

SOS Processing

FAQ – Department/Dean’s Offices

1. How is the SOS utilized?

The student opinion survey (SOS) is one instrument instructors can utilize to demonstrate teaching effectiveness; it is also the only instrument that is financially and administratively supported by the Office of Institutional Research (OIR). It is important to accurately follow all the steps listed below in the administration and processing of the survey as the summary results may be used by university administration when evaluating an instructor for reappointment, promotion, or tenure consideration and post-tenure review.

2. How do I get SOS supplies?

Within the first four (4) weeks of the fall and spring semesters, departments will be contacted via e-mail for a supply order. (Supply order form: <http://www.ires2.cmich.edu/sos.htm>) The Office of Institutional Research (OIR) will supply the following materials for the administration of the survey.

- One (1) 10 x 13 envelope per section to be used for the administration, collection and processing of the survey scantrons
- One (1) 6 x 9 envelope per section to be used for the collection and storage of individual opinion sheets
- (2) Section labels for the department to be placed on the above provided envelopes
- One (1) survey scantron form per student per section
- One (1) header sheet per section
- One (1) individual opinion sheet per student per section
- One (1) Faculty Instruction form per instructor
- One (1) Student Volunteer Instruction form per section.

NOTE: Both sized envelopes will be recycled for use throughout an academic year. The 6 x 9 envelopes will only be distributed in the fall semester and needs to be collected from the faculty and reused by the department throughout the remainder of the year.

When assembling the survey packets, please follow the above guidelines for the number of forms to include for each section. Team-taught courses should have one packet assembled for **each** instructor. Departments utilizing supplies in addition to those listed above will do so at their own expense.

When placing an order for the fall semester, do not order more than what is needed. When placing an order for the spring semester, please **include estimated supplies needed for ALL Summer sessions**. Departments **will not** be contacted during the summer months for summer supply orders.

3. I incorrectly estimated my supply order. How can I get additional supplies?

Submit a supply order form (<http://www.ires2.cmich.edu/sos.htm>) via email or fax for additional supply requests. We will contact you when the supplies are ready to be picked up.

4. How do I assemble the survey packets?

- LABELS - When you receive a set of labels from OIR (approximately 4 weeks into the semester):
 - place one label per section onto the front upper right corner of a 10x13 envelope; used for the administration, collection, and processing of survey scantrons
 - place one label per section onto a 6x9 envelope: used for collection and storage of individual opinion sheets – insert this envelope into the labeled 10x13 envelope
- STUDENT VOLUNTEER INSTRUCTIONS – insert 1 per packet; you will want to fill in the blanks provided so the students have the correct information
- SCANTRON FORM – insert 1 form per student
- INDIVIDUAL OPINION SHEET – insert 1 per student
- FACULTY INSTRUCTION SHEET – Distribute one sheet to each faculty member of your department. They will use these same instructions for all SOS administration.

5. How do I find a faculty's global ID?

All CMU employees and students are assigned an alphanumeric global ID for university identification purposes. The data analysis program utilizes the ID to identify the instructor of a particular course. It will be the responsibility of the department secretary to maintain a record of all faculty and graduate assistant global IDs. This information can be obtained through CMU's on-line Faculty and Staff directory at <http://www.cmich.edu/directories/>

6. How do I make sure the proper instructor is credited for the SOS results?

To ensure the proper instructor is credited for the SOS results, please process the needed paperwork with the registrar's office for any change in instructor **before** SOS processing occurs. Once the processing of the survey cycle is completed, all changes to the permanent records in the respective department and Dean's offices, as well as the affected faculty members' personnel file, must be done manually by the department.

7. How can we administer a mid-term evaluation?

Should the faculty member wish to administer a mid-term evaluation, please refer to the Individualized Designed Form for the Improvement of Instruction (IDF-II) on-line site at <http://webs.cmich.edu/aronliw/idfii.pl> . As this survey is a tool for self-evaluation, all steps of the survey process are handled by the faculty member. For further information on the use of this form, faculty should contact the Faculty Center for Innovative Teaching.

8. When do I distribute the prepared SOS packets?

Once packets are assembled, please distribute to those faculty participating in the survey process. **The time for administration of the SOS should be within the last two weeks of class prior to the final exam.** It is recommended that the SOS not be administered before this timeframe or during final exam week.

9. What are the steps for administration of the SOS?

As stated above, the survey should be administered to the students within the last two weeks prior to a course's final exam. It is **strongly recommended** that a student volunteer be selected by the faculty member to assist in the administration and collection of the survey. This student will collect all survey and individual opinions sheets, seal them in separate envelopes and return them to the respective departmental office once completed.

It is also **strongly suggested** the faculty member not be present in the room while the students are filling out the survey forms.

