

I. STUDENT RATINGS

1. that **student ratings be continued** at Laurentian University and that the administration of student ratings remain unchanged;
2. that a complaint procedure for both students and faculty be developed to deal with irregularities that may occur;
3. that Laurentian University introduce regular **formative student ratings** (that evaluate the performance of the instructor and permit students' comments) to take place **in the middle of each course** (including Distance Learning courses) regardless of the number of students enrolled;
4. that the processed results of **formative student ratings** be available **only** to the instructor and **never** be used in personnel decisions;
5. that end-of-course **summative student ratings** (that evaluate the **performance of the instructor** and do not permit students' comments) take place in each course taught at Laurentian University (and in interactive Distance Learning courses where the instructor/supervisor plays an essential role), if the course has an enrolment of **at least 10 students**;
6. that the statistical results of summative ratings be used in personnel decisions only as **one** of several factors in evaluating a faculty member's teaching;
7. that identical ratings forms (Appendices A, B, C, and D below), as developed for formative and summative ratings in classroom teaching and in Distance Learning courses, be used by all faculties and schools;
8. that a similar review of student ratings take place at Laurentian University, in consultation with students, every five years.

APPENDIX A FORMATIVE STUDENT RATING FORM *Classroom Teaching*

Note to students:

Please be aware that the statistical results and personal comments of this questionnaire are to be *seen only by your instructor* (after the questionnaires have been processed to guarantee anonymity). The sole aim of this survey is to check the students' satisfaction with the *course* contents and its presentation. Written comments are invited but must, of course, remain polite, and any sexist, racist, or otherwise hurtful remarks are strictly out of order. *Constructive* criticism that would help improve the effectiveness of this course is welcome.

Please describe the extent of your agreement/disagreement with the following statements. Circle or underline the verbal indicator that best expresses your opinion:

- 1) **So far this course corresponds to the over-all plan that was provided in the course syllabus.**
not at all
very little
somewhat
very much so
totally

Comments:

- 2) **The total workload for this course is reasonable.**
totally
disagree
strongly disagree
agree strongly
agree totally
agree

Comments:

- 3) **So far, the evaluation of my performance in this course has been:**
totally unfair
generally unfair
no strong opinion
generally fair
totally fair

Comments:

- 4) **The course is well organized.**
never
rarely
sometimes
often
always

Comments:

- 5) **The material as well as instructions are presented clearly.**
never
rarely
sometimes
often
always

Comments:

- 6) **The course is stimulating and inspiring.**
never
rarely
sometimes
often
always

Comments:

- 7) **Describe one or more things about this course that you found to be helpful in your learning.**
- 8) **Would you have any additional suggestions about this course that you think would be helpful in increasing student learning?**

N.B. In this Formative Rating, instructors may add one or two questions of their own that specifically relate to this course. If so, please answer these additional questions as responsibly as the ones on this form.

APPENDIX B
SUMMATIVE STUDENT RATING FORM
Classroom Teaching

Note to students:

This questionnaire asks you to rate the performance of your *instructor*, not the course. The statistically summarized results of this rating form will be given to the professor only after the marks for the course have been submitted.

The statistical results of this survey are *to be used as one of several factors in Laurentian University's personnel decisions*; that is, in decisions regarding tenure, promotion, or merit award for the instructor. You are, therefore, asked to complete this form responsibly. Note that additional comments are *not* solicited on this questionnaire.

Describe the extent of your agreement/disagreement with the following statements. Please circle or underline one verbal indicator for each statement.

- 1) **This instructor followed his/her course objectives:**
very poorly
poorly
acceptably well
well
very well
- 2) **This instructor communicates clearly when giving instructions, presenting course material, leading discussions, etc.:**
never
rarely
sometimes
often
always

-
- 3) **The interaction between the instructor and me (both in and out of the classroom) has been:**
very poor
poor
neither good nor bad
good
excellent
- 4) **This instructor created an environment of openness and tolerance in which I felt comfortable participating:**
never
rarely
sometimes
often
always
- 5) **This instructor's ability to stimulate my interest in learning has been:**
inferior
below average
average
very good
outstanding
- 6) **In my view, this instructor's overall evaluation of my performance was:**
totally unfair
generally unfair
no strong opinion
generally fair
totally fair
- 7) **I find this instructor's effectiveness as a teacher to be:**
very poor
poor
neither good
nor bad
good
excellent
- 8) **I would recommend a course taught by this instructor to another student and/or friend:**
no
maybe
yes

APPENDIX C
FORMATIVE STUDENT RATING FORM
Distance Learning Rating Form

Note to students:

The statistical results and personal comments of this rating form will be *seen by the administrator and supervisor of this course* (after the questionnaires have been processed to guarantee anonymity). The sole aim of this survey is to check the student's satisfaction with the *course*, its management, the course material, and its supervision. Written comments are invited but must remain polite, and any hurtful remarks are strictly out of order. *Constructive* criticism that would help improve the effectiveness of this course is welcome.

