# We Did It Our Way

## Designing and Implementing an In-House Course Evaluation System

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# The University of Texas at Tyler

We are 40 years old

- 5,239 Undergraduates
- 1,619 Graduates
- 2 Ph.D. programs
- 440+ full- and part-time faculty

# Why the Change?

- What we had wasn't working
- Needed unified process
- HB2504 and UT System mandate for immediate web posting of results

# What did we want?

- Common set of questions campus-wide
- Faculty will agree on the set of questions, response scale
- Move from paper to a technology-driven solution
- High response rates
- Cost

# How to get there?

- Build a module in our *my*UTTyler (PeopleSoft Campus Solutions)
- Use USM module as model, featuring grade blocking incentive
- Provost Office owns process, makes high-level decisions
- Institutional Analysis implements and manages system
- Start simple
- Aim for Fall 2010 semester implementation

# Features Overview

- Presents the evaluation questions to the students
- Authenticates within SIS
- Knows students' eligible courses
- Captures and retains all data
- Tracks completion status for priority grade viewing incentive
- Self-service faculty report

# Implementation

- Used rudimentary information gleaned from USM (Provost previous institution)
- Wrote specifications for developers
- Worked with contracted developer

# Grade Blocking Feature

- Students who complete all evaluations will be able to view their grades in *my*UTTyler one week earlier than non-respondents
- Goal = High response rate for valid results

# Grade blocking

*my*UTTyler—several avenues

Blackboard

Mobile App

# Implementation Decisions

- Evaluate only long semesters initially
- Students must answer all questions
- Students must evaluate all eligible classes—some course types excluded?

# What types of courses will be eligible:

| Class type | Exempt/Evaluate |
|---|---|
| Dissertation and Thesis | Exempt |
| Independent Study | Exempt |
| Lab | Exempt |
| Lecture | Evaluate |
| Practicum | Exempt |
| Private Lessons | Exempt |
| Seminar | Evaluate |
| Nursing Clinicals | Evaluate |

# Reporting Streams

- Faculty create their own pdf of results for each class through *my*UTTyler
- Chair/Provost summaries through SPSS
- University website for public viewing

# December 2012 Eval Schedule

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|---|---|---|---|---|
| 25<br>12:00 a.m. Evals Open<br>Close faculty report access | 26 | 27 | 28 | 29 | 30 | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10<br>12am Evals close<br>12am turn off My Grades Blackboard<br>Monday evening finals<br>8am Turn off Mobile app | 11<br>Finals | 12<br>Finals | 13<br>Finals | 14<br>Finals | 15<br>Finals |
| 16 | 17 | 18<br>Begin grade blocking<br>_____<br>Grades due to Registrar | 19 | 20<br>Grades available to respondents<br>_____<br>Open faculty report access | 21 | 22 |
| 23 | 24 | 25<br>11:59 p.m. End grade blocking | 26<br>12:00 a.m. Open Blackboard My Grades, Mobile App | 27 | 28 | 29 |
| 30 | 31 | | | | | |

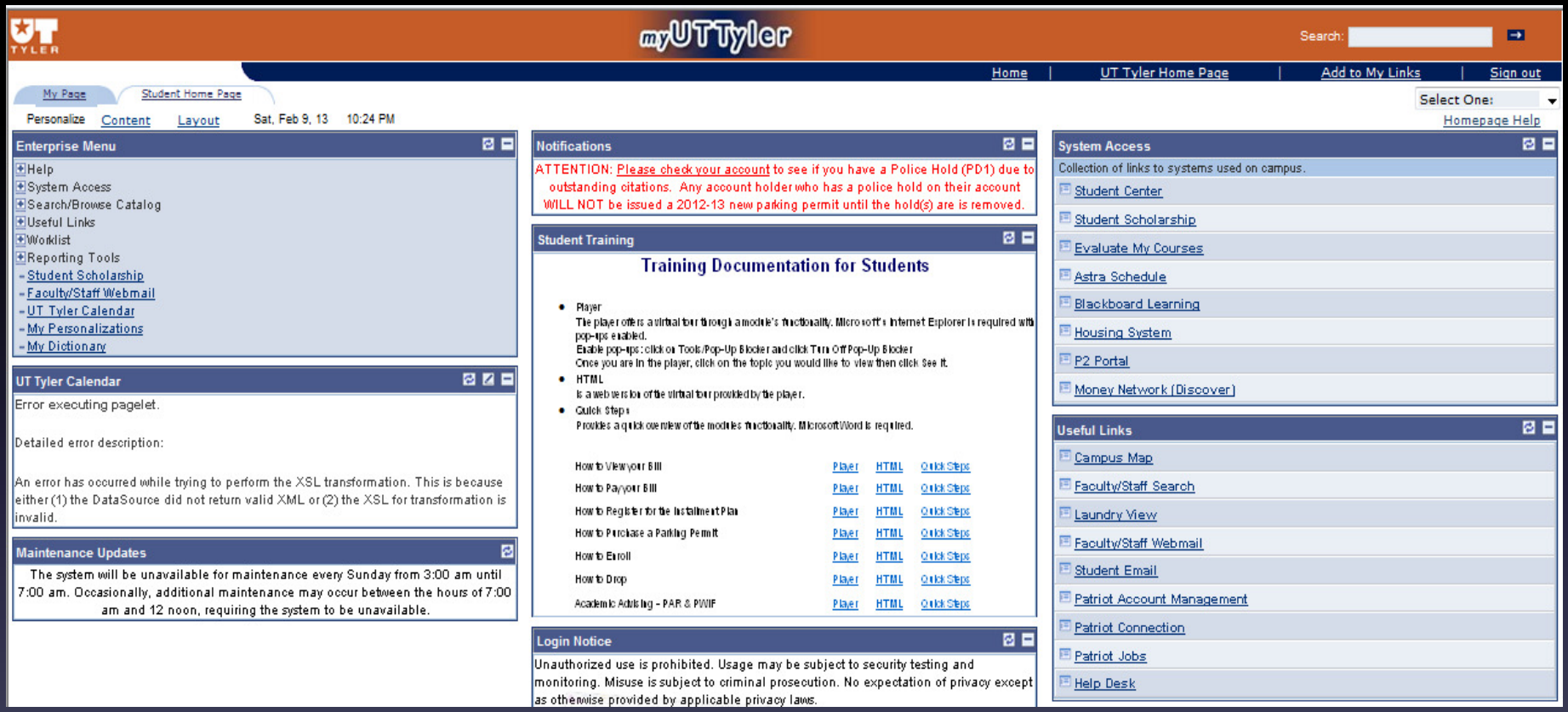
# Responsibilities assumed by our office

- Loaded student/class/instructor detail, configured open and close dates
- Prepared info briefs for typical news channels
- Prepared FAQ for the Enrollment Services Center to handle student and faculty questions
- Prepared instruction guide for faculty retrieval of Course Evaluation pdfs.

