

### COMMENTS:

Not having had previous experience, this course was definitely an asset. The problem was not already defined for us. We had to define the problem ourselves and develop everything as close to real life as possible in a course. I have learned very much from this course. Sometimes the work seemed a little heavy since I had to put extra effort for lack of experience, but it was worth it in terms of what I've learned. Would have helped if we could have had an example for a guideline.

Extremely good prof. A born teacher. After 10 years university education (undergrad & grad), Dr. Dershem was one of the best profs I've ever had.

This course was very challenging. I enjoyed the instructors ability to relate what we were learning to real life situations. I feel that I learned some very useful techniques in this course.

This class offered material I could use on the job from the first week on. It gave me a new perspective on what I do as a data processor., and how I can improve the work I do.

Mr. Dershem was quite realistic about material in the course which is not very real world, and gave some excellent observations on contemporary data processing.

Dr. Dershem is very knowledgeable and interested in the sub matter. He presents it very well.

This was a good course. The instructor was excellent. He was extremely competent and willing to ehlp. The book was not as good as expected. It lacks depth, more "meaty" subjects. The documentation content is not sufficiently explained.

In need areas the text lacked adequate explanations. A set of software documentation would have been nice.

Dr. Dershem is one of the finest professors I have had in a long time. He has also worked me the hardest of any in a long time. I've learned a lot and it has certainly been a worthwhile course.

A better text (with more original thinking by the author) would be helpful.

The professor is excellent. The text is good. I would gladly take another class from the professor. He knows his subject and is very experienced in the field. Suggest that more instruction hours, perhaps a weekend day in addition to the regular hours.

The facilities were horrible (U.S. Army provided). The blackboard was inadequate and the chairs too small.)



#### COMMENTS:

Very good procedure of working on project as we went through text. They synchronized well. The class should be encouraged to keep projects simple, rather than trying to do something big to impress the instructor. It's frustrating doing a big job and then finding out you've bit off too much.

Great instructor, wish he could be here longer than just this semester. The course project was intense and maybe a bit too much work at this time, but it was necessary to grasp the software engineering techniques.

Placing a short time limit for exams only reflect one's speed not his or her comprehension of topic. Why not a more comprehensive exam with more time.

Dr. Dershem is an excellent professor to teach Software Engineering. I wish he would be around next semester. He and Allan Tucker are the best teachers I can remember. Kirk Bayless

At last the cleaning crew left us alone! Book was excellent choice - I'm glad it was changed at last minute.

Even though the class demanded a good deal of work, I found all work relevant and beneficial. I enjoyed the instructor and was impressed with the quality of instruction.

This course was more of a challenge in English composition than Software Engineering. Far too much emphasis was placed on writing and turning in papers every other week. If you did not write the papers, it was almost impossible to pass the course. I asked the instructor before the term started if this was another course in systems analysis (I have already had 3). He said it wasn't. He did not tell the truth. Systems analysis is still the same old thing, even if you call it "Software Engineering" in graduate school.

Comprehension of the section on Software testing and reliability would have been greatly enhanced by many more examples and, perhaps, case studies.



