SmartEvals.com

Online Course Evaluations

With over ten years' experience in serving the needs of colleges and universities with its Online Course Evaluation software, SmartEvals specializes in keeping your campus community active and engaged in the evaluation process. A flexible, convenient web-based option, SmartEvals offers cutting-edge survey and reporting tools designed to gather insightful student and faculty feedback on the quality of academic curricula, the quality of instruction, and overall student satisfaction.

With SmartEvals, your Online Course Evaluation results are calculated and delivered within minutes of the close of evaluations, and are accessed through a web browser— ensuring that valuable report data is always at your fingertips. SmartEvals is highly customizable to the needs of your institution, offering the most superior versatility and data analysis options available on the market today.

Custom Report

The Custom Report offers a highly customizable question-by-question table of evaluation results. With SmartEvals, users can choose which data is displayed on reports, and can filter and sort data to meet any analysis goal. The below graphic demonstrates an instructor's Custom Report for all classes taught during a semester:

| Custom Report | Percentile Rank | Comments | Individual Evaluations | myFocus |

this past semester(2013/Spring)　　Arts and Sciences
All courses　　BIO Biology
All course sections　　See all instructors
See all course levels / types

There were: 781 possible respondents.

Change columns

	Question Text	N	Avg	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Exams, papers, and assignments were usually returned within a week	243	4.3	59%	28%	5%	6%	2%
2	Have come to understand the main concepts of this course	242	4.5	61%	35%	3%	1%	0%
3	Course was organized to facilitate learning	243	4.5	60%	33%	5%	1%	1%
4	Textbook helped me in studying the course material	243	4.3	53%	30%	12%	4%	2%
5	Reading assignments helped me to understand course content	241	4.2	48%	32%	15%	4%	1%

The body of the Custom Report shows valuable data in each column, including the total number of survey respondents (N), the instructor's average scores (Avg), and the score distribution (Strongly Agree – Strongly Disagree). By simply clicking the Change Columns link, the instructor can also choose to display a number of other data columns, including:

- Department average
- School average
- Percent response rate
- Standard deviation (by department, division, or school)

- Division average
- Median scores
- Confidence intervals

The superior flexibility afforded by the Custom Report ensures that users are able to personalize their reporting experience for a better, more practical understanding of evaluation results. The Custom Report also include a variety of analysis features:

DRILL-DOWN FUNCTIONALITY

By simply clicking one of the score distribution percentages in the Custom Report, users can activate the Drill-Down Function, filtering the report according to a particular demographic of students. In the below graphic, an instructor has chosen to investigate how students who expect to receive an A in the course have evaluated the remainder of the survey. By simply clicking on the 50% value in the A column, the instructor can filter the report to show only responses of students who expect to receive an A:

	Question Text	N	Avg	A	B	C	D	F	Other
1	Grade you expect to receive	10		50% (remove filter)	(hidden)	(hidden)	0%	(hidden)	0%
				Str. Agree	Agree	Neutral	Disagree	Str. Disagree	N/A
2	Assignments reflected goals of course	10	4.4	40%	60%	0%	0%	0%	0%
3	Teaching strategies enhanced my learning	9	4.1	33%	44%	22%	0%	0%	0%
4	Professor met class regularly	10	4.8	80%	20%	0%	0%	0%	0%
5	Well-prepared, organized, used class time effectively	10	4.7	70%	30%	0%	0%	0%	0%
6	Encouraged discussion of diverse viewpoints	10	4.8	80%	20%	0%	0%	0%	0%

Drill-Down functionality is useful in understanding student response tendencies and also in analyzing responses in relation to demographic data. Other useful applications of the Drill-Down functionality could include assessing how transfer students evaluated courses as compared to non-transfer students, for example, or how student athletes perceive academic support services as compared to non-athlete counterparts. When applied to the Custom Report, the Drill-Down tool will even filter qualitative, text-based comments appropriately. This powerful tool helps to put comments in context, creating a valuable resource for instructors looking to improve courses, or administrators looking to improve student services.

BUILT-IN WITHIN SUBJECT ANALYSIS TOOLS

SmartEvals' Survey Linking Tool offers unbeatable data analysis versatility, allowing you to track the responses of a certain group of students across multiple surveys for a comprehensive perspective on student experience at your institution. By simply clicking the Number of Respondents column of a report, you'll be able to view survey results for the selected group of respondents across multiple question sets. More information: https://www.smartevals.com/analysis

Which surveys would you like to view for the selected respondents?