# First go live – Dec 2010

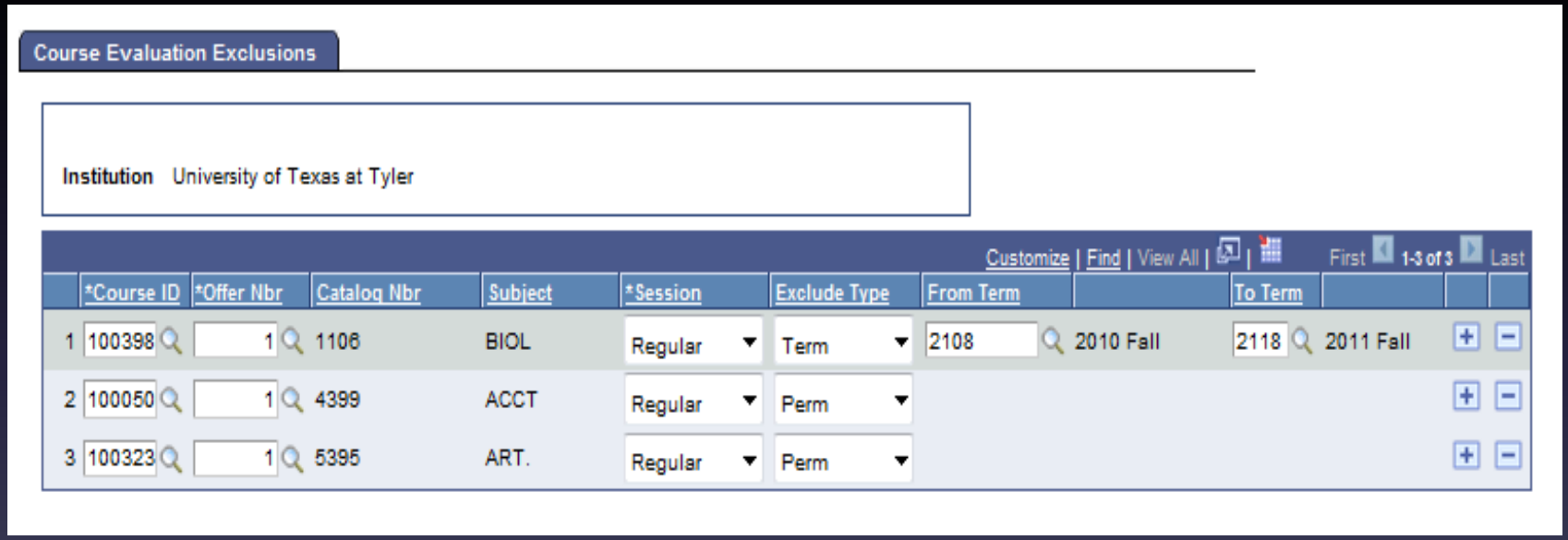
A few glitches but mainly a success!

58.5% response rate overall

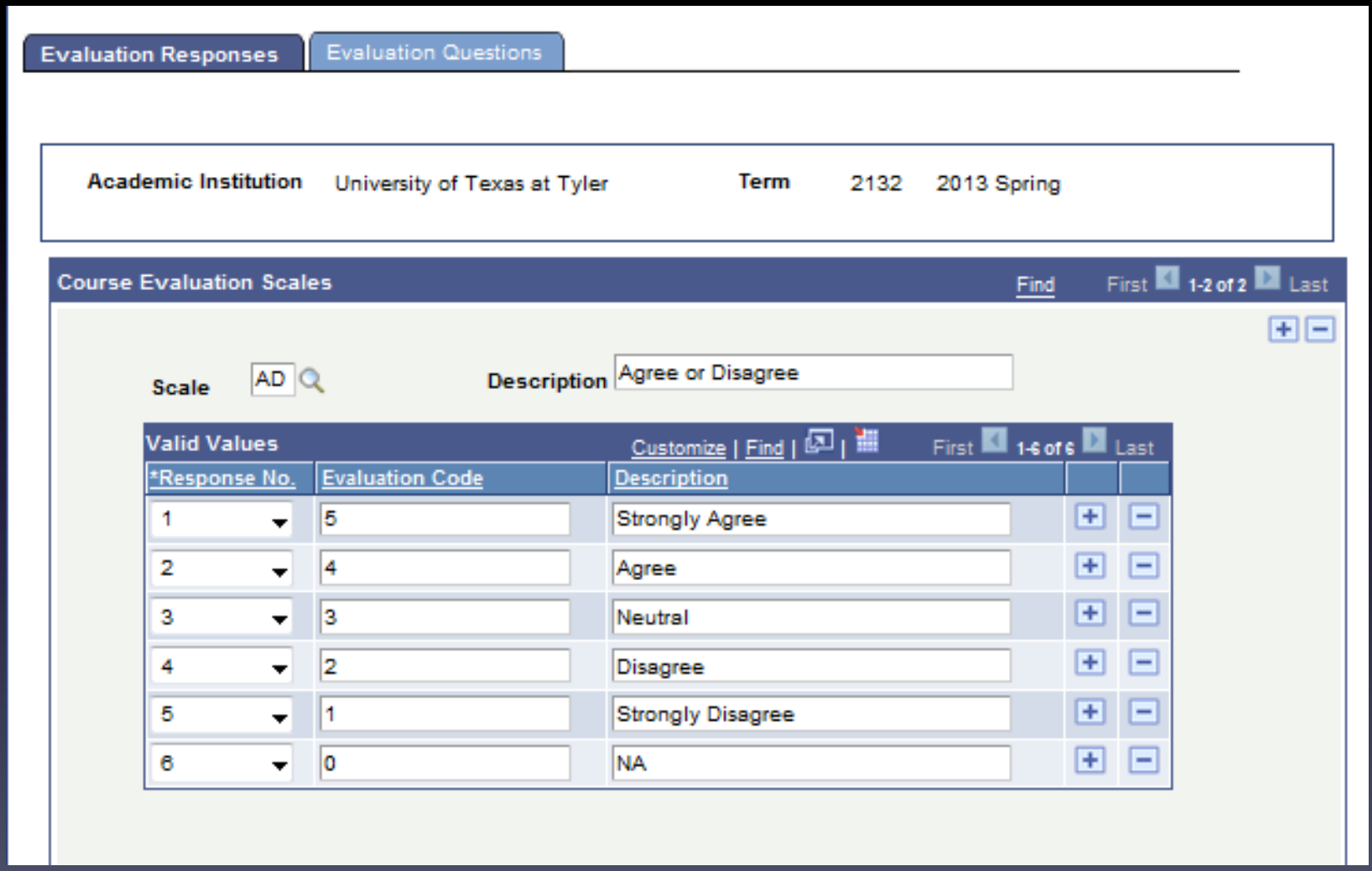

myUTTyler
Search:
Home | UT Tyler Home Page | Add to My Links | Sign out
My Page
Student Home Page
Select One:
Personalize Content Layout Sat, Feb 9, 13 10:24 PM
Homepage Help
Enterprise Menu
Help
System Access
Search/Browse Catalog
Useful Links
Worklist
Reporting Tools
Student Scholarship
Faculty/Staff Webmail
UT Tyler Calendar
My Personalizations
My Dictionary
UT Tyler Calendar
Error executing pagelet.
Detailed error description:
An error has occurred while trying to perform the XSL transformation. This is because either (1) the DataSource did not return valid XML or (2) the XSL for transformation is invalid.
Maintenance Updates
The system will be unavailable for maintenance every Sunday from 3:00 am until 7:00 am. Occasionally, additional maintenance may occur between the hours of 7:00 am and 12 noon, requiring the system to be unavailable.
Notifications
ATTENTION: Please check your account to see if you have a Police Hold (PD1) due to outstanding citations. Any account holder who has a police hold on their account WILL NOT be issued a 2012-13 new parking permit until the hold(s) are is removed.
Student Training
Training Documentation for Students
Player
The player offers a virtual tour through a module's functionality. Microsoft's Internet Explorer is required with pop-ups enabled.
Enable pop-ups: click on Tools/Pop-Up Blocker and click Turn Off Pop-Up Blocker
Once you are in the player, click on the topic you would like to view then click See It.
HTML
Is a web version of the virtual tour provided by the player.
Quick Steps
Provides a quick overview of the modules functionality. Microsoft Word is required.
How to View your Bill Player HTML Quick Steps
How to Pay your Bill Player HTML Quick Steps
How to Register for the Installment Plan Player HTML Quick Steps
How to Purchase a Parking Permit Player HTML Quick Steps
How to Enroll Player HTML Quick Steps
How to Drop Player HTML Quick Steps
Academic Advising - PAR & PWIF Player HTML Quick Steps
Login Notice
Unauthorized use is prohibited. Usage may be subject to security testing and monitoring. Misuse is subject to criminal prosecution. No expectation of privacy except as otherwise provided by applicable privacy laws.
System Access
Collection of links to systems used on campus.
Student Center
Student Scholarship
Evaluate My Courses
Astra Schedule
Blackboard Learning
Housing System
P2 Portal
Money Network (Discover)
Useful Links
Campus Map
Faculty/Staff Search
Laundry View
Faculty/Staff Webmail
Student Email
Patriot Account Management
Patriot Connection
Patriot Jobs
Help Desk

