



Bluenotes **GLOBAL** 2020
VIRTUAL EXPERIENCE

COVID-19 Impact on Course Evaluations – Policy, Process, People

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Panel Members

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1. What was your institution's response to COVID-19 (in relation to course evaluations)?



2a. What were the biggest **challenges**, benefits, or opportunities for you/your team in regard to your changes to the course evaluation program?

- Many scenarios, quick decisions needed, many stakeholders
- Very short time from instructional pivot to opening data collection
- Delays in getting firm decisions so implementation could proceed
- Communications - so much info was flying around
- Changing evaluation process in the midst of instructional pivot
- Necessary speed of Blue changes and associated tactical difficulties depending on implementation (course data, content, process)



2b. What were the biggest challenges, **benefits**, or **opportunities** for you/your team in regard to your changes to the course evaluation program?

- Consulting with faculty associations/unions led to sense of partnership w/ sr. admin; instructors felt supported when so much was student focused
- Changes to student comms seemed to improve their engagement
- Post-term surveys of students, instructors - useful info
- First opportunity to have single set of questions in all evaluations
- Keeping evals gave students a voice; good feedback to faculty
- Bluenotes Community - learning about other institutions' decisions



3. What was the context with the most impact on deciding and implementing changes?

- Direct line and collaborative relationship between head of eval team and senior administrators, allowing:
 - Good awareness of faculty concerns, need for student feedback
 - Evals being considered early in planning instructional pivot
 - Timely decisions and help developing communication language
- Senior administrator with authority to approve policy exceptions
- Limited appetite for change (same instrument in use for many years)
- Desire to allow student feedback while ensuring correct interpretation
- Recognition that expectations for Spring 2020 results in P&T process would be ongoing conversation, not single communication



4. What do you wish you had done, but didn't - or couldn't?



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Q&A

