Whitlock, Eugene

Eugene and Teeka,

As a member of the Skyline College Evaluation Guidance Committee, I wanted to forward to you both the training materials and information generated during our campus orientation and training for the Spring 2015 semester. The link below takes you to the Skyline College website where we have a page with a video presentation, power point and links to both the district and AFT sites:

http://skylinecollege.edu/insideskylinecollege/evaluation.php

In addition, during the orientation / training the issues noted below were identified during the conversation. We wanted to make you aware of these items as you negotiate over the summer clarifying language and procedures related to Appendix G. I am willing to volunteer (and am cringing after typing the word volunteer) if the development of checklists and packets are something you all want to pursue. We had something like that when I worked at SRJC and it was really helpful.

- Student Questionnaire: Great deal of discussion about this. Issues identified were 1) the quality and quantity of feedback with the current forms, 2) uncertainty of ONL and paper is problematic in terms of which instrument is being used and the level of support. A decision needs to be made whether it's going to be paper or on-line and the district needs to provide an infrastructure so the colleges can effectively and efficiently implement in a way that is accessible, sustainable and reliable, 3) waiting until after courses have ended dilutes strength of results. Also, it can be problematic if you cite data from student feedback and the evaluee either rates as a Needs Improvement / Unsatisfactory. They should be able to see that feedback prior to signing the evaluation, 4) posting through WebSmart needs guarantee of anonymity. It's been communicated that some students perceive that they can be tracked through websmart.

- Meeting with Evaluee: Combination of Classroom Observation, Portfolio & Student Survey results would be ideal in 1 post-observation meeting; timeliness of observation feedback and portfolio completion is tricky

- Portfolio: Keep as Notebook; if PDF or DVD/e-portfolio, integrity must be assured; should be kept as single document or otherwise kept intact.

- Request on Forms: Great deal of discussion about this as well. 1) Put all forms together as a Packet, labelled & complete for Adjunct, Tenure-track, and Tenured. 2) A cover sheet and checklist should be developed for each packet so everyone is aware of what needs to be completed and when depending on the type of evaluation. 3) Creation of forms through the district office that work (expandable / fillable boxes, correct formatting, etc......). The current posted forms are clunky, difficult to use and not intuitive. Folks have created word documents to get around this and the whole point of having PDF's was to avoid this.

- Classroom Observation form: keep consistent formatting throughout document. For instance, lock Column 1, but unlock 2 & 3 to allow flexibility in writing.

- PIP: Evaluee's plan for addressing improvement is too short, and evaluator's space for results of PIP is too big.

- Where is Summer term/hires in this process? If a person is a new hire in the summer, they should be evaluated but would summers count in the semester calculations toward the next evaluation (pertains to adjunct). The question is how to account for summer.

- What about faculty who work at multiple campuses (pertains to adjuncts primarily), perhaps all three, and the coordination of evaluations. Do they need to be evaluated at each campus? If they are doing multiple evaluations is some coordination/ flexibility involved / allowed so faculty are not doing multiple evaluations in the same semester?

Please let us know if you need anything further.

Best,
Joe

Dean of Kinesiology, Athletics and Dance
Skyline College
3300 College Drive
San Bruno, Ca. 94066
morelloj@smccd.edu
(P) 650-738-4293
(F) 650-738-7073

A DEGREE IN KINESIOLOGY, currently the 7th most popular major at CSUs, can lead to careers in Sports Medicine, Coaching, Teaching, Wellness, Personal Training, Cardiac Rehabilitation, Biomechanics, Physical Therapy, Occupational Therapy, Ergonomics, Corporate Fitness, Sports Management, Athletic Administration, Sports Broadcasting, Exercise Physiology, Sports Psychology, and Sports Officiating.

From:	Teeka James <james@aft1493.org>
Sent:	Thursday, February 19, 2015 3:15 PM
To:	Floro, Nina L.
Cc:	Whitlock, Eugene; Joaquin Rivera
Subject:	Re: Evaluation Training Materials/PowerPoint

Importance:	High

Hi Nina,

Yes, I agree with you. We did the best we could with the information we had. Tania was the only PETF member who participated in trying to tie up this loose end from the PETF process. I'm glad you'll be willing to work on the revision.

Thanks,
Teeka
—

Teeka James
President, AFT Local 1493
San Mateo Community College Federation of Teachers
james@aft1493.org

Professor of English
College of San Mateo | Building 15-144
(650) 574-6390 | james@smccd.edu

On Feb 19, 2015, at 1:44 PM, Floro, Nina L. <floro@smccd.edu> wrote:

Thanks, Teeka.

I provide separate trainings on the faculty portfolio for those interested in wanting to know. Still that does not address some of the other key pieces of information that were omitted from the PowerPoint slides, especially with regard to online faculty evaluations. Additionally, with regard to the order of importance of each evaluation component, it is essential not to have varied practices at each of the 3 colleges. To my recollection, it was the PETF's intention to list the evaluation components in the order of importance. Appendix G was written to help establish standardization and uniformity across the 3 campus, not to encourage a variety of applications, interpretations, and practices from one campus to another or from one department to another.

I understand and do agree that the current iteration of the presentation is very text heavy. Some of that text heaviness could be remedied by reducing the portfolio information, which, as I mentioned in my initial email, takes up about 1/2 of the slides.

Regards,

—Nina

From: Teeka James <james@aft1493.org>
Date: Thursday, February 19, 2015 at 1:19 PM
To: Nina Floro <floro@smccd.edu>
Cc: "Whitlock, Eugene" <whitlocke@smccd.edu>, Joaquin Rivera <rivera@aft1493.org>
Subject: Re: Evaluation Training Materials/PowerPoint

Hi Nina,

Thanks for your important feedback! We are certainly going to have to revise the training materials. I think that slide should have said that the portfolio is an important component, the the most important component. I will say, though, that at CSM the portfolio has certainly received more weight than the student evaluations, so past practice has differed at the three colleges.

If Skyline hasn't yet had it's orientation, they could make that small change to slide 9, or they can make the correction verbally. I'm copying Joaquin on this email because he is the AFT rep on Skyline's Evaluation Guidance Committee.

Regarding the other points, we can certainly add more, but the presentation is already extraordinarily text heavy, and I don't think we should have the orientations run over an hour. I'm glad you're willing to help in the revision of the materials.

Cheers,

Teeka
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On Feb 19, 2015, at 10:39 AM, Floro, Nina L. <floro@smccd.edu> wrote:

Dear Eugene and Teeka,

In collaborating with Skyline College EGC to provide training to evaluators and evaluees this spring, I reviewed the PowerPoint evaluation (Appendix G) training slides and noted a very obvious mis-statement found on slide #9 "The Portfolio." The statement reads: "This [the portfolio] is the most important component of the evaluation process." This statement is not true; while the portfolio is an important component of the evaluation process, the faculty observation and student questionnaires are (and in past practice have been) more heavily weighted in the process. Note that the portfolio is a piece that complements the process and helps provide deeper insight into the faculty

members practices and pedagogies; it is not "the most important component of the evaluation process."

I am concerned that if these materials are being used across all 3 campuses, an incorrect message is being sent about the portfolio component in faculty evaluations. Additionally, I am concerned that the training materials, which I thought were intended to provide an overview of the evaluation process and answer anticipated FAQs, place far too much emphasis on the faculty portfolio and its contents, with over 1/2 of the slides focused on the portfolio, while at the same time not providing training on some other key components/aspects of the new evaluation process.

Lastly, I have concerns especially related to items that, if left unspoken and/or unclear during the training, could result in procedural mis-steps and possible complaints/grievances. Here are a few key items not addressed in the training materials: 1) the 10-day period in which to conduct post-observation meetings w/evaluees; 2) elements that trigger a PIP and the function of a PIP vs. summary recommendations; and, last but not least, 3) online/hybrid evaluation processes that differ from face-to-face (i.e—use of District designated course management system; access to online materials; etc.).

I understand that there are still a number of kinks to work out not only in the new Appendix G but also with the evaluation training process. I also understand that it's unrealistic for the training materials include an answer to every anticipated question. Nonetheless, it is critical to provide training materials that are accurate and comprehensive, that aid in demystifying the evaluation process, and that help prevent complaints/grievances that may arise.

If there is a plan to have a team revise the evaluation training materials this summer 2015, I would be happy to assist in that effort as a summer project. In the mean time, please advise as to how the Skyline College EGC should address the mis-statement on the importance of the portfolio.

Thank you for your time. I look forward to hearing from you soon.

Nina L. Floro
Professor of English

Skyline College
3300 College Drive
San Bruno, CA 94066
(650) 738-4414
floro@smccd.edu

From:	Floro, Nina L.
Sent:	Thursday, February 19, 2015 1:45 PM
To:	Teeka James
Cc:	Whitlock, Eugene; Joaquin Rivera
Subject:	Re: Evaluation Training Materials/PowerPoint
Importance:	High

Thanks, Teeka.

I provide separate trainings on the faculty portfolio for those interested in wanting to know. Still that does not address some of the other key pieces of information that were omitted from the PowerPoint slides, especially with regard to online faculty evaluations. Additionally, with regard to the order of importance of each evaluation component, it is essential not to have varied practices at each of the 3 colleges. To my recollection, it was the PETF's intention to list the evaluation components in the order of importance. Appendix G was written to help establish standardization and uniformity across the 3 campus, not to encourage a variety of applications, interpretations, and practices from one campus to another or from one department to another.

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To: Nina Floro <floro@smccd.edu>
Cc: "Whitlock, Eugene" <whitlocke@smccd.edu>, Joaquin Rivera <rivera@aft1493.org>
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(650) 738-4414
floro@smccd.edu

From:	Floro, Nina L.
Sent:	Thursday, February 19, 2015 10:40 AM
To:	Whitlock, Eugene; Teeka James
Subject:	Evaluation Training Materials/PowerPoint
Importance:	High

Dear Eugene and Teeka,

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Nina L. Floro

Professor of English

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3300 College Drive
San Bruno, CA 94066
(650) 738-4414
floro@smccd.edu

From:	Bennett, Diana
Sent:	Wednesday, January 28, 2015 11:48 AM
To:	James, Katherine "Teeka"; Whitlock, Eugene
Cc:	Beliz, Tania
Subject:	Re: URGENT: Orientation for Spring Evaluation Guidance Committees

Remove "arrow bullet" if you are using abc or 123

The Portfolio slide 9

I don't think we should limit to hard copy or PDF.
An Online portfolio should be included.

Slide 11 —Don't eliminate
Bneeds more to assist evaluators in evaluation of portfolio

Slide 12 — we should be able to say what the purpose is for evaluee and evaluator
Otherwise — what would be the point in faculty doing?

Slides #23, 24, 25, 26 are blank. Should we remove them or ???
Is there specific areas that differ from the general portfolio? If so, then we need to communicate.
If not, then delete!
Diana

+++Note+++

Students be sure to put your course name in the subject line..

—
Diana Bennett
Professor, Digital Media
Phone: 605.358.6769
Office: 10-186C
Digital Media Program Website

From: <James>, Teeka James <james@smccd.edu>
Date: Friday, January 23, 2015 at 2:48 PM
To: "Whitlock, Eugene" <whitlocke@smccd.edu>
Cc: Diana Bennett <bennettd@smccd.edu>, "Beliz, Tania" <beliz@smccd.edu>
Subject: Re: URGENT: Orientation for Spring Evaluation Guidance Committees

Eugene, thanks for getting us a draft so quickly. I have some notes for us to consider ASAP.

1. Slide #11 includes the beginning of a list about what evaluators should look for in the portfolio. I think this is potentially a useful thing to include, but I don't have the time right now to come up with a list (beyond the one about course outlines) that is relevant to all disciplines. Should we eliminate that bullet point?

2. Slide #12 has "XXXX" after the purpose of the self evaluation. I don't have a good answer for this one right now, either. Can we eliminate it?

3. I have added examples on slide #14 where there was "XXXX" following "examples." Please review to see if you agree.

4. Slides #23, 24, 25, 26 are blank. Should we remove them or ???

Thanks!

Teeka

From:	Beliz, Tania
Sent:	Wednesday, January 28, 2015 11:34 AM
To:	James, Katherine "Teeka"
Cc:	Whitlock, Eugene; Bennett, Diana
Subject:	Re: URGENT: Orientation for Spring Evaluation Guidance Committees

Thanks, Teeka,
Whenever there is an xxxx, the intent is to get the text from the procedures. The same for the pages with titles and no content.

Thanks for the recommendations.

It is important to send the information to Guidance committees as soon as possible,

Tania

Tania Beliz, Ph. D.
Sent from my iPad

On Jan 28, 2015, at 10:02 AM, James, Katherine Teeka <james@smccd.edu> wrote:

> Hi All,
>
> I haven't heard back from anyone about my proposed edits to the presentation. I would like to send the presentation to the Evaluation Guidance Committees today so they can plan their orientations.
>
> Please let me know if you have any suggestions or comments.
>
> Thanks!
> Teeka
> —
> Teeka James
> Professor of English
> College of San Mateo | Building 15-144
> (650) 574-6390 | james@smccd.edu

On Jan 23, 2015, at 2:48 PM, James, Katherine Teeka <james@smccd.edu> wrote:

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4. Slides #23, 24, 25, 26 are blank. Should we remove them or ???

Thanks!

Teeka
<draft 2Faculty Evaluation Process - Tenured, Tenure Track and Adjunct.pptx>

—

Teeka James
Professor of English
College of San Mateo | Building 15-144
(650) 574-6390 | james@smccd.edu

On Jan 23, 2015, at 10:58 AM, Whitlock, Eugene <whitlocke@smccd.edu> wrote:

<Faculty Evaluation Process - Tenured, Tenure Track and Adjunct.pptx>

From:	Smith, Chris (ITS)
Sent:	Wednesday, November 26, 2014 9:50 AM
To:	Whitlock, Eugene
Cc:	James, Katherine "Teeka"
Subject:	RE: More Edits to Faculty Tenure Forms

Hi Eugene,

We have completed the changes you requested. My student assistant Michael is scheduled to meet with Anne Stafford next week to review her issue with saving PDFs, after which we will have a recommendation regarding the issue of saving PDFs in older version of Acrobat.

