



CALIFORNIA STATE UNIVERSITY  
**FULLERTON**<sup>™</sup>

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# **Student Opinion Questionnaires: Overview, Processes, and Response Rates**

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**FACULTY AFFAIRS AND RECORDS**

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March 14, 2019

# SOQ Overview

- Background Policies
- Campus Summary
- Timeline
- Operational Tasks and Responsibilities
- SOQ Response Rates Data
- Alternatives and Possibilities

# Background Policies (CBA)

- Student evaluation of teaching is referenced numerous times in Article 15 of the Collective Bargaining Agreement
  - 15.15: “All classes taught by each faculty unit employee shall have such student evaluations... The results of these evaluations shall be placed in the faculty unit employee’s Personnel Action File. Results of evaluations may be stored in electronic format and incorporated by extension into the Personnel Action File provided that individuals involved in evaluations and personnel recommendations or decisions are provided secure access for these purposes.”
  - 15.17a: “...shall be anonymous and identified only by course and/or section. The format of student evaluations shall be quantitative (e.g., “Scantron” form, etc.) or a combination of quantitative and qualitative (e.g., space provided on the quantitative form for student comments).”
- 15.21, 15.23, 15.24, 15.28, 15.29, 15.33, and 15.35: Evaluations shall include student evaluations of teaching performance

# Background Policies (UPS 220.000)

- Students complete SOQ forms for each of their academic credit-bearing courses at CSUF
- SOQ forms shall be administered during the last three weeks of instruction...
- 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.
- ...faculty members shall not have access to completed SOQ forms or statistical summaries until after they have submitted final course grades
- Departments shall develop appropriate methods to ensure student anonymity when course sections are small
- Departments shall protect the integrity and confidentiality of completed forms
- Faculty members shall have an opportunity to review the SOQ information prior to the next semester
- Instructors shall not be present in the classroom while the SOQ forms are being administered

# Background Policies (cont'd)

- UPS 210.000
  - Requires tenure-track/tenured faculty to submit SOQ Course Reports and Raw Data (comments) for all RTP evaluations
  - All forms utilized for personnel actions shall include adequate space for written student comments. Students shall be informed at the time of evaluation that they have the right to include written comments.
  - These forms are the property of the University
  - Any changes in Student Opinion Questionnaire forms must be reviewed by the CPSRC which then advises the Vice President for Academic Affairs
- UPS 210.070
  - Requires lecturer faculty to submit SOQ Course Reports and Raw Data (comments) for all evaluations

# Campus Summary

- FAR provides paper and web-based evaluations for 60+ departments
  - 106 unique questionnaires utilized
- As of Spring 2019, 18 departments administer their SOQs fully online
- Surveys, Scanning, and Report Statistics:

Spring 2018	Surveys Generated		Forms Scanned	Reports Generated
	PAPER	WEB		
		<b>3,565</b>	<b>2,307</b>	<b>169,650</b>

Fall 2018	Surveys Generated		Forms Scanned	Reports Generated
	PAPER	WEB		
		<b>3,402</b>	<b>2,538</b>	<b>162,132</b>

# Regular Semester Timeline

## Fall / Spring

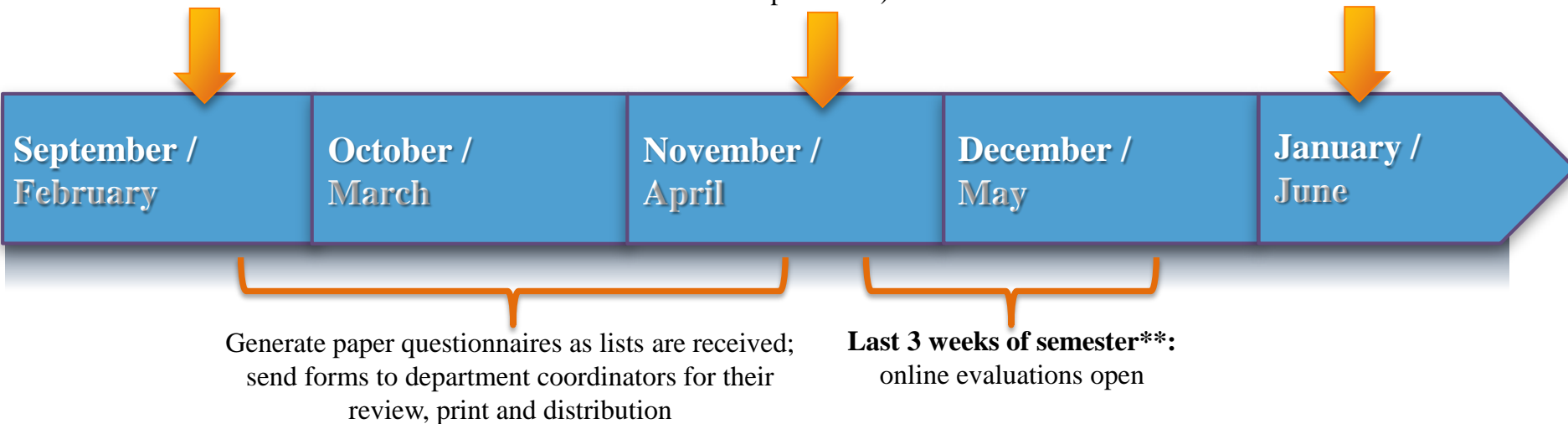
### Post-census:

send course list to department coordinators; give 1 – 1½ month deadline to send verified lists

**4 weeks prior to semester-end:** generate online surveys (one week to generate for all departments)

**1 - 2 weeks after grades are due:** begin publishing reports for ONLINE evals

**2 - 3 weeks after grades are due:** begin publishing reports for PAPER evals



- Forms for early-ending courses are sent to departments as needed. The SOQ Office will contact appropriate departments to confirm form needs.
- **Intersession / Summer Sessions:**
  - The course list is sent to departments approximately 2 weeks after the first session begins
  - Online evaluations are open for one week (5 business days) during the last week of the term

\*\*As needed, Fall semester online surveys are scheduled for 4 weeks to make up for the 1-week Thanksgiving recess

# Operational Tasks and Responsibilities for Generating SOQs

- Early-ending survey inquiry
  - FAR downloads pre-census course list and then sends departmental lists individually to SOQ coordinators
  - Departmental SOQ Coordinators verify and respond
- Early-ending survey generation
  - **Paper surveys:** FAR generates surveys per department response and emails PDF files
    - Departmental SOQ Coordinators print and administer
  - **Web surveys:** FAR generates surveys per department response and scheduled based on appropriate course end-dates
    - FAR sends list of scheduled surveys to Departmental SOQ Coordinators for final verification



