

Chaos and Opportunity: COVID-19 at the University of Minnesota

Bluenotes Global
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UNIVERSITY OF MINNESOTA
Driven to DiscoverSM

Purpose and Presenters

The rapid pivot to remote instruction in March 2020 was chaotic. It also brought some opportunities. Each of us has a different role in supporting student rating of teaching (SRT) at the U of M, and we will share our experiences from these different, but linked, perspectives

Ole Gram (policy oversight, senior stakeholder buy-in, decisions/approvals)

Stephanie Klein (strategic - program administration)

Daniel Glover (technical - Blue administration)

Adam Lenczuk (tactical - program support and end user inquiries)

Chronology

1. Pivot to remote instruction is likely... and occurs
2. Decisions: will evaluations happen? What will change?
3. Blue changes: mid term and end of term
4. Data collection in progress
5. Data collection closes

Conclusion: Reflections on outcomes and opportunities; Q&A

1. Pivot to remote instruction is likely... and occurs

First MN case 3/6; UMN COVID-19 committee established 3/7; WHO announces outbreak is a pandemic 3/11.

Pivot announced 3/12; end of spring break extended to 3/18; many Term A courses are scheduled to end during this same week

- Provostial/governance conversations
- OMS prepares contingency plan

2. Decisions

Evaluations will proceed, all online, revised version

- When will the “revised pandemic” form go live?

Developing and finalizing “revised pandemic” form

- Updated language on form for students
- Updated instructor email

3a. Blue changes for mid-term data collection

- Half term courses ending; many instructors planned to administer paper SRT upon return from spring break
- Increased volume of questions from units asking what will happen to their SRTs
- Communicate to instructors/department contacts changes to data collection for Term A courses
- Revise relevant stakeholder documents (guide to improving response rates, etc...)

3b. Blue changes for end-of-term data collection

- Need to switch over the “full year” courses from Fall 2019 as well as the regular full term courses.
- Increased volume of questions from units asking what will happen to their SRTs
- Communicate to instructors/department contacts changes to data collection AND form change for full-semester courses
- Once form change was finalized, need to get word out beyond just what was internally available in Blue

4. Data collection in progress

- Reaction from instructors, students, Helpdesk, departmental contacts...
new troubleshooting needed
- Instructors (and departmental staff) accustomed to paper needed help
understanding data collection windows
- “Hiccup” with emailed invitations to students

5. Data collection is closing... and closed

- Requests for exception to data collection window
- Other questions and support requests
- Quick turnaround on analysis for Provost
 - Data to illustrate student reaction/experience
 - First time having full data set without weeks of paper scanning
- Getting ready to release instructor and chair reports

Conclusions/Reflections

Questions?