



## Process and Timeline of SOCI Administration- Handbook Changes

RES 242510

FAC, AAC

**RESOLVED:** That the Academic Senate recommend revisions to the University Handbook language regarding the timeline and process of collecting student opinions on curriculum and instruction (SOCIs). (Deletions in ~~striketrough~~, additions in **bold underline**.)

**RATIONALE:** This resolution is responsive to the Report on Student Ratings of Instruction in the California State University System (Dyer, 2024), which includes recommendations for addressing bias in student opinions. This resolution clarifies the role of SOCIs in evaluation of teaching performance, specifies the process for the collection of SOCIs when a faculty member on leave is replaced during a semester, and creates policies and procedures for dealing with biases in student responses. This handbook change requires the linking of quantitative and qualitative data for SOCIs regardless of method of delivery. In addition, this resolution sets timelines for SOCIs distributed in person or online.

**\*MARKED UP VERSION\***

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### 305.4.2.6 Evaluation of Teaching Performance

Since teaching is a primary function of all CSUB faculty, a candidate for retention is expected to demonstrate his/her **their** ability to **provide a high-quality learning experience to all students**. The evaluation of teaching **performance** shall involve multiple measures of a faculty member's performance. In addition to the systematic review of the Student Opinion on Curriculum and Instruction (SOCI), course syllabi, and course materials (exams, handouts, etc.), reviewers are expected to consider other appropriate measures of teaching **performance** submitted by the faculty member, such as:

- a. Introspective self-assessments for formative assessment of teaching and learning in courses during the terms of the review cycle.
- b. Faculty-developed instruments for formative assessment of teaching and learning in courses during the terms of the review cycle.
- c. Peer assessments based upon a mutually-agreed schedule of classroom visits during the review cycle.

- d. Formal assessments performed by the Faculty Teaching & Learning Center at the request of the faculty member during the review cycle.
- e. Self-reflection of grades awarded for courses taught during the review cycle.
- f. Evidence of currency in one's discipline and the integration of that currency into the classroom.

#### **305.4.4 Student Role in the Performance Review Process**

Student **opinion** of teaching by faculty is a required component of the performance review process. The Student Opinion on Curriculum and Instruction (SOCI) shall be the primary instrument used to collect student opinions of teaching.

**Although this handbook currently identifies the Student Opinion on Curriculum and Instruction (SOCI) as the primary instrument used to collect student opinions of teaching, this tool is to be considered as only one of many measures used to evaluate teaching; SOCIs should not be given more consideration than the other measures of teaching performance outlined in section 305.4.2.6 (Evaluation of Teaching Performance). Further, the trends in student responses should be the focus of the evaluation of SOCIs as a measure of teaching performance.**

**The quantitative and qualitative (i.e., open-ended) items included on the instruments to gather student opinions shall be reviewed and open for potential revision every 10 years, or more frequently. More frequent reviews and revisions are at the discretion of the Executive Committee of the Academic Senate. Any revision process shall include broad consultation from faculty.**

Except as limited below, faculty members will administer SOCIs in all sections and place the results of all SOCIs in the RTP (WPAF) File for use by all levels of review.

The requirement for collection of SOCIs may be waived **in the following cases.**

- A. **The requirement for collection of SOCIs may be waived** for sections with enrollments of fewer than 6 students or similar situations in which the anonymity of respondents would be compromised and sections in which the primary mode of instruction or the SOCI would not reasonably correlate with instructional methods.
- B. **The requirement for collection of SOCIs may be waived for sections in which a faculty member went on leave and was replaced by another faculty member.**
  - a. **This request shall be honored at the discretion of the replacement faculty member.**
  - b. **The faculty member on leave shall not be subject to student opinions.**

Within these guidelines, department chairs in consultation with their department shall determine which sections are eligible for waiver. Documentation of the department decision to grant a waiver shall be included in each section of the file for which SOCIs are waived.

The SOCI shall be anonymous and identified only by course and/or section. The format of the SOCI provides both quantitative information (ratings of course and instructor attributes) and qualitative information (comments about the course and instructor).

**Faculty shall be provide course and/or section summaries of quantitative data. Means and standard deviations shall be provided for individual questions as well as the overall SOCI. Quantitative and qualitative data shall be linked in both online and physical SOCIs. SOCI reports shall be clear such that faculty can associate individual-student comments with individual-student quantitative responses.**

**Some bias in student opinions may be present. Since SOCIs are used in conjunction with other measures to evaluate teaching, the College Dean (or designee) should arrange for training for Unit RTP Committee members to be undertaken before the start of a faculty review. The training should include the following: (1) the purpose of the RTP review process and the responsibilities of Unit Committee members, (2) the identification of possible biases in student responses, and (3) the process to remove biased SOCIs from an evaluation of teaching.**

**Faculty under review may request that the AVP for Faculty Affairs (or their designee) reviews and removes the SOCI(s) with discriminatory comments and quantitative responses. SOCI(s) that are received within the prior academic calendar year are eligible for consideration for removal. Requests to remove SOCI(s) must be made 21 days prior to the deadline to submit the Working Personnel Action File (WPAF, commonly called the RTP File) for the next review cycle.**

**The AVP for Faculty Affairs (or their designee) shall consider the merit of such requests based on many factors, including (but not limited to) the human dignity of the faculty member, the student's role in the performance review process, and the added pedagogical value and relevance of the comments. Regardless of the decision of the AVP for Faculty Affairs (or their designee), the faculty member is encouraged to reflect upon feedback and may submit rebuttals to SOCI comments as part of the performance review process. In all cases, the Unit Review Committee, Department Chair (if applicable), College Dean, University Review Committee, Provost and Vice President for Academic Affairs, and President (or their designee) are expected to approach the**

evaluation of faculty and interpretation of SOCIs with care and professionalism. Ultimately, SOCIs are one component of a broad assessment of teaching performance.

#### **305.4.5 SOCI Distribution Period**

The SOCI Distribution Period shall be designated on the Academic Calendar, not to include the examination period. The timeframe for SOCI distribution shall be the same regardless of course modality (e.g., face-to-face, hybrid, online).

In the Fall and Spring semesters, SOCIs distributed online shall be available for 10 weekdays. SOCIs distributed in person shall be distributed during one class meeting in the two-week SOCI Distribution Period; SOCIs shall be distributed between 14 and 21 days prior to the Last Day of Classes.

In the Summer and Winter sessions, SOCIs distributed online shall be available for 5 weekdays. SOCIs distributed in person shall be distributed during one class meeting in the penultimate week of classes. SOCIs distributed online shall be distributed during the penultimate week of classes.

The AVP for Faculty Affairs shall ensure that faculty receive directions on how to access online SOCIs via the Learning Management System so that faculty can encourage student participation. Faculty may encourage their students to complete SOCIs. Faculty members shall administer SOCIs in Accordance with the Collective Bargaining Agreement.

**\*CLEAN VERSION\***

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Approved by the Academic Senate: February 27, 2025

Sent to the President: March 11, 2025

President Approved: March 25, 2025