

Bluenotes – August 2018



Why attend this presentation?



Session Objectives

- Examine how a health sciences university uses Blue
- Develop ideas as to how your university can get the most out of Blue
- Ask questions/Share knowledge



Agenda

- Acknowledgements / Introduction
- The OHSU Context
- Exemplar Case: School of Nursing
 - Snapshot reports
 - Faculty reports
 - Report Access
- Lessons Learned/Interventions
- Q&A



Acknowledgements

- Dr. Tanya Ostrogorsky, OSU College of Pharmacy
- Dr. Tatum Korin, Nursing
- Linda Brown, Nursing
- OHSU Teaching and Learning (TLC) team

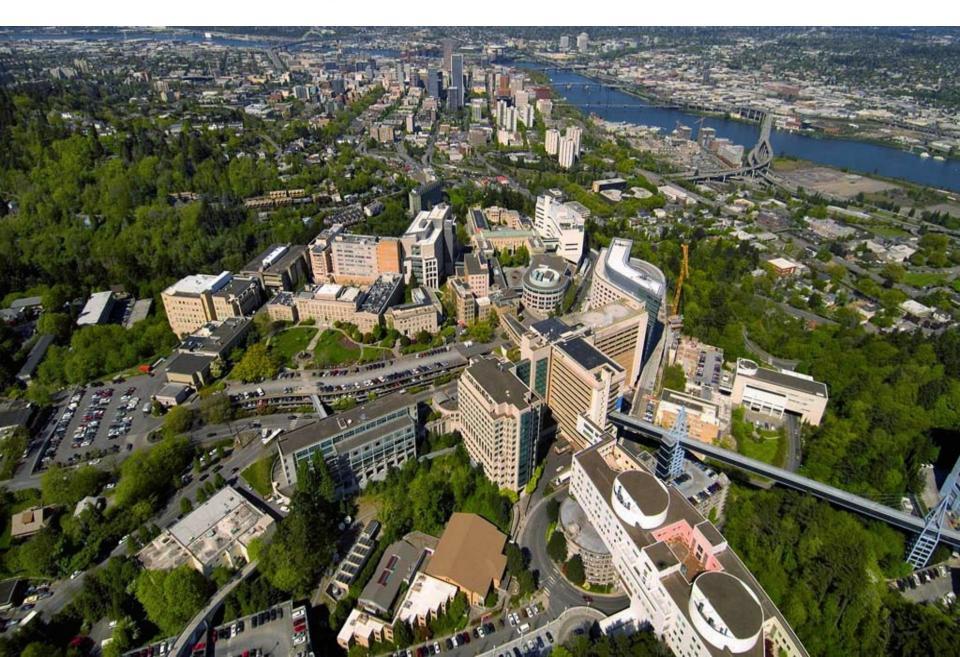






Let's get some OHSU context

This is OHSU



And so is this.



Why Blue?



- Product Focus
- Cost
- BANNER interface
- Mobile-friendly and ADA Compliant



How does it Work?











Exemplar Case: OHSU School of Nursing

Why the School of Nursing?

- Response rates between 50% to 70% per academic term
- Historical use of previous evaluation systems (Sakai)
- Active use of evaluations by all levels of faculty: individual faculty members, curriculum committee chairs, program directors, dean-level team members

Why the School of Nursing?

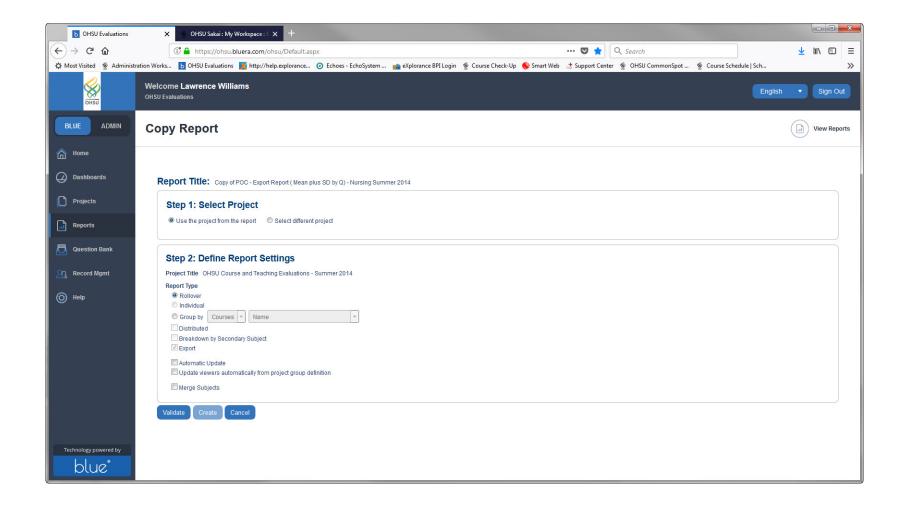
- Most diverse group of students and faculty at OHSU, especially for age of students and geographic spread
- Multiple instructors for almost every SON course
- Formal Course Audit for courses with low scores

