

APPENDIX D: COURSE EVALUATIONS

Course Evaluation Operations Metrics

Metrics	Summer 2020	Fall 2020	Winter 2021	TOTAL
Evaluation windows	69	42	46	157
Number of courses evaluated	1,441	5,193	7,023	13,657
Number of Divisions*	17	23	23	
Number of student-course pairings	82,660	266,072	304,793	653,525
Number of report batches	50	56	53	159

*these numbers reflect the fact that for the purposes of tracking implementation and support for course evaluations across divisions, Undergraduate and Graduate programs are typically tracked as separate entities

Number of Divisions in which the CE Framework has been Implemented

The Course Evaluation Team's work involves many ongoing and new collaborations with a diversity of units across the University of Toronto. This work includes implementation, where the team provides guidance and facilitation for item design and process. This work also includes operational work (technical and data) both for initial implementation and on an ongoing basis.

Implemented divisions:

The course evaluation framework and centralized online system have been implemented across either 19 or 12 divisions, depending on how UG and G programs are tracked – see explanation below.

- 19 individual Divisions – this number reflects the fact that in Divisions with both UG and G programs the programs are treated as separate entities
- 12 Divisions – this number reflects the fact that Divisions with both UG and G programs are treated as single entities

Division	Grad	Undergrad
FASE	Y	Y
FAS	Y	Y
Dent		Y
FI	Y	Y
KPE		Y

Music		Y
NUR	Y	Y
OISE	Y	
Pharm	Y	Y
SWK	Y	
UTM	Y	Y
UTSC	Y	Y
Total:	9	10

New and ongoing work with divisions in the 2020-2021 academic year:

Ongoing

- Dalla Lana School of Public Health – drafted Divisional guidelines
- Rotman School of Management – drafted Divisional guidelines; ongoing meetings with course evaluation committee; projected first pilot: Spring 2022
- Architecture – ongoing early discussions and groundwork

Completed

- APSC – Divisional item #7 was reviewed and eliminated from both Graduate and Undergraduate forms
- APSC UG – Eliminated course-type items because they were not being used

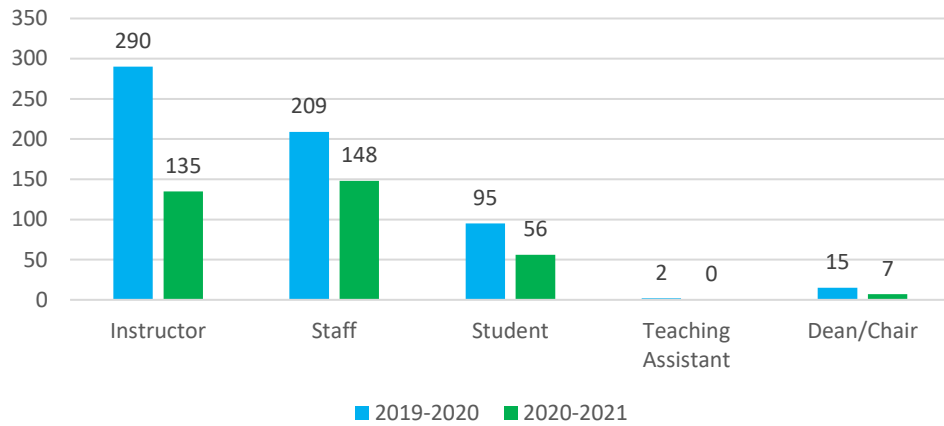
New and upcoming (not included in above total)

