Quality Management in ClassClimate

In ClassClimate, professors have access to their own survey results online, but deans, chairs, and some university staff have special access allowing them to view survey results for departments. The results of these surveys can be accessed through Quality Management, which the dean or chair will see upon logging in.

In this Quality Management view of ClassClimate, a professor's survey results are assigned a **Quality Index** number. This number scores the results against target values, which are based on the average results from all surveys collected from spring 2008 to spring of 2009 (spring and fall terms only). This **Quality Index** number is helpful for evaluating a professor's performance against the rest of the university.

The **Quality Index** focuses on the eight questions included in the QUESTIONS ABOUT THE INSTRUCTOR portion of the Orange Campus survey. Each of these questions is worth 12 percentage points for a total of 96; therefore the lowest score a professor may achieve on the Quality Index is 4% (100-96). A professor would achieve this score by failing to score within the target range for each of the eight questions.

Target Values

The target values are calculated separately for each of the eight questions on the survey. The upper limit is the average for all responses submitted by students for that question from spring of 2008 to spring of 2009 (spring and fall terms only). The lower limit is two standard deviations below the average.

Each of the eight questions represents 12 points that could be deducted from a score of 100. If a professor's average for the question is above the range, the professor loses no points. If the professor's average for the question is below the range, the professor loses all 12 points. If the professor's average for the question is in the middle of the range, the professor loses 6 of the 12 points. The score range is continuous, so a professor could lose anywhere from 0 to 12 points per question.

The professor's Quality Index will be 100% less the total of any deductions for the eight questions. The lowest possible score is 4% (100 – 8 x 12).
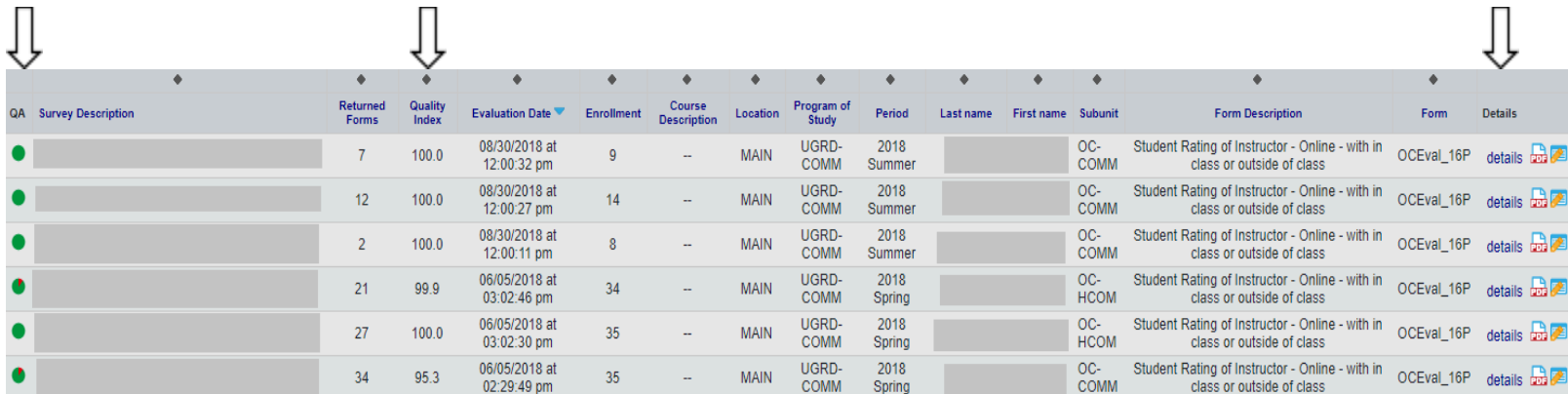
Using the Quality Index

A professor with a score of 100% will have received scores that were above average for each of the 8 questions in the QUESTIONS ABOUT THE INSTRUCTOR portion of the survey. How far above the average the professor scored has no effect: it matters only that his or her scores were above average.

A professor with a score of 52% will have received scores in the middle of the range (or very high scores balanced by very low scores, which is unlikely). This performance represents one standard deviation below the average.

A professor with a score of 4% will have received scores which were lower than all of the ranges.