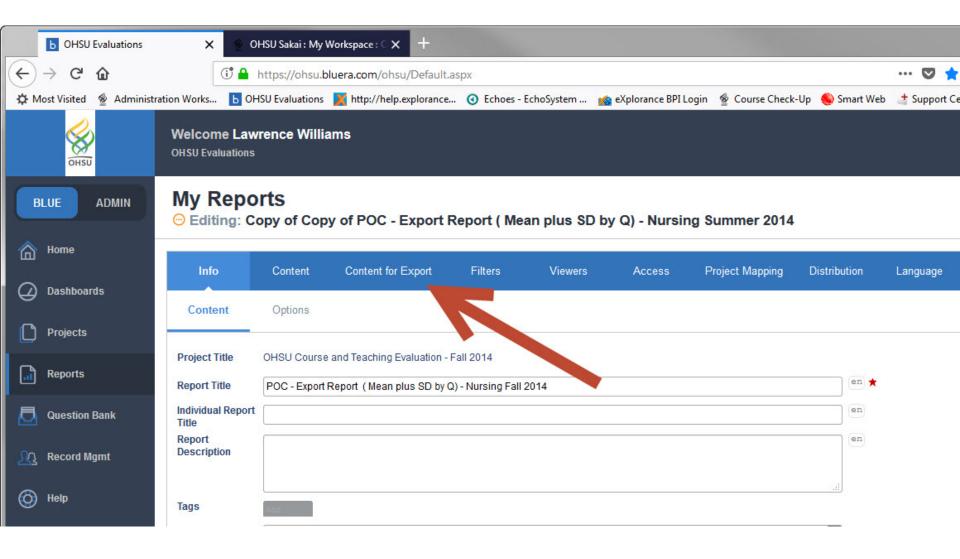
Exemplar: School of Nursing

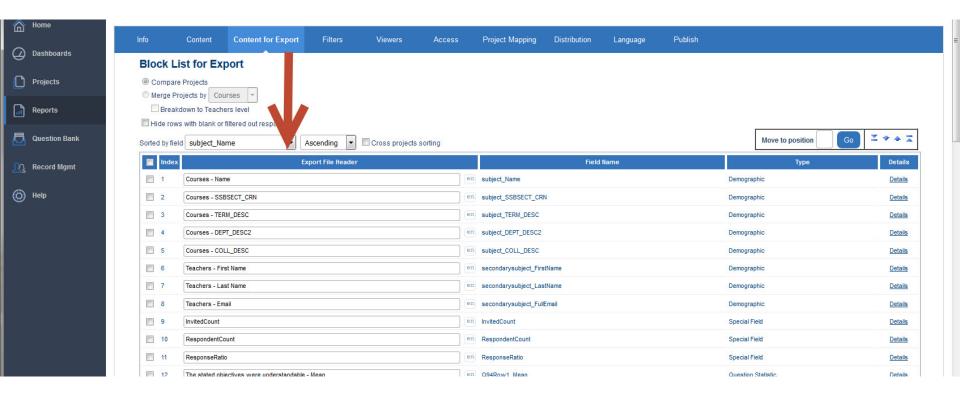
Audit Process:

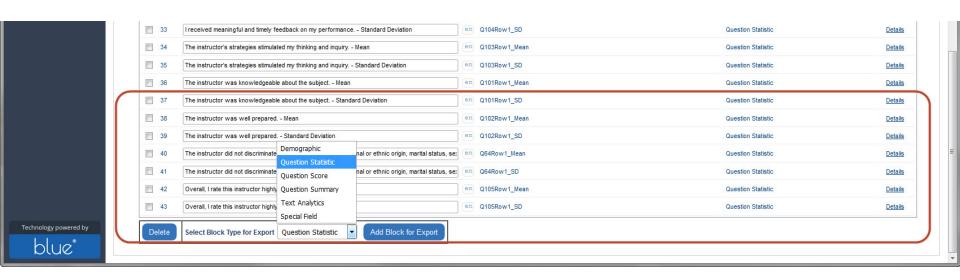
- Course snapshot reports sent to Program
 Directors and Dean-level staff each term
- Courses with at least a 60% response rate and a score of 4 or lower on a 6-point scale are flagged for review
- Faculty discuss the review with the graduate or undergraduate council, and form an improvement plan





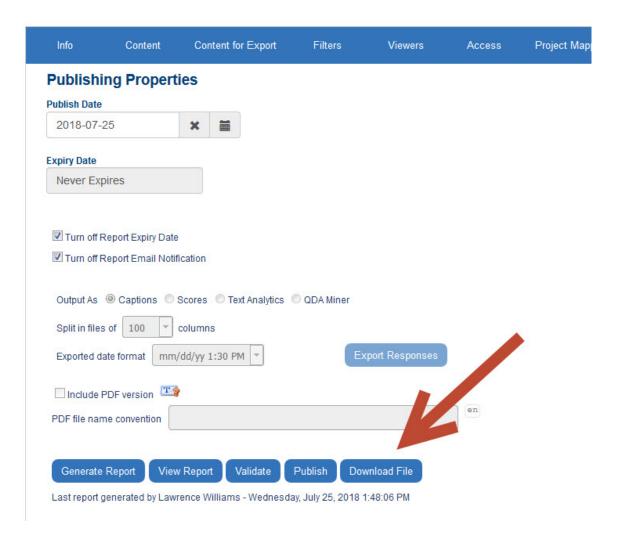








Question Title	Question Type	Export File Header	
The stated objectives were understandable.	Single Selection	(6	ě
The course as a whole was well organized.	Single Selection		ė
The educational materials and resources enhanced my learning.	Single Selection	(6	ė
Evaluation of my performance was based on stated objectives.	Single Selection	(6	ě
Overall, I rate this course highly.	Single Selection		ě
On average, estimate how many hours, including lectures, you invested in the course during a typical week.	Single Selection	(6	8
How did the actual number of hours per week compare with your expectations?	Single Selection	(6	-



