

Course:	COMS 2102 - Written Communication	Department:	LITCULCOMS
Responsible Faculty:	Michael Jeffress	Responses / Expected:	31 / 116 (26.72%)

Demographic Questions	COMS 2102						
	Responses				Course		
	M	F	N	Mean	Med.	Mode	Std Dev
Q1 Sex:	7	24	31	1.8	2	2	.42

Responses: [M] M=1 [F] F=2

Demographic Questions	COMS 2102								
	Responses				Course				
	1	2	3	4&O	N	Mean	Med.	Mode	Std Dev
Q2 Age:	29	1	1	0	31	1.1	1	1	.39

Responses: [1] 18-25=1 [2] 26-35=2 [3] 36-45=3 [4&O] 46 & over=4

Demographic Questions	COMS 2102								
	Responses				Course				
	I	II	III	IV	N	Mean	Med.	Mode	Std Dev
Q3 Year:	2	20	7	2	31	2.3	2	2	.68

Responses: [I] I=1 [II] II=2 [III] III=3 [IV] IV=4

Demographic Questions	COMS 2102							
	Responses			Course				
	1	2	3	N	Mean	Med.	Mode	Std Dev
Q4 Semester	0	30	0	30	2.0	2	2	0

Responses: [1] 1=1 [2] 2=2 [3] 3=3

Demographic Questions	COMS 2102								
	Responses					Course			
	1TH	2H	3	4	N	Mean	Med.	Mode	Std Dev
Q5 Please indicate your attendance at lectures/classes:	1	0	17	13	31	3.4	3	3	.65

Responses: [1TH] 1-Less than half=1 [2H] 2-Approximately half=2 [3] 3-Most=3 [4] 4-All=4

Section 1	Jeffress, Michael									
	Responses					Individual				
	1	2F	3	4G	5	N	Mean	Med.	Mode	Std Dev
Q6 the lecturer's performance was	6	5	9	4	7	31	3.0	3	3	1.40

Responses: [1] 1-Poor=1 [2F] 2- Fair=2 [3] 3-Good=3 [4G] 4-Very Good=4 [5] 5-Excellent=5

Section 1		Jeffress, Michael									
		Responses					Individual				
		1D	2	3	4	5A	N	Mean	Med.	Mode	Std Dev
Q7	explained his/her expectations of students in the course	3	4	7	7	10	31	3.5	4	5	1.32
Q8	made the objectives of all sessions clear	5	5	8	4	8	30	3.2	3	3,5	1.42
Q9	outlined strategies for learning the course material	4	8	8	6	5	31	3.0	3	2,3	1.27
Q10	clearly explained the assessment of the course	9	4	7	3	8	31	2.9	3	1	1.55
Q11	used activities that helped me engage with and understand course material	2	2	6	15	6	31	3.7	4	4	1.06
Q12	encouraged me to participate in class activities	4	5	8	5	7	29	3.2	3	3	1.35
Q13	encouraged my interest in the course	5	4	9	6	7	31	3.2	3	3	1.35
Q14	helped in developing my competence in the subject discipline	3	4	11	6	6	30	3.3	3	3	1.21
Q15	helped in developing my intellectual self-confidence and knowledge	5	4	8	6	8	31	3.3	3	3,5	1.39
Q16	generally gave helpful responses to questions asked	5	2	8	10	6	31	3.3	4	4	1.30
Q17	was approachable outside of lectures/classroom sessions	4	1	9	10	5	29	3.4	4	4	1.22
Q18	was open to differing points of view	5	2	8	9	6	30	3.3	3.5	4	1.32
Q19	seemed confident and knowledgeable in the subject matter	1	2	5	10	12	30	4.0	4	5	1.06

Responses: [1D] 1-Strongly Disagree=1 [2] 2-Disagree=2 [3] 3-Neutral=3 [4] 4-Agree=4 [5A] 5-Strongly Agree=5

Section 2		Jeffress, Michael									
		Responses					Individual				
		1	2F	3	4G	5	N	Mean	Med.	Mode	Std Dev
Q20	the course/module was	6	8	9	3	4	30	2.7	3	3	1.27

Responses: [1] 1-Poor=1 [2F] 2-Fair=2 [3] 3-Good=3 [4G] 4-Very Good=4 [5] 5-Excellent=5

