

### Course Feedback Framework

Syracuse University's holistic approach to enriching teaching and learning focuses on faculty self-reflection and professional development, class observation, measuring student learning, and student course feedback. In the course feedback framework:

- Students have the opportunity to provide feedback on their courses regardless of delivery format, time schedule, or campus location.
- The process provides actionable feedback to improve teaching and learning, rather than individual instructor ratings.
- Each school/college continues to determine how course feedback is used within their respective area with regard to teaching, learning, promotion, and tenure.
- The majority of course feedback items are selected based on departmental and instructor needs; the form also includes a set of core questions used for all Syracuse University courses.

### IEA Timeline

#### Fall 2019

- Administer current system with technical support from OIR
- Gather input and share information with faculty and school/college leadership
- Meet with the Student Association and Graduate Student Organization to solicit student input and support
- Begin implementation of EvaluationKIT, including Blackboard integration
- Prepare for spring 2020 prototype with selected schools/colleges

#### Spring 2020

- Administer current system with technical support from OIR
- Implement new system prototype, assess, and make modifications
- Offer information and training sessions
- Develop survey questions with departments and faculty
- Develop and implement student communications plan

#### Summer and Fall 2020

- Retire current system and processes
- Develop survey questions with departments and faculty
- Roll out new platform for courses in all locations/delivery formats starting with Maymester courses
- Offer information and training sessions
- Implement student communications plan

### Introducing EvaluationKIT

Following a comprehensive review of enterprise course feedback platforms, EvaluationKIT by Watermark was selected as Syracuse University's new online system. Features include:

- Easy implementation with consistent data collection and faculty capability to directly manage key tasks and tailor input to their needs
- Blackboard integration with seamless access, resulting in increased engagement of both faculty and students in the course feedback process
- Flexible course feedback format that includes questions at university, departmental, and individual instructor levels; availability of multiple question formats
- Powerful reporting options to inform instructional and planning efforts in a timely way
- Alignment with the University's commitment to technology accessibility
- Student access via computer, tablet, or mobile device

### Course Feedback Form

EvaluationKIT offers the ability to create different question levels, including: (1) university, (2) department and (3) individual instructor.

Suggested Syracuse University core items for the prototype are based on a review of the literature, current practices at aspirational and peer institutions, student ratings forms presently used across campus, and the OIR item bank. The adapted language places emphasis on the learning experience more so than on the instructor directly. One goal is to encourage more constructive and useful comments from students.



## EvaluationKIT

Student Feedback Made Simple®



Contact IEA with any questions or comments: [oursefeedback@syr.edu](mailto:oursefeedback@syr.edu)

### Syracuse University Course Feedback Template

University

9 Core Questions  
(Using to test system functionality in prototype)

I advanced my knowledge of the subject through this course.

My primary reasons for taking this course were:

The percentage of class sessions I attended was approximately:

The class environment was welcoming and inclusive.

Student participation and the contribution of ideas, comments, and questions was encouraged.

The syllabus provided clear explanations of the course's design and assignments.

Assignments offered an effective way for me to demonstrate what I learned.

I received helpful feedback on my work.

The workload was similar to that of other courses of equal credit hours that I've taken.

Department

Up to 12 Department Selected Questions  
(Optional)

Instructor

Up to 5 Instructor Added Questions  
(Optional)