A	В	С	D	E	н	1	j	K	L	M	N	0	P	Q	R	S	A
1 Courses - Name	Courses - SSBSECT_CF	AN Courses - TERM_F	DES Courses - DEPT_DESC2	Courses - COLL_DESC	Teachers - Email	InvitedCount	RespondentCo	oun ResponseRatio	The stated object	ct The stated object	t The course as a v	w The course as a	w The educational	n The educational	n Evaluation of my	y Evaluation of m	/IT
2 AN 713 - General Histology	11708	Fall 2014	Integrative Biosciences-Portland Campus	School of Dentistry	mortonda@ohsu.edu	76	38	50	5.47	0.69	5.42	0.98	5.42	0.89	5.5	0.8	N
3 AN 713 - General Histology	11708	Fall 2014	Integrative Biosciences-Portland Campus	School of Dentistry	danilchi@ohsu.edu	76	38	50	5.47	0.69	5.42	0.98	5.42	0.89	5.5	0.8	N
4 BCMB 705A - MD/PhD Journal Club	11961	Fall 2014	Biochemistry & Molecular Biol-Portland Campus	School of Medicine		2	2	100	6	0	6	0	6	0	6	0	N
5 BEHN 607 - Issues in Behav Neurosc	10869	Fall 2014	Behavioral Neuroscience-Portland Campus	School of Medicine	ozburn@ohsu.edu	23	4	17	5.5	0.58	5.75	0.5	5.5	1	5.5	1	N
6 BEHN 607 - Issues in Behav Neurosc	10869	Fall 2014	Behavioral Neuroscience-Portland Campus	School of Medicine	phillipt@ohsu.edu	23	4	17	5.5	0.58	5.75	0.5	5.5	1	5.5	1	N
7 BEHN 630 - Research Methods Behav Science	11921	Fall 2014	Behavioral Neuroscience-Portland Campus	School of Medicine	mitchesu@ohsu.edu	7	1	14	6	0	5	0	5	0	6	0	N
8 BEHN 630 - Research Methods Behav Science	11921	Fall 2014	Behavioral Neuroscience-Portland Campus	School of Medicine	crabbe@ohsu.edu	7	1	14	6	0	5	0	5	0	6	0	N
9 BEHN 631 - Compar Funct Neuroanatomy	11922	Fall 2014	Behavioral Neuroscience-Portland Campus	School of Medicine	meshulc@ohsu.edu	8	3	38	4.33	1.53	2.33	1.15	3.67	1.53	4.67	0.58	N
10 BEHN 632 - Neurophysiological Behav	11923	Fall 2014	Behavioral Neuroscience-Portland Campus	School of Medicine	allenc@ohsu.edu	3	3	100	4.67	0.58	4.33	0.58	5	1	4.67	0.58	N
11 BEHN 632 - Neurophysiological Behav	11923	Fall 2014	Behavioral Neuroscience-Portland Campus	School of Medicine	heinricm@ohsu.edu	3	3	100	4.67	0.58	4.33	0.58	5	1	4.67	0.58	N
12 BLHD 710 - Blood & Host Defense	11927	Fall 2014	Education & Student Affairs-Portland Campus	School of Medicine		140	106	76	4.25	1.19	3.14	1.46	4.46	1.16	3.81	1.29	N
13 BME 680 - Signals and Linear Systems	11918	Fall 2014	Biomedical Engineering-Portland Campus	School of Medicine	jacobsp@ohsu.edu	2	1	50	5	0	5	0	3	0	5	0	٨
14 BME 680 - Signals and Linear Systems	11918	Fall 2014	Biomedical Engineering-Portland Campus	School of Medicine	austidan@ohsu.edu	2	1	50	5	0	5	0	3	0	5	0	N
15 BMI 510 - Intro to Biomed Informatics	11120	Fall 2014	Medical Infor & Clin Epid-Portland Campus	School of Medicine	hersh@ohsu.edu	2	1	50	6	0	6	0	6	0	6	0	N
16 BMI 510 - Intro to Biomed Informatics	11121	Fall 2014	Medical Infor & Clin Epid-OHSU Online	School of Medicine	hersh@ohsu.edu	17	8	47	5.38	1.06	5.57	0.79	5.38	1.06	4.86	1.35	N
17 BMI 512 - Clinical Information Systems	11122	Fall 2014	Medical Infor & Clin Epid-OHSU Online	School of Medicine	mohanv@ohsu.edu	22	9	41	5	1.58	4.78	1.56	4.33	1.8	4.89	1.62	N
18 BMI 523 - Clinical Research Informatics	11264	Fall 2014	Medical Infor & Clin Epid-OHSU Online	School of Medicine	loganju@ohsu.edu	8	2	25	5.5	0.71	5.5	0.71	5.5	0.71	5.5	0.71	N
19 BMI 523 - Clinical Research Informatics	11264	Fall 2014	Medical Infor & Clin Epid-OHSU Online	School of Medicine	schuffr@ohsu.edu	8	2	25	5.5	0.71	5.5	0.71	5.5	0.71	5.5	0.71	٨
20 BMI 530 - The Practice of Health Care	11125	Fall 2014	Medical Infor & Clin Epid-Portland Campus	School of Medicine	gormanp@ohsu.edu	2	0	0		0		0		0		0	
21 BMI 530 - The Practice of Health Care	11126	Fall 2014	Medical Infor & Clin Epid-OHSU Online	School of Medicine	gormanp@ohsu.edu	6	2	33	5.5	0.71	6	0	6	0	4	1.41	N
22 BMI 540 - Intro to Computer Science/JAVA	11127	Fall 2014	Medical Infor & Clin Epid-Portland Campus	School of Medicine	fletchju@ohsu.edu	3	0	0		0		0		0		0	
23 BMI 540 - Intro to Computer Science/JAVA	11128	Fall 2014	Medical Infor & Clin Epid-OHSU Online	School of Medicine	fletchju@ohsu.edu	13	7	54	5.57	0.53	5.43	0.53	5.57	0.53	5.43	0.53	N
24 BMI 550 - Bio/Comp Biology I: Algorithms	11129	Fall 2014	Medical Infor & Clin Epid-Portland Campus	School of Medicine	mcweeney@ohsu.edu	11	7	64	5	1.15	4.71	1.11	5.29	0.76	5.14	0.9	N
25 BMI 559 - Computational Genetics	11130	Fall 2014	Medical Infor & Clin Epid-Portland Campus	School of Medicine	mcweeney@ohsu.edu	3	0	0		0		0		0		0	
26 BMI 565 - Bioinfo Programming/Scripting	11131	Fall 2014	Medical Infor & Clin Epid-Portland Campus	School of Medicine	mooneymi@ohsu.edu	7	4	57	5.75	0.5	5.75	0.5	6	0	5.5	0.58	N
27 BMI 570 - Scientific Writing for Inform	11132	Fall 2014	Medical Infor & Clin Epid-OHSU Online	School of Medicine	pylek@ohsu.edu	9	3	33	6	0	6	0	6	0	6	0	N
28 BMI 582 - Managing Info Govern	11165	Fall 2014	Medical Infor & Clin Epid-OHSU Online	School of Medicine	valerius@ohsu.edu	18	9	50	5.44	0.53	5.44	0.73	5.67	0.5	5.33	0.71	N
29 BMI 588 - Manage Pro Practice/Practicum	11167	Fall 2014	Medical Infor & Clin Epid-OHSU Online	School of Medicine	valerius@ohsu.edu	1	0	0		0		0		0		0	
30 BMI 640 - Intro to Computer Science/JAVA	11232	Fall 2014	Medical Infor & Clin Epid-OHSU Online	School of Medicine	fletchju@ohsu.edu	1	0	0		0		0		0		0	
31 BMI 650 - Bio/Comp Biology I: Algorithms	11233	Fall 2014	Medical Infor & Clin Epid-Portland Campus	School of Medicine	mcweeney@ohsu.edu	4	2	50	6	0	5	1.41	6	0	5.5	0.71	N
32 BMI 659 - Computational Genetics	11258	Fall 2014	Medical Infor & Clin Epid-Portland Campus	School of Medicine	mcweeney@ohsu.edu	1	0	0		0		0		0		0	
33 BMI 665 - Bioinfo Programming/Scripting	11259	Fall 2014	Medical Infor & Clin Epid-Portland Campus	School of Medicine	mooneymi@ohsu.edu	4	2	50	6	0	5.5	0.71	5.5	0.71	6	0	N
31 BM 530 Calantific Melting for Inform	11360	Fall 2014	Madical Infor & Clin Cold CUEU Colina	Cohool of Madicina	aulah@ahau adu		0			0		0		0		0	
ExportReport (+)								4									