Let me know if you discover any additional issues. Once you have approved the forms, I will move them to SharePoint so you can access and maintain them.

- Faculty Evaluation Procedures
- Evaluation Forms - Tenured, Tenure-Track, and Adjunct Faculty
- Evaluation Forms - Faculty Coordinator
- Evaluation Forms - Counselor
- Evaluation Forms – Librarian
- Evaluation Forms – Nurse or Other Healthcare Provider
- Evaluation Summary Forms
- Performance Improvement Plan (PIP) Form
- Selection Committee Orientation Document

Have a wonderful Thanksgiving!

Chris

--

Christopher Smith
Web Programmer / Analyst
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
(650) 358-6739 | smithchr@smccd.edu

-----Original Message-----
From: Whitlock, Eugene
Sent: Tuesday, October 28, 2014 1:04 PM
To: Smith, Chris (ITS)
Cc: James, Katherine "Teeka"
Subject: More Edits to Faculty Tenure Forms

Hi Chris -

I have marked up the attached Faculty Evaluation Form to show more edits that we would like. These are not a rush, but eventually need to be done. It is basically a bunch of reformatting.

Let me know if anything isn't clear.

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

> -----Original Message-----
> From: xerox@smccd.edu [mailto:xerox@smccd.edu]
> Sent: Tuesday, October 28, 2014 1:02 PM
> To: Whitlock, Eugene
> Subject: Scan from a Xerox WorkCentre
>
> Please open the attached document. It was scanned and sent to you
> using a Xerox WorkCentre.
>
> Attachment File Type: PDF
>
> WorkCentre Location: machine location not set Device Name:
> XRX0OO0AAF38338
>
>
> For more information on Xerox products and solutions, please visit
> http://www.xerox.com The reply address is a dummy address so your
> reply will not be returned to the origianal sender.
>
>
>
> For more information on Xerox products and solutions, please visit
> http://www.xerox.com

From:	Comerford, Sandra Stefani
Sent:	Wednesday, November 12, 2014 8:45 PM
To:	Whitlock, Eugene; Beliz, Tania; James, Katherine "Teeka"; Bennett, Diana
Subject:	Re: Tenure Track Evaluation Process.pptx

Dear All,

I just sent you several comments that are not applicable to the Powerpoint. Immediately after I sent the email, I read the subject line. The Powerpoint is only for tenure-track evaluators and evaluees. Will there be Powerpoints for tenure and adjunct evaluation procedures?
Sandra

From: <Whitlock>, Eugene <whitlocke@smccd.edu>
Date: Wednesday, November 12, 2014 at 5:46 PM
To: "Beliz, Tania" <beliz@smccd.edu>, "James, Katherine \"Teeka\"" <james@smccd.edu>, comerford <comerford@smccd.edu>, "Bennett, Diana" <bennettd@smccd.edu>
Subject: Tenure Track Evaluation Process.pptx

Hi All —

Attached is the first draft of the orientation powerpoint. I think I captured most of your comments, but I am sure that I forgot some — it was not intentional. My recommendation is that each of you review and provide suggestions to fill in the blanks on some pages and add missing information. We can then consolidate those comments into a revised version.

Happy reading!

From:	Floro, Nina L.
Sent:	Monday, November 03, 2014 1:38 PM
To:	Whitlock, Eugene
Subject:	Re: Training on Appendix G
Attachments:	Tips for Assembling the Faculty Evaluation Portfolio.pptx

Hi Eugene,

Sorry it has taken me so long to get the PowerPoint to you. I appreciate the memory jog.

I've attached the PP I've used to help orient tenure-track faculty and evaluators with the portfolio component of evaluations; I'm sure it can be used for adjunct and tenured faculty evaluations as well.

Also, one of our Division Assistants, Kathy Fitzpatrick, created a very user-friendly tenure track timeline, color coded and all, that I think would be very helpful as a visual guide to the process. I think it may be a good idea to use her timeline calendar as a model to be used for future faculty evaluation processes. I've attached it here as well.

I hope the items are of use as the standard evaluation training/presentation materials are developed.

Regards,

Nina L. Floro
Professor of English
Coordinator, Skyline Professional Development
Co-Coordinator, Center for Transformative Teaching & Learning (CTTL)

Skyline College
3300 College Drive
San Bruno, CA 94066
(650) 738-4414

From: <Whitlock>, Eugene <whitlocke@smccd.edu>
Date: Monday, November 3, 2014 at 10:52 AM
To: Nina Floro <floro@smccd.edu>
Subject: Training on Appendix G

Hi Nina —

This Friday we are meeting to discuss a standard training/presentation for training tenure committees. Would you mind sharing you materials with me so that they can be incorporated into our discussion?

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	James, Katherine "Teeka"
Sent:	Thursday, October 09, 2014 10:55 AM
To:	Whitlock, Eugene
Cc:	Beliz, Tania; Dillman, Isabel; Bennett, Diana
Subject:	Re: faculty evaluation form question

This looks good.

Two things, though—and this would apply to all of the observation forms:

1. The ratings columns (ABCDE) do not have checkboxes or another way to indicate the rating.

2. The questions that have multiple parts (represented by a lettered list) do not have individual response boxes. Instead there is a single box to respond to the entire list of the question category (e.g. Question 1: organization and accessibility). While I don't personally want to answer 47 questions when writing up my evaluation reports, my understanding is that PETF intends for all 47 questions to have individual response and, therefore, each should have its own response box. Currently, only question category 11 is formatted this way.

One last question, and I hate to bring it up given the work that has gone into this already: Is there a reason we're using PDFs instead of a protected Word file form? The Word forms offer expanding text boxes, a feature that would eliminate the need for "see attached" lists and an overflow box at the end of the form. Although we don't want users to be able to alter the form itself, I imagine there's a way to protect the form to prevent that.

That's it for now.

Teeka

—
Teeka James
Professor of English
College of San Mateo | Building 15-144
(650) 574-6390 | james@smccd.edu

On Oct 9, 2014, at 10:33 AM, Whitlock, Eugene <whitlocke@smccd.edu> wrote:

<Online Faculty Observation Form with Signature Page.pdf>

From:	Smith, Chris (ITS)
Sent:	Thursday, October 09, 2014 10:33 AM
To:	Whitlock, Eugene; James, Katherine "Teeka"
Subject:	RE: Concerns re Evaluation PDF Forms and Saving PDFs

Hi Eugene and Teeka,

Last week, my student assistant went through each PDF and made many of the comment boxes bigger as well as forcing a fixed font size. He also added a page at the end of each PDF to accommodate additional comments. If more room is needed, an additional Word file could be attached.

Teeka - I recommend testing the forms thoroughly to make sure they work correctly. If anybody testing has an issue saving the PDFs, they should contact me so I can see what's going on.

- Faculty Evaluation Procedures
- Evaluation Forms - Tenured, Tenure-Track, and Adjunct Faculty
- Evaluation Forms - Faculty Coordinator
- Evaluation Forms - Counselor
- Evaluation Forms – Librarian
- Evaluation Forms – Nurse or Other Healthcare Provider
- Evaluation Summary Forms
- Performance Improvement Plan (PIP) Form
- Selection Committee Orientation Document

Let me know if you have any questions.

Best regards,
Chris

--

Christopher Smith
Web Programmer / Analyst
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
(650) 358-6739 | smithchr@smccd.edu

From: Smith, Chris (ITS)
Sent: Monday, September 29, 2014 11:05 PM
To: Whitlock, Eugene
Cc: James, Katherine "Teeka"
Subject: RE: Concerns re Evaluation PDF Forms and Saving PDFs

Hi Eugene,

We can adjust the size of the comment boxes to fit more characters. We can also set it to a fixed size so it does not shrink and become unreadable. I will have my student assistant work on it this week. If the user needs more space, I would recommend that they submit an additional Word document.

The PDF should save if they have downloaded the form to their computer and have opened it with **Adobe Reader** or **Acrobat Pro**.

Teeka - are you having the issue or is it someone else? Perhaps we could arrange a time next week to work on it and see why it isn't saving correctly.

Best regards,
Chris

--

Christopher Smith
Web Programmer / Analyst
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
(650) 358-6739 | smithchr@smccd.edu

From: Whitlock, Eugene
Sent: Monday, September 29, 2014 3:49 PM
To: Smith, Chris (ITS)
Cc: James, Katherine "Teeka"
Subject: Concerns re Evaluation PDF Forms and Saving PDFs

Hi Chris –

See comment received:

Also, you'll see some concerns raised about the new observation forms which, like Nina outlined below, I have also had problems with. The .pdf slots are fixed so as you type, the font gets smaller to fit in the box which cannot be enlarged. If you type a lot, the font gets so small it is unreadable. I have also had the problem that because they only provided .pdfs for us to complete that I cannot save what I type in the .pdf form (when I try to save, it gives me a message that it can only save the blank form--I have a relatively new district-distributed laptop with what I assume is the latest software, but still it cannot save what I have typed into the .pdf so I suspect I am not the only person with this problem). I asked Teeka for a .doc version to solve the problem of fitting text in the boxes and so I can save the document, but she replied that for now, we have to work with the .pdfs as HR cannot provide .doc versions. I guess for now we will have to attach additional sheets to the .pdf observations to solve these two problems.

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

Whitlock, Eugene

From:	Smith, Chris (ITS)
Sent:	Friday, September 26, 2014 1:38 PM
To:	Terzakis, Elizabeth
Cc:	Whitlock, Eugene; Raznick, Eric; Witham, Jasmine; James, Katherine "Teeka"; Bennett, Diana
Subject:	Evaluation Procedures follow up

Hi Elizabeth,

I am following up with you regarding the Evaluation Procedures PDFs, specifically the formatting issues that we discussed in our phone meeting. We went through each document and resolved the majority of the minor issues. The new forms are linked to at the bottom of this email.

Issues resolved

1. Evaluator field moved to next line

Instructor:_____ Evaluator:
_____

2. Misaligned 'Evaluee' text corrected

I have met with the evaluator and discussed my portfolio.

Signed:_____ Date:_____
Evaluee

3. Checkboxes in lists made the same size with underlines removed

4. A number of other miscellaneous fixes

Remaining issues

- **Font Face**
  Unlike Word, it can be surprisingly difficult to change the font in a PDF form. Doing so would most likely require that the entire fillable form be recreated.
- **Ratings tables don't have enough columns**
  The original Word document was not constructed with enough columns in the tables; subsequently the PDF does not have them. Unfortunately, now the form has been made fillable, it would require a significant amount of work to rebuild it with more columns. I believe you mentioned that staff could work around this issue.

Student Evaluation Form

ITS is developing a solution that allows students to submit an evaluation through WebSMART and a NoviSurvey web form. At CSM, Kevin Henson is leading a different solution that involves in-person evaluation by students using SCANTRON (Class Climate). I have not been involved in either project, so you should direct any additional questions to Eugene.

Next steps

I strongly recommend that you and your team review the PDFs below and test them thoroughly to make sure there are no issues. If something doesn't work, please let me know and I will take a look. Please make sure you test using Adobe Reader or Acrobat Pro.

If you require any further modifications related to formatting or content (including the remaining issues described above), we would be happy to meet with everyone involved to discuss what options are available to you. I have included my managers, Eric Raznick and Jasmine Witham, in this email who could help facilitate.

Modified Forms

- Evaluation Forms - Tenured, Tenure-Track, and Adjunct Faculty
- Evaluation Forms - Faculty Coordinator
- Evaluation Forms - Counselor
- Evaluation Forms – Librarian
- Evaluation Forms – Nurse or Other Healthcare Provider
- Evaluation Summary Forms
- Performance Improvement Plan (PIP) Form

Warm regards,
Chris

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Christopher Smith
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3401 CSM Drive, San Mateo, CA 94402
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Whitlock, Eugene

From:	District Academic Senate
Sent:	Wednesday, September 24, 2014 11:17 AM
To:	Teeka James
Cc:	Hirzel, Douglas; Laderman, David; Browne, Kathryn; Whitlock, Eugene; Nurre, Rosemary A.
Subject:	Re: Orientation for Faculty Evaluations
Importance:	High

Teeka

Each campus' Evaluation Guidance Committee members are appointed from local senates not from District Senate.
I will follow-up with Doug and Kathryn regarding their appointments to local campus committee.

District Senate President (myself) is asking each campus' "Evaluation Guidance Committee" share what the orientiation includes as well as materials if any. I thought this would be easier for the committee – rather than present in person at the October district meeting.

Thanks,
Diana

Diana Bennett
President, District Academic Senate
DAS Website

Campus AS Presidents
Doug Hirzel – Cañada College
David Laderman – CSM College
Kate Browne – Skyline College

From: Teeka James <james@aft1493.org>
Date: Wednesday, September 24, 2014 9:14 AM
To: Diana Bennett <districtas@smccd.edu>
Cc: "Terzakis, Elizabeth" <terzakise@smccd.edu>, "Beliz, Tania" <beliz@smccd.edu>, "Ware, Lezlee" <warel@smccd.edu>, "Floro, Nina L." <floro@smccd.edu>, "Stanback Stroud, Regina" <stroudr@smccd.edu>, "Whitlock, Eugene" <whitlocke@smccd.edu>, "Perkins, Sarah" <perkinss@smccd.edu>, "Anderson, Gregory" <andersong@smccd.edu>, "Comerford, Sandra Stefani" <comerford@smccd.edu>, "Hirzel, Douglas" <hirzel@smccd.edu>, "Browne, Kathryn" <brownek@smccd.edu>, "Laderman, David" <laderman@smccd.edu>, "Li, Yaping" <liy@smccd.edu>, "Nurre, Rosemary A." <nurre@smccd.edu>, "Rivera-Contreras, Joaquin J." <rivera@smccd.edu>
Subject: Re: Orientation for Faculty Evaluations

Hi all,

Just so we're all on the same page . . .

1. PETF is no longer a committee, so we shouldn't be tasking PETF with anything. All evaluation-related questions should be routed to AFT and HR (Teeka and Eugene are the point people for this).

