Guidelines and FAQs for Faculty and Course Evaluation

Background of Faculty and Course Evaluation

To enhance the quality of teaching and learning at the IBA, the Quality Enhancement Cell (QEC) at IBA conducts Faculty & Course Evaluation survey every semester. The Faculty & Course Evaluation survey is conducted at the end of every semester and before the final examinations. The survey is an essential tool to identify the best practices and areas for improvement in our teaching and learning system, improve instruction, and evaluate faculty performance; such uses should be commonly understood and accepted by institutional stakeholders.

Students' feedback enables us to improve the learning environment. The aggregated results guide the planning of the next semester and the better planning of new courses. The evaluation results showcase the student voices and incorporate them in the program reviews, self-assessment reviews of programs, and HEC's yearly progress report (YPR). The importance of your feedback on the course evaluation forms cannot be overemphasized. Every semester students are encouraged to take out some time to fill up the course evaluations carefully and honestly.

These evaluations are administered by the Quality Enhancement Cell (QEC) in the University to maintain confidentiality and trust amongst students. The evaluation results are always kept anonymous and visible to the faculty after the results are posted. At no point, a students' ERP ID or name is disclosed to the faculty member or stored in the database. Students' input and feedback is crucial. It is one of the many tools used to evaluate the quality of teaching.

To facilitate students, understand the importance of these evaluations, some commonly asked frequent questions by students are listed below:

FAQs

1. **Why are course evaluations important?**

Some of the key purposes of course evaluations are:

1. Improvement of courses and the student experiences
2. Better planning and designing of new courses
3. Incorporation of student voices in program reviews and self-assessment exercise of programs

2. **What should you consider when providing feedback? (specific, respectful, focused, relevant)**

We encourage you to provide us with your honest and constructive feedback. In the comments section of the survey, your response should be specific and relevant to the course and the faculty. We expect that while providing your feedback you remain respectful and avoid using foul language.

3. **How is anonymity maintained during the evaluations? Who can see my responses?**

Your evaluations are always kept anonymous and are only visible to the faculty after the results of final examination are posted. At no point, your ERP ID or name is disclosed to the anyone stored in the database.

4. **I have withdrawn/dropped from a course, but it still appears on my evaluation dashboard. What should I do? Who should I inform about this?**

In case of an overlap between the deadlines of the evaluations and course withdrawal, it is possible that you may see a course on your evaluation dashboard that you may have dropped. In that case, please contact the ERP helpdesk at; erp_helpdesk@iba.edu.pk to get it removed.

5. **What if I do not receive an email for my course evaluation?**

You may not have received an email for one of the following reasons:

- Your email is not included in the students' directory. In this case, please contact Program Office at; po@iba.edu.pk
- You may have received the email and it may be in your spam/junk folder. Please check that.

Furthermore, we send reminders via SMS as well, so even if you do not receive an email, you should receive SMS reminders to fill the faculty evaluations,

6. What if my evaluations are not visible on the dashboard?

If your evaluations are not visible on the dashboard, please contact the ERP helpdesk at; erp_helpdesk@iba.edu.pk.

7. I dropped (or withdrew from) this class – why are you asking me to evaluate it?

The survey was sent only to students who were enrolled in the class after the deadline for withdrawals. If you have dropped or withdrew from the class, we recommend that you contact the program office to clarify your status.

8. Can I edit/delete my response after it has been submitted?

No, it is not possible to edit or delete your response once it has been submitted.

9. I do not have time to complete my evaluations right now. Will my answers be lost if I stop in the middle of the evaluation?

The evaluations for the individual courses are completed only when you submit them individually. However, if you stop in the middle of the evaluation of a particular course without submitting, you will have to restart the process.

10. If I am getting reminders even after I have filled the survey, who should I contact?

Please ensure that you have completed your evaluations for all the courses if you are still getting reminders. However, if you are receiving the reminders, even after completing the survey, please contact the ERP helpdesk at; erp_helpdesk@iba.edu.pk to resolve the issue.

11. When does the survey opens and for how long?

The survey opens at the end of a semester and closes before the start of the final examinations. It is open for 7-10 days.

12. Why am I not able to access the evaluations?? How do I complete my course evaluation if my ERP ID is blocked?

1. If you are facing issue with course enrolment/withdrawal, please contact:
   Program Office at; po@iba.edu.pk
2. If you are facing issue due to course fees/tuition fees, please contact:
   Daniyal Jamil at; djamil@iba.edu.pk
3. If you are facing any technical issue with your ERP ID and accessing portal to fill the survey, please contact the ERP helpdesk at; erp_helpdesk@iba.edu.pk

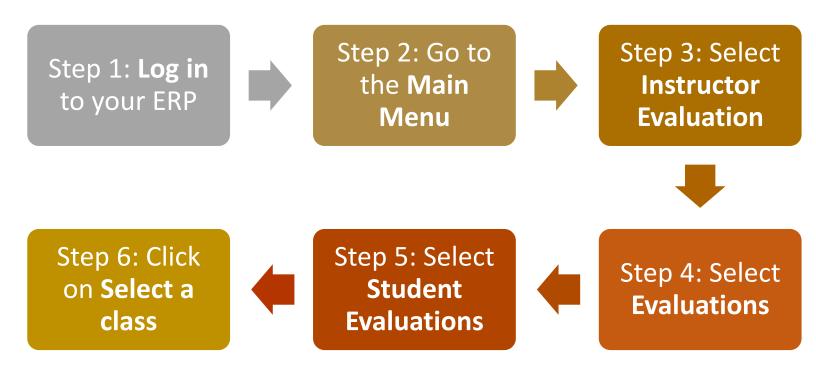**13. What will happen if I miss the course evaluation deadline?**

If you miss your course evaluation deadline, you will not be able to access it again as evaluations are only accessible during a particular time frame. Therefore, we encourage you to complete your evaluations on time.

14. When can a faculty member see the evaluation results?

Faculty members can view the evaluation results only after posting the results of final examinations results. These evaluations are always anonymous and student information is not visible to any faculty members while viewing the evaluation results.

15. From where can I access the evaluations?

Evaluations can be accessed from either portal 1: https://portal.iba.edu.pk/ or Portal 2: https://portal2.iba.edu.pk/. Below is the step-by-step process along with the screen shot of the dashboard to access the portal for evaluations.

Step 1: **Log in** to your ERP → Step 2: Go to the **Main Menu** → Step 3: Select **Instructor Evaluation** → Step 4: Select **Evaluations** → Step 5: Select **Student Evaluations** → Step 6: Click on **Select a class**

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