Student Feedback Forms (SFFs)
Instructions for Paper Administration

SFFs for undergraduate and graduate courses will be conducted online. Courses in the professional schools (except Law School) will continue to use paper. Due to scheduling reasons, there may also be a few graduate/undergraduate courses that will use paper.

Dean’s Office Instructions:
Some Schools and Colleges will receive overprinted SFF materials and the office of Institutional Research and Assessment (IRA) staff will deliver the materials around the 6th week of classes, and this delivery includes:

- instructor forms (orange) and course identification forms (green), overprinted with the course and instructor information for each course on the manifest
- a supply of blank instructor forms and blank course identification forms
- labels for the envelopes used in the distribution of the SFFs
- blank Student Feedback Forms for all the courses on the manifest scheduled for paper administration

The Dean’s Office, working with departments, should create a list of all courses (SFF paper administration) that are cross-listed. Typically, these include: graduate/undergraduate twins; true cross-listed courses; and courses combined or merged (different sections in the same room, at the same time, with the same instructor—usually combined because of low enrollment). This list should be shared with the College’s SFF Coordinator(s) in charge of assembling feedback packets for the instructors.

Distribute the instructions below to your Departmental Coordinators, Instructors and Student Volunteers as needed for any courses slated for paper administration. We have taken out most of the dates in this document because most courses using paper SFFs are doing so because they have different schedules (modules/blocks/intersession) that don’t correspond to the online schedule for the eSFF system. **SFFs should be administered on or before the last day of class and should not be administered on the day of or after the final exam.**

Please note: Different form types may not be combined in one section and courses cannot be split with paper and online!

School or College SFF Coordinator’s Instructions:

I. MATERIALS AND PLANNING

By the 11th week of classes, Institutional Research and Assessment (IRA) and the Provost’s Office will send printed SFF materials to the College’s SFF Coordinator.

Printed SFF materials from IRA and the Provost’s Office include:

--A set of three labels for each course, which includes course/section/instructor/time information
--Green Course Identification forms (pre-printed from corrected Manifest list)
--Orange Instructor forms (pre-printed from corrected Manifest list)
--Student forms (S1, L1, R1, P1, and M1 – as appropriate for the college)
--A small supply of blank Orange and Green forms for making late changes to course or instructor data

The School or College SFF Coordinator should prepare printed ‘local’ materials from the College, including:

--Large “return location” labels [i.e., the location to which envelopes should be returned; please include the name of the contact person and a phone number; the SFF box outside the Instructors Offices 216 Widener Hall—Ambler; the main security desk at TUCC; or to another location the College specifies.]

--Printed Instructions for Departmental Coordinators
--Printed Instructions for Instructors
--Printed Instructions for Students
--Any “local” College or departmental feedback questions and instructions for the SFF “Additional Items” section or separate items

The Coordinator will need to order a standard set of three envelopes (9”x 12”, 10”x 13”, & 11½” x 14½”) for each course and each section. **Claspless envelopes that can be sealed are preferred.** Some units are providing a number of small pencils (e.g. 3-5 per envelope).
II. ASSEMBLY OF PACKETS

The School or College SFF Coordinator will organize the assembly of packets for each course/section:

Each course requires the use of three envelopes: one 9” x 12” envelope for the Orange Instructor Form; one 10” x 13” envelope for the Student Forms; and one 11½” x 14½” outer envelope into which are placed the 9” x 12” and 10” x 13” envelopes and the Green Course Identification form, as well as the pencils.

