

Response Rate Guide for Department Chairs

Because of their consistent level of interaction with faculty, department chairs can use this time to their advantage to demonstrate the value of course evaluations and improve faculty buy-in.

- **Department meetings:** Use department meetings to discuss the process and value of course evaluations with faculty.
- **Faculty Feedback Literacy & Awareness:** Be transparent with faculty about how course evaluations feedback is being used in the promotion, tenure, and rehiring process. This can be shared with faculty during department meetings in addition to email communication.
- **Learn from your faculty:** As a report administrator at the department level, you should have access to your faculty's reports (check with your consultant if you need additional help with this). This level of access will allow you to identify individual faculty members with high response rates and meet with them to discuss their approach and any suggestions they might have to share with other faculty in the department.
- **Faculty incentives:** Depending on department resources, you could offer an incentive to faculty members who reach a certain percentage of response rates. The incentive could be a gift certificate to Amazon or a local bookstore to use for research and professional development purposes, a gift card to coffee shop on campus, or, if possible, first choice in selecting the course of their preference for the following semester.
- **Research:** Share recent research on course evaluations with faculty. Anthology does a great deal of research on its own, much of which can be accessed on our website. For example, Dr. Tyler Rinker, a member of the Data Science Team, wrote a particularly poignant blog post on how using data about a student's perception of the classroom can strengthen teaching and learning in higher education. The blog post, entitled "What Are You Learning From Your Course Evaluations?" can be accessed [here](#). The online journal of Assessment & Evaluation in Higher Education is also an excellent resource.
- **Monitor faculty feedback rates:** Report administrator access allows you the ability to monitor response rates during an active administration. Use the opportunity to communicate with individual faculty members ways they might be able to improve, offer support and resources, or applaud their strong feedback. Please refer to our support article [Reporting Guide for Deans and Chairs](#) for more information.