Course Survey Guide for Department Chairs

Making the Most of Instructor Course Survey Feedback

Course surveys[1] completed by students can provide a wealth of useful information to inform teaching practices. While being reviewed by students can feel uncomfortable, student feedback can be valuable in adapting and refining teaching techniques. Feel free to share and discuss this feedback with faculty members. A faculty guide to interpreting course survey reports can be found here.

Note: It is important to remember that while students' comments on their experience is crucial, students do not possess the broader context needed to evaluate a teacher. Ratings and comments should be viewed as data points that are only one part of the criteria that department chairs use to evaluate faculty, and not as an evaluation on their own.

This guide will focus on accessing and making the most of student course surveys by showing you how to:
- **Access survey results** using a step-by-step guide
  - Accessing EvaluationKit
  - Accessing Reports
  - Project (Semester) Results
  - Instructor Results
  - Report Builder
- **Interpret course survey reports**
  - Single Course Report
  - Comparison Course Report

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[1] Beginning in Fall 2017, a new course survey system, EvaluationKIT, replaced the SmartEvals system that was previously in use. For survey results from semesters prior to Fall 2017, please contact the Office of Institutional Research and Assessment at institutionalassessment@berklee.edu. Survey results after Fall 2017 are available in EvaluationKIT which can be accessed by visiting OL.Berklee.edu.
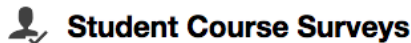
Getting started

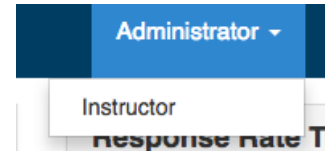## Accessing EvaluationKit

1. Navigate to OL.Berklee.edu
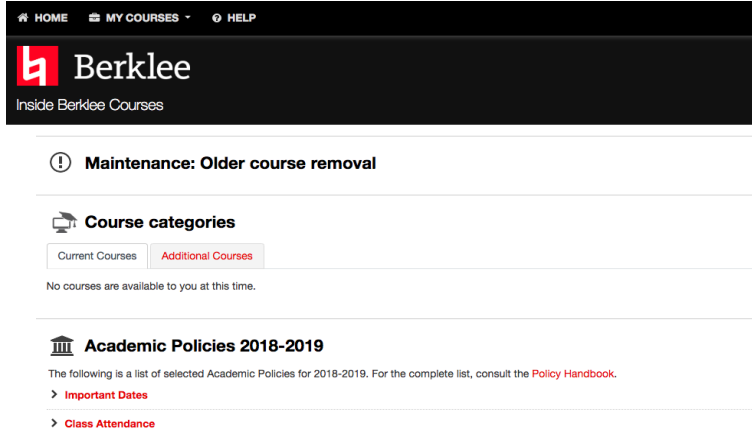
2. Scroll to the bottom of the page and click on "Click here to access your course survey dashboard."

3. In the upper right corner of the home page, you will see the word **Administrator** or **Instructor** next to your name. Whichever word is present represents the role in which you are currently viewing EvaluationKit. You can click on Administrator or Instructor to reveal a drop-down menu that will allow you to toggle between roles. As **Administrator** you will be able to view reports for all courses taught in your department. As **Instructor** you will only see your own reports for the courses you have taught. If you have not taught any courses since Fall 2017, you will not have access to the Instructor role. If you are looking to access your personal instructor results, please refer to the Course Survey Guide for Faculty.

Accessing reports

There are three different ways to access course survey reports.

1. Project Results

On your homepage, as an administrator, you will see a table called **Project Results**. In EvaluationKit, project refers to each semester's course surveys and the word

survey is used to mean the sets of questions that are asked in each project. All administrators will see at least two projects per semester, Courses and Private Instruction and Recital Prep. For administrators that work in a department in which a blended or online course is taught, you will also see a Blended/Online Courses project.

Clicking **Results** on the menu at the top of the screen then clicking **Project Results** will take you to a similar page, but will also provide you with a search bar to help you find a specific project in the lists of projects.