# Under the Hood

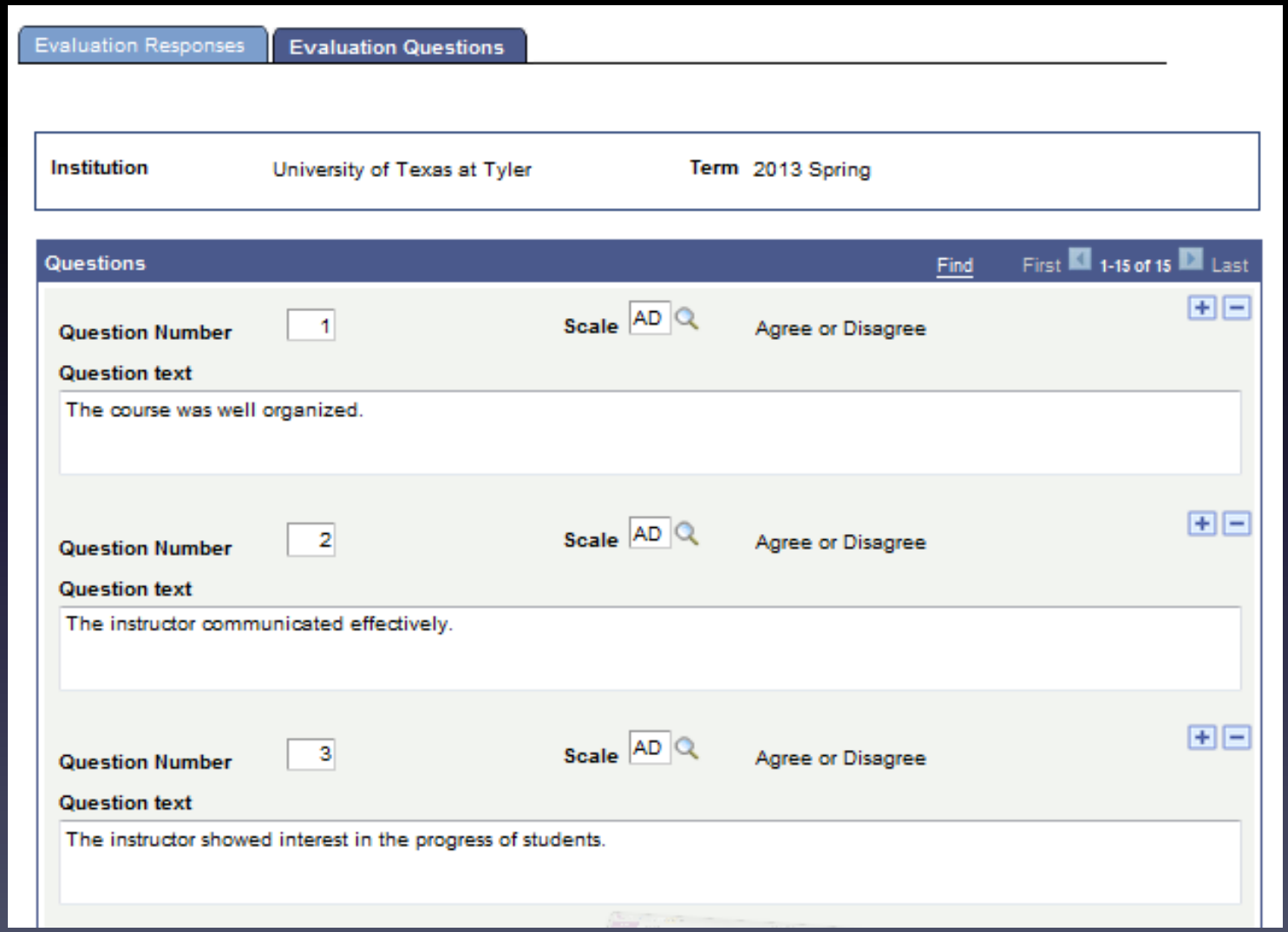
# Configure Course Level Exclusions



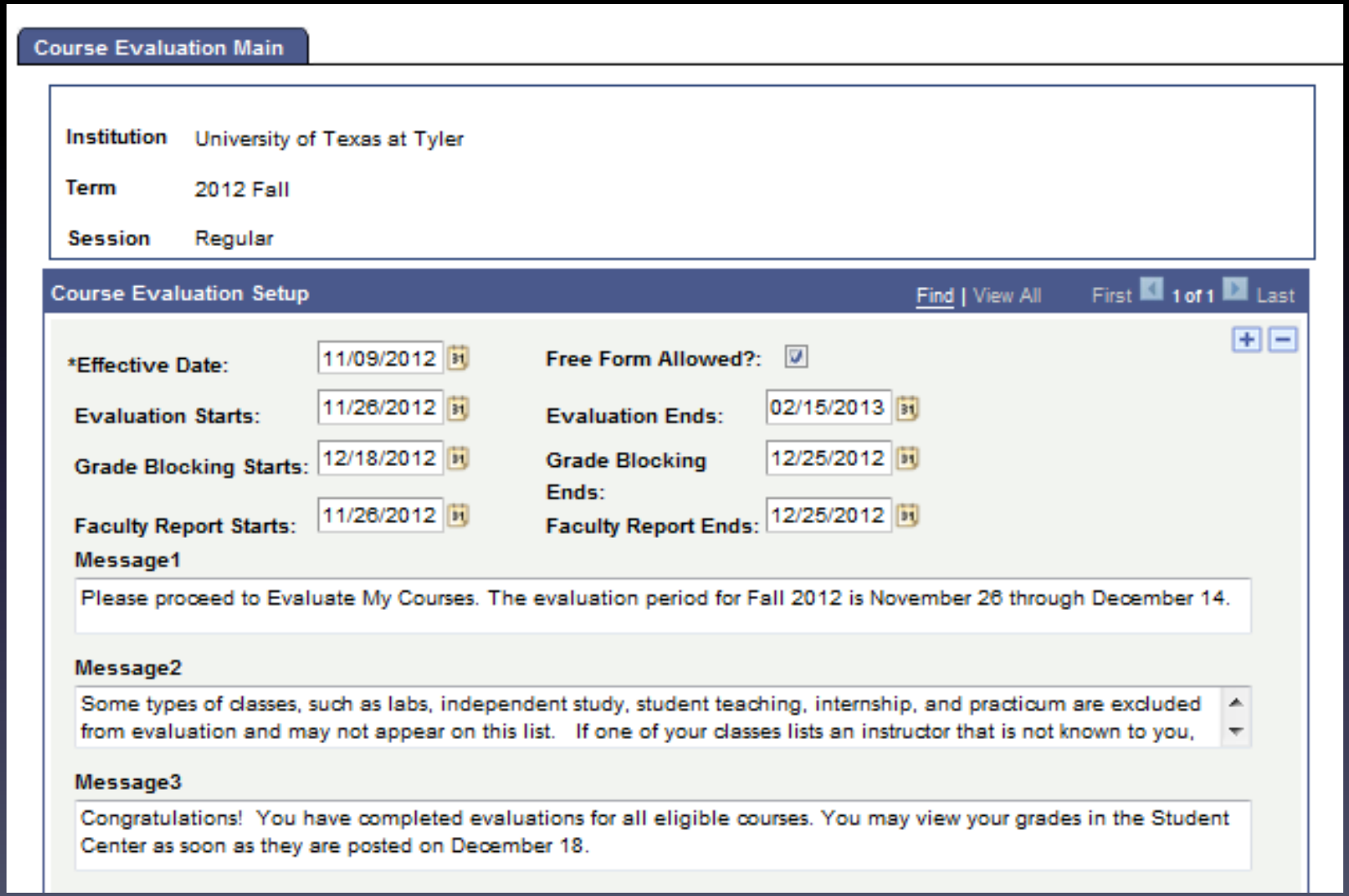
# Configure Response Scales



