ONLINE END OF COURSE EVALUATIONS FAQ

General

1. **Why should students complete end of course evaluations?**
   Cardinal Stritch University uses course evaluations to improve the quality of teaching and learning through student feedback to individual faculty members. The information gathered is also a significant component in the promotion and tenure process.

   Responses to course evaluations provide information on students’ perceptions of their engagement, learning outcomes, the instructor's behavior and course activities. This feedback helps guide changes in future iterations of the course and/or the instructor's teaching.

2. **Is the online end of course evaluations system secure and anonymous?**
   The online course evaluation system uses current technology security measures to ensure the security of the data and the confidentiality of the results. The University has contracted with an independent company (Gap Technologies) to administer online course evaluations. They and their software application have issued the following confidentiality promise to students:

   "We want you as a student to feel safe completing your evaluations on our site. Let us assure you that our company will never release email addresses or any other personal information. We also promise to keep your submissions confidential. We will never let the instructors or administrators at your school connect you to your evaluations. We will only give the school compiled data, with no student identifiers. Your evaluations will assist your faculty in determining how to provide you with the best education."

   In addition, faculty and administrators will only have access to summary reports of responses. The online course evaluation system will not present information that could identify an individual and will not allow the creation of reports that could compromise a student's confidentiality.

3. **What types of questions will appear on the end of course evaluations?**
   End of course evaluations consist of seven university-wide questions, college-specific questions, and up to 10 optional faculty added questions per course.

4. **Are the questions on the end of course evaluations required?**
   The seven university-wide questions and the college-specific questions are required to be completed on all evaluations.

5. **How will users log in to access end of course evaluations?**
   **Students**
   There are two ways in which students can access their online course evaluations. Students will receive a personalized email to their Stritch email address for each course that they are enrolled in containing a link to the evaluation for that course when the survey window begins. Students can also log in to MyStritch to view all online course evaluations available to them.
Instructors
Instructors will receive a personalized email to their Stritch email address when a survey is available for previewing prior to its release to students. Instructors will then receive another personalized email containing a link to the survey results when the results are available for a course. Instructors can also log in to MyStritch to access a link which will log the instructor directly into the SmartEvals system. This link is available under the Academics tab, on the Course Evaluations page.

6. How long will online evaluations be available for completion?
Traditional Courses
Online course evaluations will be available 12 days before the last day of class and will close two days after the last day of class.

Graduate/Doctoral and all Non Term Courses
Online course evaluations will be available one week before the last day of class and will close two days after the last day of class.

7. Who will have access to evaluation results?
Evaluation results are stored on a secure server. Access to aggregate results is restricted to the faculty member, his/her department Assessment Coordinator, his/her Department Chair and Dean, the Executive Vice President of Academic Affairs, and the Office of Data Quality and Institutional Research.

In addition, in order to maintain student confidentiality, evaluation results for courses with less than four students enrolled will not be available for instructor viewing. The results for these evaluations will be available for review by the department Assessment Coordinators, Department Chairs and Deans, the Executive Vice President of Academic Affairs, and the Office of Data Quality and Institutional Research.

8. Which courses will receive end of course evaluations?
All for-credit courses will receive end of course evaluations. Non-credit/zero credit courses are currently not evaluated.

Students

1. How will students be notified that it is time to complete an end of course evaluation?
Students will receive a personalized email notification to their Stritch email address when an online evaluation becomes available for completion. These email notifications will come from evaluations@onlinecourseevaluations.com. Students will also be prompted to complete online course evaluations when logging in to MyStritch during the evaluation window.

2. I was expecting to receive a notification to complete an evaluation, but did not get one. What happened?
There are a few possibilities as to what may have happened:
   1. End of course evaluation email notifications are automatically sent out from the online end course evaluations system. These notifications will come from evaluations@onlinecourseevaluations.com and will be sent to your Stritch email address. Please check your junk mail to ensure that the email notification was not caught as junk.
2. The online end of course evaluation system has a setting in place which prevents it from sending multiple emails to a person within a given time period in order to comply with anti-spam laws. This setting is configured to not send multiple emails to a person within 23 hours. If you received another email notification from the system within the past 23 hours, it is possible that you may have not received a subsequent email notification from the system. After 23 hours has passed, you will receive additional email notifications from the system. In the meantime, you do have the ability to view your available evaluations by logging into MyStritch.

3. There is a window of time where online end of course evaluations are available. This window is based on the end of course date listed in the Jenzabar system.

   **Traditional Undergrad Courses**
   Online course evaluations will be available 12 days before the last day of class and will close two days after the last day of class.

   **Graduate/Doctoral and all Non Term Courses**
   Online course evaluations will be available one week before the last day of class and will close two days after the last day of class.

