



Ensuring Quality Service Provision Evaluation Measures

Regular evaluation is a critical employment activity, which benefits the institution, the student and the service provider. It is important to note that only asking the student to evaluate the service may not provide totally accurate information, as the student may not be aware of information that is being missed or presented incorrectly. Some coordinators believe that if the student does not complain, then all is well. Unfortunately, while that sometimes is true, it is often not and the problems may not surface until the student fails. In an ideal situation all new services and all new service providers will be evaluated in a three-step process:

By the student:

- Provider shows up on time
- Provider is prepared for the class
- Provider acts in a professional manner
- Provider keeps up with information flow
- Quality of notes/transcripts appears adequate
- Satisfaction with ability to participate/voice
- Ability/willingness to handle large volume notes
- Evaluation/satisfaction with marks

By the Instructor:

- Periodic evaluation of notes/transcripts
- Satisfaction with ability of the student to participate in discussions
- Satisfaction with performance of student in general

By an external evaluator:

- Peer evaluation of interpreting
- Dual provision of Speech to Text and comparison of outputs



**BRITISH COLUMBIA
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ACCESS SERVICES

Frequency and Timing of Service Evaluation:

- During the “matching process” if the service or technology is new to the student (there should be a pre-class “try-out”).
- Within the first month of service (any later increases the academic risk potential)
- At end of the class as a planning mechanism for future classes