- 1. In the Report creation page, select "Rollover Type" and click the "Export" button
- 2. Select the items (demographics, question stats, etc.) you wish to report on in the "Content for Export" section
- 3. Assign viewers and set Distribution and Publish dates
- 4. Generate the Report, Validate it, and click the "Download File" button to view the report

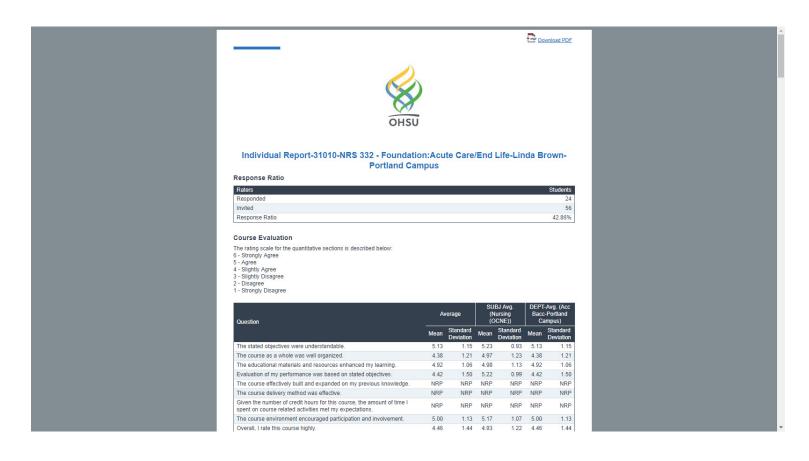
Additional Benefits of the Snapshot Reports

- 1. A way to quickly compare SON instructor evaluation scores over time
- 2. A way to quickly compare SON evaluation scores for instructors between the same course, across departments, and so on
- 3. A way to quickly compare SON course and teaching evaluation scores for the same course, but at different campuses



Evaluation reports:

- Individual Reports for each faculty member who taught a course.
- Course & Teaching Effectiveness Reports, course aggregate reports for program directors.
- Departmental Reports, aggregate reports based on courses within a department, for dean-level staff.



Course Evaluation

The rating scale for the quantitative sections is described below:

- 6 Strongly Agree
- 5 Agree
- 4 Slightly Agree
- 3 Slightly Disagree
- 2 Disagree
- 1 Strongly Disagree

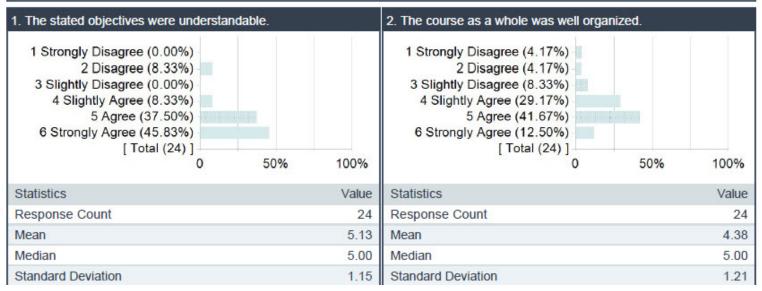
Question	A	verage	(N	BJ Avg. lursing ICNE))	DEPT-Avg. (Acc Bacc-Portland Campus)		
	Mean	Standard Deviation	Mean	Standard Deviation	Mean	Standard Deviation	
The stated objectives were understandable.	5.13	1.15	5.23	0.93	5.13	1.15	
The course as a whole was well organized.	4.38	1.21	4.97	1.23	4.38	1.21	
The educational materials and resources enhanced my learning.	4.92	1.06	4.98	1.13	4.92	1.06	
Evaluation of my performance was based on stated objectives.	4.42	1.50	5.22	0.99	4.42	1.50	
The course effectively built and expanded on my previous knowledge.	NRP	NRP	NRP	NRP	NRP	NRP	
The course delivery method was effective.	NRP	NRP	NRP	NRP	NRP	NRP	
Given the number of credit hours for this course, the amount of time I spent on course related activities met my expectations.	NRP	NRP	NRP	NRP	NRP	NRP	
The course environment encouraged participation and involvement.	5.00	1.13	5.17	1.07	5.00	1.13	
Overall, I rate this course highly.	4.46	1.44	4.93	1.22	4.46	1.44	
Overall	4.72	1.28	5.09	-	4.72	-	

Instructional Effectiveness Evaluation

					Average					
Question		Mean	Min	Max	Standard Deviation					
The instructor was knowledgeable about the subject.		5.82	5.00	6.00	0.39					
The instructor was well prepared.		5.36	3.00	6.00	0.90					
The instructor's strategies stimulated my thinking and inquiry.		5.32	3.00	6.00	0.89					
I received meaningful and timely feedback on my performance.		5.53	4.00	6.00	0.70					
Overall, I rate this instructor highly.		5.23	2.00	6.00	1.07					
Overall		5.45	Α.	- 4	0.84					

Frequency Analysis-Course Evaluation

Competency Statistics	Value
Mean	4.72
Median	5.00
Standard Deviation	1.28



What are the strengths of the course?

