UNIVERSITY OF MARYLAND

Best Practices of Three IR Web Applications -

Course Evaluations, Faculty Activity Reports, and Instructional Workload

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Institutional Research, Planning & Assessment

Purpose of Presentation

- To demonstrate how to develop a successful plan for an online web application
- We will describe, using our own applications, how to plan and administer an online web application, and review how we've done

What We'll Cover Today

Three online applications:

- Course Evaluations (CourseEvalUM)
- Faculty Activity Reports (FAR)
- Instructional Workload (IWS)

Missions of Applications

- CourseEvalUM – A campus-wide collection of standardized evaluations, results to be used for APT decisions and reporting to students

- FAR – Collect faculty information for tenure/merit review, comply with the Conflict of Interest/Conflict of Commitment University policy, and to report to the state on non-instructional faculty workload

- IWS – Report department workload activity and exceptions to the state

Key Common Features

- Accessibility and Usability
- Efficiency and Accuracy
- Pre-population
- Data capture and storage (in Oracle database)
- Reporting

Audiences – Each has…

- Survey-takers
- Local report-users
- Global report-users

CourseEvalUM Audiences

- Students take surveys
- Chairs, Deans and other administrators use local results for APT, merit, course assignments
- Deans, Provost and other administrators use summary results
- Students see selected results

FAR Audiences

- Faculty complete surveys
- Chairs, Deans and other administrators use local results for APT and merit review
- University administrators review Outside Professional Activities
- State receives workload report
- Other report audiences include federal gov't., accreditation reviewers, and general public

IWS Audiences

- Chairs and Deans review reports and add exceptions for individual faculty
- State receives final report

Development and Implementation

- Team approach
- Develop time-line
- Collection and reporting
- Maintenance and support

Team Approach

- Core policy and technical development team
- Advisory groups and liaisons
- Testers
- Bring administrators and faculty along

Time-line

- Develop a schedule and task list for the development and administration of the application
- Include priorities and designate who will complete each task
- Leave ample time for testing and unavoidable delays

Collection and Reporting

- CourseEvalUM – deploys and reports each semester
- FAR – deploys and reports once a year, at some point survey open all year
- IWS – deploys and reports once a year

Collection and Reporting

Common security functions:

- Security and Access – tiered access using a campus-wide standardized security system
- Access to the website is restricted to two groups: People who enter data, and people who review data
- Selected reports are available in real time for departments, chairs and administrators

IWS Collection and Reporting

Security and Access

- Chairs are given access to view information for the faculty in their departments or colleges
- Deans are allowed to view and change information for faculty within their colleges
- Deans must approve and lock the data before it can be reported for the IWS

IWS Collection and Reporting

- Produces pre-populated reports for review in the Spring
- Exceptions are added by administrators in mid-July
- The final report is compiled in August

IWS Exceptions Report

Workload Faculty Information: Sample Department

26 records found.

Workload Category: Tenure/TenureTr

				Fiscal Year: 2009			
Name	Leave	Sabbatical	Expected course units	Actual Course Units Taught	Exception needed?	Current Exception	Exception Code from Last Year
▬▬▬▬▬▬	None	None	2.75	2.66	No		
▬▬▬▬▬▬	None	None	1.65	6.66	No		
▬▬▬▬▬▬	None	None	1.43	1	Locked	IN	SB
▬▬▬▬▬▬	None	None	5.50	0	Locked	DR	
▬▬▬▬▬▬	None	None	1.40	2	No		
▬▬▬▬▬▬	None	None	0.55	2.33	No		
▬▬▬▬▬▬	None	None	2.31	4.23	No		
▬▬▬▬▬▬	None	None	1.93	2.72	No		IN
▬▬▬▬▬▬	None	None	5.50	5.32	No		
▬▬▬▬▬▬	None	None	2.26	3	No		
▬▬▬▬▬▬	None	None	2.20	5.23	No		
▬▬▬▬▬▬	None	None	0.55	6.33	No		
▬▬▬▬▬▬	None	None	0	0	No		
▬▬▬▬▬▬	None	None	2.31	3	No		
▬▬▬▬▬▬	None	None	0.83	1.20	No		
▬▬▬▬▬▬	None	None	5.50	5.12	No		IN
▬▬▬▬▬▬	None	Spring	2.59	5.89	No		
▬▬▬▬▬▬	None	None	0	0.14	No		

