

**MIAMI DADE COLLEGE  
STUDENT FEEDBACK ADMINISTRATION  
CHAIRPERSONS/DIRECTORS RESPONSIBILITIES**

1. The Faculty Contract specifies in Article 7, Section 3, that student evaluation of faculty must be conducted in the bargaining unit using a survey instrument that is developed and agreed to by the College.
2. The following Student Feedback survey instruments have been approved for this process. The **Classroom Student Feedback Survey** (15 items + 5 optional campus-based departmental items) is to be used for students enrolled in classes taught in the classroom setting. The modified **Student Feedback Survey for Alternative Learning Courses** (6 items + 5 optional campus-based departmental items) is to be used for students enrolled in classes taught in special programs such as Co-op, Independent Studies, Life Lab, Open College, and Virtual College. The **Faculty Librarian Student Feedback Survey** (5 items + 5 optional campus-based library items) is to be used for students receiving assistance or service from faculty in the library.
3. Each of the survey forms may have up to 5 departmental questions as desired by a majority of the faculty in the campus-based department/library. Departments may include up to five objective items, which must start with #16 for Classroom surveys, #7 for Alternative Learning Course Surveys, and #6 for Faculty Librarian Surveys.

The core items use the following response scale:

- A** = You **STRONGLY AGREE** with the statement as it applies to this instructor.
- B** = You **AGREE** more than you disagree with the statement as it applies to this instructor.
- C** = You **DISAGREE** more than you agree with the statement as it applies to this instructor.
- D** = You **STRONGLY DISAGREE** with the statement as it applies to this instructor.
- E** = This statement **DOES NOT APPLY** to this instructor or you are **UNABLE TO COMMENT**.

If the department/library items require a different scale, the scale must have between two and five choices and instructions must be typed on the form immediately preceding the item(s), which use the different scale.

The core items have been translated into Spanish, French, Creole, and Russian. If departments wish to provide the optional five items in languages other than English, they will need to arrange for translations.

4. Academic departments will keep all materials necessary for administering the student feedback and prepare a feedback package for each reference number taught by each faculty member in the department.

***Each Student Feedback package consists of the following:***

- a. Completed Student Feedback Identification Form affixed to a clasp envelope.
- b. Red answer sheets (enough for students enrolled in class).
- c. Student Feedback Surveys (enough for students enrolled in class).
- d. Student Feedback Administration Instructions (for Classroom, Alternative Learning Courses, or Faculty Librarian).
- e. Student Feedback Administration Agreement Form to be retained by faculty after student signs the form.

***Materials needed to prepare packages:***

- ✓ Clasp envelopes (10X15", No.98) marked "confidential"
- ✓ Student Feedback Administration Instructions – These instructions are used by faculty and students when administering the survey. There are three versions of the administration instructions:
  - Classroom Student Feedback Administration Instructions for Academic Year

- Alternative Learning Courses Student Feedback Administration Instructions for Academic Year
  - Faculty Librarian Student Feedback Administration Instructions for Academic Year
- ✓ Student Feedback Identification Form – This form is used to provide necessary information to the Campus Testing Departments for scanning/processing. The form must be completed and taped securely to the front of the interoffice or clasp envelope.
  - ✓ Student Feedback Administration Agreement Form –These forms are to be completed by faculty, signed by the student who is assisting with the administration of the survey, and retained by the faculty. This form is used by faculty to verify that the feedback process was conducted.
  - ✓ Survey forms – An adequate supply of Classroom Student Feedback Surveys, Student Feedback Surveys for Alternative Learning Courses, and Faculty Librarian Student Feedback Surveys as appropriate for the department. Spanish, French, Creole, and Russian translations of the core items should also be available.
  - ✓ Answer sheets – Obtain an adequate number of the ‘red answer sheets’ from the Campus Testing Department.
5. The administration period is published at <http://www.mdc.edu/feedback>. Faculty may choose any date within this time frame to administer the survey. **For classes that follow a schedule other than the regular academic calendar, the survey should be administered after the Last Day to Withdraw date for the class and before the final examination. However, all survey administrations must be completed and scanned prior to the scanning deadline date for the term.** Refer to the Technical Key Dates Calendar for scanning deadline dates and the Key Dates Calendar for administration dates.
  6. Chairpersons/Directors who have alternative learning courses that are taught in special programs such as Co-op, Independent Studies, Life Lab, Open College, and Virtual College must ensure that a process is in place to obtain feedback from students enrolled in these courses. The method of distribution and return must assure the integrity of the process and the process should be designed to get the best student return rate possible.
  7. Chairpersons/Directors who have faculty engaged in providing assistance or instruction to students in the library must ensure that a process is in place to obtain feedback from the students on the faculty assisting them. The method of distribution and return must assure the integrity of the process and the process should be designed to get the best student return rate possible.
  8. The Campus Testing Departments will receive and process survey packages. Student Feedback Reports will be distributed to faculty with copies of each report to you as the chairperson responsible for the course. Refer to Key Dates Calendar for distribution dates. Feedback reports for cross term courses that start in one term and end after the last day of the term will be processed by the Testing Department during the term that the cross term course ends. Comparative statistics reported will include response rates for each answer choice for each item for all students enrolled on your campus, all students enrolled in the same class on your campus, and all students enrolled in the same class college-wide. Data reported for the five department/library items will consist of response rates for each answer choice for each item for all students responding to the survey.

#### **CHAIRPERSONS AND DIRECTORS ARE RESPONSIBLE FOR:**

- Assigning all sections in ASTRA in an accurate and timely manner. Failure to do so will adversely affect the Student Feedback process since scanning is dependent on such assignment. This includes identifying appropriate courses as Team-Taught, etc.
- Ensuring that Student Feedback packages are prepared for their faculty.
- Clearly communicating information about the Student Feedback process, especially the timelines of each administration and reminding faculty that Student Feedback comments are not part of this process.

## **FACULTY ARE RESPONSIBLE FOR:**

- Contacting the ACCESS Services Department if they need assistance in providing accommodations so that disabled students can give feedback.
- Ensuring that all sections of the Student Feedback Identification Form are completed accurately, especially the course abbreviation and number, the current semester, campus location, and reference number.
- Ensuring that the reference number on the Student Feedback Identification Form is the reference number that they instructed their students to enter on the response forms.
- Clearly indicating on the Student Feedback Identification Form the type of Student Feedback survey (Classroom, Alternative Learning Courses, or Faculty Librarian) being used.
- Administering the Student Feedback Survey form.
- Ensuring that the selected student understands his/her role in the process and completes the appropriate section on the Student Feedback Information Form before the faculty member leaves the room.
- Retaining the signed Student Feedback Administration Agreement Form.
- Including two clean copies of the survey in the envelope that will be received by the Testing Department.

Should you have any questions, please contact your Associate Dean or Academic Dean. Your cooperation is appreciated in ensuring a smooth Student Feedback process so that all students have the opportunity to provide feedback to faculty.

Thank you.