Clicking on one of the projects will take you to the results page which gives you three options for creating reports **By Hierarchy Level, By Course Section,** and **By Instructor.** These three tabs will only show you reports for the project that you have selected. For information on interpreting report results, please view the *interpreting your results* section of this document.

By hierarchy allows you to make a high-level report of departmental results. In EvaluationKit, hierarchy is used to mean department. Start by clicking on Select Level and selecting a department. Depending on your role at Berklee, you may have only one option. Once you have selected a level, you have three options.
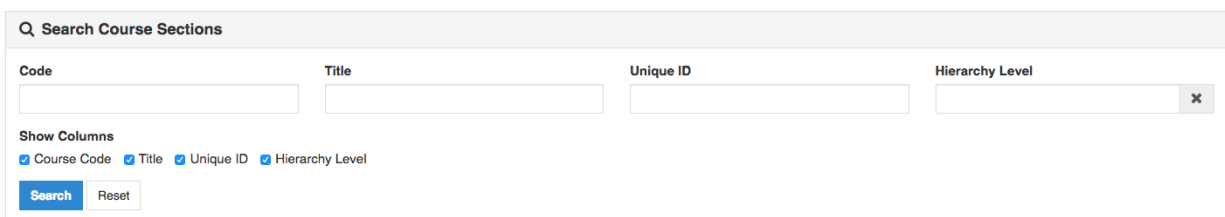
Detailed Report will create a report of all departmental results by survey question, but will not include open ended responses.

Detailed Report + Comments creates the same report as the detailed report. Because this is a high-level report, this report option does not show all departmental comments, but in other

reporting forms, Detailed Report + Comments will display comments from question 10 of the surveys.

Raw Data produces an Excel spreadsheet with all data for all courses and instructors, including comments.

By Course Section allows you to create a report by course. You are not required to fill out all boxes in order to create a report.

Code is a unique code created specifically for EvaluationKit that contains four parts: a series of letters representing the course subject, the three digit course code found in the course catalog, the section number, and a designation of graduate (GR) or undergraduate (UG). You do not need to search by the entire course code in order to get results. You can search for any part of the code and get results. For example, searching UG in the Code box will display all undergraduate courses within the departments that you are an administrator for.
Title is the course title, but similarly to the code box, you can search a portion of the title and receive results. However, *course titles are often abbreviated so you may not get all of the results you are looking for*. For example, the course Instrumental Rehearsal Techniques for Music Education Majors is abbreviated to Instr Rehearsal Techs Music Ed.

Unique ID is another alphanumeric code created for EvaluationKit. We recommend ignoring this option.

Hierarchy Level allows you to select a department. You can use this to refine your searches, or broaden them. Searching a hierarchy level with the rest of the boxes blank will display all courses for that department. Entering a code search term and hierarchy level will show you all courses that meet that criteria.

By Instructor allows you to search by instructor name or by hierarchy level. Searching by **Instructor Name** will display all courses taught by a particular instructor for only the project that you have selected. **Hierarchy Level** will pull all instructors in the specified department. Please note that there is a separate entry for each course an instructor teaches. If you are looking to pull all of the results for a certain instructor across multiple projects, please see Section 2 of this document.

On both the **By Course Section** and **By Instructor** pages, you can create a report using one of two methods: a single course report or a comparison report. Please view the section titled Creating Reports for more instructions on downloading reports.

2. *Instructor Results*

Clicking Results on the top of the webpage will display a drop-down menu of additional reporting options. Selecting **Instructor Results** brings you to a page that will allow you to search for results by instructor

In addition to searching by instructor first and/or last name, you can select one or more projects, and a hierarchy level. Selecting only projects without any search criteria will return with all instructors from your departments who taught a course in the selected semester(s). Using this search function, you must select one or more projects if you intend to search by hierarchy. Please review the Creating Reports section for instructions on downloading and accessing reports.