1. The **student volunteer** will distribute a survey sheet and an *Individual opinions* sheet to each student in the section and **read verbatim** instructions A, B C, D, E and F below:

Instructions to be read to students by student volunteer:

- A. Please use only a pencil and erase thoroughly if you change a response. (Note: The use of a pencil cannot be stressed enough. The scanner cannot "read" ink or marker. Due to this, surveys that are filled out with ink or marker become void.)
 - B. The Course Designator/Number for this class is _____. Please enter this information in the first line of the form.
 - C. The CMU Faculty Global ID for this class is _____. Please enter this alpha/numeric code in the section titled "CMU Faculty Global ID".
 - D. The Course Reference Number for this class is _____. Enter this 8-digit number in the section titled "Course Reference Number".
 - E. Please mark the appropriate response to the remaining questions. If you do not have an opinion with regard to any question, please leave the response to the question blank. When finished, return the completed survey to the front of the class.
 - F. You may express your personal reactions to this class on the accompanying "Individual Opinions" sheet that is provided for this purpose. Please include the section number in the space provided.
2. Questions 9 – 10 on the questionnaire are intended for department and/or faculty member use. Indicate to the class what these questions are. (Provisions for responses should be coded as in items 9-10).
 3. The **Individual Opinions sheet** is an opportunity for the students to express their individual reactions to the class. Departments will provide these sheets directly to the instructors at the end of each semester **after** final grades have been turned in.
 4. The selected student volunteer will assist by collecting all the survey sheets and Individual Opinions sheets and place them inside the original numbered envelope. The student

volunteer will then return the package **to the Department Office immediately after the administration of the survey.**

5. (For multiple-instructor sections only). A survey sheet and Individual Opinions sheet is to be distributed for each instructor to each student. Instruct the student volunteer to include instruction G below in those that are read to the students:

G. A survey sheet is to be filled out for each instructor. Be sure the correct course reference number and CMU faculty global id code is included on each sheet.

10. How can I submit multiple CRN to be processed as one section?

1. Select ONE CRN for all students to use on the scantron forms
2. Submit in a single envelope with all the appropriate CRN labels affixed to envelope
3. Submit with a single header sheet

11. The SOS forms have been returned to the department's office. What do I need to do before sending them to OIR for processing?

1. The department secretary is to separate unused survey scantrons from completed forms. Store unused sheets for future use. The envelope containing the individual opinion sheets **must** be held by the department secretary for distribution **after** the deadline for submission of final grades at the end of the semester.
2. The department secretary is to check the accuracy of information on the survey sheets for each packet to ensure the correct instructor's CMU Global ID and course reference number are listed and the appropriate corresponding fields are darkened. Failure to provide the correct CMU Faculty Global ID and course reference number will result in considerably slowing down the turn around time for the instructor's access to summary results.
3. A header sheet is to accompany each packet before it is sent to OIR. The header sheet is a survey scantron form Institutional Research provides that is labeled as a "Header Sheet" and has **only** the first six (6) X's filled in under the CMU Faculty Global ID section. **No other information should appear on this form (do not fill in a course reference number, instructor name, etc.)**
4. Completed scantron sheets are to be facing in the same direction. The header sheet should be the first sheet of the packet followed by the completed survey forms.
5. The envelopes are now ready to be forwarded to OIR in WA 312 for processing. Please forward collected surveys for processing as soon as possible but **no later than one week after the last day of final exams.**

12. What can I do to ensure the results are processed and communicated back to the respective parties as quickly as possible?

The following are errors that delay the processing of the SOS:

- Incorrect faculty global ID
- Incorrect course reference number
- Incorrect faculty member credited for class
- Incomplete/missing information in the faculty global ID, course reference number and semester fields
- Packets that are delivered to OIR that have not been prepared by the department for processing, e.g. Individual Opinions sheets still in the packet and mixed in with the survey sheets
- “Missing” answer sheets that are delivered to OIR with a request to include in individual’s packet after processing has already occurred
- Packets that do not include a “header sheet”
- Header sheets that have fields other than the required “x” filled in.
- Recycled header sheets given to students to use as survey forms

13. How does OIR handle packets that are not properly submitted?

Surveys that are improperly submitted will be returned to the department for correction before processing.

14. When do I send the completed SOS surveys to OIR?

Please forward collected surveys for processing as soon as possible but **no later than one week after the last day of final exams**. Departments may send packets over as they are completed; there is no need to hold all packets until the end of the semester.

15. How can I find SOS summary results from previous semesters?

The on-line archive system contains a five (5) year history. Historical summary reports are accessible through the Park Library Reserve Desk. Information prior to Summer I 2003 is stored on microfiche and reports for Summer I 2003 to present are stored on CD’s. Department and Dean’s offices also have reports beginning Summer I 2003 to present available on CD’s.

16. How long does it take to complete the processing of the SOS surveys?

It is important to note that the fall and spring processing cycles can take several weeks to complete due to the volume of packets that need to move through the final processing stage. Processing is usually completed 4-6 weeks after the end of the semester.

17. When will instructors be notified of their results?

Instructors will be notified the day after the deadline for submission of final grades, via the faculty listserv, that summary reports may begin to be accessed through <https://ssl.cmich.edu/sos2/>. Faculty instructions for utilizing this site can be found on OIR’s website at http://www.ires2.cmich.edu/SOS/accessing_SOS_results_faculty.pdf.

18. When can the departments and dean's offices print the semester results?

Data for the university, college and departmental reports are not valid until all survey packets have completed the processing cycle. Due to this, dean and departmental offices will not be granted access to the site until that time. Institutional Research will notify deans, department chairpersons, and appropriate staff contacts, via e-mail, the new password needed to access the current term's information.

19. How long does OIR retain the completed survey scantron forms?

Due to space restraints, OIR recycles the completed survey scantrons after six months for a given semester.