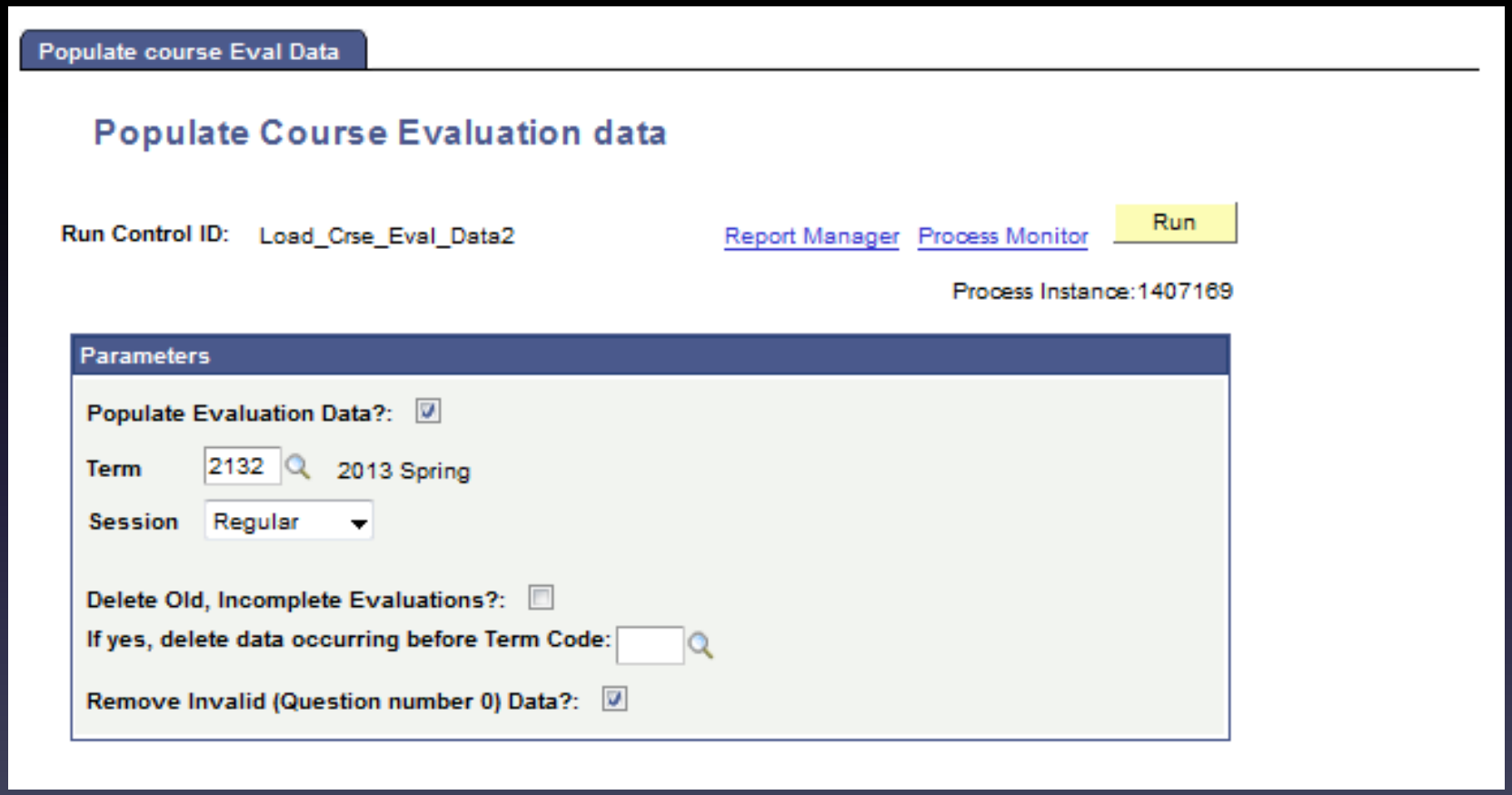
# Configure Evaluation Questions



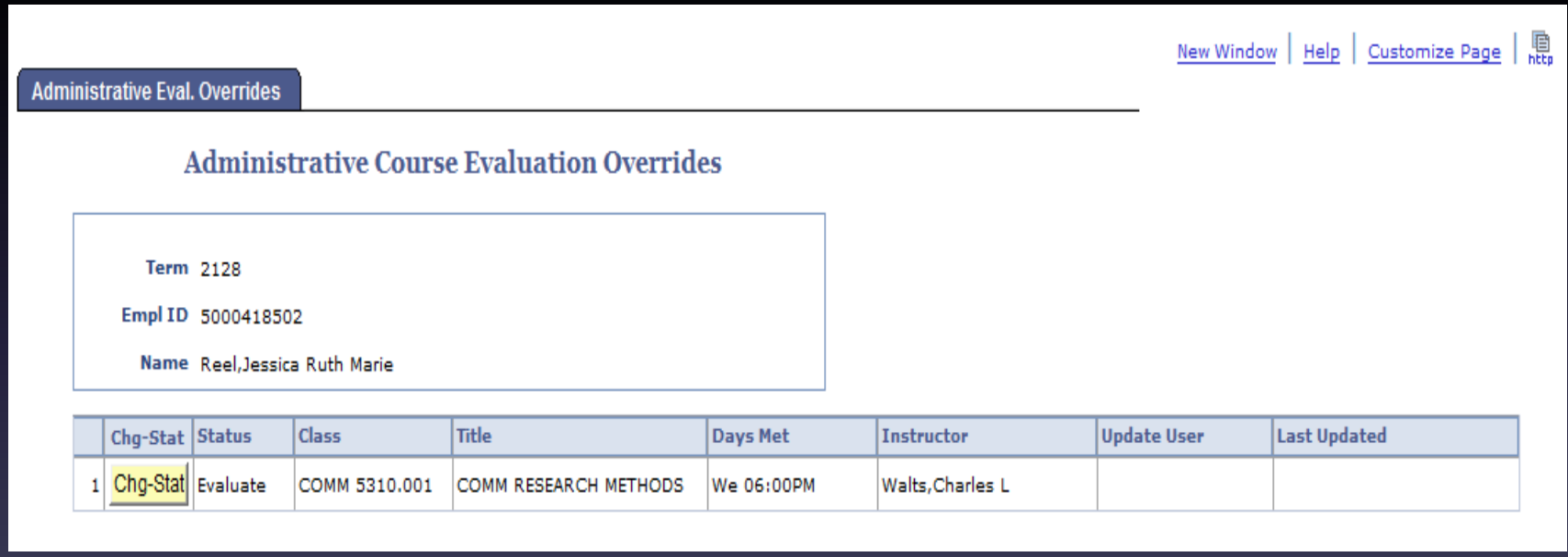
# Configure Evaluation Dates and Messages



