



**University Policy Statement
California State University, Fullerton**

UPS 220.000

POLICIES, PROCEDURES, AND GUIDELINES FOR THE ADMINISTRATION OF STUDENT OPINION QUESTIONNAIRE (SOQ) FORMS

I. PREAMBLE

Students complete SOQ forms for each of their academic credit-bearing courses at CSUF. Student opinion questionnaire forms are used for the purposes of: (1) personnel evaluations, recommendations and decisions; (2) providing individual faculty with information that could be used to improve his or her instruction; and (3) providing data for institutional research while maintaining anonymity of faculty members. This document establishes policies, procedures and guidelines for the administration, collection, storage, and use of Student Opinion Questionnaire forms, whether the forms are completed in class or online.

II. PRINCIPLES

- A. The policies and procedures of this document are subject to the Board of Trustees policies; the California Administrative Code, Title 5; California Education Code; the Unit 3 Collective Bargaining Agreement (CBA); other applicable State and Federal laws; and University Policy Statement (UPS) 210.000, UPS 210.020, UPS 210.050, and UPS 210.060.
- B. The policies in this document apply only to official university approved SOQ forms completed by students enrolled in credit-bearing classes.
- C. Throughout this document, the word *shall* indicates mandatory action; the word *may* indicates permissive action.
- D. SOQ forms shall be administered during the last three weeks of instruction of a semester or the equivalent thereof.
- E. The procedures for development and approval of SOQ forms are the same, regardless of whether forms are administered on paper or online (see UPS 210.000).

- F. The process of administering, processing, and storing SOQ data shall be secure, ensure anonymity for students, and be equitable and fair for faculty and students. SOQ data (completed forms and statistical summaries) shall be confidential and securely maintained.
- G. Access to, and use of, SOQ data by faculty and appropriate administrators who have a role in the personnel process shall be timely. However, faculty members shall not have access to completed SOQ forms or statistical summaries until after they have submitted final course grades.
- H. There shall be three options for administering SOQ forms. The default option shall be to administer the forms in the same context in which the course was delivered. However, a department or program may decide to have all SOQ forms administered in the classroom or have all SOQ forms administered online. Pursuant to CBA terms, students who do not participate in the regular SOQ process shall not be permitted to complete a SOQ form for that class.
- I. Administration of SOQ forms shall be in keeping with the requirements stated in this document, whether SOQ forms are completed in class or online.
- J. All SOQ forms and statistical summaries that are older than six years, and no longer needed for retention, tenure, and promotion purposes, shall be returned to the faculty member, whether completed in class or online.
- K. The University shall provide financial assistance to the departments to cover the cost of administering SOQ forms and ensure timely processing.

III. DEPARTMENTAL RESPONSIBILITIES

- A. Departments shall provide the standardized senate approved directions for administration of SOQ forms (including standardized instructions to students), blank SOQ forms, and pencils for students to complete the forms. Equivalent accommodations (instructions and forms) shall be provided for online courses.
- B. Student anonymity shall be protected. Departments shall develop appropriate methods to ensure student anonymity when course sections are small.
- C. Departments shall administer SOQ forms. Departments shall determine a fair, equitable and confidential process for administering SOQ forms whether administered in class or online. In the case that instruction takes place at off-campus locations, departments and/or colleges shall develop equitable procedures for identifying individual(s) to administer SOQ forms and return them to the department so as to protect the confidentiality and security of the process.
- D. Instructions to Students shall be as follows: “Student Opinion Questionnaires provide valuable information to the faculty and to the University. They provide individual faculty

with information that can be used to improve instruction and are used in personnel reviews for retention, tenure, and promotion of faculty. Your responses are anonymous and faculty will not have access to the forms or the data until after final grades have been officially submitted. We encourage your written comments. Your course evaluation is confidential; please do not discuss your evaluation with others. For evaluations completed in class, please refrain from talking during the course evaluation period.”

- E. Departments shall protect the integrity and confidentiality of completed SOQ forms as the forms are prepared for processing and once the forms and statistical summaries are returned to the department after processing.
- F. After final grades have been officially submitted, departments shall promptly notify faculty members when the SOQ forms and summary data are available and make every effort to provide timely access. Faculty members shall have an opportunity to review the SOQ information prior to the next semester. Departments shall also provide copies of completed SOQ forms and statistical summaries to faculty from their classes upon the faculty member's request.

IV. INSTRUCTOR RESPONSIBILITIES

- A. Instructors shall not make any inappropriate statements regarding the SOQ (whether in class or online) to the students that may influence the content of student responses on the SOQ forms.
- B. Instructors shall not be present in the classroom while the SOQ forms are being administered.
- C. Instructors shall allocate an adequate amount of class time for SOQ forms to be administered.

V. RESPONSIBILITIES OF INDIVIDUALS ADMINISTERING THE FORMS

The individual administering the form shall

- A. Not make any inappropriate statements regarding the SOQ (whether in class or online) to the students that may influence that content of student responses on the SOQ forms;
- B. Provide students with the specific instructor and course identifying information to record on the SOQ forms (i.e., instructor code, schedule number, section number);
- C. Read the standardized instructions to the students;
- D. Distribute an SOQ form to each student;
- E. Collect SOQ forms as students complete them;

- F. Ensure that all forms are collected before leaving the room;
- G. Prior to leaving the classroom, securely seal the envelope containing the completed SOQ forms with the provided security tape and, along with a witness, sign across the seal; and
- H. Return the sealed envelope containing the completed SOQ forms to the departmentally designated location in a timely manner.

EFFECTIVE DATE: October 8, 2007
[New UPS]

Source: Faculty Affairs Committee

Academic Senate Approved: May 10, 2007
Transmitted to President: June 7, 2007
Returned to Academic Senate Office with Suggested Revisions: September 19, 2007
Academic Senate Approved Suggested Revisions: September 27, 2007
Suggested Revisions Transmitted to President: October 5, 2007
President Signed into Effect: October 8, 2007