☑	**Question Sets**
☑	Freshman Survey
☐	Student Satisfaction Survey
☑	Standard Course and Instructor Evaluation
☐	Campus Housing Survey

Continue ☑ Save my choice until I log out

INDIVIDUAL & AGGREGATE REPORTING

With SmartEvals' simple drop-down interface, calculating aggregate results has never been easier. The drop-down menus found at the top of reports allow users to access many useful reports, for instance: aggregate results for all courses taught during a given semester or year, aggregate results for undergraduate-level courses only, or results for just a single class section. Other users, including department heads and administrators, can view reports for specific classes, or may view results aggregated across entire departments and divisions. In the below example, a user has adjusted the drop-down menus to show aggregated results for the entire Biology Department during the 2012 Spring semester:

![SmartEvals.com logo]

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Custom Report

this past semester(2013/Spring)　　Arts and Sciences
All courses　　BIO Biology
All course sections　　See all instructors
　　See all course levels / types

There were: 781 possible respondents.

Change columns

	Question Text	N	Avg	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Exams, papers, and assignments were usually returned within a week	243	4.3	59%	28%	5%	6%	2%
2	Have come to understand the main concepts of this course	242	4.5	61%	35%	3%	1%	0%
3	Course was organized to facilitate learning	243	4.5	60%	33%	5%	1%	1%
4	Textbook helped me in studying the course material	243	4.3	53%	30%	12%	4%	2%
5	Reading assignments helped me to understand course content	241	4.2	48%	32%	15%	4%	1%

The administrator can filter the report to show results for a single course simply by selecting from the drop-down menu. The filtered report is delivered instantly:

Custom Report

this past semester(2013/Spring)　　Arts and Sciences
BIO 101/LECTURE　　BIO Biology

BIO 101/LECTURE
BIO 106/LECTURE
BIO 106/LAB
BIO 208/LECTURE
BIO 208/LAB
BIO 209/LECTURE
BIO 209/LAB
BIO 330/LECTURE
BIO 330/LAB

See all instructors
See all course levels / types

...sible respondents.

Change columns

	Question Text	N	Avg	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Exams, papers, and assignments were usually returned within a week	12	4.8	83%	17%	0%	0%	0%
2	Have come to understand the main concepts of this course	12	4.7	67%	33%	0%	0%	0%
3	Course was organized to facilitate learning	12	4.7	75%	17%	8%	0%	0%
4	Textbook helped me in studying the course material	12	4.2	58%	8%	25%	8%	0%
5	Reading assignments helped me to understand course content	12	4.2	58%	17%	17%	8%	0%

More information: https://www.smartevals.com/custom
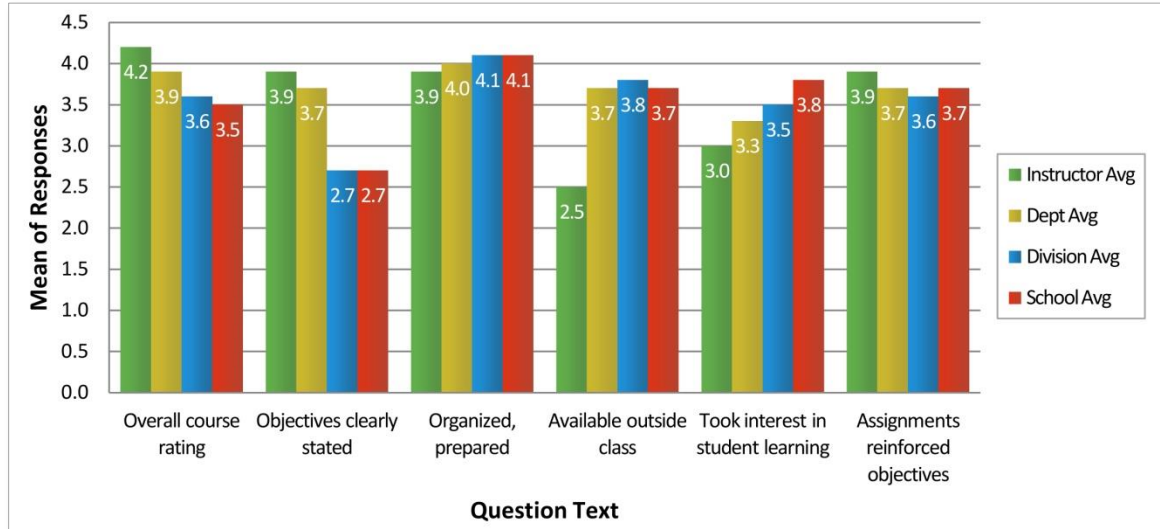
Custom Report Chart