# Load Course Evaluation Data



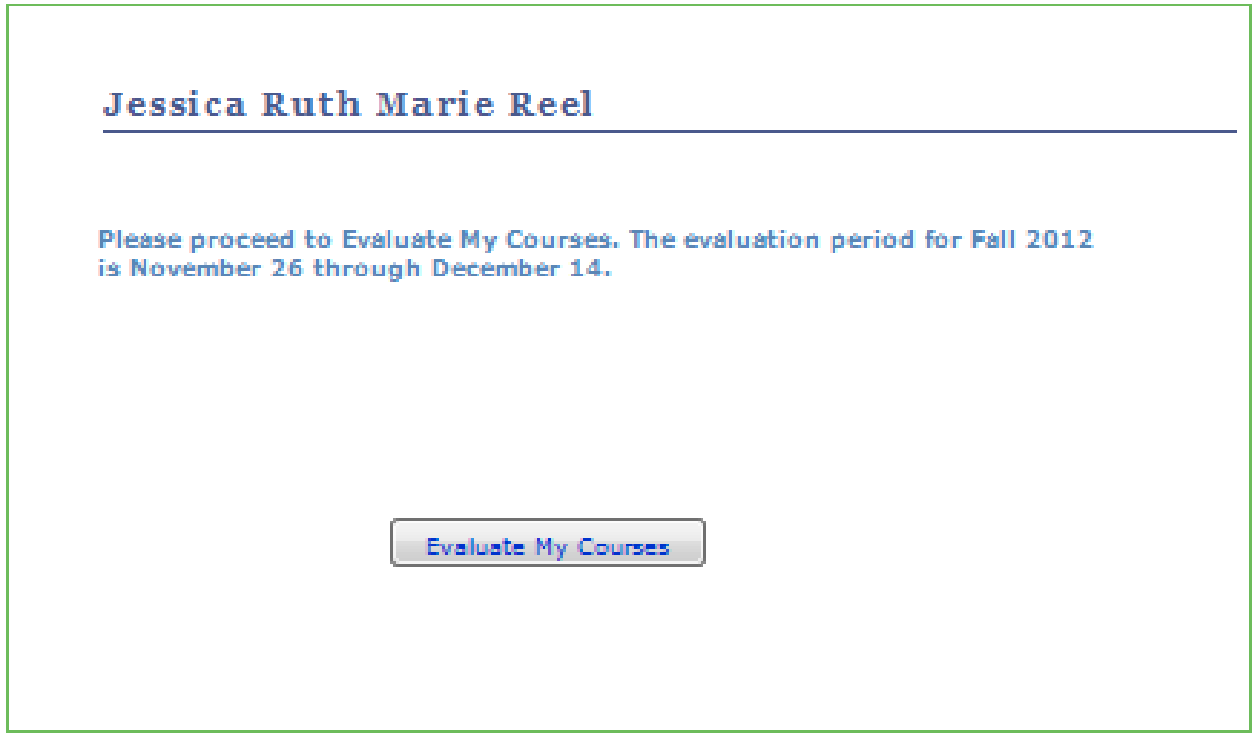
# Administrative Override



# Student Experience

# Log in to *my*UTTyler

# During the Evaluation Period



# List of Student's Required Evaluations

**Jessica Ruth Marie Reel**

| | Status | Class | Title | Day & Time | Instructor |
|---|---|---|---|---|---|
| 1 | Evaluate | COMM 5310.001 | COMM RESEARCH METHODS | We 06:00PM | Walts,Charles L |

Some types of classes, such as labs, independent study, student teaching, internship, and practicum are excluded from evaluation and may not appear on this list. If one of your classes lists an instructor that is not known to you, please use the NA (not applicable) response for all questions.

## Course Evaluation Form

| | | | |
|---|---|---|---|
| Description | COMM RESEARCH METHODS | Subject | COMM |
| Instructor | Walts,Charles L | Catalog Nbr | 5310 |
| Term | 2012 Fall (2128) | Section | 001 |

1 The course was well organized.

○ Strongly Agree ○ Agree ○ Neutral ○ Disagree ○ Strongly Disagree ○ NA

2 The instructor communicated effectively.

○ Strongly Agree ○ Agree ○ Neutral ○ Disagree ○ Strongly Disagree ○ NA

3 The instructor showed interest in the progress of students.

○ Strongly Agree ○ Agree ○ Neutral ○ Disagree ○ Strongly Disagree ○ NA

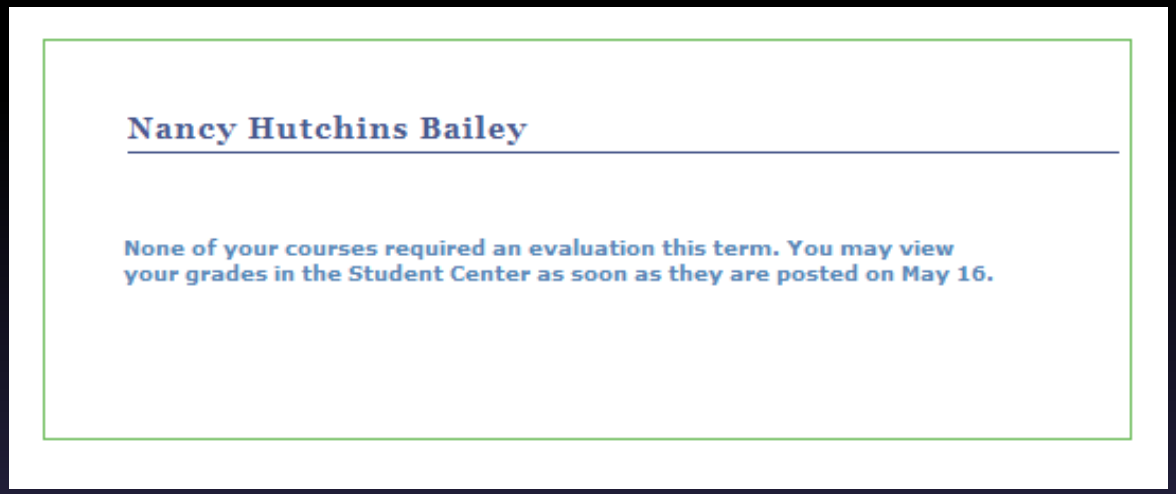
15 In this course, my instructor was very interested and enthusiastic about the subject matter.

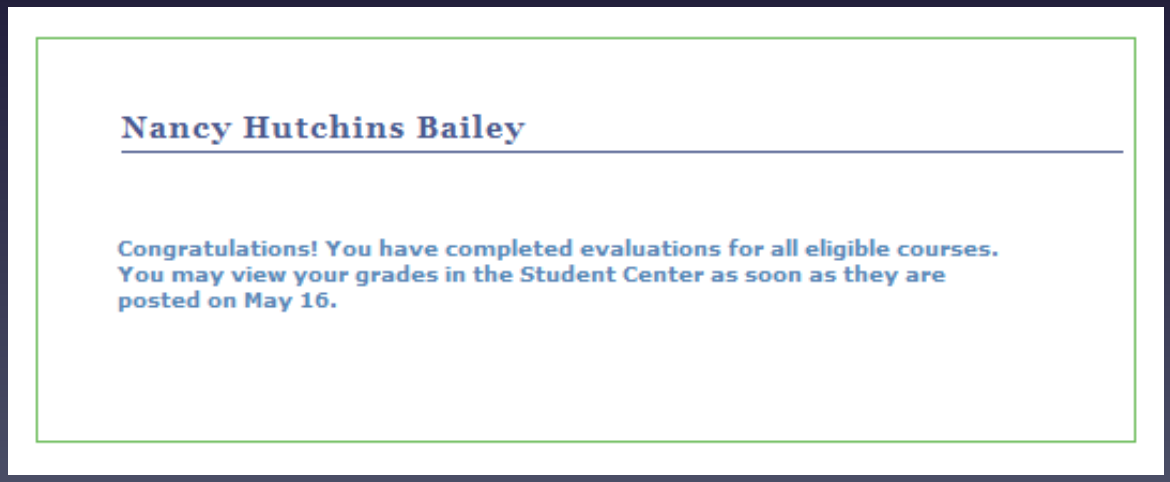
○ Strongly Agree ○ Agree ○ Neutral ○ Disagree ○ Strongly Disagree ○ NA

Using the space below, please identify the strengths and weaknesses of this course and the instructor.

