CLE Analysis
Are Responses More Negative[1]

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February 21, 2022

THE UNIVERSITY OF TENNESSEE CHATTANOOGA

Introduction

Population Description

This analysis examined course learning evaluation (CLE) responses from Fall 2018 through Fall 2021 to determine if students responded with lower scores for Fall 2021. Ten Likert-scale questions were selected across four sections: Course Learning Outcomes (4), Student Contributions to Learning (1), Course Content and Delivery (2), and Course Instruction (3). Each question has response options on a seven-point scale ranging from 1-Strongly Disagree to 7-Strongly Agree. Mean scores for each section and question were compared between semesters.

Each question has over 15,000 recorded responses. Null scores or scores that could not be linked to one of the ten questions were excluded. The lowest number of responses were for the Student Contributions to Learning and Course Content and Delivery sections.

Response Count per Question by Scheduling Type

CLE Topic & Question	Fall 2018	Spring 2019	Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021
On-Ground Courses							
Course Learning Outcomes							
[Confident]	24,135						
[Content]	24,134	19,426	22,065	13,494	1,512	3,537	14,195
[Structure]	24,131						
[Achieve]	24,132						
Student Contributions to Learning							
[Assigned]	13,757	19,426	22,065	13,494	1,509	3,538	14,195
Course Content and Delivery							
[Encourages]	13,546	19,426	22,065	13,494	1,512	3,537	14,195
[Delivery]							
Course Instruction							
[Assist]	23,612	19,271	21,802	13,360		3,509	14,071
[Feedback]	23,529	19,260	21,792	13,352	1,496	3,504	14,068
[Response]	23,485	19,227	21,748	13,322		3,498	14,034
Online and Hybrid Courses							
Course Learning Outcomes							
[Confident]	4,226				16,482		
[Content]	4,224	4,218	4,706	3,948		14,210	6,044
[Structure]	4,225				16,485		
[Achieve]	4,226						
Student Contributions to Learning							
[Assigned]	1,900	4,218	4,706	3,948	16,355	14,210	6,044
Course Content and Delivery							
[Encourages]	1,886	4,218	4,706	3,948	16,482	14,210	6,044
[Delivery]					16,357		
Course Instruction							
[Assist]	4,142	4,179	4,663	3,913	16,343	14,105	5,996
[Feedback]	4,130	4,179	4,660	3,911	16,340	14,096	5,994
[Response]	4,118	4,173	4,651	3,910	16,311	14,076	5,985

Analysis

University-wide, scores across the four topics decreased after Fall 2018. Overall mean scores for all questions are slightly above 6-Agree. Fall 2020 held the lowest overall scores in all sections except for Student Contributions to Learning, followed by Fall 2019 and Fall 2021. Courses taught in Spring semesters are generally rated more positively in comparison. When scheduling type is considered, Fall 2021 has the lowest average scores across all questions for online courses. It has the third-lowest scores for on-ground courses behind Spring and Fall 2019. The lowest response scores for Fall 2021 were for active course engagement [Delivery] and receiving constructive feedback from the instructor [Feedback].

Mean CLE Scores for UTC by Section and Schedule Type

CLE Topic & Question	Fall 2018	Spring 2019	Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021
On-Ground Courses							
Course Learning Outcomes	*6.49*	*6.36*	*6.34*	*6.44*	*6.50*	*6.51*	*6.38*
[Confident]	6.62	6.52	6.50	6.57	6.62	6.65	6.55
[Content]	6.58	6.48	6.45	6.54	6.59	6.60	6.51
[Structure]	6.39	6.22	6.19	6.31	6.36	6.39	6.23
[Achieve]	6.40	6.22	6.20	6.32	6.42	6.42	6.23
Student Contributions to Learning							
[Assigned]	6.44	6.31	6.34	6.44	6.45	6.44	6.41
Course Content & Delivery	*6.52*	*6.21*	*6.16*	*6.32*	*6.41*	*6.38*	*6.24*
[Encourages]	6.55	6.32	6.28	6.41	6.48	6.46	6.36
[Delivery]	6.49	6.09	6.04	6.23	6.34	6.29	6.12
Course Instruction	*6.24*	*6.29*	*6.27*	*6.38*	*6.51*	*6.46*	*6.30*
[Assist]	6.37	6.41	6.39	6.49	6.61	6.53	6.42
[Feedback]	6.08	6.14	6.11	6.24	6.39	6.34	6.14
[Response]	6.27	6.30	6.29	6.41	6.52	6.53	6.33
Online and Hybrid Courses							
Course Learning Outcomes	*6.49*	*6.41*	*6.32*	*6.43*	*6.32*	*6.34*	*6.24*
[Confident]	6.63	6.56	6.47	6.55	6.50	6.51	6.42
[Content]	6.58	6.50	6.42	6.51	6.45	6.47	6.37
[Structure]	6.36	6.28	6.18	6.31	6.14	6.17	6.06
[Achieve]	6.38	6.31	6.20	6.34	6.17	6.20	6.10
Student Contributions to Learning							
[Assigned]	6.48	6.43	6.38	6.49	6.40	6.39	6.36
Course Content & Delivery	*6.50*	*6.21*	*6.11*	*6.24*	*6.11*	*6.15*	*5.99*
[Encourages]	6.55	6.31	6.23	6.34	6.29	6.33	6.18
[Delivery]	6.46	6.11	5.99	6.15	5.93	5.97	5.81
Course Instruction	*6.19*	*6.21*	*6.09*	*6.26*	*6.17*	*6.22*	*6.01*
[Assist]	6.27	6.28	6.16	6.34	6.27	6.32	6.10
[Feedback]	6.07	6.10	5.96	6.13	6.01	6.06	5.85
[Response]	6.22	6.25	6.16	6.32	6.22	6.27	6.08

Analysis

At the college level, Arts and Sciences (CAS) and Health, Education, and Professional Studies (CHEPS) have noticeable trends in scores between semesters. CAS had the lowest scores in Fall 2021 than in the previous six semesters. The difference is especially noticeable for online courses. CHEPS received a higher mean score for Fall 2021 with averages equaling Fall 2018 and Spring semesters. The most positive scores were for Course Learning Outcomes, specifically recognizing and addressing them within the course ([Confident], [Content]).