The Custom Report Chart is a graphical representation of mean scores, comparing instructor results for selected questions across the Department, Division, or School averages (see image below). System users can further customize reporting by selecting which questions appear on the chart.
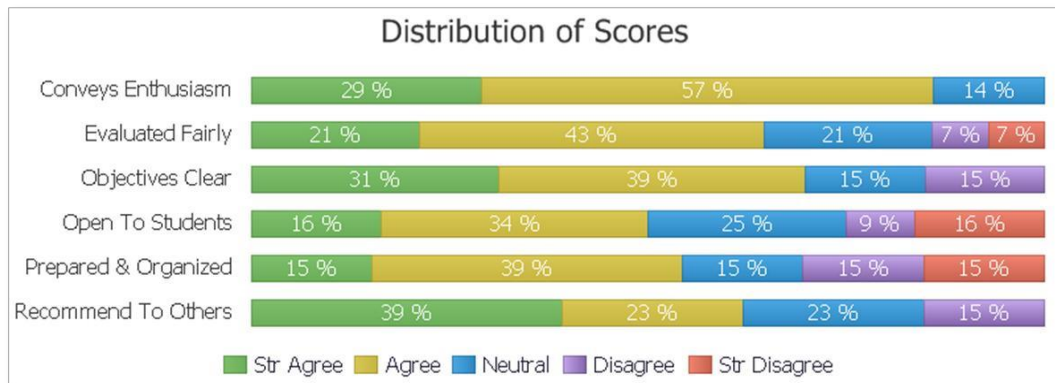
More information: https://www.smartevals.com/custom

Custom Report Chart with average scores displayed

Score Distribution Chart

Users may access a chart graphically depicting score distribution—or the percentage of respondents to answer in a given response category—for each survey item:

Sample Score Distribution Chart

Tiered Access

SmartEvals features a layered permission base to restrict user access according to specific permissions. SmartEvals recognizes four distinct groups of users, each having specific privileges and access to the system:

STUDENTS: Able to view and complete evaluations for only those courses in which they are enrolled. To protect student confidentiality, SmartEvals includes customizable settings that will hide evaluation results should too few students complete the survey for a given course. Other options allow students to view a summary report of instructor evaluation results.

INSTRUCTORS: Able to view results and response rates for only those classes that they teach. Additional options include granular reporting access controls for team-taught and cross-listed courses.

DEPARTMENT HEADS, DEANS AND PROVOSTS: Able to view response rates and reports for only the departments, course levels, and course types for which viewing access has been assigned. Access may be assigned based on instructor, department, course level and course type.
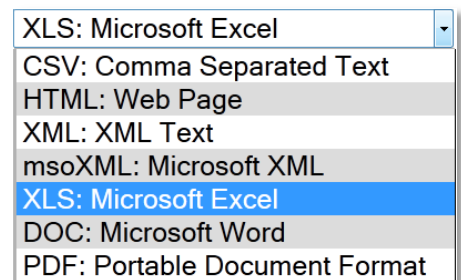
ADMINISTRATORS: Able to access all reports and modify viewing access for other users.

SmartEvals' granular access options guarantee precision control over security and reporting permissions. Plus, SmartEvals can save hours each semester by conveniently remembering per-user and system-wide settings from semester to semester—once set, access permissions and other settings need to be adjusted only if and when they change!

More information: http://www.SmartEvals.com/afterupload

XLS: Microsoft Excel ▾
CSV: Comma Separated Text
HTML: Web Page
XML: XML Text
msoXML: Microsoft XML
XLS: Microsoft Excel
DOC: Microsoft Word
PDF: Portable Document Format

Data Export

System users-- including Administrators, Department Heads/Chairs and Instructors—can easily export reports and raw data by simply clicking the export icon clearly displayed at the top of all reports. Report data can easily be formatted during the export process by selecting the appropriate file type from a drop down menu.

