

1 **Memorandum of Agreement # 64**
2 **Procedures for Collecting Student Feedback on Teaching**

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4 This agreement is being entered into by The College of New Jersey (*the College*) and the TCNJ
5 Federation of Teachers, Local 2364, AFT, (*the Union*) in order to promote more amiable relations
6 and to foster a more collegial working relationship.

7 Both the College and Union affirm that teaching is an essential priority at the College and that the
8 College has an ongoing obligation to evaluate and improve the quality of its instruction. The
9 College and the Union recognize the importance of utilizing information from a variety of sources
10 when assessing the quality of the teaching/learning process at the College. Student feedback on
11 instruction is one aspect of this process and this agreement describes how such information is to be
12 collected, analyzed, and discussed.

13 Because of the potentially sensitive nature of this information, both parties acknowledge the need
14 to collect and analyze this information in a way that protects the integrity of the process and
15 respects the rights of the individual faculty member while acknowledging the importance of this
16 information to the collective effort of the faculty as well as the academic program(s) to which the
17 particular course contributes. To this end, the following responsibilities and procedures have been
18 established:

19 **I. Responsibilities**

- 20 A. The Dean of Academic Services is responsible for overseeing the timely distribution of the
21 SFF to departments and for ensuring that the forms delivered for scoring are processed
22 carefully, promptly, and securely.
- 23 B. The department chairperson (or appropriate program coordinator) is responsible for
24 maintaining the integrity of the process for distributing, administering, and collecting student
25 feedback forms (SFF). After the forms have been tabulated and the original forms returned to
26 the department, the chairperson is responsible for distributing the materials in a manner that is
27 respectful and constructive and that leads to appropriate analysis and discussion within the
28 department or program. It is understood by the College and the Union that such discussions
29 should certainly include modes of information other than the SFF (e.g., peer observations,
30 review of syllabi, course assignments, and so on).
- 31 C. Chairpersons shall prepare a concise review (analysis and discussion) of the quality of
32 instruction in their department or program for their Dean on an annual basis. This review is
33 meant to be formative, not summative, in nature and serve as the basis for the allocation of the
34 support and resources necessary for the improvement of instruction. The overview should
35 consider courses taught by adjunct faculty as well as full-time faculty.

36 **II. Procedures**

- 37 A. SFF shall be distributed to each faculty member no later than the fourth week before the
38 end of each semester. The SFF for each class shall be contained in an “official” envelope
39 that includes the following required information on a tracking sheet:
- 40 1. the course name and number,
 - 41 2. the instructor’s name,
 - 42 3. the official number of students enrolled in the course,
 - 43 4. the date when the envelope was delivered to the instructor,
 - 44 5. the location where the envelope is to be taken after SFF are completed,
 - 45 6. the number of students in class and the date when the SFF is administered

- 46 7. the number of SFF completed and enclosed in the sealed envelope,
47 8. the name of the person who administered and collected the forms and returned them to
48 the designated location,
49 9. the name of the person who received the sealed envelope containing the completed
50 forms.
51 10. the date of the envelope's arrival in the computer center,
52 11. the date of processing of the SFF by the computer center along with the name of the
53 person who processed the forms, and
54 12. the date the envelope was received back in the department or office and the name of
55 the person who received it.
- 56 D. Student feedback shall be collected from all sections of regularly scheduled courses each
57 semester using the approved SFF.
- 58 E. The SFF shall be completed anonymously and independently during the last two weeks of
59 classes and prior to final exam week.
- 60 F. Every officially enrolled student in a class present on the day the SFF is administered shall
61 be given the opportunity of completing the form. Students must be allowed at least 15
62 minutes to complete the SFF.
- 63 G. The instructor shall not be in the room while students are completing the SFF.
- 64 H. The faculty member has the option of having the SFF administered either by a student
65 volunteer in that class or by a faculty member designated by the appropriate personnel
66 committee. This person will collect and return all SFF to the department chairperson or
67 designee (as specified on the tracking sheet) in a sealed envelope. The person who
68 administers the SFF must both print and sign her/his name over the envelope seal .
- 69 I. All the SFF envelopes will be held by each department until the final examination period
70 ends and then delivered to the computer center for scanning.
- 71 J. SFF are to be tabulated in the TCNJ computer center under the oversight of the Dean of
72 Academic Services. Only designated personnel are to handle the materials.
- 73 K. After an envelope is opened, the SFF are scored and then returned along with the tabulated
74 data sheet to the original envelope and resealed as soon as possible.
- 75 L. While in the computer center, the SFF are to be processed confidentially.
- 76 M. After grades have been posted for the semester, the SFF and the tabulated data sheets are
77 returned in their original envelopes to the department chairperson who is responsible for
78 distributing them to the faculty. Because current reappointment and promotion guidelines
79 require faculty to submit at least three years of SFF data as part of the application
80 materials, faculty members should retain in a secure place at least the last three years of
81 forms and tabulated data sheets.
- 82 N. Copies of the tabulated data sheets for each department are sent directly by the Dean of
83 Academic Services to the chairperson (or program director) with a copy to the appropriate
84 school dean. These summary forms should normally be retained for a period of five years.
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86 **III. Implementation and Review -**

87 A. This new Student Feedback process will be implemented beginning fall 2005.

88 B. The College and the Union agree that the particular SFF being used should be reviewed
89 periodically and can be modified in accord with the College's changing needs following
90 appropriate consultation by the College and the Union. Both parties agree that review of the
91 current SFF should commence as soon as possible.

92 C. The College and Union also agree to review and, revise, as appropriate, the responsibilities and
93 procedures specified in this Memorandum of Agreement at a time when either party requests
94 such a review.

95 *This memorandum supercedes and wholly supplants MOA #38 which was agreed to on Nov 27, 1996.*