

# Using a Modified Delphi Panel to Develop Best Practices In Course Evaluations of Teaching

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## BACKGROUND

### Course Evaluations

- Widely used to gather feedback from students on teaching and courses
- Collect ratings, often Likert-type, typically through online surveys
- Feedback can be used for CQI at the instructor, course, or program level
- A review article called for schools/colleges adopting intentional design, a structured administrative process, and transparent results reporting to ensure more appropriate use<sup>1</sup>
- A national survey identified many differences between pharmacy programs<sup>2</sup>

### Challenges of Course Evaluations<sup>3-5</sup>

- Bias towards certain groups based upon gender, race, and course popularity
- Fairness related to using course evaluations in promotion, tenure, and awards
- Response bias and reliability and validity of results to make changes



Students

- Understand questions
- Random selection
- Given class time
- Voluntary, anonymous



Evaluation

- Rating scale (Likert)
- Open-ended for comments



Faculty

- Evaluated based on a minimum number of credit hours

## OBJECTIVE

To generate consensus on best practices in creating, administering, and using student course evaluations

## METHODS

### Expert Identification (Assessment, Course Evaluation)

Roles (assessment leads, non-admin faculty, administrators)

Geographic regions

Institutional types (public, private)

### Structure of Items

Generated from literature and prior work by the team

Reviewed until consensus by the research team each round

### Distribution

Qualtrics with 3 reminders

Targeted follow-up to improve response rate

Up to 3 rounds until 70% consensus on items

### Data Analysis

- SPSS v 28
- Descriptive statistics

## REFERENCES



## RESULTS

### Who Responded?

Round 1 = 18 participants

Round 2 = 14 participants

Want to see all of the data? Scan and view!



### Approaches for Engaging Students in Course Evaluations

#### TRAIN STUDENTS

- Provide examples of constructive vs non-constructive feedback.

#### IMPROVE RESPONSE RATES

- Course coordinators should illustrate to students how they use eval results.
- Give estimated time for completion.
- Discuss rationale for open and close dates.
- Consider their philosophy and rationale before making mandatory.
- Minimize negative forms of coercion.
- Selection of students should be explicit and consistent.
- Selection of students should ensure representativeness.

#### UTILIZE RESPONSE RATES

- Identify meaningful response rate benchmarks with stakeholders.

### Distribution Considerations

#### Distribution Timing:

- Timely for students (recency)
- Timely for faculty (for CQI use)

#### Faculty Inclusion – take into account:

- Contact hours
- Rank
- Performance
- Tenure/promotion

### Approaches for Utilizing Course Evaluations

Faculty should use course evaluation results to reflect and consider, alongside other data and resources (such as peer evaluation, teaching philosophy, discussions with mentors and experts)...

Changes in assessments

Changes in content

Changes in delivery / modality

Changes in pedagogy

Improve teaching skills

Development goals

Compare to school/ program averages

For interpreting results, faculty should reflect and consider using:

Data trends over multiple course offerings

Data from multiple sources

Guidance document

Benchmarks

Department Chairs should reflect and consider course evaluation data as ONE of the data sources, alongside other data and resources, for...

Annual evaluations

Tenure

Promotion

Awards

Programs should reflect and consider course evaluation data as ONE of the data sources for..

Program level assessment

Course level assessment

## DISCUSSION AND CONCLUSIONS



Best Practices

- Random sample
- Give course time
- Use Likert-type/open-ended
- Eval based on teaching hours
- Share data with students



Our Prior Survey

- All students
- Faculty-dependent or none
- Used Likert-type/open-ended
- Split between all and based on teaching hours
- Variable

What do you think?  
Scan and vote on whether you agree with our expert panel!

