Faculty Feedback User Guide

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Faculty Feedback Location
The Faculty Feedback tool lives in OSU’s Online Services. You may access it through MyOSU under the ‘Faculty/Advisor’ tab in MyOSU (myosu.oregonstate.edu).
Once you click on ‘Faculty Feedback,’ you will arrive at a screen that looks like this:

**Providing Feedback**

Here you will see all courses for which you serve as the instructor. Click on ‘Provide Feedback’ link for the course serving those students you wish to address with this additional intervention. Clicking ‘Provide Feedback’ will display your entire class roster.
You will address students individually. Once you see a student you wish to address for additional intervention, click the caret in the ‘Show/Hide’ column. Upon clicking the caret, the form will display a dropdown menu with Issues that apply to the student and ‘Additional Context’ statements.

Once you see this dropdown menu, select at least one issue from the left column and at least one additional context statement from the right side. If you wish, please offer additional comments in the open text box at the bottom. Once complete, click submit.
After clicking ‘Submit,’ your feedback will enter a queue where it will be sent to the corresponding office, the student, and to yourself within 24 hours. Samples of the communications that each party will receive are as follows, UNLESS you clicked the first option. If you clicked the first option, we ask that you click on the Student Care team link and fill out their form for supporting the student (see the red box on the image above).

**NOTE:** Responses that indicate only the first situation regarding an unexpected life event or personal crisis will not be sent to any office. The provided link must be used to communicate with Student Care Team about these cases.

**Sample Communication to Corresponding Office**

Dear College Success Office,

A ‘Faculty Feedback’ report has been submitted to your office. The details of this submission are below.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Test Person REGISTRAR, Eileen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student email address</td>
<td><a href="mailto:testpere@oregonstate.edu">testpere@oregonstate.edu</a></td>
</tr>
<tr>
<td>Student College and Major</td>
<td>College of Public Health and Human Science, Kinesiology</td>
</tr>
<tr>
<td>Instructor Name</td>
<td>John Snow</td>
</tr>
<tr>
<td>Course, Section, Meeting Time</td>
<td>MTH 112, 010, M/W/F – 12:00 pm to 1:50 pm</td>
</tr>
</tbody>
</table>

The faculty member who submitted the form selected these options for outreach:

- **Issues:** 
  - *The student is not responding to my email outreach, that is why I’m requesting support from the College student success office.*

The Faculty member who submitted this form indicated the following details apply to this student situation:

- **Early assignment deadlines have been missed**
Excessive absences/tardiness

At the time of submission, the student received notification of the submission and was informed that they’d be hearing from someone in your office.

As you prepare to reach out to the student, please consider:

- Tracking your outreach efforts as end-of-term assessment will ask for a summary of your outreach and interactions with the student.
- You do not need to follow up with the faculty member who submitted the report; but, if it would inform your outreach, you are certainly welcome to do so.
- If you have any questions about the Faculty Feedback initiative, please contact me by phone (7-2070) or email (jesse.nelson@oregonstate.edu).

Sincerely,
Jesse Nelson, Ph.D.
Associate Vice-Provost, Office of Academic Achievement

Sample Communication to Student

Dear Benny,

My name is [instructor name], and I am your instructor for [course name, day and time]. Because I want you to be successful in this course and at OSU, I am writing to let you know that I am connecting you with additional university resources.

[Customized portion based on what checkbox the instructor checked]
[This text is used if issue 2 is selected]

While I have previously attempted to reach out to you, we have had difficulty connecting; therefore, I have asked our college student success team to reach out to you. They are an excellent resource for connecting you with other university resources and ensuring you have what you need to be successful on your academic path.

[This text is used if issue 3 is selected]

In addition to the course resources we have previously discussed, I’ve asked the Academic Success Center (ASC) to also reach out to you. They have a variety of resources (from time management to study skills to tutoring) to further support your academic work. The ASC meets with students from all majors.

As always, I am happy to meet with and support you. Let me also add, if you are experiencing difficulty in other classes, or in navigating a life situation, I encourage you to visit this informational website: https://counseling.oregonstate.edu/reach-out-success.

Please treat this message with attention. I am trying to help you connect with resources because I am concerned and would like to see you be successful.
Dear [Faculty Name],

We received the following feedback from you and appropriate services on campus have been notified. Thank you for putting the time in to communicate with us. We’re grateful that you care about the students. Although you will likely not hear back directly by way of follow up, please know the [referral office(s)] will reach out to the student. If you have any further questions about the Faculty Feedback initiative, please contact Jesse Nelson, Associate Vice-Provost, Office of Academic Achievement, by phone (7-2070) or email (jesse.nelson@oregonstate.edu).

You may access the sample emails that were sent to the student and to the services on campus.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Term</th>
<th>CRN</th>
<th>Subject and Course</th>
<th>Selected Issues of Concern:</th>
<th>OSU Service Notified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Person, Eileen</td>
<td>Fall 2019</td>
<td>12345</td>
<td>WR 121</td>
<td>Student is not responding to my repeated attempts at outreach; therefore, I’m requesting the student’s college student success team, or advising office, contact the student.</td>
<td>College Advising</td>
</tr>
</tbody>
</table>

**FAQs on How to Use Faculty Feedback**

1. **How is the communication about my feedback delivered to appropriate services?**
   There are automated processes that look for the feedback submitted through a day by faculty members. The process informs the Academic Success Center, and/or College Advisors based on the issues that faculty selects in their feedback.

2. **Does the student get any notification about the feedback I submitted?**
   Yes, student will receive a customized email that looks like it came from you. We include custom text that describes your concern based on the issues selected. See the Sample Communication to Student section of this document.

3. **Will get any notification about the feedback I submitted?**
   Yes, you will receive an email once a day that summarizes the feedback you submitted, names of students, course information, and the offices that receive your feedback.

4. **What is the Faculty Feedback Status column for?**
This column is currently not used at OSU. Faculty Feedback has an ability to mark certain students as mandatory for feedback. Currently all students are marked as optional. We apologize for the inconvenience and confusion this column may cause.

5. **How do I contact the Student Care Team about a student of concern?**
   Please contact the Student Care Team by filling out this [link](#) or calling them at 541-737-8748.