

Panel Discussion

Handling Comments of Concern: Practices, Policies, Competency

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Panel Members



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What is your institution currently doing regarding concerning comments in Course Evaluations?

Comment Detection

What is your institution currently doing regarding concerning comments in Course Evaluations?

Comment Detection

- **Does your institution have a process in place for detecting concerning comments?**
- **If so, can you provide a short description of what you are doing?**
 - Include:
 - Timeframe it takes to detect the comments.
 - Are you able to detect trends about staff or specific students, then isolate the data?

Into Action

What is your institution currently doing regarding concerning comments in Course Evaluations?

Into Action

- **You have the data now, take a moment to describe what your institution does with it?**
- **What are the rules of engagement around sharing or acting on this information?**

Teachable Moments

Providing constructive feedback

What is your institution currently doing regarding concerning comments in Course Evaluations?

Teachable Moments

- What is your institution doing to teach students about providing constructive feedback that is useful and heard?

Teachable Moments

- What is being done to educate students on the following:
 - Student feedback is confidential, so it is a “safe place”, but comments are not anonymous. Therefore, students cannot be abusive or inappropriate.

Policy and Progress

What is your institution currently doing regarding concerning comments in Course Evaluations?

Policy and Progress

- **Do you currently have a policy in place to govern the processes described so far?**
- **And if so, can you give a 2-min overview of the policy?**
 - **For example: the process, protections, and how long did it take to get it adopted?**

Policy and Progress: *Bonus Round*

- **What are the key barriers at your institution (or higher education in general) to advancing policies?**

Policy and Progress: *Bonus Round*

At the rate that technology, AI, and machine learning is advancing, it is unavoidable that this is going to impact current feedback policies and beyond.

- **How can higher education remove barriers to policy development to keep pace with the rate of technological advances?**

Conclusion

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

Conclusion

- **As we conclude, what is a final statement that you would like to audience to walk away with concerning student feedback analysis?**



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