

CoursEval

Using CoursEval

The University of Cincinnati has purchased an institution wide license for the use of CoursEval, a robust system for delivering and recording course and faculty evaluations online. CoursEval can be used to replace paper evaluations or less advanced online survey tools. This system is available for use by whole colleges, departments or program areas. It can deliver evaluations with a large selection of response sets and follow common evaluation layouts. All of the information collected by the system is stored in a database where department coordinators or individual faculty members can view reports based on the responses given. These reports can be viewed over time and can be comparative to view overall statistics for a department or college.

In order to make use of CoursEval we ask that you prepare documents and announcements to use within the system. After the initial information has been collected it can be entered into the system and used repeatedly for reminders and/or over multiple quarters. Following the steps below will ensure the process flows smoothly and efficiently and help to avoid any oversight of important data. Initial requests to use the system will take longer to setup than subsequent quarters, so we ask that you plan accordingly. Please feel free to contact the FTTC with any questions, comments, or concerns.

FTTC

410 Zimmer Hall

513-556-1602

blackboard@uc.edu

Preparing to use CoursEval

Initial request

In order to determine if the CoursEval system will fit your needs, first determine what is to be evaluated. Will the evaluations be used for a program, department or an entire college? Will the evaluations be targeted at the courses, the faculty or both? And, do your current evaluation reports take time and expertise to compile? Currently the system does not support the evaluation of simply one course, but rather multiple courses within a college, department or program. If you believe the system will work well for your situation, then you may request a demonstration of the software or proceed by preparing the documents described below.



Create list of courses to be evaluated

Create a list of all courses that are to be evaluated using the course ID, e.g. 09S_55HIST555555. If all courses in a college are to be evaluated then an entire list is not needed. Simply designate the college ID number, e.g. 34, 15, etc. Additionally, if all courses in a specific program are to be evaluated, designate the college ID plus the program identifier, e.g. 18PSYC, 15HIST, etc. Alternatively, an excel spreadsheet containing all the courses for a college, department or program can be generated. This will allow you to simply highlight or check which courses are to be included in the evaluation. The Excel file will also allow you to identify to which period summer quarter courses belong.

Example Course List

09W_18ADDC202901
09W_18ADDC205717
09W_18ADDC301901
09W_18ADDC302001
09W_18ADDC308901
09W_18ADDC313901
09W_18ADDC329765
09W_18ADDC332901
09W_18TRMT317770
09W_18TRMT394773
09W_18TRMT572901

Prepare the evaluation questions

Create the evaluation using a word processing program such as MS Word, Notepad, or Wordpad. Start the document by providing any instructions that should be included with the evaluation. *Note: Instructions are important in order to set the tone for the evaluation and explain what is to be covered and how it is to be filled out.* Type each question on a single line followed by the response set to be used. Questions using the same response set may be grouped together with the response set at the bottom. Numbering the questions is not necessary. However, if the questions are to follow a certain order, be sure to type the questions in that order.

Please be aware that responses are recorded numerically and the response sets should be consistent in their order. For example, strongly agree may be recorded as a 5 and strongly disagree could be a 1. It is best to follow this order throughout the entire evaluation, 5 through 1 as opposed to switching between 1 through 5 and 5 through 1.



Example Evaluation

Instructions:

Your answers to the following questions will be used to aid in administrative decisions and to provide feedback to the instructor on his/her teaching performance. Please consider them thoughtfully and respond frankly.

The responses will not be available to the instructor until the quarter is over and grades have been turned in.

