

**OLLI AT RINGLING COLLEGE  
FEEDBACK POLICY AND PROCEDURE 2018-19**

It is the policy of the OLLI at Ringling College to provide support to our Instructors and to offer quality courses for our students. To this end, we encourage feedback on all classes for the mutual benefit of students and Instructors. The following procedure has been established for such feedback:

1. **Feedback Sub-Committee:** There are three - five members of the Feedback Sub-Committee of the Curriculum Committee. The tasks of this sub-committee are to coordinate the Feedback Procedure which includes: working with the Staff to make sure that all Instructors receive and return Feedback Forms completed by their students and reviewing and summarizing all evaluations during the week following the last day of classes in each term.

In order to provide the most immediate feedback to Instructors, the Feedback Sub-Committee meets at least one week prior to the start of a new term. A Curriculum Committee member may be contacted if there is negative feedback of an Instructor in a particular topic area.

2. **Feedback Form:** The correct number of Feedback Forms (# of students enrolled) is included in each Instructor's folder one week prior to his/her class ending date. The same Feedback Form is used for Veteran Instructors and New Instructors (sample attached).

3. There is a section of the form "For Feedback Sub-Committee Review Only" to be used as the summary of the submitted forms. The Staff provides the list of students enrolled in the class with the completed Feedback Forms and any other pertinent attendance information to the Feedback Sub-Committee Members.

**Veteran Instructors:**

1. All Instructors are asked to set aside 5 or 10 minutes at the beginning of their second to last class session for students to complete a course feedback form. Once the forms are completed, a volunteer or the Instructor collects them, puts them in an envelope, and returns them to the office.

2. Completed feedback forms are filed in the office where the Sub-Committee members may pick them up for review.

3. Feedback Sub-Committee members review the submitted evaluations, noting any cause for concern and /or any especially exemplary comments. A brief summary is noted. The findings are shared, as necessary, with the full Curriculum Committee and/or a specific Curriculum Committee Member.

4. After review and appropriate follow-up, if required, the envelopes containing feedback forms are returned and filed in the office and made available to Instructors for pick-up. The Staff sends an email reminder to Instructors. The forms are held in the office until the second week of the next semester after which time they are destroyed.

**New Instructors**

1. A Curriculum Committee representative ( a member of the Curriculum Committee or other designee) attends courses offered by first-time Instructors. This representative may act as a classroom assistant to the Instructor, providing encouragement, guidance and assistance with any issues that might arise which the Instructor is unable to resolve independently. In the

event that this representative cannot attend all classes, he/she will, at minimum, attend the first and second to last class.

2. The Curriculum Committee representative distributes and collects completed forms at the beginning of the second to last class session.

3. The Feedback Sub-Committee members share with the Curriculum Committee the summary report as well as his/ her own observations and recommendations related to any further teaching opportunities for the Instructor.

4. If the Feedback Sub-Committee deems it necessary, a meeting between the new Instructor a member of the Curriculum Committee and the OLLI Director is scheduled to discuss the Instructor's first teaching experience. The student evaluations are discussed with any areas of particular strength or areas in need of improvement noted. At that time, the Instructor receives the original evaluations.

After discussion, the OLLI Director and the Curriculum Committee determine if future proposals should be considered from this Instructor and/or if any effort should be made to work with this Instructor to get a better quality course and/or class experience.

#### **Call for Immediate Action by OLLI Director and Curriculum Chair**

1. At any time, a student may report to the OLLI Staff an incident regarding Instructor behavior that he/she feels is inappropriate, disrespectful, or harmful. The Staff must make this report in writing to the OLLI Director and Curriculum Chair by the end of the day. The student who reports the incident must provide his/her name and contact information, the name of any other student cited in the report, the Instructor's name and course title along with a description of the behavior.

2. The OLLI Director and the Curriculum Chair discuss the report to determine the most appropriate action.

## OLLI AT RINGLING COLLEGE    COURSE FEEDBACK FORM

It is the policy of the OLLI at Ringling College to provide support to our Instructors and to offer quality courses for our students. Please help us to assess this course and provide feedback to the Instructor. Your comments will provide valuable information. Thank you.

Term: Year \_\_\_\_\_ Spring \_\_\_\_ Summer \_\_\_\_ Fall \_\_\_\_ Winter \_\_\_\_

Course: \_\_\_\_\_

Instructor: \_\_\_\_\_

### **ASSESSMENT OF COURSE**

Course content:    Excellent \_\_\_\_            Good \_\_\_\_            Needs improvement \_\_\_\_\_

Relevance of course materials:    Excellent \_\_\_\_    Good \_\_\_\_    Needs improvement \_\_\_\_\_

Organization of class materials:    Excellent \_\_\_\_    Good \_\_\_\_    Needs improvement \_\_\_\_\_

Catalog Description: Met expectations YES \_\_\_\_ NO \_\_\_\_ Description needs improvement \_\_\_\_\_

Overall Rating:    Excellent \_\_\_\_    Good \_\_\_\_    Needs improvement \_\_\_\_    Class should not be repeated \_\_\_\_

### **ASSESSMENT OF INSTRUCTOR**

Presentation skills:    Excellent \_\_\_\_    Good \_\_\_\_    Needs improvement \_\_\_\_\_

Responsive to questions/comments:    Excellent \_\_\_\_    Good \_\_\_\_    Needs improvement \_\_\_\_\_

Engaging environment for students:    Excellent \_\_\_\_    Good \_\_\_\_    Needs improvement \_\_\_\_\_

Overall rating:    Excellent \_\_\_\_    Good \_\_\_\_    Needs improvement \_\_\_\_    Instructor should not teach again \_\_\_\_

Your comments:

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**For Feedback Committee review only:** #students enrolled \_\_\_\_ #evaluations submitted \_\_\_\_\_

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