



CHALMERS

Course evaluation

Process description

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Process description Course evaluation

1. About this process description

This process description describes the structure of Chalmers' course evaluation process. The process description is valid as of academic year 2016/2017 and has to be examined and, if required, reviewed by the process coordinator for *Evaluating education* before each new academic year.

Minor changes can be made in the process during the current academic year and have to be posted on the course evaluation pages on Insidan and - if they affect students - on the Student Portal.

This process description applies to all courses at Chalmers apart from thesis courses and practical courses, which are evaluated according to a separate procedure.

In this process description the term *course* has the same meaning as *run of a course*. Every run of the course is evaluated separately and follows all stages of the process.

This process description uses the terms *course owned by a first-cycle programme* and *course-owning programme*. These terms also include courses owned by the foundation year and Ship's officer and engineering officer class VII, and non-programme-owned MTS courses and non-programme-owned courses given by the Division of Language and Communication in the Department of Applied Information Technology.

2. Course board

2.1 Composition of the course board

For every course with at least 10 registered participants there is a board consisting of the examiner, student representatives and a representative of the programme that owns the course - either the head of the programme/director of the master's programme or the director of studies/education officer.

The course board is responsible for the evaluation of the course and its members take part in the course board meeting held after the end of the course.

2.2 Student representatives on the course board

At least two student representatives are appointed to the course board of every course with at least 10 registered participants. The student representatives represent the students on the course at the meetings held during and after every course.

No student representatives are appointed for a course with 10 or fewer participants since the students and examiner are expected to have more direct communication in such a course.

Student representatives can be appointed in three different ways. The most common procedure is to select them at random from among the students expected to participate in the course. In these cases five representatives are selected unless the course-owning programme and the associated Student Union Division have agreed on some other number. The selection is made in the Study Portal's course evaluation module by the director of studies or the education officer of the programme owning the course. The random generator used to select

student representatives takes account of a number of parameters such as the student's biological sex, what programme the student is attending and whether or not the student has already been a student representative. The director of studies or the education officer is able to adjust the selection to better represent the mix of students on the course.

For certain programmes, student representatives are instead appointed by the Student Union Division's Student Educational Committee. This can be done either for each course, for a study period, a semester or an academic year. In these cases at least two and at most five student representatives are appointed. In programmes where the Student Educational Committee appoints student representatives there must be an agreement between the programme and the Student Educational Committee on how the selection is made, which courses are covered by the agreement and how information about who the student representatives are is communicated to examiners. The agreement must be registered and be available on the Student Portal and on Insidan.

In the cases where student representatives have been appointed by random selection, the examiner has the option of asking the course participants whether there are voluntary representatives instead of using those representatives. In such cases the examiner must notify the director of studies or the education officer of the course-owning programme as to what students have been selected as student representatives instead no later than the Friday in the second week of the course, so that the right persons have the Chalmers-wide student representative information letter sent to them.

The names and student e-mail addresses of the student representatives appointed or selected at random are sent to the examiner one week before the course starts or, in the case of courses that start in the first study period of the first year of a programme, no later than in study week two. In cases where the student representatives are appointed randomly, the information to the examiner has to state that examiners have the option of asking for voluntary student representatives.

The examiner is responsible for taking the initial contact with the student representatives, either by e-mail or in conjunction with the introduction to the course, presenting them to the class and publishing their names and student e-mail addresses on the course's PingPong page.

In cases where courses are studied jointly at both Chalmers and the University of Gothenburg, this process only selects representatives from Chalmers. Any representatives from the University of Gothenburg are given places on the course board in accordance with the procedures that the relevant programme at the University of Gothenburg has for student representatives.

2.3 Course-owning programme's representative on the course board

A representative of the course-owning programme is appointed to the course board of every course with at least 10 participants. The programme's representative on the course board is appointed by the programme. Normally the director of studies/education officer and the head of the programme/director of the master's programme are each the programme representative on half of the courses owned by their programme. The director of studies/education officer is responsible for notifying the examiner of second-cycle courses of who is the programme representative so that the examiner can give the right person notice of the course board meeting.

