

**UNIVERSIDAD  
DE LAS  
AMÉRICAS**

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**Ciudad de México**



## **Faculty Evaluation Manual**

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Universidad de las Américas, A.C. – Institutional Regulations

## CHAPTER I PHILOSOPHY

The *Universidad de las Américas, A.C.* considers teaching excellence as one of its fundamental purposes which, due to its relevance, is subject to continuous evaluation of several factors that have an influence in the teaching-learning process. Therefore, the faculty performance evaluation is a necessary element to assess its capacity and the impact of its participation in the institution's development and growth.

## CHAPTER II OBJECTIVE

The Purpose of the evaluation is to guarantee continuous and systematic assessment of the University faculty as well as of the environment in which the instruction activities are carried out, thus improving the quality of the teaching-learning services offered by the different Academic Areas of the University. The faculty evaluation results are used for:

1. Summative purposes. That is to retain and stimulate excellency faculty members and supervise the dismissal of low-performance professors.
2. Faculty improvement purposes. That is to foster progressive faculty improvement and updating.

## CHAPTER III FACULTY EVALUATION CRITERIA

The University's faculty members will be evaluated by:

- a) Their students;
- b) Their Director and/or Coordinator;
- c) Their attendance and punctuality.
- d) Their results in the Academic Evaluation of Students Achievement (SEAA in Spanish), only for professors of the *Licenciatura* programs.

Every faculty member may reach a total of 100 points as follows:

### *Licenciatura*

- |  |           |
|--|-----------|
| • Student's Rating   | 40 points |
| • Director and/or Coordinators' Rating                       | 20 points |
| • Attendance and punctuality                                 | 20 points |
| • Results in the Academic Evaluation of Students Achievement | 20 points |



**Graduate**

- Student's Rating: 50 points
- Director and/or Coordinator's Rating: 25 points
- Attendance and punctuality: 25 points

**III.1 STUDENT'S OPINION**

1. In faculty evaluation by the students, only the courses with a minimum of 6 registered students in the 8<sup>th</sup> week of classes will be considered.
2. If the faculty member teaches several courses, the student rating will be the result of the general point average divided by the number of questionnaires answered in all the courses.
3. The instruments used to assess the professor by his/her students are electronic questionnaires that depending on the educational level (*Licenciatura*, Specialization and / or Master's and Doctorate), the type of course (Regular and Practical courses) and the language in which the course is taught (Spanish or English) vary in number of questions, but all serve to express, objectively, the student's opinion about professors' performance.

3.1 The tool used to assess a professor in a regular course at the *Licenciatura* level is an electronic questionnaire which includes 17 general questions regarding the professor and his/her performance and covers the following themes: (see Attachment 1)

- |  |                   |
|--|-------------------|
| I. Pedagogical Abilities               | (questions 1-5)   |
| II. Communication and Group Handling   | (questions 6-9)   |
| III. Learning evaluation               | (questions 10-13) |
| IV. Administrative aspects             | (questions 14-16) |
| V. General Opinion about the Professor | (question 17)     |

Exclusively for courses delivered in English: (see Attachment 2)

- |                                   |                   |
|-----------------------------------|-------------------|
| VI. Courses delivered in English: | (questions 18-19) |
|-----------------------------------|-------------------|

3.2 The tool used to assess a professor at the Graduate level is an electronic questionnaire which includes 11 general questions regarding the professor and his/her performance and covers the following themes: (see Attachment 3)

- |  |                 |
|--|-----------------|
| I. Pedagogical Abilities               | (questions 1-5) |
| II. Communication and Group Handling   | (questions 6-8) |
| III. Learning evaluation               | (questions 9)   |
| IV. Administrative aspects             | (questions 10)  |
| V. General Opinion about the Professor | (question 11)   |



4. The Professor's Evaluation (student's evaluation) and Professor's Opinion questionnaires, are administered in the following periods:

<u>Program</u>	<u>Period</u>	<u>Academic Term</u>
14 weeks term	9th-10th week of classes	Spring-Summer-Fall
By course	Last session of each course	Spring-Summer-Fall
16 weeks term	11th-12th week of classes	Spring-Summer-Fall
	4th-5th week of classes	Summer

### III.2 PROFESOR'S OPINION QUESTIONNAIRE

This questionnaire asks the opinion of the professor (see Attachment 4) regarding: the group of students that take his/her course; academic- administrative support; physical characteristics of the classroom and didactic and bibliographical support material. This questionnaire allows to know the perception of the professor regarding the elements that make his/her work and teaching performance difficult in order to be able to:.