## COMMENTS:

1. The instructors persistence (insistance?) in having the textbook by Senn enhanced the course. The text was current and well written (Chap. 11, Pg. 279, was printed out of sequence). The instructor's familiarity with the text seemed to make him more comfortable when delivering lectures. His enthusiasm for the material also added to enhance the course.  
It sure would be nice if they periodically routed a course through Karlsruhe (MSCIS)
2. Prof. Dershem: Provided a stimulating course with discussions, supplementary material and real life experiences. Every night we received the full three hours and then some. There was never a doubt as to his knowledge of the subject. The night was well planned and proceeded at a steady pace.  
Text: There was a mixup in the text at the beginning of the course and I thought (based on prior experience at N.Y.U.) we were stuck with a incorrect text. Prof. Dershem with the assistance of the Boston University staff resolved it quickly and satisfactory. The text by the way was excellent.
3. Dr. Dershem-Exceptional instructor. Presents detailed technical subject matter in concise, clear and easy to understand manner....Textbook (Info Systems in Mgmt, by J.A. Senn) is singularly outstanding-much improved over text that was available at start of course....I would highly (desire) and recommend Dr. Dershem for subsequent courses in computer info systems...Also would welcome the opportunity for him to work with me on a contractual basis for the Government-presents clear, well founded concepts and applications not readily available from his contemporaries.
4. Excellent instruction. Instructor has a wide range of background knowledge on which to draw. This added to class discussions and provided real-world examples of techniques and problems presented in the course, and in the book.  
I am very happy that BU was able to obtain the book suggested by the instructor. Compared with the original text (the one used by the previous instructor), this one is more up-to-date and well worth the money.
5. The instructor placed a great deal of emphasis on case studies, but the text and lecture material had nothing to do with the case studies. This indicates an assumption that we were already familiar with the basic principles of Management Information Systems and meant that our grades were determined to more than a small extent by the knowledge that we brought into the class.  
Prof Dershem gives very well organized lectures, making good use of the blackboard to write down major points. This helps me to be organized as I try to absorb the material.
6. Book Info Systems In Management is excellent unfortunately the bookstore was sold out 2nd time and I was never able to get one. This course was one of the best in meeting objective of MIS graduate level survey course. Prof. Dershem is very knowledgeable and has a very good delivery technique. I would like to have seen more class interaction time.
7. The confusion over the books being used for this course, which allowed S&S to sell the wrong book, then would not permit a refund, was a sore point this term.  
The course was interesting, and Dr. Dershem brought in a lot of his experiences to the class. The "Real World" problems brought to light during this class were especially interesting.
8. Excellent prof!!! A real asset to B.U's program.



9. The only complaint I have about the course was the proffessor could have brought m re of his vast experience dealing in the computer industry into the course. Other than that his lectures were interesting for a rather dry topic to talk about. The book was very adequate and up to date.
10. Course got off to a poot start with problems surrounding choice of text, availability of text, etc. The administration of the course appeared shaky. Course work was always a channenge, not only because it's my first class of this type. It would be highly beneficial to begin with reducing case studies earlier in the class with had outs of examples casestudies. Overall, I found the work challenging and the instructor interesting.
11. This course would serve as a good final course at an undergraduate level. The generality and theory are find but have little or no real world revelance. Given the restriction of the text and subject matter, Dr. Dersham did a find job.
- Comment on next semesters course offering. Who in their right mind really cares about 'Text Processing"! Students will take the course since the unfair requirements force them to grab whatever is offered but Boston has little to be proud of for this course selection.



COMMENTS:

- 1) This course comes closest to reflecting what the overall degree represents in my mind. A good overall view. Dr. Dershem is one of the best instructors I have worked for, here or undergraduate.
- 2) Courses started with material already covered in previous classes. While this was needed for the new students, it did force abbreviated coverage of material which was new to me. Use of case studies very effective in forcing practical integration/application of concepts taught in course.
- 3) Although the course was enjoyable at most times, the diverse levels of education left me behind in some discussions and explanations. The professor handled it well and I never really felt I was in over my head, as had happened before. Most importantly, I learned a lot from the class and felt it was worth the money.
- 4) Dr Dershem's method of testing/grading generates a relaxed atmosphere, resulting in a pleasant learning experience, yet remaining challenging.



COMMENTS:

1. 21-23 All is relative

2. The course was excellent and the professor was outstanding. He was always willing to give the extra help, and explained the material very well. I wish Boston U. had more professors like Dr. Dershem. Can we get him back next year? (Signed) Nancy Shawley

Extra comments to questions:

#21. The best

#22. The material was difficult, but the instructor made it easy.

#23. The best

3. It is difficult to evaluate an instructor objectively that is so far superior to the quality of instructors I have encountered thus far in Boston University.