Section 2		Jeffress, Michael									
		Responses					Individual				
		1D	2	3	4	5A	N	Mean	Med.	Mode	Std Dev
Q21	material was presented in a manner I could easily follow	3	5	8	7	8	31	3.4	3	3,5	1.29
Q22	material covered stimulated my intellectual development	2	5	10	7	6	30	3.3	3	3	1.16
Q23	textbooks and/or other relevant material were readily available in the library	3	4	11	6	3	27	3.1	3	3	1.12
Q24	textbooks and/or in-course texts were readily available in the bookstore	3	4	10	5	2	24	3.0	3	3	1.10
Q25	assignment instructions were clear	8	2	7	9	5	31	3.0	3	4	1.43
Q26	assignments and/or in-course tests were marked promptly	4	2	7	13	4	30	3.4	4	4	1.20
Q27	feedback on assignments and/or in-course tests was generally helpful	4	4	5	11	6	30	3.4	4	4	1.30
Q28	feedback on assignments and/or in-course tests were useful	4	3	5	11	6	29	3.4	4	4	1.30
Q29	(where applicable) online components were useful	3	1	7	10	5	26	3.5	4	4	1.18
Q30	(where used) online components helped improve my learning	3	3	9	8	4	27	3.3	3	3	1.17





















Responses: [1D] 1-Strongly Disagree=1 [2] 2-Disagree=2 [3] 3-Neutral=3 [4] 4-Agree=4 [5A] 5-Strongly Agree=5























Section 2		Jeffress, Michael									
		Responses					Individual				
		1D	2	3	4	5A	N	Mean	Med.	Mode	Std Dev
Q31	(where conducted) were adequate	2	2	5	10	12	31	3.9	4	5	1.17
Q32	(where conducted) helped me to understand the material covered in the course	1	3	4	10	13	31	4.0	4	5	1.11
Q33	(where conducted) were directly linked to lectures	2	2	6	8	13	31	3.9	4	5	1.20
Q34	would have been useful for me in this course	2	0	5	8	9	24	3.9	4	5	1.15











Responses: [1D] 1-Strongly Disagree=1 [2] 2-Disagree=2 [3] 3-Neutral=3 [4] 4-Agree=4 [5A] 5-Strongly Agree=5

Section 2		Jeffress, Michael									
		Responses					Individual				
		1D	2	3	4	5A	N	Mean	Med.	Mode	Std Dev
Q35	helped me understand the material covered in the classroom sessions	0	0	1	3	3	7	4.3	4	4,5	.70
Q36	were clearly linked to the theoretical components of the course	0	0	2	2	3	7	4.1	4	5	.83
Q37	were supported by well produced manuals and/or clear instructions	1	1	0	2	2	6	3.5	4	4,5	1.50
Q38	were supported by appropriate properly functioning equipment and/or appropriate specimens	0	1	1	1	1	4	3.5	3.5	2,3,4,5	1.12
Q39	were supported by an adequate number of demonstrators	0	0	2	1	1	4	3.8	3.5	3	.83
Q40	reports were quickly marked	0	0	1	4	0	5	3.8	4	4	.40
Q41	feedback from marked reports was generally helpful	0	0	1	3	1	5	4.0	4	4	.63

Responses: [1D] 1-Strongly Disagree=1 [2] 2-Disagree=2 [3] 3-Neutral=3 [4] 4-Agree=4 [5A] 5-Strongly Agree=5

Faculty:	Jeffress, Michael	
Question:	What did you like BEST about this course?	
Response Rate:	64.52% (20 of 31)	
1	information in terms of doing professional working world related items were there and helpful.	
2	helped me better my writing	
3	The tutorials, Dr. Jeffress tried to be entertaining.	
4	The lecturer gave us skills that we can use throughout our lives both personal and career wise.	
5	The lecturer tried to use different mediums to teach the course content, such as videos, music, and even Skpye to facilitate a guest lecture.	
6	The lecturer was very interesting, presented content in a very stimulating manner and worked very hard to grasp the students and bring across content effectively.	
7	The lecturer was very energetic and engaging.	
8	The helpfulness of the tutor in aiding us in understanding and following the material which was presented to us	
9	The course content was very helpful. Both the lectures and tutorials were fun. This was my favorite course for the semester. My Mark Bispath was very helpful, he is very dedicated to what he does and truly cares about his students.	
10	The Lecturer's style	
11	Nothing	
12	Nothing	
13	My tutor was excellent.	
14	My tutor tried his best to give us guidance as he too was not given much information by the lecturer.	
15	Making the video resume	
16	I really enjoyed writing my feature article the most out of all the assignments.	
17	I liked that Dr. Jeffress put his best foot forward and really prompted to help students improve their grammatical skills.	
18	I liked the real world application it has as I can actually use these things in the future and in the world of work. I also liked that he focused on grammar rules because too often UWI students graduate and still make simple grammatical errors.	
19	I enjoyed the enthusiasm of the lecturer, how open he was to other peoples' opinions and his overall friendly demeanor.	
20	Getting to write your own article, shooting a video resume is sort of cool. D.r Jeffress is very inspiring as a lecturer , the course keeps you on your toes since you don't know what you will be given to do or when.	