- Make the classroom and physical environment conditions suitable;
- Increase the quantity and quality of the instruction and bibliographic support material;
- Strengthen the academic-administrative support to professors;
- Improve communication with faculty members;
- Adjust the student admission process.

### III.3 DIRECTOR'S/COORDINATOR'S OPINION

- The Academic Directors/Coordinators assess the professors' achievement in each period regardless the number of courses they teach.
- The Academic Directors/Coordinators that teach courses will be evaluated by the *Rector*.
- The instrument of evaluation of professors by the Directors / Coordinators includes an electronic questionnaire of 10 questions that assess the following: The willingness to support their Coordination tasks; attend meetings at the beginning and other meetings convened by the Coordination; registration of themes per session and signature of the record book; preparation and delivery of midterm and final exams; application of midterm and final exams; review and analysis of the results of the midterm and final exams; compliance with institutional regulations to develop educational activities; fulfillment of the syllabus; communication with the Coordination about the development of educational activities assistance and punctuality in the Coordination activities.

The Electronic evaluation questionnaires of professors used by the Directors / Coordinators are registered at the system at the same time as the professors and students. (Attachment 5)



This questionnaire will be available once the total of student's evaluations are registered and processed, except those courses taught by the Director / Coordinator of the area.

### **III.4 ACADMEIC EVALUATION OF STUDENTS ACHIEVEMENT, ONLY LICENCIATURA (SEAA IN SPANISH)**

1. The 20 points considered by the evaluation of the SEAA tends to decrease according to the following criteria:

Not registered the results of the midterm exam	10 points
Not registered the results of the final exam	10 points
Themes to reinforce according with the final exam results:	3 points
Group general average lower than 7 according to the final exam results:	3 points

1.1 The registration of the themes to reinforce and the general group average will be conducted by the Direction of Planning and Evaluation, which includes the results obtained to the professors evaluation process.

1.2 In case a professor teaches courses in two different academic areas he/she receives an independent evaluation per area.

### **III.5 ATTENDANCE EVALUATION**

1. The professor's attendance will be assessed through the accomplishment of the classes' schedule (attendance and punctuality). The register will be done by the Direction of Finance and Personnel.

#### *Licenciatura*

The 20 points considered by attendance tends to decrease according to the following criteria:

Unjustified absences without recovering the lost class hours:	3 points per class session
Justified absences recovering lost class hours:	0.5 points per class session



Graduate:

The 25 points considered by attendance tends to decrease according to the following criteria:

Unjustified absences without recovering the lost class hours:	4 points per class session
Justified absences recovering lost class hours:	1 point y class session

2. In case that a professor teaches two or more courses and falls into absences in any of them, the final score will be averaged according to the number of courses in the same Academic Area.
3. The Direction of Finance and Personnel will deliver the results to the Direction of Planning and Evaluation which includes the results obtained to the professors evaluation process.

### **III.6 GENERAL CRITERIA**

1. In the case of teachers who teach at more than one Academic Area, and are distinguished in two or more of them they will be selected by the area in which they obtained their best score.
2. The Division, Department or Coordination's Technical Councils will analyze the case of those professors obtaining scores under the area's general average and will decide whether or not their contract will be renewed according to the following:

a) Students final grades	(Office of the Registrar)
b) Professor's attendance	(Direction of Finance and Personnel)
c) Course evaluation report	(Direction of Planning and Evaluation)
e) Professor's evaluation by the Director and/or Coordinator	(Attachment. 5)

## **CHAPTER IV QUESTIONNAIRES**

To achieve the purposes of professors evaluation, electronic questionnaires and capture screen are used, which will be available through Internet browsers.



## CHAPTER V REPORTS

The information, once processed, is delivered to the following areas of the University to be analyzed and allow to take decisions:

- a) *Rectoría*: Institutional evaluation summary.
- b) Academic Divisions, Departments and Coordinations: Area/professor evaluation summary.
- c) Academic Coordinations: Individual professor evaluation report to be analyzed, commented and delivered to every faculty member.

The Information Technology Coordination provides the means to secure access to professor's evaluation system.

