

# SRTE Area Representative Manual

## What are the SRTEs?

The *Student Rating of Teaching Effectiveness* (SRTE) is a University-wide instructional assessment program mandated by the University Faculty Senate for purposes of promotion and tenure reviews and other academic personnel decisions. It involves in-class student ratings of teaching effectiveness using survey items drawn from a large pool of item choices dealing with teaching processes and outcomes. The SRTE survey form comprises three sections: the first section contains four items, two relating to background information about the student, one rating the "overall effectiveness" of the course and one rating the "overall effectiveness" of the instructor. The second section contains from five to fifteen items dealing with specific aspects of instruction that are selected by the academic department from a pool of 177 items. The final section contains from zero to five items selected by the instructor from the pool of survey items. Other data useful in interpreting the survey results, such as class size and proportion responding are also collected.

## What is the Schreyer Institute for Teaching Excellence's role in the SRTE process?

The Schreyer Institute for Teaching Excellence supports the SRTE program by generating and processing the survey forms and preparing individual faculty reports. We are also responsible for uploading the SRTE data we receive to Penn State's Data Warehouse. We are a clearinghouse for information about the SRTEs for faculty and staff.

## What are my responsibilities as an area representative?

As an area representative you are responsible for coordinating all SRTE activity for your area. This includes:

- Ordering SRTE forms
- Distribution and administration of the evaluation
- Collection of the completed forms
- Shipping the completed forms to the Schreyer Institute for Teaching Excellence
- Receiving and checking three copies of the Instructor reports
- Distribution of the reports

You are the contact person for your area for any SRTE related issues. These activities are described in further detail below.

## Ordering SRTE Forms

SRTE forms must be ordered during the first six weeks of each semester using a web based order form found on the SRTE web site at <http://srte.site.psu.edu/>. As an area representative you are responsible for ensuring that sufficient forms are ordered for each course under your area of responsibility. You do not need to do all the ordering for your area, but you should oversee the ordering process to make sure all the needed forms are ordered.

One method for making sure all the needed forms have been ordered is to have a list of the courses taught at your location for each semester. This is available at <http://soc.our.psu.edu/soc/>

With this list and the order confirmation you receive from the Schreyer Institute for Teaching Excellence, you can check off each course to be sure that the proper number of forms has been ordered.

The SRTE web site offers a few tools to help you with your responsibilities. The calendar is an up to date reference of important dates relevant to the SRTE process.

Another tool is the 'Display your Department order' page, which allows you to view the current orders for your department. The SRTE web site includes a Frequently Asked Questions page and a list of all available item choices for the SRTE forms.

After you place your order for SRTE forms on the web, the Schreyer Institute for Teaching Excellence will send out two e-mail confirmations, usually during the sixth week of the semester. The first e-mail will go to the person ordering the forms, and will contain a list of all forms ordered by them. The second e-mail will go to you, the area representative, and will contain a list of all the orders placed for your area. Please check these order confirmations closely and be sure that forms have been ordered for each course under your area of responsibility. You can see which forms have been ordered at any time during the semester by checking the 'Display your Department order' page on the SRTE web page.

### **Distribution of the SRTE forms**

As an area representative, you are responsible for the distribution of the SRTE forms. AIS will deliver the forms to the address specified on the SRTE order form. As your area receives the SRTE forms, please take the time to verify that all the forms you require have been delivered. If you find that you need more forms, you may place a late order up to the eleventh week of the semester.

Distribution time is a good time for you to review the administration process with the individuals who will be administering the evaluation. Please double-check that the correct course is at the top of your forms and that you are using the correct campus for your location. Failure to use the correct forms for your location will delay processing and may be a source of invalid enrollment data.

### **Multiple Instructor listings**

At the department level, enter the course, course number, suffix, section number, instructor name, percentage they teach, teaching assistant name, and percentage they teach into ISIS. The Schreyer Institute for Teaching Excellence receives the information for the listings that are sent to you from this list at AIS.

If you have two people who each teach 50% of the course, they are listed in alphabetical order by default. For example, Abbott is given code A and Smith is given code B. Use the box marked **"5. SPECIAL"** on the SRTE form to override this. If you want Smith to be coded as A, Smith needs to have 51% teaching and Abbott needs 49% teaching to be coded as B.

### **Administration of the evaluation**

The SRTEs should be administered during the last two weeks of a course by someone other than the course instructor. The SRTEs cannot be administered in the same class period in which a test is given. In order for the results to reflect the true course evaluation, at least two-thirds of the student enrollment should be present when the SRTEs are administered.