Benchmarking & Normative Data

The SmartEvals system comes complete with the Ascend™ Normative Survey, consisting of a bank of over 75 normative questions developed by researching the most commonly asked questions by every school in our database. When used in your surveys, results for Ascend™ questions will include normative data, allowing you to benchmark your institution against a national database of other schools. More information: http://www.smartevals.com/ascend

Reporting for Instructors

SmartEvals' convenient EvalCenter interface acts as a dashboard, allowing instructors to monitor evaluation period dates and response rates, email non-responding students, add questions, access results, and contribute notes on classes—all in one place.

My EvalCenter

All years

See all course levels / types

Preview	Edit	CRN	Dept	Num	Sec	Course	Total	% Resp	Survey Start	Survey End	Notes	See
🔍	✏️	ASD 097 01	ASD	97	1	Fundamental Concepts of Algebra	12	17 %	04/12/13	05/10/13	add/see	05/12/13
🔍	✏️	MAT 103 01	MAT	103	1	College Algebra	23	35 %	04/12/13	05/10/13	add/see	05/12/13
🔍	✏️	MAT 103 02	MAT	103	2	College Algebra	20	40 %	04/12/13	05/10/13	add/see	05/12/13
🔍	✏️	MAT 103 03	MAT	103	3	College Algebra	19	74 %	11/22/12	12/13/12	add/see	Reports
🔍	✏️	MAT 102 01	MAT	102	1	Intermediate Algebra	7	29 %	04/25/12	05/01/12	add/see	Reports
🔍	✏️	MAT 102 01	MAT	102	1	Intermediate Algebra	21	52 %	11/27/11	12/11/11	add/see	Reports
🔍	✏️	MAT 103 01	MAT	103	1	College Algebra	30	50 %	11/27/11	12/11/11	add/see	Reports
🔍	✏️	MAT 103 02	MAT	103	2	College Algebra	25	68 %	11/27/11	12/11/11	add/see	Reports

Change columns

FACULTY FEEDBACK

We at SmartEvals recognize that instructor engagement in the evaluation process is crucial to the success of the program—that's why we've made it easy for instructors to navigate the system and contribute feedback. Faculty may comment on any of their courses by simply clicking on the Notes column of their EvalCenter interface. SmartEvals' Question Applicability feature allows instructors to submit valuable feedback on survey results. When viewing reports, instructors will see a ◊ symbol next to all questions. Clicking the symbol will allow instructors to indicate that the question is especially applicable, of average applicability, or especially unapplicable, as well as any appropriate comments or notes. In the below example, an instructor has marked question 2 as highly applicable, and questions 3 and 4 and unapplicable. By clicking on the ▲ or ▼ symbols, the user can view any additional comments left by the instructor. Any notes contributed by the instructor will be visible to the instructor as well as any appropriate department heads, deans, or provosts.

	Question Text	N	Top Two	My Avg	SD	Sch Avg	SA	Agree	Neutral	Disagree	SD
1	◊ Exams, papers, and assignments were usually returned within a week	19	78%	4.3	1.1	4.2	58%	21%	16%	0%	5%
2	▲ Grades were determined by a balance as stated in the syllabus	19	78%	4.2	1.1	4.4	53%	26%	16%	0%	5%
3	▼ Syllabus available online	20	90%	4.4	1	4.3	60%	30%	5%	0%	5%
4	▼ Assignments/Handouts Available Online	20	90%	4.5	1	4.1	70%	20%	5%	0%	5%

Historical Reporting

SmartEvals' Historical Reporting features make it easy to track trends in instructional performance over time. Designed for Instructors, the Historical Trend Analysis Report clearly identifies trends in average scores for all courses taught. SmartEvals' Historical Reporting feaures make it easy for users to perform ad hoc historical trend analysis by grouping together reports for years and semesters, or by viewing each individually.All Historical Reports are customizable, allowing users to select which questions or types of data to include on the report. For more detailed analysis, users can click any of the Reports links to be automatically directed to the Custom Report for the specified class. More information: https://www.smartevals.com/historical

