Evaluation and Feedback:
If It’s Important, Why Not Do It Well?

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Feedback System

Assessment
A process for gathering evidence

Evaluation
A process for assigning value
Effective Feedback

• Shared ownership
• Timeliness
• Opportunity to make improvements
• Trust
Criteria for Effective Team Work

• A shared mission and goals
• Everyone motivated and committed.
• Experience level... and presence of experienced members
• Team size, organization and open atmosphere... and results-driven structure
• Reward structure that fosters ownership & autonomy
• Monitoring of progress and direction... and adjusting when necessary
Criteria for Effective Group Learning

• Individual Accountability
• Positive Interdependence
• Timely Feedback
• A Challenging Task
Takeaways

• Good feedback systems involve both assessment and evaluation
• Assessment = gathering, collating, presenting evidence/data
• Evaluation = assigning value and determining meaning of evidence
• Good evaluation involves triangulation of all available data
• Assessment and evaluation work best when part of a continuous improvement process.
• Timeliness is key to an effective process.
• An effective summative process includes formative processes
• Effective change requires meaningful ownership
• Don’t open the loop unless you are planning to close the loop
• Feedback shouldn’t come as a surprise