For each course:
- Put one pre-printed label onto each of these three envelopes, keeping each department’s/program’s envelopes together for purposes of distribution later.
- Attach the “Return Location” labels to the 11½” x 14½” envelope, directly beneath the Course Section label.
- Place one “Orange Instructor Form” into the 9” x 12” envelope and put it—unsealed—into the appropriate 11½” x 14½” envelope.
- In the 10” x 13” envelope, put the correct number of student feedback forms (S1, L1, R1, P1, M1 – only one type, as forms may not be mixed), as specified on the Course Section label. (Do not put labels on envelopes for courses with seven or fewer students unless they are cross-listed with another course.)
- Insert the “Green Course Identification Form” (loose) into the 11½” x 14½” outer envelope. Verify that the pre-printed information on this form corresponds to the envelope label. (If corrections are needed to the course identification form, enter replacement information on the dotted lines. Do not write elsewhere on the form.) Insert 3 sharpened pencils in the 11½” x 14½” envelope.
- If the College or department has “local” assessments - supplemental questions and instructions to be read by the student volunteer - those items should be prepared and packed with relevant University SFF materials.
- Insert the “Instructions for Administering the Student Feedback Forms” INSTRUCTORS instructions into the 11½” x 14½” envelope.
- Insert the “Instructions for Administering the Student Feedback Forms” STUDENT instructions into the 10” x 13” envelope.

Package envelopes by department. Attach instructions for the Departmental Coordinator, as well as the spreadsheet for that department. [Option: Send spreadsheet electronically to each department and to coordinators at Ambler, TUCC, Fort Washington and Harrisburg campuses, if the College offers courses on those campuses.]

SPECIAL INSTRUCTIONS FOR CROSS-LISTED COURSES:

Dean’s Office will identify cross-listed courses for paper administration. Assemble together the Course Identification forms (green) for each of the cross-listed classes, and put all of the relevant Instructors Instructor forms (orange) and the appropriate number of student answer sheets for the total number of students in the combined courses into one packet. All labels from the various cross-listed courses should be placed on the outer envelope and on the set of internal envelopes, as if it were a packet for one course.

If you have a paper administration at other campuses, please distribute SFF packets and departmental manifests to School or College departments and coordinators in time for administration. **SFFs should be administered on or before the last day of class and should not be administered on the day of or after the final exam.**

Ambler/Ft Washington: Bonnie Frumer, Widener Building—Faculty Office
Harrisburg: Link Martin, 234 Strawberry Square, Harrisburg Campus
TUCC: William Schreiber, Room 215, 1515 Market Street

III. RETURNS

**SFFs should be administered on or before the last day of class and should not be administered on the day of or after the final exam.**

Return student feedback packets to the College Dean’s Office as soon as you can.

Dean’s offices should **deliver** packets to the office of Institutional Research and Assessment (IRA) - 1200 Carnell Hall, Main Campus) for scanning starting then end of classes for the semester. If you have a box or if you’re located off Main campus, please call us to make arrangements to pick-up your packets.

The SFF Coordinator and staff check off on the manifest which packets have been returned, and (optionally) that each department has submitted its Excel spreadsheet with signatures.

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Check the returned envelopes to make sure that the green Course Identification form and the orange Instructor Form match the course and section number on the label of the sealed student feedback envelope. (Student feedback envelopes should not be unsealed.) Keep departmental returns together. If you have returns from early-ending courses, add those to all of your other returned feedback packets.

If you have questions about this process, please call:

Sally Frazee
Institutional Research and Assessment
1-8685
sally.frazee@temple.edu

Peter Jones
Office of the Provost for Undergraduate Studies
1-2044
peter.jones@temple.edu
DEPARTMENTAL COORDINATORS
Instructions for SFF Paper Administration

Please follow these instructions:

- **By the 12th week of the (Spring/Fall) semester**, you will receive student feedback packets for your department. If supplemental questions or instructions are needed for particular courses, please insert enough for each student (students should fill out responses on Section 5 of the response forms). [Student responses to special or additional College, departmental or instructor’s questions will be entered on “Part 5 –Additional Items” of the student feedback form. If your unit has more than one type of question, indicate in a special set of instructions which Part 5 answers are for which category. (For example: “Answer College questions in Part 5, using numbers 1-10, departmental questions using numbers 11-20 and instructor’s questions, numbers 21-30."