IWS Summary Report

Fiscal Year: 2009			
	T/Tk Faculty FTE	Avg Crs Units per T/Tk Faculty FTE	% Meeting Standard Load	% Meeting Adjusted Load
University Summary	2200.2	6.24	100%	100%

College Unit	T/Tk Faculty FTE	Avg Crs Units per T/Tk Faculty FTE	% Meeting Standard Load	% Meeting Adjusted Load
Department A	8.3	7.45	86%	95%
Department B	5.1	8.27	80%	84%
Department C	5.2	10.11	82%	88%
Department D	6.0	24.66	90%	90%
Department E	5.1	7.44	78%	100%
Department F	10.7	5.07	54%	96%
Department G	0.5		90%	90%
Division Summary	45.8	7.0	90%	94%

Sample Report

CourseEvalUM Collection and Reporting

- Courses to be evaluated are identified
- Department schedulers review and add additional instructors
- Liaisons confirm college-level items
- Publicity blitz to notify students
- Evaluations are deployed for 2 weeks before study day, prior to finals and grades

CourseEvalUM Collection and Reporting

- Results and grades are pulled into reporting application
- Results are tested in IRPA
- Results are released to administrators, faculty, and students
- All past semesters are available, for students searchable by instructor or course name

Sample Course-Section Report

ADMINISTRATOR UNIVERSITY-WIDE INSTRUCTOR ITEMS:
Questions for use by faculty/instructors and for administrative purposes
N/A responses have been excluded from the following calculations.

Instructor: Professor A	Number of Responses	% Strongly Disagree	% Disagree	% Neutral	% Agree	% Strongly Agree	FAKE100 0101		COLLEGE COMPARISON*
							Mean	Stdv.	Mean
The instructor treated students with respect.	65	0	2	2	25	72	3.68	0.589	3.49
The instructor was well-prepared for class.	65	0	0	2	17	82	3.80	0.440	3.40
Overall, this instructor was an effective teacher.	65	0	0	5	15	80	3.75	0.531	3.04

* Average rating for all similarly leveled course sections (e.g., all 200-level course sections) in this college.

AVERAGE OF FIVE ADMINISTRATOR AGREE/DISAGREE QUESTIONS: 3.58 / 4.00
Scaled 0-4: Strongly Disagree=0; Strongly Agree=4. N/A is not in the average.

The standards the instructor set for students were ... (Number of Responses 65)

0% Too Low   94% Appropriate   6% Too High

Sample Summary Report

College-level Results by Department and by Course Level

Fake College Department-Level Results:

Department	Score*	The instructor treated students with respect.	The instructor was well-prepared for class.	The course was intellectually challenging.	I learned a lot from this course.	Overall, this instructor was an effective teacher.	Number of Course Section Units Included in Calculations	Total Number of Evaluations Submitted	Total Number Enrolled	Overall Response Rate
Dept A	3.53	3.60	3.73	3.23	3.41	3.70	11	112	201	55.7%
Dept B	3.10	3.51	3.45	2.59	2.74	3.22	11	117	175	66.9%
Dept C	3.33	3.55	3.46	3.14	3.20	3.30	73	995	1,301	76.5%
Dept D	3.28	3.63	3.53	2.71	3.08	3.45	40	527	839	62.8%

* Average of Instructor Scores from course-section units across all course sections in department
Instructor Scores are scaled 0-4: Strongly Disagree=0; Strongly Agree=4. N/A is not in the average.