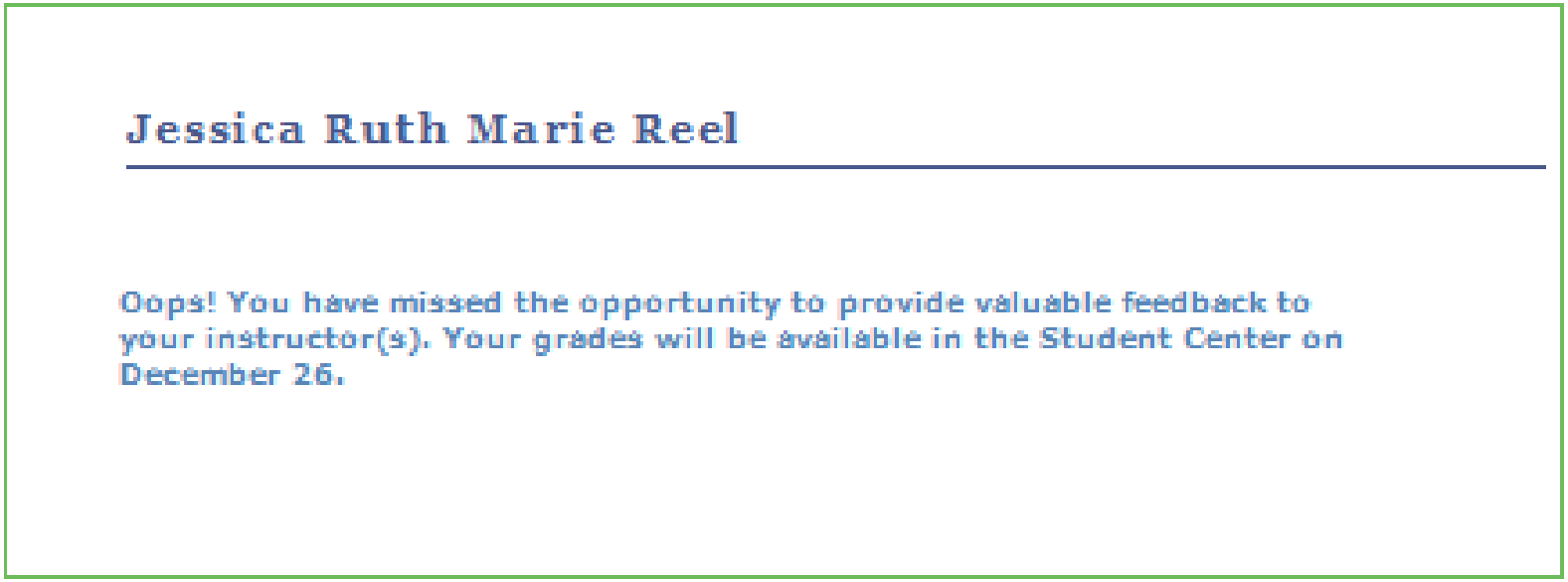
Submit | Cancel and Return to Course List | Save and Return Later

# Messages vary according to dates and student's evaluation status



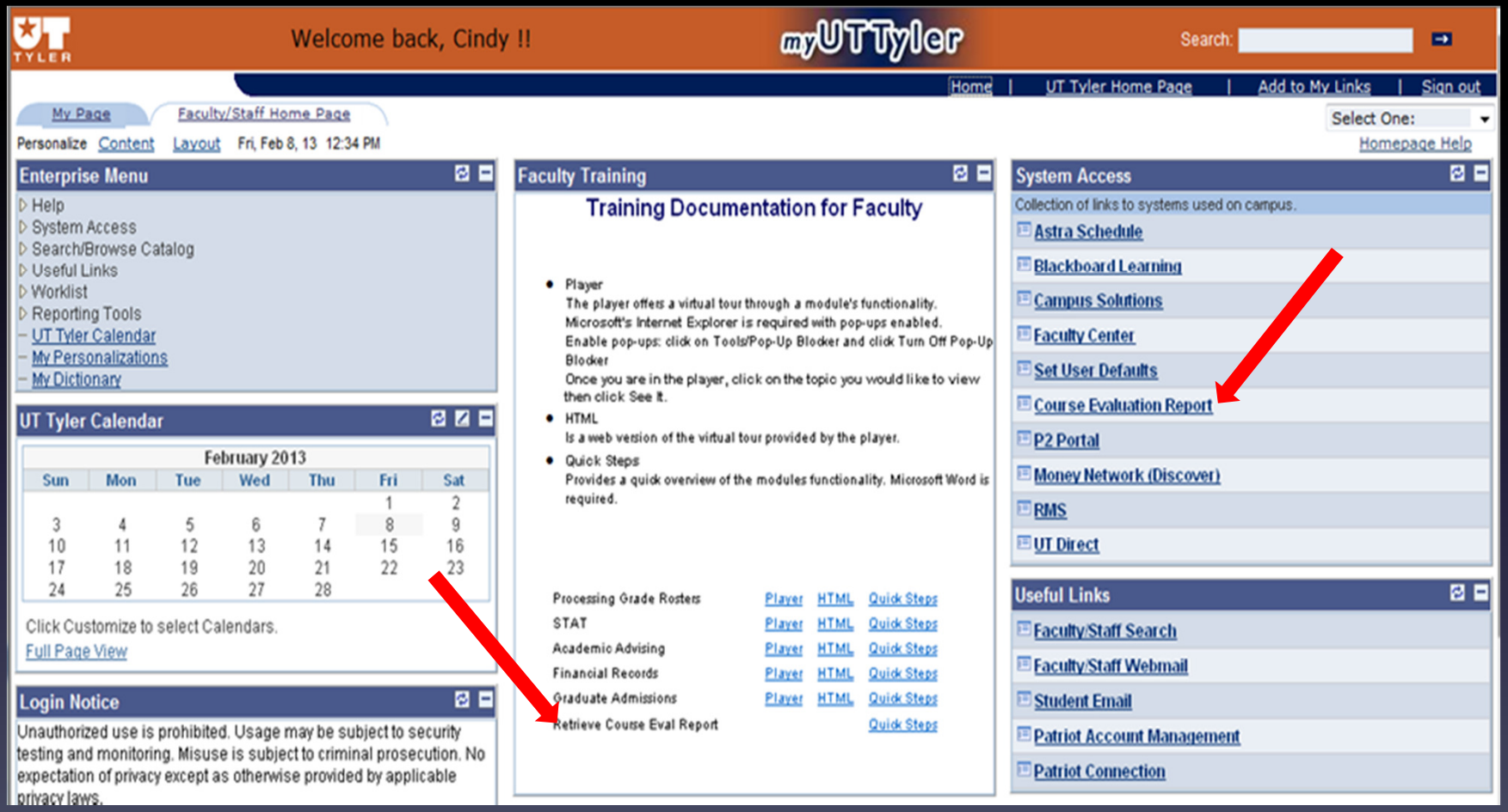



# Student tried to do evaluation after close



# Faculty Report

# Secured by login to *my*UTTyler



# Select Term and Session for Report

# PDF report via email or report repository

**The University of Texas at Tyler**
**Course and Instructor Evaluation**

Term: 2012 Fall
Course: BIOL 4300.001
Instructor: Koukl,James F

Run Date: 02/08/2013
Run Time: 12:39:28
Page: 1 of 3

Total Number of students enrolled: 47
Total number of students responding: 38

1. The course was well organized.

| | | |
|---|---|---|
| Strongly Agree | 22 | 57.89 % |
| Agree | 12 | 31.58 % |
| Neutral | 4 | 10.53 % |
| Disagree | 0 | 0.00 % |
| Strongly Disagree | 0 | 0.00 % |
| NA | 0 | |

