

Frequently Asked Questions (FAQ) Regarding the New Student Evaluation in Banner

Q: I would like more information regarding how and why this new student evaluation was developed. Where can I find that information?

The Spring 2008 and Fall 2009 reports produced by the Learning Community are posted on the Faculty Center website, along with "Alignment of New Student Evaluation with T&R MoA", a document containing a point-by-point description of the ways in which the new evaluation aligns with the guidelines set forth for student evaluation in the AFT-negotiated Recontracting and Tenure Memorandum of Agreement, dated September 1, 2009.

Q: Is this new student evaluation mandatory for all Rowan courses?

No, this new student evaluation is not mandatory; it is a new option. Departments retain the right to choose their own method(s) of student evaluation.

Q: My department already has its own preferred method of student evaluation but I am interested in using this new evaluation for my classes. What should I do?

According to the AFT-negotiated Memorandum of Agreement on Tenure and Recontracting (<http://www.rowan.edu/provost/aft/>), departments may choose their accepted method(s) of student evaluation. Therefore, individual instructors interested in using the new evaluation in place of their department's currently-accepted evaluation should receive approval from their department. Instructors may also be interested in obtaining departmental approval to use the new evaluation as a secondary form of evaluation, in addition to the department's currently-accepted evaluation.

Q: Is it possible to use this new evaluation as the "official" student evaluation for my courses?

As long as instructors have received approval from their departments, they may use the new student evaluation in an official capacity (i.e. to submit along with their T&R files). For additional information, instructors should refer to "Alignment of New Student Evaluation with T&R MoA", a document posted on the Faculty Center website that contains a point-by-point description of the ways in which the new evaluation aligns with the guidelines set forth for student evaluation in the AFT-negotiated Recontracting and Tenure Memorandum of Agreement.

Q: How can I and my colleagues view the questions of the new student evaluation, prior to deciding whether or not we want to use it for our classes?

Log into Banner. Next, click on the "Personal Information" tab and then the "Answer a Survey" menu option. Click on "Student Course Evaluation Questionnaire" in order to view the questions.

Q: Is the new evaluation available as a paper evaluation?

No, the new evaluation only exists online, in Banner.

Q: Which students are eligible to complete the new student evaluation?

All students having a "Registered" or "Audit" status at the time the instructor requests the evaluation are eligible for participation.

Q: How far in advance must student evaluations be requested?

As soon as an instructor submits a request for the new student evaluation, it is automatically created and stands ready to be deployed to the relevant students on the dates chosen by the instructor.

Q: How do I request the new student evaluation for my classes?

1. Go to <http://www.banner.rowan.edu>.
2. Click "Self Service Banner".
3. Click "Access Banner Services - Secure Area - login Required"
4. Enter User ID and PIN.
5. Click "Faculty & Advisors".
6. Click "Request Student Course Evaluation".
7. Select one of the classes that you are currently teaching.
8. Click "Choose" and enter "Survey open date" and "Survey close date".
9. Click "Submit".
10. Repeat for other Fall 2009 classes.

Q: May students complete the new student evaluation either during class time or outside of class?

Yes, departments have a variety of options regarding how to "administer" the evaluation. Some departments may decide that instructors may have their students complete the evaluation on their own time, outside of class. Some departments may prefer for instructors to reserve a computer lab for their class or have students bring their laptops to class in order to complete the evaluation during class time; if students are to complete the evaluation during class time, departments may prefer for a fellow colleague to be present to supervise.

Q: For how long should the new evaluation be made accessible to students?

In accord with the AFT-negotiated Recontracting and Tenure Memorandum of Agreement, instructors must choose a "Survey open date" and a "Survey close date" that fall within the last five weeks of a fall or spring term and the last week of a summer session. Depending on a variety of factors, including whether the evaluation is to be completed by students during class or outside of class, instructors may choose to make the survey accessible to students on one day only, throughout the last five weeks of a fall or spring term, or throughout the last week of a summer session. In order to make the evaluation accessible to students on one day only, the same date should be entered for both the "Survey open date" and the "Survey close date".

Q: If the new evaluation is to be completed by students during class time, should the instructor leave the room?

Yes, in keeping with the guidelines of the AFT-negotiated Recontracting and Tenure Memorandum of Agreement, the instructor being evaluated must leave the room while the students complete the evaluation.

Q: If an instructor has requested the new evaluation, are his/her students required to complete it?

No, according to the AFT-negotiated Recontracting and Tenure Memorandum of Agreement, students are not required to complete student evaluations for their courses.

Q: Once I've requested the new evaluation for my class(es), how will my students know that they should complete the evaluation?

Students should be informed that they are expected to complete the evaluation. The instructor may inform his/her students in person or over e-mail. Additionally, the department secretary or department chairperson may inform students that they are expected to complete the evaluation over e-mail (using a distribution list – see <http://www.rowan.edu/toolbox/email/studentdirectory/>).

Q: What instructions should I or my departmental secretary or chairperson provide to my students so that they may complete the student evaluation for my class?

1. Go to <http://cp.rowan.edu/cp/>.
2. Click "Student Self-Service" icon.
3. Click "Access Banner Services - Secure Area - login Required"
4. Enter User ID and PIN.
5. Click "Personal Information".
6. Click "Answer a Survey".
7. Click on one of the student evaluations for your classes.
8. Complete the student evaluation.
9. Click "Survey Complete" to submit your completed student evaluation.
10. Repeat for other Fall 2009 classes.

Q: How will I know how many of my students have completed my requested evaluation?

The results report that is e-mailed to the instructor as an attachment following final grade submission lists the number of students enrolled in the class and the number of evaluations completed. As students must log into their own Banner accounts in order to access the evaluation, there is no need to have their identity verified by means of a signature sheet. However, should the need arise, it is possible for EIS to produce a listing of the names of students who have completed a course evaluation.

Q: What if I submit my request and then decide that I want to change my “Survey open date” or “Survey close date”?

Instructors should provide the revised dates to The Support Desk and they will notify EIS (Richard Meyers, via Bug #4290); EIS will make the requested change(s). The Support Desk may be contacted by e-mail (support@rowan.edu) or phone (856-256-4400) and their office hours are 8am-5pm, Monday through Friday. The Support Desk is located in Memorial Hall.

Q: What if I submit my request and then decide that I do not want to have my students complete the evaluation after all?

Instructors should provide the information to The Support Desk and they will notify EIS (Richard Meyers, via Bug #4290); EIS will deactivate the survey request. The Support Desk may be contacted by e-mail (support@rowan.edu) or phone (856-256-4400) and their office hours are 8am-5pm, Monday through Friday. The Support Desk is located in Memorial Hall.

Q: Who receives the results report for the evaluation?

Only instructors are e-mailed the results report as a PDF attachment to an e-mail message. Departments may decide to require that the results reports be shared with the department chairperson or the chairperson of the departmental tenure and recontracting committee.

Q: I understand that the new student evaluation will not contain comparative national norms. How am I to interpret my results?

As the new student evaluation was developed by the Faculty Center Student Ratings Learning Community and is not used outside of Rowan, no national norms are available for comparison. However, department-wide, college-wide and university-wide comparison statistics have been programmed to appear in the results report. Therefore, an instructor may gain insight regarding his/her results in comparison with others at Rowan.

Q: I understand that the new evaluation contains fifteen core items. When will my department have the opportunity to submit supplemental questions?

The Faculty Center Student Ratings Learning Community and EIS plan to make this possible for evaluations that would be carried out during the Spring 2010 semester.