

COURSE EVALUATION KPIs

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PICK A SIDE

BLUE ADMIN

- RUNS DAY TO DAY OPERATIONS IN BLUE
- CREATES PROJECTS/REPORTS
- COLLABORATES WITH IT

UNIVERSITY ADMIN

- POLICY CREATION
- WORKS CLOSELY WITH UPPER ADMINISTRATION
- DEVELOP GUIDING PRINCIPLES FOR EVALS



AGENDA

- INTRODUCTION
- GROUPS
- BREAKOUT DISCUSSION
- GROUP KPI DEVELOPMENT
- PEER FEEDBACK
- Q&A AND NEXT STEPS



Specific, measurable, and actionable metric tied to a strategic objective.

KPI DEFINITION

BLUE ADMIN KPI EXAMPLES

GOAL/OBJECTIVE	KPI	TARGET
Improve Course Evaluation Response Rates	Increase Course Evaluation Response Rates	45 – 65%
Increase Midterm Survey Opt-ins	Percent of Faculty using Midterm Surveys	50%
Increase Student Engagement	Percent of students providing open-ended feedback in evaluations	45%
Efficiently Address Technical Issues	Average resolution time for system issues	Within 24 hours
Enhance system reporting	Timeliness of report generation	Within 48 hours post request
Foster user engagement	Percent of faculty accessing system	75%
Improve system onboarding	Average time taken for new user onboarding	Within 1 week of account creation
Support for consultations and custom trainings/workshops	Number of special projects/consultations offered	5 annually

UNIVERSITY ADMIN KPI EXAMPLES

GOAL/OBJECTIVE	KPI	TARGET
Utilize Feedback for Course Improvement	Number of Improvement Plans based on Student Feedback	25 annually
Utilize Course Evaluations for Improvement	Percent of Department Chairs using Course Evaluation Data for Course Improvement	25%
Enhance Teaching Quality	Number of Faculty Attending Teaching Workshops	50 annually
Foster interdepartmental collaboration	Number of department meetings discussing evaluation results	4 annually
Implement targeted support for faculty needing improvement	Percentage of identified faculty who receive consultations and improve their teaching performance	10% improvement pre v. post consultation
Foster culture of excellence	Number of teaching awards given based on evaluation scores	5 annually
Assess the impact of training and workshops on teaching practices	Improvement of teaching practices pre-post workshop	10% improvement
Provide ongoing support for stakeholders	Number of documentation, training, and individual consultations provided	10% increase annually

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RESULTS

LET'S DIVE IN



WHAT'S NEXT

LOOKING AHEAD

THANK YOU



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Blue Admin Course Evaluation KPIs

Task: Review KPI. Provide feedback on the KPI. Is it relevant to your institutional context? Is it measurable?

1. KPI: Improve Course Evaluation Response Rates
 - a. Target: 45 - 65%
 - b. Comments/Changes: The KPI is meaningful and actionable. Could also word it, "Increase Student Participation in Course Evaluations".
 - c. How can we operationalize this in Blue? Is there an enhancement request that could make this easier in Blue?
 - i. Response Rate Monitor
 - ii. Response Rate Export Report
 - iii. Below 50% Response Rate email
 - iv. Subject Management
2. KPI: Increase Percent of Faculty using Midterm Surveys
 - a. Target: 35%
 - b. Comments/Changes: "Enhance the percentage of faculty participation in midterm surveys."
 - c. How can we operationalize this in Blue? Is there an enhancement request that could make this easier in Blue?
 - i. Example 1: Faculty awareness campaign
 - ii. Example 2: Task management in the project to identify faculty/departments that are low participants.
3. KPI: Number of special projects/consultations offered
 - a. Target: 5 annually
 - b. Comments/Changes: This number should probably be increased, notably for those with large campus enrollments.
 - c. How can we operationalize this in Blue? Is there an enhancement request that could make this easier in Blue?
 - i. Example 1: Use reports in Blue to identify faculty/departments that are scoring below the average mean in certain items. Reach out to the faculty or department chair for assistance.
 - ii. Example 2: Can the updated Blue Dashboard help department chairs/deans with the heat map identify struggling or high achieving faculty?
 - iii. Can Blue ML provide the same for thematic/sentiment/recommendations to see where pain points are in courses/instruction?

