

國立中山大學教學意見調查追蹤改善精進教學實施要點

Guidelines on the Implementation of Quality Improvement Based on the Feedback of Teaching Surveys

98.04.15 97學年度第二學期第5次行政會議通過
Approved at the 5th Executive Meeting on April 15th, 2009
98.10.14 98學年度第一學期第4次行政會議修正通過
Amended and approved at the 4th Executive Meeting on October 14th, 2009
99.12.22 99學年度第一學期第8次行政會議修正通過
Amended and approved at the 8th Executive Meeting on December 22nd, 2010
100.12.28 100學年度第一學期第8次行政會議修正通過
Amended and approved at the 8th Executive Meeting on December 28th, 2011
103.01.08 102學年度第一學期第10次行政會議修正通過
Amended and approved at the 10th Executive Meeting on January 8th, 2014
107.06.20 106學年度第二學期第8次行政會議修正通過
Amended and approved at the 8th Executive Meeting on June 20th, 2018
108.05.29 107學年度第二學期第8次行政會議修正通過
Amended and approved at the 8th Executive Meeting on May 29th, 2019
108.12.25 108學年度第一學期第9次行政會議修正通過
Amended and approved at the 9th Executive Meeting on December 25th, 2019
111.05.25 110學年度第二學期第8次行政會議修正通過
Amended and approved at the 8th Executive Meeting on May 25th, 2022

- 一、 為落實教學意見調查持續改善精進教學機制，特訂定「國立中山大學教學意見調查追蹤改善精進教學實施要點」（以下簡稱本要點）。
- I. These guidelines are formulated to implement teaching quality improvement measures based on the feedback of teaching surveys.
- 二、 本要點每學期實施一次，係針對前一學期所開設之課程。
- II. The measures of such quality improvement shall be carried out once per semester for the courses offered in the previous semester.
- 三、 本要點所訂之需改善精進課程需符合下列任一條件：
- III. The improvement measures shall be applied to courses meeting one of the following conditions:
- (一) 教學意見調查滿意度在 4.2 分以下（七分量表）。
- (1) the satisfactory score of the teaching survey is less than four-point-two (4.2) on a seven-point scale, or
- (二) 教學意見調查滿意度在 4.9 分以下（七分量表），且該課程授課教師兩年內每年「畢業生對系所與任課教師滿意度問卷」回收卷數達 10 份以上，其對教師滿意度在 4.9 分以下（七分量表）。
- (2) the satisfactory score is less than four-point-nine (4.9) on a seven-point scale, and the teaching faculty of the course has received four-point-nine (4.9) on a seven-point scale for two consecutive years, with at least ten (10) responses each year, from the *Survey on the Satisfaction of the Graduating Class with the Department/Institute*

and Faculty.

- 四、 需改善精進課程之兼任教師，由教務處提供系所教評會建議不予續聘。
- IV. Information regarding adjunct faculty offering courses requiring improvement measures shall be submitted by the Office of Academic Affairs (OAA) to the relevant department/institute faculty evaluation committees for consideration of non-renewal of employment.
- 五、 需改善精進課程之專任教師、約聘教師與專業技術人員（以下統稱專任教師）所屬學院、西灣學院、半導體及重點科技研究學院及國際金融研究學院（以下統稱學院）；主管應於接獲教務處通知後，邀集該教師系所（教育中心）主管以及本校資深教師等五至七人組成教學精進小組。
- V. The dean of a college, once notified by the OAA that a full-time faculty (including those within the manning quota, contract-employed, and professional lecturers) whose course requires improvement measures, shall organize a teaching improvement team with five to seven members consisting of the chair/director of the faculty's affiliated unit and senior faculty.

教學精進小組得視實際情況，採學生訪談、教師訪談、實際教學觀摩等方式協助教師改善教學。教學精進小組應於當學期提出教學改善精進計畫，並於次一學期結束前提出教學改善精進報告，經學院主管核定後送教務處存查。

The improvement measures may include student interview, dialogue with the faculty, or class observation by the teaching improvement team to help improve the teaching quality. The team shall propose a teaching improvement plan in the current semester and submit an improvement evaluation report with the approval of the college dean by the end of the following semester to the OAA for reference.

教學改善精進計畫應包括以下各項：

The teaching improvement plan shall include the following:

- (一) 教學改善精進項目。
- (1) teaching improvement areas,
- (二) 教學改善精進所需資源評估。
- (2) assessment of required resources,
- (三) 教學改善精進方案。
- (3) concrete action plan, and

(四) 預期改善成效。

(4) expected results.

教學改善精進報告應包括以下各項：

Improvement revaluation report shall include the following:

(一) 教學改善精進紀錄。

(1) records of the progress,

(二) 實際達成之成效。

(2) actual improvement results, and

(三) 整體改善成效評估及建議。

(3) overall assessment and suggestions.

六、 需改善精進課程之專任教師所屬學院、系所（教育中心）得依教學精進小組建議提供以下教學資源，以協助教師提升教學品質。

VI. The affiliated units shall assist the full-time faculty to improve the teaching quality with the following resources and measures, as suggested by the team:

(一) 協調變更授課科目。

(1) coordinating to change the teaching course;

(二) 提供教具與教材資源。

(2) providing teaching materials and resources;

(三) 指派教學領航教師改善其教學。

(3) designating a pilot faculty member to assist in teaching;

(四) 調整教師教學負擔。

(4) adjusting the teaching load;

(五) 提供教學助理協助教學。

(5) assigning a teaching assistant;

(六) 提供教學優良教師課堂教學觀摩機會，輔以微型教學機制以提升教學成效。

(6) providing opportunities of observing classes taught by outstanding faculty and adopting micro teaching to elevate teaching effectiveness;

(七) 進行教學改善精進期間之教學意見調查。

(7) conducting the teaching survey during the period of improvement;

(八) 其他有助改善教學品質之資源。

(8) providing other helpful resources.

