



Peer Review of Timetabler: E-mail Service

Timetabler: _____

Reviewer's Relationship to Timetabler:

Departmental Peer

External Colleague

Position _____

Setting of Observation:

Timetabler's Advisory Office

Other (describe)

Date/Time of Observation: _____

Directions:

Thank you for agreeing to carry out this peer review. The results will form part of an overall review of this timetabler's performance, and will be used to identify any areas where skills and expertise may be developed.

The focus of the items in this instrument is on attributes that may be demonstrated in a non-instructional setting. Each item is to be assessed according to the following scale:

S	SR	U	
Satisfactory	Satisfactory with Reservations	Unsatisfactory	No Opinion

No Opinion is the appropriate response where you have insufficient data or you are otherwise unable to assess the item. Items indicated by an asterisk are to be left blank if you are not qualified to make an assessment. Please note that reviewer comments are welcome when particularly effective or otherwise noteworthy performance is observed.

Satisfactory with Reservations or **Unsatisfactory** are appropriate responses where the assessor cannot rate the instructor as **Satisfactory** on the item. When choosing either of these options, you must clearly explain why a rating of **Satisfactory** could not be given. If no explanation is provided the response will be scored as **No Opinion**.

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1. The timetabler replied to client query within 24 hours. S SR U No Opinion

2. The timetabler was polite. S SR U No Opinion

3. It was evident that the timetabler had a broad knowledge of BCIT. S SR U No Opinion

4. It was evident that the timetabler had a general knowledge of the client's program. S SR U No Opinion

5. The timetabler responded effectively to client questions. S SR U No Opinion

6. The timetabler presented material in a logical sequence. S SR U No Opinion

7. The timetabler presented information in a clear manner. S SR U No Opinion

8. The timetabler demonstrated respect for the client. S SR U No Opinion

9. The timetabler provided information that was beneficial to the client. S SR U No Opinion

10. The timetabler communicated in a way that was easily understandable. S SR U No Opinion

11. The timetabler attempted to clarify any misunderstandings. S SR U No Opinion