

Re engineering the Faculty Communication Proficiency Survey

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Outline

- Introduction
 - o Survey
 - o Team
- Re engineering Objective
- Prev



ThompsonRD: Re engineering the FCP Survey
Mid America Association for Institutional Research (MidAIR)
29th Annual Conference
November 11 13, 2009
MidAIRTalk_20091111_WhatIsFCPS



RE: Faculty Communication Survey

Mxxxxx, Pxxxxx X (S&T-Student)

Sent: Thursday, April 09, 2009 10:58 AM

To: UM VP ACAD FacCom Survey

What exactly is the purpose of this survey?

Pxxxxx



From: Smith, Kandis M.

Sent: Thursday, April 09, 2009 12:27 PM **To:** Mxxxxx, Pxxxxx X (S&T-Student)

Cc: Thompson, Ronald D. (UM Inst. Research)

Subject: RE: Faculty Communication Survey

Pxxxxx,

We have been doing this survey for ten years. Based on the results of the survey, we work on making changes to improve the classroom experience for students. We have implemented several programs over the years to help faculty become better teachers. We developed a program for new faculty called the New Faculty Teaching Scholars Program. We also developed a program to help international faculty with their communication skills. As we make these changes we continue to do the survey to see if the changes are making an impact and to see if there are other areas in which we might find ways to improve the experience for students.

I hope I have answered your question and thank you for taking the time to do the survey and help us understand.

Regards,

Kandis M. Smith, Ph.D. Assistant Vice President for Academic and Student Affairs University of Missouri



The Team:

- UM System Academic Affairs
 - o [Interim] VP

 C



The Charge:

Re engineer the Survey to generate results that are less ambiguous and more useful to academic administrators.



Survey of Faculty Communication Proficiency

Please take a few minutes to complete this survey. This information will allow us to understand your classroom experiences last semester and will help us move forward in improving student educational experiences.

- □ I agree to take this survey.
- I do not agree to take the survey.



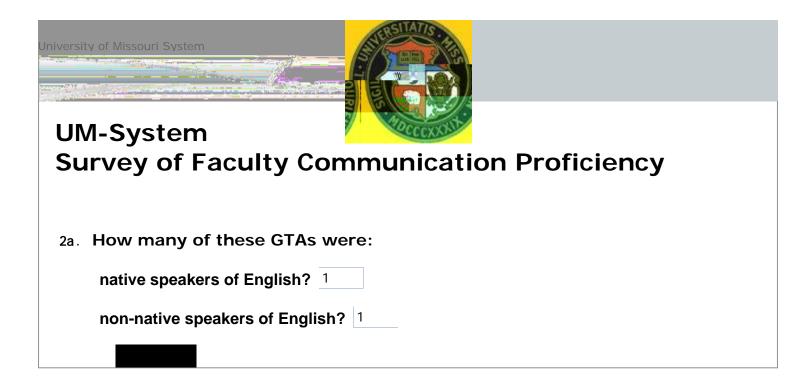
1. How many courses were you enrolled in during the 2007 Fall semester: (Please use the numbers at the top of your keyboard.)