4. KPI: Increase Percent of Students Providing Open-Ended Feedback
 - a. Target: 45%
 - b. Comments/Changes: A challenge here would be the availability to make changes to the free-text questions at some institutions.
 - c. How can we operationalize this in Blue? Is there an enhancement request that could make this easier in Blue?
 - i. Example 1: Make free-text comments required, or at least some required.
 - ii. Example 2: Promote faculty 'closing the loop' where they are asked about reviewing their students' comments and what action items they took out to improve the next course. Some institutions have a dedicated section in their syllabus where faculty can add these comments to show future students issues they may have/have not addressed.
5. KPI: Increase Percent of Faculty Accessing Blue
 - a. Target: 35%
 - b. Comments/Changes:
 - c. How can we operationalize this in Blue? Is there an enhancement request that could make this easier in Blue?
 - i. Track how many views the response rate monitor gets
 - ii. How many report PDF's have been downloaded?
 - iii. Activity logs
6. Increase student engagement with looking at course eval reports in Blue
 - a. Target - 50%
 - b. How can we operationalize this in Blue? Is there an enhancement request that could make this easier in Blue?
 - i. Implement a way for students to view all faculty reports in Blue (staff cannot/should not view) (current process: download raw data and upload to Tableau)

Administration Course Evaluation KPIs

Task: Review KPI. Provide feedback on the KPI. Is it relevant to your institutional context? Is it measurable?

1. KPI: Number of Faculty Attending Teaching Workshops
 - a. Target: 50 annually
 - b. Comments/Changes: The KPI is meaningful and actionable. Could also word it, "Faculty Participation Rate in Professional Development Workshops".
 - c. How can we operationalize? Is there an enhancement request that could make this easier in Blue?
 - i. Registration/Attendance tracking
 1. Sign up sheets, Salesforce, Zoom Attendance

2. KPI: Percentage of Identified Faculty Who Receive Consultations to Improve Teaching Performance
 - a. Target: 10% improvement pre v. post consultation
 - b. Comments/Changes: Remove the word “identified,” as we expect that faculty would need to come forward for consultations themselves, not be identified. The target of 10% improvement may not make sense if there is a ceiling effect of already high scores.
 - c. How can we operationalize? Is there an enhancement request that could make this easier in Blue?
 - i. Example 1: Use course evaluation results to identify faculty members’ baseline
 - ii. Example 2: Use course evaluation results to determine change/improvement in faculty members’ results.
3. KPI: Number of Teaching Awards Given based on Evaluation Scores
 - a. Target: 5 annually
 - b. Comments/Changes: depending on institutional context, this number might need to be higher.
 - c. How can we operationalize? Is there an enhancement request that could make this easier in Blue?
 - i. Example 1: Use Blue College/Department reporting to identify high achieving faculty to highlight for department chairs/deans.
 - ii. Example 2: Could we use Blue Dashboard heatmap to identify exceptional faculty?
4. KPI: Number of documentation, training, and individual consultations provided.
 - a. Target: 10% increase annually
 - b. Comments/Changes: Send the invite or documentation, survey each participant who has attended the training/consultation.
 - c. How can we operationalize? Is there an enhancement request that could make this easier in Blue?
 - i. Example 1: Ability to invite or send the documentation and track
 - ii. Example 2: Track the invite and ask for a sign off and feedback
5. KPI: Number of Department Meetings Discussing Evaluation Results
 - a. Target: 4 annually
 - b. Comments/Changes:
 - c. How can we operationalize?? Is there an enhancement request that could make this easier in Blue?
6. KPI: Increase Percentage of Faculty Who Receive Consultations to Improve Teaching Performance
 - a. Target: 10% increase
 - b. Comments/Changes:
 - c. How can we operationalize? Is there an enhancement request that could make this easier in Blue?
 - i. Example 1: Use analytics to determine interactions with reports

- ii. Example 2: Use Blue notifications to engage faculty to engage with reports and seek consultation
 - iii. Example 3: Within portal and reports themselves, add messaging to engage faculty and direct people to consultation resources
- 7. KPI: Increase Engagement with New Faculty
 - a. Target: X% attends session at New Faculty Orientation???
 - b. Comments/Changes:
 - c. Attendance sheets, response rates??, adding personalized questions??