

# We Did It Our Way

Designing and Implementing an In-House  
Course Evaluation System



Shari Koukl  
Cindy Strawn

# 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 *myUTTyler* (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 *myUTTyler* one week earlier than non-respondents
- Goal = High response rate for valid results



# Grade blocking

*myUTTyler*—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 *myUTTyler*
- Chair/Provost summaries through SPSS
- University website for public viewing

## December 2012 Eval Schedule

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



## 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 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 topics 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 module's functionality. Microsoft Word is required.

How to View your Bill	<a href="#">Player</a>	<a href="#">HTML</a>	<a href="#">Quick Steps</a>
How to Pay your Bill	<a href="#">Player</a>	<a href="#">HTML</a>	<a href="#">Quick Steps</a>
How to Register for the Installment Plan	<a href="#">Player</a>	<a href="#">HTML</a>	<a href="#">Quick Steps</a>
How to Purchase a Parking Permit	<a href="#">Player</a>	<a href="#">HTML</a>	<a href="#">Quick Steps</a>
How to Enroll	<a href="#">Player</a>	<a href="#">HTML</a>	<a href="#">Quick Steps</a>
How to Drop	<a href="#">Player</a>	<a href="#">HTML</a>	<a href="#">Quick Steps</a>
Academic Advising - PAR & PIVIF	<a href="#">Player</a>	<a href="#">HTML</a>	<a href="#">Quick Steps</a>

## 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

## Course Evaluation Exclusions

Institution University of Texas at Tyler

Customize   Find   View All     First 1-3 of 3 Last											
	*Course ID	*Offer Nbr	Catalog Nbr	Subject	*Session	Exclude Type	From Term		To Term		
1	100398	1	1106	BIOL	Regular	Term	2108	2010 Fall	2118	2011 Fall	 
2	100050	1	4399	ACCT	Regular	Perm					 
3	100323	1	5395	ART.	Regular	Perm					 

# Configure Response Scales

Evaluation Responses

Evaluation Questions

Academic Institution University of Texas at Tyler

Term 2132 2013 Spring

Course Evaluation Scales

Find

First

1-2 of 2

Last

Scale

AD

Description Agree or Disagree

Valid Values

Customize

Find

Print

Calendar

First

1-6 of 6

Last

*Response No.	Evaluation Code	Description		
1	5	Strongly Agree	+	-
2	4	Agree	+	-
3	3	Neutral	+	-
4	2	Disagree	+	-
5	1	Strongly Disagree	+	-
6	0	NA	+	-

# Configure Evaluation Questions

Evaluation Responses

Evaluation Questions

Institution

University of Texas at Tyler

Term

2013 Spring

Questions

Find

First

1-15 of 15

Last

Question Number

1

Scale

AD

Agree or Disagree

+

-

Question text

The course was well organized.

Question Number

2

Scale

AD

Agree or Disagree

+

-

Question text

The instructor communicated effectively.

Question Number

3

Scale

AD

Agree or Disagree

+

-

Question text

The instructor showed interest in the progress of students.

# Configure Evaluation Dates and Messages

**Course Evaluation Main**

**Institution** University of Texas at Tyler  
**Term** 2012 Fall  
**Session** Regular

**Course Evaluation Setup** [Find](#) | [View All](#) First **1 of 1** Last

**\*Effective Date:** 11/09/2012

**Free Form Allowed?:** ☒

**Evaluation Starts:** 11/26/2012

**Evaluation Ends:** 02/15/2013

**Grade Blocking Starts:** 12/18/2012

**Grade Blocking Ends:** 12/25/2012

**Faculty Report Starts:** 11/26/2012

**Faculty Report Ends:** 12/25/2012

**Message1**  
Please proceed to Evaluate My Courses. The evaluation period for Fall 2012 is November 26 through December 14.

**Message2**  
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,

**Message3**  
Congratulations! You have completed evaluations for all eligible courses. You may view your grades in the Student Center as soon as they are posted on December 18.