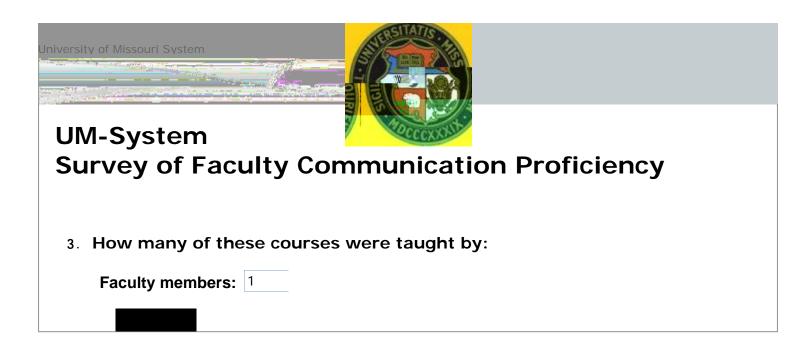
2

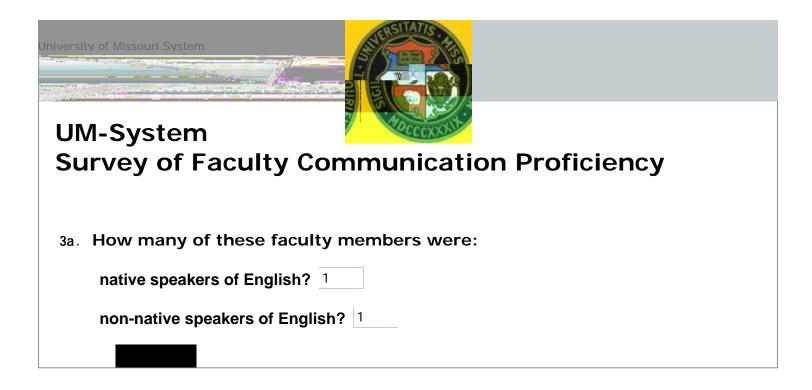


2. To the best of your knowledge, how many of these courses were taught by:

Graduate teaching assistants (GTAs): 1









4. Of all the courses you took in Fall 2007, how many courses were taught by instructors whose inability to communicate effectively in any way impeded your learning of the course material:

(Please use 0 for none)

1



Survey of Faculty Communication Proficiency

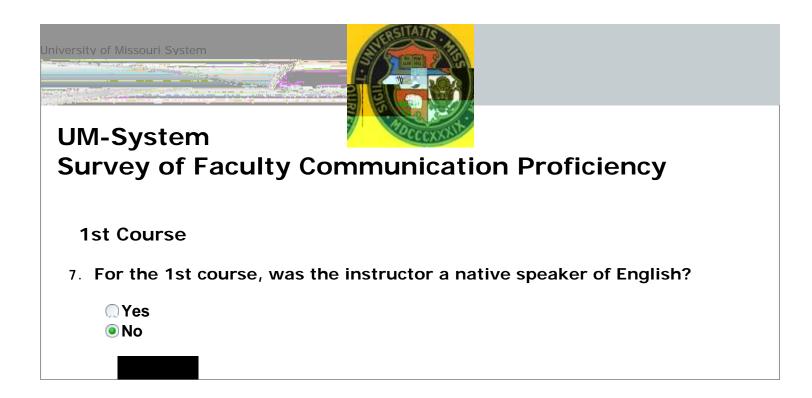
5. Please report, to the best of your ability, the NAME of the course where the instructor's inability to communicate effectively impeded your learning of the course material.

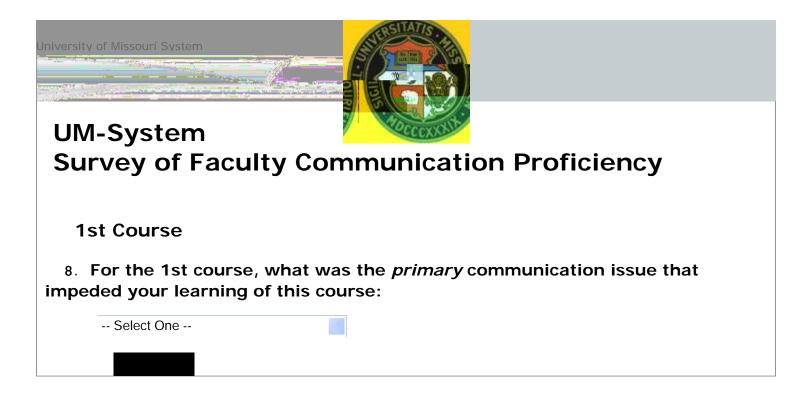
If no course, select "continue."