# Instructions for Administering the SRTE Forms

**Important: The instructor may not administer or collect the SRTE forms.**

*Before administering the SRTE, please enter the specific course information in the boxes below.*

## INSTRUCTIONS:

*Please read the following to the students:*

**“The SRTEs are the primary means of gathering feedback from students about the content and quality of a course. The results are used by the University to assist in the evaluation of the teaching effectiveness of the instructor.”**

**“Please do not talk while filling out the SRTE form.”**

**“Do not make any marks unless instructed.”**

**“Use a number 2 pencil only, and be sure to fill in the ovals completely.”**

**“If your SRTE form is not coded properly, then your responses will not be included in the evaluation of this course”.**

**“In the box labeled 1. COURSE NUMBER, code    (Course number) and fill in the corresponding oval under each number.”**

*If there is no COURSE SUFFIX, read*

**“Do not code anything in the box labeled 2. COURSE SUFFIX”.**

*Or if there is a COURSE SUFFIX, read*

**“In the box labeled 2. COURSE SUFFIX, code   (Course suffix) and fill in the corresponding oval under each number.”**

*If there is only one SECTION, read*

**“In the box labeled 3. SECTION NUMBER, code    (Section number) And fill in the corresponding oval under each number.”**

*Or, if there are multiple sections, read*

**“In the box labeled 3. SECTION NUMBER, code your assigned 3-digit section number. Fill in the corresponding oval under each of the three numbers.”**

*Or, if there are multiple sections and only one instructor report is needed, read*

**“In the box labeled 3. SECTION NUMBER, code    (Section number) and fill in the corresponding oval under each number.”**

**(Note: all students should use this code regardless of assigned section number.)**

**“In the box labeled 4. SEMESTER, fill in the oval to the left of the current semester.”**

*If the special code is not used (refer to multiple instructor form), read*  
**“Do not code anything in the box labeled 5. SPECIAL.”**

*Or if the special code is being used (refer to multiple instructor listings), read*

**"Code (refer to multiple instructor listings codes A-J assigned to individual instructors) in the box labeled 5. SPECIAL"**

**(instructor code)**

*If students are to use SECTION C, read:*

**"Your instructor has a list of items for you to consider. Please respond to the items under INSTRUCTOR SELECTED ITEMS at the bottom of the form. "**

*If students are to provide comments about the course, hand out additional paper and read:*

**"Your instructor would like to receive your input about the course. Use the additional paper provided to write your comments."**

*And finally read:*

**"Your instructor will not see your SRTE forms. Your coding in boxes labeled 1 - 5 will be checked and corrected if necessary. Begin by responding to the items in SECTIONS A and B. Fill in one oval for each item. When marking the rating scales, compare your experiences in this course with those you have had in other Penn State courses. Your responses are anonymous."**

*Collect the SRTE forms and keep them separate from the comments sheets. **CHECK THE CODING IN BOXES LABELED 1 - 5 FOR ACCURACY AND CORRECT IF NECESSARY.** Return all materials to the appropriate individuals in your area.*

## Collection of the SRTE forms

SRTE forms must be returned to the Schreyer Institute for Teaching Excellence for processing. The Institute will only accept forms shipped from the area representative. Your responsibility is to collect all forms for your area and submit them **IN ONE BATCH** to the Institute for processing no later than **three weeks after the final day of classes for each semester**.

Please remove **ALL** paper clips, rubber bands, and blank forms before sending SRTE forms to us. Review the forms for completeness and check for any errors. Pay special attention to the course number, course suffix, section number, semester, and special fields. Any errors that cannot be corrected by Schreyer Institute for Teaching Excellence will lower the reliability and usefulness of the data and reports SITE returns to you.

## Common errors

- Miscoding
- Erasing errors (the scanner picks up partially filled in ovals)
- Course and section numbers reversed
- Section number written 001 but coded 000
- Section number missing
- Wrong semester coded
- Misuse of suffix verses special (some sheets filled in but others are not)

## A common error that cannot be corrected at the Schreyer Institute for Teaching Excellence

- Forms for more than one course or campus submitted together (for example, a Math course is submitted but two sheets in the middle are for Music). These will show up as errors on your printout. We cannot combine them because they have different questions.

## Shipping forms to the Schreyer Institute for Teaching Excellence

- Please do not use campus mail; it is not secure enough for this purpose.
- If you are shipping multiple boxes of forms please mark the boxes 1 of N (e.g. 1 of 5, 2 of 5, etc.) so we know that all the boxes for an area have arrived.
- Please include a cover sheet (see last page) for any Promotion and/or Tenure faculty to expedite processing.

When the Institute receives your forms we will scan them and produce a series of reports. After we have printed the reports, **all completed forms are shredded**. Only the reports will be returned to you.

## Receiving, checking and distributing the reports

The Schreyer Institute for Teaching Excellence will send two different reports to you. You will receive two copies of the **Area Representative Report** and three copies of the **Instructor Report**.

