David Lassner
President

UNIVERSITY of HAWAI'I® SYSTEM

March 8, 2016

MEMORANDUM

TO: Chancellors
Chief Academic Officers

FROM: David Lassner

SUBJECT: Implementation of New UH Course Evaluation System

Beginning in Fall 2016, the University of Hawaii will support the Course Evaluation System (CES) for all credit courses.

The CES will provide a transparent, consistent process to contribute to the assessment of program effectiveness and provide commonality of approaches across evaluations at the course/division/college/campus level. It allows students to provide feedback on their learning experiences which faculty can use to inform their teaching practices, to evaluate new teaching methods and techniques, and to demonstrate teaching effectiveness. Program directors/department chairs can also use this data in aggregated form to evaluate curriculum and program effectiveness.

Upon full implementation, CES will replace the current evaluation system, eCAFE. CES is superior to eCAFE in several ways. It is mobile friendly so faculty can ask students to complete the evaluation on the last day of class on their phones or tablets as well as laptops. Given students' extensive embrace of mobile technology, this is expected to increase student response rates. Faculty will be able to share results with students on the CES website. CES will contain up to four distinct tiers, which will be customizable at the campus level: I) Campus Questions, II) College/School/Division Questions, III) Course/Department/Program Question, and IV) Faculty Questions. Tier IV can be further customized at the faculty/instructor level. All credit courses that last three or more weeks will be automatically assessed, thus assuring students the opportunity to provide meaningful feedback on all their courses.

The CES will close after the last day of instruction and results will be available once final grades are recorded at each campus. Faculty and unit chairs will receive results of tiers I-IV. Aggregated results from tiers I-III will be shared with others on campus according to campus-specific policies and procedures.

It is expected that Chief Academic Officers determine the optimal implementation timeline for each campus and ascertain what types of support needs to be provided to ensure a smooth transition from the previous evaluation system(s). During the consultation process there were many concerns expressed about the sample questions. You should all be aware of this concern and that the questions can be fully customized on each campus based on discussions with faculty, students and administrators. Other changes can be considered by the advisory committee for implementation as the system is more intensively tested and put into operation.

The attached Implementation Plan for CES provides additional information. Should you have any questions, please contact Dr. Hae Okimoto, Director of Academic Technologies in ITS.

Attachment

cc: Risa Dickson, VP for Academic Planning and Policy, UH System
Hae Okimoto, Director, Academic Technology Services, UH System
April Goodwin, Program Officer, VC for Academic Affairs, UH Mānoa

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ATTACHMENT

Implementation Plan for the UH Course Evaluation System (CES)

Beginning in Fall 2016, the University of Hawai'i will support the Course Evaluation System (CES) for all credit courses with a duration of 3 weeks. CES allows students to provide feedback on their learning experiences, which can then be used by program directors to evaluate curriculum and program effectiveness. Faculty can also use this feedback to inform their teaching practices, to evaluate new teaching methods and techniques, and to demonstrate teaching effectiveness.

CES differs from its predecessor (eCAFE) in several areas:

- 100% of credit courses will be automatically assessed.
- Mobile device capability will be available to students for completion of CES.
- CES will contain up to four distinct tiers of questions, which will be customized at the campus level. The tiers are as follows:
    I. Campus Questions
    II. College/School/Division Questions
    III. Course/Department/Program Questions
    IV. Faculty Questions
- Faculty will have the option to further customize tier IV questions or use the campus-established default questions.

Viewing CES Results

CES will close after the last day of instruction. Results will be made available by ITS once final grades are rolled at each campus.

Faculty will receive results of tiers I-IV, and will be able to share results with students on the CES website.

Department chairs/program heads will receive results of tiers I-IV.

Results from tiers I-III will be shared with others on campus according to campus-specific policies and procedures.

Next Steps

1. Chief academic officers at each campus will guide the establishment of default questions for tiers I-IV through campus governance processes. Questions from eCAFE, unit and course level assessments, or assessment sites like SALG.com may be useful sources of existing questions.
2. Questions must be shared with ITS by the third week of the semester in order to be available for use at the end of that semester.
3. At the beginning of the semester, chief academic officers (or their designee) will logon to the CES website and designate department/division/program chairs who will act as CES liaisons to ITS for the upcoming academic year. These liaisons will access the CES website to verify courses.
4. Two months before the end of the semester, faculty will be given access to the CES website to customize tier IV questions. If they choose not to, the campus-established default questions will be utilized.

5. Two weeks prior to the last day of classes, ITS will send a CES link to all students registered in credit courses. Subsequent reminder emails will be sent to those students who do not complete the assessment within a certain period of time.
6. Faculty will be able to view the percentage of students who have completed CES by logging on to the CES website, and are encouraged to provide time at the end of the final day of instruction to allow students to complete CES in class via laptops or other mobile devices, if they have not done so already. This is intended to increase student response rates.