2. The instructor communicated effectively.

| | | |
|---|---|---|
| Strongly Agree | 20 | 52.63 % |
| Agree | 14 | 36.84 % |
| Neutral | 3 | 7.89 % |
| Disagree | 1 | 2.63 % |
| Strongly Disagree | 0 | 0.00 % |
| NA | 0 | |

3. The instructor showed interest in the progress of students.

| | | |
|---|---|---|
| Strongly Agree | 25 | 65.79 % |
| Agree | 10 | 26.32 % |
| Neutral | 2 | 5.26 % |
| Disagree | 1 | 2.63 % |
| Strongly Disagree | 0 | 0.00 % |
| NA | 0 | |

# Open comments appended

15. In this course, my instructor was very interested and enthusiastic about the subject matter.

| | | |
|---|---|---|
| Strongly Agree | 25 | 65.79 % |
| Agree | 9 | 23.68 % |
| Neutral | 4 | 10.53 % |
| Disagree | 0 | 0.00 % |
| Strongly Disagree | 0 | 0.00 % |
| NA | 0 | |

Please use the space below to identify the strengths and weaknesses of this course and the instructor. Your feedback is important, and facult

**The University of Texas at Tyler**
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Term: 2012 Fall
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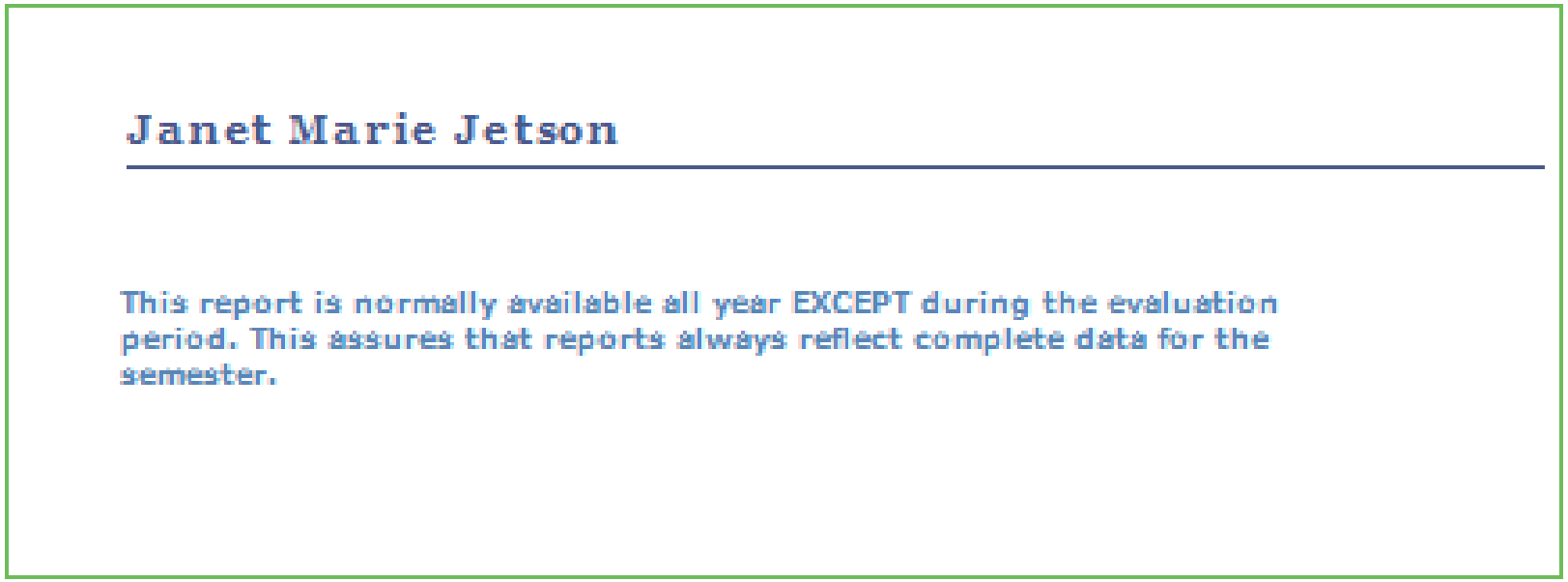
Run Time: 12:39:28
Page: 3 of 3

- Best professor in the biology department. I wish he taught more classes, I'd take anything he taught. He conveys a strong understanding of the material and reinforces it well enough to effectively comprehend conceptually.
- Dr. Koukl is a great professor. I will miss him.
- Dr. Koukl is a tough teacher. He is smart and is well organized. The only downside of his class is he gets really fussy if you ask him a question in lab. He may just be irritated that everyone is not getting the material. I may have just been asking stupid questions. He did make us grow up though and seek answers on our own.

# Attempted to run report during closure period



# Technical Issues Encountered

- The faculty report from *my*UTTyler was determined to be not working, so it was disabled for first go live.
- Instructor name changes, other data issues caused inability to complete evals

## Grade Blocking Opposition

- Spring 2011 it was decided NOT to block grades on Blackboard or *my*UTTyler.
- Response rate fell to **33.7%**
- Fall 2011 it was decided to reinstitute grade blocks.

# Further mods and tweaks

- Added administrative override
- Added an "n/a" to response set
- Added open-ended "Comments" question
- Added 7 more questions in Spring 2012; only the 8 core are on web

# Issues still to be addressed

**Reporting still fragmented**

- Faculty
- Administration
- Chairs
- Students/Public

# Reports for Faculty

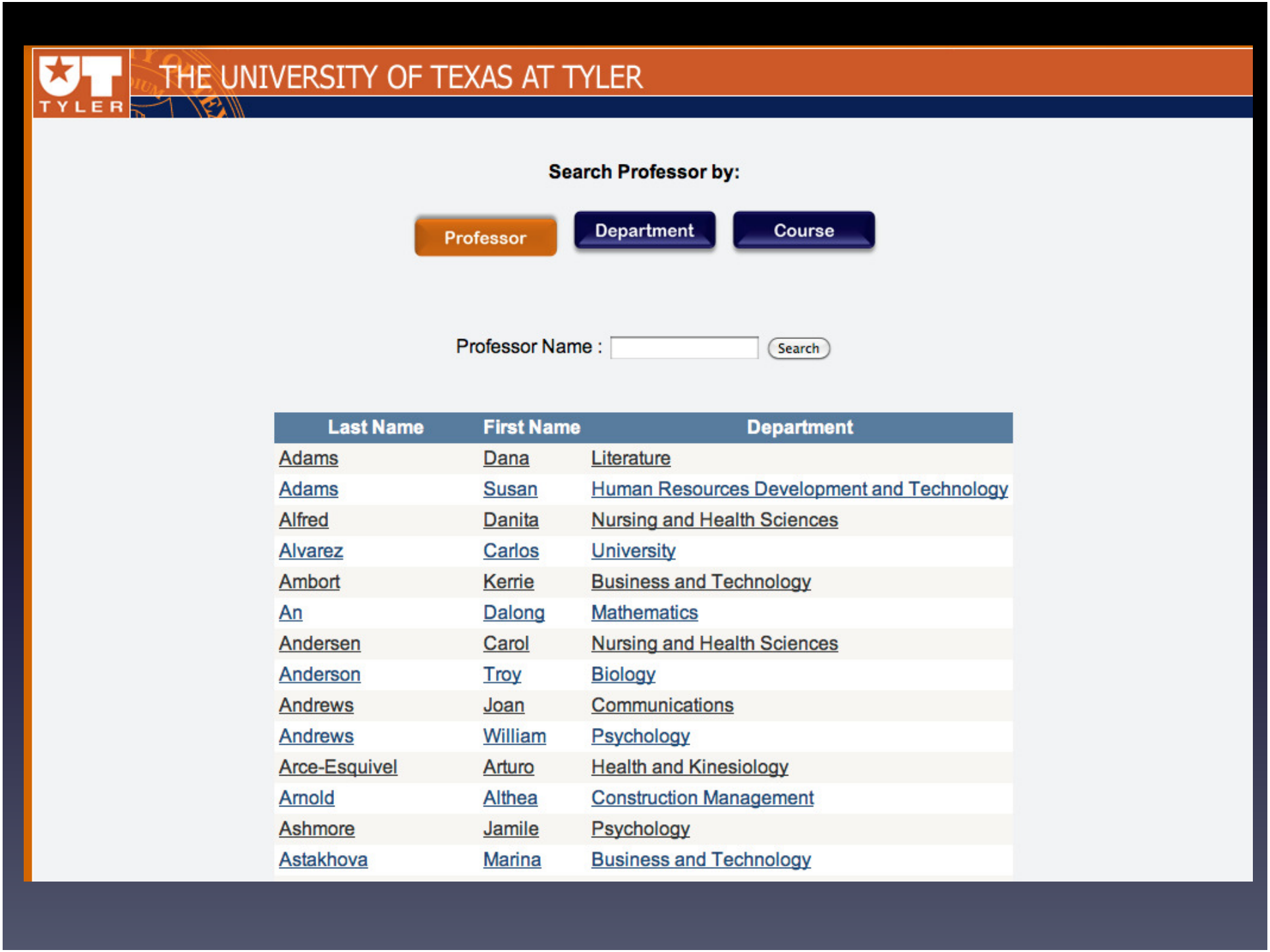
- Procedure for running a report through *my*UTTyler is complicated; they prefer public website
- Reports are good but  they want a few tweaks

