APPENDIX F COURSE OPERATIONS SURVEY

The parties have agreed that student surveys will not be used to measure teaching effectiveness for tenure and promotion purposes.

The survey is to be used to obtain student opinion about the student educational experience. COS results are not to be used to obtain student opinion about teaching effectiveness. It will consist of only five (5) University-standard items that are consistent with the directives in the arbitration award dated 28 June 2018. Directives from this award can be found in historical MOU # 24 - Faculty Course Survey, which is attached solely for reference.

A. The process shall be as follows:

1. All pre-tenure faculty members, Limited Term Faculty, and tenured faculty teaching any courses shall participate in the online Course Operations Survey process described in paragraph F.

B. The parties agree that they will both endorse and encourage student participation in the online Course Operations Survey process set out above.

C. A summary of the results for each course section surveyed shall be prepared. The summary should show a frequency distribution for the responses to each of the questions. These summary will be available to the faculty member via a link on the COS online application. The results are to be provided to no one other than the individual faculty member.

D. The distribution, posting, collection and processing of the data from the COS is the responsibility of the Vice-Provost, Faculty Affairs.

E. Any issues of interpretation and/or application, surrounding the Course Operations Survey shall be dealt with by the Vice-Provost, Faculty Affairs.

F. Online COS process:

1. There are five University Standard questions listed below.

2. The online surveys will be available to students effective 1800h on the two (2) Fridays before the eleventh and twelfth weeks of the term (or twelfth and thirteenth, for courses with thirteen weeks). The week of the evaluation is to be noted on the course outline distributed and also announced at the beginning of the semester. Faculty members may alter the announced date, provided that they provide the students and the Chair/Director with no less than two (2) weeks notice of the new date on which the evaluation will be carried out, subject to the evaluation being carried out in the last two weeks of the semester before the start of the

exam period. (Note that for courses taught in an alternate mode (e.g., intensive mode) these timelines will be modified.)

UNIVERSITY STANDARD QUESTIONS (five in total):

Students will be provided with access to the COS online survey which contains the following questions, and no others. They will be asked to read each statement carefully and record their response that most accurately matches their opinion.

	a	b	c	d	e	f
1. I received timely feedback on my assignments.	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Does not apply/ no opinion
2. The course handouts /postings contain all of the information I need about the organization of this course.	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Does not apply/ no opinion
3. Students are treated with fairness.	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Does not apply/ no opinion
4. The class meets as scheduled and on time.	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Does not apply/ no opinion
5. The instructor is available for consultation as specified on the course handouts/ postings.	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Does not apply/ no opinion