

**Expert Review Instrument:
Directions and Reference Material**
(*You may print these two pages*)

General Directions: Each of the items included in this review is being considered for inclusion in a new measure of instructor satisfaction in MOOCs. In **Part I**, you will be asked to provide four ratings for each item. These rating tasks are described on the next page. In **Part II**, you will be asked to respond to several broader, open-ended questions.

Definitions: On the basis of prior theory and research, the domain of instructor satisfaction used in this study consists of five dimensions (or constructs). The conceptual definition of each dimension developed for use in this study is presented below. All items included in this review are intended to reflect at least one of these dimensions. (*You will be presented with an opportunity to comment on these dimensions and definitions in Part II.*)

Dimensions/Constructs and Their Conceptual Definition:

- I *Student-related:* This dimension or set includes variables such as grade and interaction. These are associated with students' behavior, performance, that affect instructor satisfaction when s/he judge the difference that happens between her/his expectation from these variables and his/her experience or perceived reality of these variables and the importance of this difference to him or her.
- II *Instructor-related:* This dimension or set includes variables such as years of experience, mindset, and age. These are associated with instructor's experience, attitude, or demographics that may influence his/her expectations and/or perceptions of reality and therefore affect her/his satisfaction.
- III *Platform-related:* The dimension or set includes variables such desired qualities, ease of use, and availability. These are associated with system features, usability, or performance that affect instructor satisfaction when s/he judge the difference that happens between her/his expectation from these variables and his/her experience or perceived reality of these variables and the importance of this difference to him or her.
- IV *Instruction-related:* This dimension or set includes variables such course design, performance, and time spent. These are associated with the instruction task, performance, or workload that affect instructor satisfaction when s/he judge the difference that happens between her/his expectation from these variables and his/her experience or perceived reality of these variables and the importance of this difference to him or her.
- V *Feedback-related:* This dimension or set includes variables such peer comment, student evaluation, institution recognition, and the timing of these kinds of feedback. These are associated with others' feedback that affect instructor satisfaction when s/he judges the difference between her/his expectation associated with these variables and his/her experiences or perceived reality of these variables, and the importance of this difference to him or her.

Part 1: Rating Tasks

Please use the page containing the Definition of each Dimensions for use as a reference in examining the proposed items. You are asked to rate the following four aspects of each item.

A. Clarity

Please indicate the degree to which the wording/phrasing in each item is reasonably clear:

1. Very Unclear
2. Somewhat Unclear
3. Somewhat Clear
4. Very Clear

B. Categorization

Please indicate the dimension that each item best matches or fits by selecting the appropriate numeral. For any item(s) that do not fit any dimension, please select Dimension/Construct VI.

C. Certainty

Please indicate how certain you think about your match/fit of each item to that dimension by selecting the appropriate rating of certainty:

1. Very Uncertain
2. Somewhat Uncertain
3. Somewhat Certain
4. Very Certain

D. Importance (or Centrality)

Please indicate how important (or central) you think each item is to that dimension by selecting the appropriate rating of importance:

1. Very Unimportant
2. Somewhat Unimportant
3. Somewhat Important
4. Very Important

Note: Please feel free to write comments about any item in the text box the immediately follows that item. These comments may include suggested changes in wording, or indicate if you feel any item should be eliminated.

Part 2: Responses to Additional, Open-Ended Questions

After completing your ratings and comments in Part 1, you are asked to respond to three additional, open-ended questions.

- A. Do you have any comments or suggestions regarding the manner in which the dimensions of instructor satisfaction are identified and/or defined?
- B. To what extent do the items in this version of the instructor satisfaction instrument adequately address all salient aspects of each of the five identified dimensions?
- C. On the basis of your expertise and experience, which items, if any, should added to this pool of items?