

CEER Committee Meeting Minutes

10/27/2021

Update: Counsel for Peaceful Resolution (CPR)

- Next steps (Vy Le)
 - Refresh our memory and flesh out details within CEER Committee
 - Take to Faculty Senate → College Council (first reading) → College Council (second reading) → AP to Board of Trustees (Dr. Bishop)

Our new task

- *UFO Contract, 11.6.2.4: student evaluations for tenure-track faculty*
- *UFO Contract, 13.5.2.4: student evaluations for part-time faculty*
 - “CEER will develop **processes** and **forms** for librarians and counselors during the start of the 2021-2022 academic year.”

Processes

- **From contract: Who administers the evaluations?**
 - Administration of student evaluations for **counselors** is the responsibility of the VPSS (*from contract: 11.6.2, 13.5.2*)
 - Administration of student evaluations for **librarians** is the responsibility of the VPAA (*from contract: 11.6.2, 13.5.2*)
 - *Important note: student evaluations are used for any faculty who staff the reference desk (i.e., not the technical services librarian)*
- **From contract: When does the faculty member receive results?**
 - The faculty member being evaluated will receive copies of the student evaluations once grades are submitted or the grade submission deadline has passed (*from contract: 11.6.2, 13.5.2*)
- **Setting the stage: important considerations for **counselors****
 - Counselors have two roles:
 - Teaching faculty (e.g., PD classes)
 - Counseling students
 - When teaching, student evaluations are done using the existing forms for teaching faculty.
 - When counseling, student evaluation processes have varied a lot from semester to semester.
 - Previously, these forms were administered by the Dean of Counseling, rather than the VPSS. Timing varied.

- Last semester, the evaluations occurred through Formstack. Prior to this, a receptionist or counselor would give the form to a student on their way in to an appointment. The student was supposed to fill out the form after their appointment, then turn the form in to the receptionist on their way out. This did not work very well.
 - Students seem more likely to fill out the form if it is coming straight from a counselor, but this is a concern procedurally.
- In terms of the number of student evaluations completed, there may be inequities based on the number of time a counselor spends holding drop-in hours.
- **Setting the stage: important considerations for librarians**
 - Librarians have three roles:
 - Teaching faculty (e.g., LS courses)
 - Holding instructional sessions within a single class by invitation
 - Servicing students at the reference desk in person and through the virtual chat
 - When teaching, student evaluations are done using the existing forms for teaching faculty.
 - For the other roles, we likely need to consider creating two forms: one for holding instructional sessions by invitation and one for reference desk interactions.
 - These should be weighted differently. While a reference desk interaction can be very quick, an instructional session can be much longer.
- **Which students complete the evaluations? When to administer the evaluations?**
 - For context (*from contract: 11.6.2.1/.2, 13.5.2.1/.2*):
 - *Fully in-person classes*: administered during the weeks between 65% and 85% of class term
 - *Fully online classes*: administered during the weeks between 75% and 85% of class term
 - For **counselors** and **librarians**:
 - We want to maximize the number of responses while recognizing that there are many *single* instances of interaction.
 - Rather than a range for evaluations (e.g., 65 - 85%), it makes more sense to have a cut-off date.

- Initial proposal: Offer evaluations to all students who visit counselors or librarians until the 75% point of the semester.
- **How to administer the evaluations?**
 - For context (*from contract: 11.6.2.1/.2, 13.5.2.1/.2*):
 - *Fully in-person classes*: administered during a class session without instructors present; student distributes, collects, and delivers forms to an administrator
 - *Fully online classes*: conducted online with an evaluation period of at least three days
 - For **counselors** and **librarians**:
 - To increase the number of responses, we need to make the evaluations as simple as possible.
 - Ideas:
 - Have all forms fully online (with responses going directly to the VPSS or VPAA as appropriate) and provide QR codes in the library and counseling areas.
 - Have two forms:
 - one very quick form online (e.g., only have two questions: Did you get the help you need? Do you have any comments?)
 - one longer form (with more room for elaboration) that could be in paper form and/or online

Next Steps

- Solicit feedback on processes from part-time and full-time counselors and librarians
- Research existing evaluation models for counselors and librarians
- Next meeting date: Wednesday, November 3, 11:00 am - 12:00 pm