



**Panel:**  
**Handling Comments of Concern –  
Practices, Policies, Competency**

# Panel Moderator and Panel Members

## Panel Members

- Brad Wuetherick, UBC
- Elena Zaitseva, Liverpool John Moores University
- Lisa Votodian, University of Pittsburgh
- Meagan Morrissey, University of Newcastle

## Moderated by

- Yeona Jang, Explorance

# What is your institution currently doing in regard to concerning comments in Course Evaluations? Detecting/Determining

- Who is responsible for detecting concerning comments?
- How is the seriousness of a comment of concern determined?
- How are you identifying comments concern in a timely manner to prevent potentially dangerous situations?
- Are you able to identify repeat offenders, *i.e.*, isolated comments about staff that are consistent over time or students that make multiple threats?

# What is your institution currently doing in regard to concerning comments in Course Evaluations? Once Detected/Determined, Now What?

- How are comments where students are reporting concerning instructor behaviors handled? What does your institution do with such comments?

# What is your institution currently doing in regard to concerning comments in Course Evaluations?

## Feedback Literacy - Giving Feedback

- How to communicate to students that offensive or threatening responses are flagged, subject to review and action may be taken?
- What steps can be taken to educate students about providing professional and constructive feedback?
  - As part of the above: helping students understand "confidential" is not "anonymous" and they can't write inappropriate comments with impunity?

# Competency: Feedback Literacy

- **Constructive feedback 'literacy' - when to start and who is positioned best to do this work with students and academic staff?**

# Policies

- Is there any activity related to revising, expanding or clarifying policies to provide better guidance in regard to handling comments of concern?

# Q&A





**Wrapping-up:**  
**One Advice You Would Like to Give to  
Institutions in Regard to Comments of Concern**