# Load Course Evaluation Data

Populate course Eval Data

## Populate Course Evaluation data

Run Control ID: Load\_Crse\_Eval\_Data2

[Report Manager](#) [Process Monitor](#)

Run

Process Instance:1407169

### Parameters

Populate Evaluation Data?: ☒

Term  2013 Spring


Session

Delete Old, Incomplete Evaluations?: ☐

If yes, delete data occurring before Term Code:

Remove Invalid (Question number 0) Data?: ☒

# Administrative Override

[New Window](#) | [Help](#) | [Customize Page](#) | 

Administrative Eval. Overrides

### Administrative Course Evaluation Overrides

**Term** 2128

**Empl ID** 5000418502

**Name** Reel, Jessica Ruth Marie

	Chg-Stat	Status	Class	Title	Days Met	Instructor	Update User	Last Updated
1	Chg-Stat	Evaluate	COMM 5310.001	COMM RESEARCH METHODS	We 06:00PM	Walts, Charles L		

# Student Experience



# Log in to *myUTTyler*

The screenshot shows the myUTTyler website interface. At the top, there is a search bar and navigation links: Home, UT Tyler Home Page, Add to My Links, and Sign out. Below the navigation bar, there are tabs for My Page and Student Home Page. The main content area is divided into several sections:

- Enterprise Menu:** Includes links for Help, System Access, Search/Browse Catalog, Useful Links, Worklist, Reporting Tools, Student Scholarship, Faculty/Staff Webmail, UT Tyler Calendar, My Personalizations, and My Dictionary.
- UT Tyler Calendar:** Displays an error message: "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:** States: "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:** Contains an attention message: "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 removed."
- Student Training:** Features "Training Documentation for Students" with a list of topics and links to Player, HTML, and Quick Steps.
- System Access:** Lists various system links, including Student Center, Student Scholarship, Evaluate My Courses (highlighted with a red arrow), Astra Schedule, Blackboard Learning, Housing System, P2 Portal, and Money Network (Discover).
- Useful Links:** Includes links for Campus Map, Faculty/Staff Search, Laundry View, Faculty/Staff Webmail, Student Email, Patriot Account Management, Patriot Connection, Patriot Jobs, and Help Desk.

A red arrow points to the "Evaluate My Courses" link in the System Access section.

# During the Evaluation Period

Jessica Ruth Marie Reel

Please proceed to Evaluate My Courses. The evaluation period for Fall 2012 is November 26 through December 14.

[Evaluate My Courses](#)

# List of Student's Required Evaluations

Jessica Ruth Marie Reel

	Status	Class	Title	Day & Time	Instructor
1	<a href="#">Evaluate</a>	COMM 5310.001	COMM RESEARCH METHODS	We 06:00PM	Watts, 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

Instructor Walts, Charles L

Term 2012 Fall (2128)

Subject COMM

Catalog Nbr 5310

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

**Nancy Hutchins Bailey**

None of your courses required an evaluation this term. You may view your grades in the Student Center as soon as they are posted on May 16.

**Nancy Hutchins Bailey**

Congratulations! You have completed evaluations for all eligible courses. You may view your grades in the Student Center as soon as they are posted on May 16.

# Student tried to do evaluation after close

**Jessica Ruth Marie Reel**

---

Oops! You have missed the opportunity to provide valuable feedback to your instructor(s). Your grades will be available in the Student Center on December 26.

# Faculty Report

# Secured by login to *myUTTyler*

Welcome back, Cindy !!

myUTTyler

Search:

Home | UT Tyler Home Page | Add to My Links | Sign out

My Page | Faculty/Staff Home Page

Personalize Content Layout Fri, Feb 8, 13 12:34 PM

Select One:

Homepage Help

### Enterprise Menu

- Help
- System Access
- Search/Browse Catalog
- Useful Links
- Worklist
- Reporting Tools
- UT Tyler Calendar
- My Personalizations
- My Dictionary

### UT Tyler Calendar

February 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

Click Customize to select Calendars.  
[Full Page View](#)

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### Faculty Training

#### Training Documentation for Faculty

- 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.

Processing Grade Rosters: [Player](#) [HTML](#) [Quick Steps](#)

STAT: [Player](#) [HTML](#) [Quick Steps](#)

Academic Advising: [Player](#) [HTML](#) [Quick Steps](#)

Financial Records: [Player](#) [HTML](#) [Quick Steps](#)

Graduate Admissions: [Player](#) [HTML](#) [Quick Steps](#)

Retrieve Course Eval Report: [Quick Steps](#)

### System Access

Collection of links to systems used on campus.