Note that *not all statements on this form apply to your particular course*. You are asked to react only to those statements that relate to your experience in being enrolled in this specific Distance Learning course. For statements that do not apply to your experience in this course, please mark N/A (not applicable):

Please describe the extent of your agreement/disagreement with the following statements by circling or underlining the verbal indicators that best express your opinion.

- 1) **So far this course corresponds to the over-all plan that was provided in the course syllabus.**

N/A

not at all
 very little
 somewhat
 very much so
 totally

Comments:

- 2) **The relevant course material was delivered on time:**

N/A

totally disagree
 strongly disagree
 agree
 strongly agree
 totally agree

Comments:

- 3) **The course manual contributes to learning:**

N/A

totally disagree
 strongly disagree
 agree
 strongly agree
 totally agree

Comments:

4) **The exercises so far have been valid for self-testing:**

N/A

totally disagree
strongly disagree
agree
strongly agree
totally agree

Comments:

5) **The required textbooks are useful:**

N/A

not at all
very little
somewhat
very much so
totally

Comments:

6) **Other reading assignments have been useful and appropriate:**

N/A

not at all
very little
somewhat
very much so
totally

Comments:

7) **Reference material has been easily accessible:**

N/A

totally disagree
strongly disagree
agree
strongly agree
totally agree

Comments:

8) **The evaluation of my performance in this course has been fair:**

N/A

totally disagree
strongly disagree
agree
strongly agree
totally agree

Comments:

9) **Communicating with the course supervisor has been easy and beneficial:**

N/A

totally disagree
strongly disagree
agree
strongly agree
totally agree

Comments:

10) **The weekly office hour for phone communication has been helpful:**

N/A

not at all
very little
somewhat
very much so
totally

Comments:

11) **When contacting the CCE office, my concerns have been met effectively:**

N/A

not at all
very little
somewhat
very much so
totally

Comments:

12) **The specific technology used in this course has been handled efficiently:**

N/A

totally disagree
strongly disagree
agree strongly
agree totally
agree

Comments:

13) **The sound of the audio cassettes has been clear:**

N/A

not at all
very little
somewhat
very much so
totally

Comments:

14) **The quality of the video sound and images has been good:**

N/A

totally disagree
strongly disagree
agree
strongly agree
totally agree

Comments:

15) **The graphic pads and/or chalk boards have been easily legible:**

N/A

totally disagree
strongly disagree
agree
strongly agree
totally agree

Comments:

16) **The TV pictures (of the class, the instructor, etc.) are useful for learning:**

N/A

totally disagree
strongly disagree
agree
strongly agree
totally agree

Comments:

17) **Name three strengths of this course:**

18) **What would you change if you were to supervise/coordinate this Distance Learning course?**

N.B. The manager and/or supervisor may add one or two questions of their own that specifically relate to this course. If so, please answer these additional questions as responsibly as the others on this form.

APPENDIX D
SUMMATIVE STUDENT RATING FORM
Interactive Distance Learning Courses

Note to students:

This rating form asks you to rate the performance of your *instructor*, not the course. However, your instructor will receive the statistically summarized results of this rating only after the marks for the course have been submitted.

The statistical results of this survey are *to be used as one of several factors in Laurentian University's personnel decisions*, such as decisions regarding tenure, promotion, or merit award.

You are, therefore, asked to complete this form responsibly. Note that additional comments are *not* solicited on this form.

Describe the extent of your agreement/disagreement with the following statements. Please circle or underline one verbal indicator for each statement.

- 1) **This instructor followed his/her course objectives:**
very poorly
poorly
acceptably well
well
very well
- 2) **This instructor appeared at ease with the technology used in this course:**
never
rarely
sometimes
often
always
- 3) **The instructor presented the course material clearly:**
never
rarely
sometimes
often
always
- 4) **The instructor's skill in using the technology enabled this Distance Learning student to feel part of the class:**
never
rarely
sometimes
often
always
- 5) **The instructor created an environment of openness and tolerance in which I felt comfortable participating:**
never
rarely
sometimes
often
always
- 6) **The instructor's ability to stimulate my interest in learning has been:**
inferior
below average
average
very good
outstanding

- 7) **In my view, the instructor's marking of assignments and tests was:**
totally unfair
generally unfair
no strong opinion
generally fair
totally fair
- 8) **I find the instructor's effectiveness as a teacher in a Distance Learning course to be:**
very poor
poor
neither good nor poor
good
excellent
- 9) **I would recommend a Distance Learning course taught by this instructor to another student and/or friend:**
no
maybe
yes

The motion was carried unanimously.