2. As Eugene wrote to us all on Sept. 22, 2014, HR and AFT are going to coordinate the orientations by preparing a presentation (powerpoint and notes) for all campuses to use. We will be doing this during the fall 2014 semester, and the presentation materials will be ready to use for spring 2015. As Eugene's email indicated, he is in the process of scheduling this meeting.

3. Regarding this semester's orientations, we're going to just have to muddle through as best we can. Each campus' Evaluation Guidance Committee is responsible for doing the orientations for ALL evaluation groups (tenure-track and adjunct in the fall; tenured in the spring). CSM has already completed its orientation for this semester. Rosemary and Yaping ran the orientation and essentially walked faculty through the document, showed them where to find forms and instructions, and highlighted some of the differences from our previous system. The bulk of the time was spent answering faculty questions (which revealed that most faculty have not really read the new Appendix G).

The Evaluation Guidance Committees are comprised of an AFT President or her designee, the District Academic Senate President or her designee, and "the appropriate [college] Vice President" (who, at CSM, has traditionally been the VPI, but I suppose each college administration could assign this duty to whichever VPI seems "appropriate"). The description of these committees in on page 6 (section V.A.) of Appendix G.

I made AFT's appointments at the beginning of the semester, and CSM already had an Evaluation Guidance Committee (it was a part of our previous process), so the Senate's rep has remained (Diana, you are free to replace her if you wish). Here are the three committees (as far as I am aware, we are still waiting for the District Senate President's designees):

CSM:Yaping Li (AFT)
Rosemary Nurre (Senate)
Sandra Comerford (VPI)

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? (Senate)
Sarah Perkins (VPI—I assume you're taking this on, Sarah.)

Cañada:Lezlee Ware (AFT)
? (Senate)
Gregory Anderson (VPI—I assume you're taking this on, Gregory.)

While at Cañada Lezlee and Elizabeth are forging ahead with the orientation there, the Evaluation Guidance Committee is the group that should be orchestrating this. I am not sure if Skyline has begun its orientation process yet. Diana, please let us all know who your designees are when you are able.

I hope this helps.

Best,
Teeka

Teeka James
President, AFT Local 1493
San Mateo Community College Federation of Teachers
james@aft1493.org

Professor of English
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(650) 574-6390 | james@smccd.edu

On Sep 24, 2014, at 6:51 AM, District Academic Senate <districtas@smccd.edu> wrote:

Hi PETF faculty members

I have received many questions pertaining to the "orientation" for Appendix G from faculty and Deans across the district.
I remember PETF stating at your District Opening Day presentation that orientation will take place at each campus.

It appears as if each campus has started a version of orientation at each campus but to maintain consistency across the district
I think it would be beneficial or all of us (PETF/AFT/DAS) to be on the same page.

District senate is requesting a written statement from PETF to share with faculty, as to who and how orientation is rolling out at each campus.
Also, please include orientation material

Thanks for your prompt attention to this matter.

Please contact me if you have questions.

Diana

Diana Bennett
President, District Academic Senate
DAS Website

Campus AS Presidents
Doug Hirzel – Cañada College
David Laderman – CSM College
Kate Browne – Skyline College

From: <Terzakis>, Elizabeth <terzakise@smccd.edu>
Date: Monday, September 22, 2014 3:32 PM

To: "Whitlock, Eugene" <whitlocke@smccd.edu>, Diana Bennett <bennettd@smccd.edu>, "Anderson, Gregory" <andersong@smccd.edu>, "Perkins, Sarah" <perkinss@smccd.edu>, "Comerford, Sandra Stefani" <comerford@smccd.edu>, "Beliz, Tania" <beliz@smccd.edu>, "Ware, Lezlee" <warel@smccd.edu>, "Floro, Nina L." <floro@smccd.edu>, "Stanback Stroud, Regina" <stroudr@smccd.edu>
Subject: Re: Orientation for Faculty Evaluations

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Thanks,
Elizabeth
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Elizabeth Terzakis
English Department
Cañada College
4200 Farm Hill Boulevard
Redwood City, CA 94061

terzakise@smccd.edu
650-306-3327

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To: "Bennett, Diana" <bennettd@smccd.edu>, "Anderson, Gregory" <andersong@smccd.edu>, "Perkins, Sarah" <perkinss@smccd.edu>, "Comerford, Sandra Stefani" <comerford@smccd.edu>, Elizabeth Terzakis <terzakise@smccd.edu>, "Beliz, Tania" <beliz@smccd.edu>, "Ware, Lezlee" <warel@smccd.edu>, "Floro, Nina L." <floro@smccd.edu>, "Stanback Stroud, Regina" <stroudr@smccd.edu>
Subject: Orientation for Faculty Evaluations

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If you are interested in participating, please let me know and I will include you on the committee. I would like to schedule the first meeting for a time in November.

If you have any questions, please let me know.

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations

San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

Whitlock, Eugene

From:	Teeka James <james@aft1493.org>
Sent:	Wednesday, September 24, 2014 9:15 AM
To:	District Academic Senate
Cc:	Terzakis, Elizabeth; Beliz, Tania; Ware, Lezlee; Floro, Nina L.; Stanback Stroud, Regina; Whitlock, Eugene; Perkins, Sarah; Anderson, Gregory; Comerford, Sandra Stefani; Hirzel, Douglas; Browne, Kathryn; Laderman, David; Li, Yaping; Nurre, Rosemary A.; Rivera-Contreras, Joaquin J.
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Date: Monday, September 22, 2014 3:32 PM
To: "Whitlock, Eugene" <whitlocke@smccd.edu>, Diana Bennett <bennettd@smccd.edu>, "Anderson, Gregory" <andersong@smccd.edu>, "Perkins, Sarah" <perkinss@smccd.edu>, "Comerford, Sandra Stefani" <comerford@smccd.edu>, "Beliz, Tania" <beliz@smccd.edu>, "Ware, Lezlee" <warel@smccd.edu>, "Floro, Nina L." <floro@smccd.edu>, "Stanback Stroud, Regina" <stroudr@smccd.edu>
Subject: Re: Orientation for Faculty Evaluations

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3401 CSM Drive, San Mateo, CA 94402
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From:	Terzakis, Elizabeth
Sent:	Wednesday, September 24, 2014 8:08 AM
To:	District Academic Senate; Beliz, Tania; Ware, Lezlee; Floro, Nina L.; Stanback Stroud, Regina
Cc:	Whitlock, Eugene; Perkins, Sarah; Anderson, Gregory; Comerford, Sandra Stefani; Hirzel, Douglas; Browne, Kathryn; Laderman, David; Teeka James
Subject:	Re: Orientation for Faculty Evaluations
Importance:	High

Hello all.

The PETF no longer exists. We have finished our charge and disbanded. The evaluations are now the responsibility of the Evaluation Guidance Committees on each campus, as per the new Appendix G ratified by the faculty.

That said, since it was decided that the document would be put into effect this semester with no ramp-up time, and since evaluations are already in progress, Lezlee Ware and I, not as PETF members but as AFT campus co-chairs, are holding emergency evaluation orientations. We do not have any materials beside the document, our laptops, classroom projectors, and our wits.

Eugene Whitlock and Teeka James are organizing a committee to work on evaluation orientations over the long term.

Thanks,
Elizabeth

--
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Date: Wednesday, September 24, 2014 at 6:51 AM
To: Elizabeth Terzakis <terzakise@smccd.edu>, "Beliz, Tania" <beliz@smccd.edu>, "Ware, Lezlee" <warel@smccd.edu>, "Floro, Nina L." <floro@smccd.edu>, "Stanback Stroud, Regina" <stroudr@smccd.edu>
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I remember PETF stating at your District Opening Day presentation that orientation will take place at each campus.

It appears as if each campus has started a version of orientation at each campus but to maintain consistency across the district
I think it would be beneficial or all of us (PETF/AFT/DAS) to be on the same page.

District senate is requesting a written statement from PETF to share with faculty, as to who and how orientation is rolling out at each campus.
Also, please include orientation material

Thanks for your prompt attention to this matter.

Please contact me if you have questions.

Diana

Diana Bennett
President, District Academic Senate
DAS Website

Campus AS Presidents
Doug Hirzel – Cañada College
David Laderman – CSM College
Kate Browne – Skyline College

From: <Terzakis>, Elizabeth <terzakise@smccd.edu>
Date: Monday, September 22, 2014 3:32 PM
To: "Whitlock, Eugene" <whitlocke@smccd.edu>, Diana Bennett <bennettd@smccd.edu>, "Anderson, Gregory" <andersong@smccd.edu>, "Perkins, Sarah" <perkinss@smccd.edu>, "Comerford, Sandra Stefani" <comerford@smccd.edu>, "Beliz, Tania" <beliz@smccd.edu>, "Ware, Lezlee" <warel@smccd.edu>, "Floro, Nina L." <floro@smccd.edu>, "Stanback Stroud, Regina" <stroudr@smccd.edu>
Subject: Re: Orientation for Faculty Evaluations

Hello all. Because it has been decided to implement Appendix G this semester, and, therefore, many people are already involved in the evaluation process, Lezlee and I are starting orientations at Cañada tomorrow without materials beside the document itself.

Thanks,
Elizabeth
--
Elizabeth Terzakis
English Department
Cañada College
4200 Farm Hill Boulevard
Redwood City, CA 94061

terzakise@smccd.edu
650-306-3327

From: <Whitlock>, Eugene <whitlocke@smccd.edu>
Date: Monday, September 22, 2014 at 3:17 PM
To: "Bennett, Diana" <bennettd@smccd.edu>, "Anderson, Gregory" <andersong@smccd.edu>, "Perkins, Sarah" <perkinss@smccd.edu>, "Comerford, Sandra Stefani" <comerford@smccd.edu>, Elizabeth Terzakis <terzakise@smccd.edu>, "Beliz, Tania" <beliz@smccd.edu>, "Ware, Lezlee" <warel@smccd.edu>, "Floro, Nina L." <floro@smccd.edu>, "Stanback Stroud, Regina" <stroudr@smccd.edu>
Subject: Orientation for Faculty Evaluations

Hi All –

As you all know, the evaluation procedures for tenured faculty require each Evaluation Guidance Committee to provide orientation to all participants and specific training to Evaluation Committees, evaluators, Deans and VPs. Teeka James and I would like to invite each of you to participate in a committee (yes, another one!) to design the orientations materials that will be used District-Wide.

If you are interested in participating, please let me know and I will include you on the committee. I would like to schedule the first meeting for a time in November.

If you have any questions, please let me know.

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	Henson, Kevin
Sent:	Wednesday, September 17, 2014 2:55 PM
To:	Comerford, Sandra Stefani
Cc:	Anderson, Gregory; Whitlock, Eugene; Raznick, Eric; Johnson, David; Stringer, Janet; Hayes, Linda
Subject:	ClassClimate Faculty Evaluations Scantron Process for FA14 (Proposed Training Session: Wednesday, SEPTEMBER 24th from 2-4:30PM in 10-161)
Attachments:	Student Questionnaire Academic Counselor Original.pdf; Student Questionnaire Psychological Services Counselor Original.pdf; Student Questionnaire Classroom Original.pdf; Student Questionnaire Classroom Lab and Hybrid Addendum Original.pdf; FA14-Sample Report.pdf
Importance:	High

Hello Sandra (All)~

So it appears that Cañada College may wish to use paper/pen/pencil scantrons for the Student Questionnaires for FA14 faculty evaluations. I've created units in the ClassClimate software for their Divisions (see below), but I haven't populated these with users yet. We'll add the Deans and the appropriate staff (e.g., Division Assistants) as we get the names. (Skyline intends to go all online is my understanding at this point?).

We've converted (most/all) of the new Student Questionnaires into scantron forms (*draft* versions attached: Student Questionnaire for Classroom, Student Questionnaire for Classroom Lab and Hybrid Addendum, Student Questionnaire for Academic Counselor, and Student Questionnaire for Psychological Services Counselor). I've also attached a sample report (FA14 Sample Report).

We mass copy the forms on 28 lb paper (Forms are no longer purchased from scantron). The questionnaire forms are identical; it is the cover sheet that provides the batch processing information. So, our evaluators can still pick up a packet of forms and pen/pencils when they go to observe/survey on ground classes.

Using the ClassClimate system to *process* Student Questionnaires is relatively easy, but does take a little set up by the staff.

- The instructor and course information must be entered into the system. (We have a detailed hand-out [undergoing revision] that outlines the process with images. All our Division Assistants as well as a few additional staff have received training and are proficient at the basic tasks).
- A cover sheet must be produced for the software to process the forms correctly.

When a batch of questionnaires (with appropriate cover sheet) is processed, the Division Assistant receives the pdf summary report via email (see attached Sample Report). This can then be shared via email with the Dean, the evaluator, and the evaluee.

I've reserved 10-161 (CSM College Center, 1st Floor Computer Lab for a possible training session for Deans/Division Assistants/Appropriate Staff) on **Wednesday, SEPTEMBER 24th from 2-4:30PM.**

Class Climate®
CLASS EVALUATION FEEDBACK SYSTEM

Class Climate Admin
Administrator

Subunits

- Overview
- Cañada Business...
- Cañada Counseli...
- Cañada Humaniti...
- Cañada Science
- CSM Academic Su...
- CSM Administrat...
- CSM Business & ...
- CSM Community R...
- CSM Counseling
- CSM Creative Ar...
- CSM Dental Assi...
- CSM Fire Techno...
- CSM Kinesiology...
- CSM Language Ar...
- CSM Library
- CSM Math & Scie...
- CSM Nursing Pro...
- CSM SLOAC
- Demo Subunit
- General Surveys
- Sample Neutral ...
- Skyline Busines...