# Operational Tasks and Responsibilities for SOQ Generation

- Regular semester survey inquiry
  - FAR downloads post-census course list and then sends departmental lists to SOQ coordinators
  - Departmental SOQ Coordinators verify and respond
- Regular semester survey generation
  - **Paper surveys:** FAR generates surveys per department response and emails PDF files
    - Departmental SOQ Coordinators print and administer
  - **Web surveys:** FAR generates surveys per department response and scheduled based on appropriate term end-date
    - FAR sends list of scheduled surveys to Departmental SOQ Coordinators for final verification
    - Late-ending courses: FAR generates surveys per department response and scheduled based on appropriate term duration (short- versus full-term) and end-dates

# Operational Tasks and Responsibilities for Web SOQs

- Web survey generation
  - Applies to early-ending, regular term, and late-ending course surveys
    - Revise notifications and scheduling settings for students
    - Verify department web request list against CMS data
    - Export student .csv file and upload to ClassClimate
    - Generate and schedule web surveys based on appropriate course end-dates
    - Verify that all requested web surveys were generated
    - Send list of generated web surveys to SOQ Coordinator for final verification
    - Departmental SOQ Coordinators verify and respond

# Operational Tasks and Responsibilities for Paper SOQs

- Process paper surveys
  - Departmental SOQ Coordinators collect completed forms and submit to FAR
  - FAR scans forms



- [Video of scanner](#)
  - FAR conducts response verification for each misread
- [Video of verification process](#)

# Operational Tasks and Responsibilities for Paper SOQs (cont'd)

- Form disposition (since Spring 2018 scanning cycle)
  - After reports published, scanned forms (raw data) held in FAR for 90-days for inspection
  - Interested faculty submit Personnel File Access Request Form and bring identification to inspect their original, scanned forms
  - After 90-day hold, original forms shredded and recycled
- Scanned forms used to be returned to departments
  - Goal is for FAR to store these once space is secured
  - FAR will dispose of post-2008 forms since reports are published in portal
  - FAR will hold pre-2008 forms as part of the Personnel Action File
  - Five years after a faculty member separates from the university, all of the contents of their Personnel Action File are disposed of

# Operational Tasks and Responsibilities for Report Generation

- Generate reports
  - Five types by department
    - Statistical Report (by course)
    - Comment Report (by course)
    - Instructor Summary (by instructor)
    - Department Summary (by department by form)
    - Custom report requests (course levels, etc.)
  - Conduct report verification and spot checks
  - Coordinate with IT to publish reports to Faculty Portal
  - Coordinate with IT to notify faculty that reports have been published

# Miscellaneous Operational Tasks and Responsibilities

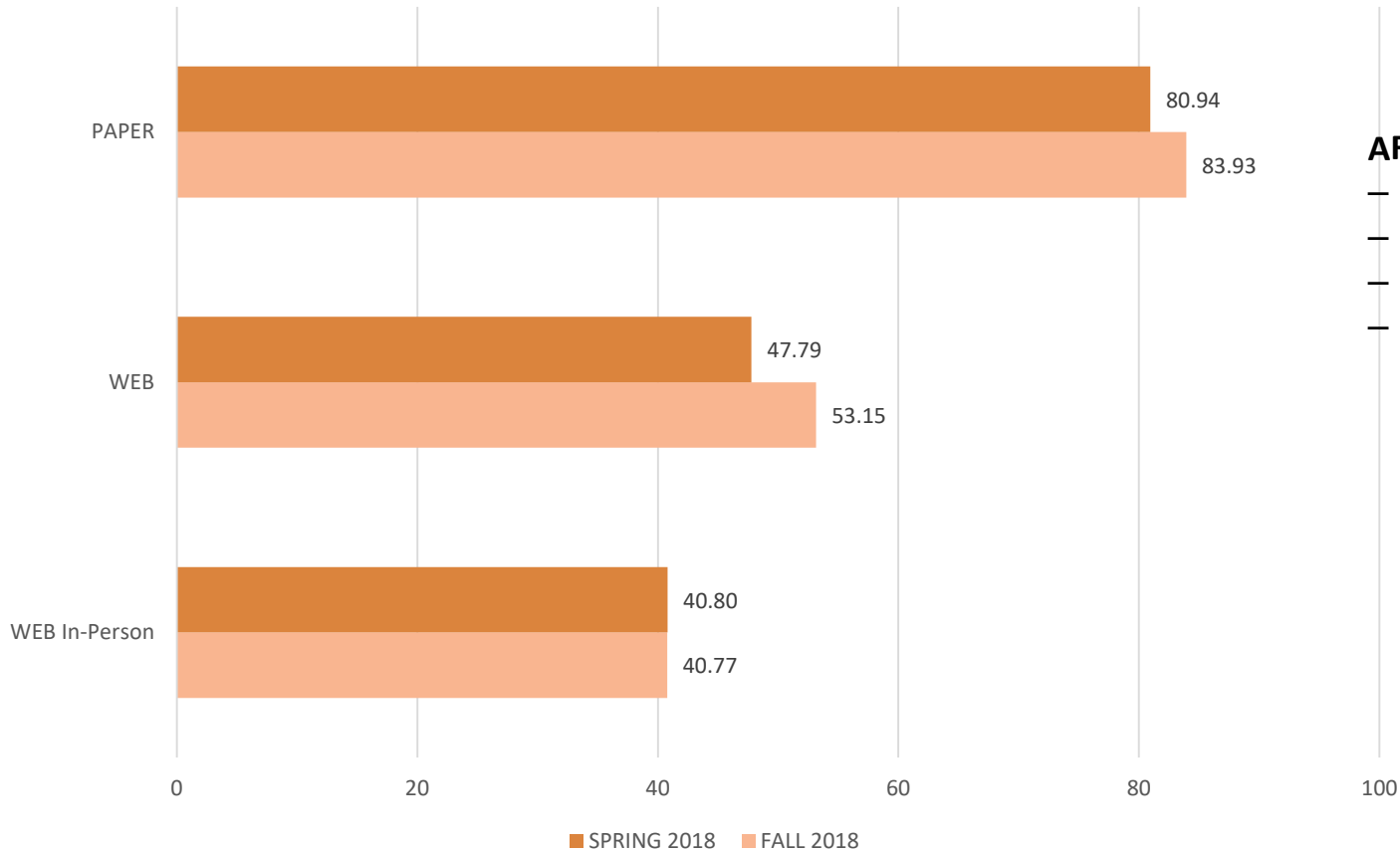
- Modify/build new forms per authorized department request
- Maintain SOQ portal permissions
- Conduct scanner maintenance
- Collaborate with IT on server space and reporting

# SOQ Response Rates Data

- Spring 2018 and Fall 2018 response rates by college
  - Paper-based surveys
  - Web-based surveys
  - Web-based surveys for in-person classes