Results ▾

Response Rate Tracker
Project Results
Instructor Results
Report Builder
Report Builder 2.0
Instructor Means Reporting
Results Feedback
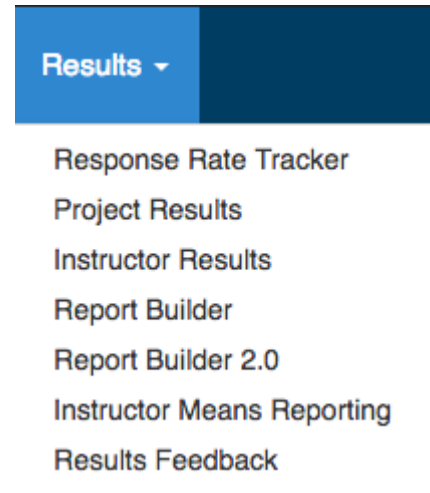
Q Search

Instructor Firstname	Instructor Lastname	Project	Hierarchy Level
		Select	Select ✕

Show Columns
☑ Course Code ☑ Title ☑ Unique ID ☐ Hierarchy Level ☐ Project

Search   Reset

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3. *Report Builder*

The last way to access reports is by selecting **Report Builder 2.0** from the results menu. You may use the Report Builder option if you'd like, but the 2.0 version of Report Builder has more features and the regular Report Builder option will soon be phased out of EvaluationKit.

Report Builder 2.0 can be found by clicking on Results on the top of the page and selecting Report Builder 2.0. There are five options when it comes to creating reports: Areas, Projects, Courses, Instructors, and Teaching Assistants

Results ▾

Response Rate Tracker
Project Results
Instructor Results
Report Builder
Report Builder 2.0
Instructor Means Reporting
Results Feedback

My Reports | **Areas** | Projects | Courses | Instructors | Teaching Assistants

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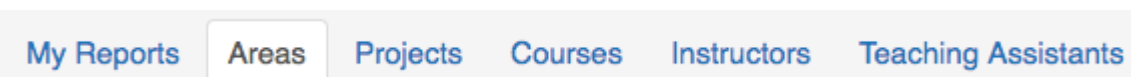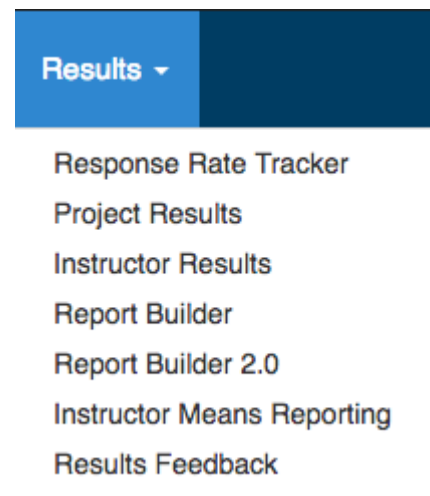
Areas allows you to search by department and division. You will be limited to only the areas for which you have access. **Projects** allows you to search by semester. **Courses** lets you search by course, and **Instructor** allows you to search by instructor. While there is an option for **Teaching Assistants,** Berklee does not use teaching assistants so those reports will not yield

any results. Once you have filled out the search criteria of your choosing, click **Run** on the left side of the page to create a report. Please note that **categories that are bolded in EvaluationKit are required fields that must be filled in before running a report.** On the tab called **My Reports** you will be able to see a list of your recent reports on the left side, which will include any reports you have run that are still processing.

Depending on the report criteria, it may take a few minutes for your report to generate. When your report is finished generating, you should receive a notification. If it has been at least 15 minutes since you generated your report and have not gotten a notification, please check back on the My Reports page to see if it has finished processing as the notifications don't always work as expected.

Creating Reports

This section applies to results found from searching by project or by instructor, it does not apply to Report Builder 2.0.

To download a **single course report,** click the report button on the far-right side of the line that corresponds to the course you're are interested in.
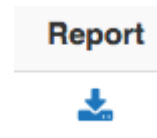
Upon selecting the report button, you will be provided with four options **Detailed Report** will provide the feedback to the closed ended survey questions, **Detailed Report + Comments** which will provide all survey feedback, and **Raw Data** which will provide an Excel spreadsheet with survey responses. Please do not use the **Feedback** option and instead direct your questions to institutionalassessment@berklee.edu.

