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APPENDICES

A) COURSE EVALUATIONS

COURSE EVALUATION OPERATIONS METRICS

Metrics	Summer 2018	Fall 2018	Winter 2019	TOTAL
Evaluation windows	79	49	46	174
Number of courses evaluated	1,296	4,426	5,394	11,116
Number of divisions	16	18	18	NA
Number of student-course pairings	59,772	243,801	291,850	595,423
Number of report batches	61	56	69	187

DIVISIONS IN WHICH THE COURSE EVALUATION FRAMEWORK HAS BEEN IMPLEMENTED

The CTSI Course Evaluation Team's work involves many ongoing and new collaborations with a diversity of units across U of T. This work includes implementation, in which the team provides guidance and facilitation for item design and process. It also includes operational work (technical and data) both for initial implementation and on an ongoing basis.

Implemented divisions:

- 18 individual divisions – this number treats the undergraduate and graduate programs within divisions as separate entities
- 13 divisions – this number counts divisions with undergraduate and graduate programs as single entities.

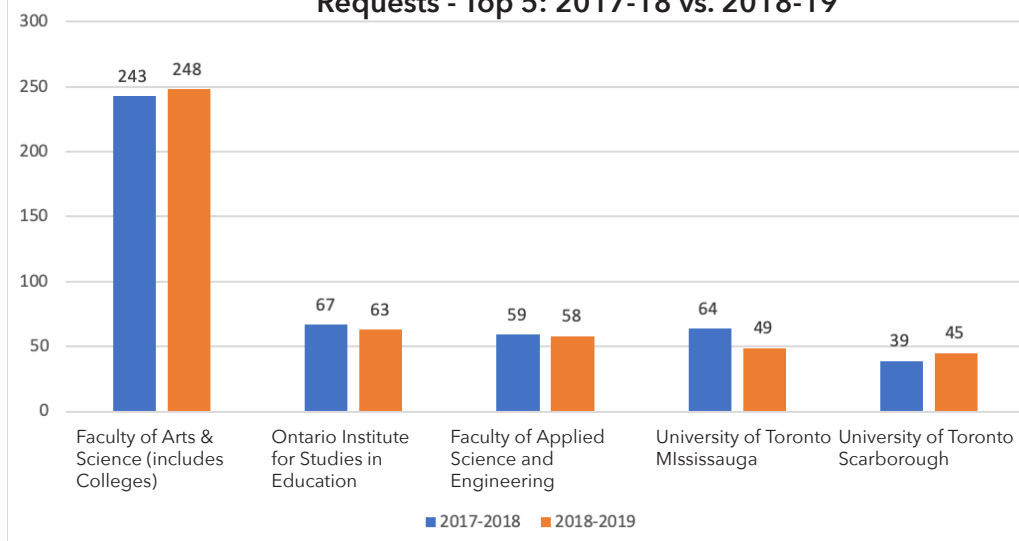New and ongoing work with divisions in the 2018-2019 academic year:

- Rotman (new) – beginning discussions with leadership team
- Architecture – meetings with committees and agreement to begin implementation in 2019
- Pharmacy – added items for PharmD, PharmD for Pharmacists programs, and Pharmacy Graduate programs; in final stages of implementation
- Ontario Institute for Studies in Education (OISE) – re-visited data management processes to improve accuracy
- Dentistry – ongoing discussions/work to increase coverage of implementation
- Medicine – ongoing discussions/work to increase coverage of implementation
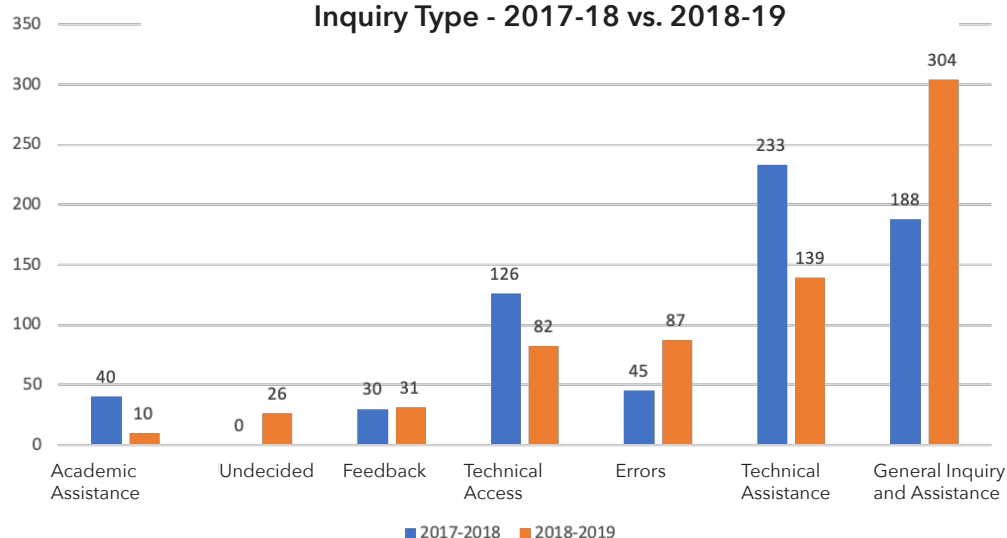
FOGBUGZ & SUPPORT

The vast majority of course evaluation email queries received in CTSI are via FogBugz, an email ticketing system, although the entire Course Evaluations team receives regular Course Evaluation queries via email, phone, and in-person drop-ins to CTSI.

