Procedure for evaluating the teaching at Aarhus BSS

Joint procedure for evaluating courses, seminars and supervision processes at Aarhus BSS

Approved by the faculty management team on 13 January 2020

Under revision.
New version will be published during 2023
Please read with reservations for comming changes.

AARHUS BSS

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Purpose of the evaluation procedure

The purpose of the course evaluation procedure at Aarhus BSS is partly to create a tool for the quality assurance of the teaching, and partly to create a development tool for lecturers that will increase the shared knowledge and awareness of what best consolidates the students' learning.

The goal is to have an evaluation procedure that involves the students, lecturers, course coordinators, directors of studies and boards of studies etc. in an ongoing, institutionalised dialogue on the students' learning and the learning outcome of the individual courses, and to provide an empirical basis for the course quality assurance carried out by the boards of studies and the directors of studies. In addition, the goal is to ensure that the evaluation procedure is systematic and transparent, and that there is a clear division of responsibility in connection with the quality assurance process and the ongoing development of courses.

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1.0 Course evaluation at Aarhus BSS

1.1/ Interim course evaluation

An interim course evaluation should be carried out when it adds value to the course in question.

The boards of studies establish their own principles for the interim evaluations. The interim evaluation is informal, decentralised and dialogue-oriented, and it is organised by the lecturers themselves taking into account the principles adopted by the boards of studies.

1.2/ The end-of-course evaluation

All courses must be evaluated.

The end-of-course evaluation must be carried out based on a joint digital evaluation form developed in collaboration with the boards of studies, approved by the faculty management team and administrated by the evaluation team at Aarhus BSS. The joint guidelines are described in this document.
In some cases, the individual boards of studies or the department management teams may supplement or specify the joint guidelines. Significant deviations from the joint guidelines are also described in this document.

The evaluation may be conducted in either Danish or English. The respondent may change the language.

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1.3/ The end-of-course evaluation process:

The following evaluation process is standard for all courses. For each course, the evaluation is specified and quality assured shortly after the start of the semester. The course coordinator and the lecturer may change the standard specification of when the evaluation takes place and how to follow up on the evaluation with the students.

<u>Planning</u>
Shortly after the start of the semester, the evaluation structure will be quality assured in terms of:
1. selection of standard evaluation form
2. lecturer(s) and possibly classroom teacher(s) to be evaluated
3. dates of the evaluation period

<u>Evaluation</u>
Before the final lesson, the evaluation will open for response and the students can access the evaluation via email or Blackboard. The lecturer will receive a reminder that the evaluation is open for response.

<u>Dialogue</u>
In the final lesson, the lecturer and students will discuss the course e.g. with point of departure in the evaluation results.

<u>Adjustment</u>
During the semester, the lecturer may use Blackboard to:
1. add supplementary questions from a bank of existing questions or formulate their own supplementary questions
2. adjust the dates of the evaluation period

<u>Results</u>
Before the last lesson, the lecturer* will receive an evaluation report containing the evaluation results

*A separate procedure for the Graduate Diploma in Business Administration (HD) is described in the section on evaluation reports.

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1.4/ Evaluation during class

The aim is for the evaluation period to start before the penultimate lesson - typically in the week leading up to the final lesson. When the evaluation is open for response, the lecturer must set aside 10 minutes of the lesson for the students to complete the evaluation form. As a rule, the evaluation is open for response for five days. The evaluation period may be altered by the lecturer.
During the final lesson, the lecturer and students will discuss the course as a whole, taking point of departure in selected patterns identified in the evaluation report. Another possibility could be to sum up the evaluations e.g. at student panel meetings at the end of the semester.

1.4.1/ Evaluation of courses for which the standard evaluation procedure does not apply

The evaluation period may be adapted to suit the individual courses. For courses that are structured so that the standard evaluation procedure does not apply, the course coordinator and the lecturer may adapt the course evaluation period. The evaluation may also be followed up in writing if this is the most convenient method. Throughout the semester, the course coordinator and the lecturer may adjust the evaluation period.

1.4.2/ The end-of-course evaluation for seminar courses on the Graduate Diploma in Business Administration (HD)

The aim is for the evaluation to open for response on the last day of the seminar sessions when all the students have defended their individual seminar reports. If possible, 10-15 minutes should be set aside for students to complete the evaluation form, after which the lecturer and students will briefly discuss the seminar.
The reporting is expected to take place in the same way as course evaluations.

1.5/ Evaluation forms and supplementary questions

Several standard evaluation forms with joint questions have been developed.