FAR Collection and Reporting

- Currently FAR posts reports for review and editing in January
- The reports are available anytime until March 15 for faculty to add publications, grants, awards, service and other activities
- After the deadline, dynamic reports are available online for multiple years

Sample FAR Report

Welcome,   (Logout)

2007 Faculty Activity Report for

Due: Mar 15, 2008
Status: Submitted
Last submitted on: Aug 23 2007 2:10PM
(This page will be automatically saved in about 40 minutes)

[Go to Final Submit Page] [Print Report]

Personal	Instruction	Research	Service	Publications / Presentations	Contracts / Grants	Awards / Fellowships	OPA

Introduction

[Save] [Save & Goto Next Page]

Welcome to your Faculty Activity Report for the Calendar Year 2007!

FAR replaces your responsibility to complete:

- IRPA's Non-Instructional Report
- Annual Report of Outside Professional Activites
  (also known as 'Conflict of Interest/Conflict of Commitment')
- UM Experts Database

Instructions for entering, saving, and submitting data.

Please remember to save the page you are working on at least every 40 minutes or so to avoid having your session timeout!

For help with any part of this report, please contact:

A. Verify Your Personal Information

Name:

Academic rank: (**Date of appointment to current T/TT rank*:**)

Primary appointment:

Sabbatical:

FAR - Dean's Summary Report

Faculty Activity Reports : **Summary Sheet of Submitted 2007 Reports for the College of**

This page is best printed in landscape mode

NOTE: Submitted Reports may not be final until a few days after the deadline. **Faculty are allowed to submit their reports any number of times.**

This Summary sheet was assembled to give the Dean an overall idea of the output of faculty as whole in the college.

Primary Department = | Affiliates are included in this list and some may be listed as from departments outside of the college.

# of Grad students supported = | Number of advisees with GRAs only. It equally counts cases where the faculty was an 'advisor' or 'co-advisor'.

# of Doctoral Grads in last 6 years placed in Tenure/Tenure-Track Positions= Number of Doctoral students in the Fac Report section 'Placement of Graduate Students (who graduated within the last six years)' who have the 'Tenure/Tenure-Track Academic Position?' option checked.

# of Journal Papers Accepted = | # of accepted citations of the type: 'Refereed articles in archival journals'. (Thus this does not include books, chapters, and other publications). (NOTE: Papers marked as 'Published' this year which have never previously been marked as 'Accepted' are also counted this year.)

# of Refereed Conf. Papers Accepted = | # of accepted+Refereed citations of the type: 'Articles in conference proceedings'. (NOTE: Papers marked as 'Published' this year which have never previously been marked as 'Accepted' are also counted this year.)

2007 $ Value of Contracts = | Total amount of money paid during 2007 for all contracts for which the faculty is a PI or Co-PI. (This assumes that all contracts are paid at a constant rate over their lifespan).

Faculty Primary Department	Faculty Name	Course, # Stds (# Evals), Grade	# of Grad students supported	# of Doctoral students who completed	# of Doctoral Grads in last 6 years placed in Tenure/Tenure-Track Positions	# of Journal Papers Accepted	# of Refereed Conf. Papers Accepted	# of Contracts in Force	2007 $ Value of Contracts
Robin Hood		HITASA101	0	0	1	2	0	0	$0
Maid Marion		HIW101	0	0	0	9	0	0	$0

Maintenance and Support

All applications include the following:

- Online administration
- Online definitions and explanations

FAR and IWS have:

- User manuals to educate and train users
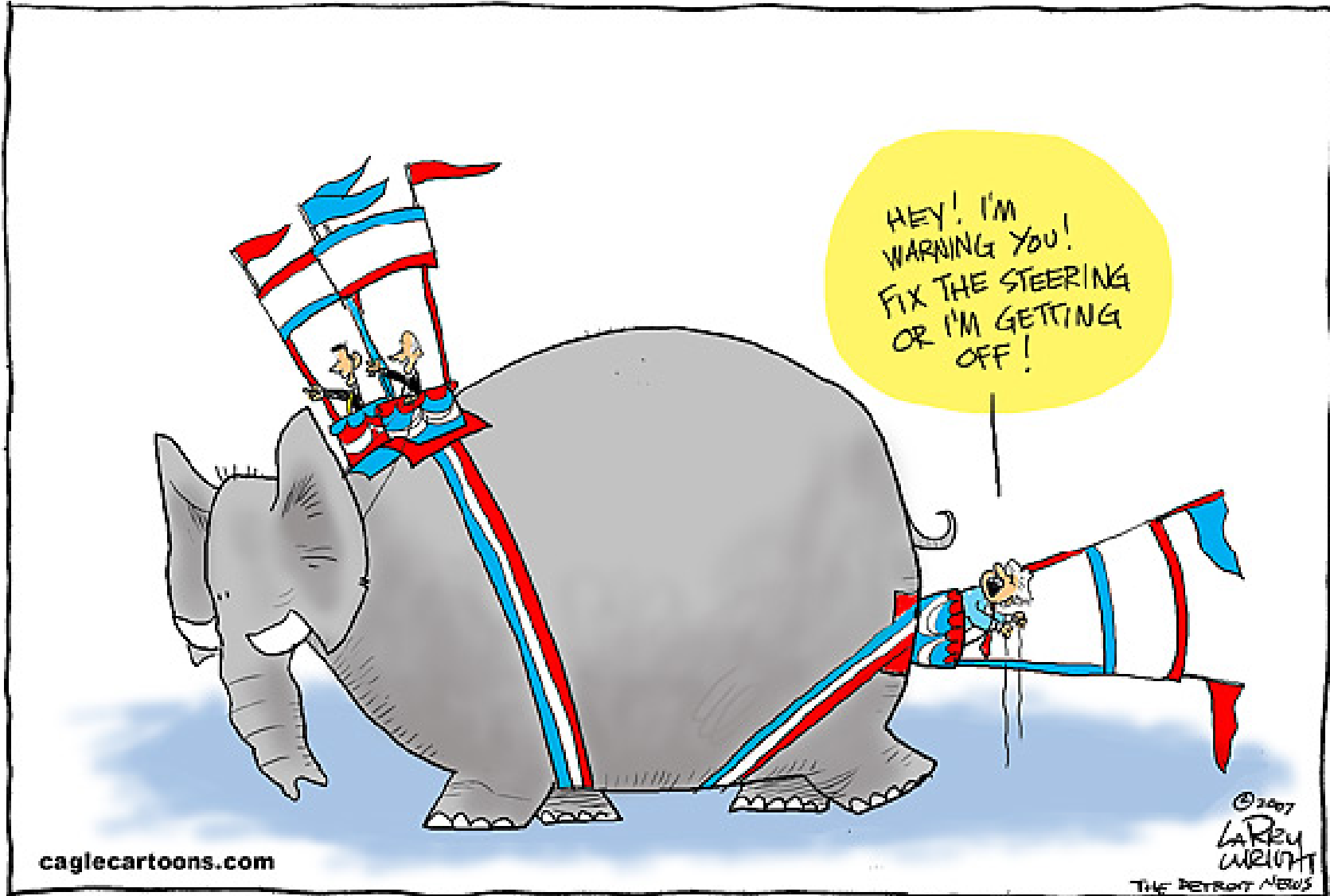
Maintenance and Support

- Maintain a log of problems, issues, questions and answers

- Develop a college contact to disperse information and be the top level contact for college issues

- Be ready when immediate (and sometimes delayed) repairs and updates to the software occur during the collection and reporting

Sometimes we need to honestly assess the situation.

