

**University of Connecticut Survey of Courses and Teaching:
Student Evaluation of Teaching
Frequently Asked Questions (FAQ)**

Q. How was the new form developed, by whom, and with whose input?

A. The new form (questions and format) was developed, researched, piloted by numerous faculty members at large as well as those serving on the **Teaching, Learning and Assessment Task Force** and **The Faculty Standards Committee of the University Senate**. This was accomplished with assistance from **The Center for Excellence in Teaching and Learning**, the Provost's Office, **faculty from the Measurement, Evaluation, and Assessment Program of the NEAG School of Education**, and the staff from **Office of Institutional Research**.

Q. Why are we using median instead of mean?

A. The decision to report medians was guided by our faculty experts in evaluation and measurement and by educational research based on national best practices.

Q. I have accessed my SET Dashboard, but only one report is there. Where are the rest of the reports?

A. If there were fewer than five responses to the survey, there will be no report on your Dashboard. The "Subject View Management" (SVM) available to you from your Dashboard until after the survey closes to students will display the current student response count and response rate for each section provided a survey.

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Q. How do I compare my scores from this new on-line survey to the previous paper survey?

A. The questions are different on the newer SET as is the scale, which is 1-5 on the new survey as compared to 1-10 on the previous one. The new on-line survey reports the median while the previous survey report included the mean, median and standard deviation. The report from each survey should be used on its own merit in conjunction with other means of evaluation of the course and instruction.

Q. Why do my "Overall Instructor" and "Overall Course" questions not equal the median of all of the questions concerning instruction or course content?

A. The two overall questions are “stand-alone” questions. They do not represent the median of the section questions.

Q. Why am I being required to have my students complete the survey on-line?

A. The University has made the decision to offer the surveys on-line based on many factors including financial savings, ecological impact and technology demands.

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Q. My response rates were lower than usual for the on-line survey. Is this usual?

A. Most Universities that have moved to an on-line system have experienced a lower response rate initially but there are steps that can be taken to increase the response rate as have been reported previously. Current research indicates that despite the lower response rate, the outcomes using the on-line surveys are comparable to those from the paper survey.

Q. I would like paper surveys. I don't want to have my students complete an on-line survey.

A. UCONN is moving to the on-line system. As with any new system there is a period of adjustment for all concerned. Paper surveys will be available on a very limited basis but the plan is to be phase paper out completely in the future.

Q. Who can see my survey results?

A. SET reporting to department heads and deans has not changed. The system has been established so that your Department Head has access as well as the Dean and the Provost's office. Each level may also have a "designee" such as an administrative assistant, who has access to the reports.

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Q. Does the department head see the student comments?

A. Department heads see only the summary reports, as student comments are routed only to the instructor.

Q. My class does not meet for the entire semester. Could I request my survey early?

A. The survey will start to run as soon after the 10th day of classes as possible. The end date of your class or teaching (in team taught classes) is read by the system and a survey is opened for a set number of days prior to that end date. Students and faculty are then sent notification of the availability of the survey.

Q. I teach a graduate level class that ends after the Registrar's calendar "final exam week". Could I request that my survey be open until the end date that is listed in the Student Administration System (PeopleSoft) even though it is after finals week?

A. OIRE may be able to accommodate that and will make every effort to be certain that all courses/students have the opportunity to complete a survey.

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Q. I know my survey had too few responses to have a report, but can I see the individual student responses and comments?

A. It is commendable that you would want the student feedback; however the University Senate has set the cutoff for reporting at 5 or more student responses. The individual student data is not available due to confidentiality concerns for individual students.

Q. I know that I had only 4 responses, but it was a small class. I only had 6 students registered. This is more than 50% of the class. Why can't I have a report?

A. The cutoff was established the University Senate committee that led the change to this version of the SET. It relates to the number of student participants, not percentage of participants.

Q. My Department Head told me that he saw the results for my SET on the Department Report, but there was no individual report for that class on my Dashboard. Where is it?

A. If you had fewer than five responses, an individual report will not be generated for you. The information is still included in the Department, School and University level reporting, however.

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Q. Why don't we make it mandatory for students to complete the survey? Couldn't we just withhold their grades until they complete it?

A. There has been some discussion concerning delaying grades for 10 days or so and some colleges and universities are using this method successfully, however UCONN has not made the decision to do so.

Q. Can we track which students completed the survey? I want to give them an extra point on the final as incentive to complete the survey.

A. The tracking of student respondents is used only to send email reminders to those who have not completed the survey. Using extra points has not been approved by the University Senate.

Q. The response rates are much lower than the paper survey. How do I increase the response rates in my class?

A. There have been suggestions made by the on-line survey vendor and these include the following: Allow class-time for students to complete the SET on line using their cell phones, computers or tablets; and encourage students with your own email to them. Please check the SET on-line website for further suggestions—we have listed several.

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Q. The department head would like to have the raw data to run some reports. Could we have the raw data?

A. The Office of Institutional Research and Effectiveness will be happy to run any additional reports for you. The confidentiality agreement with the students prevents us from releasing any raw data.

Q. How do I find my Dashboard?

A. Links and tutorials are available from the SET On-line webpage. The link is also available on the Husky-CT homepage. Please sign-in using your NetID and password.