Mean CLE Scores by Section and College: On-Ground Instruction

CLE Topic and Question	Fall 2018	Spring 2019	Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021
Course Learning Outcomes							
College of Arts & Sciences	6.49	6.35	6.34	6.41	6.51	6.44	6.37
College of Engineering & Computer Science	6.45	6.23	6.10	6.26	6.35	6.52	6.17
College of Health, Education & Professional Studies	6.49	6.48	6.39	6.54	6.51	6.64	6.52
Rollins College of Business	6.54	6.35	6.38	6.47	6.60	6.55	6.36
Honors College	6.49	6.47	6.42	6.54	5.73	6.04	6.42
Student Contributions to Learning							
College of Arts & Sciences	6.41	6.29	6.31	6.42	6.46	6.35	6.37
College of Engineering & Computer Science	6.41	6.30	6.31	6.36	6.60	6.65	6.29
College of Health, Education & Professional Studies	6.49	6.34	6.37	6.52	6.39	6.59	6.54
Rollins College of Business	6.52	6.37	6.43	6.43	6.54	6.45	6.45
Honors College	6.36	6.28	6.42	6.53	6.42	6.04	6.45
Course Content and Delivery							
College of Arts & Sciences	6.50	6.17	6.14	6.27	6.44	6.24	6.22
College of Engineering & Computer Science	6.57	6.13	6.02	6.19	6.37	6.49	6.07
College of Health, Education & Professional Studies	6.58	6.37	6.25	6.46	6.37	6.60	6.40
Rollins College of Business	6.54	6.18	6.20	6.35	6.56	6.40	6.22
Honors College	6.37	6.45	6.33	6.59	6.17	5.92	6.07
Course Instruction							
College of Arts & Sciences	6.19	6.24	6.23	6.33	6.57	6.36	6.24
College of Engineering & Computer Science	6.13	6.17	6.06	6.23	6.27	6.16	6.11
College of Health, Education & Professional Studies	6.45	6.47	6.41	6.54	6.49	6.63	6.51
Rollins College of Business	6.26	6.28	6.35	6.43	6.62	6.52	6.32
Honors College	6.41	6.54	6.55	6.52	6.14	6.27	6.51

Analysis Continued

Apart from the College of Arts and Sciences, Fall 2021 responses were generally more positive than the prior two fall terms, but noticeably less than Spring 2021. However, online courses for Fall 2021 were rated more negatively than in previous terms and on-ground courses were rated more negatively than the last three terms. The largest differences in response scores are all under Course Instruction. The difference between semesters for on-ground courses may likely be from the significant change in population size. Most courses in Fall 2020 and Spring 2021 (i.e., 70-80%) were taught remotely, whereas online instruction accounted for approximately one-quarter of all classes for all other semesters. For online courses, the drop in response scores requires further investigation to determine a cause.

Mean CLE Scores by Section and College: Internet and Hybrid Instruction

CLE Topic and Question	Fall 2018	Spring 2019	Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021
Course Learning Outcomes							
College of Arts & Sciences	6.50	6.38	6.28	6.37	6.33	6.31	6.10
College of Engineering & Computer Science	6.45	6.29	5.94	6.09	6.07	6.16	6.02
College of Health, Education & Professional Studies	6.48	6.47	6.43	6.54	6.44	6.48	6.53
Rollins College of Business	6.52	6.41	6.38	6.41	6.24	6.33	6.31
Honors College	-	-	-	-	6.52	6.72	-
Student Contributions to Learning							
College of Arts & Sciences	6.45	6.38	6.33	6.41	6.39	6.34	6.26
College of Engineering & Computer Science	6.49	6.36	6.18	6.34	6.24	6.33	6.31
College of Health, Education & Professional Studies	6.50	6.47	6.46	6.56	6.50	6.52	6.53
Rollins College of Business	6.44	6.48	6.44	6.54	6.39	6.40	6.47
Honors College	-	-	-	-	6.38	6.24	-
Course Content and Delivery							
College of Arts & Sciences	6.44	6.20	6.09	6.17	6.10	6.11	5.86
College of Engineering & Computer Science	6.42	6.03	5.70	5.84	5.96	6.04	5.74
College of Health, Education & Professional Studies	6.56	6.28	6.22	6.37	6.25	6.29	6.29
Rollins College of Business	6.59	6.16	6.14	6.26	5.99	6.14	6.08
Honors College	-	-	-	-	6.36	6.64	-
Course Instruction							
College of Arts & Sciences	6.14	6.17	6.08	6.21	6.13	6.15	5.87
College of Engineering & Computer Science	5.72	5.95	5.64	5.81	5.99	6.11	5.70
College of Health, Education & Professional Studies	6.42	6.31	6.20	6.39	6.35	6.41	6.37
Rollins College of Business	5.96	6.22	6.16	6.30	6.08	6.22	6.03
Honors College	-	-	-	-	6.60	6.73	-

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