Students

Professors were well informed and clearly cared a lot about the subject, there was some effort made to teach to different learning styles instead of just lecturing.

Strong emphasis on cases studies helped a lot match theory and practice

Well organized for such a wide breadth of material. Linda and Linda are great at lecture and are experts in the material. Case studies were helpful in aiding learning.

the clinical placements were the most useful part.

SO MUCH VALUABLE INFORMATION ALL AT ONCE, MY GOODNESS.

There was a good balance of lecture and case studies that required participation.

I never missed class because I knew each moment was valuable.

It covered a wide variety of material in the most fluid way as possible.

I really appreciated the case study learning format. The lectures were very engaging and applicable.

I enjoyed the organization of this course. I thought that the topics for the weeks were very well organized and it really helped me categorize my thinking while studying and in the clinical setting.

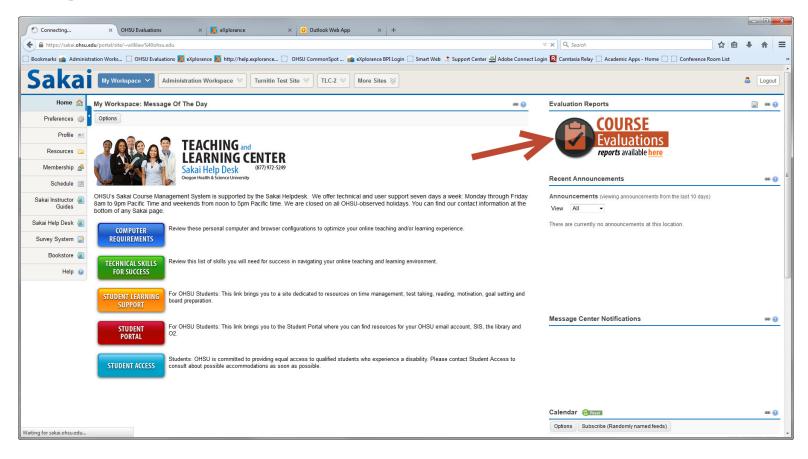
Both Linda's are excellent teachers and really want their students to succeed. They are available to help when needed



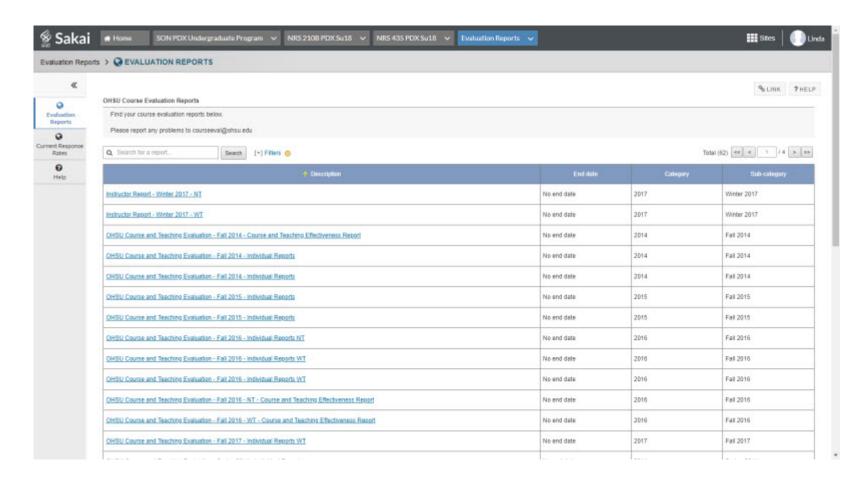
Report Access

Report Access

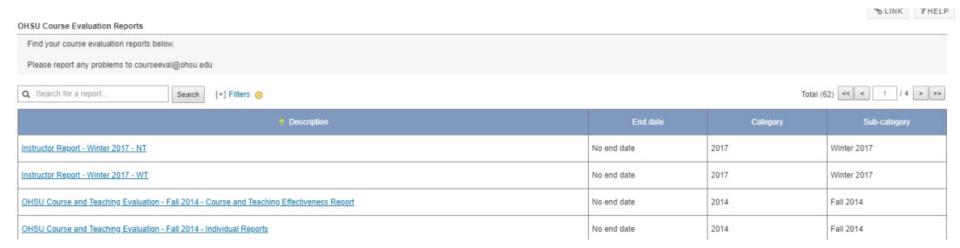
Report can be accessed via Sakai, OHSU's LMS:



Report Access



Report Access

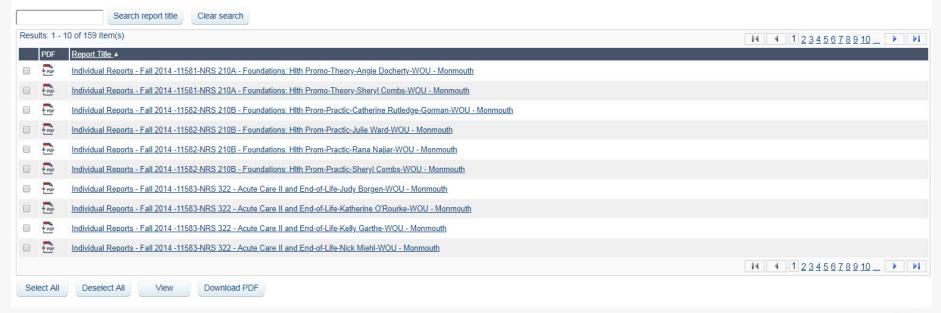


Report Access



Report List - OHSU Course and Teaching Evaluation - Fall 2014 - Individual Reports

This table provides a list of links to reports in both PDF and HTML format. The PDF versions of the reports listed here are not WCAG 2.0 compliant. Please use the HTML version by opening the link located in the Report Title column of the table as an accessible alternative.