# SOQ Response Rates

## COLLEGE OF THE ARTS



### ART departments:

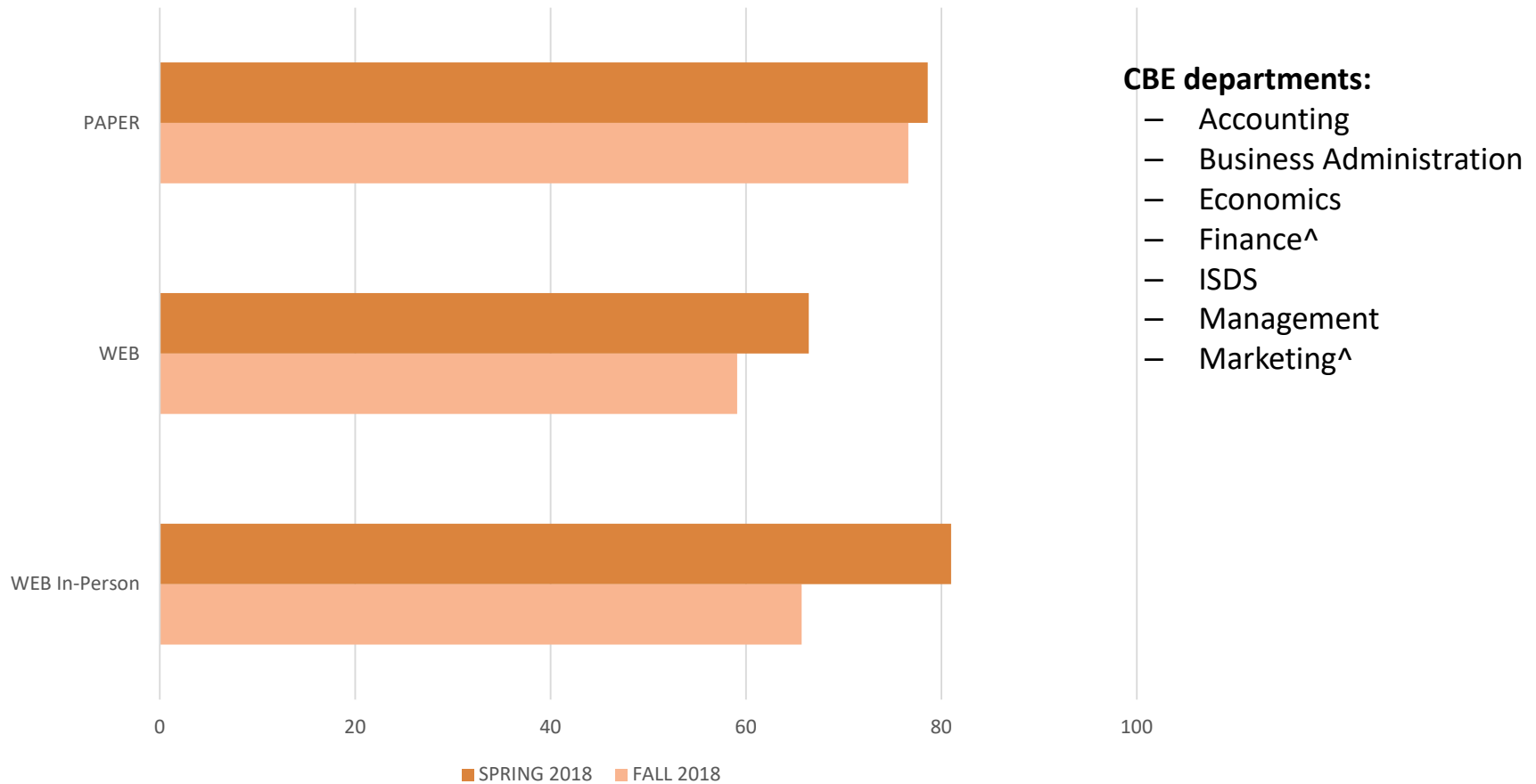
- Art
- Music / Music Education^
- Theater
- Dance

^ administers surveys fully online



# SOQ Response Rates

## COLLEGE OF BUSINESS AND ECONOMICS



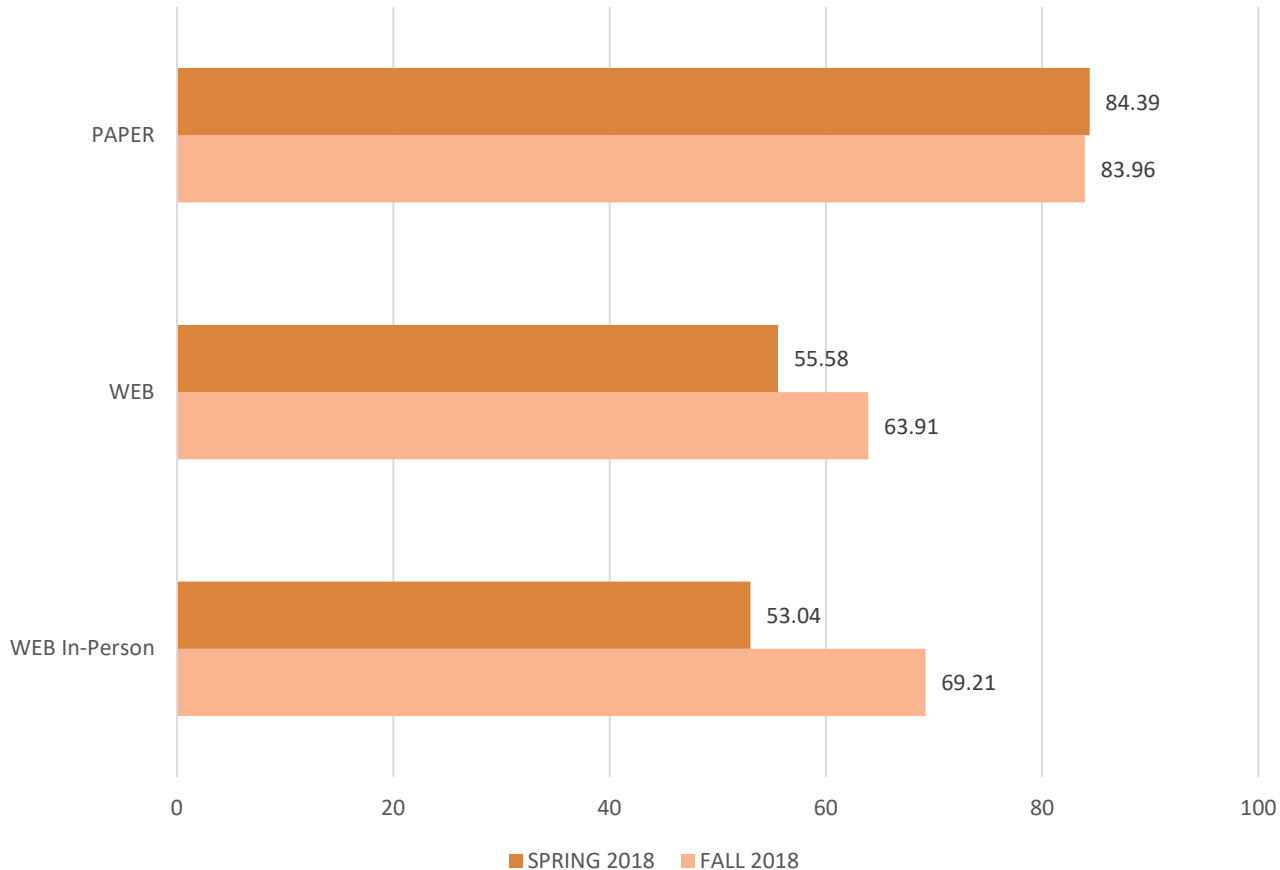
### CBE departments:

- Accounting
- Business Administration
- Economics
- Finance^
- ISDS
- Management
- Marketing^

^ administers surveys fully online

# SOQ Response Rates

## COMMUNICATIONS



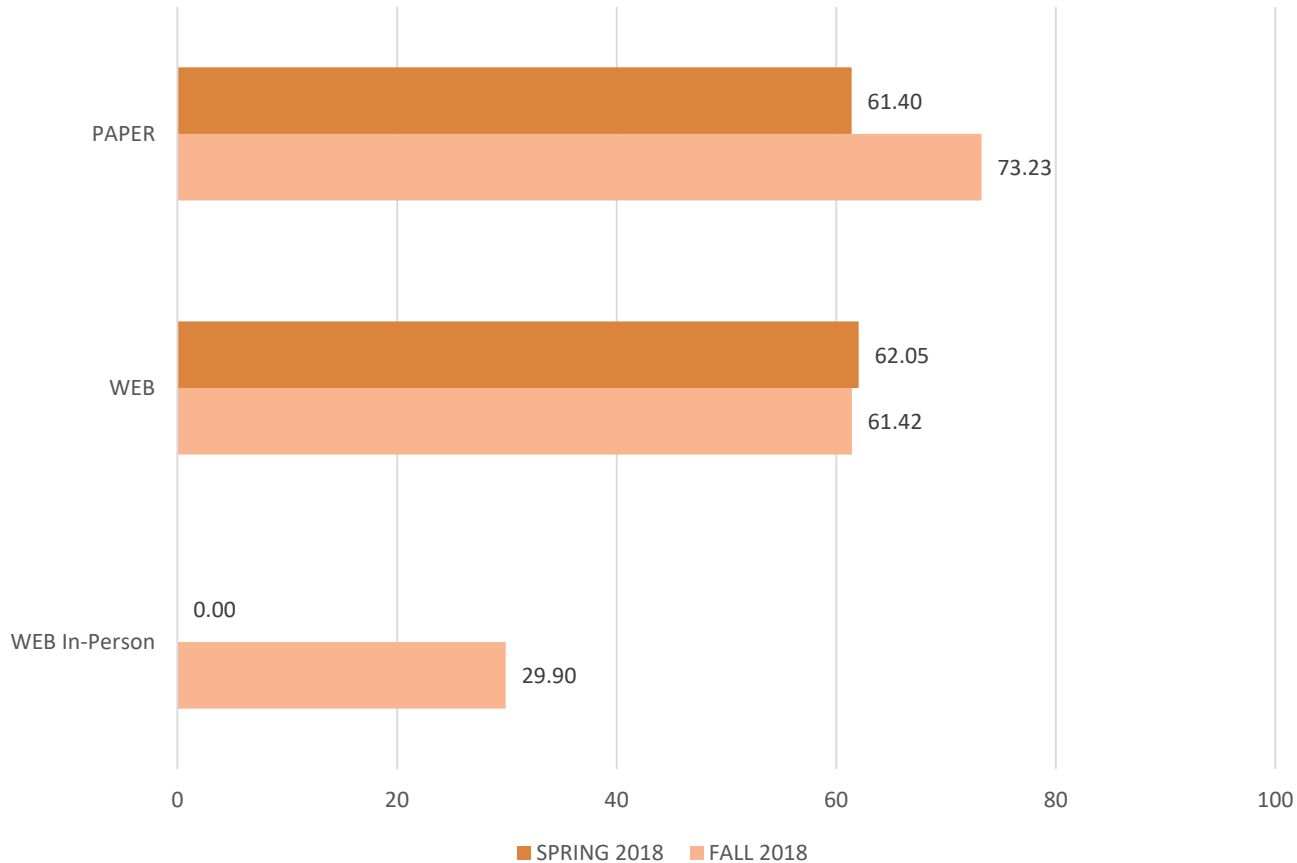
### COMM departments:

- Cinema & Television Arts
- Communications^^
- Communications Sciences and Disorders^^
- Human Communications

^^ administers surveys fully online effective Fall 2018

# SOQ Response Rates

## EDUCATION



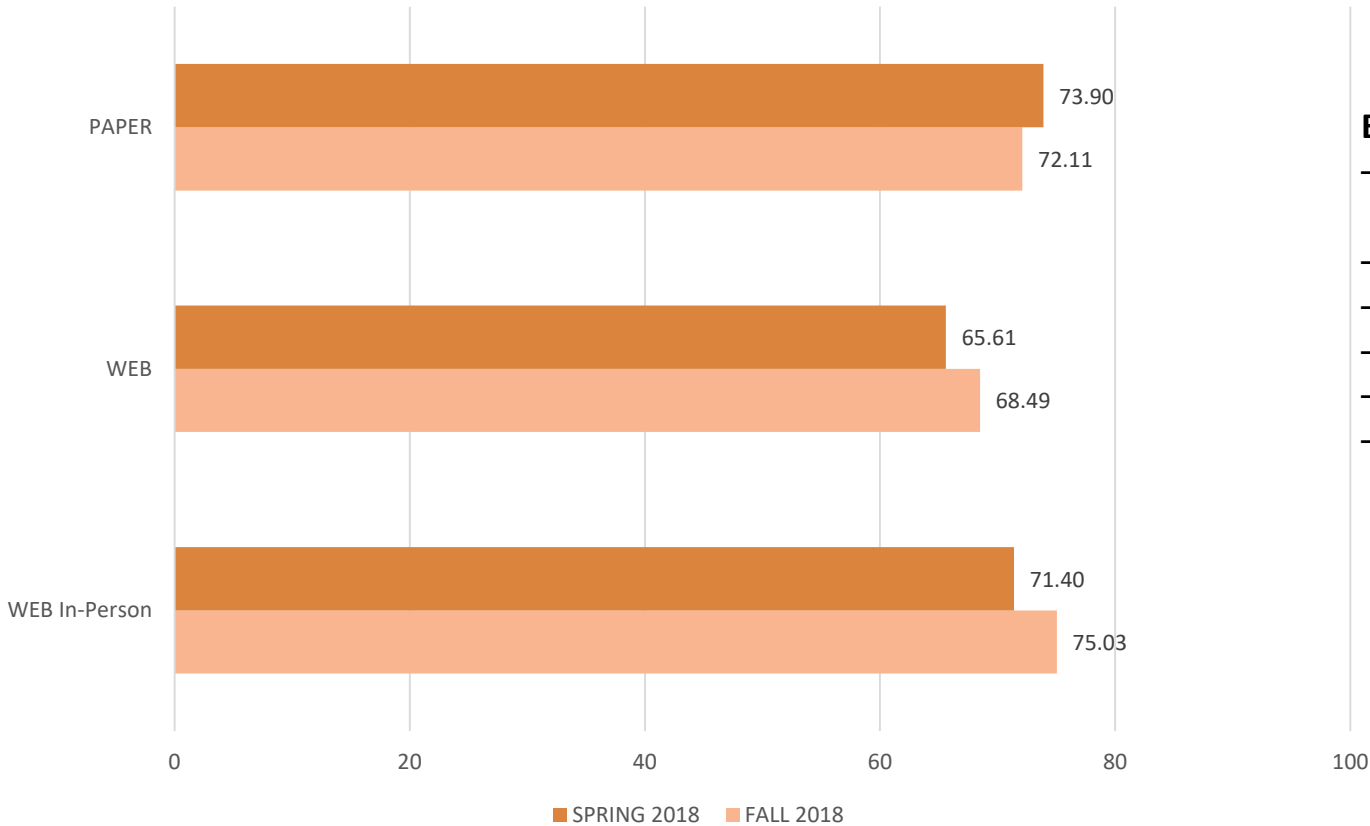
### EDU departments:

- Educational Leadership
- Elementary & Bilingual Education
- Literacy and Reading Education
- Secondary Education
- Special Education

^ administers surveys fully online  
^^ administers surveys fully online effective Fall 2018

# SOQ Response Rates

## ENGINEERING AND COMPUTER SCIENCE



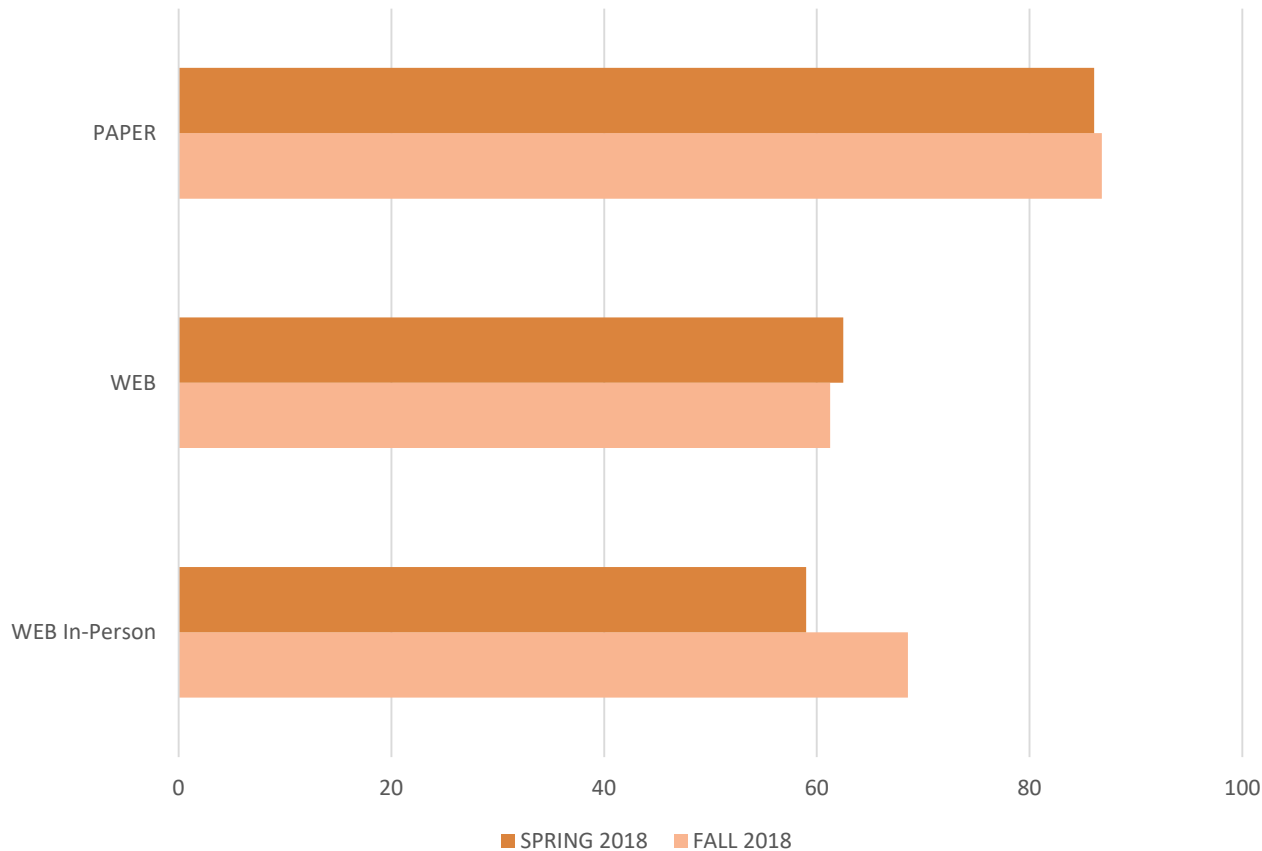
### ECS departments:

- Civil and Environmental Engineering^
- Computer Engineering^
- Computer Science
- Electrical Engineering^
- General Engineering^
- Mechanical Engineering