The course-owning programme can choose more than one programme representative for the course board. In cases where a programme chooses more than one representative, the notification sent to a second-cycle examiner has to state who to prioritise in the notice of the concluding course board meeting if it is not possible to find a time when both representatives are able to participate.

A person can only have one role in a course board. In cases where a head of a programme/director of a master's programme or a director of studies/education officer is the examiner of a course, they cannot also be a programme representative for the course.

3. Start-up

In the first or second study week an informal start-up meeting is held between the examiner and the student representatives on the initiative of the examiner. The examiner describes their thinking about the course, gives brief information about the process with a mid-course meeting and a course board meeting and ensures that every student representative understands what is involved in being a student representative. A time is also booked for the mid-course meeting. At the first meeting of the full class after the start-up the examiner presents the student representatives to the students taking the course.

4. Mid-course meeting

Around the middle of the course (in study week three or four for a course given during one study period) a meeting is held between the examiner and the student representatives. That meeting discusses the students' and the examiners' view of the present run of the course, whether there is anything in particular that the examiner should bear in mind during the rest of the course or inform the students about, about whether any extra questions in addition to the standard questions should be added to the course survey and, for second-cycle courses, a suitable time for the course board meeting. A draft agenda for the mid-course meeting is available on the Student Portal and on Insidan's course evaluation pages.

At the mid-course meeting the examiner should take minutes and check them with the student representatives. The examiner should post the minutes of the mid-course meeting on the course homepage in PingPong no later than three days after the meeting. The examiner has to draw the attention of students taking the course to the fact that a mid-course meeting has been held and that the minutes are available on the course homepage.

In the case of a course given over several study periods, the examiner and the student representatives are recommended to decide to have more than one mid-course meeting, for example one in each study period.

5. Course survey

5.1 Creation of the course survey

A course survey is created automatically for every course at the end of study week four of the study period in which the course ends. The examiner receives an automatically generated e-mail from the course survey system when the course survey has been created.

5.2 The course survey's standard questions

The course survey contains a set of standard questions that are common to all courses at Chalmers. The standard questions have been drafted in consultation between educational areas, departments and the Student Union.

5.3 Adding questions to the course survey

The examiner can add their own questions to the course survey from when the survey was created and until three days before it is sent out. One week before the deadline an automatically generated reminder is sent to the examiner.

If someone other than the examiner is to be authorised to add questions to the course survey, the examiner has to notify the director of studies or education officer of the course-owning programme of this. To be able to add questions, the person authorised must be employed or engaged by Chalmers or the University of Gothenburg and have a staff CID (Chalmers ID).

5.4 Respondents

The survey is sent to the students registered for the first time, re-registered or registered as continuing on the course in Chalmers' Ladok student registry for first- and second-cycle courses three days before the survey is sent out.

For other participants in a course (doctoral students, students at the University of Gothenburg for jointly studied courses, CPE participants, etc.), the vice head of department for first- and second-cycle education at the department instructing the course is responsible for entering these persons as respondents in the course survey. This can be done from when the survey is created until the survey closes for responses. Normally these respondents should be entered no later than the day before the survey is sent out. This responsibility can be delegated to a department administrator by the vice head of department notifying the object specialists to that effect.

5.5 Response period for the course survey

5.5.1 Setting the response period

The normal response period for each study period is set no later than in week four of the first study period of the academic year and is published on Insidan. Normal response periods have to follow the guidelines in this chapter section.

5.5.2 Distribution of the survey

The course survey is normally distributed on the Monday after the exam week in the study period in which the course ends.

For courses that end in study period four of the final year of a programme and that are owned by a programme that is not followed by another programme (e.g. bachelor programmes not followed by master programmes [i.e. högskoleingenjörsprogram] and shipping related programmes) the survey is instead distributed on the Monday of the final study week so as to increase the share of students who respond to the survey and to enable a course board meeting to be held before the student representatives leave Chalmers.