1.5.1/ Standard forms for the evaluation of full-time degree programmes

1.5.1.1/ Standard form (A):
For most courses: Lecture series, seminar teaching, etc. taught by one or more lecturers

1.5.1.2/ Standard form plus questions for class teaching (B):
For courses that consist of lectures supplemented by classroom teaching conducted by student teachers/PhD students/part-time academic staff/permanent academic staff.

1.5.1.3/ Standard form plus questions for student supervision (C):
For courses that combine teaching with project supervision, e.g. courses that are completed with an assessed take-home assignment or courses that are completed with a Bachelor's project.

1.5.1.4/ Standard form for the supervision process (D)*:
For supervision processes that do not involve teaching and might lead up to a major written assignment.

1.5.2/ Standard form for the evaluation of further and continuing education.

1.5.2.1/ Standard form for the courses:
For courses on the Graduate Diploma in Business Administration (HD), the MBA or Executive Master's degree programmes with one or more lecturers.

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1.5.2.2/ Standard form for the seminar course (only applies to the Graduate Diploma in Business Administration (HD)):
For the seminar course on the Graduate Diploma in Business Administration (HD).

1.5.2.3/ Standard form for supervision processes (D)*:
For supervision that does not involve teaching.

*Evaluation of the supervision process is different from the course evaluation. The evaluation procedure for supervision is described in the section on the evaluation of supervision.

The questions included in the standard evaluation form can be found on the website at: www.bss.au.dk/digitalcourseevaluation.

As a minimum, the joint questions collect information on the following course elements:

1. The students' contribution
2. Mutual expectations and structure
3. Feedback
4. The lecturer's research dissemination
5. The overall assessment of the learning outcome

The students' responses are treated confidentially. Access to the data is limited to only a few members of staff. Regardless of the recipient, the evaluation data is always anonymised before the evaluation report is developed.

The joint evaluation form is designed to collect information about the students' overall learning experience on the course and is not an evaluation of the lecturer's performance in a narrow sense.
In addition to the joint questions, the lecturer may add supplementary questions to the evaluation form from a question bank, or they may formulate their own questions.

The director of studies and board of studies can add supplementary questions by contacting the evaluation team at kursusevaluering.bss@au.dk.

Lecturers can add evaluation questions to the bank by submitting suggestions to the evaluation team, who is in charge of the question bank. Find out how to add questions at www.bss.au.dk/digitalcourseevaluation.

1.6/ Course evaluation reports

The data processing is automatised, which means that all lecturers on the course will automatically receive an evaluation report with the key figures in graph, table and text form.
Below, please find a list of recipients for each report type.

1.6.1/ Reports to the lecturers

All lecturers will receive an evaluation report with key figures and text from their own course. Evaluation reports are generated automatically. Therefore, lecturers can usually access the report via email or Blackboard the day after the evaluation report is completed.
The report contains a cover page, graphs, statistics and answers to open-ended questions from the students in the lecturer's own class. The evaluation report includes questions concerning the course and the lecturer. In connection with questions concerning the lecturer, the lecturer's name is included so that the students are aware of

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whom the questions relate to. Only the lecturers and their management get to see the answers to this question.

In order to ensure that no member of teaching staff should have to deal with their evaluation results on their own, cf. the section on course evaluation follow-up, the relevant board of studies will receive a report with the evaluation results when the lecturer receives their evaluation report. The board of studies report contains all the data relating to the course evaluation including the lecturers' individual results.

1.6.1.1/ The evaluation report to lecturers on the Graduate Diploma in Business Administration (HD)

The lecturers' evaluation reports are only submitted to the board of studies' shared mailbox and to the course coordinator on the Graduate Diploma in Business Administration (HD). The coordinator is responsible for forwarding the lecturer's evaluation report with a cover note.

1.6.2/ Reports to the classroom teachers

When standard questionnaire B is used for the evaluation, classroom teachers will receive a report with the key figures from their own course. The report only contains answers relating to the questions that concern the classroom teacher. The reports are submitted automatically, so the classroom teacher will usually receive the evaluation report the day after the evaluation is completed.

The evaluation of the classroom teaching will also be sent to:

- The course coordinator:
  Provided that the board of studies has decided to give the course coordinator access to the evaluation results, he or she will receive an evaluation report with an overview of the overall course evaluation. The report includes the individual evaluations of the lecturer and the classroom teacher. In appendix 1, please find an overview of decisions made by the boards of studies on whether or not to give the course coordinator access to the evaluation results. The content of the reports submitted to the course coordinators might vary across the boards of studies.
- Directors of studies and boards of studies:
  The course evaluation report for the board of studies contains a section on classroom instruction. The report also provides an overview of the evaluations of the individual classroom teachers including qualitative and quantitative responses.