^ administers surveys fully online

# SOQ Response Rates

## HEALTH AND HUMAN DEVELOPMENT



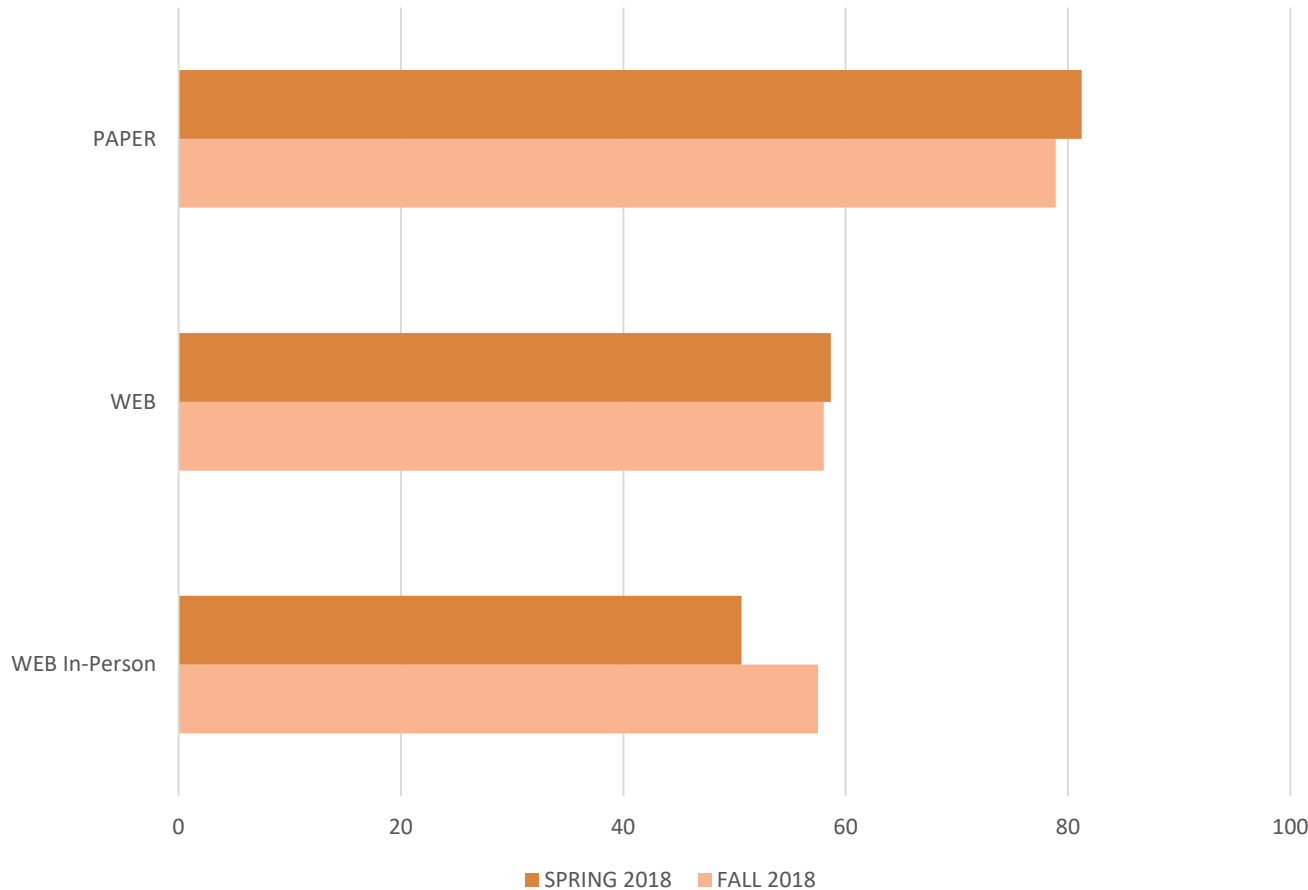
### HHD departments:

- Child and Adolescent Studies
- Counseling
- Health Science
- Human Services
- Kinesiology
- Nursing^
- Social Work

^ administers surveys fully online

# SOQ Response Rates

## HUMANITIES AND SOCIAL SCIENCES



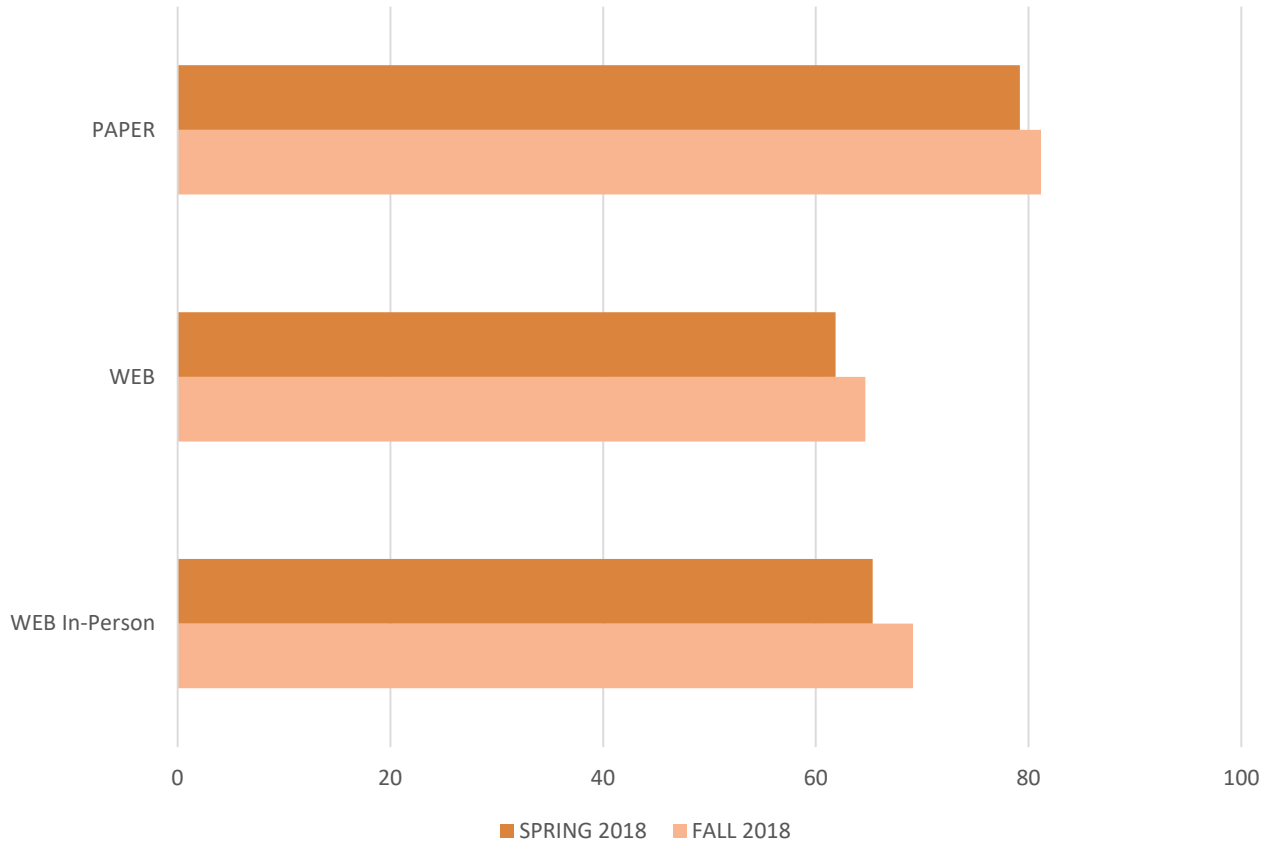
### H&SS departments:

- African American Studies
- American Studies
- Anthropology
- Asian American Studies
- Chicana/o Studies
- English, Comparative Literature, and Linguistics
- Environmental Studies
- European Studies
- Geography
- Gerontology
- History
- Latin American Studies
- Liberal Studies
- Modern Languages and Literatures
- Philosophy
- Political Science
- Public Administration
- Psychology<sup>^</sup>
- Religious Studies<sup>^</sup>
- Sociology
- Women and Gender Studies