The Dean’s Office, working with departments, should also create a list of all courses that are cross-listed. Typically, these include: graduate/undergraduate twins; true cross-listed courses; combination courses (a common lecture but with individual recitations or labs attached to it); and courses combined or merged (different sections in the same room, at the same time, with the same instructor—usually combined because of low enrollment). Packets for cross-listed courses should have all of the labels for the component courses on one course feedback packet (each containing three envelopes).

- Distribute envelopes to all instructors as soon as you can. SFFs should be completed on or before the last day of class, but not administered during or after the final exam.

- Student volunteers should return completed course packets to you as soon as possible after the administration. Please check off on the manifest which packets have been returned.

- Return all packets, along with a copy of the completed manifest, to the College Dean’s Office as soon as you can.
INSTRUCTORS
Instructions for Student Feedback Forms
Paper Administration

Please follow these instructions:

- Well before class, review for accuracy the label information on the large course evaluation envelope and on the green Course Identification form. [If information is inaccurate, correct it on the label and on the pre-printed green form, printing the corrected information in the Replacement Information column to the right of the Course Information being replaced. If the instructor information printed in the lower section is incorrect or incomplete, use the Replacement area below the name of each Instructor to make corrections. Please do not otherwise write on the green form. Contact your departmental coordinator if you need assistance.]

- Before class, complete the front of the orange Instructor Form, return it to its 9” x 12” envelope, seal the envelope, and place it back into the large outer envelope.

- Ask for a student volunteer to distribute, collect, and return the feedback forms. (Please allow approximately 15 to 20 minutes of class time for students to complete their forms.)
  
  o If there are multiple instructors being evaluated, please inform the students which order the instructors are to be evaluated (write the order on the board for each instructor). It’s very important that the students rate consistently (in the same order) on all forms for an accurate report to be generated.

- Please leave the room while the feedback forms are being completed and submitted to the volunteer. (The student should seal the student feedback responses in the 10” x 13” inner envelope.)

- Make sure that the student volunteer knows where in your department to return the completed surveys. [The outer envelope should have the return location information.]

Feedback forms are not to be administered on the day of or after the final exam.
STUDENT VOLUNTEER
Instructions for Student Feedback Forms
Paper Administration

Please follow these instructions:

- Distribute the Student Feedback Forms and Supplemental Question Sheets (if any). If students do not have blue or black pens, hand out the pencils provided in the large envelope.

- Read aloud the following:

  Temple University is interested in obtaining your feedback about our courses and our Instructors. Instructors use the results of this questionnaire to improve their teaching and course materials. Your responses will also help the Instructors and administration make tenure and promotion decisions, as well as other important decisions about how courses are taught at the University. Please be assured that we will treat your responses seriously and confidentially. Your ratings will be anonymous, and your instructor will not receive feedback about the course until after all grades have been submitted for the semester. Thank you for taking the time to complete this questionnaire.

- Ask students to:
  
  o fill out the Course/Instructor information section: Department, Course number, Section number, Instructor’s name (see front label), and today’s date
  
  o respond to the items in the Student Information section (remind the students to only mark one response for the “expected grade” item)
  
  o respond to the 11 questions (the number of questions may vary, depending on the form being used) and any additional items that have been provided
  
  o print any comments they have concerning the quality of the course and instruction on the back of the feedback form. Advise them to please write only within the large border lines.

- Allow approximately 15 minutes for students to complete the questionnaire.

- Collect all the Feedback Forms, supplemental questions (if any), and the pencils, and return them to the inner 10” x 13” envelope. Seal that envelope, and place it in the large 11 1/2” x 14 1/2” outer envelope, which should also have the sealed instructor envelope and a green Course Identification Form (loose).
  
  o Student volunteers must not review any responses made by students and must treat all comments and responses as strictly confidential.

- Return the envelope right away to the departmental coordinator whose name appears on the large label on the outer envelope at the location indicated.

  After business hours, place the envelopes in one of the following locations:
  
  • Ambler Campus - Widener Hall Faculty Office
  • TUFW - Administrative Office
  • TUCC - the TUCC security desk

- Please see the departmental coordinator with any questions.