七、 需改善精進之專任教師應於一學年內參與教務處承辦之微型教學、共學群教師社群活動、教學觀課或跨領域教師教學知能相關研習/工作坊至少二場。

VII. Full-time faculty whose course requiring improvement measures shall participate in at least two seminars or workshops organized by the OAA within one academic year, including micro teaching, co-learning, teaching observation, and interdisciplinary teaching.

專任教師三學年內再次達需改善精進課程條件者，應由教務長於當學期進行晤談並留存紀錄。

The vice president for Academic Affairs shall conduct a formal talk with the full-time faculty who are on the teaching improvement plan for the second time within three consecutive academic years, and record the meeting for reference.

八、 教師之教學意見調查問卷於親自授課、準時出席授課題項及質性意見在二學年內有二次異常者，教務處應通知教師所屬單位主管進行瞭解及協助教師改善，必要時教務長得進行晤談。異常情形如下：

VIII. If the negativity in the teaching surveys listed below occurred twice within two consecutive academic years, the OAA shall notify the supervisor of the affiliated unit to further investigate and assist the faculty for improvement. When the situation dictates, the vice president of Academic Affairs may have a formal talk with the faculty. The negativity includes the following:

(一) 【有3次未親自授課】及【有4次以上未親自授課】占該題項回收份數之比重達10%以上。(若僅有1份不計)

(1) the items “not teaching in person for three times” and “not teaching in person for four times or more” combined are reflected on more than ten percent (10%) of the responses (Note: the case of only one returned questionnaire shall be considered invalid);

(二) 【經常遲到早退】及【幾乎都遲到早退】占該題項回收份數之比重達10%以上。(若僅有1份不計)

(2) the items “the professor often comes in late or ends class early” and “the professor almost always comes in late or ends class early” combined are reflected on more than 10 percent of the responses (note: the case of only one returned questionnaire shall be considered invalid);

(三) 相關質性意見同一事件異常狀況達3筆意見或整體異常意見筆數達三成以上。

(3) In open questions, at least three (3) students state one negative concern, or thirty percent (30%) of students give negative concerns.

九、 符合本要點第三點需改善精進課程有下列情形之一者，免依第四、五點程序辦理，逕由教務處通知教師說明後副知系所備查：

IX. Courses stated in Article 3 meeting one of the following conditions shall not be subject to the provisions stipulated in Article 4 and 5. The OAA shall directly notify the faculty and make a carbon copy to the affiliated unit.

(一) 教學意見調查回收份數在10份以下，刪除最低分問卷一份後有效問卷為0份或重計算其滿意度達4.9分。

(1) The course has less than ten (10) responses, and after removing the response with the lowest point, either no valid response exists or the final satisfactory score reaches four-point-nine (4.9) or above.

(二) 教師前六學期（不含當學期）課程之教學滿意度平均達5.6分以上，且無符合追蹤改善精進之課程。

(2) The average satisfactory score of courses the faculty has taught in the past six semesters (excluding the current semester) is at least five point six (5.6) and no courses are under the teaching improvement plan.

十、 本要點規範之改善精進機制倘因故未能依限執行，或顯未符成效時，教務長得視需要邀集五至七位委員組成校級教學精進小組，進行校級改善精進措施。

X. The vice president for Academic Affairs shall organize a University level teaching improvement team with five to seven members to execute a new improvement plan when the teaching improvement plan at the department/institute level falls behind its schedule or fails to meet its expectations.

十一、 需改善精進課程之專任(含專案約聘)教師有以下情形之一者，教務處應提供該教師最近一至二次之教學改善精進報告及第八點規範活動之參加紀錄，送系所、院、校教評會或院教師評鑑委員會作為續聘、升等、教師評鑑、休假研究、年資加薪、借調、校外兼課等之教學績效審議依據：

XI. For full-time faculty (including contract-employed faculty) under a

teaching improvement plan and meeting one of the following conditions, the OAA shall submit the recent one to two improvement reports and the record of activity participation stipulated in Article 7 to the faculty evaluation committees at department, college, and university levels and the college faculty assessment committee as references for reviewing employment renewal, rank promotion, faculty evaluation, research leave, annual increment of salary grade, secondment, and external concurrent teaching.

- (一) 近三學年內所授課程有三個學期以上被列為追蹤之課程。
 - (1) Any of their courses are on the teaching improvement plan for more than three semesters within the past three academic years.
- (二) 完成第五點改善精進程序結束後同一課程仍再次達需改善精進課程條件。
 - (2) Any of their courses that has finished the improvement measures as stipulated in Article 5 is again requiring improvement.
- (三) 符合第十點進入校級改善精進程序。
 - (3) Any of their courses enters the procedure of a university level improvement plan as stipulated in Article 10.

十二、 本要點經行政會議通過，陳請校長核定後實施，修正時亦同。

XII. These guidelines are approved by the Executive Meeting and the President before implementation. Amendments to these guidelines shall follow the same procedure.