



University Policy Statement

UPS 220.000

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

1. PREAMBLE

Student opinion questionnaire forms are used for the purposes of: (1) providing students an opportunity to give input to instructors about their instructional experience; (2) providing individual instructors with information that could be used to improve their instruction; (3) informing personnel evaluations, recommendations and decisions; and (4) providing data for institutional research while maintaining anonymity of students and instructors. This document establishes policies, procedures and guidelines for the administration, collection, storage, and use of SOQ forms, whether the forms are completed in class or online. All classes taught with three or more enrolled students shall have students complete SOQ forms unless the President has approved a requirement to evaluate fewer classes after consideration of the recommendations of the Faculty Affairs Committee.

2. PRINCIPLES

- 2.1 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 210.002, UPS 210.020, and UPS 210.070.
- 2.2 The policies in this document apply only to official university-approved SOQ forms completed by students enrolled in credit-bearing classes.
- 2.3 The procedures for development and approval of SOQ forms are the same, regardless of whether forms are administered on paper or online (see UPS 210.002).
- 2.4 Student evaluation forms shall be both quantitative (close-ended questions) and qualitative (open-ended questions).
- 2.5 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) are incorporated into the Personnel Action File and shall be confidential and securely maintained.
- 2.6 Instructors who take leave during a teaching assignment shall not have SOQs administered unless requested by the instructor taking leave.

- 2.7 Instructors taking on substitute assignments shall not have SOQs administered unless requested by the instructor taking the substitute assignment.
- 2.8 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. Any student communications or evaluations provided outside of the SOQ process must be identified by the student's name to be included in the Personnel or Working Personnel Action File.
- 2.9 Department chairs and the appropriate administrator(s) shall have access to SOQ data, after the semester is over and the due date for grades has passed.
- 2.10 Faculty members shall not have access to completed SOQ forms or statistical summaries until after the semester is over and the due date for grades has passed. Faculty members shall have an opportunity to review SOQ results prior to the next semester.
- 2.11 Faculty Affairs and Records (FAR) processes paper forms in the order in which they are received from departments. FAR notifies faculty after Information Technology publishes SOQ results in the Faculty Portal. Original, paper forms are held for 90-days during which faculty can inspect the forms to confirm the accuracy of the published scanned versions. Forms are securely disposed of after the 90-day hold.

3. ADMINISTRATION OF SOQs

- 3.1 SOQs completed online and outside of class time shall not require proctors. SOQs completed during class time (online or paper) shall require proctors.
- 3.2 Normally, faculty shall proctor the administration of SOQ forms for other instructors. Staff may, during unexpected circumstances, administer SOQ forms with permission of the department chair or equivalent. The instructor(s) of the course being evaluated shall not proctor the administration of their own SOQ forms. No student shall proctor the administration of the SOQ forms for faculty.
- 3.3 Teaching associates or faculty shall proctor the administration of SOQ forms for teaching associates. The teaching associate of the course being evaluated shall not proctor the administration of their own SOQ forms. No undergraduate student shall proctor the administration of the SOQ forms for teaching associates.

4. DEPARTMENTAL RESPONSIBILITIES

- 4.1 SOQ forms shall be administered for courses with three or more enrolled students.
- 4.2 For the administration of paper SOQ forms, departments shall provide the standardized senate approved directions, the blank SOQ forms, and pencils for students to complete the forms. For online SOQ forms, the senate approved directions are sent to students electronically by FAR.
- 4.3 Student evaluations collected as part of the regular student evaluation process shall be anonymous and identified only by course and/or section.
- 4.4 Departments shall determine a fair, equitable and confidential process for administering SOQ forms when completed during class time. 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.

- 4.5 FAR shall determine a fair, equitable and confidential process for administering SOQ forms when completed online and outside of class time.
- 4.6 Paper SOQ forms shall be administered during the last four weeks of the semester or during the last week of instruction for courses that are taught in less than a semester.
- 4.7 Online SOQ forms shall be made available to students no earlier than the first day of the 14th week of instruction of a semester and shall close the last day of the 15th week of instruction. Students who have not completed a form shall be sent no more than two electronic mail messages per week from FAR during this process. If a course is taught in less than a semester online SOQ forms shall be made available during the last week of instruction and no more than three reminders sent from FAR.
- 4.8 Instructions to Students shall be as follows:
"Student opinion questionnaires play an important role in the evaluation of instructors. Your opinions influence the evaluation of instructors that takes place periodically. Responses are anonymous, and instructors will not have access to the forms or the data until after final grades have been officially submitted. Written comments are encouraged. Course evaluations are confidential and should not be discussed with others.

Studies have shown that student evaluations of teaching are often influenced by students' unconscious and unintentional biases about the race and gender of the instructor. For instance, women and instructors of color are systematically rated lower in their teaching evaluations than white men, even when there are no actual differences in the instruction or in what students have learned.

As you fill out the course evaluation please keep this in mind and make an effort to resist stereotypes about the instructor(s). Focus your opinions on the effectiveness of the instructor in the course, what you have learned, and not unrelated matters."

- 4.9 Once completed forms are returned to the department office, student employees, including teaching associates and graduate assistants, shall not handle the completed paper forms. Paper forms must be delivered to FAR in a timely manner.
- 4.10 Per UPS 210.002 and 210.070, SOQs shall not be used as the sole measure of teaching effectiveness in evaluations.

5. INSTRUCTOR RESPONSIBILITIES

- 5.1 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.
- 5.2 Instructors shall not be present in the classroom while the SOQ forms are being administered.

5.3 Instructors shall allocate an adequate amount of class time for SOQ forms to be administered.

6. RESPONSIBILITIES OF INDIVIDUALS PROCTORING SOQ ADMINISTRATION

6.1 In-class SOQs (paper or online) should be administered by faculty for other instructors (see section 3 for teaching associates and exceptions).

The proctor shall:

- 6.1.1 Read the standardized instructions to the students;
- 6.1.2 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;
- 6.1.3 For paper SOQ forms only:
 - 6.1.3.1 Identify a student to serve as witness;
 - 6.1.3.2 Distribute an SOQ form to each student;
 - 6.1.3.3 Collect SOQ forms as students complete them;
 - 6.1.3.4 Ensure that all forms are collected before leaving the room;
 - 6.1.3.5 Securely seal the envelope containing the completed SOQ forms;
 - 6.1.3.6 Sign across the seal of the envelope (proctor and witness) prior to leaving the classroom; and
 - 6.1.3.7 Return the sealed envelope containing the completed SOQ forms to the departmentally designated location immediately after they have been completed.

Source: Faculty Affairs Committee

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and ASD 07-153