Reading the Quality Index

Below is a sample of what will appear on the QM View page, though maybe not in this order. Three columns relate to the Quality Index:

QA	Survey Description	Returned Forms	Quality Index	Evaluation Date ▼	Enrollment	Course Description	Location	Program of Study	Period	Last name	First name	Subunit	Form Description	Form	Details
●		7	100.0	08/30/2018 at 12:00:32 pm	9	--	MAIN	UGRD-COMM	2018 Summer			OC-COMM	Student Rating of Instructor - Online - with in class or outside of class	OCEval_16P	details 📄📝
●		12	100.0	08/30/2018 at 12:00:27 pm	14	--	MAIN	UGRD-COMM	2018 Summer			OC-COMM	Student Rating of Instructor - Online - with in class or outside of class	OCEval_16P	details 📄📝
●		2	100.0	08/30/2018 at 12:00:11 pm	8	--	MAIN	UGRD-COMM	2018 Summer			OC-COMM	Student Rating of Instructor - Online - with in class or outside of class	OCEval_16P	details 📄📝
●		21	99.9	06/05/2018 at 03:02:46 pm	34	--	MAIN	UGRD-COMM	2018 Spring			OC-HCOM	Student Rating of Instructor - Online - with in class or outside of class	OCEval_16P	details 📄📝
●		27	100.0	06/05/2018 at 03:02:30 pm	35	--	MAIN	UGRD-COMM	2018 Spring			OC-HCOM	Student Rating of Instructor - Online - with in class or outside of class	OCEval_16P	details 📄📝
●		34	95.3	06/05/2018 at 02:29:49 pm	35	--	MAIN	UGRD-COMM	2018 Spring			OC-COMM	Student Rating of Instructor - Online - with in class or outside of class	OCEval_16P	details 📄📝

Note: depending on how you have set up your column/field view, these may not appear in this order or at all.

The Quality Index column shows the Overall Course Quality on a scale of 0 to 100%.

The pie graph is a visual representation of this number:

●	100%
●	99 – 75%
●	74 – 50%
●	49 – 25%
●	25 – 0%

Finally, to see a more detailed account of the Quality Index, click on the Details link. Only those questions which did not exceed the target range will appear. Values which fall within the allowed range will show in yellow; values which fall below the allowed range will show in red. Values which exceed the allowed range will not be shown (and do not result in a deduction of points).

Overall course quality : 6.5 % ●

Quality guideline QUESTIONS ABOUT THE INSTRUCTOR

Question	QA	target value
Overall, the instructor was effective in this course.	2	>2.47 - 4.32
The instructor was available to provide extra help.	2.17	>2.59 - 4.36
The instructor provided feedback to improve my learning.	2.33	>2.13 - 4.17
The instructor encouraged me to think critically about the subject matter.	2.33	>2.46 - 4.32
The instructor communicated effectively.	2.17	>2.24 - 4.24
The instructor provided assignments that helped me learn about the subject matter.	2.17	>2.33 - 4.25
The instructor was clear about how my performance was to be evaluated.	2.67	>2.47 - 4.28
The instructor provided me with adequate information about course requirements.	2.5	>2.77 - 4.4

Calculating the Quality Index

Using the above example, here is how the "Overall course quality," or Quality Index, is calculated.

Quality Index calculator per survey

Questions	Target Value		Actual Value	Question Deduction Factor	Potential Deduction	Actual Deduction
	Lower	Upper				
Overall, the instructor was effective in this course.	2.47	4.32	2	1	12.00	12.00
The instructor was available to provide extra help.	2.59	4.36	2.17	1	12.00	12.00
The instructor provided feedback to improve my learning.	2.13	4.17	2.33	0.90	12.00	10.82
The instructor encouraged me to think critically about the subject matter.	2.46	4.32	2.33	1	12.00	12.00
The instructor communicated effectively.	2.24	4.24	2.17	1	12.00	12.00
The instructor provided assignments that helped me learn about the subject matter.	2.33	4.25	2.17	1	12.00	12.00
The instructor was clear about how my performance was to be evaluated.	2.47	4.28	2.67	0.89	12.00	10.67
The instructor provided me with adequate information about course requirements.	2.77	4.4	2.5	1	12.00	12.00
Total					**96.00**	**93.50**

Quality Index: 6.5
= (100 - 93.5)

In the case of the third question of the chart above, the professor's reported score of **2.33** is 10% into the range between **2.13** and **4.17**, therefore the professor loses 90% of the 12 points allotted to the question.

For those questions where the score is less than the target range, the deduction factor is 100% of the 12 points. For those questions where the score is greater than the target range (not appearing in this chart), the deduction factor is 0% of the 12 points.

Deductions are added up and subtracted from 100 to find the Quality Index value.