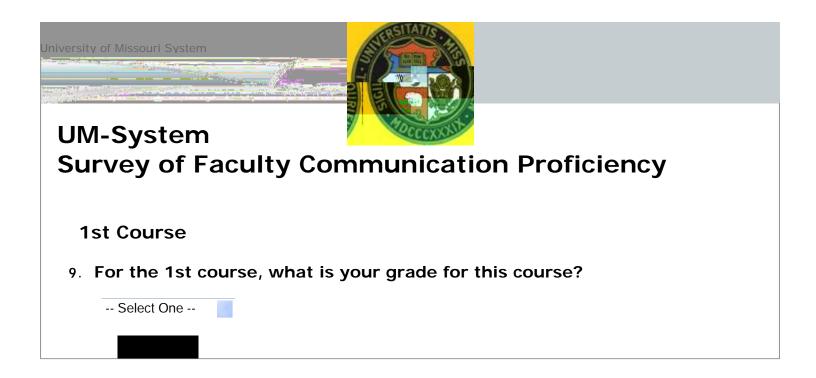
1st Course Name: ABCDE

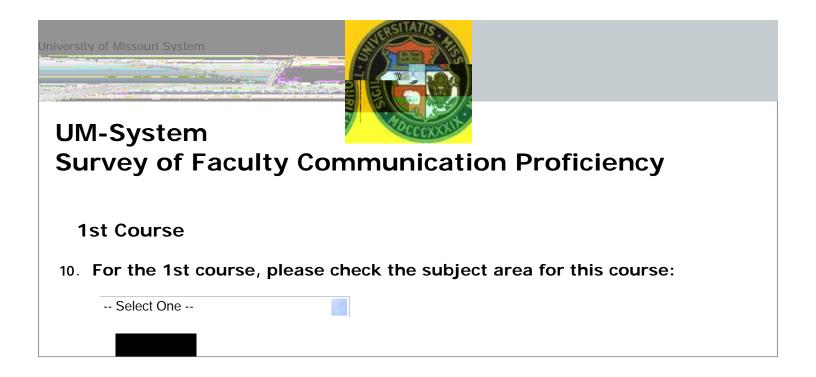


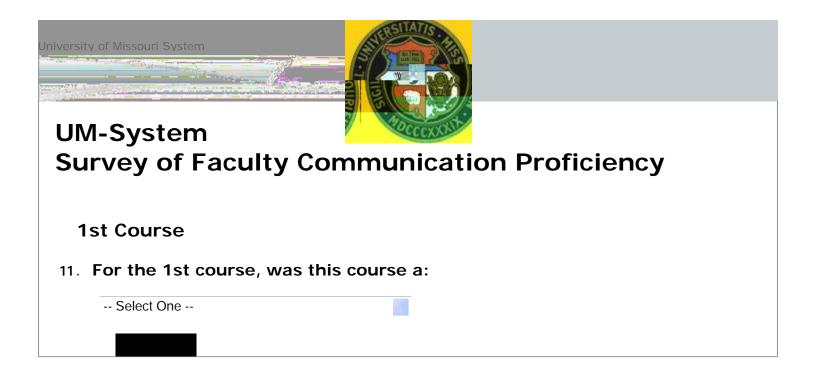
UM-System Survey of Faculty Communication Proficiency







