as we can at:
www.austincc.edu/hr/eval/calendars.php#eval .

If you have any other questions, please contact our staff at the Evaluation Office:

Dr. Martha Perez, Faculty and Staff Evaluation Coordinator, at mperez3@austincc.edu or 223-7745
Whitney Feil, Evaluation Specialist, at wfeil@austincc.edu or 223-7984, or
Norma Ruiz, Evaluation Assistant, at nruiz@austincc.edu or 223-7972

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How can I help ACC make the evaluation process more efficient?

As you can imagine, processing 120,000 forms is time consuming.

The average error in our forms is ten per page. Because we correct errors by hand this slows production considerably. One thing that you could do for us is ask students to follow the yellow page instructions inside the packet as best as possible. If you would like to see the instructions please go to:
www.austincc.edu/hr/eval/documents/ClassClimate2009StudentMonitorInstructions.pdf

Another thing that slows productivity in our office is when survey types are mixed. If your class has the instructional method of “only lecture”, “lecture/lab,” or “clinical”, it can only be scanned as such. If the forms are mixed we have to correct them. One way this can be prevented is if professors do evaluations one class at a time. This will prevent students from mixing forms. If your department has access to forms, please double check these are the same type. Your pink envelope label contains all this information.

Finally, in order to serve you better, we would like to ask that you check all the information in the label of your pink envelope before giving it to the student monitor. If there are any concerns, contacting us with ample time helps us clarify any issues before your deadlines.

Thank you again and have a great semester!