

Responses to Survey of Evaluation Process/Software used at Community Colleges

Inquiries sent to California Community College CIOs and CHROs listserv.

<p>Allan Hancock College VP of Academic Affairs</p>	<p>We use Class Climate for student surveys and hard copies for almost everything else. We haven't used this system long, so the jury is still out on its cost-effectiveness and reliability, but so far, so good.</p>
<p>Chabot-Las Positas CCD HR Services Supervisor</p>	<p>We too have a labor intensive process and unfortunately, have no easy way of collecting, tracking or processing. We look to the VP's to make sure they have collected everything especially for those on tenure track still.</p>
<p>College of Marin Executive Dean of HR and Labor Relations</p>	<p>Our faculty evaluation process mirrors what you described below. I do not recommend using ours as a model, since I'm advocating starting over from scratch.</p>
<p>College of the Canyons Asst. Superintendent/VP HR</p>	<p>We are still a pretty manual process as well.</p>
<p>College of the Sequoias Research Analyst</p>	<p>I'm the lone researcher here at College of the Sequoias. I investigated this topic last summer when I became an office of one and I'm very pleased with Remark Office OMR 8 software. In response to your questions: Here at COS, I decided on Remark software for several reasons. First, it was cost effective –\$2,000 onetime purchase (around that figure). I also bought a single-user tech support plan for another \$100 but I have not utilized it in the 11 months I've owned the software. The software is very intuitive – at least that's my opinion. I create surveys in Microsoft Word and export them to a PDF format. From there, I usually send that PDF to whoever 'owns' the survey. For example, the dean's assistants all own the full-time and part-time faculty evaluation forms, and they print them when needed. When an instructor requests an SLO assessment tool, they own that PDF and can print as needed.</p>
<p>Copper Mountain CCD VP of Academic Affairs</p>	<p>I haven't used any automatic student evaluation system. Only used customized student evaluation form made by Scantron, which expedites tallying the student marked scores/scales but is a bit pricey. The written comments are still typed. Oftentimes, student comments are more informative than the marked scores/scales.</p> <p>For online surveys, my experience is that the responding rate is very low, unless we take all students to a computer lab and complete survey there. In addition, if the surveys are not done at the same time, there is a confidentiality concern, or a concern whether students completed the surveys independently.</p>

Feather River College Interim Dean of Instruction/CIO	We have the exact same four-part evaluation here at Feather River College. I'd be interested to hear the results of your question if you hear of anything promising from our colleagues, especially our colleagues at small schools.
Foothill-De Anza CCD Vice Chancellor of HR	Ours is still paper and manual processing.
Grossmont College VP Academic Affairs	We have a messy manual process so we are looking into software as well.
Long Beach City College VP of HR	We seem to engage in the same laborious, lengthy, manual process.
Responses submitted to individual questions (listed below): College of the Siskiyous –VP for Student Learning College of the Sequoias – Research Analyst Monterey Peninsula College – VP of Academic Affairs	
College of the Siskiyous College of the Sequoias Monterey Peninsula College	a) What do you use to assist in the collection, processing and analysis of faculty evaluation data? <ul style="list-style-type: none"> • Allpaper driven – “traditional technology”. • Remark. • Class Climate—a Scantron product—for student evaluations only. All other parts of the evaluation process are still done with hard copy.
College of the Siskiyous College of the Sequoias Monterey Peninsula College	b) Do you process hard copy, scannable or online based surveys? <ul style="list-style-type: none"> • Hard copy. • We process hard-copy surveys with the scanners found around campus – this means no additional specialty scanners are needed and the scanners around campus are already covered under a maintenance contract. • Combination of scannable hard copies and online-based surveys. All online classes use online surveys; a few face-to-face classes which have computer lab access also do online-based surveys; all others do scannable hard copies.
College of the Siskiyous College of the Sequoias	c) Are you able to customize forms or do you purchase printed forms? <ul style="list-style-type: none"> • Use our own MS Word forms that faculty or admin fill in and Scantron student eval bubbles. • I develop LOTS of surveys with this software – both surveys and SLO assessments. They are designed in Microsoft Word and then converted to a PDF. From there I let the instructors be the owner of the survey – they print it as needed and submit either the hard