Percentile Rank Report

The Percentile Rank report plots an instructor's mean scores in relation to other scores earned at your institution, producing an easy-to-read chart that puts scores in context. Comparison groups can be changed easily to suit users' reporting needs, showing how an instructor's scores rank against their Department, Division, School, or even against courses of the same level (ie. Graduate or Undergraduate) or type (ie. Lecture or Lab). On the Percentile Rank Report, scores falling within the 30th percentile or higher are charted within the green area, while scores falling within the lowest 30th percentile are charted in the red area. This makes it easy to develop a systematic plan for improving scores, as any scores appearing in red indicate areas where the greatest potential improvement can be achieved. Any scores appearing in green are already among the best in the institution—indicating that excellent instructional performance has already been achieved! More information: https://www.smartevals.com/rank

myFocus™ Report

The myFocus™ Report presents evaluation results to instructors in an easy-to-understand format that clearly identifies areas of relative strength and weakness—all while allowing faculty the opportunity to offer feedback and document action plans for improving effectiveness. myFocus™ analyzes survey results for each instructor, ranking results according to several factors: average percentile rank score, confidence intervals, question applicability, and recency of the responses. Scores are then presented on a spectrum ranging from those of greatest possible improvement to areas in which the instructor already shows mastery:

# Resp.		Score	Questions asked about you or your courses
9	Action Plan (optional)	25	◊ Faculty demonstrated expertise in course content
72	Action Plan (optional)	34	◊ Could hear and understand the instructor's voice
71	Action Plan (optional)	34	◊ Instructor rarely cancelled class
71		37	◊ Instructor arrived and began class on time
71		40	◊ Instructor was organized and prepared for each class
41	Give Advice	72	◊ Did the instructor make you feel free to ask questions, disagree, express your ideas, etc.
95	Give Advice	74	◊ Written assignments contributed to my understanding of course content

By clicking on the "Give Advice" button, instructors who show mastery in a certain area are invited to supply information concerning the methods and actions taken to achieve their scores. As instructors continue to supply their most effective practices, your institution will actively create a knowledge base of best teaching practices.

Instructors who show a need for improvement in a certain area will be invited to create an action plan for improving performance. By simply clicking the "Action Plan" button, instructors are able to consult your institution's knowledge base to view advice supplied by other instructors, as well as links to your institution's training resources. This action plan will form a documented plan for improvement, which can then be easily distributed to administrators. As an added benefit, any feedback communications are maintained in the knowledge base, forming an active record that can be used to document improvements made over time, and can save your institution time and money by eliminating or reducing the need for face-to-face staff development meetings. More information: http://www.SmartEvals.com/myfocusvideo

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Reporting for Administrators and Department Heads

SmartEvals' reporting features are fully customizable to the reporting needs of supervisory faculty, such as Department Heads, Chairs, Provosts and Deans. Supervisory faculty and staff may access individual instructors' reports, as well as broader access by department or division. Department Heads/Chairs can easily view reports ranging in scope from entire departments or divisions, to reporting based on a single course or instructor. Such reporting can be easily controlled by your institution's designated Evaluation Administrator by adjusting reporting access for each user. The below graphic demonstrates a Provost's Custom Report, displaying aggregate results for the entire English department in a single report:

| **Custom Report** | **Percentile Rank** | **Comments** | **Individual Evaluations** | **myFocus** |

All semesters — Arts and Sciences
All courses — English Department
All course sections — See all instructors
See all course levels / types

There were: 6549 possible respondents.

Change columns

✉ **Question Text**	**Avg**	**Strongly Agree**	**Agree**	**Neutral**	**Disagree**	**Strongly Disagree**
The instructor showed an interest in my learning.	4.3	59%	28%	5%	6%	2%
The instructor was respectful of human diversity.	4.5	61%	35%	3%	1%	0%
The instructor fostered an environment that facilitated student learning.	4.2	48%	32%	15%	4%	1%
The instructor gave timely feedback on assignments/exams.	4.3	53%	30%	12%	4%	2%
The instructor was responsive to student questions.	4.5	60%	33%	5%	1%	1%
		Excellent	**V Good**	**Good**	**Fair**	**Poor**
Course, overall	4.3	59%	28%	5%	6%	2%
Instructor, overall	4.5	53%	30%	12%	4%	2%

