

Central Evaluation Service

This is Anna Klug. As research associate and lecturer at the University of Freiburg, she has various responsibilities in research and teaching and is looking for efficient opportunities to continuously develop her teaching. She is supported in this by the Central Evaluation Service (Zentraler Evaluationsservice) or ZES for short. The ZES coordinates course evaluations at the University of Freiburg. These evaluations provide instructors, like Anna, with student feedback on their courses.

At the beginning of each semester, the study commissions of the faculties determine which courses are to be evaluated and when. This is how one of Anna's courses was selected.

Anna's faculty evaluation coordinator is the first point of contact for any questions. The evaluation coordinators act as a link between the faculties or teaching units and the ZES. They provide the ZES with the information needed to conduct the course evaluations. Anna can find out who the evaluation coordinator for her faculty is on the ZES homepage.

At the beginning of the semester, the time frame for the evaluation is submitted to the ZES. Anna is then automatically notified when the evaluation starts. The students in Anna's course also automatically receive a personalised link to the questionnaire from the ZES.

The online questionnaire includes questions on learning success and acquisition of skills, general teaching abilities, general conditions, student contributions, workload, and overall assessment of the course. When opening the questionnaire, students can choose whether they want to complete it in German or English.

For data protection reasons, the ZES requires that at least five questionnaires be returned in order for a course evaluation to take place. If fewer than five questionnaires are returned, the evaluation is immediately deleted. In order to obtain the most meaningful feedback possible, Anna schedules time during one of her course sessions for her students to complete the questionnaire. The questionnaires can also be completed on a smartphone. If students can no longer find the link to the questionnaire in their email inbox, Anna can let them know that ongoing evaluations can be found on their personal ILIAS homepage.

Once the evaluation period has concluded, Anna receives an email from the ZES with the results for her course. In one of the last sessions, Anna then takes the time to start a dialogue with her students about the quality of the course.

The dean of studies is also given access to the evaluation results for Anna's course. In addition, the dean of studies receives an aggregated average report of all course evaluations in the faculty or teaching unit where at least five questionnaires were returned. The study commission is also typically given access to all reports.

At the end of the semester, Anna is pleased to have gained new ideas for her future courses thanks to the student feedback. She can also receive advice and support from the University of Freiburg's Department of Higher Education Didactics and Digital Learning and Teaching Development regarding constructive responses to feedback, alternative evaluation options and the further development of courses.

Further information can be found on the website of the Central Evaluation Service of the University of Freiburg: ufr.link/zes

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