FACULTY COURSE EVALUATIONS
IT CENTER KNAPP SYSTEM UPGRADE
Situation Overview

- The legacy Knapp system must be replaced
  - High risk of unrecoverable failure
  - Inefficient use of labor, inflexible, slow turnaround
  - Can’t meet increasing demand for online evaluations
  - Annual labor cost of $50,000

- The IT Center’s role is to inform constituents of options and their pro’s and con’s and facilitate solutions
- There are several options to explore
- Investigating options requires investment in time & effort
Current Situation:
Online + Paper
$0 upfront + $50,000/year ongoing

Is Online Only an option?
Yes

What statistical capability is needed?
Some

Research Online Solutions $Unknown + $Unknown

Possible RFP

Report back to ATAC

No

Purchase Class Climate $60,000 + $15,000

D2L Survey Feature $0 + $Unknown
Investigate Stats

Investigate D2L Integration $0 + $Unknown
Possible Options Overview

Paper and Online

1. Purchase Class Climate
2. Class Climate with D2L integration
3. Outsource

Online Only

4. Publish an RFP
5. D2L Survey Feature with programming
6. Develop in-house
<table>
<thead>
<tr>
<th></th>
<th>Online Requested</th>
<th>Online Submitted</th>
<th>Paper Requested</th>
<th>Paper Submitted</th>
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</thead>
<tbody>
<tr>
<td><strong>Spring 09</strong></td>
<td>1,194</td>
<td>503</td>
<td>43,178</td>
<td>29,383</td>
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<tr>
<td>Response Rate</td>
<td></td>
<td></td>
<td>42%</td>
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<tr>
<td><strong>Summer 09</strong></td>
<td>1,225</td>
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<td>4,557</td>
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<tr>
<td>Response Rate</td>
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<td><strong>Fall 09</strong></td>
<td>8,975</td>
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<tr>
<td>Response Rate</td>
<td></td>
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<td>37%</td>
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</tbody>
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**Using or Have Used Online Evals:** AgEd, Art, Arch, CoB, CS, Educ, Engl, EU, Hist, HHD, Math, Nursing, Poli Sci, Plant Sciences, Sociology, Film/Photo
Online Participation Rate

- Numerous studies indicate lower participation does not materially change results:

  - McGill University
  - Brigham Young University
  - Cornell University
  - CSU, Northridge
  - Murdoch University
  - Marquette University
  - University of Minnesota
  - Texas Tech University
  - University of North Carolina
  - Farleigh Dickinson University
  - Georgia State University
  - Drexel University

(See FAQs, McGill University and Krajewski’s annotated bibliography, Augsburg College)
Improving Participation Rates

- Columbia University achieves response rates of 85% or more using intensive marketing and incentives
  (See Online Course Evaluation literature review, NJIT Faculty Council)

- Schools investigating improving response rates
  - Yale Law
  - Northwestern Law
  - Duke Law
  - Northern Arizona State
  - University of Denver Sturm

(See Krajewski’s annotated bibliography, Augsburg College)
Works Cited