### Type of Reports

1. **Evaluation progress.** Academic Directors / Coordinators can check the progress in the professor's evaluation process.
2. **Report by professor/course/Coordination.** Academic Coordinations will receive the results of the students' opinion for every one of the results will courses delivered by their professors. These must be analyzed and handed out to professors after final grades have been registered. This report will feed-back professors and help Coordinators to objectively assign professors to courses.
3. **Report by professor/courses delivered in English/Coordination.** Academic Coordinations will receive the results of students' opinion for every course delivered in English. These allow Coordinators to assign professors to these courses with objective information.
4. **Report by Coordination.** This report integrates the grading from students' opinion and the Coordinator's opinion and the evaluation of the results of the Academic Evaluation of Students Achievement and the attendance record in order to obtain the total number of points reached by every faculty member. This report will present in descending order the final number of points obtained by the faculty members by Academic Coordination.
5. **Professor's Opinion Report/Coordination.** This report includes the results of professor's opinion by Academic Coordination. Additionally, professor's critical observations are considered as basic information for general improvement.

## CHAPTER VI





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## Faculty Evaluation Manual

### DISTINCTION AND CONTRACT TERMINATION POLICIES

Since 1995, the University grants diplomas and economic awards to the best faculty members of its Academic Areas. Otherwise, professors with low performance in the evaluation process are advised to attend courses or training workshops offered by the institution. In the case of professors who reoffend in underperforming, the University considers the right not to renew the contract.

#### **a) Distinction Policies**

The professors who obtain the highest scores will be awarded with a double economic incentive and a diploma in recognition of their excellent performance. The Distinction Policy includes those courses in which professors are assessed by a minimum of six students; in order to obtain greater reliability in the process.



**Professors' evaluation form by the students**

1.- Delivered to students the course's program and objectives on the first day of classes

☒ Yes ☐ No ☒ Don't Know

2.- Was clear to teach the class

☐ Always ☒ Often ☐ Sometimes ☐ Seldom ☐ Never ☐ Don't Know

3.- Clarified students' doubts:

☒ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☒ Don't Know

4.- Used examples to illustrate course's contents

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

5.- Had a relationship between course's objectives and themes reviewed at class

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

6.- Fostered students' participation in class

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

7.- Maintained the group's attention

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

8.- Helped students outside the class

☐ Always ☐ Often ☐ Sometimes ☐ Seldom ☐ Never ☐ Don't Know

9.- Was respectful and cordial with the students

☐ Always ☐ Often ☐ Sometimes ☐ Seldom ☐ Never ☐ Don't Know

10.- Defined at the beginning of the course the criteria to evaluate students' performance:

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

11.- Graded in an objective and fair way

☐ Yes ☐ No ☐ Don't Know

12.- Delivered timely evaluation's results to students

☐ Yes ☐ No ☐ Don't Know

13.- Fed back students commenting on exams results and works

Always Frequently Sometimes Seldom Never Don't Know

☐ Always
 ☐ Often
 ☐ Sometimes
 ☐ Seldom
 ☐ Never
 ☐ Don't Know

Very good Good Fair Poor Very Poor Don't Know

Very good Good Fair Poor Very Poor Don't Know

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**Professors' evaluation form by the students for courses delivered in English.**

1.- Delivered to students the course's program and objectives on the first day of classes

☐ Yes ☐ No ☐ Don't Know

2.- Was clear to teach the class

☐ Always ☐ Often ☐ Sometimes ☐ Seldom ☐ Never ☐ Don't Know

3.- Clarified students' doubts:

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

4.- Used examples to illustrate course's contents

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

5.- Had a relationship between course's objectives and themes reviewed at class

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

6.- Fostered students' participation in class

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

7.- Maintained the group's attention

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

8.- Helped students outside the class

☐ Always ☐ Often ☐ Sometimes ☐ Seldom ☐ Never ☐ Don't Know

9.- Was respectful and cordial with the students

☐ Always ☐ Often ☐ Sometimes ☐ Seldom ☐ Never ☐ Don't Know

10.- Defined at the beginning of the course the criteria to evaluate students' performance:

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

11.- Graded in an objective and fair way

☐ Yes ☐ No ☐ Don't Know

12.- Delivered timely evaluation's results to students

☐ Yes ☐ No ☐ Don't Know

13.- Fed back students commenting on exams results and works

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

:

**Professors' evaluation form by the students. Graduate Programs**

1.- **Delivered to students the course's program and objectives on the first day of classes**

☐ Yes ☐ No ☐ Don't Know

2.- **Was clear to teach the class**

☐ Always ☐ Often ☐ Sometimes ☐ Seldom ☐ Never ☐ Don't Know

3.- **Clarified students' doubts:**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

4.- **Used examples to illustrate course's contents**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

5.- **Had a relationship between course's objectives and themes reviewed at class**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

6.- **Fostered students' participation in class**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

7.- **Maintained the group's attention**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

8.- **Was respectful and cordial with the students**

☐ Always ☐ Often ☐ Sometimes ☐ Seldom ☐ Never ☐ Don't Know

9.- **Defined at the beginning of the course the criteria to evaluate students' performance:**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

10.- **Organized his (her) class**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

11.- **The Professor generally is:**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

**COMMENTS:**

Would you like to say something about the professor that this not referred to in the questions?



:

**Evaluation form of the professors' opinion**

Dear professor: Your opinion regarding the performance of your students and the University's environment is a very important aspect in the academic evaluation process. Please answer carefully the following survey:

**THE GROUP OF STUDENTS THAT TAKE MY COURSE:****1.- General performance**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

**2. Homogeneity level regarding previous knowledge required for this course**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

**3.- Was punctual**

☐ Always ☐ Often ☐ Sometimes ☐ Seldom ☐ Never ☐ Don't Know

**4.- General attitude**

☐ Always ☐ Often ☐ Sometimes ☐ Seldom ☐ Never ☒ Don't Know

**ACADEMIC-ADMINISTRATIVE SUPPORT****5.- Coordination's support for course development:**

☒ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

**6.- Communication usually established by the Coordination**

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor

**7.- The Coordination notified timely course assignment in order to allow proper preparation:**

☐ Yes ☐ No

**PHYSICAL CHARACTERISTICS OF THE CLASSROOM****8.- Relationship between room capacity and number of students registered**

☐ Good ☐ Fair ☐ Poor

**9.- Illumination**

☐ Good ☐ Fair ☐ Poor

**10.- Acoustic**

☐ Good ☐ Fair ☐ Poor



**11.- Ventilation**

☐ Good ☐ Fair ☐ Poor

**12.- Neatness**

☐ Good ☐ Fair ☐ Poor

**DIDACTIC AND BIBLIOGRAPHICAL SUPPORT MATERIAL**

**13.- Conditions of blackboard**

☐ Good ☐ Fair ☐ Poor

**14.- Quality of marking pens**

☐ Good ☐ Fair ☐ Poor

**15.- Quantity of available audiovisual material and equipment for the course**

☐ Sufficient ☐ Fairly sufficient ☐ Insufficient



**16.- Quality of audiovisual material and equipment**

☐ Good ☐ Fair ☐ Poor

**17.- Bibliographic material for the course available at the Library**

☐ Adequate ☐ Fairly adequate ☐ Inadequate

**OBSERVATIONS:**

**Professors' Evaluation Form by the Director/Coordinator**

**1.- Support to Coordination activities**

☐ Always ☒ Often ☐ Sometimes ☐ Seldom ☐ Never

**2.- Compliance with institutional regulations to develop teaching activities**

☒ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor

**3.- Communication with Academic Coordination regarding the development of teaching activities for his (her) course(s)**

☒ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor

**4.- Attended meetings of the start of the course and other meetings convened by the Coordination**

☐ Always ☒ Often ☐ Sometimes ☐ Seldom ☐ Never

**5.- Registry of topics by session and signing of the binnacle**

☐ Always ☒ Often ☐ Sometimes ☐ Seldom ☐ Never

**6.- Relationship between course delivery and syllabus elements**

☐ Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor

**7.- Elaboration of mid-term and final exams or other evaluation instruments**

☐ Excellent ☒ Very Good ☐ Good ☐ Fair ☐ Poor

**8.- Application of mid-term and final exams or other evaluation instruments**

☐ Excellent ☒ Very Good ☐ Good ☐ Fair ☐ Poor

**9.- Mid-term and final exams results analysis of his (her) designated areas**

☐ Excellent ☒ Very Good ☐ Good ☐ Fair ☐ Poor

**10.- Compliance of the schedules and punctuality in the activities agreed with the Coordination**

☐ Excellent ☒ Very Good ☐ Good ☐ Fair ☐ Poor