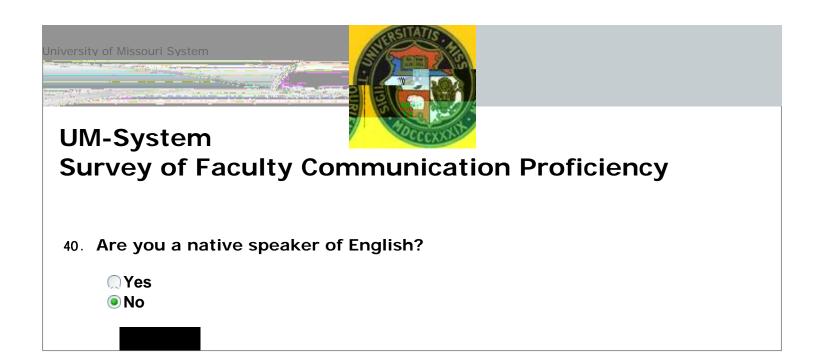


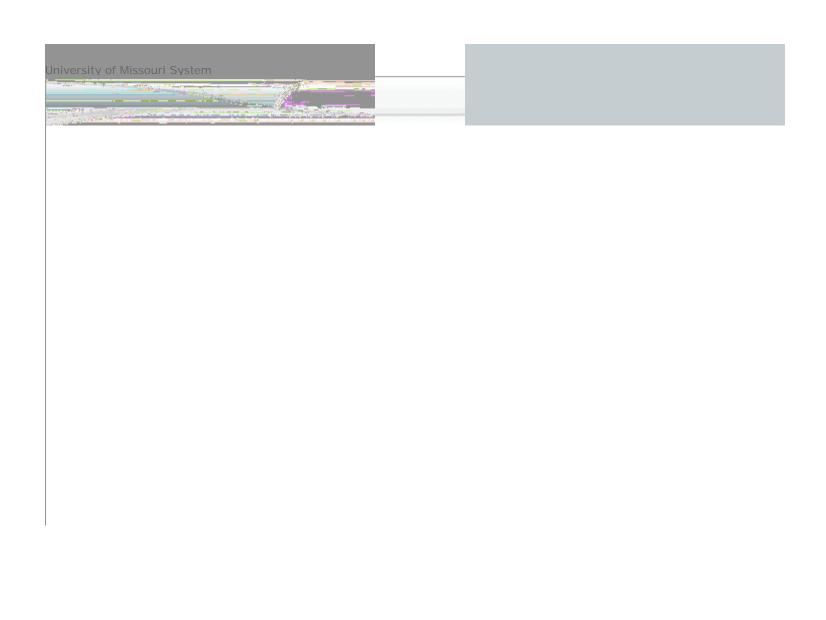




UM-System Survey of Faculty Comm

UM-System -- Surve







Survey of Faculty Communication Proficiency

Thank you for your participation

If you have questions or concerns about the survey, please contact Kandis Smith at smithka@umsystem.edu in the Office of the Vice President for Academic Affairs (573-882-6396).

If you have any questions about your rights as a recipient of this request you may contact the Institutional Review Board at 573-882-9585.

For technical difficulties contact Paula McFarling at 1-800-366-8232 or at umcarcresearch@missouri.edu.



The Charge:

Re engineer the Survey to generate results that are less ambiguous and more useful to academic administrators.

The Challenges:

- Student recall of course/section numbers and instructor ranks (etc.) is unreliable.
- Courses often have on administrative level: VP, provost, dean, chair.

Our Solution:

Retain an on line (Web based) delivery, but exploit UM Institutional databases as much as possible, and ask only critical questions.



Critical Questions:



Table 2.

Faculty Communication Proficiency Survey 2009 (Pertains to UM courses taught FS2008) Survey Period Mar 12 Apr 13, 2009

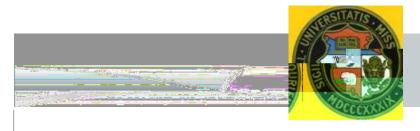
Data Fields Contained in the



Course Fields



Student



Faculty Communication Survey 2009

Below is a list of courses our records show you took during Fall Semester 2008. For each course, please complete the following statement:

My course instructor's ability to communicate **[impeded / did NOT impede]** my learning in this course.

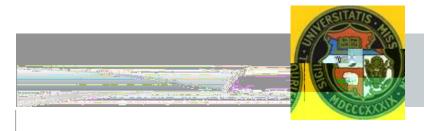
Course	Course Title	Day	Time Bldg/Room	Impeded	Did NOT Impede	I did NOT take this course	
COMMUN 2100	MEDIA COMMUN IN SOCIETY (LEC)	TuTh	11:00 GEOSCI 123 11:50	\bigcirc	\bigcirc	•	
SPAN 1100	ELEMENTARY SPANISH 1 (LEC)	MTuWTh	15:00 A&S 202 15:50	\circ		0	
ENGLSH 1810	INTRO FILM: BEGINNG- 1945 (RSD)	TuTh	11:00 CENTER 1220 12:15		\circ	0	
Continue							
Download	CSV File						
Download	Student Id List					17% complete	

