



REPORT OF THE 2023 SEI WORKING GROUP

November 2025 Okanagan Senate

Presented by:

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BACKGROUND INFORMATION: 5 THEMES FROM THE 2020 SENATE REPORT



1. Student feedback and engagement
2. University Module Items (UMI)
3. **Data and Reporting**
4. **Dealing with Bias - Further data collection and analyses, including reviewing for bias**
5. Broader Issues - Considering an integrative approach to evaluation of teaching, including updated Senate policy

<https://seoi.ubc.ca/upcoming-changes/senate-recommendations/>

STUDY APPROACH



Multi-phase, university-wide working group study:

- 24 in-depth faculty interviews
- Review of relevant UBC policies and provincial legislation
- Environmental scan (Canada + internationally)
- Assessment of three AI text analytics tools
- Quantitative analysis: 280,000+ SEI responses (2021-2023)



INSTRUCTOR PERSPECTIVES

- Value SEI feedback for reflection and improvement
- Concerns: harmful, vague, or discriminatory comments
- Mental toll of reading unmoderated feedback
- Unclear role of SEI in promotion and tenure decisions
- Need clearer guidance on interpretation and use



COMMENT REMOVAL / FLAGGING - CURRENT STATE AT UBC

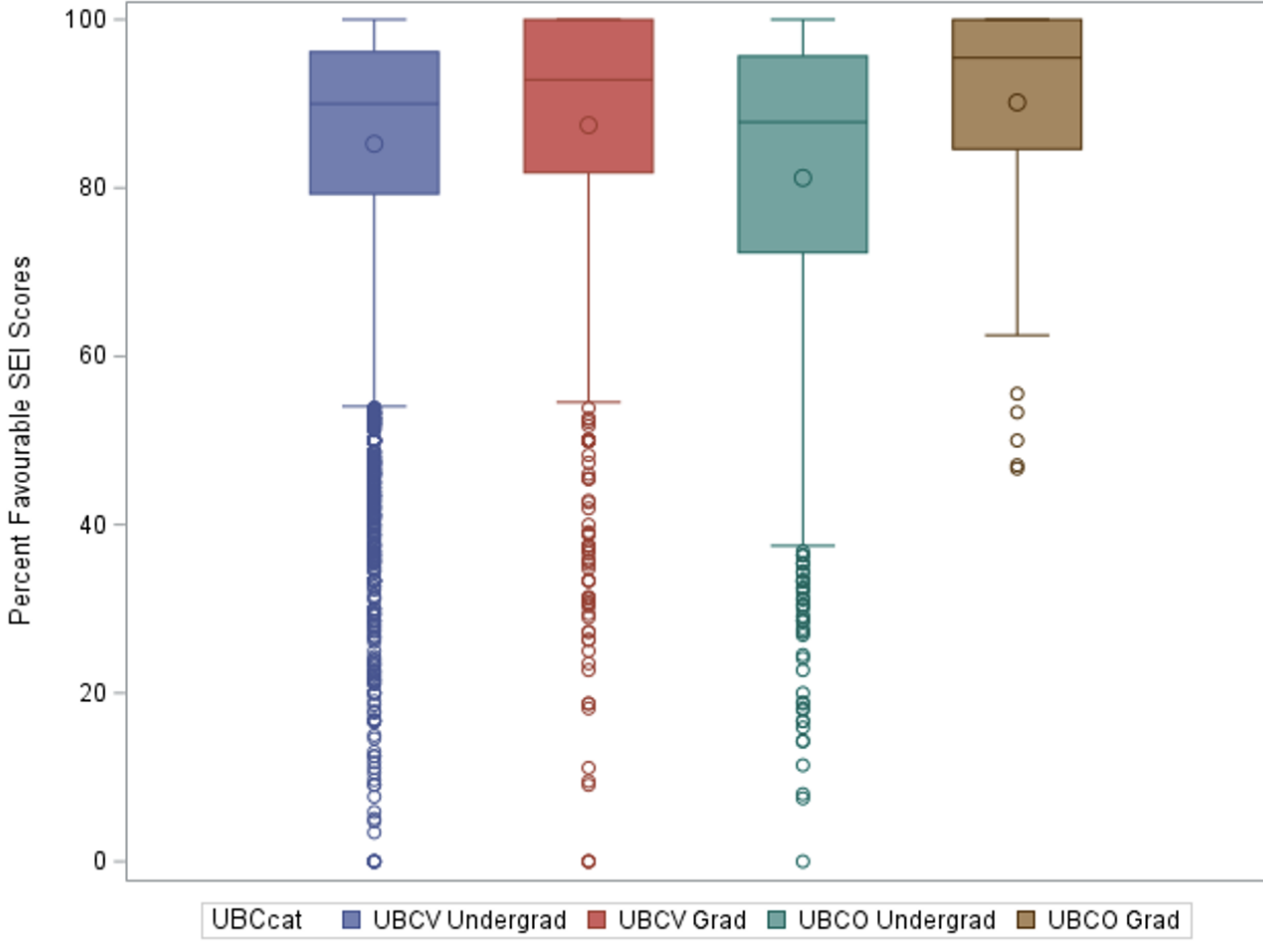
- No centralized system to review SEI comments
- 250,000+ comments per year on three open-text questions
- Very few comments removed annually
- Reliance on instructors to flag issues
- Decentralized approach = inconsistent + limited accountability