# Reports for Administrators

- Chairs need summaries of frequencies and means and comments by faculty
- Deans and Provost need summaries by college and by department

# Data Available to Public

- Website only displaying responses to the original set of 8 questions
- No summaries by instructor
- Web interface is still handled by computer science faculty/class


THE UNIVERSITY OF TEXAS AT TYLER
TYLER
Search Professor by:
Professor
Department
Course
Professor Name :
Search
Last Name
First Name
Department
Adams Dana Literature
Adams Susan Human Resources Development and Technology
Alfred Danita Nursing and Health Sciences
Alvarez Carlos University
Ambort Kerrie Business and Technology
An Dalong Mathematics
Andersen Carol Nursing and Health Sciences
Anderson Troy Biology
Andrews Joan Communications
Andrews William Psychology
Arce-Esquivel Arturo Health and Kinesiology
Arnold Althea Construction Management
Ashmore Jamile Psychology
Astakhova Marina Business and Technology

# Other Issues

- New 7-week and other non-standard terms require a further mod to system
- Effective-dated faculty name changes, other data issues causing access problems

# Other Issues, cont.

- Various departments/units would like to customize the question set, retaining the 8 core questions, by semester.
- Some departments are supplementing the University system with their own surveys, causing student confusion

**Where should students and faculty go for help?**

- Office of Provost
- IT
- Institutional Analysis
- Other

# Lessons Learned

# Blackboard

- Surprised at popularity of Blackboard
- Campus-wide opposition to blocking access to grades on Blackboard
- Students want instant access to grades as soon as they complete their evals
- Caveat—Blackboard grade is not official

# Factors Critical to Success

- The benefit of conducting student evaluations is to get feedback for continuous improvement.
- Quality feedback depends on a high response rate.
- Office of the Provost must assume responsibility for positive campus-wide promotion

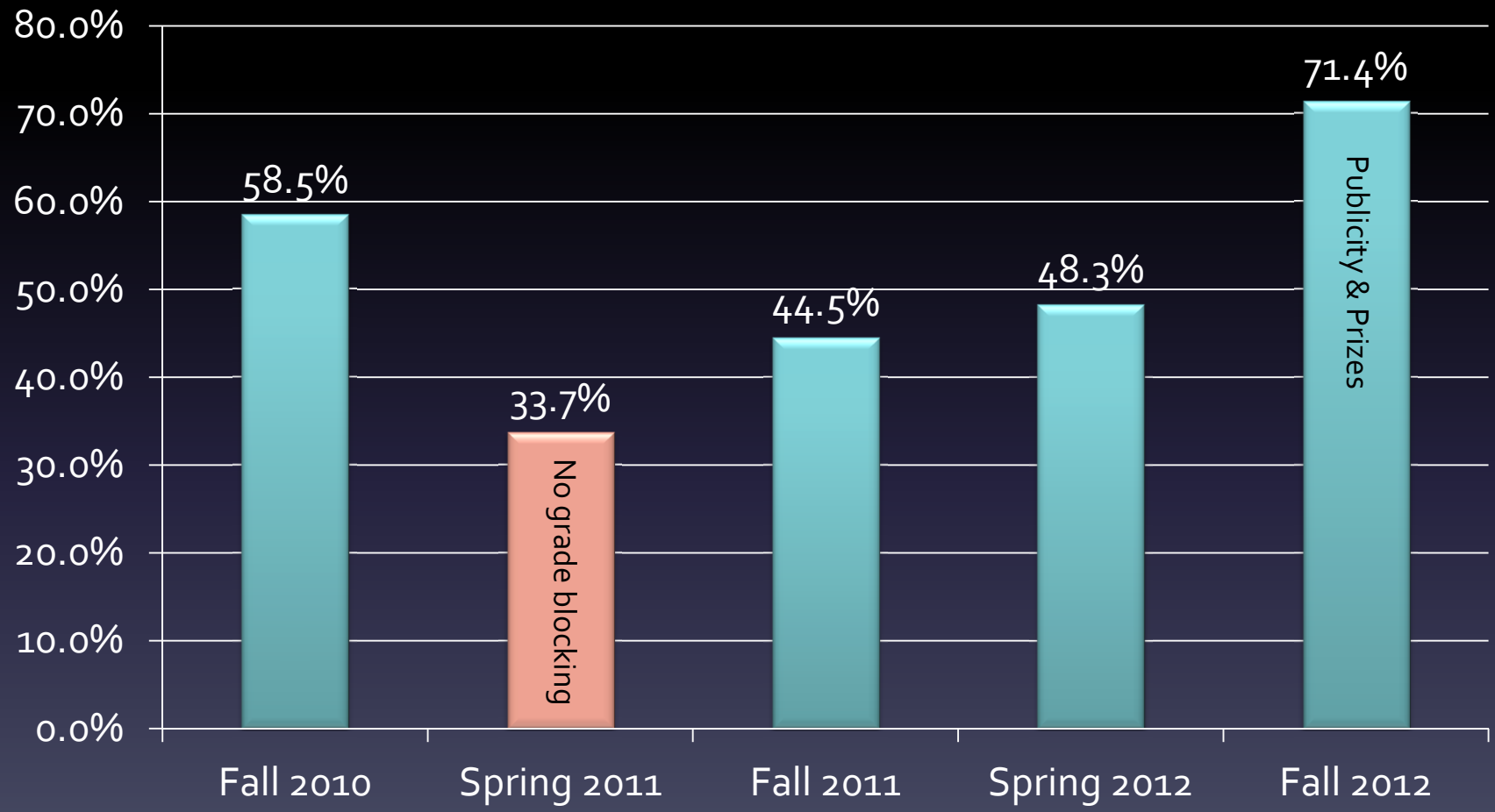
# Factors Critical to Success, cont.

- Faculty should frame this process in a positive light.
- Student opinions are important and faculty do care to learn them.
- Students who take the time to fill out an evaluation will be rewarded by being able to see their course grades earlier than non-respondents.

# Communication is Key

- Notices to students (text, email, web, Facebook, etc.)
- Notices to faculty
- Announcements on Blackboard

# Response Rates



# A little reward doesn't hurt

**Fall 2012—**

**drawing for 3 iPad Minis**

# Questions?

Shari Koukl skoukl@uttyler.edu
Cindy Strawn cstrawn@uttyler.edu

UT TYLER Office of Institutional Analysis