To create one report with multiple courses or instructors, select the checkboxes next to your courses and then select **Batch Report**. Batch reports will be emailed to the email address associated with your account when the report is done processing. This should take no more than 15 minutes.
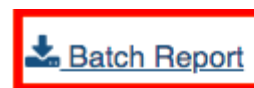
Upon selecting Batch Report, a box will pop up allowing you to name your report and select one of three report options.

Download Multiple Reports as ZIP File will create one report for each course. **Merge Multiple Reports into one PDF** creates one report that lists each course, one after the other. **Comparison Report with Selected Courses** creates one document with each question listed separately with the responses for each selected survey listed below. The **Report Type** drop-down menu allows you to select a **Detailed Report** which shows closed-ended survey results only, or **Detailed Report + Comments** which will provided all data for each survey.

We recommend downloading the **Detailed Report + Comments** when reviewing your results because it will contain all survey data.

Batch Report   ✕

Report Name

| Test report |

Report Type

| Detailed Report   ⇕ |

◉ Download Multiple Reports as ZIP File for Selected Courses

◯ Merge Multiple Reports into one PDF for Selected Courses

◯ Comparison Report with Selected Courses in one report and organized by survey question as PDF

Cancel   **GO**

Interpreting your results

Single course report

If you have created a **single course report** as outlined in number 4 above, you will receive a report with a description of the course at the top and a box for each question of the survey. If you download a **merged course report** containing the results of multiple courses, you will receive a single course report for each selected course one after the other in a single file.

Closed-ended question responses
Closed-ended questions require students to select a choice from a predetermined set of response options. Response options for these questions are Strongly Agree, Agree, Undecided, Disagree, and Strongly Disagree. Questions 1 through 9 are closed ended
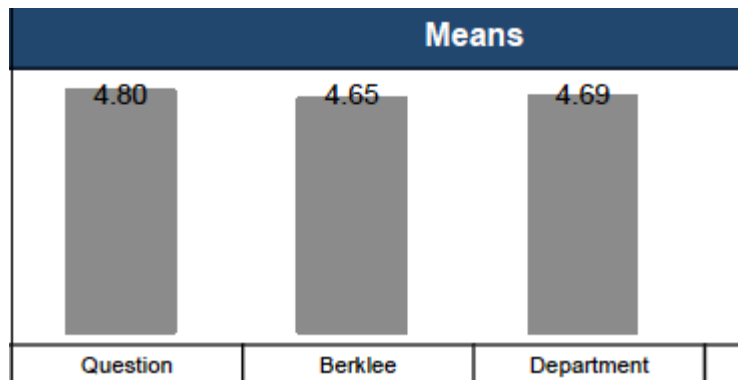
questions.

1 - My professor creates a respectful learning environment								
Instructor name								

Response Option	Weight	Frequency	Percent	Percent Responses		Means		
Strongly Agree	(5)	4	80.00%			4.80	4.65	4.69
Agree	(4)	1	20.00%					
Undecided	(3)	0	0.00%					
Disagree	(2)	0	0.00%					
Strongly Disagree	(1)	0	0.00%					
				0 25 50 100		Question	Berklee	Department

Response Rate	Mean	STD	Median	Berklee	Mean	STD	Median	Department	Mean	STD	Median
5/8 (62.50%)	4.80	0.45	5.00	22520	4.65	0.70	5.00	54	4.69	0.51	5.00

The first section of each questions' response box shows how many students selected each option, and what percent selected each option.