Questions:

Professor makes the subject interesting.
Professor presents clear, understandable explanation of concepts.
Strongly Agree; Agree; Disagree; Strongly Disagree

Did this course help you to appreciate science better?
Did this course stimulate your curiosity and open the way for new ideas?
Did you take this course for science credits?
Would you recommend this course to others?
Yes; No

The syllabus explained the course procedures and conditions for grading clearly?
Strongly Agree; Agree; Disagree; Strongly Disagree

Do you like 3 exams totaling 100 points plus the additional bonus points?
Would you prefer 2 exams equal to 100 points and no bonus points?
Yes; No

What did you like the most about this course?
What did you like the least about this course?
Do you like science? Explain.
Please include any comments regarding this course?
Comments

Instructions may be presented for the entire evaluation or they may precede groups of questions requiring different response sets.

Question

Response Set



Determine evaluation dates

Once the evaluation has been created the following dates related to its deployment will need to be identified.

- Date evaluation becomes available to students (MM/DD/YYYY and HH:MM)
- Published deadline (MM/DD/YYYY)
- Date evaluation becomes **unavailable** to students (MM/DD/YYYY and HH:MM)
- Date results become available (During an active evaluation or after the evaluation closes)
- Announcement and reminder dates

Summer quarter evaluations

For evaluations taking place during the summer quarter, multiple evaluation dates may need to be determined. If an evaluation is to take place during the summer quarter and be offered at different times it will make use of a feature called Rotational Survey. This will allow for only one evaluation to be created and deployed at different times to different groups of courses. When submitting an evaluation request using the forms simply indicate which dates the evaluation opens and closes for each period during the summer. *Note: Access to results can only be set for immediately after the close date or on one day for all evaluations. For those who wish to wait for grades to be submitted, you will need to wait until the end of the full summer quarter regardless of the period of evaluation.*

Create announcement e-mails

Once the evaluation has been created, e-mails announcing the evaluation need to be provided to go out to all instructors and participants. E-mails can be sent for the scenarios listed below. An original e-mail may be created for each instance or can be re-used for different scenarios. For instance, the student announcement may also be used as the reminder. In addition, the e-mails may contain automatically generated information that can be identified in the e-mail (see list below). Usually the recipient's name, login credentials and a list of evaluations is included in the e-mails.

After the content of the e-mails has been decided they will also need dates assigned as to when the e-mails are to be sent. The subject, sender and reply-to address for the e-mails should also be identified. It is possible to send an e-mail from a representative of the college, department or program and set the reply-to address to blackboard@uc.edu for support purposes.

Announcement E-mails

- **Student Announcement** – Informing students of the evaluation availability
- **Faculty Announcement** – Informing faculty that evaluations will be collected online
- **Reminder E-mails** – Reminding students or faculty that evaluations still need to be completed
- **Results Availability** – Informing faculty that evaluation results are available for their courses
- **Incentives Announcement** – Informing participants of incentives for completing evaluations



Auto-generated Fields

- First Name
- Last Name
- Middle Initial
- Salutation
- User Name
- Password
- Link to Site
- Evaluations Assigned (Participant)
- Incomplete Evals. (Participant)
- Courses to be Evaluated (Assessee)
- Participants Assigned (Assessee)
- Delinquent Participants (Assessee)
- Delinquent Participant Count

Example E-mail

Student Announcement

Send on: MM/DD/YYYY at 12pm

Subject: Geology Course Evaluations for Winter Quarter

From: John.Doe@uc.edu

Reply-to: Blackboard@uc.edu

Dear «FIRSTNAME»:

Your geology professors take their role as your instructor very seriously and are interested in providing you with high quality courses. Your feedback about the course(s) you have taken is used to help professors improve the delivery of these courses in the future. Therefore, you are being asked to provide your evaluation of the course(s) you have taken this quarter.

The evaluation consists of 19 questions and should take approximately five minutes of your time. Your responses are anonymous and you can complete the online evaluation at your convenience before March 19, 2009. Your responses will not be available to the instructor before the quarter is over and grades have been submitted.

There are at least two ways to access your geology course evaluations. You can click on the link provided in this e-mail and login or you can go to Blackboard and look for the box titled CourseEvals.

Thank you for your time and thoughtful responses. And, remember to hit the SUBMIT button when you have completed the evaluation.

