

A case study of student evaluation of teaching in university.

ABSTRACT

This study aims to determine the factors (course characteristics, lecturer characteristics, and tutorial ratings) that affect student evaluation of teaching in university. A total of 88 undergraduates were selected and self-administered questionnaire was used as a tool for data collection. The study found that most of the respondents have high agreement level towards the evaluation of course characteristics, lecturer's characteristics, and tutorial ratings. Lecturer overall teaching performance ratings were correlated with course characteristics, lecturer characteristics and tutorial rating. Multiple hierarchical analyses found that course's overall performance ratings was mostly explained by course, followed by lecturer's characteristics but not from tutorial ratings. From the point of a student, the improved of the teaching effectiveness based on the evaluation process may ultimately enhance knowledge acquisition and, for the educators, the evaluation did provide information for an individual improvement. Faculty would be benefited where the evaluation might lead to fairer promoting, tenure and pay increase decisions for academic staffs.

Keyword: Course characteristics; Lecturer characteristics; Tutorial; Lecturer overall performance rating.