Check List of Best Practices for Constructive Feedback During Performance Review

RESOURCE For Chairs & Directors

1. **Provide DESCRIPTIVE feedback that does not judge the person. Avoiding judgmental language reduces defensive responses.**

   **Example of judgmental feedback:**
   "You had a very poor connection to the students in the graduate class you taught last semester".

   **More appropriate:**
   "In your graduate class last semester, students indicated that you did not give them a chance to ask questions about the materials being presented and you were unavailable after class for clarification. What can you tell me about that perception?"

2. **Provide SPECIFIC feedback rather than vague comments.**

   **Example of vague feedback:**
   "Your publication record was below what was expected for promotion."

   **Example of specific feedback:**
   "As noted in our annual performance review last year, you anticipated that three articles would be published in peer reviewed journals this year, but only one has been submitted and it has not yet been accepted for publication. We had discussed that, for promotion, you would be expected to publish two papers per year, on the average, over your first four years at ISU."

3. **Focus feedback on BEHAVIOR, not personal traits. Use terminology that indicates behavioral traits that could change and NOT personal traits that might be more fixed.**

   **Example of behavioral feedback:**
   "It has been noted that you have not shown up for meetings that your student advisees have scheduled with you. In addition, it has been reported for the two courses you taught this last year, you were often late in arriving for the class. It is important that you manage your schedule and commitments better to meet the needs of our students."

4. **Use feedback that addresses both the needs of the department/university and the needs of the faculty member receiving feedback. The feedback needs to be bi-directional and the faculty members receiving feedback needs to be able to address his/her issues.**

   **Examples:**
   "It was noted that over half of the lectures in your 401 course last semester were given by your senior research associate, Dr. Smith. I assume that you were closely mentoring him. Was this to give him experience in teaching?"

   "I know that you were out of town quite a bit last semester and many of these trips were to present papers and visit with your collaborators, and I support those activities. I assume you remained in close contact with Dr. Smith while you were away?"
5. Use feedback to both share information and solicit input from the faculty member receiving feedback.

Example:
"Based on student evaluation data from your Spanish 301 course, students indicated that you did not give them information about how the course would be graded. Was the grading rubric in the syllabus and discussed early on in the class? Did you provide this information on Blackboard/WebCT? I should point out that, according to university policy, the course syllabus should include the grading criteria and methods used to determine the final course grade."

6. Provide the appropriate amount and level of feedback. For example, there can be too much feedback at one time, so there may be a need to prioritize and schedule follow up sessions.

7. To ensure clear communication, explain or restate the feedback in multiple ways to make sure what you express is understood by the receiver to reduce chances of disagreement with the message you intended.

Example:
"Are you providing sufficient time to the graduate students in your lab to help guide them in their research projects? Because you have been out of town a significant amount of time during this last year, have you set up a mechanism to communicate with your students? Do you have a senior research associate who is overseeing some of the junior graduate students?"

8. Discuss the consequences of the feedback with the faculty member.

Examples:
"I am concerned that you have not submitted a grant for external funding over the last three years to support your research program, and you have not had external funding for the last 5 years."

"I note that you are a very good teacher, and your innovative techniques in the classroom are valued and appreciated. Thus, if you do not secure a grant this next year, your teaching load will go up by one course, and if you do not secure external funding within the next three years, your teaching load will be increased by an additional second course and your research space will be decreased in size. This decrease in research productivity and increase in teaching activity will be reviewed and reevaluated every year during the annual performance evaluation process."

Based on materials from MSU ADVANCE.
Adapted from A Handbook for Faculty Development Vol. I.
The Council for the Advancement of Small Colleges, 1975, pp. 224-225