Faculty:	Jeffress, Michael	
Question:	What did you like LEAST about this course?	
Response Rate:	70.97% (22 of 31)	
1	the fact that we were being taught American styled English and was required to do assignments in that manner. I also thought that being required to do a video resume as part of our course work was not necessary, it would have been more applicable in oral communication	
2	Wanted to learn advanced writing strategies and not grammar	
3	Tutors and Lecturer seemed to have gaps- not all classes were getting the same information and their seemed to be disparities and uncertainties in instructions and marking with assignments- needs to be more organized.	
4	There was extreme miscommunication between the lecture	
5	The tutors and students were confused on how to start assignment, instructions weren't clear and precise.	
6	The lack of direction where course work was concerned.	
7	The excessive amount of assignments. Little time to complete assignments. Behaviour of lecturer. Lecturer was unapproachable.	
8	The course was heavy, assignments were not what most students including myself were not accustomed too. It became stressful to get so much done in so little time especially when there are other courses that require attention.	
9	The coursework was divided into too many small components.	
10	The course was disorganized and the lecturer's erratic behaviour was distracting.	
11	The course definitely needed better communication between the lecturer and tutors since this was the first time he was lecturing. They were tutorials they were doing different things. Also we were given a video resume to do which I feel was not suited for this course since it is a written communications course. Also the lecturer wanted us to upload it to LinkedIn which I believe was uncalled for since they were some students who were not comfortable with this.	
12	That he was inconsiderate about students who were coming cross faculty (i.e. a class finishes at the Faculty of Food and Agriculture and has to race across to Faculty of Humanities to reach to class). Also,	
13	Not applicable.	
14	N/A	
15	Lectures should have been longer	
16	It felt like parameters were constantly changing. One thing I did not appreciate was the 3 weeks at the beginning of the semester spent with grammar ad punctuation. I found this unnecessary as there is a department for this and foundation courses where emphasis is placed on that.	
17	I was lost throughout this course. The tutors lacked knowledge of the grading and assignments given each week. Grades were never given on time as feedback. The tutors were more lost than the students. The explanation or reason given as to why the students can never receive a proper answer was that the lecturer did not notify them of what is happening.	
18	I did not like that there was a disparity of marking amongst tutorial classes and some tutors just give good marks to their students despite real ability or capacity while others marked fairly. I believe the lecturer addressed this issue stating that he would be a second marker but I think a system needs to be put in place for second marking for all COMS courses.	
19	Dr. Jeffress seemed to be withholding information about the course from both tutors and students until it was after the submission date and time to mark. Does this man hate students passing his courses?	
20	Arrangement of assignments was very unclear and constantly changing.	
21	After completing the course work I still was not clear on what was expected of me for assessment.	
22	-	

Faculty:	Jeffress, Michael	
Question:	How do you think this course could be improved?	
Response Rate:	64.52% (20 of 31)	
1	less assignments or have only assignments with no final exam Be clear with expectations for assignments Do not say you have certain expectations of an assignment AFTER the assignment was submitted Be more open to suggestions and not turn away when someone is trying to be helpful	
2	This course should be 100% course work	
3	The lecturer needs to create a better structure for this course and also give his tutors insight on what the assignments and grading are.	
4	The lecturer needs to try to be more open to his Trinidadian and Caribbean students and understand their culture and their way of learning. While he was friendly and funny, he still did not seem to take the time to understand his students and the culture on campus. Therefore he was constantly seen as a ethnocentric lecturer who wanted to impose his way of teaching and learning onto his students while disregarding their preferences and culture completely.	
5	The course could be more organized	
6	The course is good the lecturer just needs to be more specific about assessments but he is new so I believe he will learn over time.	
7	The Lecturer needs to be more aware of Trinbagonian culture, because he was a bit insensitive with regards to his course outline; it was more Americanized.	
8	Second marking system. Everything else was well done and very applicable.	
9	Remove Dr. Jeffress Immediately!	
10	Not applicable.	

