

To: Academic Senate

From: Maureen Mathison, Chair, Senate Advisory Committee on Student Course Feedback

RE: Report for Academic Year 2019-2020

Date: April 10, 2020

Committee Members: Maureen Mathison (chair), Doug Christensen, Don Ly, Damon Ngo, Ge Ou, Fernando Rubio, Lorelei Rutledge, Leslie Sieburth, Ann Darling, Patrick Tripany, Adam Halstrom

The Committee met six times this year to further develop plans for the implementation of the new feedback instrument approved by the Senate in 2018-2019. At our initial meeting we set our agenda for the year as follows:

- 1) To determine if the U should remain with SmartEvals or issue a Request for Proposals (RFP) to have a broader representation of vendors submit proposals for the software program.
- 2) To identify the criteria necessary to create effective feedback data and their dissemination to administration, faculty, and students. The FAR report was also discussed.
- 3) To pilot the new instrument.

In the Fall term, the committee identified the criteria necessary for effective feedback data, including the ability to represent data visually; to accommodate feedback for multiple instructors involved in a course and/or lab, including graduate teaching assistants and graders; and allow for the inclusion of augmented questions to the instruments from departments and programs. Companies had to have experience with institutions of 40,000 students or more. We also required that vendors have a feature that detects bias in comments and to highlight them for further review.

An RFP was written and approved by the committee in December and disseminated. Criteria for scoring the proposals was designed. The committee independently scored the 5 submitted proposals in February. The vendors with the top 3 scores were invited to campus in March to present their programs; however, given the current pandemic, those presentations have been rescheduled via conferencing and will take place in April (14; 20; 21). The three companies include: Explorance Blue, Gap Technologies SmartEvals, and Watermark.

The committee anticipates the feedback instrument will be ready for implementation by Spring 2021. Fall term we will conduct a pilot and also design a campus communication plan to support implementation throughout campus.