PROPOSED GUIDELINES FOR ADDRESSING COMMENTS

- **Two Flagging Pathways:**
 - Proactive automated text analytics flags harmful/discriminatory/safety-related content (instructors opt-in)
 - Reactive Instructor-flagging remains available
- **Create Standard Review Criteria:** harassment, discrimination, threats, self-harm, personal attacks, formal allegations
- **Rapid Response:** Early Assist for safety risks
- **Oversight:** Standing Review Committee (Teaching & Learning VPs, PAIR, EOI, Ombudsperson, Faculty Dean) makes the final decision and action
- **Appeals:** Instructor, Dean or Student may appeal the decision back to the Review Committee

QUANTITATIVE FINDINGS





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- SEI scores were **high**; 75%+ of participants responded positively to all six UMIs
- **Class size** had the most pronounced effect, with smaller class sizes associated with higher mean percent favourable SEI scores
- **Higher course level** (e.g., 400-level) and **greater proportion of international students** in a class were associated with higher SEI scores.
- **Teaching-focused faculty** consistently received more favourable responses.
- Undergraduate courses: **racialized instructors** received slightly lower average SEI scores, but these **differences were small** and results are **inconsistent and context-dependent** (in some disciplines and courses, racialized instructors were rated higher).



RECOMMENDATIONS 1 & 2

1. Standardized SEI Comment Review

- Clear, fair, institution-wide process
- Aligned with UBC's Discrimination Policy (SC7) and Respectful Statement
- Transparent, accessible protocol for instructors

2. Invest in Text Analytics Platform

- AI-supported, scalable comment review
- Flags harmful content for human review
- Supports trend analysis at all levels (dept, faculty, UBC-wide)



RECOMMENDATIONS 3 & 4

3. Expand Instructor Training and Support

- Peer mentoring networks
- Training on integrating qualitative + quantitative feedback
- Targeted support for postdoctoral instructors

4. Improve Student Preparation

- Resources for respectful, constructive feedback
- Learning modules + co-curricular programming
- Partnership with student leadership



RECOMMENDATIONS 5 & 6

5. Promote Context-Sensitive SEI Use

- Interpret results with awareness of course size, level, discipline
- Train reviewers/committees to avoid misuse
- Encourage inclusion of peer review, reflection, mid-course feedback

6. Ongoing SEI Assessment

- Regular review for effectiveness & equity
- Monitor bias + trends
- Ongoing consultation with faculty, staff, students