11	More time could be allotted to more serious assignments new to students such as the video resume and the research article.	
12	More focus on improving students' writing skills. An evaluation of the necessary and unnecessary course assignments because it can be strenuous.	
13	Lecture should be two hrs and we should have focused more on business writing like, Memos, Minutes, report writing techniques etc.	
14	Keep the lecturer forever	
15	Clearer instructions, followed by a detailed course outline.	
16	Better direction where course work is concerned. Students didn't know what assignments were being marked for coursework and what was just for practise.	
17	Better communication between students,tutors and lecturers .	
18	Better communication between tutors and lecturer- more well structured.	
19	Better arrangement of assignments.	
20	1) Give students coursework mark at an earlier date.	

Faculty:	Jeffress, Michael
Question:	How do you think tutorial course components can be improved?
Response Rate:	51.61% (16 of 31)



1	the tutorials as it stands was very helpful as the tutors already had experience in tutoring the course, i believe that no change at this period is necessary no comment	
2	Tutorials made this course bearable Very grateful for tutorials and tutors	
3	The tutorial and tutor was extremely helpful and clarified the many misconceptions about the course and the coursework that had not been made clear in lecture and the course syllabus. The lecture needs to communicate better with tutors and let them know exactly what he expects in terms of coursework. Because of the lecturer's delayed feedback and instructions with regard to coursework and tutorial exercises, students, along with their tutors, were completely confused and misguided in how they are to execute certain exercises and complete their work.	
4	Not applicable.	
5	More instructions and communication between lecturer and tutors	
6	More focus on improving student's writing. For example, tutorials should have been based mainly on practicing writing skills as well as grammatical skills. To not just improve professional writing but creative writing as well.	
7	Lecturer and Tutor should be in sync	
8	LET THE TUTORS KNOW WHAT IS HAPPENING IN THE COURSE. THE LECTURER CLEARLY HAVEN'T BEEN IN CONSTANT CONTACT WITH THEM	
9	Just have the tutorials for 1 hr.	
10	It was good	
11	If the lecturer and his tutorial were on the same page and assignments and due days where not constantly being changed.	
12	If the lecturer would actually tel the tutors relevant information for assignments	
13	If Dr. Jeffress gave clear consistent response to questions asked by students	
14	I think the rubrics need to be made clear but that's all.	
15	Give assignments that are related to what was taught in lecture.	
16	Clearer instructions for tutors when carrying out the tutorial.	

Faculty:	Jeffress, Michael
Question:	How do you think laboratory work/practical activities course components can be improved?
Response Rate:	12.90% (4 of 31)

1	Practical Activities were well done, No complaints.	
2	Not much laboratory work to make any real recommendations.	
3	Not applicable.	
4	-	

Faculty:	Jeffress, Michael
Question:	Any other comments
Response Rate:	25.81% (8 of 31)

1	Tutor- Ms. Anna-lee Ali was very sweet and helpful.	
2	To make this course better, there needs to be better communication between the lecturer and the tutors because this lack of guidance and communication proved to cost a lot of students valuable marks and hamper their ability to achieve a good grade.	
3	The course was poorly handled and was incredibly confusing as the course did not follow the lecture schedules.	
4	Taking this course, I initially thought I would see a lot of improvement in my writing however because of the strenuous work load, it became more about getting assignments accomplished than focusing on bettering my writing. A lot more focus is needed on creative writing skills, especially for students who one day hope to become an author.	
5	Mr . Jeffress seems like a component lecturer, however he is not suitable for this course. Please re-evaluate his teaching method at UW!	

6	I'm not sure if my abilities in written communication were tested adequately while I understood the need for the assignments given, I don't think I'm any better at written coms than I was at the beginning of the semester. But, I think he did try, maybe the difference between the American school system and ours created the barrier? The tutorials were the best part because they gave direction.	
7	I enjoyed this course tremendously!	
8	He is an excellent lecturer, at first many students had their concerns but he turned out to be a great tutor and implement practical lessons in his teachings.	