Dr. Dershem has been such a plus to my education as well as personal career. This professor has demonstrated a complete thorough knowledge on a very current level that it has been a pleasure to learn from him. (Signed) John A. Lohuis

4. This instructor is without question, "Outstanding" in every aspect! Simply can't say enough good about him. Not only is he extremely well versed in his field but has the rare ability to relate complicated areas to the student in a easily understood manner. Actually appears to enjoy teaching - which makes learning enjoyable. This has been a nice way to end the CIS program. (Signed) Lee Phillips

5. fantastic! in a word. Dr. Dershem is a very gifted educator - it is truly too bad that Boston will lose him but lucky for those students @ Hope College!

6. I am as favorably impressed with this instructor as I could be. To be perfectly honest, before this instructor I was turned off to trying to learn. Just get a degree is all I wanted. Now I really do try to get something out of the course. I cannot say enough good about this instructor. You really should try to hire more instructors of Dr. Dershem's caliber. (Signed) Clifford Deighan



COMMENTS:

1. An extremely effective instructor and valuable class. I only wish I had taken the course at the beginning of the program.  
Far above the calibre of other Boston instructor/courses. Keep it up.
2. Dr. Dershem works so much harder than any of the instructors I had in the past. I am also getting more out of this course than any previously. The Dr. has completely changed my attitude from 'punch the ticket, get the degree' to actually learn and grow. If I could have professors like this all the time I would reccommend it to everyone.
3. Herb is simply a fantastic educator - I have traveled over 600 miles/ week this semester to take his classes. I would not hesitate to repeat this 8400 mile trip. This particular course has been one of the best I have ever taken with a beautiful blend of theory and practical applications. The project was meaningful and helpful to me personally. If learning does mean a changing of thought and exchange of idea then this task was really a "learning experience".  
It is impossible to find fault with Herb, except perhaps that he will return to Hope College and to Michigan - Best Wishes. It has truly been my pleasure. (Signed) Debby
4. Herb is an outstanding instructor. He exhibits a valuable knowledge of all subject matter. He presents all material in a clear and concise manner. He promotes questions and provides good answers. He is a valuable asset to Boston Univ. I am very pleased I had the opportunity to be a student under Prof. Dershem.



### COMMENTS:

1. This instructor has been the absolute high point of my B.U. education. He not only stimulates interest but maintains the interest through his expertise of the subject matter and his own personality - ie: wit. A truly excellent teacher and a definite credit to Boston University.
2. Herb Dershem proved to be a very valuable instructor. He explained concepts in an understandable manner and was very concerned that everyone comprehend. He encouraged questions and answered them very objectively. In my opinion, Boston Univ. is very lucky to have such a high quality instructor.
3. Excellent instructor. Well organized.
4. I have registered for the next course only because Dr. Dershem is teaching it. He is demanding, but has realistic objectives. He certainly is a source of information well worth having.
5. Dr. Dershem accurately portrayed himself at the outset of the class as being a balance between computer science expert and professional teacher with the emphasis on instructing. His refreshing style of instruction sufficed to put across the complicated subject matter without being excessively pedantic. He made very clear what was expected of the class.
6. Course material, i.e., examples, assignment problems should be related to more real world situations rather than the analytical.
7. Dr. Dershem is one the best instructors that Boston has had in the year I have been taking the classes. He makes the classes interesting even when the base material is a little dry. You need more professors like him.
8. This course provides an interesting and succinct view of what seems to be a crucial problem. In many ways more time is necessary to gain a complete grasp of the subject area. If one or more class meetings could be added the class would be greatly enhanced. The text also had some problems -- if a text could be found which was more business oriented, it would make the book & thus course more relevant to the program.
9. Overall the course was good. To make it better I think that more actual programming assignments should have been given (4 to 5 instead of 2). But if this is done, I believe BU at Munich must have 1 to 2 more computers and/or access to blocks of time on 1 to 2 of U of M at Munich's computer lab's computers.

### Extra comments:

to question 22. The answer "one of the hardest" was indicated with the following comments: Because 1) weak PASCAL background, 2) Apple II limitations in PASCAL, 3) My logistics problems

to questions 22 & 23. Student has crossed out "One of" leaving the words "the hardest", and crossed out "One of" leaving the words "the best" to indicate course level of difficulty and approval of instructor.