If, as part of the teaching methods used in a course, the examiner wishes to hold a scheduled session for feedback about the course in the final study week in which the course survey is completed, it is, in that case, also possible to distribute the survey in the Monday of the final

study week. An examiner who wishes to use such a procedure sends an inquiry to the director of studies of the course-owning programme containing a short text about how they intend to hold the feedback session no later than on the Friday two weeks before the final study week. If the inquiry is approved, the director of studies sends a request for a change of the distribution date to the object specialists no later than the Wednesday of the week before the final study week.

In the case of courses on the architecture programmes that end earlier than the final week of a study period, it is possible for the programmes to decide in consultation with the examiner to distribute the survey earlier. These surveys can be distributed as of study week five. Adjustments of distribution dates are notified to the object specialists by the director of studies or education officer of the course-owning programme no later than one week before the desired distribution date. Normally surveys are to be distributed after the final examination has been held.

5.5.3 **Reminder**

Two reminders are sent to those who have not completed the survey. The reminders are sent one week after the first distribution of the survey and three days before the final response date. A special reminder is sent to those who began to fill in the survey without sending it in.

5.5.4 **Final date for responses**

The course survey has to be open for responses for at least two calendar weeks and can be answered until 23:45 on the last date for responses. In the case of courses that end in study period one, two or three, the survey should normally be open for two study weeks. Exceptions can be made for self-study weeks and retake weeks and are decided by the coordinator of the sub-process *Evaluating education*.

In the case of course surveys in study period four, with the exception of the final study year of a programme that is not followed by a master's programme and course surveys with an adjusted distribution date, these surveys have to be open up until the Wednesday of the first study week of the next academic year.

In the case of courses that end in study period four of the final year of a programme that is not followed by another programme and courses with an adjusted distribution date, the course survey closes for responses on 23:45 of the Sunday of the regular exam week.

Course surveys in the architecture programmes with special distribution are normally open for two study weeks.

5.6 **Review of the course survey**

After the course survey has been closed for responses, the survey is reviewed for any offensive free text responses, which are removed from the survey. This review is conducted by the director of studies or the education officer of the course-owning programme. This review follows guidelines drafted for the review of course surveys.

In the case of courses that follow normal distribution dates the director of studies or the education officer initiates the review after the survey has been closed for responses. In the case of courses with adjusted distribution dates, the examiner is responsible for notifying the director of studies

that the survey should be reviewed outside the normal review period. The review can be started as soon as the survey has been closed for replies and has to be completed no later than on the Thursday of study week three or, in the case of course surveys with adjusted distribution dates, one week after the review request.

5.7 **Distribution of the finished course survey report with free text comments to the examiner**

When the survey has been reviewed, the director of studies or the education officer who has reviewed the survey gives the examiner (and others given authorisation to add questions to the survey) access to the course survey report with free text comments in the course survey system. In conjunction with this an automatic e-mail is sent from the course survey system to the examiner (and others given authorisation to add questions to the survey).

The examiner (and others given authorisation to add questions to the survey) can then find the course survey report on the start page as soon as they have logged on to the course survey system. The course survey report can be filtered, printed or saved as a pdf file in the system.

The examiner is responsible for distributing the course survey report to other teachers involved in the course.

5.8 **Access to course survey reports for non-examiners**

When the response period for a course survey has expired, two course survey reports are created - one with free text comments and one without. When the course board meeting for a course has been held, there is a link to the minutes of the meeting in these course survey reports.

In addition to the examiner, vice heads of department for first- and second-cycle courses, programme heads, master programme directors, directors of studies, education officers, deans of education and directors for educational development have access to course survey reports with free text comments for the department, unit or educational area they belong to.

All staff and all students have access to course survey responses without free text comments through the Student Portal and Insidan's course evaluation pages.

6. Course board meeting

6.1 **For which courses are course board meetings held?**

A course board meeting is held after the end of the course in the case of all courses that have 10 or more registered participants.

6.2 **Content of the course board meeting**

The course board meeting discusses the course on the basis of the examiner's and the student representatives' experiences of the course (including what emerged at the mid-course meeting), the course survey and the performance of the student group. Guidelines for course board meetings are available on the Student Portal and on Insidan's course evaluation pages.