<sup>^</sup> administers surveys fully online

# SOQ Response Rates

## NATURAL SCIENCES AND MATHEMATICS



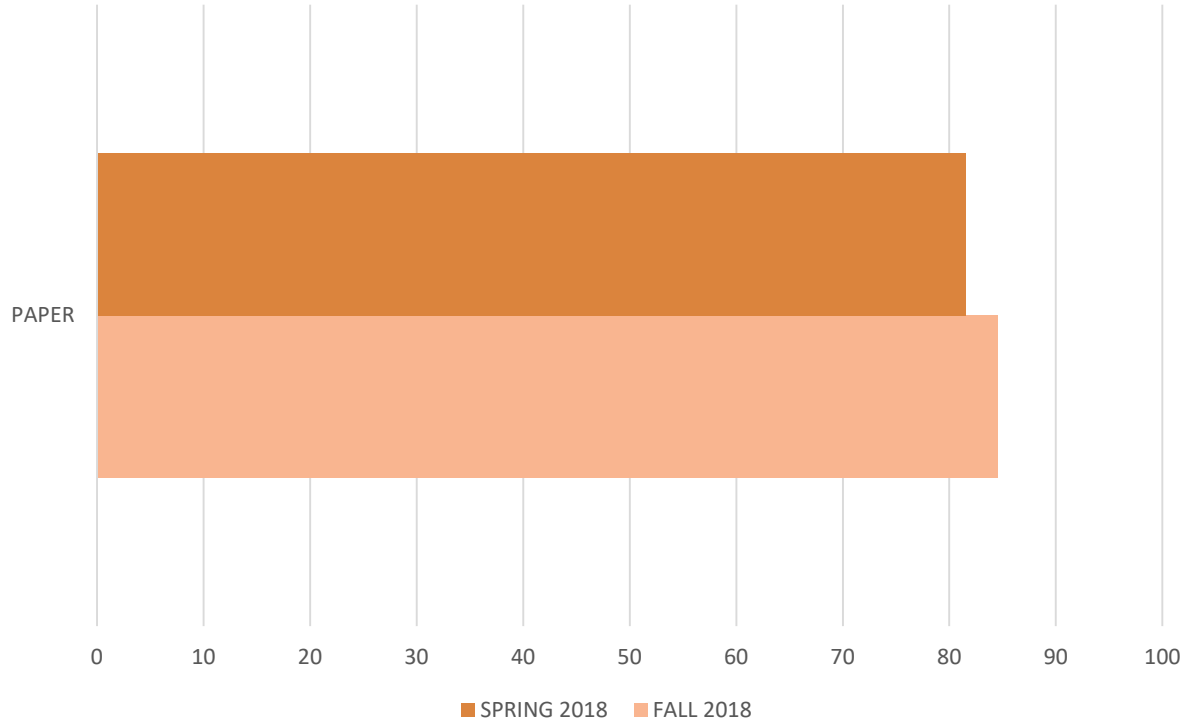
### NSM departments:

- Biological Science
- Chemistry & Biochemistry<sup>^</sup>
- Geological Sciences<sup>^</sup>
- Mathematics<sup>^</sup>
- Physics

<sup>^</sup> administers surveys fully online

# SOQ Response Rates

## Other



### Other departments:

- Honors
- First Year Experience (formerly University Studies)
- *Paper administration only*

^ administers surveys fully online



# Alternatives and Possibilities

- Web-based surveys
- Web-based surveys administered during in-person classes
- Hybrid paper surveys with QR codes
- Common set of university-wide questions with additional department-specific

# Faculty Affairs and Records

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## SOQ Response Rates – by Department Spring 2018

	Paper	Web	Web In-Person
<b>ARTS</b>			
ART**	79.08	n/a	n/a
MUS / MUSE	n/a	40.71	40.8
THTR**	86.54	49.49	n/a
DANC	77.2	53.16	n/a
<b>TOTAL</b>	<b>80.94</b>	<b>47.79</b>	<b>40.80</b>
<b>BUSINESS &amp; ECONOMICS</b>			
ACCT	77.8	n/a	n/a
BUAD	88.03	47.19	n/a
MKTG	n/a	72.27	73.1
ECON**	73.01	59.3	n/a
FIN	n/a	71.57	85.7
ISDS	72.93	66.33	n/a
MGMT**	81.21	81.96	84.2
<b>TOTAL</b>	<b>78.60</b>	<b>66.44</b>	<b>81.00</b>
<b>COMMUNICATIONS</b>			
COMM	74.61	51.28	53.04
COMD	78.8	58.73	n/a
HCOM	88.96	56.99	n/a
CTVA	95.2	55.33	n/a
<b>TOTAL</b>	<b>84.39</b>	<b>55.58</b>	<b>53.04</b>

	Paper	Web	Web In-Person
<b>EDUCATION</b>			
EDEL	42.66	66.27	n/a
EDAD	76.09	75.68	n/a
EDD**	76.44	n/a	n/a
EDSC	58.09	46.4	n/a
SPED	28.77	61.12	n/a
READ	86.32	62.92	n/a
MSIDT	n/a	59.9	n/a - all web
<b>TOTAL</b>	<b>61.40</b>	<b>62.05</b>	<b>n/a</b>
<b>ENGINEERING &amp; COMPUTER SCIENCE</b>			
CPSC	72.39	47.31	n/a
EGCP	n/a	72.63	72.63
EGCE	n/a	76.51	75.6
EGME	75.4	n/a	n/a
EGEE	n/a	65.97	65.97
EGGN	n/a	n/a	n/a
<b>TOTAL</b>	<b>73.90</b>	<b>65.61</b>	<b>71.40</b>
<b>HEALTH &amp; HUMAN DEVELOPMENT</b>			
CAS	81.38	62.04	n/a
COUN**	94.98	77.78	n/a
HUSR**	84.9	57.7	n/a
KNES	81.68	56.66	n/a
HESC**	85.2	59.35	n/a
NURS	n/a	61.3	58.98
MSW	88.2	n/a	n/a
<b>TOTAL</b>	<b>86.06</b>	<b>62.47</b>	<b>58.98</b>

