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**MEMO**

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**Date:** January 12, 2009  
**To:** Deans, Chairs, Directors and Academic Support Staff  
**From:** Jim Anglin, PhD  
Associate Vice-President Academic and Student Affairs  
**Re:** Update on New Course Experience Survey (CES)

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Happy New Year Everyone!

First, I would like to thank you all for the many helpful suggestions we have received regarding the new UVic Course Experience Survey (CES), as well as for your patience as we have worked through the process of implementation. I am pleased to advise that 90% of all academic units used the new CES in fall term 2008, with the remaining departments committed to participating this spring. In this regard, I would like to update you on the following items.

#### **The format of the reporting of the Quantitative CES Results**

We have received many thoughtful requests regarding the format of the quantitative reports and have accommodated as much feedback as possible in the development of the reports for the fall 2008 term, given the constraints of time and technology. After considerable consultation, quantitative reports for fall term 2008 surveys will include the following (with the potential for future improvement):

- a single page for the results for each course section/instructor
- a single page for the results at the departmental level
- a single page for the results at the faculty level
- all of the reports above will include recognizable key word phrases from the survey statements to facilitate interpretation of the results.

#### **Access to, and distribution of, Quantitative Reports**

It is essential that we retain existing levels of confidentiality and security regarding the distribution of results. Therefore, secure access to electronic quantitative reports will be given only to the academic chair or the authorized designate consistent with existing levels of confidentiality and University policies and procedures. Appropriate authorized personnel will receive email notification when the results are available. It will be the responsibility of departmental chairs to ensure that distribution of the quantitative results within the department follows the current levels of confidentiality and security as laid out in individual

departmental or faculty guidelines. Our goal is to have reports available by January 31, 2009, so instructors will be able to use the feedback to inform future courses.

### **Improvements for Spring Term 2009**

In response to feedback from fall 2008 we have made some minor adjustments to the CES form for Spring 2009. Therefore, please do not reproduce any CES forms for use in the spring term at the current time. Survey forms from the fall term will not be able to be scanned in the spring term. In addition, in response to requests by departments we are currently developing more detailed guidelines for the administration of the CES process at the departmental level. Both the new form and these new guidelines will be available on the Learning and Teaching Centre's website by January 31, 2009.

### **Administrative Structure and Next Steps**

I would like to take this opportunity to thank the leadership and staff of UVic Systems, Institutional Planning and Analysis, the Learning and Teaching Centre, and the members of the Ad Hoc Committee on Implementation of the Course Experience Survey, as well as the many academic departments and faculties who have supported the initial implementation phase of the new CES at UVic. Implementation would not have been possible without your input and contributions.

Now that we have the initial implementation completed, future development and ongoing administration will require focused leadership that will allow the CES to support the central goal of improving and enhancing teaching and learning on campus, and by extension the student experience. As a result, I am pleased to announce that the Learning and Teaching Centre has agreed to take on this administrative role effective February 1, 2009 and I am confident that the LTC Director, Teresa Dawson, and her team will provide excellent leadership for the further implementation and development of the CES tool and process. The LTC will continue to work in concert with UVic Systems, Institutional Planning and Analysis and the academic units to ensure that the CES informs the University's pedagogical goals, as well as being carefully and appropriately integrated into formative and summative assessment of teaching and learning.

We ask that you kindly inform instructors in your department as to the information contained in this memo, particularly regarding the availability of reports after January 31<sup>st</sup>. Naturally colleagues are eager to see their results in order to make adjustments for their classes. Once the process is established and any issues ironed out, the LTC is keen to make results available to instructors sooner after the end of term. Future queries regarding the CES should be directed to the Learning and Teaching Centre at [ltcdir@uvic.ca](mailto:ltcdir@uvic.ca) after February 1, 2009.

A handwritten signature in black ink, appearing to be "D. Dawson", written over a faint circular stamp or watermark.