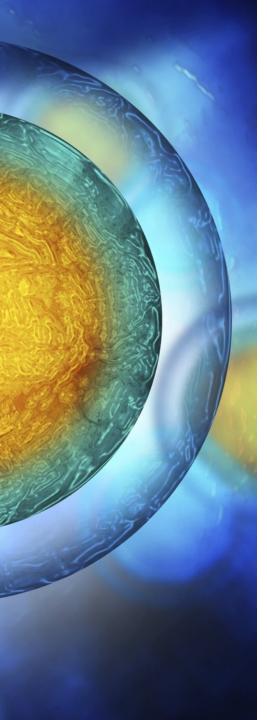




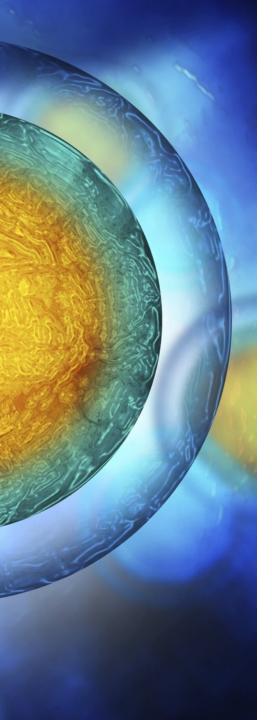
Exemplar: School of Nursing

Report Access:

- Set up through Blue Portal Integrator (BPI)
- BPI block added within Sakai, which ensures users are validated through Shibboleth, OHSU's authentication system.
- − "One stop shop" =



Lessons Learned



Lesson 1 – We must clean our data, and keep it clean

A	В	D	E	F	Н	J	L	Q
1 COURSEID	COURSE_TITLE	CROSS_LISTEE *	START_DATE =	END_DATE 🔻	COLL_DESC	DEPT_DESC	DEPT_DESC2	CAMP_DESC
79 31103-201803	BSTA 513 - Categorical Data Analysis	YES	2-Apr-18	22-Jun-18	School of Public Health		#NAME?	Portland Campus
12079-201801	BSTA 515 - Data Management-Analysis SAS	NO	25-Sep-17	15-Dec-17	School of Public Health		#NAME?	Portland Campus
06 11409-201801	MP 521 - Radiological A/P	NO	25-Sep-17	15-Dec-17	School of Medicine		#NAME?	Portland Campus
07 11410-201801	MP 531 - Radiophysics	NO	25-Sep-17	15-Dec-17	School of Medicine		#NAME?	Portland Campus
14 31126-201803	BSTA 516 - Design Analysis of Surveys	NO	2-Apr-18	22-Jun-18	School of Public Health		#NAME?	Portland Campus
70 1854-201800	BSTA 517 - Stat Methods Clinical Trials	NO	7-Aug-17	15-Sep-17	School of Public Health		#NAME?	OHSU Online
84 12104-201801	BSTA 519 - Appl Longitudinal Data Analysi	NO	25-Sep-17	15-Dec-17	School of Public Health		#NAME?	Portland Campus
01 32187-201803	BSTA 521 - Bayesian Methods-Data Analysis	NO	2-Apr-18	22-Jun-18	School of Public Health		#NAME?	Portland Campus
20 12013-201801	NURS 557 - ANP Ped Chronic/Specialty Care	NO	25-Sep-17	15-Dec-17	School of Nursing		#NAME?	Portland Campus
22 22124-201802	BSTA 522 - Statistical Learning/Big Data	NO	8-Jan-18	23-Mar-18	School of Public Health		#NAME?	Portland Campus
23 12080-201801	BSTA 550 - Introduction to Probability	NO	25-Sep-17	15-Dec-17	School of Public Health		#NAME?	Portland Campus
59 21963-201802	BSTA 551 - Mathematical Statistics I	NO	8-Jan-18	23-Mar-18	School of Public Health		#NAME?	Portland Campus
60 31104-201803	BSTA 552 - Mathematical Statistics II	NO	2-Apr-18	22-Jun-18	School of Public Health		#NAME?	Portland Campus
61 32211-201803	CPH 507A - Current Issues In Public Healt	NO	2-Apr-18	22-Jun-18	School of Public Health		#NAME?	OHSU Online
62 1851-201800	CPH 509A - Grad Internship in Public Hlth	NO	26-Jun-17	15-Sep-17	School of Public Health		#NAME?	OHSU Online
65 32190-201803	CPH 522 - Communication & Informatics	YES	2-Apr-18	22-Jun-18	School of Public Health		#NAME?	OHSU Online
66 22151-201802	CPH 523 - Perspectives & Prgm Developmt	YES	8-Jan-18	23-Mar-18	School of Public Health		#NAME?	OHSU Online
18 1209-201800	ANAT 411UN - Foundation of Clinical Anatomy	NO	7-Aug-17	15-Sep-17	School of Medicine		#NAME?	Portland Campus
35 2045-201800	CPH 523 - Perspectives & Prgm Developmt	YES	26-Jun-17	15-Sep-17	School of Public Health		#NAME?	OHSU Online
46 2023-201800	NURS 526B - Mgmt II Adult Gero Acute Care	NO	26-Jun-17	26-Jun-17	School of Nursing		#NAME?	Portland Campus

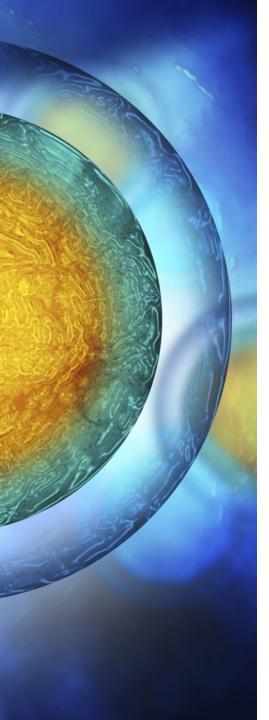
Easy-to-interpret reports?