Information

The s

Li

Subunit
Cañada Business, Design and Workforce
Cañada Counseling
Cañada Humanities and Social Science Division
Cañada Science and Technology
CSM Academic Support and Learning Technologies Division
CSM Administration of Justice
CSM Business & Technology
CSM Community Relations and Marketing
CSM Counseling
CSM Creative Arts & Social Science
CSM Dental Assisting

Kevin D. Henson, Ph.D.
Dean of Creative Arts and Social Science
College of San Mateo
1700 W. Hillsdale Blvd.
San Mateo, CA 94402
(650) 574-6581
hensonk@smccd.edu

From:	Witham, Jasmine
Sent:	Friday, September 11, 2015 2:54 PM
To:	Lee, Matthew; Rana, Anniqua; Hamilton, David; Pounds, Jonna; Flores, Jackie; Bricker, Lizette; Murphy, Joan; Johnson, David; Clark, Georgia; Stringer, Janet; Taylor-Mendoza, Jennifer; Betancourt, Irma; Ross, Kathleen; Schneider, Michelle B.; Ramezane, Marsha; Ying, Helia; Demsetz, Laura; Raman, Vijiyalakshmi; Dillman, Isabel; Wolf, Andreas; McKinney, Brooke; Carranza, James; Sadr, Leila; Theodos, Annie; Young, Valerie; Arrospide, Gina; Frontiera, Charlene; Gomez, Alma; Gorostiza, Angelica; Roumbanis, Christine; Morello, Jr., Joseph; Hatzistratis, Alexandria (Sandra); Ruiz, Kennya; Gutierrez, Mary; Tariq, Nadia; Hernandez, Raymond; Bestock, Donna; Fitzpatrick, Kathy
Cc:	Anderson, Gregory; Comerford, Sandra Stefani; Perkins, Sarah; Whitlock, Eugene
Subject:	Checking in - Faculty Evaluations - Fall 2015
Attachments:	ClassClimate_OnlineEvaluations.docx; ClassClimate_PaperEvaluations.docx

Happy Friday Division Assistants, Deans & VPs,

I am checking in regarding the Faculty Evaluation process for Fall 2015. It has been decided by HR and AFT that we will do the *online and paper* faculty evaluation process for another semester.

We will use **Class Climate** for the *online and paper* process (retiring NoviSurvey)
http://classclimate.smccd.edu/classclimate

I am attaching step-by-step directions on both processes. **Special thanks** to **Viji Raman** for her excellent documentations of the paper evaluation process.

Online Evaluations
The **NEW** online process can be configured via WebSMART. Please schedule a time with me to walk through the process with you over the phone. It's very easy and should only take 15 minutes.

Paper Evaluations
The paper process is exactly the same as previous semesters but you may need to contact me for your updated Class Climate login information.
Note: Kevin Henson no longer works for SMCCD and CSM (Viji) is no longer supporting the district-wide paper process. You may use the scanner at CSM but you will need coordination within your college for ordering/printing the 28lb paper evaluation forms in the appropriate sizes.

Below is the list of everyone I have setup for Class Climate. Please let me know if anyone is missing.

Folder	Title	Name
Canada Athletics, Kinesiology, Dance, Library and Learning Center	Division Assistant	Matthew Lee
Canada Athletics, Kinesiology, Dance, Library and Learning Center	Dean	Anniqua Rana
Cañada Business, Design and Workforce	Dean	David Hamilton
Cañada Business, Design and Workforce	Division Assistant	Jonna Pounds
Cañada Counseling	Division Assistant	Jackie Flores
Cañada Counseling	Interim Dean	Lizette Bricker
Cañada Humanities and Social Science Division	Division Assistant	Joan Murphy

Cañada Humanities and Social Science Division		Dean	David Johnson
Cañada Science and Technology		Associate Professor	Georgia Clark
Cañada Science and Technology		Dean	Janet Stringer
CSM Academic Support and Learning Technologies Division		Dean	Jennifer Taylor-M(
CSM Business & Technology		Division Assistant	Irma Betancourt
CSM Business & Technology		Dean	Kathleen Ross
CSM Business & Technology		Program Services Coordinator	Michelle Schneide
CSM Counseling		Dean	Marsha Ramezan(
CSM Counseling		Division Assistant	Helia Ying
CSM Creative Arts & Social Science		Dean	Laura Demsetz
CSM Creative Arts & Social Science		Division Assistant	Vijiyalakshmi Ram
CSM Creative Arts & Social Science		Office Assistant II	Isabel Dillman
CSM Kinesiology, Athletics and Dance		Dean	Andreas Wolf
CSM Kinesiology, Athletics and Dance		Division Assistant	Brooke McKinney
CSM Language Arts		Dean	James Carranza
CSM Language Arts		Office Assistant II	Leila Sadr
CSM Language Arts		Division Assistant	Annie Theodos
CSM Language Arts		Division Assistant	Valerie Young
CSM Math & Science		Division Assistant	Gina Arrospide
CSM Math & Science		Dean	Charlene Frontier(
CSM Nursing Program (Math & Science)		Staff Assistant	Alma Gomez
Skyline Business, Education and Professional Programs		Division Assistant	Angelica Gorostiz(
Skyline Business, Education and Professional Programs		Dean	Christine Roumba
Skyline Kinesiology, Athletics and Dance		Dean	Joseph Morello, Jr
Skyline Kinesiology, Athletics and Dance		Division Assistant	Alexandria Hatzist
Skyline Language Arts		Division Assistant	Kennya Ruiz
Skyline Language Arts/Learning Resources		Dean	Mary Gutierrez
Skyline Science, Mathematics and Technology		Division Assistant	Nadia Tariq
Skyline Science, Mathematics and Technology		Dean	Raymond Hernan(
Skyline Social Science and Creative Arts		Dean	Donna Bestock
Skyline Social Science and Creative Arts		Division Assistant	Kathy Fitzpatrick

Thank you,
Jaz

Jasmine Witham
Director of Web Services
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Email: withamj@smccd.edu
Phone: (650) 358-6788
Web: http://www.smccd.edu

From:	Whitlock, Eugene
Sent:	Monday, August 10, 2015 10:40 AM
To:	James, Katherine "Teeka"
Cc:	Feune, David
Subject:	FW: Statistics on Online Survey Use
Attachments:	201503_faculty_evals.xlsx

Hi Teeka –

Below and attached are the Spring 2015 faculty online survey response rates. The results are, of course, not where we want them to be, but the trend is improving as the faculty, staff and students continue to get used to doing the surveys online. I would like to continue the "opt in" approach we have used in the past semesters, i.e. faculty can decide if they want to participate or not. We have also improved the online software we use so that it is more user friendly, especially as it concerns mobile devices.

Would this be OK with AFT?

Eugene Whitlock
*Vice Chancellor, Human Resources and **General Counsel***
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From: Raznick, Eric
Sent: Monday, August 10, 2015 10:25 AM
To: Whitlock, Eugene <whitlocke@smccd.edu>
Cc: Witham, Jasmine <withamj@smccd.edu>
Subject: RE: Statistics on Online Survey Use

Eugene,

Attached are statistics on the spring 2015 online faculty evaluation process.

At a high level:

	Response Percent
CAN	37%
CSM	31%
SKY	47%

Let us know if you have any questions.

--
Eric Raznick
Chief Technology Officer
San Mateo County Community College District
raznick@smccd.edu / 650.358.6703

From:

From:	Raznick, Eric
Sent:	Monday, August 10, 2015 10:25 AM
To:	Whitlock, Eugene
Cc:	Witham, Jasmine
Subject:	RE: Statistics on Online Survey Use
Attachments:	201503_faculty_evals.xlsx

Eugene,

Attached are statistics on the spring 2015 online faculty evaluation process.

At a high level:

	Response Percent
CAN	37%
CSM	31%
SKY	47%

Let us know if you have any questions.

--
Eric Raznick
Chief Technology Officer
San Mateo County Community College District
raznick@smccd.edu / 650.358.6703

From: Whitlock, Eugene
Sent: Tuesday, August 4, 2015 8:38 PM
To: Raznick, Eric <raznick@smccd.edu>
Cc: Witham, Jasmine <withamj@smccd.edu>
Subject: Re: Statistics on Online Survey Use

Thanks

Eugene Whitlock
Vice Chancellor, Human Resources and General Counsel
San Mateo County Community College District
Tel: (650) 358 - 6883

On Aug 4, 2015, at 8:37 PM, Raznick, Eric <raznick@smccd.edu> wrote:

We did come up with numbers before and we will come with something again. The design of the current system has a step where the department removes a flag when they want the survey to stop. This makes it hard for us to 'recreate' a list of all the courses that had a survey. We WILL figure something out.

Btw - the new system does not have the same limitation.

Sent from Outlook

On Tue, Aug 4, 2015 at 8:32 PM -0700, "Whitlock, Eugene" <whitlocke@smccd.edu> wrote:

But you provided the statistics before...just looking for the same stuff.

Eugene Whitlock
Vice Chancellor, Human Resources and General Counsel
San Mateo County Community College District
Tel: (650) 358 - 6883

On Aug 4, 2015, at 8:21 PM, Raznick, Eric <raznick@smccd.edu> wrote:

> Eugene,
> It may a bit complicated for us to come up with stats but we will work on it.
>
>
> ---
> Eric Raznick
> Chief Technology Officer
> San Mateo County Community College District
> raznick@smccd.edu / 650.358.6703
> <image001.jpg>
>
> **From:** Whitlock, Eugene
> **Sent:** Tuesday, August 4, 2015 4:45 PM
> **To:** Witham, Jasmine <withamj@smccd.edu>; Raznick, Eric <raznick@smccd.edu>
> **Subject:** Statistics on Online Survey Use
>
> Can we get the updated stats for Spring Semester? I would like to share with AFT as I work on convincing them to let us do it another semester.
>
> Also, do you think we need to offer District-wide training on the new system with Class Climate? I'm guessing yes.
>
> **Eugene Whitlock**
> *Vice Chancellor, Human Resources and General Counsel*
> San Mateo County Community College District
> 3401 CSM Drive, San Mateo, CA 94402
> Tel: (650) 358 6883

From:	Didion, John <Didion_John@rsccd.edu>
Sent:	Tuesday, April 21, 2015 2:05 PM
To:	Whitlock, Eugene
Subject:	RE: Use of Online Student Evaluations/Surveys for Faculty Evaluations

We tried it for two years and just couldn't get the students to participate. I think it was just the lack of immediacy that made it too easy for students to forget about it. Our old system of handing the survey out in class and having it completed right then and there seems to work the best. Ironically it was our faculty who advocated for the return to the scantron system. They were concerned that only disgruntled students would follow through with the online process.

John

From: Whitlock, Eugene [mailto:whitlocke@smccd.edu]
Sent: Tuesday, April 21, 2015 2:01 PM
To: Didion, John
Subject: RE: Use of Online Student Evaluations/Surveys for Faculty Evaluations

Hi John –

We have been piloting it now for 2 semesters and have the same issue. How long ago did you try it and do you have any idea why the results were so poor?

Also, did you have to get the agreement of your faculty union to switch to online?

Thanks

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From: Didion, John [mailto:Didion_John@rsccd.edu]
Sent: Tuesday, April 21, 2015 1:55 PM
To: Whitlock, Eugene
Subject: RE: Use of Online Student Evaluations/Surveys for Faculty Evaluations

Hi Eugene,

We tried it and the participation rate by the students was abysmal. We have gone back to the old scantron process.

John Didion
Executive Vice Chancellor

Human Resources & Educational Services
Rancho Santiago Community College District
(714) 480-7489
didion_john@rsccd.edu

Hi All –

How many of you use an online solution for conducting student surveys as part of faculty evaluations? If you do use them, are they required? If you don't use them, why not?

I will compile the results to share with the group.

Thanks in advance, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	Morello, Jr., Joseph
Sent:	Tuesday, December 09, 2014 12:24 PM
To:	Whitlock, Eugene
Cc:	Perkins, Sarah
Subject:	RE: Use of Online Student Questionnaires

Eugene,

Below is our physical count v. completed on-line evaluation results for my faculty this semester:

Instructor	Class	Physical Count @ Observation	On-Line Eval. Completed
Steele (29.9%)	DANC 100	On-Line Class 0 physical count	23 of 77 students completed
Steele (55%)	DANC 330.1,2	10 were present @ observation	11 of 20 students completed
Steele (60%)	DANC 395.1,2	19 were present @ observation	12 of 20 students completed
Steele (52.4%)	FITN 334.1,2	24 were present @ observation	22 of 42 students completed
Steele (58.3%)	FITN 335.1,2,3	28 were present @ observation	28 of 48 students completed
Brunicardi (84.6%)	INDV 121.1,2,3	28 were present @ observation	33 of 39 students completed
Hahn (33%)	KINE 680SA	15 were present @ observation	7 of 21 students completed

Here is the breakdown just looking at who was there v. who completed the evaluation. This probably provides the strongest correlation when analyzing the results. I excluded the on-line class as there was no physical observation:

Instructor	Class	Physical Count @ Observation	On-Line Eval. Completed
Steele (110%)	DANC 330.1,2	10 were present @ observation	11 students completed
Steele (63.2%)	DANC 395.1,2	19 were present @ observation	12 students completed
Steele (91.7%)	FITN 334.1,2	24 were present @ observation	22 students completed
Steele (100%)	FITN 335.1,2,3	28 were present @ observation	28 students completed
Brunicardi (118%)	INDV 121.1,2,3	28 were present @ observation	33 students completed
Hahn (46.7%)	KINE 680SA	15 were present @ observation	7 students completed

So... I would say the results represent a mixed bag. I had three instances where results were the same or greater of completed evaluations when compared to the amount of students physically in class that day. I also had three instances where completed evaluations were less than the physical count of students in class that day.

Personally, I would like to try and stick with the on-line method if possible. My hope would be that we could develop a more automated system in the future.

Best,
Joe

From: Whitlock, Eugene
Sent: Thursday, November 13, 2014 6:42 PM
To: Morello, Jr., Joseph
Subject: Re: Use of Online Student Questionnaires

Thanks for the detailed response...I look forward to your results.