6.3 **Time reserved for course board meetings**

To facilitate the booking of course board meetings for first-cycle programmes (bachelor programmes and the equivalent), Friday afternoons from 13:00 to 16:00 are reserved for course board meetings for these programmes from study week three to study week eight ([Decision C](#)

[2016-0392](#)). This means that no full-class instruction may be scheduled at those time slots. Instruction in half classes or smaller groups may be scheduled as long as at least one third of the class does not have instruction.

Student representatives and examiners are jointly responsible for placing students who have been student representatives for a course owned by a first-cycle programme in the preceding study period in groups (or the equivalent) that do not have instruction at the times reserved.

In the case of study period one in the first year of a first-cycle programme no times need to be reserved since, in general, the students have not been student representatives in previous study periods.

In the case of second-cycle programmes no times are reserved for course board meetings. Instead they should be booked some time between the Friday of study week three and the Friday of study week eight in the study period after that in which the course ended, at a time when the student representatives do not have instruction, outside the times reserved for course board meetings on first-cycle programmes.

6.4 Booking course board meetings

6.4.1 Responsibility for booking and calling course board meetings

In the case of first-cycle courses the Student and Education Office is responsible for booking and calling course board meetings. At present this is done by the director of studies or education officer of the course-owning programme. In academic year 2016/2017 the Student and Education Office is investigating how course board meetings will be booked in the future.

In the case of courses at second-cycle level the examiner is responsible for booking the course's course board meeting and giving the course board participants notice of the meeting.

6.4.2 Date and time of the course board meeting

The course board meeting for study periods one, two and three has to be scheduled some time between the Friday of study week three and the Friday of study week eight in the study period after the period when the course ended. Exceptions are made for courses where the student representatives complete ship-based or company-based education (or the equivalent) in the following study period. In these cases the course board meeting is instead scheduled in the study period when the student representatives again have campus-based education.

In the case of courses in study period four of the final year of programmes that are not followed by other programmes, the course board meeting should preferably be scheduled in one of the first two weeks after the exam period for study period four.

For other courses in study period four the course board meeting has to be scheduled some time between study week three and study week eight of study period one in the subsequent academic year. Exceptions are permitted for courses that have adjusted distribution dates if all members of the course board give their consent.

In the case of courses owned by a first-cycle programme the course board meetings should primarily be scheduled for the Friday afternoons reserved.

In the case of courses owned by a second-cycle programme the course board meetings have to be scheduled at times not reserved for course board meetings at first-cycle level.

One teaching hour, i.e. 45 minutes, is allocated to a course board meeting. The times for these meetings follow the class times on each campus. This means that course board meetings at Lindholmen begin at quarter past the hour and that course board meetings at Johanneberg scheduled before lunch start on the hour and those scheduled after lunch start at quarter past the hour.

As an exception course board meetings can be scheduled in the lunch break if all members of the course board give their consent. Course board meetings in the lunch break at Lindholmen are scheduled at 12.15-13.00 and those at Johanneberg for 45 minutes between 12:00 and 13:00.

6.4.3 Procedure for calling course board meetings for courses owned by second-cycle programmes

The examiner discusses suitable times for the course board meeting with the student representatives during the mid-course meeting or at some other time during the course. The examiner then confirms a suitable time for the course board meeting with the programme's representative(s) on the course board and books premises for the course board meeting.

Then the examiner sends a notice of the meeting to the participants in the course board either using Outlook's calendar function or as an e-mail and posts the time of the course board meeting on the start page of the course homepage.

The notice has to be sent no later than in study week two of the study period in which the course board meeting is to be held.

After the examiner has been given access to the results of the course survey, the examiner is responsible for sending the survey to the members of the course board as soon as possible but no later than three days before the course board meeting.

Other students, representatives of the Student Union Division, representatives of the department giving the course and the director of educational development also have the right to take part in the course board meeting and can notify the examiner that they are also to be given notice of the meeting.