Download UMSystem CSV File



Faculty Communication Survey 2009

ENGLSH 1810 INTRO FILM: BEGINNG-1945 (RSD)



Faculty Communication Survey 2009

Please share any final comments regarding the communication proficiency of the instructors who taught courses you were enrolled in during Fall Semester 2008:

Submit Your Responses

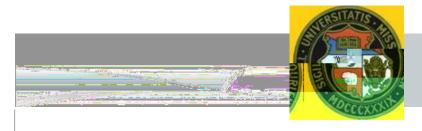
THIS CANNOT BE UNDONE

Download CSV File

Download Student Id List

83% complete

Download UMSystem CSV File



Faculty Communication Survey 2009

Thank you for your participation.

Log out, please, by closing all your browser windows and quitting your browser.

Contacts

If you have questions or concerns about this survey, please contact Dr. Kandis Smith, UM Assistant Vice President for Academic and Student Affairs, at FacComSurvey@umsystem.edu or at (573) 882-6396.

If you have any question about your rights as a recipient of this request, please contact the Campus Institutional Review Board (Campus IRB) at (573) 882-9585.

For technical difficulties, please contact Paula McFarling at 1-(800)-366-8232 or at umcarcresearch@missouri.edu.

Download CSV File

Download Student Id List

100% complete

Download UMSystem CSV File

TABLE 1.

Faculty Communication Proficiency Survey 2009 (Pertains to UM courses taught FS2008) Survey Period Mar 12 Apr 13, 2009 ¹

Summary of Survey Activity

	No. Student	s Surveyed		No. Students Who	Responded (AGR or = 1)	EE_DISAGREE=0
	Students All Students Enrolled in SP2009 ²		No. Undelivered Surveys ³	No. Students Did NOT Submit Survey 4	No. Students Submitted Survey	TOTAL
UM_1	9,636	9,032	481	263	1,301	1,564
UM_2	2,676	2,390	5	20	321	341
UM_3	3,730	3,428	1	31	657	688
UM_4	2,955	2,551	87	43	340	383
TOTAL	18,997	17,401	574	357	2,619	2,976

NOTES

- 1 The survey period commenced with the initial mass e mail, sent Thu 03/12/2009 at ~11:30 a.m. The first reminder mass e mail was sent Tue 03/31/2009 at ~11:30 a.m. The second and final reminder was sent Wed 04/08/2009 at ~01:30 p.m. The survey period ended when the survey app was turned off Wed 04/15/2009 at ~9:30 a.m. Response data were downloaded 04/15/2009 at ~05:10 p.m.
- 2 \$\text{SP2009} \text{ enrollments are from PS_UM_CENSUS_ENRL on 04/17/2009} \text{ (when UMSL had not yet been frozen).}
- 3 Data for Undelivered Surveys correspond to activity which occurred after the second reminder was emailed.
- 4 These students either declined to participate (AGREE_DISAGREE=0), or agreed to participate (AGREE_DISAGREE=1) but did NOT complete and submit a survey (i.e., did NOT dick the <SUBMIT> button) on the survey.

TABLE 4.c. Faculty Communication Proficiency Survey 2009 (Pertains to UM courses taught FS2008)
Survey Period Mar 12 Apr 13, 2009

Summary: UM_3 Student Impededness, Identified Courses Only, by Department 1,2

	No.	Median	Median	Median	Median No.	Median No. Responses		No.	Response	No.	No. Impedes	Most Prevalent Primary Reason for Impededness ⁵		
	Courses 3	Course Enrollment ⁴	•	per Course Enrollment (%)	Enrollment ⁴		Rate (%)	lmnedes per No.	Responses	Code(s)	Freq(s)	Freq This Code per No. Impedes (%)		
UM_3														
UM_3 Dept_01	114	37	6	16.8	4,211	711	16.9%	146	20.5%	2	31	21.2%		
UM_3 Dept_02	106	19	4	16.1	2,356	389	16.5%	54	13.9%	2	15	27.8%		
UM_3 Dept_03	138	10	2	17.2	1,932	349	18.1%	56	16.0%	2	14	25.0%		
UM_3 Dept_04	113	14	2	15.6	2,402	431	17.9%	65	15.1%	2	16	24.6%		
All Four Departments	471	16	3	16.7	10,901	1,880	17.2%	321	17.1%	2	76	23.7%		