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
Tel: (650) 358 - 6883

On Nov 13, 2014, at 5:36 PM, "Morello, Jr., Joseph" <morelloj@smccd.edu> wrote:

> Eugene,
> I answered your questions below in red. Let me know if anything isn't clear. I've cc'd Sandra my division assistant in case she wants / needs to add anything:
> Best,
> Joe
>
> **From:** Whitlock, Eugene
> **Sent:** Tuesday, November 11, 2014 5:04 PM
> **To:** Bestock, Donna; Carranza, James; Frontiera, Charlene; Garcia, Angelica; Gutierrez, Mary; Hayes, Linda; Henson, Kevin; Hernandez, Raymond; Hsieh, Chialin; Johnson, David; Lopez, Kim; McVean, Aaron; Morello, Jr., Joseph; Mosby, John; Paver, Jonathan; Ramezane, Marsha; Rana, Anniqua; Ross, Kathleen; Roumbanis, Christine; Sewart, John J.; Soyombo, Richard A. F.; Stringer, Janet; Taylor-Mendoza, Jennifer; Villareal, Henry; Wolf, Andreas
> **Cc:** Perkins, Sarah; Anderson, Gregory; Comerford, Sandra Stefani; Claire, Michael E.; Buckley, Lawrence; Stanback Stroud, Regina; James, Katherine "Teeka"
> **Subject:** Use of Online Student Questionnaires
>
> Hi All –
>
> I am soliciting feedback on your use of the online questionnaires this semester. If you tried out the online questionnaire for one (or more) of your faculty evaluations, please let me know the following:
>
> 1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)? I sent an email via websmart to any student in a section that was using the on-line evaluation on October 15th. The total amount of sections was 13, one of which was completely on-line. Faculty performed classroom observations starting October 20th and concluding this week on November 12th. At each observation, faculty observers read the required language from the

contract about the student evaluation, reminded students that they had received an email about the evaluations, and provided time for students to complete the evaluation in class if they had an electronic device handy. They also advised students that the evaluations would be available to complete on websmart until November 21st. Today, I sent out a reminder to all 13 sections that the last date to complete the evaluation would be November 21st.

2. Were the students given class time to fill out the questionnaire online? Yes, they were provided the same 15 minutes. Two things prevented the students from using the class time in my area. One, because our curriculum is activities based most students did not have a smart device with them. Two, for those students with a smart device, wireless signal in our building is not very good. The bottom line is almost no students used this time to complete the survey.

3. How long was the questionnaire left "active" so that the students could fill it out after class? The survey will have been active and available to students for approximately 5 weeks (October 15-November 21)

4. Were students reminded to fill out the questionnaire? If so, how? After the class observation, I have asked faculty to remind students to please complete the evaluation on a continuing basis. We have been checking completion rates in banner. Like all things, I think some instructors are better at doing this than others. We'll see how the results turn out. As noted above, we also sent out an email reminder today to the students.

5. Would you use an online student questionnaire again? If not, why not? Yes for on-line courses and my preference would be to continue with face to face courses as well. That being said, I want to see what the results are to make an assessment. The good news is this fall, all evaluations (tenure track and adjunct) require a faculty observation. On the observation form, the evaluator notes the number of students attending the class. Based on that number, I'll be able to document if more students completed the evaluation than were physically present in class (a good argument for using on-line); if the same amount of students completed the evaluation who were present in class (a net same impact which would strengthen the argument for on-line); or if fewer students completed the evaluation than were present in the class (this would strengthen the argument for a paper / pencil option)

6. Suggested changes? I think we would need to give on-line at least another semester of assessment. Personally, either through gwamail or websmart, it would be a time savings to have automated messages go out saying the survey is open and sending out periodic reminders if the student has not completed the survey. From a contract perspective, I think it's important to

try and agree on a uniform start date and end date for opening and closing the survey (this would apply to semester length courses- you would need some variation for short courses). I liked having one start date and end date because it's easier to manage as opposed to trying to "time" opening and closing to an observation. I do think it's critical, especially with Standard Evaluations, that we still have someone go to the class, read the language and encourage students to complete the evaluation right then. The challenges in my area are particular to my discipline and location. Otherwise, my assumption is the students could complete this in class if they have a device handy.

I won't have numbers for you by Nov. 18th but will advise you and Sarah on the response rate v. the number of students observed in class to see if on-line surpassed, met or diminished participation rates.

Your feedback is important because we are attempting to determine the viability of this approach. If you feel that your Division Assistants should be responding to this email, please feel free to forward these questions to them.

I would greatly appreciate a reply no later than Tuesday, November 18.

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

Whitlock, Eugene

From:	Raznick, Eric
Sent:	Wednesday, December 03, 2014 9:57 AM
To:	Blackwood, Kathy; Anderson, Gregory
Cc:	Whitlock, Eugene; Perkins, Sarah; Comerford, Sandra Stefani; Richards, Robin; Witham, Jasmine
Subject:	RE: return rates on online evals
Attachments:	syqfevl_CSM.lis; syqfevl_CANADA.lis; syqfevl_SKYLINE.lis

All,

Attached are reports for each college regarding the online faculty evaluations.

Let me know if you have any trouble opening the files. You should see something like the screen print below. The reports are fairly self-explanatory – the PERCENT is comparing the total number of students who completed the survey vs. the current enrolment. Please ignore the EVAL DATE field as we did not end up using that.

Please let me know if you have any questions.

Eric

SYQFEVL				San Mateo County CC District				03·
				Faculty Evaluation				
RAZNICK				Skyline College				
				Fall 2014				
SECTION		**CRN**	**INSTRUCTOR**	**EVAL DATE**	**ENROLL**	**COMPLETE**	**PERCENT**	
ACTG 100	OLH	80006	Zhang, Hellen	09/17/2014	27	8	29.6%	
ACTG 103	OLH	88203	Zhang, Hellen	08/31/2014	32	10	31.3%	
ACTG 121	AA	80007	Zhang, Hellen	09/15/2014	44	26	59.1%	
ACTG 121	JA	80010	Zhang, Hellen	09/19/2014	39	24	61.5%	
ACTG 131	JA	80012	Zhang, Hellen	09/17/2014	37	29	78.4%	
ART 101	JA	80026	Pauker, Michael	09/19/2014	44	12	27.3%	
ASTR 100	AA	92365	Grist, Gregory	09/16/2014	32	24	75.0%	
ASTR 100	AC	93131	Grist, Gregory	09/18/2014	41	31	75.6%	
ASTR 100	AH	93249	Grist, Gregory	09/16/2014	0	0	0.0%	
ASTR 100	AX	92920	Grist, Gregory	09/16/2014	38	27	71.1%	
ASTR 101	AA	93507	Grist, Gregory	09/16/2014	23	18	78.3%	
AUTO 665SU	SSH	91978	Johnson, Julia	09/16/2014	8	2	25.0%	
AUTO 665SX	SSH	92772	Johnson, Julia	10/07/2014	7	2	28.6%	

--
Eric Raznick
Chief Technology Officer
San Mateo County Community College District
raznick@smccd.edu / 650.358.6703

SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT

Cañada College · College of San Mateo · Skyline College

From: Blackwood, Kathy
Sent: Tuesday, December 02, 2014 8:12 PM
To: Anderson, Gregory
Cc: Whitlock, Eugene; Perkins, Sarah; Comerford, Sandra Stefani; Richards, Robin; Raznick, Eric
Subject: Re: return rates on online evals

Gregory,

I don't have that data. I'm not sure it exists. Eric, do you know?

Kathy

Sent from my iPad

On Dec 2, 2014, at 7:46 PM, Gregory Anderson <andersong@smccd.edu> wrote:

> Hi Kathy,
>
> At yesterday's VPs' meeting we agreed to investigate factors that contributed to higher or lower rates of return on the online evaluations. As we do so, it would be helpful to see which sections achieved higher return rates and which were not so successful. Could you direct us to the spreadsheet or data source that you mentioned yesterday?
>
> gregory

From:	Bestock, Donna
Sent:	Wednesday, November 19, 2014 12:21 PM
To:	Whitlock, Eugene
Subject:	RE: Use of Online Student Questionnaires

Eugene,

This has to be a preliminary report because we did a lot of them and I don't have all the data yet.

Overview:
WE did 50 online student evaluations this semester. Three of them had 100% response, the rest of them ranged from 74% to 6% response.

1. All students received an email from me alerting them to the survey and giving directions.
2. About 10 of the sections were given time in class to do the survey. Initial reports back indicate that this went well, with high levels of participation, but not 100%. I will urge that we do more of this in the future.
3. Four weeks.
4. Most in-person classes were reminded by the peer evaluator about the survey and most were also reminded by the instructor to fill out the form. AS far as I know the online classes got only the initial email from me.
5. Yes I would.
6. No suggestions at this time. I had a little problem with the report at first, but that got fixed.

Donna

Donna Bestock
Dean, Social Science/Creative Arts
Skyline College
3300 College Drive
San Bruno, CA

From: Whitlock, Eugene
Sent: Tuesday, November 11, 2014 5:04 PM
To: Bestock, Donna; Carranza, James; Frontiera, Charlene; Garcia, Angelica; Gutierrez, Mary; Hayes, Linda; Henson, Kevin; Hernandez, Raymond; Hsieh, Chialin; Johnson, David; Lopez, Kim; McVean, Aaron; Morello, Jr., Joseph; Mosby, John; Paver, Jonathan; Ramezane, Marsha; Rana, Anniqua; Ross, Kathleen; Roumbanis, Christine; Sewart, John J.; Soyombo, Richard A. F.; Stringer, Janet; Taylor-Mendoza, Jennifer; Villareal, Henry; Wolf, Andreas
Cc: Perkins, Sarah; Anderson, Gregory; Comerford, Sandra Stefani; Claire, Michael E.; Buckley, Lawrence; Stanback Stroud, Regina; James, Katherine "Teeka"
Subject: Use of Online Student Questionnaires

Hi All –

I am soliciting feedback on your use of the online questionnaires this semester. If you tried out the online questionnaire for one (or more) of your faculty evaluations, please let me know the following:

1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)?
2. Were the students given class time to fill out the questionnaire online?
3. How long was the questionnaire left "active" so that the students could fill it out after class?
4. Were students reminded to fill out the questionnaire? If so, how?
5. Would you use an online student questionnaire again? If not, why not?
6. Suggested changes?

Your feedback is important because we are attempting to determine the viability of this approach. If you feel that your Division Assistants should be responding to this email, please feel free to forward these questions to them.

I would greatly appreciate a reply no later than Tuesday, November 18.

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	Hernandez, Raymond
Sent:	Tuesday, November 18, 2014 9:24 PM
To:	Whitlock, Eugene
Subject:	RE: Use of Online Student Questionnaires

1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)?
2. Via email, in person by evaluator and evaluee
3. Were the students given class time to fill out the questionnaire online?
   Some of the evaluators asked students to fill it out using their smart phones. Not very many ultimately did.
4. How long was the questionnaire left "active" so that the students could fill it out after class?
   Approximately a 2 week period
5. Were students reminded to fill out the questionnaire? If so, how?
   An email reminder after week 1 and reminders in person by evaluees and evaluators
6. Would you use an online student questionnaire again? If not, why not?
   Yes. It streamlines the process. We are having trouble majority of students completing the survey. I am extending the open survey period by one week to make a final effort to increase the response rate.
7. Suggested changes?
   Provide incentive to completing surveys (e.g. do not release grades until complete, students are unable to progress through websmart screens to register for classes or access information until surveys are complete)

Raymond Hernandez, MPH, RRT, NPS
Dean-Science, Math, Technology

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http://skylinecollege.edu/sciencemathtech/index.php
hernandezr@smccd.edu

Skyline College Mission: "To empower and transform a global community of learners."

From: Whitlock, Eugene
Sent: Tuesday, November 18, 2014 8:42 AM
To: Bestock, Donna; Carranza, James; Frontiera, Charlene; Garcia, Angelica; Gutierrez, Mary; Hayes, Linda; Henson, Kevin; Hernandez, Raymond; Hsieh, Chialin; Johnson, David; Lopez, Kim; McVean, Aaron; Morello, Jr., Joseph; Mosby,

John; Paver, Jonathan; Ramezane, Marsha; Rana, Anniqua; Ross, Kathleen; Roumbanis, Christine; Sewart, John J.; Soyombo, Richard A. F.; Stringer, Janet; Taylor-Mendoza, Jennifer; Villareal, Henry; Wolf, Andreas
Cc: Perkins, Sarah; Anderson, Gregory; Comerford, Sandra Stefani; Claire, Michael E.; Buckley, Lawrence; Stanback Stroud, Regina; James, Katherine "Teeka"
Subject: RE: Use of Online Student Questionnaires
Importance: High

Please respond today if you have no already responded. Your input is <u>critical</u> to determine if we should continue using online student questionnaires.

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
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To: Bestock, Donna; Carranza, James; Frontiera, Charlene; Garcia, Angelica; Gutierrez, Mary; Hayes, Linda; Henson, Kevin; Hernandez, Raymond; Hsieh, Chialin; Johnson, David; Lopez, Kim; McVean, Aaron; Morello, Jr., Joseph; Mosby, John; Paver, Jonathan; Ramezane, Marsha; Rana, Anniqua; Ross, Kathleen; Roumbanis, Christine; Sewart, John J.; Soyombo, Richard A. F.; Stringer, Janet; Taylor-Mendoza, Jennifer; Villareal, Henry; Wolf, Andreas
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5. Would you use an online student questionnaire again? If not, why not?
6. Suggested changes?

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Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	Clark, Georgia
Sent:	Tuesday, November 18, 2014 2:22 PM
To:	Whitlock, Eugene
Cc:	Stringer, Janet
Subject:	FW: Use of Online Student Questionnaires
Importance:	High

Hello there....I am the Division Assistant for the Science Division at Cañada College and Janet Stringer has asked me to give you my input....which I appreciate.

The majority of the Evaluations in our Division were completed online....which was fabulous, for a number of reasons:

1. The initial process was easy
2. The Reports that I could print out and supply to the Instructors were neat and easy to read. Nice Format
3. Easy Banner Input

1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)? *The students were sent an email via their Smccd Accts*
2. Were the students given class time to fill out the questionnaire online? *Yes*
3. How long was the questionnaire left "active" so that the students could fill it out after class? *I left the questionnaire activated but in the email to the students, I indicated that it would be activated for 8 days. I ran a report and if there were not many responses, I had the instructor remind the students to complete it again, to see if the results were better.*
4. Were students reminded to fill out the questionnaire? If so, how? *YES...by email and by Instructor*
5. Would you use an online student questionnaire again? If not, why not? *Definitely yes.....it's more time effective and cost effective*
6. Suggested changes?