Department and Division Summary

The Department and Division Summary tracks historical trends in a convenient table, making it easy to see where performance can be improved, where it's improving-- and where stellar performance has already been achieved! The Department and Division Summary offers administrators and department heads a per year, or per semester, analysis for selected questions. Administrator-level users may also perform more granular analysis by comparative analysis of individual departments. Users can easily perform ad hoc historical trend analysis by grouping together reports for years and semesters, or by viewing each individually:

✉ **Division**	**n**	**Tot**	**Pct**	**Instructor showed an interest in my learning**	**Instructor was respectful of human diversity**	**Instructor fostered an environment that facilitated s..**	**Instructor gave feedback on assignment/exams**	**Instructor was responsive to student questions and su..**
Total:	5507	13364	41%	4.3	4.6	4.4	4.2	4.4
2011 Sum — College of Arts and Sciences	331	1404	24%	4.3	4.6	4.4	4.3	4.4
2011 Sum — School of Applied Studies	96	574	17%	4.7	4.8	4.6	4.6	4.7
2011 Sum — School of Business	15	45	33%	4.2	4.6	4.2	3.6	4.6
2011 Sum — School of Nursing	45	141	32%	4.8	4.8	4.8	4.5	4.8
2011 Spr — College of Arts and Sciences	805	1728	47%	4.7	4.8	4.7	4.6	4.7
2011 Spr — School of Applied Studies	1201	2158	56%	4.3	4.6	4.4	4.3	4.4
2011 Spr — School of Business	15	45	33%	4.2	4.6	4.2	3.6	4.6
2011 Spr — School of Nursing	45	141	32%	4.8	4.8	4.8	4.5	4.8

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Response Rate Reporting

The SmartEvals system reports real time response rates in addition to historical response rates. Response rate reports vary depending upon the access level of individual users:

INSTRUCTORS have access to real time response rate data and historical data for each of their classes. SmartEvals is also equipped to automatically email faculty with current response rates.

DEPARTMENT HEADS have access to real time and historical response rate data for any school divisions, departments, or instructors for which they have regular reporting access.

	Department	Not Responded	Responded	Total	Percentage
detail	AS	49	154	203	76%
detail	BIO	237	1524	1761	87%
detail	CHM	307	1953	2260	86%
detail	ENG	177	643	820	78%
detail	HST	104	396	500	79%
detail	MUS	154	353	507	70%
detail	PHY	117	310	427	73%
detail	POL	84	301	385	78%
detail	PSY	101	444	545	81%
detail	RELI	5	23	28	82%
detail	SJP	7	29	36	81%
detail	SOC	122	1301	1423	91%
	Total	1464	7431	8895	84%

ADMINISTRATORS have access to real time and historical response rate data for the entire school, including all school divisions, departments and individual classes.

The sample administrator response rate report (above), shows response rates by department. Response rates may also be viewed by academic division. Clicking any of the detail links will direct the user to more detailed response rate data.

More information: http://www.smartevals.com/responserates

User-Friendly Administrator Dashboard

From the perspective of administrators, SmartEvals is a streamlined and effective tool that helps to automate many of the administrative processes associated with course evaluations. The administrator interface includes a convenient dashboard designed to quickly and efficiently deliver important evaluation status information, and provide links to useful resources, reports and tools:

Administrator's Dashboard

- Upload course registrations
- Customize email messages — Email timing
- Edit and print reminders
- Open support tickets: 0
- Allow a person to retake their evaluation
- Remove a class from evaluations (if a instructor opts out, for instance)
- Change evaluation dates of certain classes
- Total # of logins in the last two weeks: 742

Login Failures	Number Of	% of Total	Other Schools
Invalid SSO string	1	< 1 %	< 1 %
LDAP User does not exist in OCE database	3	< 1 %	1 %
LDAP User/Password incorrect	4	1 %	1 %
User does not exist	81	11 %	5 %

Instructor Emails:

Teacher Not Sending Emails: 91.00 %
Teacher Sending Emails: 9.00 %

91.00 %
9.00 %

Studies suggest that instructor engagement is the most effective strategy in increasing student participation.

Sharing Results with Students

We have found that showing results to students is a fantastic way to engage them in the evaluation process and encourage thoughtful feedback. The SmartEvals system features sleek, custom-designed student view pages and a number of preferences to control student access. Below are some examples of student view pages: