

Quick Reference Guide: Student and Staff Feedback

Introduction

Beginning in the 2014–2015 school year, districts will start collecting feedback from students and staff for use in educator evaluation. Student feedback will be a source of evidence in all educators' evaluations, and staff feedback will inform administrators' evaluations. Many districts, schools and educators already use feedback to inform educator practice. Districts and schools across the Commonwealth, for example, use surveys to improve school climate and safety, and educators frequently collect student feedback on lessons, assignments, and classroom routines to reflect on and improve their own practices.

The inclusion of student and staff feedback as a source of evidence in educator evaluation is an exciting opportunity for all districts to solicit and apply feedback from students and educators throughout the district to the improvement of educator practice. Students—those with the most to gain from improved teacher practice—will have the opportunity to provide information to their teachers that will lead to meaningful adjustments in the classroom. Similarly, staff will be able to reflect on the practices of their administrators and highlight areas of strength and opportunities for improvement.

Recent research has shown that student perception data, when combined with observations and multiple measures of student achievement, can result in judgments of educator practice that are more valid and reliable than evaluations based on just one or two types of evidence. By including student and staff feedback in educator evaluation, Massachusetts districts will be able to provide the most comprehensive, clear, and descriptive picture of an educator's effectiveness.

Implementation Timeline

Beginning in the 2014–2015 school year, all districts are required to:

- Incorporate student feedback as a source of evidence related to one or more of the [Standards of Effective Teaching Practice](#) or [Standards of Effective Administrative Leadership Practice](#) used in determining each educator's Summative Performance Rating
- Incorporate staff feedback as a source of evidence related to one or more of the [Standards of Effective Administrative Leadership Practice](#) used in determining each administrator's Summative Performance Rating

ESE Support & Engagement

In July 2014, ESE will release model surveys for students and staff that will be closely aligned to the [Standards and Indicators of Effective Teaching](#) and [Effective Administrative Leadership Practice](#). Districts can adopt or adapt these surveys, and/or choose to use other feedback instruments. ESE will also release guidance on incorporating feedback into Summative Performance Ratings, as well as model contract language to support collective bargaining. To develop the model surveys and guidance, ESE is engaging educators at all levels, conducting two survey administration pilots in nine MA districts, and consulting with national experts. ESE is also partnering with a vendor to develop an online survey platform which will be

To offer suggestions, pose questions, or receive updates on ESE's implementation efforts, please email EducatorEvaluation@doe.mass.edu.

Educator Evaluation Regulations

[603 CMR 35.07](#). Evidence used in educator evaluation shall include:

- Student feedback collected by the district starting in 2013–14*
- Staff feedback (with respect to administrators) collected by the district, starting in 2013–14*

*[603 CMR 35.11\(10\)](#). On December 19, 2013, the regulations were amended to authorize the Commissioner to establish new schedules for implementing regulatory requirements for good cause. The Commissioner has postponed the incorporation of student and staff feedback into the educator evaluation system for one year to the 2014–15 school year.

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used to facilitate the survey administration pilots and will potentially be available for use by all districts in 2014–15.

To receive updates on this project and learn about opportunities to provide input, subscribe to our monthly Educator Evaluation e-Newsletter: <http://www.doe.mass.edu/eval/communications/newsletter/>.

FAQ's

1. How has ESE engaged stakeholders in the development of the model instruments and guidance documents?

ESE has consulted with a diverse group of stakeholders in the development of the model instruments and guidance documents. Notably, teams of educators, including PreK-12 teachers, school administrators, and district leaders were convened in Fall 2013 and Winter 2014 to review and provide feedback on pilot survey items.

2. How does feedback get incorporated into an educator's evaluation?

There is no weight or value associated with feedback in an educator's evaluation. Districts have the flexibility to determine how student and staff feedback informs the Summative Performance Rating. Based on recommendations from stakeholders and research partners, ESE is recommending student and staff feedback be used to inform an educator's self-assessment, shape their goal-setting process, and/or demonstrate changes in practice over time.

3. Will districts be required to adopt ESE's model survey instruments?

No, districts are not required to adopt the model surveys. ESE recognizes that many districts may already have a history of administering student and staff surveys, or may have other feedback instruments they prefer. The model surveys will be an available resource, not a requirement.

4. Are surveys the only method of collective feedback that ESE recommends?

No. While surveys are a widely used method of collecting student and staff feedback, districts are free to choose alternative vehicles for collecting feedback. Districts may conclude that surveys are appropriate for some educator roles, but not all. For example, ESE's model student survey is designed to collect feedback about a student's primary classroom teacher and the model staff survey is designed to collect feedback about a school principal. If districts choose to use these resources, they will have to adapt or supplement them with other tools in order to collect feedback for other educator roles.

Learn More About Student & Staff Feedback:

Student perception surveys can be a helpful tool for improving professional practice.

- [Measures of Effective Teaching: Final Research Report](#)
- [Student Perceptions and the MET Project](#)
- [Policy & Practice Brief: Asking Students About Teaching](#)
- [Policy & Practice Brief: Gathering Feedback for Teaching](#)
- [Student Voices: What Makes a Great Teacher?](#)

Staff effectiveness and school climate are also key factors in promoting student achievement.

- [Policy Brief: Exploring the School Climate-Student Achievement Link](#)
- [School Climate Brief: Center for Social and Emotional Education](#)
- [Multiple Measures of Teacher Effectiveness in Hillsborough County Public Schools: The Role of Principals](#)

Visit the "Student & Staff Feedback" page on the ESE Educator Evaluation website:

<http://www.doe.mass.edu/eval/>