<p>Monterey Peninsula College</p>	<p>copy surveys or a scanned PDF of all survey results. When I receive an email with survey results, it typically takes me 2 minutes to process/return (assuming I've already built a corresponding template file in Remark).</p> <ul style="list-style-type: none"> • It's all customizable.
<p>College of the Siskiyous College of the Sequoias</p> <p>Monterey Peninsula College</p>	<p>d) Are you happy with the ease of use (complexity, intuitiveness)?</p> <ul style="list-style-type: none"> • It's way too labor intensive. • Yes – we previously used scantron (flips and scanbook) – Remark is much better and much cheaper than scantron. • Yes.
<p>College of the Siskiyous College of the Sequoias</p> <p>Monterey Peninsula College</p>	<p>e) Are you able to export the data easily into Word or Excel?</p> <ul style="list-style-type: none"> • Yes for student evals (others are all qualitative remarks). • Yes – both ways. Remark has a series of analysis reports built into it that provide clear reports. You can even copy excel data and paste it into the software, or vice versa. I found this helpful when I collected SLO data via blackboard, I was able to cut/paste the results into the scanned results. • No exporting done—Class Climate emails student survey results as attachments to evaluation committee chairs. Results can also be accessed by staff with appropriate access directly in Class Climate
<p>College of the Siskiyous College of the Sequoias</p> <p>Monterey Peninsula College</p>	<p>f) What issues have surfaced regarding reliability (any breakdowns or incompatibilities)?</p> <ul style="list-style-type: none"> • Our biggest actually has to do with completing student evals by 8th week, which is hardly reliable, but faculty claim it has to be early for there to be enough time to complete overall process by December. • Sometimes an instructor will print out the survey on a poor quality printer. In this case, I ask the instructor to produce an additional blank survey form. From this I scan it into PDF form and create a template directly from that – problem solved. • None that I'm aware of.
<p>College of the Siskiyous College of the Sequoias</p> <p>Monterey Peninsula College</p>	<p>g) Cost? If you needed to replace or upgrade what you have now, would you purchase the same system?</p> <ul style="list-style-type: none"> • Purchase a better solution. • Yes! I would venture into Remark Web software, but we use 'sharepoint' on campus and need to take advantage of all its features, which include the ability to survey..... so web surveys I'm planning on using what we've already paid for. • Yes.

<p>College of the Siskiyous</p> <p>College of the Sequoias</p> <p>Monterey Peninsula College</p>	<p>h) Is the system you are using a bridged product from a number of companies that are linked together? Pros? Cons?</p> <ul style="list-style-type: none"> • Ours, according to the document, is based on Kansas State’s student evaluation of instructor. • Not that I’m aware of. • No.
<p>College of the Siskiyous</p> <p>College of the Sequoias</p> <p>Monterey Peninsula College</p>	<p>i) What do you like and dislike about your system?</p> <ul style="list-style-type: none"> • It cannot be called rigorous or robust or even comprehensive. • Flexible, intuitive, and cheap. I can also view the marks on surveys and overrule the computer if I can tell a student crossed out and corrected an answer. The software will also read printed images – so I’ve merged data into surveys I’ve printed off and then scanned in that information at a later point. For example, while verifying our homegrown math placement tests, identified students have their student ID and which test they took actually printed onto the survey form. Later, the student responses and the student’s ID and which placement test they took is all captured at once. It’s pretty cool stuff. • The biggest challenge came from getting staff in various departments to transition and use the system effectively since they were used to having everything on paper. There were also challenges making them understand that scannable forms were not interchangeable between instructors or even between sections taught by same instructor since the bar coding contains instructor and section identifiers. When used correctly by the various hands that are involved in the process, the system works great.
<p>College of the Siskiyous</p> <p>College of the Sequoias</p> <p>Monterey Peninsula College</p>	<p>j) Is it cost effective in terms of work hours and saved resources (paper, etc.)</p> <ul style="list-style-type: none"> • No, but with nothing to compare, it becomes a circular discussion. • An average survey takes me 20-30 minutes to develop in Word, and another 20-30 minutes developing a read-template in remark. Scanning takes seconds as the big copy machines on campus scan/convert into PDF in no time. Reading the scanned PDF into Remark takes 2 minutes depending on how many surveys. I work as a research office of one (1) and I don’t have time to waste. This software helps me out tremendously – I highly recommend it. • Very much so.