1.6.3/ Reports to the course coordinator

In addition to the lecturers involved, the course coordinator may also have a legitimate interest in receiving the evaluations. In accordance with the quality assurance of the course description, the course coordinator must be stated as such in the course description. It is up to the board of studies to decide whether the course coordinator should have access to the evaluation results. In appendix 1, please find the individual boards of studies' decisions on whether or not to give the course coordinator access to the evaluation results.

1.6.4/ Reports for the directors of studies and boards of studies

The board of studies and the director of studies will receive the following reports

- Course evaluation report
  An overall report of the evaluation results including the individual evaluations of each lecturer and classroom teacher. The evaluation report is submitted at the same time as the lecturer or classroom teacher's evaluation report cf. the principle that no member of teaching staff should have to deal with their evaluation

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results on their own. This principle is described further in the section on the follow-up process.

- Aggregated report
  Each semester, the board of studies receives an overall report of the results for all course evaluations that fall within the academic scope of the board of studies.

Reports to the director of studies and board of studies will be sent to the designated shared mailbox or via Power BI. Local procedures at some departments or for some degree programmes will specify who has access to this designated mailbox. Access to the shared mailbox will only be given to those with a legitimate reason to view the evaluation results. Access to the board of studies mailbox is managed by SNUK (Board of Studies Support and Degree Programme Quality Assurance).

1.7/ Special reports with in-depth analyses:

Lecturers can order special reports for their own courses by contacting the evaluation team.
Lecturers, course coordinators, board of studies, director of studies, department heads, researchers and other interested parties can order and apply for special reports in accordance with the guidelines described in the memo about the *Principles for handling evaluation data*, Aarhus BSS. The principles are found at www.bss.au.dk/digitalcourseevaluation.

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2.0 Evaluation of supervision processes at Aarhus BSS

2.1/ The purpose of evaluating supervision processes at Aarhus BSS

The aim of evaluating supervision processes at Aarhus BSS is to systematically evaluate the large amount of teaching that takes place in the form of supervision – often in connection with Bachelor's projects and Master's theses.

The purpose is to create a development tool for supervisors as the evaluation provides systematic feedback from students on supervision processes. This feedback supplements the ongoing feedback, which is typically part of the supervision process. In addition, the purpose is to provide an empirical basis for the discussions of the directors of studies and the boards of studies, and to quality assure the supervision practices on the degree programmes.

2.2/ The evaluation of supervision processes

All supervision processes on full-time degree programmes are evaluated. Supervision processes typically take place in connection with Bachelor's projects and Master's theses.
This section explains the procedure for evaluating supervision processes that do not involve teaching. In cases where the Bachelor's project is supported by both teaching and supervision, the evaluation procedure is the same as for courses as described above. Courses that only contain supervision will also be evaluated according to this procedure.

The evaluation of supervision processes is conducted on the basis of a joint digital evaluation form. This is administered by the evaluation team at Aarhus BSS in accordance with the joint guidelines approved by the faculty management team. The joint guidelines are described in this document.
In some cases, the individual boards of studies or the department management teams may supplement or specify the joint guidelines. Significant deviations from the joint guidelines are also described in this document.

The evaluation may be conducted in either Danish or English. The respondent may change the language.

2.3/ Evaluation at the end of the supervision process

The aim is for the period for evaluating supervision processes to start shortly after the student has submitted their Bachelor's project or Master's thesis.
Students can access the evaluation via email or Blackboard. They are informed that the responses are not anonymous, and that the results of the evaluation are withheld for 10 weeks so that the exam assessment deadlines and the deadline for complaints have passed.

2.3.1/ Non-anonymous evaluations

Evaluations of supervision processes are NON-anonymous. Supervision is conducted on a one-to-one basis that cannot be anonymised.

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Reports containing the evaluation results are withheld and will be forwarded to the supervisor and board of studies 10 weeks after the evaluation is completed. The supervisor will not see the reports until after the grades have been given and the deadline for complaints has passed.

2.4/ Evaluation form for the supervision process

The supervision process is evaluated by use of an evaluation form developed specifically for supervision processes and consisting of closed and open-ended questions. Please find the evaluation form on the website for course evaluation at Aarhus BSS www.bss.au.dk/digitalcourseevaluation.