From: Stringer, Janet
Sent: Tuesday, November 18, 2014 9:44 AM
To: Clark, Georgia
Subject: FW: Use of Online Student Questionnaires
Importance: High

Thoughts on these questions? - Janet

Please respond today if you have no already responded. Your input is **critical** to determine if we should continue using online student questionnaires.

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
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Hi All—

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1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)?
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Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	Carranza, James
Sent:	Tuesday, November 18, 2014 1:45 PM
To:	Whitlock, Eugene
Subject:	FW: Use of Online Student Questionnaires

Hi Eugene,

I'm in a bit of time crunch between meetings but here are some initial responses, one from a faculty evaluator and the other from my division assistant in answer to your questions. My own concerns have more to do with basic process and timelines, but which I know once worked out will make administering the evaluations seamless.

I am concerned about the low response rate, but we'll just have to wait to see how this goes.

Faculty Evaluator:

The process seemed to work fine, to me. Especially for the first time. All support from the division office was fine and good. The responses seemed no more and no less helpful than on-campus responses. Pretty much the same stuff.

The low response rate I attribute to this being the first time; and, of course, overall completion, retention and participation rates being lower in OL courses than campus courses. I.e., it's much easier not to participate, in this, or in anything, OL.

Division Assistant:

Subject: Use of Online Student Questionnaires

1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)? I emailed the students several times to announce it. I believe Jason mentioned it in class and had one student confirm the evaluation link was available.
2. Were the students given class time to fill out the questionnaire online? Students were given about two weeks to fill out the form (based on the emails I sent them), though (see question 3), I did not remove the code until I remembered today, so it is possible that students could still see the link and do the eval. I ran report again, and see that it has a total of 22 respondents whereas before, I think it was only 14. I can print up the remaining replies.
3. How long was the questionnaire left "active" so that the students could fill it out after class? See question #2.
4. Were students reminded to fill out the questionnaire? If so, how? Yes, I emailed them twice per week during the two weeks.

5. Would you use an online student questionnaire again? If not, why not? Hard to enforce if no one wants to participate. IF they are in class, you at least get a captive audience. This class was hybrid so it had on-campus meetings.

6. Suggested changes? I believe (since I did it now) that there will be issues with making the eval available and not available (because you have to remember to remove the code) in a timely manner thus leading to possible incorrect results…. Can there be a table or an effective date range that can be entered at the beginning of the semester (for courses being evaluated) so it will happen automatically based on the effective dates? Can you have prompt (not just a message) that might require the student to look at the eval page? Someone suggested not receiving your grade until they complete the eval (I know that is probably not a good idea).

Thanks,
James

James Carranza
Dean of Language Arts
Professor of English
carranza@smccd.edu
Phone: (650) 574-6337
Office: 15-168

Our mission is to provide "an exceptional educational opportunity to residents of San Mateo County and the Greater Bay Area Region. The college is an open-access, student-centered institution that serves the diverse educational, economic, social, and cultural needs of its students and the community" (see Mission and Diversity Statements).

Subject: Use of Online Student Questionnaires

1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)? I emailed the students several times to announce it. I believe Jason mentioned it in class and had one student confirm the evaluation link was available.

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I would greatly appreciate a reply no later than Tuesday, November 18.

Thanks, Eugene

Eugene Whitlock

Vice Chancellor, Human Resources and Employee Relations

San Mateo County Community College District

3401 CSM Drive, San Mateo, CA 94402

Tel: (650) 358 6883

Whitlock, Eugene

From:	Gutierrez, Mary
Sent:	Tuesday, November 18, 2014 11:38 AM
To:	Whitlock, Eugene
Subject:	Online Instructor Evaluation

Eugene—
The email below was sent to faculty volunteered courses. Students have one month to respond to the prompt.
Mary

From: gutierrezm@smccd.edu [mailto:gutierrezm@smccd.edu]
Sent: Wednesday, October 22, 2014 6:21 PM
To: Gutierrez, Mary
Subject: GWAMAIL Copy: Instructor Evaluation

Dear Student,

My name is Mary Gutierrez. I'm the Dean of Language Arts at Skyline College. I'm sending you this message to ask for your assistance.

Your communications instructor Jessica Hurless is being evaluated this semester. All faculty are evaluated periodically. Evaluation is a valuable process for the instructor, college and future students. The intent is to assure teacher quality and professional growth by providing useful assessment of your teacher's performance. Because student feedback is an important part of your instructor's evaluation, the college asks that you participate in the evaluation process by completing an instructor evaluation online via Websmart.

The survey will take a few minutes to fill-out. The evaluation is designed to be anonymous so please do not include your G number or name in the response. Comments will only be shared with the instructor after final grades have been submitted.   Once you start the survey, you must complete it. You cannot return to a partially completed survey later.

To access the survey please log-in to Websmart at: https://websmart.smccd.edu/ Once in websmart you should see an icon at the top of your personal page indicating that you have a survey waiting. Please select the icon for the appropriate class, follow the prompts and complete the survey. Please take the time to answer each question thoughtfully and candidly. Please note that your answers should be for this class and this instructor only.

Your time and attention to getting this done is greatly appreciated. The deadline for submitting the survey is Monday, November 24, 2014.

If you have any questions, please feel free to email me at gutierrezm@smccd.edu. This is the first time that the college has attempted an on-line survey so if you notice anything that would be a better way of presenting the survey please let me know.

Thanks,

Mary

Mary Gutiérrez, Dean of Language Arts

From:	Henson, Kevin
Sent:	Friday, November 14, 2014 4:32 PM
To:	Whitlock, Eugene
Subject:	RE: Use of Online Student Questionnaires

Hi Eugene,

We used the Banner/Online survey for three classes this semester—one online class and two on ground classes. Response rates were low for all three, but we did very little to maximize responses.

- The online course was on a shell/service other than WebAccess. Students were notified via their my.smccd.edu (gmail) student email accounts, but it doesn't seem that many students checked as we had only 9 responses out of 29!
- The two on ground courses also had low rates of participation (Our part-time instructor had three classes. One class was surveyed on ground with paper and observed by a tenured faculty member. The other two classes were surveyed on-line (at the part-time instructor's request) to give a more fully rounded picture of her teaching). Students were notified via WebSmart and verbal instructions in class—Nonetheless, the response rates were pretty low.

We did not have any classes where time was given in class to complete on computers or students' personal devices.

I doubt we're the best example, but sharing our experience. I do believe we could increase the response rates by increasing the number of in class/online/email reminders to students.

KDH

Kevin D. Henson, Ph.D.
Dean of Creative Arts and Social Science
College of San Mateo
1700 W. Hillsdale Blvd.
San Mateo, CA 94402
(650) 574-6581
hensonk@smccd.edu

From: Whitlock, Eugene
Sent: Tuesday, November 11, 2014 5:04 PM
To: Bestock, Donna; Carranza, James; Frontiera, Charlene; Garcia, Angelica; Gutierrez, Mary; Hayes, Linda; Henson, Kevin; Hernandez, Raymond; Hsieh, Chialin; Johnson, David; Lopez, Kim; McVean, Aaron; Morello, Jr., Joseph; Mosby, John; Paver, Jonathan; Ramezane, Marsha; Rana, Anniqua; Ross, Kathleen; Roumbanis, Christine; Sewart, John J.;

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4. Were students reminded to fill out the questionnaire? If so, how?
5. Would you use an online student questionnaire again? If not, why not?
6. Suggested changes?

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I would greatly appreciate a reply no later than Tuesday, November 18.

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	Roumbanis, Christine
Sent:	Friday, November 14, 2014 2:18 PM
To:	Whitlock, Eugene
Subject:	RE: Use of Online Student Questionnaires

Hi Eugene:

Sorry I think I misspoke. The faculty evaluator took the students to the computer lab. They were fine going to a computer lab to administer the online evaluations.

Thanks,

Christine Roumbanis
Interim Dean, Business, Education, and Professional Programs
Skyline College
3300 College Drive
San Bruno, CA 94066

650-738-4362
roumbanis@smccd.edu

Our mission is to empower and transform a global community of learners.

From: Whitlock, Eugene
Sent: Wednesday, November 12, 2014 9:45 PM
To: Roumbanis, Christine
Subject: Re: Use of Online Student Questionnaires

Thanks Christine. I see that some faculty took students to a computer lab to fill out questionnaires...did the faculty mind doing that (as opposed to have the evaluator or division assistant in charge)?

On Nov 12, 2014, at 9:31 PM, Roumbanis, Christine <roumbanis@smccd.edu> wrote:

> Hi Eugene:
>
> Responses to your questions about the Online Student Questionnaire:
>
> 1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)?
>
>   *Students were informed that the questionnaire was going online in a variety of ways: by email, in person and by the evaluator.*
>
> 2. Were the students given class time to fill out the questionnaire online?

Students were given 15 minutes at the beginning or end of the class time to fill out the questionnaire online using their Smartphones. Some faculty brought students to a computer lab to fill out the questionnaire online. The evaluator asked the faculty being evaluated to leave and then advised the students about the evaluation.

3. How long was the questionnaire left "active" so that the students could fill it out after class?

   I worked with the Business Education and Professional Program Division Assistant and we determined that we would leave the questionnaire active for two weeks so that students could fill it out after class. The Division Assistant activated the links in banner for all courses before any observations were conducted so they were available ahead of time.

4. Were students reminded to fill out the questionnaire? If so, how?

   In some courses, we checked the number of responses and if low, sent out an email a day or two before the two week window asking students to complete the survey.

5. Would you use an online student questionnaire again? If not, why not?

   Most of the online student questionnaires were conducted online. Faculty indicated they liked the process as it was more efficient than the paper process.

6. Suggested changes?

   Activate the links for the courses ahead of the first observation and leave the questionnaire open longer in the semester thus allowing a high rate of response.

Thanks,

Christine

Christine Roumbanis
Interim Dean, Business, Education and Professional Programs
BEPP Division

Skyline College
3300 College Drive
San Bruno, CA 94066-1698
650-738-4362

www.SkylineCollege.edu
roumbanis@smccd.edu

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Thanks, Eugene

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From:	Morello, Jr., Joseph
Sent:	Thursday, November 13, 2014 5:37 PM
To:	Whitlock, Eugene
Cc:	Perkins, Sarah; Hatzistratis, Alexandria (Sandra)
Subject:	RE: Use of Online Student Questionnaires

Eugene,
I answered your questions below in red. Let me know if anything isn't clear. I've cc'd Sandra my division assistant in case she wants / needs to add anything:
Best,
Joe

From: Whitlock, Eugene
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Hi All —

I am soliciting feedback on your use of the online questionnaires this semester. If you tried out the online questionnaire for one (or more) of your faculty evaluations, please let me know the following:

1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)? I sent an email via websmart to any student in a section that was using the on-line evaluation on October 15th. The total amount of sections was 13, one of which was completely on-line. Faculty performed classroom observations starting October 20th and concluding this week on November 12th. At each observation, faculty observers read the required language from the contract about the student evaluation, reminded students that they had received an email about the evaluations, and provided time for students to complete the evaluation in class if they had an electronic device handy. They also advised students that the evaluations would be available to complete on websmart until November 21st. Today, I sent out a reminder to all 13 sections that the last date to complete the evaluation would be November 21st.

2. Were the students given class time to fill out the questionnaire online? Yes, they were provided the same 15 minutes. Two things prevented the students from using the class time in my area. One, because our curriculum is activities based most students did not

have a smart device with them. Two, for those students with a smart device, wireless signal in our building is not very good. The bottom line is almost no students used this time to complete the survey.

3. How long was the questionnaire left "active" so that the students could fill it out after class? The survey will have been active and available to students for approximately 5 weeks (October 15-November 21)

4. Were students reminded to fill out the questionnaire? If so, how? After the class observation, I have asked faculty to remind students to please complete the evaluation on a continuing basis. We have been checking completion rates in banner. Like all things, I think some instructors are better at doing this than others. We'll see how the results turn out. As noted above, we also sent out an email reminder today to the students.

5. Would you use an online student questionnaire again? If not, why not? Yes for on-line courses and my preference would be to continue with face to face courses as well. That being said, I want to see what the results are to make an assessment. The good news is this fall, all evaluations (tenure track and adjunct) require a faculty observation. On the observation form, the evaluator notes the number of students attending the class. Based on that number, I'll be able to document if more students completed the evaluation than were physically present in class (a good argument for using on-line); if the same amount of students completed the evaluation who were present in class (a net same impact which would strengthen the argument for on-line); or if fewer students completed the evaluation than were present in the class (this would strengthen the argument for a paper / pencil option)

6. Suggested changes? I think we would need to give on-line at least another semester of assessment. Personally, either through gwamail or websmart, it would be a time savings to have automated messages go out saying the survey is open and sending out periodic reminders if the student has not completed the survey. From a contract perspective, I think it's important to try and agree on a uniform start date and end date for opening and closing the survey (this would apply to semester length courses- you would need some variation for short courses). I liked having one start date and end date because it's easier to manage as opposed to trying to "time" opening and closing to an observation. I do think it's critical, especially with Standard Evaluations, that we still have someone go to the class, read the language and encourage students to complete the evaluation right then. The challenges in my area are particular to my discipline and location. Otherwise, my assumption is the students could complete this in class if they have a device handy.

I won't have numbers for you by Nov. 18th but will advise you and Sarah on the response rate v. the number of students observed in class to see if on-line surpassed, met or diminished participation rates.

Your feedback is important because we are attempting to determine the viability of this approach. If you feel that your Division Assistants should be responding to this email, please feel free to forward these questions to them.

I would greatly appreciate a reply no later than Tuesday, November 18.

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	Roumbanis, Christine
Sent:	Wednesday, November 12, 2014 9:31 PM
To:	Whitlock, Eugene
Subject:	RE: Use of Online Student Questionnaires

Hi Eugene:

Responses to your questions about the Online Student Questionnaire:

1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)?

   Students were informed that the questionnaire was going online in a variety of ways: by email, in person and by the evaluator.