COMMENTS:

- 1) Herb is an outstanding instructor. He encouraged my interest & helped me when I asked for help. In fact, he always made sure I understood his answer before moving on. Boston Univ is fortunate to have him on their staff.
- 2) One of the best



### COMMENTS:

- 1) The area on sorting was interesting, however I feel that the time spent on all types of sorting (ie 2+ weeks) could have been used for other studies. I'm not complaining about the workload over these 2 weeks, but homework that was slightly more challenging could have been introduced.
- 2) I am not in a degree program, but took the course as a follow-on to Dr. Dershem's Pascal Programming course. I have had no previous programming exposure and found the material fairly difficult. My reason for taking the courses was to learn programming, particularly Pascal programming - and I believe I learned a great deal in both of Dr. Dershem's courses. He apparently enjoys teaching and has a excellent command of the subject. His course structure and presentation appears to be geared to the degree program, and is probably one of the more important parts of the program. Dr. Dershem is articulate, authoritative, and personable, and is an excellent instructor in this particular subject matter.
- 3) A good course. I learned a good deal of new information, and refreshed myself in areas of past knowledge. I enjoyed it, and consider it a good kick-off to my degree program.
- 4) I felt this course & Dr. Dershem's lectures did an excellent job of bridging the gap between program "coding" and computer science theory.



### COMMENTS:

The intensive method of instruction was suitable for the material presented. More of the courses could be offered in this format, which may attract more students. The only major difficulty involved with this course were the periods between sessions; this makes it difficult to keep continuity in the course as some of the material is forgotten in a 6 week period without instruction. If the intensive course was offered with less hours a weekend over more weekends (approximately 4-6) then the intensive would be better than this format.

The major difficulty involved was the professor not residing in Augsburg, making it difficult to obtain outside class help.

The text was understandable and has sufficient examples to show the intent of the text.

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#12 Dr. Dershem made himself available via telephone and encouraged calls. Despite the difficulty of answering data structure questions on the phone without graphic aids, he was always patient and always answered questions completely.

Dr. Dershem took a difficult course under difficult conditions from some commuting students and made it interesting and clear. I just wish he was staying in Europe because even to commute I think that I would take another course from him w/out hesitation. I hope the next professor is of the same caliber.

This course - one weekend every month - is far from ideal but considering the alternatives it was preferable. The drawback is the lack of feedback on small segments of the course. It would be very easy to get lost and fail this course in this format w/out the right instructor.

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The text selected for use was very good. The instructor related lecture to the text allowing its affective use as an information source. The instructor was very well organized and presented the concepts very clearly. This is my second course with Dr. Dershem, and I feel he is the most superb instructor I've had with B.U.

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Course offerings on weekends allowed more time for preparation/reading prior to class instruction. Instructor appeared very knowledgeable, organized and well prepared which aided my understanding of the course content.

Textbook was very good -- understandable reading.

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My only complaint is that a timed test on this material does not adequately reflect my understanding of it. This is not the types of thinking you do quickly or under pressure. No where in a real environment would you have to program under such conditions.

It would also have been nice to have a computer available in Augsburg.

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Although I had previous exposure to much of the material before, the course nonetheless served as a good refresher. My main dissatisfaction with this course was the scheduling of 3 complete and widely separated weekends instead of the originally announced every other Saturday or a weeknight format.



COMMENTS:

- 1) Herb is a very competent & Enjoyable instructor. He assisted me when I needed help & always was eager to make me understand. I believe he is a very valuable asset to Boston Univ & I am happy to have been his student.
- 2) Dr. Dershem is a shining light in the sea of blackness that has existed in the past.
- 3) Outstanding instructor. Get him back!
- 4) It is extremely difficult to adequately evaluate this course as it is essentially unstructured. It definately has not been on of my better courses. It is unfortunate we had to waste this excellent instructor's time on this class. Technical presentation is a good subject, but the approach and format of this class was definately not what I needed in this area.