The joint questions serve to collect information on the following supervision elements:

- Expectations for the supervision process
- Supervision in connection with various elements in the process: developing the research question, searching for literature, etc.
- Feedback
- Relationship between supervisor and student
- General satisfaction and outcome
- The student's own contribution
- Other factors.

2.5/ Evaluation reports when evaluating supervision

Below, please find a description of who automatically receives the supervision evaluation results.

2.5.1/ Reports to the supervisors

For each of the students they have supervised, the supervisors receive an evaluation report with the student's individual responses to the closed and open-ended questions. The report includes the name of the student, and the evaluation is not anonymous. The evaluation report is distributed 10 weeks after the evaluation is completed; after the grades have been given and the deadline for complaints has passed.
In courses that only contain supervision, the supervisor will receive a joint report for the course with one or more respondents. These reports do not reveal the respondents' names.

2.5.2/ Reports to the board of studies

When the evaluation reports from the individual supervision processes are submitted to the supervisors, they will also be submitted to the relevant board of studies.

2.5.3/ Aggregated reports to the board of studies

Aggregated reports with key figures are produced annually.
Reports with aggregated key figures will be sent to the boards of studies via the shared mailbox or via Power BI.

2.5.4/ Special reports with in-depth analyses:

Lecturers may order special reports with aggregated figures for several of their supervision processes by contacting the evaluation team at Aarhus BSS.

Supervisors, course coordinators, programme boards of studies, directors of studies, heads of department, school board of studies, and the faculty management team have access to the data and order special reports in accordance with the guidelines described in the memo about the *Principles for handling evaluation data*, Aarhus BSS found at www.bss.au.dk/digitalcourseevaluation.

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2.6/ Discussion and follow-up

The director of studies and boards of studies establish the local procedures for the discussion and follow-up of the supervision process according to the principle that no supervisor should have to deal with their evaluation results on their own, cf. the section on the course evaluation follow-up.

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3.0 Course evaluation follow-up

The following procedure is proposed to ensure the desired level of transparency, a clear division of responsibilities and that action is taken based on the evaluation data collected.

3.1/ Follow-up dialogue

3.1.1/ Dialogue between the lecturer and the students

As a rule, the lecturer and the students will discuss the course in the final lesson. In this dialogue, the lecturer may include some of the results from the evaluation report.

3.1.2/ Dialogue between the lecturers

Lecturers will discuss the evaluations with at least one colleague. The discussions may be organised as part of the routine meetings held by the local departments in connection with course planning. Part time lecturers may discuss their evaluations with e.g. the course coordinator.

3.1.3/ No member of teaching staff should have to deal with their evaluation results on their own

It is imperative that no member of teaching staff should have to deal with their evaluation results on their own. The goal is to ensure that the evaluation procedures contribute to the greatest possible openness among lecturers and to the sharing of good and bad course experiences. The course coordinator and board of studies will receive the evaluation report at the same time as the lecturers to support the principle that no member of teaching staff should have to deal with their evaluation results on their own.

As such, local procedures for this collegial dialogue should be established.

3.2/ Formal follow-up

The board of studies has the formal responsibility of ensuring that courses evaluated as non-satisfactory are followed up on. The director of studies and/or the head of department have the formal right and duty and are responsible for the actual follow up on the courses in question.

3.2.1/ Mandatory follow-up on course evaluation

In accordance with AU's quality assurance system, the mandatory course evaluation follow-up is grouped by whether the individual courses fall within the intervals <3.5 (red), 3.5-3.8 (yellow) or <3.8-5.0 (green) in the indicator model. The indicator equals the average of responses to the question concerning the overall outcome included in all evaluations.

The course and department management teams are responsible for determining the local follow-up process. They will inform the board of studies and the vice-dean for education in a written memo outlining the locally established division of responsibility. The local follow-up procedures are explained in appendix 1. Furthermore, as part of the school's quality assurance work, the annual report for the director of studies will briefly describe how the teaching evaluations have been followed-up.

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Intervals used in spring 2023:
Grøn: 3,8 ≤ X
Gul: 3,2 ≤ X < 3,8
Rød: 0,0 ≤ X < 3,2

3.2.2/ With regard to the follow-up, it is advisable to comment on:

a) What worked well in relation to
   a. the intended learning outcomes of the course
   b. content
   c. the type of examination and assessment strategy
   d. the teaching and learning activities
   e. the media types used in the teaching (including educational IT)
   f. the course organisation/form

b) What worked less well

c) What changes are planned if the course is to be offered again

d) What has been done improve the course on the basis of advice, requests and requirements voiced by the board of studies in connection with previous evaluations.

