

The North Carolina A&T State University On-line Course Instruction Evaluation Process

For a number of years North Carolina A & T State University has used a paper survey instrument to obtain data on student evaluation of course instruction. Starting in the fall semester of 2006, North Carolina A&T State University moved from assessing course instruction with paper and pencil to totally evaluating course instruction on-line. The content of the original paper survey instrument is used for the on-line evaluations. After some effort the university acquired the necessary software and developed a good process for carrying out course evaluations each term. From the beginning the university has used its own server, which is called Pascalce and is located in McNair Hall, along with software (CourEval) from the software vendor Academic Management Systems.

CourEval login site: <http://152.8.246.91/etw/ets/et.asp?nxappid=WCT&nxmid=start>

The course evaluation process consists of importing data from the Banner system. The data for each term consist of faculty, student, course and course enrollment files, which are checked and processed before being imported into the software. Once the data is ready an initial announcement is sent to instructors, including start and close dates for the term. In this announcement instructors are asked to encourage student participation in completing evaluations. On the starting date the evaluations are emailed to all students for each class enrolled, and emails are also sent to instructors requesting that they encourage student participation. Bi-weekly reminders are sent to instructors and students until the survey ends. Once the survey ends all responses of students who have withdrawn from classes are removed from the survey this allows only student who are enrolled in a course to complete a survey. Using one of the report features of CourEval the university generates comparative reports by department; in addition, the data for that term are exported into SAS for school/college analysis.

A summary of the results from the survey in the form of overall mean scores by college/school is sent to the university Deans along with a department summary report. Department chairs also receive a copy of the department summary report which consists of mean scores and response rates for each department. Finally the university notifies instructors by email that course evaluation results are available for the classes taught that term. This email allows each instructor to login and see their scores and comment from students. Using this process the university achieved a student participation rate of 50.3% for the fall semester of 2006, a participation rate of 47.2% for fall semester of 2007, and a student participation rate of 46.1% for fall semester of 2008. The average for the past three fall semesters is a 47.4% student response rate; student response rate for spring has been lower. There is no

difference in the course evaluation process between graduate and undergraduate students; if a student is enrolled they are emailed a course evaluation survey for that term.