Response Option	Weight	Frequency	Percent
Strongly Agree	(5)	4	80.00%
Agree	(4)	1	20.00%
Undecided	(3)	0	0.00%
Disagree	(2)	0	0.00%
Strongly Disagree	(1)	0	0.00%

- **Response options -** Each question has five response options: Strongly Agree, Agree, Undecided, Disagree, and Strongly Disagree.
- **Weight** - Each response option is weighted with a value of 1 through 5 with 1 being the lowest score and 5 is the highest. These values are used to calculate the **mean, median, and standard deviation (STD)** of each question.
- **Frequency** - the number of students who selected each response option.
- **Percent -** is the frequency of each response option divided by the total responses.
- **Means** is a three-column bar chart that shows the mean for this question and compares it to the mean for this question across Berklee as a whole, and across the department in which the course resides.

The bottom of each question's score box shows your response rate for that question, the average (mean) score for that question, the standard deviation, and the median score for your results, the university as a whole, and your division.

Response Rate	Mean	STD	Median	Berklee	Mean	STD	Median	Department	Mean	STD	Median
5/8 (62.50%)	4.80	0.45	5.00	22520	4.65	0.70	5.00	54	4.69	0.51	5.00

- **Response Rate** shows the total number of students enrolled in the course who completed that survey question. This value is shown for each question.

> ### *What to look for?*
>
> The higher a courses' response rate, the more valuable the results are. In addition, if a course has three or less responses, instructors will not be shown the results of that courses' surveys. Faculty encouragement is the best way to get students to complete their surveys. We recommend encouraging faculty to set aside 10 minutes of class time for students to complete their surveys at the end of every semester.

- **Mean** is the average score for each question, as well as the average across Berklee for this question, and across the division in which the course resides.

> ### *What to look for?*
>
> Higher mean scores represent more students selecting Strongly Agree and Agree, which indicates a higher satisfaction with the course. If an instructor finds that the mean for a question is below the mean of Berklee or their division, look to the open-ended responses for specific feedback that can be used to improve that area.

- **STD** is the standard deviation of the responses. This indicates how far spread out the responses are for each particular question and for the same question across Berklee and the division in which the course resides.

> ### *What does this mean?*
>
> A lower standard deviation (between 0 and .5) indicates that student responses are very similar to one another, while a higher standard deviation (between .5 and 1) indicates that there is a wider range of student responses.

- **Median** indicates the point that is exactly in the middle of all of the responses. This means that 50% of responses fall above the median, and 50% fall below the median.

> ### *What to look for?*
>
> A high median indicates the majority of your scores are in the upper end of the range of response options which could mean that students are more satisfied with that element of the survey. If you find that your median score is below the Berklee and disivion score, review your open ended responses for feedback that may improve your median score.

Comparison course report

Comparison course reports contain all of the same information as the single course report, but in a slightly different format. Instead of one small box for each question, your report will contain a larger box listing the student responses for each question by course.

1 - My professor creates a respectful learning environment
Instructor name

2018 Fall Courses
AB-123-001_UG: Course Title
Instructor Name

Response Option	Weight	Frequency	Percentage	Percent Responses					Means		
Strongly Agree	(5)	3	100%						5.00	4.65	4.69
Agree	(4)	0	0%								
Undecided	(3)	0	0%								
Disagree	(2)	0	0%								
Strongly Disagree	(1)	0	0%								
				0	25	50	75	100	Question	Berklee	Department

Response Rate	Mean	STD		Berklee	Mean	STD	Department	Mean	STD
3/5 (60%)	5.00	0.00		22,520	4.65	0.70	54	4.69	0.51

2018 Fall Courses
AB-123-002_UG: Course Title
Instructor Name

Response Option	Weight	Frequency	Percentage	Percent Responses					Means		
Strongly Agree	(5)	5	71.43%						4.71	4.65	4.69
Agree	(4)	2	28.57%								
Undecided	(3)	0	0%								
Disagree	(2)	0	0%								
Strongly Disagree	(1)	0	0%								
				0	25	50	75	100	Question	Berklee	Department

Response Rate	Mean	STD		Berklee	Mean	STD	Department	Mean	STD
7/20 (35%)	4.71	0.49		22,520	4.65	0.70	54	4.69	0.51

Open-ended question responses

Open-ended questions give students the opportunity to write their own response. In each course survey, students are given the option to provide additional feedback with the question "**Is there anything else you would like to add?**"

These responses will be visible if you selected a **Detailed Report + Comments.**

10 - Is there anything else you would like to add?