Response Ratio

OHSU Course and Teaching Evaluations - Winter 2015	
Raters	Students
Responded	22
Invited	32
Response Ratio	68.75%

Course Evaluation

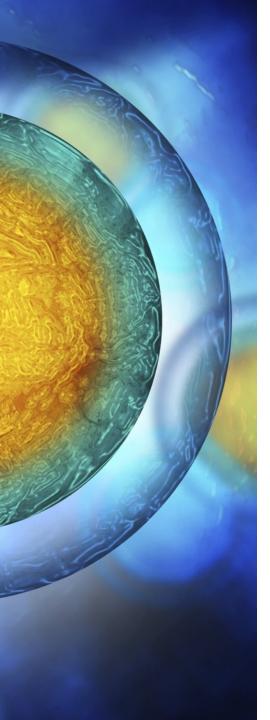
		Average		SUBJ Avg.		DEPT-Avg.	
Question	Mean	Standard Deviation	/lean	Standard Deviation	lean	Standard Deviation	
The stated objectives were understandable.	5.18	0.87	5.19	0.95	5.39	0.67	
The course as a whole was well organized.	5.18	0.75	4.95	1.17	5.22	0.55	
The educational materials and resources enhanced my learning.	5.27	0.79	5.00	1.07	5.22	0.61	
Evaluation of my performance was based on stated objectives.	5.55	0.69	5.17	1.03	5.47	0.62	
Overall, I rate this course highly.	5.18	0.60	4.91	1.22	5.19	0.69	
The course effectively built and expanded on my previous knowledge.	5.36	0.92	5.11	1.04	5.34	0.70	
The course delivery method was effective.	5.09	1.04	4.81	1.26	5.13	0.83	
Overall	5.26	0.80	5.02	-	5.28	-	



Lesson 1 Intervention

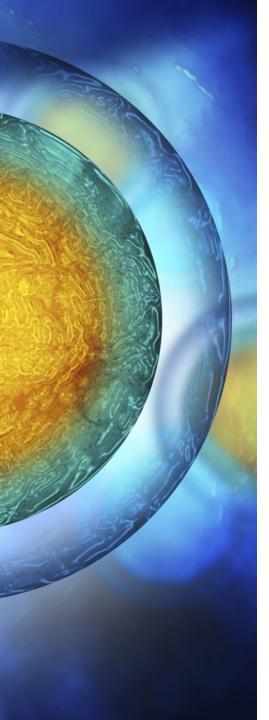
Lesson 1 Intervention – Training for ACAD and Nursing Teams

- Scheduled quarterly sessions with the ACAD team (staff who manage Banner records)
- Send quarterly reminders to ACAD team and School of Nursing Administration to review data



Lesson 2 – Don't underestimate the desire for privacy

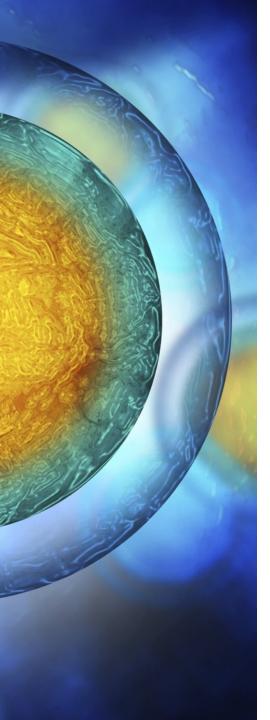




Lesson 2 Intervention

Lesson 2 Intervention – Privacy measure implemented

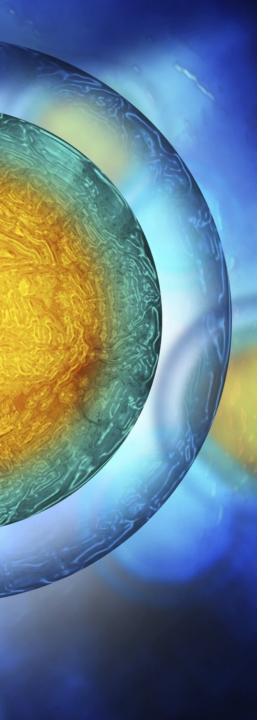
- "Flexible Confidentiality" added to all evaluation projects at OHSU; reinforce the change while working with faculty and staff
- "OHSU Get out of my phone" using student feedback in evaluation project development; refraining from developing an evaluation app



Lesson 3 – Acknowledge the shift in culture

Lesson 3 – Acknowledge the cultural shift

- Effort to create confidence in system and ensuring no fails
- Faculty and staff felt like there is a lack of autonomy
- "Who's responsible for evaluations?"



Lesson 3 Intervention



Lesson 3 Intervention – Outreach: Students

 Share changes with students to show use of evaluation data – example: Nursing programs listing course and program changes in their syllabi; using evaluation data from p&t

Lesson 3 Intervention – Outreach: Students

Add information for the OSHU
 Ombudsman, Affirmative Action/Equal
 Opportunity (AAEO) office, and
 accessibility team, so that students can
 reach theses departments if need be

Lesson 3 Intervention – Outreach: Students

 Add instructions for students on how to give constructive, yet critical, feedback

Lesson 3 Intervention – Outreach: Instructors

- Assist faculty with evaluation report retrieval and/or interpretation
- Developed and implemented a presentation series on how evaluations are managed at OHSU, and who to contact if faculty/staff need assistance

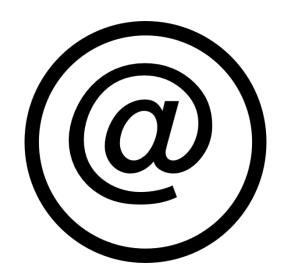




Thank You

How do I get more info?