- [Astra Schedule](#)
- [Blackboard Learning](#)
- [Campus Solutions](#)
- [Faculty Center](#)
- [Set User Defaults](#)
- [Course Evaluation Report](#)
- [P2 Portal](#)
- [Money Network \(Discover\)](#)
- [RMS](#)
- [UT Direct](#)

### Useful Links

- [Faculty/Staff Search](#)
- [Faculty/Staff Webmail](#)
- [Student Email](#)
- [Patriot Account Management](#)
- [Patriot Connection](#)



# Select Term and Session for Report

The screenshot displays the myUTTyler web application interface. At the top, a blue header bar contains the UT Tyler logo, a welcome message "Welcome back, Cindy !!", the myUTTyler logo, a search bar, and navigation links: Home, UT Tyler Home Page, Add to My Links, and Sign out. Below the header, a dark blue navigation bar shows "My Page" and "Faculty/Staff Home Page" tabs, with a "Select One:" dropdown menu. A left sidebar lists various system access links, including Help, System Access (Astra Schedule, Blackboard Learning, Campus Solutions, Faculty Center, Set User Defaults, Course Evaluation Report, P2 Portal, Money Network (Discover), RMS, UT Direct), Search/Browse Catalog, Useful Links, Worklist, Reporting Tools, UT Tyler Calendar, My Personalizations, and My Dictionary. The main content area features a "Course Evaluation Summary Rpt" tab and an "Admin Course Eval Summ Report" tab. Below the tabs, the title "Course Evaluation Summary Report" is displayed. The "Run Control ID" is "Faculty\_Eval\_Rpt", with links for "Report Manager" and "Process Monitor", and a yellow "Run" button. A "Parameters" section contains a "Term" field with "2128" and "2012 Fall", a "Session" dropdown menu set to "Regular", and a checkbox for "Include Student Comments on Report?" which is checked.

UT TYLER

Welcome back, Cindy !!

myUTTyler

Search:

Home | UT Tyler Home Page | Add to My Links | Sign out

My Page Faculty/Staff Home Page

Select One: ▼

Help

System Access

- Astra Schedule
- Blackboard Learning
- Campus Solutions
- Faculty Center
- Set User Defaults
- Course Evaluation Report
- P2 Portal
- Money Network (Discover)
- RMS
- UT Direct

Search/Browse Catalog

Useful Links

Worklist

Reporting Tools

- UT Tyler Calendar
- My Personalizations
- My Dictionary

Course Evaluation Summary Rpt Admin Course Eval Summ Report

Course Evaluation Summary Report

Run Control ID: Faculty\_Eval\_Rpt

Report Manager Process Monitor Run

Parameters

Term 2128 2012 Fall

Session Regular

Include Student Comments on Report?: ☒

# PDF report via email or report repository

The University of Texas at Tyler			Run Date: 02/08/2013
Course and Instructor Evaluation			Run Time: 12:39:28
Term: 2012 Fall			Page: 1 of 3
Course: BIOL 4300.001			
Instructor: Koukl,James F			
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 faculty

## 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: 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

**Janet Marie Jetson**

---

This report is normally available all year EXCEPT during the evaluation period. This assures that reports always reflect complete data for the semester.

# Technical Issues Encountered

- The faculty report from *myUTTyler* 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 *myUTTyler*.
- 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 *myUTTyler* 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



## Search Professor by:

Professor

Department

Course

Professor Name :

Last Name	First Name	Department
<a href="#">Adams</a>	<a href="#">Dana</a>	<a href="#">Literature</a>
<a href="#">Adams</a>	<a href="#">Susan</a>	<a href="#">Human Resources Development and Technology</a>
<a href="#">Alfred</a>	<a href="#">Danita</a>	<a href="#">Nursing and Health Sciences</a>
<a href="#">Alvarez</a>	<a href="#">Carlos</a>	<a href="#">University</a>
<a href="#">Ambort</a>	<a href="#">Kerrie</a>	<a href="#">Business and Technology</a>
<a href="#">An</a>	<a href="#">Dalong</a>	<a href="#">Mathematics</a>
<a href="#">Andersen</a>	<a href="#">Carol</a>	<a href="#">Nursing and Health Sciences</a>
<a href="#">Anderson</a>	<a href="#">Troy</a>	<a href="#">Biology</a>
<a href="#">Andrews</a>	<a href="#">Joan</a>	<a href="#">Communications</a>
<a href="#">Andrews</a>	<a href="#">William</a>	<a href="#">Psychology</a>
<a href="#">Arce-Esquivel</a>	<a href="#">Arturo</a>	<a href="#">Health and Kinesiology</a>
<a href="#">Arnold</a>	<a href="#">Althea</a>	<a href="#">Construction Management</a>
<a href="#">Ashmore</a>	<a href="#">Jamile</a>	<a href="#">Psychology</a>
<a href="#">Astakhova</a>	<a href="#">Marina</a>	<a href="#">Business and Technology</a>

