



POLICY AND PROCEDURE

TITLE:	Course Evaluation Surveys
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POLICY STATEMENT:

Goodwin University encourages students to use the course evaluation system to evaluate their satisfaction with courses, faculty, and full-time staff. Student evaluations provide useful feedback to the University for course and faculty improvement. Although aggregated results might be made available to relevant members of the University community, students who complete course evaluation surveys are promised anonymity and confidentiality. Individual departments and programs set the threshold for minimum standards. The course evaluation data is reviewed each semester by the members of the Office of Institutional Effectiveness (OIE), deans, associate deans, program directors, and instructors. The results obtained during the course evaluation allow monitoring of the effectiveness of instructional practices and course design.

PROCEDURE DETAILS:

Student course evaluations occur in the last 2 weeks of each course module, for a total of six administrations per year (i.e., two each semester, at the end of the 7-week and 15-week classes). Two weeks prior to the administration, the vendor receives a data file, produced from Colleague by staff in the OIE, which contains the relevant student, course and faculty information. Administrators, faculty and students receive emails from the email address of the OIE (but sent by the vendor) alerting them to the upcoming administration, and receive periodic reminders during the administration period, which encourage students to complete the survey, and the faculty to remind the students. Approximately two weeks after the close of finals, the results are available to administrators and instructors on a vendor maintained website. Deans, associate deans, program directors and instructors can view the results appropriate to their level of management. In addition to that, staff in the OIE create separate reports for each department. Typically, these reports are ready by the middle of the next semester. Each report includes data about medians and average scores for a department per mod, distribution chart of all scores received by instructors for the whole semester, and a summary chart that reflects information about an instructor's score (a score for particular academic program, and a score regarding particular questions).

PUBLISH POLICY STATEMENT (CLICK ON BOX NEXT TO OPTION-SELECT ALL THAT APPLY):

☒ UNIVERSITY CATALOG

☐ STAFF HANDBOOK

☐ FACULTY HANDBOOK

☒ STUDENT HANDBOOK

DEFINITIONS:

Course evaluations are done by an outside vendor which provides the necessary technology, support and expertise, and helps assure confidentiality for participants. This vendor also maintains the website, collects and analyzes the responses and produces the majority of the reports. Goodwin University provides the vendor with student, staff, faculty, and course data. The Senior Director of Institutional Research and Assessment, deans, associate deans, program directors and instructors can all view the results appropriate to their level of management.

EXCLUSIONS:

N/A

OFFICES DIRECTLY AFFECTED BY THE POLICY:

All deans, associate deans and program directors
Senior Director of Institutional Research and Assessment
Provost and Dean of Faculty

HISTORY:

While the University has a long history of conducting course evaluation surveys, Iota (then vendor) online administration began in fall 2012. The College University Committee on Assessment approved the course evaluation policy and procedure in the fall 2015

Reviewed September 2019

Updated with new logo / University January 2020

Revised July 2025

EFFECTIVE DATE:	Fall 2015
RESPONSIBLE OFFICE (ONLY ONE):	Institutional Effectiveness
REVIEW DATE:	Annually