«PARTICIPANT_ASSIGNED_EVALUATIONS»



Using incentives

One common concern over using an online evaluation system is the rate of response may be lower than paper evaluations; while in some cases that may be true, online evaluations can see the same response rates or even higher. Ways to improve the response rate include reminder messages sent out to faculty urging them to inform their students of the evaluation or providing incentives to encourage students to respond to evaluation requests. Incentives can be as simple as extra credit in a course or can make use of the CourEval system to provide a raffle and randomly select participants as winners.

With the use of incentives, evaluations can still be collected anonymously. When a student completes an evaluation using the incentives tool the system will give the student an option to provide their name and e-mail address after an evaluation is submitted. If an incentive is chosen, be sure to keep that in mind when creating announcements and reminders. It is always a good idea to ask for the student's official UC e-mail address, so it is easier to verify who the student's identity.

Retrieving results

Results for the evaluations can be made available to department administrators or to individual instructors and can be made available at any point during the evaluation process. For instance, many departments choose to make their reports available only after the evaluation has closed or after final grades have been reported. Information regarding the reports availability should be mentioned in the e-mail announcements to the instructors being given access.

Departments are created at the beginning of the evaluation process. By default the department will be named by the college id number followed by the discipline. For example, a psychology course at the uptown campus will be a part of the **15PSYC** department. For evaluations that take place across multiple disciplines, multiple departments will be created. This will allow for more flexibility over who may be considered a department administrator and to which evaluation results they have access.

Department administrators can be given full access to all results for all instructors, courses and the departments they represent; and individual instructors can have access to only their reports for courses to which they belong. *Please note, courses that contain multiple instructors that require separate evaluations will require special attention. Please indicate these courses at the start of preparations for the evaluation.* In addition, department administrators may wish to view comparative results for an entire department or multiple departments that belong to a single evaluation. These reports can be generated by full system administrators at the request of the department administrator.

The following document was prepared by Jonathan Zemmer to further explain the process of how instructors may retrieve their reports.

https://bbservices.uc.edu/documents/help_site/instructors/guides/guide_files/courseval_instructor_guide.doc



Following quarter request

For evaluations that take place quarter after quarter, most of the steps above do not need to be duplicated. All questions, evaluations and courses will be recorded and can be reused the following quarter. Information that will need to be given each quarter include dates for which evaluations become available/close and when e-mails are to be sent. In addition, any updates to the information will need to be noted. For instance, changes to evaluation questions or the content of the emails. Please complete the forms below with any necessary information for your request. For reoccurring requests we require 3 to 4 days of build time before the evaluations are set to become available.

Submitting the request

Once you have read through this document and understand the process of creating the evaluations it is time to prepare the information and submit it to the FTRC. Using the forms below you should be able to provide all the information necessary for creating your evaluation. Any special circumstances not mentioned in this document should be brought to attention prior to the start of the process. After the forms have been completed please send them to blackboard@uc.edu with an explanation of your request. Initial requests will require at least one week of build time before the evaluations are set to become available. Please feel free to contact the FTRC with any questions, comments, or concerns.

Contact Information

FTRC
410 Zimmer Hall
513-556-1602
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Checklist

- Create list of courses to be evaluated using course IDs
 - Request excel file of all courses in college/program
 - Summer Quarter: Identify which period the courses belong to
- Create Evaluation using word processor
 - Include instructions
 - Identify response sets
- Compose announcement e-mails
 - Student Announcement
 - Faculty Announcement
 - Reminder E-mails
 - Results Availability
 - Incentives Announcement
- Determine Evaluation Dates
 - Open date(s)
 - Close date(s)
 - Published deadline(s)
 - Results availability
 - Student announcement e-mail(s)
 - Reminder e-mails
 - Faculty announcement e-mail(s)
 - Results availability e-mail
 - Incentives announcement and award date
- Identify department administrators
 - List department name as describe in the retrieving results section