NOTES

1

2

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TABLE 5.c.1. Faculty Communication Proficiency Survey 2009 (Pertains to UM courses taught FS2008) Survey Period Mar 12 Apr 13, 2009

Summary: UM_3 Student Impededness, Identified Courses Only, UM_3 Department of Dept_01 1,2

	No.	Total	No.	Response	No.	No. Impedes	Most Pre	Most Prevalent Primary Reason for Impededness ⁵		Most Prevalent Secondary Reason for Impededness ⁵		
	Courses ³	Enrollment ⁴		Rate (%)	Impedes	per No. Responses (%)	Code(s)	Freq(s)	Freq This Code per No. Impedes (%)	Code(s)	Freq(s)	Freq This Code per No. Impedes (%)
UM_3												
UM_3 Dept_01	114	4,211	711	16.9%	146	20.5%	2	31	21.2%	12	32	21.9%
Ranked Faculty	39	1,008	162	16.1%	37	22.8%	2	10	27.0%	12	8	21.6%
Other Faculty ⁶ GI/ GTA/ GRA	26 0	1,381	223	16.1%	35	15.7%	2	7	20.0%	12	9	25.7%
Unknown ⁷	43	1,822	326	17.9%	74	22.7%	2	14	18.9%	12	15	20.3%

NOTES

3

- 1 "Identified" UM_3 courses for the 2009 Faculty Communication Proficiency Survey are any course offered by the Departments Dept_01, Dept_02, Dept_03, and Dept_04
- The surveyed population for the 2009 Faculty Communication Proficiency Survey consists of students who satisfy the following criteria: They (1) must have been full time, degree seeking UM undergraduates in Fall Semester 2008, (2) must have been least 18 years of age during FS2008, and (3) must have taken at least one of the "identified" courses during FS2008. "All students in the surveyed population were sent a survey announcement. "(That is, this is a census.) To be included in these analyses, a student must have completed and submitted a survey (i.e., he/she must have dicked the statements) and he/she (i.e., To submitted courses during apalystation of the statements).

4 Enrollments of surveyed students in "identified" courses, only. (See Note 2, above.)

5 Codes for reasons for impededness:

- 1 Ineffective use of class discussion
- 2 Ineffective use of lecture
- 3 No constructive feedback
- 4 Couldn't answer questions dearly
- 5 Heavy accent was hard to understand
- 6 Instructor's poor listening skills
- 7 Lack of rapport with students

- 8 Spoke too rapidly
- 9 Spoke too softly
- 10 Lack of patience
- 11 Poor command of English
- 12 Lack of darity in explanations
- 13 None of the above
- 14 No other issues. [This code is valid for the survey item "Other Reason," only.]

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Ю	includes faculty who	have been denied tenure	e, raculty who are NOT	eliaible for tenure.	and other faculty

7 Includes courses taught by a single faculty member who is NOT specified, as well as courses taught by more than one faculty member



Key Steps in the Re engineering Process

♣ UM AA meets with UM Provosts to



Key Steps (continued)

- ♣ AA gives go ahead; AA submits IRB renewal; AA, IR, and ARC agree on timeline; ARC commences programming Survey Application.
- Project receives IRB approval.
- AA and IR discuss with UM Registrars.
- ♣ IR requests and receives DoIT ISAM approval; ISAM notifies the campuses.
- ♣ ARC and IR conduct initial test (using staff and ~4 students from each campus).
- ARC and IR conduct pilot test (using ~100 students from each campus)
- ♣ Mar 12, 2009. Active survey period commences!



Summary

• Objective: Re