2. Were the students given class time to fill out the questionnaire online?

   Students were given 15 minutes at the beginning or end of the class time to fill out the questionnaire online using their Smartphones. Some faculty brought students to a computer lab to fill out the questionnaire online. The evaluator asked the faculty being evaluated to leave and then advised the students about the evaluation.

3. How long was the questionnaire left "active" so that the students could fill it out after class?

   I worked with the Business Education and Professional Program Division Assistant and we determined that we would leave the questionnaire active for two weeks so that students could fill it out after class. The Division Assistant activated the links in banner for all courses before any observations were conducted so they were available ahead of time.

4. Were students reminded to fill out the questionnaire? If so, how?

   In some courses, we checked the number of responses and if low, sent out an email a day or two before the two week window asking students to complete the survey.

5. Would you use an online student questionnaire again? If not, why not?

   Most of the online student questionnaires were conducted online. Faculty indicated they liked the process as it was more efficient than the paper process.

6. Suggested changes?

   Activate the links for the courses ahead of the first observation and leave the questionnaire open longer in the semester thus allowing a high rate of response.

Thanks,

Christine

Christine Roumbanis
Interim Dean, Business, Education and Professional Programs
BEPP Division

Skyline College
3300 College Drive
San Bruno, CA 94066-1698
650-738-4362

www.SkylineCollege.edu
roumbanis@smccd.edu

Skyline College Mission Statement: To empower and transform a global community of learners.

From: Whitlock, Eugene
Sent: Tuesday, November 11, 2014 5:04 PM
To: Bestock, Donna; Carranza, James; Frontiera, Charlene; Garcia, Angelica; Gutierrez, Mary; Hayes, Linda; Henson, Kevin; Hernandez, Raymond; Hsieh, Chialin; Johnson, David; Lopez, Kim; McVean, Aaron; Morello, Jr., Joseph; Mosby, John; Paver, Jonathan; Ramezane, Marsha; Rana, Anniqua; Ross, Kathleen; Roumbanis, Christine; Sewart, John J.; Soyombo, Richard A. F.; Stringer, Janet; Taylor-Mendoza, Jennifer; Villareal, Henry; Wolf, Andreas
Cc: Perkins, Sarah; Anderson, Gregory; Comerford, Sandra Stefani; Claire, Michael E.; Buckley, Lawrence; Stanback Stroud, Regina; James, Katherine "Teeka"
Subject: Use of Online Student Questionnaires

Hi All –

I am soliciting feedback on your use of the online questionnaires this semester. If you tried out the online questionnaire for one (or more) of your faculty evaluations, please let me know the following:

1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)?
2. Were the students given class time to fill out the questionnaire online?
3. How long was the questionnaire left "active" so that the students could fill it out after class?

4. Were students reminded to fill out the questionnaire? If so, how?
5. Would you use an online student questionnaire again? If not, why not?
6. Suggested changes?

Your feedback is important because we are attempting to determine the viability of this approach. If you feel that your Division Assistants should be responding to this email, please feel free to forward these questions to them.

I would greatly appreciate a reply no later than Tuesday, November 18.

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	Johnson, David
Sent:	Wednesday, November 12, 2014 11:53 AM
To:	Whitlock, Eugene
Cc:	Anderson, Gregory
Subject:	FW: Use of Online Student Questionnaires

Good afternoon Eugene.

Please see below the responses (in blue) to your questions. My Division Assistant Joan Murphy was the point person with regard to organizing the logistics of the evaluations, so I asked her to respond to the questions.

I hope this is helpful.

Thanks.

David

David M. Johnson, Ph.D.
Dean of Humanities & Social Sciences

From: Whitlock, Eugene
Sent: Tuesday, November 11, 2014 5:04 PM
To: Bestock, Donna; Carranza, James; Frontiera, Charlene; Garcia, Angelica; Gutierrez, Mary; Hayes, Linda; Henson, Kevin; Hernandez, Raymond; Hsieh, Chialin; Johnson, David; Lopez, Kim; McVean, Aaron; Morello, Jr., Joseph; Mosby, John; Paver, Jonathan; Ramezane, Marsha; Rana, Anniqua; Ross, Kathleen; Roumbanis, Christine; Sewart, John J.; Soyombo, Richard A. F.; Stringer, Janet; Taylor-Mendoza, Jennifer; Villareal, Henry; Wolf, Andreas
Cc: Perkins, Sarah; Anderson, Gregory; Comerford, Sandra Stefani; Claire, Michael E.; Buckley, Lawrence; Stanback Stroud, Regina; James, Katherine "Teeka"
Subject: Use of Online Student Questionnaires

Hi All –

I am soliciting feedback on your use of the online questionnaires this semester. If you tried out the online questionnaire for one (or more) of your faculty evaluations, please let me know the following:

1. How were students informed that the questionnaire was going to be online (by email, in person, by the evaluator, by the Division Assistant)? Informed by email by Division Assistant
2. Were the students given class time to fill out the questionnaire online? No, only administered the online questionnaires to online classes. No face-to-face classes did the questionnaire online, they all did the paper format.
3. How long was the questionnaire left "active" so that the students could fill it out after class? 2 weeks

4. Were students reminded to fill out the questionnaire? If so, how? Sent 3 reminders by email to each of the classes.
5. Would you use an online student questionnaire again? If not, why not? Yes, for online classes. The response rate for the online surveys is 37%.
6. Suggested changes? If the face to face class wants to give the questionnaires online, it would be best to take them to a computer classroom if at all possible to improve response rate.

Your feedback is important because we are attempting to determine the viability of this approach. If you feel that your Division Assistants should be responding to this email, please feel free to forward these questions to them.

I would greatly appreciate a reply no later than Tuesday, November 18.

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	Whitlock, Eugene
Sent:	Wednesday, October 29, 2014 9:04 AM
To:	James, Katherine "Teeka"
Subject:	RE: Language re Timing of Student Questionnaires and Feedback.docx
Attachments:	MOU re Language re Timing of Student Questionnaires and Feedback.docx

Teeka —

I think you are right that we don't need to worry about the "end of week" language. If someone is confused, we can simply tell them it means "by the end of the week."

What you sent to me is what you and I had discussed and thought would work. I have attached an MOU with those changes for your signature. If it looks good, go ahead and sign it and then I will sign it.

Nice doing business with you!

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From: James, Katherine "Teeka"
Sent: Wednesday, October 29, 2014 8:03 AM
To: Whitlock, Eugene
Subject: Re: Language re Timing of Student Questionnaires and Feedback.docx

Hi Eugene,

I see what happened: I had reached out to the PETF faculty to make sure there wasn't something we were overlooking in the change. They agreed that the proposed revised language would be fine. Here's what I think you had ended up writing up for us after we discussed it:

CURRENT LANGUAGE (Faculty Procedures, Page 17):

Weeks 5-12 of fall semester:

a. Evaluators begin observations as early as Week 5 and complete them by Week 12. Each committee member observes and reports on her/his observations.

b. Prior to the observation, the evaluee shall provide the evaluator with materials and/or documents necessary to provide a context for the class observation.

c. Student questionnaires are administered by Week 10.

d. Individual committee members discuss their classroom observation and provide an overview of the student questionnaires to the evaluee within ten workdays of the observation. The tabulated student questionnaires will be made available to the evaluee after grades are posted.

PROPOSED LANGUAGE

Weeks 5-12 of fall semester:

a. Evaluators begin observations as early as Week 5 and complete them by Week 12. Each committee member observes and reports on her/his observations.

b. Prior to the observation, the evaluee shall provide the evaluator with materials and/or documents necessary to provide a context for the class observation.

c. Student questionnaires are administered by Week 10 and an overview is provided to the evaluee prior to the end of the semester. The tabulated student questionnaires will be made available to the evaluee after grades are posted.

d. Individual committee members discuss their classroom observation ~~and provide an overview of the student questionnaires to the evaluee~~ within ten workdays of the observation. ~~The tabulated student questionnaires will be made available to the evaluee after grades are posted.~~

I think the proposed language works well. The one last thing is that in practice (at least at CSM) "by week X" is being interpreted as "by the <u>end of</u> week X." I don't know that we need to add that level of specificity, and the rest of the timeline deadlines are not specified in this way either.

Thanks!
Teeka

—
Teeka James
Professor of English
College of San Mateo | Building 15-144
(650) 574-6390 | james@smccd.edu

On Oct 29, 2014, at 7:54 AM, James, Katherine Teeka <james@smccd.edu> wrote:

Good grief! I thought I had responded to this. So sorry. I'll dig out the original email and get back to you asap.

Thanks for the reminder!
t
—
Teeka James

Professor of English
College of San Mateo | Building 15-144
(650) 574-6390 | james@smccd.edu

On Oct 28, 2014, at 3:57 PM, Whitlock, Eugene <whitlocke@smccd.edu> wrote:

Hi Teeka –

Just a little tap on the shoulder to see where this item stands.

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From: Whitlock, Eugene
Sent: Monday, September 15, 2014 4:27 PM
To: James, Katherine "Teeka"
Subject: Language re Timing of Student Questionnaires and Feedback.docx

Hi Teeka –

As we discussed today, I am attaching some proposed language to deal with the timing of student questionnaires. My suggested changes don't change the deadline to do student questionnaires (by Week 10), but they do change the deadline for when to share it with the evaluee to the end of the semester. The language restricting access to the tabulated evaluations until the end of the semester remains in place.

For the beta test this semester, I will just be sure that each evaluee who volunteers is aware that the date the student questionnaires go out is a "fixed date" for the purposes of the pilot program only.

If you like the language I will share with the PETF folks and Academic Senate (Diana) to get feedback and hopefully from there we can do an MOU until we can fix the actual contract language.

Feedback is welcome!

From:	Smith, Chris (ITS)
Sent:	Thursday, October 23, 2014 4:35 PM
To:	Whitlock, Eugene
Subject:	RE: Faculty Eval Forms

Hi Eugene,

Yes - the evaluation procedures landing page is still up and running: http://www.smccd.edu/evaluation-procedures/index.php

Access to the page is currently restricted and requires a log-in (you should have permission but others may not). I can make it public whenever you'd like.

Best,
Chris

--

Christopher Smith
Web Programmer / Analyst
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
(650) 358-6739 | smithchr@smccd.edu

-----Original Message-----
From: Whitlock, Eugene
Sent: Thursday, October 23, 2014 4:23 PM
To: Smith, Chris (ITS)
Subject: Faculty Eval Forms

Hi Chris -

Remember that webpage with the forms for faculty evaluations you made? Is that up and running?

Thanks

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations San Mateo County Community College District
Tel: (650) 358 - 6883

From:	Raznick, Eric
Sent:	Monday, October 13, 2014 9:36 AM
To:	Rana, Anniqua; Carranza, James; Hernandez, Raymond; Wolf, Andreas; Bestock, Donna; Johnson, David; Stringer, Janet; Morello, Jr., Joseph; Ross, Kathleen; Henson, Kevin; Hayes, Linda; Frontiera, Charlene; Gutierrez, Mary; Roumbanis, Christine; Anderson, Gregory; Comerford, Sandra Stefani; Perkins, Sarah; Gorostiza, Angelica; Betancourt, Irma; Ruiz, Carlos; Hatzistratis, Alexandria (Sandra); Murphy, Joan; Tyler, Patricia A.; Pounds, Jonna; Arrospide, Gina; Fitzpatrick, Kathy; Mulcahy, Cecilia; Lee, Matthew; McKinney, Brooke; Tariq, Nadia; Baez, Margarita (Maggie); Raman, Vijiyalakshmi; Ying, Helia; Theodos, Annie
Cc:	Witham, Jasmine; Whitlock, Eugene; Vaskelis, Frank
Subject:	Online Faculty Evaluation Process
Attachments:	online eval overview Oct 2014.docx

HAPPY MONDAY!

The "new" online student evaluation process is ready for use. A quick and easy tutorial is attached. Please note that this version only works for classroom evaluations. We will be rolling out a version that works for labs, psychological services or counseling in the Spring.

Highlights:

- ***This process can be used for online and in-person classes.***
- It will work for any class with a CRN where the "primary instructor" is being evaluated.
- Division assistants will need to make a simple change in Banner (SSADETL) for each CRN involved.
- Student will see a link in WebSMART if they are enrolled in a class that the instructor is being evaluated in.
- Staff at the colleges can use GWAMAIL to send targeted emails to select course to encourage student participation.
- Results of the evaluations will be available online to select staff.
- Surveys can be stopped and started by adding or removing the 'EVAL' code on SSADETL. Please be aware that when you remove the code from SSADETL the course will no longer appear on the SYQFEVL report.

We met with several deans and division assistants on Friday to review the process. They provided wonderful feedback and recommendations for additional features.

To view the completed evaluations online you can login using your email username and password:
https://smcwebsmart.smccd.edu/prod/facultyeval/reports/

Note: This site is protected and only accessible to the administrative assistants and instructional deans

We look forward to your feedback on the process so we can improve it for Spring 2015.

Jasmine Witham
Director of Web Services

and

Eric Raznick
Chief Technology Officer

From:	Henson, Kevin
Sent:	Friday, October 10, 2014 3:49 PM
To:	Whitlock, Eugene
Subject:	FW: Class Climate survey: Psyc. Services_ Psyc.Counselor
Attachments:	FA14-Psyc._Services__Psyc.Counselor.pdf

FYI

Kevin D. Henson, Ph.D.
Dean of Creative Arts and Social Science College of San Mateo
1700 W. Hillsdale Blvd.
San Mateo, CA 94402
(650) 574-6581
hensonk@smccd.edu

-----Original Message-----
From: Raman, Vijiyalakshmi
Sent: Friday, October 10, 2014 2:48 PM
To: Henson, Kevin
Subject: FW: Class Climate survey: Psyc. Services_ Psyc.Counselor

Hello Kevin,

Here is the test run for psyc. services. Latest one on legal size and smcccd logo.

viji

-----Original Message-----
From: Class Climate Admin [mailto:admin@example.com]
Sent: Friday, October 10, 2014 2:40 PM
To: Raman, Vijiyalakshmi
Subject: Class Climate survey: Psyc. Services_ Psyc.Counselor

Dear Mr. Services,

This email contains the evaluation results and the raw data of your survey Psyc. Services_ Psyc.Counselor.