The Area Representative report contains the following information:

- Number of sheets scanned (this is helpful because we don't produce reports for courses that turn in less than five correct sheets)
- Number of sheets with missing coding
- Percentage of sheets with missing coding

You should check:

- That you received all five reports

- That you received reports for all the courses you submitted

The reports are to be delivered to the following personnel:

- One copy of the SRTE Area Representative report to be retained by the area representative
- One copy of the SRTE Area Representative report to be delivered to the department head
- One copy of the SRTE Instructor report to be retained by the area representative
- One copy of the SRTE Instructor report delivered to the department head to be included in tenure and promotion dossiers
- One copy of the SRTE Instructor report delivered to the faculty member being evaluated

### **Special Procedures: Promotion and Tenure**

SRTE forms for faculty members being considered for promotion and/or tenure must be handled separately from the others. To ensure special handling and a speedy return of the reports for these special cases, the Schreyer Institute for Teaching Excellence requires these forms be submitted in a separate batch with a cover sheet indicating that they are for Promotion and Tenure. Make a copy of the cover sheet (found on the last page of this manual), fill it in and attach it to the SRTE forms before shipping the completed forms to the Institute.

### **Frequently Asked Questions**

#### **When are SRTEs processed?**

SRTEs are due at the Schreyer Institute for Teaching Excellence no later than three weeks following the last day of classes for a given semester.

#### **With Multiple Instructor listings, how do you get Smith to be code A and Abbott to be code B?**

At the department level, enter the course, course number, suffix, section number, instructor name, percentage of course taught, teaching assistant name, and percentage of course taught into ISIS. The Schreyer Institute for Teaching Excellence gets the information for the listings that are sent to you from this list at AIS.

By default, two people who each teach 50% are listed in alphabetical order. For example, Abbott is given code A and Smith is given code B. Use the box marked “**5. SPECIAL**” on the SRTE form to override this. If you want Smith to be coded as A, Smith needs a minimum of 51% teaching and Abbott needs a maximum of 49% teaching to be coded as B.

#### **What is the minimum number of SRTE forms I can order?**

The minimum order is ten forms for any given course. SRTE forms are good for three years from the date printed, so you should be able to use all ten forms in the next three years.

#### **What is the minimum number of SRTE forms I can submit and still get a report?**

Schreyer Institute for Teaching Excellence produces reports for classes with five or more SRTEs returned. For groups under five, we suggest keeping them at the department level as evidence that the instructor taught the course and was evaluated for that semester.

#### **What are the available item choices for SRTE forms?**

The 177 item choices available for SRTE forms can be viewed from the SRTE web page <http://srte.site.psu.edu/>.

### **What are some common errors found on SRTE forms?**

- Miscoding errors
- Erasing errors (the scanner picks these up as if they were filled in)
- Course and section reversed
- Section number missing
- Section written 001 but coded 000
- Wrong semester coded
- Misuse of suffix verses special (some sheets filled in but others are not)

### **Which errors cannot be corrected by the Schreyer Institute for Teaching Excellence?**

Forms for more than one course or campus submitted together (for example, a Math course is submitted but two sheets in the middle are for Music). These will show up as errors on your printout. We cannot combine them because they have different questions.

### **How can I retrieve data for courses with less than five SRTEs returned?**

The SRTE is not the best instrument for evaluating a course with less than five students enrolled. The Schreyer Institute of Teaching Excellence recommends that you keep the forms at the department level so that you can verify that the instructor did teach and was evaluated for that semester.

### **How can I retrieve data for more than two years from the data warehouse?**

The data warehouse contains the past two years of SRTE data. If you need older data please contact the Schreyer Institute for Teaching Excellence for information on the availability of this data.

### **Who should I contact if I have more questions?**

For questions regarding the ordering or processing of SRTE forms:

Nancy Winter  
Schreyer Institute for Teaching Excellence  
105 Pollock Building  
University Park, PA 16802  
(814) 865-2129  
[nmw1@psu.edu](mailto:nmw1@psu.edu)

Will Kerr  
Schreyer Institute for Teaching Excellence  
104 Pollock Building  
University Park, PA 16802  
(814) 865-2114  
[wbk2@psu.edu](mailto:wbk2@psu.edu)

For questions about Data Warehouse access to the SRTE data:

Janine S. Andrews  
Office of the Provost  
201 Old Main  
University Park, PA 16802  
(814) 863-7494  
[jsa3@psu.edu](mailto:jsa3@psu.edu)

# SRTE Promotion and Tenure Cover Sheet

Campus \_\_\_\_\_

College \_\_\_\_\_

Department \_\_\_\_\_

*UP locations only*

**Promotion and Tenure reports may only be returned to the SRTE area representative. Please refer to the list of campus and college representatives at the SRTE web site <http://srte.site.psu.edu>.**

Area Representative \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Department Contact \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_