SUPPORTING STUDENTS' EVALUATION OF TEACHING BY A WEB-BASED SURVEY TOOL

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Abstract

Internal evaluation of quality at higher education institutions is a periodically repeating process which implies collection and analysis of a significant amount of data. The results of evaluations should be saved in order to enable their comparison and analysis in subsequent evaluations. The comparison of evaluation results over time could identify if any progress has been made between the evaluations. Manual data collection and analysis is time-consuming, inefficient and uses valuable material and human resources. In order to improve efficiency and automate some elements of the evaluation process, it could be helpful to employ available information and communication technologies (ICT). Students' evaluation of teaching, as an inevitable part of the internal evaluation at higher education institutions, is one of the processes that could be automated using ICT. Students' attitudes regarding the various aspects of the teaching process are very important due to the fact that the students are actually in the focus of that process. Collecting of students' feedback can be performed by using different survey methodologies and instruments. Following the development of technology, many higher education institutions moved to using web-based surveys because of many advantages they have when compared to traditional paper-based surveys. This paper presents the methodology and the instrument – the web-based survey tool that is used as a software support to students' evaluation of teaching at the University of East Sarajevo. The key features and advantages of using the instrument are presented, as well as some results and practical experiences in using the instrument over the time period of four academic years. Beside using the web-survey tool as an instrument for collecting students' attitudes towards the teaching quality, it was also used to collect students' attitudes regarding the student evaluation process and the survey instrument itself. Results of this research show significant technical improvements and savings in the students' evaluation process, good response rates, mainly positive attitudes of students and teaching staff, and also a positive influence on the overall teaching quality.

Keywords: *higher education, teaching quality, student evaluation, web-based survey*

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