# 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

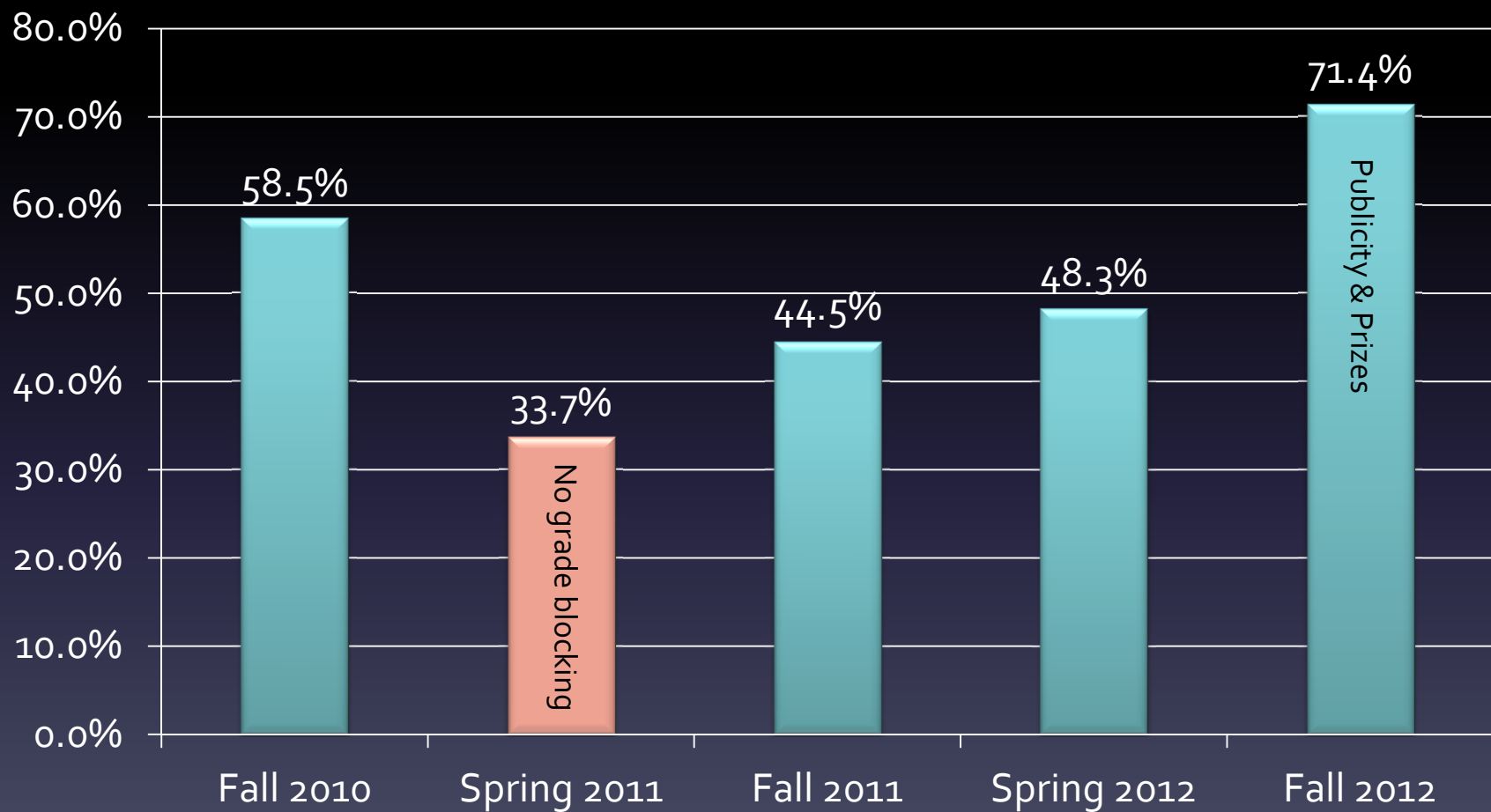
# Factors Critical to Success, cont.

- 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](mailto:skoukl@uttyler.edu)  
Cindy Strawn [cstrawn@uttyler.edu](mailto:cstrawn@uttyler.edu)