- In total, the CTSI Team responded to 680 FogBugz cases. In comparison, this is an increase of 14 FogBugz cases over last year.
- The average response time to a FogBugz case (including weekends and holidays) was 5 days
- The median response time to a FogBugz case (including weekends and holidays) was 1 day

Course Evaluations Queries via FogBugz: Divisions with the Most Requests - Top 5: 2017-18 vs. 2018-19

Division	2017-2018	2018-2019
Faculty of Arts & Science (includes Colleges)	243	248
Ontario Institute for Studies in Education	67	63
Faculty of Applied Science and Engineering	59	58
University of Toronto Mississauga	64	49
University of Toronto Scarborough	39	45

Course Evaluations Queries via FogBugz: Inquiry Type - 2017-18 vs. 2018-19

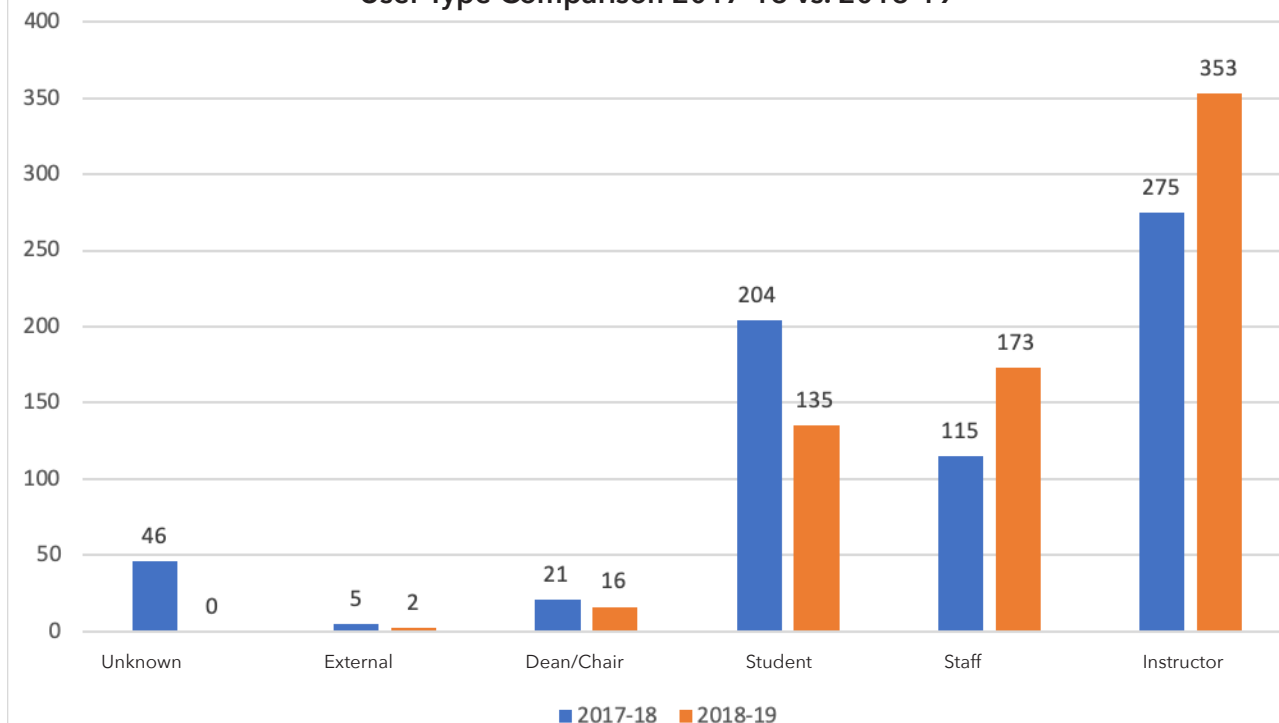| Inquiry Type	2017-2018	2018-2019
Academic Assistance	40	10
Undecided	0	26
Feedback	30	31
Technical Access	126	82
Errors	45	87
Technical Assistance	233	139
General Inquiry and Assistance	188	304

(Six inquiry categories are used to classify the FogBugz cases received)

Wendy Duff, Professor and Dean, Faculty of Information

Working with CTSI has been an extremely enjoyable experience. The workshops I have attended as an instructor have really helped me connect with students with various abilities. As an administrator, I have benefited from many of CTSI's documents. I have found the Course Evaluation Guidelines for Academic Administrators particularly helpful in chairing tenure committees. Overall, I find the staff at CTSI extremely helpful and responsive. Thanks for all the great help!

Course Evaluation Queries via FogBugz - User Type Comparison 2017-18 vs. 2018-19

User Type	2017-18	2018-19
Unknown	46	0
External	5	2
Dean/Chair	21	16
Student	204	135
Staff	115	173
Instructor	275	353

Aleksandra Bjelajac Mejia, Assistant Professor, Teaching Stream/ Interim Director, Professional Programs and **Lachmi Singh,** Director, Education Programs & Administrative Services, Faculty of Pharmacy

The CTSI expert team guided us through the University's course evaluation framework. We felt supported to develop our divisional and program level items in our professional and graduate programs. Now that we have fully implemented the University's course evaluation framework, we are able to utilize the data to enhance our Quality Assurances processes. For example, the information gathered from the course evaluations is now embedded in our annual reporting structure and helps to inform our curriculum reviews.