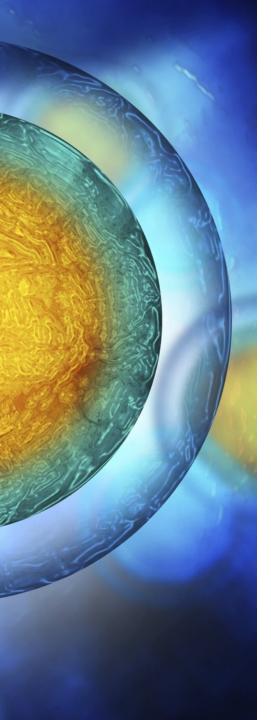
503-418-6820

willilaw@ohsu.edu courseeval@ohsu.edu

References

- Beleche, T., Fairris, D., & Marks, M. (2012). Do course evaluations truly reflect student learning? Evidence from an objectively graded post-test. *Economics of Education Review*, 709-719.
- Braga, M., Paccagnella, M., & Pellizzari, M. (2014). Evaluating students' evaluations of professors. *Economics of Education Review*, 71-88.
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- Freeman, R., & Dobbins, K. (2013). Are we serious about enhancing courses? Using the principles of assessment for learning to enhance course evaluation. *Assessment & Education in Higher Education*, 142-151.
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Next Steps



Next Steps

- Text
- Text



Snapshot Reports – Areas for improvement

- 1. A feature to export the Overall Course mean
- A feature to export only Course information; you'll need to remove duplication rows if you only want Course details

Major Steps for Buy-In (Nov – May)

Survey Item Team:

- Who is doing what? Who is friendly? Who needs convincing?
- What are the items currently used? (.....there were 200+ unique items)
- Prioritize to Top 10 then whittle down to Top 5.

1.	Overall organization	great good	fair	blah
2.	Coverage of Topics	too broad	OK	too narrow
3.	Depth of Coverage	over my head	just right	too simple
4.	Difficulty of material	too hard	OK	too easy
5.	Usefulness of the material	new/useful	boring/ redundant	new but not useful
6.	Quantity of readings	too much	OK	not enough
7.	How much of the reading did you do?	100% 75%	50%	25%

Items
from one
PhD
program

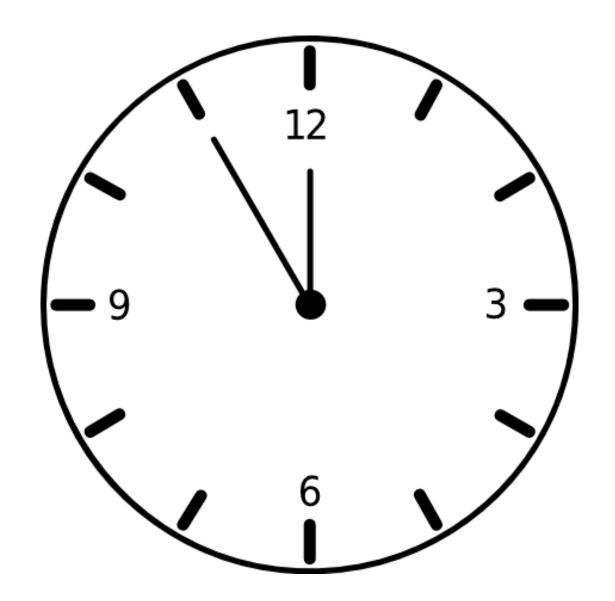
Standard Question Sets

Course	Instructor
The stated objectives were understandable.	The instructor was knowledgeable about the subject.
The course as a whole was well organized.	The instructor was well prepared.
The educational materials and resources enhanced my learning.	The instructor's strategies stimulated my thinking and inquiry.
Evaluation of my performance was based on stated objectives.	I received meaningful and timely feedback on my performance.
Overall, I rate this course highly.	Overall, I rate this instructor highly.
What recommendations do you suggest for improving this course? (Open-ended)	What recommendations do you suggest for the instructor? (Open-ended)
What are the strengths of this course? (Open-ended)	What are the strengths of this instructor? (Open-ended)

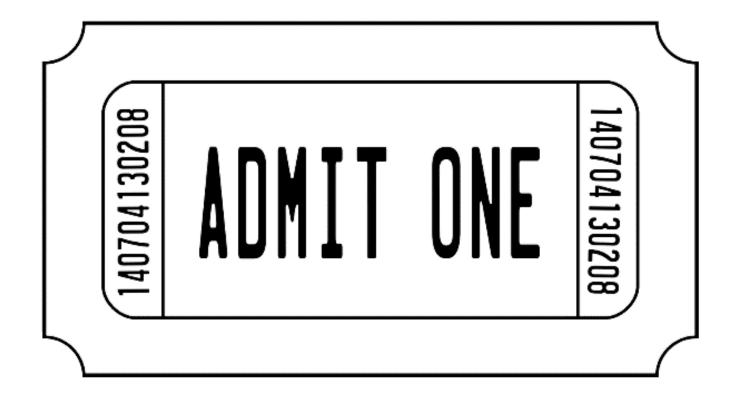
1 = Strongly Disagree to 6 = Strongly Agree

Evaluation Best Practices









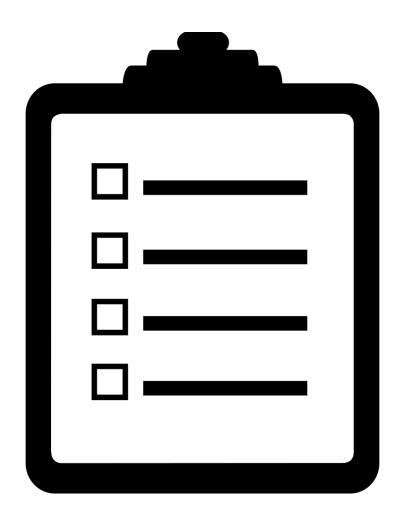


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Lesson 2 – Evaluation Fatigue

Lesson 2 Intervention

Lesson 2 Intervention – Strategic Planning/Time of Evaluations

- Combine evaluation projects, such as the UME preceptor evaluations with the standard end-ofquarter evaluation
- Continue to be mindful of evaluation
 reminders/not send evaluations at peak times
- Increased dialogue between TLC and Schools

Lesson 2 Intervention – Strategic Planning/Time of Evaluations

 If it isn't relevant or actionable, do you need to send it?