Assessment

- Streamlines data collection and reporting
- Answered University need to have data managed efficiently and uniformly
- Reliance on a core programming staff sometimes poses problems
- Although these are confidential data, many requests
- Buy-in still a factor

Challenges to Overcome

- On-going development in production
- When time runs short, time set aside for testing suffers, and problems ensue
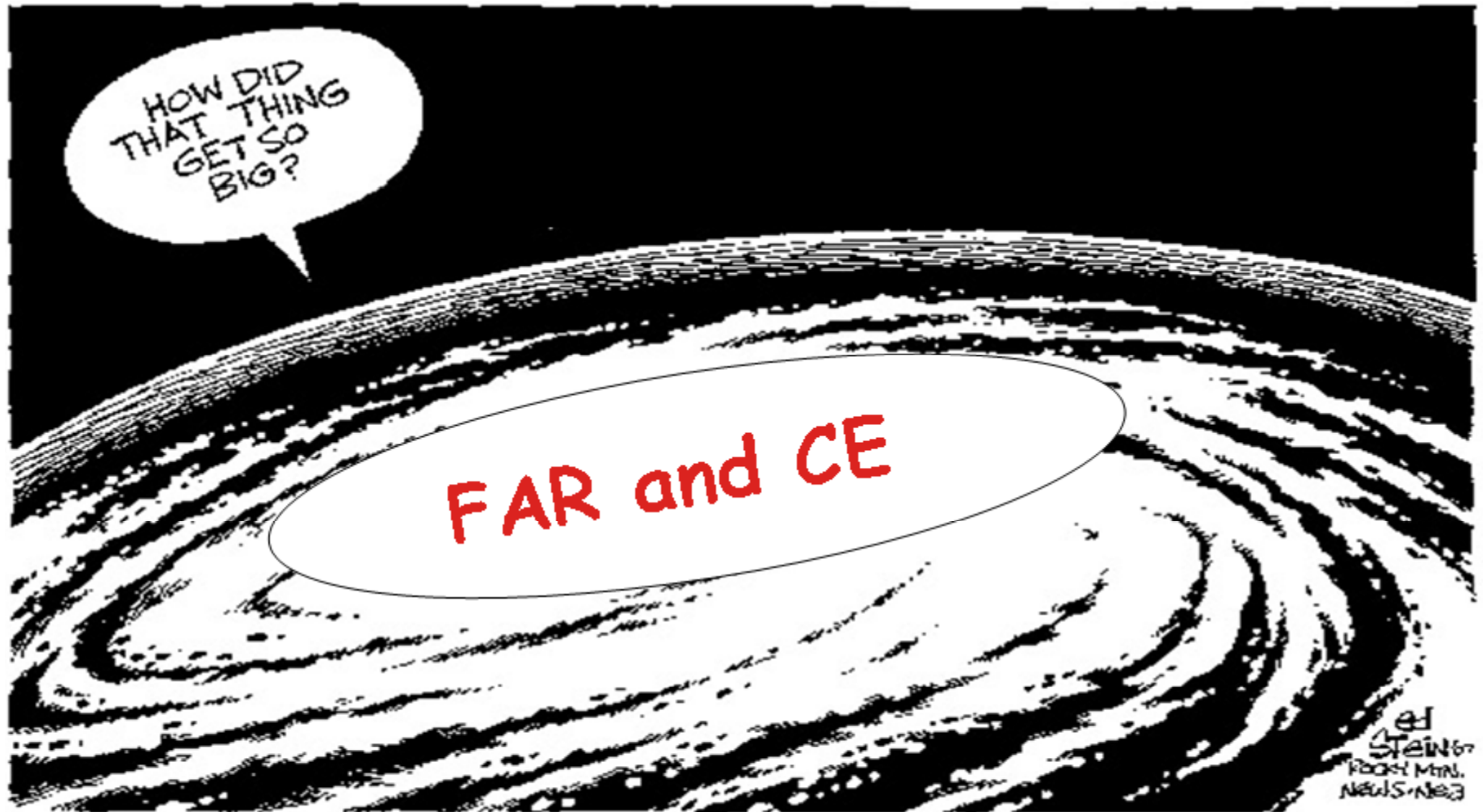- IRPA will be able to easily and quickly build new reports or modify existing reports to meet new demands
- Scope creep – Demand for new items on surveys, reports and expanded access

Scope Creep

Questions or comments?

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