Appendix

SOQ Response Rate data by Department – Spring 2018 and Fall 2018

	Paper	Web	Web In-Person
<b>HUMANITIES &amp; SOCIAL SCIENCES</b>			
AFAM**	83.11	53.43	n/a
ASAM**	80.47	60.8	n/a
CHIC	84.09	61.03	n/a
AMST	81.66	51.01	n/a
RLST	n/a	50.18	51.32
ANTH	71.88	55.96	n/a
ENGL	82.84	68.07	n/a
ENED	96.49	n/a	n/a
CPLT**	94.31	n/a	n/a
LING**	77.78	n/a	n/a
GEOG	69.09	56.64	n/a
ENST	88.78	n/a	n/a
LTAM	83.33	n/a	n/a
GERO**	100	58.33	n/a
HIST	71.26	51.2	n/a
EUST	n/a	n/a	n/a
PHIL**	79.43	n/a	n/a
LBST	85.28	n/a	n/a
WGST	85.79	61.93	n/a
MLL	63.64	71.05	n/a
POSC**	73.46	75	n/a
CRJU**	78.57	53.85	n/a
PSYC	n/a	49.41	49.94
SOCI	74.35	60.79	n/a
<b>TOTAL</b>	<b>81.22</b>	<b>58.67</b>	<b>50.63</b>

	Paper	Web	Web In-Person
<b>NATURAL SCIENCE &amp; MATHEMATICS</b>			
BIOL**	87.88	51.02	n/a
CHEM	n/a	61.82	61.44
GEOL	85.34	64.07	64.07
MATH / MAED	73.6	70.52	70.55
PHYS	76	n/a	n/a
ASTR	73.13	n/a	n/a
<b>TOTAL</b>	<b>79.19</b>	<b>61.86</b>	<b>65.35</b>
<b>OTHER</b>			
HONR	81.54	n/a	n/a
UNIV (FRSHPRG)	n/a	n/a	n/a
<b>TOTAL</b>	<b>81.54</b>	<b>n/a</b>	<b>n/a</b>
<b>CAMPUS</b>			
<b>TOTAL</b>	<b>78.58</b>	<b>60.06</b>	<b>60.17</b>

SOQs administered fully online

\*\* Departments with cross-listed and/or courses that had responses exceeding 100%.

Response rates modified for maximum 100% response rate.

## Appendix

SOQ Response Rate data by Department – Spring 2018 and Fall 2018

## SOQ Response Rates – by Department Fall 2018

	Paper	Web	Web In-Person
<b>ARTS</b>			
ART	83.32	60.87	n/a
MUS / MUSE	n/a	40.76	40.77
THTR**	85.3	54.35	n/a
DANC	83.16	56.63	n/a
<b>TOTAL</b>	<b>83.93</b>	<b>53.15</b>	<b>40.77</b>
<b>BUSINESS &amp; ECONOMICS</b>			
ACCT	77.98	52	n/a
BUAD	79.8	44.64	n/a
MKTG	n/a	63.2	64.1
ECON	73.86	54.67	n/a
FIN	n/a	68.82	69.36
ISDS	74.32	66.78	n/a
MGMT	77.15	63.71	63.67
<b>TOTAL</b>	<b>76.62</b>	<b>59.12</b>	<b>65.71</b>
<b>COMMUNICATIONS</b>			
COMM	n/a	66.07	67.85
COMD	n/a	70.53	70.57
HCOM	85.72	62.96	n/a
CTVA	82.2	56.09	n/a
<b>TOTAL</b>	<b>83.96</b>	<b>63.91</b>	<b>69.21</b>

	Paper	Web	Web In-Person
<b>EDUCATION</b>			
EDEL**	41.99	68.75	n/a
EDAD**	98.2	73.81	n/a
EDD	80.57	54.55	n/a
EDSC	60.42	55.64	n/a
SPED	n/a	46.45	29.9
READ	84.95	65.59	n/a
MSIDT	n/a	65.13	n/a - all web
<b>TOTAL</b>	<b>73.23</b>	<b>61.42</b>	<b>29.90</b>
<b>ENGINEERING &amp; COMPUTER SCIENCE</b>			
CPSC	71.63	43.22	n/a
EGCP	n/a	71.84	71.84
EGCE	n/a	71.65	72.51
EGME	72.58	n/a	n/a
EGEE	n/a	66.17	66.17
EGGN	n/a	89.58	89.58
<b>TOTAL</b>	<b>72.11</b>	<b>68.49</b>	<b>75.03</b>
<b>HEALTH &amp; HUMAN DEVELOPMENT</b>			
CAS	85.05	61.15	n/a
COUN**	92.31	67.5	n/a
HUSR**	89.24	54.08	n/a
KNES**	85.89	57.26	n/a
HESC**	81.41	59	n/a
NURS	n/a	68.46	68.57
MSW	86.86	n/a	n/a
<b>TOTAL</b>	<b>86.79</b>	<b>61.24</b>	<b>68.57</b>

Appendix

SOQ Response Rate data by Department – Spring 2018 and Fall 2018

	Paper	Web	Web In-Person
<b>HUMANITIES &amp; SOCIAL SCIENCES</b>			
AFAM	77.29	51.36	n/a
ASAM**	81.16	60.47	n/a
CHIC**	86.64	64.33	n/a
AMST	77.48	52.57	n/a
RLST	n/a	56.12	61.61
ANTH	71.06	55.23	n/a
ENGL**	84.84	69.41	n/a
ENED	97.3	n/a	n/a
CPLT	75.21	n/a	n/a
LING	76.56	n/a	n/a
GEOG**	70.59	52.61	n/a
ENST	67.44	n/a	n/a
LTAM	74.07	n/a	n/a
GERO	84.85	62.3	n/a
HIST	76.93	53.99	n/a
EUST	n/a	n/a	n/a
PHIL	77.16	n/a	n/a
LBST	83.88	n/a	n/a
WGST	78.39	61.51	n/a
MLL	84.45	60.71	n/a
POSC**	73.08	n/a	n/a
CRJU**	79.21	56.35	n/a
PSYC	n/a	52.99	53.39
SOCI**	79.1	60.61	n/a
<b>TOTAL</b>	<b>78.89</b>	<b>58.04</b>	<b>57.50</b>

	Paper	Web	Web In-Person
<b>NATURAL SCIENCE &amp; MATHEMATICS</b>			
BIOL**	84.84	51.95	n/a
CHEM	93.16	72.3	72.84
GEOL	n/a	63.7	63.7
MATH / MAED	n/a	70.64	70.88
PHYS	76.12	n/a	n/a
ASTR	70.52	n/a	n/a
<b>TOTAL</b>	<b>81.16</b>	<b>64.65</b>	<b>69.14</b>
<b>OTHER</b>			
HONR	92.06	n/a	n/a
UNIV (FRSHPRG)	77.05	n/a	n/a
<b>TOTAL</b>	<b>84.56</b>	<b>n/a</b>	<b>n/a</b>
<b>CAMPUS</b>			
<b>TOTAL</b>	<b>80.14</b>	<b>61.25</b>	<b>59.48</b>

SOQs administered fully online

- \*\* Departments with cross-listed and/or courses that had responses exceeding 100%.  
Response rates modified for maximum 100% response rate.

## Appendix

SOQ Response Rate data by Department – Spring 2018 and Fall 2018