Instructor name

Response Rate	4/8 (50%)
Comment 1	
Comment 2	
Comment 3	
Comment 4	

Due to the open nature of these question, students may provide a wide variety of feedback. While reviewing look for:

1. **Themes** which might indicate an element of the course that students find particularly good or bad to identify areas that could be improved or maintained in subsequent semesters.
2. **Specific mentions** of areas that may have received lower scores in the closed-ended portion of the survey.

3. **Reporting** of harassment or gender bias between students. Although students are directed to the proper reporting channels in survey communications, occasionally a student may provide details in their course surveys. Consider reviewing these responses with the instructor to determine how to utilize this information.

Discussing negative feedback with faculty

Despite their best efforts, instructors may receive negative comments from one or more of their students. Although your first instinct may be to ignore such comments, these comments can still provide useful feedback if you take a moment to analyze the content. You can help your faculty benefit from negative comments by reviewing and discussing them together, and using that to inform curriculum and teaching methods for subsequent semesters.

Things to consider:
1. **Is there something actionable that can be taken from these comments?** If a student complained about something that can be changed, consider how that might fit into an instructor's teaching style and curriculum. Brainstorm with instructors how they can make these changes. For example, if a student states that the course is too long, or that they had trouble hearing instruction, consider working with faculty to schedule regular breaks during the class or discuss standing closer to students and speaking more loudly as they teach.
2. **Have I seen other comments like this on past course surveys?** If a negative comment has appeared in course surveys more than once, this is an area that should be examined with instructors to determine how it can be used going forward.
3. **Would it be useful to solicit mid-semester feedback?** If a negative comment refers to something that would have been easy to change if only they had known, it may be helpful to discuss distributing mid-semester surveys. For best results, be sure to make the surveys anonymous.
4. **Did a student write a comment that is abusive or threatening?** If so, this should be discussed immediately with the instructor to determine if this is something that should be escalated to the proper authorities. Consider also discussing this with a trusted colleague or your supervisor if you are unsure of the proper course of action.

Student Course Surveys

What?

Student course surveys are completed by students each semester for courses and private instruction at Berklee College of Music, Berklee Valencia, and Boston Conservatory at Berklee using the web based software EvaluationKit.

When?

Fall 2019 - December 2, 2019 through December 23, 2019
Spring 2020 - April 21, 2020 through May 11, 2020

Why?

Course surveys are a valuable opportunity for students to share their thoughts and be heard, and for faculty to receive feedback that can be used to adjust course curriculum and hone their teaching methods. Standard courses, private instruction, and online courses each have their own set of questions to ensure results are applicable to each course.

? Frequently Asked Questions ?

Who can see the results?

Instructor survey results are only visible to the instructor, department chairs, division deans, and a select group of academic leaders. To protect the confidentiality of students, instructors will only see results in aggregate and will not be able to see results for courses with less than three enrolled students. Department chairs will be able to view these courses and can choose to share this student feedback at their discretion. We recommend sharing it in aggregate with other information to protect the confidentiality of students.

Where can I see the results?

Results become available to instructors and department chairs a few weeks after the survey period closes and remain available at anytime in EvaluationKit. You will receive an email when results become available but can also click the course survey link on OL.Berklee.edu.

What else do I need to know?

- It is important that department chairs carefully review student feedback, especially comments, because they may provide important and sensitive information.

- A guide is available to help you find and interpret instructor results: *https://bit.ly/2Z5UVxH*

- An extended FAQ is available on the student course survey page of Berklee.edu: *https://www.berklee.edu/institutional-assessment/course-evaluations*

- EvaluationKit contains all course survey results since fall 2017. For results before fall 2017, please contact Institutional Research and Assessment.

- Additional questions can be directed to institutionalassessment@berklee.edu