3. **How will students access end of course evaluations?**
   There are two ways in which students can access their online course evaluations. Students will receive a personalized email to their Stritch email address for each course that they are enrolled in containing a link to the evaluation for that course when the survey window begins. Students can also log in to MyStritch to view all online course evaluations available to them.

4. **Is my access to MyStritch affected during the evaluation window?**
   No, your access to MyStritch is not affected during the evaluation window.

5. **Who do I contact if I have difficulty accessing my evaluations or have questions about the process?**
   Please contact the Help Desk at support@stritch.edu or 414-410-4600 if you are having trouble accessing your evaluations. Please contact Data Quality and Institutional Research dqir@stritch.edu if you have any other questions about the course evaluation process at Stritch.

**Instructors**

1. **How are faculty notified of an upcoming end of course evaluation?**
   Instructors will receive a personalized email notification to their Stritch email address when the evaluation for their course is available to preview online. These email notifications will come from evaluations@onlinecourseevaluations.com. Instructors will receive subsequent emails when the evaluation window has opened for their course, and again when the results are available for viewing.

2. **I was expecting to receive a notification about being able to add questions to my evaluation, but did not get one. What happened?**
   There are a few possibilities as to what may have happened:
   1. End of course evaluation email notifications are automatically sent out from the online end course evaluations system. These notifications will come from
evaluations@onlinecourseevaluations.com and will be sent to your Stritch email address. Please check your junk mail to ensure that the email notification was not caught as junk.

2. The online end of course evaluation system has a setting in place which prevents it from sending multiple emails to a person within a given time period in order to comply with anti-spam laws. This setting is configured to not send multiple emails to a person within 23 hours. If you received another email notification from the system within the past 23 hours, it is possible that you may have not received a subsequent email notification from the system. After 23 hours has passed, you will receive additional email notifications from the system. In the meantime, if you access the online end of course evaluations system via another email notification, you will be able to access your available evaluations.

3. There is a window of time where online end of course evaluations are available. This window is based on the end of course date listed in the Jenzabar system.

**Traditional Undergrad Courses**
Online course evaluations will be available 12 days before the last day of class and will close two days after the last day of class.

**Graduate/Doctoral and all Non Term Courses**
Online course evaluations will be available one week before the last day of class and will close two days after the last day of class.

3. **How will instructors log in to view their end of course evaluations?**
   Instructors will access their online course evaluations and results via the link included in the personalized emails that are sent when an evaluation is available for previewing prior to its release, and when the evaluation results are available. Instructors can also log in to MyStritch to access a link which will log the instructor directly into the SmartEvals system. This link is available under the Academics tab, on the Course Evaluations page.

4. **Can faculty add their own questions to the end of course evaluation?**
   Yes, faculty can add up to 10 additional questions to the end of course evaluation. Faculty can access their end of course evaluations via the link provided in the personalized email in order to add their own questions. Because the addition of questions is tied to an instructor's specific course evaluation(s), only the instructor themselves can add their own questions.

5. **What should I tell my students about the online course evaluation system?**
   One of the best ways to receive feedback and to ensure a good response rate from students is for the instructor to stress the importance of course evaluations to the success of our academic programs. Instructors can also point out that having access to the evaluations online allows the students to access them whenever they wish during the evaluation window, and that the evaluations should take less than ten minutes to complete.

6. **When will evaluation results be available?**
   Faculty will be able to view aggregate results of the course evaluations four weeks after the end date of the course in Jenzabar. This will ensure that grades are posted prior to instructors having access to evaluation results. A personalized email will be sent to the faculty when the results are available online for viewing.
7. **Can I download my evaluation results?**
   Yes, faculty will have the ability to download the evaluation results for their courses in PDF format.

8. **How are evaluations for team taught courses handled?**
   Each instructor listed for a team taught course will have the ability to add their own additional questions to the evaluation. When the results for the evaluation are compiled, each instructor will see all of the results for the university and college questions. They will only see the results for their own additional questions. They will never see results for any other instructor’s questions.

9. **Who can assist me with questions about online end of course evaluations?**
   Each of the four colleges has designated a primary and backup administrator for online end of course evaluations. Your college liaisons should be your first point of contact with questions about the end of course evaluations system or process.

   COEL – Erin Walcheske, Suzanne Bagley  
   CAS – Mary Carson, Yanelis Picado  
   CON – Kathleen Weber, Gloria Wessely  
   CBM – Gwen Rivkin, Jennifer Northern

   In the event that your college liaisons are unavailable or are unable to answer your questions, you can contact Data Quality and Institutional Research at dqir@stritch.edu