3.2.3/ The follow-up on the Graduate Diploma in Business Administration (HD)

Well in advance of the board of studies planning the next semester, the lecturer will forward a cover letter of ⅓ to one page to the course coordinator and the board of studies on the Graduate Diploma in Business Administration (HD).
The board of studies on the Graduate Diploma in Business Administration (HD) sets the deadline and procedure for forwarding cover letters. If possible, cover letters should be submitted after the exam has taken place. They may be forwarded via the board of studies shared mailbox.

3.2.4/ Follow-up in the board of studies

Reports with key figures on an aggregate level are forwarded to each board of studies to the shared mailbox or the Power BI.

The board of studies discusses the consolidation of the students' learning and the learning outcomes of the courses on each semester of the degree programmes based on the aggregated overviews or evaluation reports, key figures and any other material obtained from students, lecturers, course coordinators etc.

3.2.4.1/ Delegation of discussion

In special circumstances, the board of studies may choose to delegate the discussion of selected courses based on the submitted reports and cover letters to other bodies (departments, academic sections). The delegation procedure must be recorded in writing, given that the board of studies relinquishes a formal competence. The vice-dean for education must be informed of such a delegation.

3.2.4.2/ Councils and committees

The board of studies may issue advice, requests, recommendations and requirements for individual courses and programmes. The discussions of the course evaluations by the board of studies will be issued in a separate report or separate minutes. In this connection, the boards of studies must pay special attention to what may be included in the minutes. It has been decided that the minutes may include information on how the course scores on "total outcome" (whether the indicator is red, yellow or green). The minutes may also include discussions about the course (e.g. the method, structure and exam).

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It can be difficult to distinguish between course and person, and it is important to make sure that the minutes do not reveal any personal information (e.g. that a lecturer has cancelled a number of lessons due to sickness etc.) If in doubt, please contact AU's data protection officer at the rector's office.

3.2.4.3/ Authority

The overall responsibility for following up on the course evaluations is in accordance with the University Act and the Aarhus University by-laws, which state that:

- The head of department is responsible for following up on the evaluations of degree programmes and teaching activities - involving the board of studies and the director of studies in this process.
- The board of studies and the director of studies are responsible for ensuring the follow-up on the degree programme and teaching evaluations.

More specifically, the following actors are responsible for the evaluation follow up:

Board of studies: Each semester, the board of studies discusses the evaluations, formulates advice, requests and requirements for individual courses and programmes. The board of studies is responsible for ensuring that local procedures are established.

Director of studies: Each semester, the director of studies informs the head of department of the main conclusions of the evaluation, and they discuss the need for a follow-up with the head of department.

Head of department: Each semester, the head of department follows up on the evaluations together with the director of studies and (if necessary) the board of studies. The head of department is also responsible for any staff-related implications of the course evaluations.

Vice-dean for education/dean's office: Ensure a uniform evaluation procedure across Aarhus BSS. May also request analyses as a basis for assuring the quality of the school's degree programmes and teaching as well as the interdisciplinary quality development of the school's degree programmes. May discuss the evaluation results based on the aggregated reports and in connection with the annual degree programme's quality processes.

The above-mentioned actors can request special reports and analyses as described in the *Principles for handling evaluation data* at Aarhus BSS.

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4.0 Publication

In accordance with the Danish act on transparency and openness in education, the departments are obliged to publish certain information on the teaching quality. Currently, there is a joint Aarhus BSS standard for how to do this. However, the boards of studies may decide to elaborate on this by including comments from the director of studies.

4.1/ Joint standard at Aarhus BSS

The development in selected key figures on aggregate level in relation to the figure for 'self-assessed learning outcome' is calculated as an average for all students on a degree programme - divided into Bachelor's and Master's students.

4.1.1/ Suggestions for additional information

The director of studies' brief accompanying comment based the discussion and decision of the board of studies.

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5.0 Evaluation of evaluation system

The evaluation system (technology, questions, procedures) is evaluated on an ongoing basis and will be discussed at least once a year at an ordinary meeting in the Aarhus BSS School Board of Studies. The discussion will usually take place board's first meeting after the summer holidays.

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Local follow-up procedure

The local follow-up procedures are decided by the board of studies and are described and communicated locally.

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