Your Class Climate Administrator

From:	Raznick, Eric
Sent:	Friday, October 03, 2014 10:21 AM
To:	Whitlock, Eugene
Subject:	RE: Online Student Survey
Attachments:	online eval overview Oct 2014.docx

Eugene,

We are just about ready to move to production. Attached is the current overview document.

In order to go live, we need:

- Value for percent of completion. This will drive when the survey will be available for student access. I think it should be something like 60% but I am just guessing.
- Text to put on the WebSMART page. I made stuff up that may not be correct. Current place holder:

> **"IMPORTANT NOTICE**
>
> **One or more of your instructors are being evaluated. Please follow the link below to complete the evaluation survey.**
>
> The feedback from your online evaluations can be used to inform faculty and other students about the effectiveness of a course and the instructor. Constructive suggestions that may help the faculty member to improve the lectures, readings, assignments and exams are particularly valuable. This important feedback is also used to make tenure and performance decisions by the college."

- A FAQ that is linked to the WebSMART page with more info. I could drop this but it seems like a good idea. Current place holder" https://studentaffairs.stanford.edu/registrar/students/course-evals-faq
- I very much want to meet with VPI/Division folks to discuss.

--
Eric Raznick
Chief Technology Officer
San Mateo County Community College District
raznick@smccd.edu / 650.358.6703

SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT

Cañada College · College of San Mateo · Skyline College

From: Whitlock, Eugene
Sent: Friday, October 03, 2014 10:02 AM
To: Raznick, Eric
Subject: Online Student Survey

Hi Eric –

Checking in to see where we are on this...the customers at chomping at the bit.

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
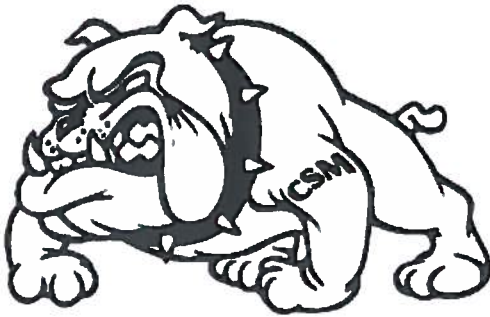3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From: Henson, Kevin
Sent: Thursday, October 02, 2014 4:03 PM
To: Whitlock, Eugene
Subject: RE: ClassClimate

admin
samson
http://classclimate.smccd.edu/classclimate/

the questionnaire is active so probably needs to be duplicated to be edited---StudSurvey

Kevin D. Henson, Ph.D.
Dean of Creative Arts and Social Science
College of San Mateo
1700 W. Hillsdale Blvd.
San Mateo, CA 94402
(650) 574-6581
hensonk@smccd.edu

From: Whitlock, Eugene
Sent: Thursday, October 02, 2014 4:01 PM
To: Henson, Kevin
Subject: ClassClimate
Importance: High

I spoke to the help desk...can you give me the Administator login and the URL for where I login to make a form? The help desk is eager to help (but they close at 430) thanks

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	gregory.g.anderson@gmail.com on behalf of Gregory Anderson <andersong@smccd.edu>
Sent:	Monday, September 22, 2014 3:41 PM
To:	Terzakis, Elizabeth
Cc:	Whitlock, Eugene; Bennett, Diana; Perkins, Sarah; Comerford, Sandra Stefani; Beliz, Tania; Ware, Lezlee; Floro, Nina L.; Stanback Stroud, Regina; Stringer, Janet; Henson, Kevin; Claire, Michael E.
Subject:	Re: Orientation for Faculty Evaluations
Attachments:	Laboratory and Hybrid Classes Original.pdf; Student Questionnaire for Classes Original.pdf

Hi All,

I just had a brief discussion with Elizabeth to share with her that Cañada College deans are all trying to avoid hand tabulation. To the extent possible, faculty members will use the online version, often by walking students over to an open computer lab where all students can complete the form at their own workstation.

For classes where this is impractical, of for situations where paper forms are better, then we'll be using the same system developed by CSM. Dean Henson has been very gracious in supporting this effort, and has scheduled a training for division assistants, deans, and others who will learn the processes.

The latest version of the Scantron-friendly forms are attached.

I'm cc'ing Kevin Henson and Janet Stringer on this email and either of them should be happy to correct any misunderstandings.

```
Gregory G Anderson
Vice President of Instruction

Cañada College
4200 Farm Hill Road
Redwood City  CA  94061

cell                  310.279.7952
office of instruction 650.306.3353
```

On 22 September 2014 15:32, Terzakis, Elizabeth <terzakise@smccd.edu> wrote:
Hello all. Because it has been decided to implement Appendix G this semester, and, therefore, many people are already involved in the evaluation process, Lezlee and I are starting orientations at Cañada tomorrow without materials beside the document itself.

Thanks,
Elizabeth
--
Elizabeth Terzakis
English Department
Cañada College

4200 Farm Hill Boulevard
Redwood City, CA 94061

terzakise@smccd.edu
650-306-3327

From: <Whitlock>, Eugene <whitlocke@smccd.edu>
Date: Monday, September 22, 2014 at 3:17 PM
To: "Bennett, Diana" <bennettd@smccd.edu>, "Anderson, Gregory" <andersong@smccd.edu>, "Perkins, Sarah" <perkinss@smccd.edu>, "Comerford, Sandra Stefani" <comerford@smccd.edu>, Elizabeth Terzakis <terzakise@smccd.edu>, "Beliz, Tania" <beliz@smccd.edu>, "Ware, Lezlee" <warel@smccd.edu>, "Floro, Nina L." <floro@smccd.edu>, "Stanback Stroud, Regina" <stroudr@smccd.edu>
Subject: Orientation for Faculty Evaluations

Hi All –

As you all know, the evaluation procedures for tenured faculty require each Evaluation Guidance Committee to provide orientation to all participants and specific training to Evaluation Committees, evaluators, Deans and VPs. Teeka James and I would like to invite each of you to participate in a committee (yes, another one!) to design the orientations materials that will be used District-Wide.

If you are interested in participating, please let me know and I will include you on the committee. I would like to schedule the first meeting for a time in November.

If you have any questions, please let me know.

Thanks, Eugene

Eugene Whitlock

Vice Chancellor, Human Resources and Employee Relations

San Mateo County Community College District

3401 CSM Drive, San Mateo, CA 94402

Tel: (650) 358 6883

From:	Teeka James <james@aft1493.org>
Sent:	Thursday, September 18, 2014 10:06 AM
To:	Lacefield, Hyla
Cc:	Ware, Lezlee; Whitlock, Eugene
Subject:	Re: Online Student Evaluations
Attachments:	flexdayColleagues.pdf; ATT00001.htm

Hi Hyla,

We will make every effort to correct the proofreading errors. If you happen to have them marked, by all means forward them to Eugene and me so we can ensure that they are corrected. (Eugene, if you have Chris Smith send me the final form mock up, I'll proofread it again myself.)

Hyla, regarding faculty input, the student questionnaires were presented to faculty on opening day of 2013 (August 15, 2013) and at forums at the college campuses in fall 2013. That was the time for input. I'm attaching District Academic Senate President Diana Bennett's all faculty email that announced that meeting (sent August 6, 2013) just for your records.

At the end of this academic year, AFT and HR will meet to collect all the concerns that have been forwarded to us about the forms and procedures and to discuss whether and how to address them. Small things like moving the "any more comments" box to the end of a form are easy and not controversial. Others, like the list of teaching methods, will take more discussion. Please keep a list of your concerns and when I put out a call for feedback in the spring, be sure to send them to me.

Thanks,
Teeka

—

Teeka James
President, AFT Local 1493
San Mateo Community College Federation of Teachers
james@aft1493.org

Professor of English
College of San Mateo | Building 15-144
(650) 574-6390 | james@smccd.edu

From:	Whitlock, Eugene
Sent:	Monday, September 15, 2014 4:41 PM
To:	Perkins, Sarah; Anderson, Gregory; Comerford, Sandra Stefani
Subject:	Volunteers for Online Faculty Evaluation this Fall

Hi All –

So far, the following individuals have contacted me directly:

Amir Esfahani
Janelle Barbier
Julia Johnson
Lisa Cresson
Harriet Carion
Mikel Schmidt

It would be helpful if you, through your deans, reach out to these individuals and their committees to get them ready for the online process.

At this point, we are still waiting on the feedback for the language in the web site, but one of the key issues is the timing of the email to go out to students in the class. Given that this the pilot program, all the emails will be sent at a predetermined time and I need your informed opinions about when that should be...50% or 60% of the way through the semester? Also, who will go to the class to announce that the email will go out for online evaluations? Ideally, someone would go to the class the day the email is sent and we could set aside 10 to 15 minutes for students to fill out the forms online right then and there.

Thanks, Eugene

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

From:	James, Katherine "Teeka"
Sent:	Thursday, September 11, 2014 3:04 PM
To:	Whitlock, Eugene
Subject:	Re: Two Evaluation Questions

Importance:	High

Hi Eugene,

I got your voicemail—thanks. I'm going to send this and then call you so we can puzzle through the complications.

Regarding question #1: In principle, I think what you've outlined sounds ok. However, in practice, it's a bit more complicated. For tenure-track (p. 17) and comprehensive (p.9) tenured evaluation, the timelines say that the the evaluators "discuss their classroom observation and provide an overview of the student questionnaires to the evacuee within ten workdays of the observation." The complication is that within a ten-day period, the class observation has to be done, the student questionnaires administered (and tabulated?), and the evaluator and the evaluee have to meet. This means that the actual deadlines for getting the surveys back will be different for just about everyone under evaluation in any given semester.

For adjunct and grant-funded faculty, however (p. 24), the timeline says that "the evaluator discusses her/his classroom observation and the evaluee's portfolio and Mandatory Self-Assessment and provides an overview of the Student Questionnaires to the evaluee no later than Week 12."

Regarding question #2: Yes; I share your understanding. I have had counselors call me wondering about their student questionnaire form as well.

I'll give you a call now. But if we don't connect, you have my thinking above.

Best,
Teeka
—
Teeka James
President, AFT Local 1493
San Mateo Community College Federation of Teachers
james@aft1493.org

Professor of English
College of San Mateo | Building 15-144
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On Sep 11, 2014, at 1:58 PM, Whitlock, Eugene <whitlocke@smccd.edu> wrote:

Hi Teeka –

Following up on my voicemail, I have a couple "easy" questions.

1. The Appendix G states that Student Questionnaires needed to be completed by "Week 10." For the online system we want to implement, we want to sell the system to send out the email to students for their surveys on the same date certain for every class, e.g. the email would go it ½ through the semester for each class. In other words, the system would like at each class separately, calculate the halfway point and then send out the email to each student in the class. Then we would create a window of time, say 2 weeks, for the students to complete the survey.
2. Given that Appendix G has been ratified, my understanding is that Student Questionnaires must now use only the NEW questions. This means that if a college has student surveys now, they either have to hand tabulate the results or somehow coordinate with CSM to use their technology.

Thoughts?

THanks

Eugene Whitlock
Vice Chancellor, Human Resources and Employee Relations
San Mateo County Community College District
3401 CSM Drive, San Mateo, CA 94402
Tel: (650) 358 6883

Whitlock, Eugene

From:	Raznick, Eric
Sent:	Thursday, September 11, 2014 2:23 PM
To:	Whitlock, Eugene
Cc:	Witham, Jasmine; Chen, Shell
Subject:	Online Student Evaluation Process

Eugene,

Thanks for meeting with Jaz and I on the proposed Online Student Evaluation tool.

As promised, below are screen prints of the mock-up solution we discussed.

Questions/issue:
1. How do we determine when a eval is open/closed? We would like to use a percent of course completion (e.g. 60%) based on start/end dates of the course.
2. The solution purposed would only work for the primary instructor in a course.

Added scope:
- New Banner report that can be run by division staff. Report would should display eval dates and counts/percent of students who have completed.
- Automated email to be generated to students when survey is open. Possible follow up email as a reminder.

Banner SSADETL form with new EVAL code. This would be need to entered for each course to be evaluated.

New Link in WebSMART – only displays when evaluation is waiting.

WebSMART (TRNG)

Cañada College   College of San Mateo   Skyline

San Mateo County Community College District

Home   Student   Financial Aid   My Profile

Welcome, Test Student to WebSMART Last web access on Sep 11, 2014 at 01:29 pm

** You have a faculty evaluation survey waiting **

Student Services

Registration, Student Records, Schedule Appointments, Student Account, DegreeWorks, Fee Payment Plan, Order Parking Permits, Financial Aid,

Financial Aid

My Overall Status of Financial Aid, Apply for a 2014-2015 Board of Governors Fee Waiver Application, My Eligibility, My Award Information, Acce

My Profile

Change PIN, Change Security Question, View Address(es) and Phone(s), Update Address(es) and Phone(s), Name Change Information, Social Se

my.SMCCD   My.Smccd.edu Email
View details about how to login to your email account.

Links to one or more evaluation that a student needs to complete. Links changes and displays "completed" after eval is filled out.

WebSMART (TRNG)

Cañada College

Home | Student | Financial Aid | My Profile

Faculty Evaluation - DEMO

IMPORTANT NOTICE

One or more of your instructors are being evaluated. Please follow the link below to complete t

The feedback from your online evaluations can be used to inform faculty and other students about the eff
lectures, readings, assignments and exams are particularly valuable. This important feedback is also used

Information about Faculty Evaulations

☑ Jasmine Witham - CIS 210 CRN:88888

☑ Eric Raznick - MATH 110 CRN: 12345

RELEASE: 8.6

Actual evaluation (partial shown)

San Mateo County COMMUNITY COLLEGE DISTRICT

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Student Questionnaire
For Classroom and Online Faculty

Please take a few minutes to complete this evaluation form. Faculty will not see the results of the evaluation until after all grades for the class have been officially submitted.

Hello g1234567

You are evaluating course: 12345

COMMENTS SECTION

1. What do you believe your instructor has done especially well in teaching this course?

2. What might the instructor do to make the course better?

--
Eric Raznick
Chief Technology Officer
San Mateo County Community College District
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