- Continued work with ongoing implementations

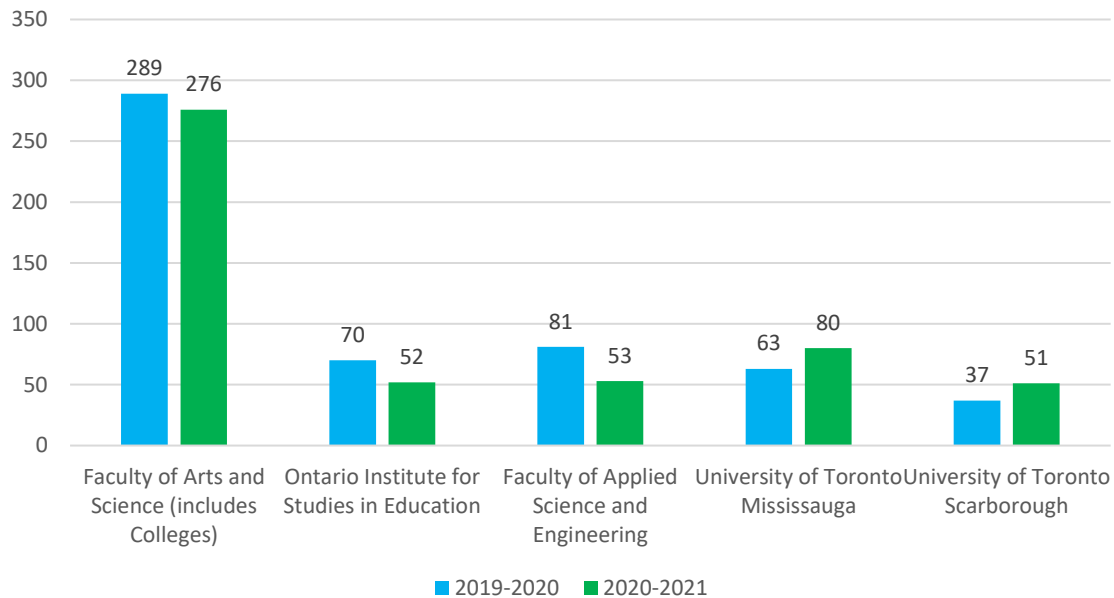
Email Ticket Metrics

Most email queries sent to our general inbox were handled via ServiceNow (from April 2020 to March 11, 2021).

ServiceNow User Type Comparison 2019-2020 vs. 2020-2021



ServiceNow Tickets: Top 5 Divisions, 2019-2020 vs. 2020-2021



Incident Type	Count
Feedback	3
External consultation/question	5
Internal consultation/question	8
Technical Assistance	13
Data Changes	19

Education and Interpretation Support

Event	Facilitator(s)	Where	Date
Staff training on course evaluation reports	CTSI staff	Online	May 28 2020
Staff training on course evaluation reports	CTSI staff	Online	June 10 2020
Staff training on course evaluation reports	CTSI staff	Online	June 23 2020
Presentation to IHPME on implementation	Tara Wells	Online	Nov 11 2020
Just in Time Session for Teaching Committees	Alison Gibbs, Megan Burnett	Online	Nov 17, 2020
CEAG meeting	CEAG	Online	Jan 26, 2021
Intro to SoTL	Cora McCloy, Kyle Turner	Online	February 4 2021
SoTL survey workshop	Kyle Turner	Online	March 2021
SoTL analysis workshop	Kyle Turner	Online	April 8 2021

Course Evaluation Advisory Group Meetings:

- January 2021

Presentations

Hum, G., Jordi, J. Williams, L. & Turner, K. (2021, August). *Discussion and Addressing Bias in Course Evaluations*. Panel at the Bluenotes Global 2021 Online Conference.

Hum, G., Lauder, K., Turner, K., & Eden P. (2021, August). *Feedback from Form Fill-out to Faculty Development: Fostering a Data Culture to Integrate Perspectives and Lessons across Multiple Roles*. Bluenotes Global 2021 Virtual Experience. Paper presented at the Bluenotes Global 2021 Online Conference.

Resource Development

Title	Description
Interpreting Course Evaluation Reports	Resources for internal staff on how to read and interpret pdf reports and statistics
Guidelines for the Interpretation of teaching evaluation score	Faculty of Medicine CE interpretation guidelines
Survey Design Handouts	Resources for survey design

Technical Work and Pilots

Blue upgrade

Successfully Upgraded to Blue 7.19 May 2021

Quercus Pop Up – Implemented April 2021

The pop-up was deployed in late April. The pop-up is functional and there has been no negative feedback, suggesting implementation has been smooth.

Text analytics

Piloted and tested on several data sets. The results have informed some current discussions such as those around the framing statement. While accuracy of the dictionary-based tool was not sufficient for regular use, additional staffing or an improved machine learning tool may allow this in the future.

Course Evaluation Consultations

		TOTAL Requests:	37
<i>Several consultations included more than one client</i>			
Division	John H. Daniels Faculty of Architecture, Landscape, and Design		3
	CTSI		2
	Dalla Lana School of Public Health		8
	Dentistry		1
	Faculty of Applied Science and Engineering		3
	Faculty of Arts and Science		5
	Temerty Faculty of Medicine		3
	Leslie Dan Faculty of Pharmacy		1
	Rotman School of Management		7
	School of Continuing Studies		1
	UTSC		1
Other		2	

EvalUT/External Outreach

Date	Institution	Description
March 29, 2020	University of Manitoba	Sought permission to use our institutional items and framework
June 8, 2020	University of Toronto Continuing Studies	Sought information about Blue and our institutional framework
June 11, 2020	University of Waterloo	Discussed course evaluation progress at both institutions
June 23, 2020	International College of Manitoba	Sought permission to use our institutional items and framework
November 10, 2020	University of Florida	Discussed analysing qualitative course evaluation data
December 8, 2020	Memorial University of Newfoundland	Sought expertise and guidance on SoTL grant programs
January 27, 2020	Simon Fraser University	Discussed CE framework, work, and upcoming analyses
January 29, 2020	Simon Fraser University	CEI early planning and sharing of updates on progress of our systems

March 16, 2020	University of Saskatchewan	Discussed how to talk about gender bias and Blue with new system administrator
March 17, 2021	Explorance	Sought feedback on their machine learning model, provided written feedback by email
April 16, 2021	University of California, Berkeley	Discussed course evaluations and learning analytics