

## Continuous Improvement through Course Evaluation Surveys

Course evaluations surveys have a great impact on course improvement, teaching effectiveness, student experience and institutional effectiveness. Due to the significance of these assessments, universities need to find more effective ways to use course evaluations and to increase student participation and engagement. The efficient collection of student feedback alone does not lead to significant change rather how you use the feedback is critical to the success of the evaluation process. The entire process will help create a culture of continuous improvement both at the level of college and institution.

- **Self-evaluation:** Prior to analyzing the student feedback do a self-evaluation. Look at the questions that were asked in the assessment and rate how you think you performed in your classes. Performing this exercise will give you a good point of reference when analyzing the student data. It also provides you with two different perspectives, which you can use at a later stage for comparison.
- **Review Strengths & Weakness:** It is good to review both the strengths and weaknesses in the feedback to get a comprehensive view of the performance. However, pay attention to any weaknesses that are highlighted to seek out possible areas for improvement. Do not focus on the extreme results (positive or negative), but instead look at the average to get a balanced view of your course and teaching effectiveness. It is a good idea to compare the student feedback to your own self-evaluation to identify any gaps or differences in perception.
- **Identify Areas for Improvement:** Analyze both the quantitative and qualitative data and look for trends and comments under different areas / themes. Does the feedback show that a particular teaching approach has not been effective? Whether the results indicate that certain materials do not work for the class or student group? Are there any indications showing that the needs of different learning styles in your class are not met? Group all of these items together to classify and prioritize them as your areas for improvement.
- **Professional Development:** Now that you've reflected on the results and prioritized your areas for improvement, it's time to implement the changes. Any feedback that indicates a need for an alteration in your teaching style can be implemented through various forms of professional development like peer observation, training, mentoring, workshops, research, conferences, seminars, books, tutorials, etc.
- **Changes in Curriculum:** Feedback gathered on the topics covered in your class, or on the materials utilized forms the basis for the curriculum changes. Are there trends in the data that show that certain topics presented do not make an appeal / create an understanding with students? Are there indications that students require more concrete examples and differential teaching strategies during the classes? List all the improvements required, if you're not able to implement all the changes necessary at once, then prioritize, create an action plan and implement them across different semesters annually.
- **Share the Results:** Now that you've analyzed the results and have decided to implement some changes, it's time to communicate the results to your students. This is an important step in the feedback process. Let the students know that you have reviewed their feedback and how you are going to address their concerns. At this point, highlight any curriculum changes or changes you will be making to your teaching methodology. Sharing the results with your students will build trust and also gain more support and engagement in the feedback process.

