

School of Nursing Revised Student Evaluation of Teaching (SET)

Background Two years ago the newly constituted Nursing Program Quality Improvement Committee (NPQIC) selected student evaluation of courses & instructors as our first quality improvement undertaking. We selected this project because:

- a. This issue concerned multiple stakeholders
- b. SET had, in the past, been a logistical challenge for the School of Nursing (SON)
- c. Recent movement to an all on-line evaluation system resulted in a dramatic drop in response rate
- d. We had no written procedures for SET in the SON

Procedures We mirrored University AQIP process and started by stating our goals, priorities, and benchmarks. We quickly expanded the group to include students, SON administrators, and more faculty. Vicki Scott from the Provost's Office and Steve Huffstutler from FTC also worked with us. Our new evaluation forms, new procedures and benchmarks were brought before the SON Faculty Council for approval.

Highlighted Changes

- We revised and reduced the number of SET forms from 13 to 3; a form for didactic, lab and clinical courses. All forms had items pertaining to the course and to the instructor.
- We carefully considered the nature, appropriateness, and wording of all items. While students aren't in a position to rate the expertise of an instructor; but they can and should rate how well the instructor conveys enthusiasm for the course content. We added items that reflected SON values such as respect and appreciation for diversity for example. Items evaluating minimal standards and routine procedures, such as providing a syllabus, were eliminated.
- Committing a process to paper spelling out a timeline and responsibilities was very helpful
- Timeliness of feedback from SET had been a problem in the past. We learned that faculty could download and view their SET results as soon as the evaluation period closed. Faculty can now consider results and make adjustments as needed
- We learned from student representatives on our committee that students don't always understand the important role of SET towards quality improvement, know how to provide constructive feedback, or necessarily trust the system as secure and confidential. Faculty now review in class the week before evaluations are available talking points that address these issues.

Outcome As our new process becomes more familiar we are seeing signs that we're meeting our goals. In the near future we will revisit the whole issue of SET to see if additional improvements are needed.