

**Suggested Student Feedback Protocol**

Student feedback is an important criteria in the determination of matters involving promotion, term reappointment and continuing appointment of full-time faculty. It is equally as important for part time adjunct faculty in matters of promotion and reappointment. In the process of collecting student feedback data, it is imperative that faculty utilize a well-constructed survey developed by academic professionals familiar with survey instruments and follow protocol that ensures validity to the process. Surveys constructed by individuals without the appropriate expertise have been shown to skew the results in a manner that is seldom favorable to either the topic or the individual in question. Protocols which do not firmly separate the instructor or instructors in question from the collection and analysis of the data are invalid and essentially render the exercise useless.

Therefore, the Provost's Office has available to interested faculty a recommended student survey and protocol for conducting such surveys. It should be stressed that this suggested survey was developed by Farmingdale State College faculty with expertise in this field and has been successfully used and deemed acceptable in the recent past. The Provost's Office will be happy to answer any questions from faculty concerning appropriate survey options for those members of the faculty who do not choose to utilize this survey.

It should be noted, especially for reappointment portfolios and promotion files, that what is most valued is an analysis of the entire class in question. Scantrons and survey forms from individual students who may or may not have written comments attached are welcomed but do not provide the reviewer with an overall evaluation of teaching effectiveness. It should also be noted that student feedback which is uniformly and overwhelmingly positive, is not necessarily an indication of teaching effectiveness. By the same token, student feedback which is uniformly and overwhelmingly negative is not an indication of ineffectiveness. Student feedback is an important criteria for evaluating teaching effectiveness but it must be considered holistically along with evaluations conducted by peers, chairs and deans.

Any survey that is handled, **in any manner whatsoever**, by the faculty member whose class is under evaluation, is essentially **invalid** and cannot be included in portfolios or be otherwise granted any consideration. Of course, from time to time, faculty may want to survey their students in order to gather information for their own personal use. In these cases, the faculty member may administer and collect completed surveys at their discretion.

Please read the remainder of this communication with care.

**The protocol for the recommended student survey is as follows:**

- Survey responses should be confined to a Scantron sheet which is preprinted with the recommended survey questions and space for written comments - #2 pencils must be used.
- The faculty member being evaluated should **not** be in the room.
- The surveys should be distributed to students by a student in the class or by another staff member selected by the instructor.

- The same individual who distributes the surveys should collect the completed surveys and deliver them to:  
Ms. Pat Lind-Gonzalez, Chief Institutional Research Officer  
Ward Hall, 2<sup>nd</sup> floor (Ext. 2298)  
(A drop box is available outside the office door)
- The Office of Institutional Research will send the faculty member an email confirming receipt of their completed surveys. It is suggested that, if a confirmation email is not received, then the faculty member should follow up with the IR Office.
- The Office of Institutional Research will process the surveys, compile the statistics and send the results directly to the faculty member after grades for that semester have been submitted.
- Results of student surveys will not be recorded, made available to, or utilized by any other source for any other purpose.

**To obtain the Scantrons with preprinted recommended survey questions:**

- Contact the Office of Institutional Research, or
- Contact your Dean's Office

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**Alternative 1:**

A member of the faculty who chooses not to have the analysis of the feedback surveys conducted by Institutional Research may forward to the Provost's Office the names of two, tenured, full-time members of the College faculty who have agreed to receive the collected surveys and conduct the necessary analysis. The Provost will select one of the two. The individual selected must provide a written and signed statement detailing the methods by which the analysis was conducted. The survey, the analysis and the written and signed statement **MUST** be included in any portfolio in order for the survey to be given due consideration.

**Alternative 2:**

Faculty members may select alternative surveys and utilize alternative protocols other than the one recommended by the Provost's Office. The faculty should consult either with the Provost's Office or the Office of the Dean of their School regarding the survey and the protocol they would like to utilize. Protocols that are deemed to render the results invalid will not be granted any consideration.

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