6.5 Responsibility for leading the course board meeting

The programme's representative on the course board is responsible for leading the meeting of the course board. This responsibility can be delegated to another representative of the programme. If, in an exceptional case, no representative of the programme is able to take part in a course board meeting, responsibility for leading the meeting can be delegated to the examiner provided that the following conditions are met:

- The examiner must agree to the meeting being held without a programme representative and must agree to lead the meeting and to be responsible for minutes being written and communicated to the programme's director of studies or education officer.
- The student representatives must agree to the meeting being held without a programme representative.
- In the course survey the course must have been given an average overall impression of at least 4.0 and have a response rate of at least 35 per cent.
- The course must not have had a course board meeting without a programme representative the previous time the course was given.
- It must not be the first time the course is given after a substantial change (defined as a change of course code).
- Neither the head of the programme/director of the master's programme or the director of studies/education officer must have become aware of potential irregularities about the course.

The director of studies/education officer of the course-owning programme have to document what meetings have been held without programme representatives and be able to report this to the sub-process coordinator for *Evaluating education*.

6.6 Course board meeting minutes

Meeting minutes have to be taken at every course board meeting using a special template. The programme representative is responsible for minutes being taken but can delegate this responsibility to another member of the course board. The person to whom this responsibility is delegated is to be given access to the template and the document *Guidelines for course board minutes*, which is available on Insidan's course evaluation pages.

The programme representative is responsible for the minutes being sent to the course board for viewing and for them then being uploaded in the document management system.

The director of studies/education officer of the course-owning programme is responsible for links to the minutes being posted on the Student Portal and on Insidan no later than in the regular examination week after the study period when the course board meeting has to be held.

6.7 Compensation for student representatives' participation in course board meetings

A student representative who takes part in a course board meeting is entitled to compensation that currently consists of a gift voucher worth SEK 200 at Store/Kokboken. The gift voucher can be used as payment for study-related goods such as course literature and office supplies and should be available for collection at Store/Kokboken no later than three weeks after the course board meeting. The compensation can be collected for 18 months after the course board meeting.

A student representative who is unable to take part in the closing course board meeting for reasons outside their control may still be given the possibility of receiving compensation in certain cases. The programme head/master's programme director or the director of studies/education officer of the course-owning programme can decide on this provided that the student representative has participated in the other parts of the course evaluation process, submits a reflection on the course

survey report before the course board meeting that is approved by the programme, and can demonstrate that they have not been able to influence their inability to participate in the course board meeting.

Representatives of the Student Union Division linked to the course-owning programme are also entitled to compensation for participation in the course board meeting, but they cannot receive compensation if they do not attend.

The chair of the course board meeting is responsible for notifying the director of studies/education officer of the course-owning programme of which students participated in the meeting no later than two weeks after the meeting. The director of studies/education officer is responsible for this information being entered in the system for payment of gift vouchers no later than three weeks after the meeting, provided that the information has been received in time from the chair of the course board.

7. Action plan

If a course gets an average of 3.0 or lower in a course survey on the question of the students' overall impression of the course, an action plan must be written before the next run of the course. The examiner is responsible for drafting the action plan. The action plan has to contain information about the measures that will be taken to improve the students' overall impression and must also state the expected effect of each measure. The action plan must be based on what has emerged in the course survey and at the course board meeting and be written in a special template that is available on Insidan's course evaluation pages. The action plan must be finished no later than eight weeks after the course board meeting.

More information about the handling of action plans is given in the document *Guidelines for action plans* that is available on Insidan's course evaluation pages.

8. Follow-up

8.1 Follow-up at departments

Every department is responsible for there being a procedure for dealing with the result of the course evaluation process for each course. The process manager for *Educating* is responsible for producing a process proposal in consultation with departments.

8.2 Feedback to students who took the course

In order for students to be given feedback on the effect on their input into the course evaluation process in the form of survey responses, the course board minutes of every course are sent to those who participated in the course when they have been posted on the Student Portal. This part of the process is being introduced in the latter part of academic year 2016/2017 following delivery of the functionality for this from the supplier of the course survey system.

Once a semester all students at Chalmers will also be sent information about how to search for course surveys and course board minutes in the Student Portal. This information can be sent as part of the Student Centre's normal distribution of information.

8.3 **Feedback to students taking the next run of the course**

The results of the course evaluation of the previous run of the course must always be included in the course memo and communicated at the course introduction each time the course is given.