Online Course Evaluations
CENTER FOR TEACHING & LEARNING EXCELLENCE
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Student Course Feedback

The contents of this manual are to help you navigate the Student Course Feedback system including the new Online Course Evaluations application.

Sessions
The University of Utah has four different sessions that are explained in the chart below. Session 1 classes are taught the entire semester. Session 2 classes are taught the first half of the semester. Session 3 classes are taught the second half of the semester. Session 4 classes have a range of start and end times.

<table>
<thead>
<tr>
<th></th>
<th>Beginning of Term</th>
<th>End of Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Session 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Session 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Session 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Session 4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 1. Sessions

The course session number will help you determine when to set up your feedback each semester. Session 2 feedback must be set up early in the semester while Session 1 & 3 feedback can be set up later in the semester. The department contact is responsible for setting up all course feedback by the session start date. The session start dates are listed in the Timetable under the Information section.

Session 4 feedback requires special attention depending on their start and end dates. The department contact is responsible for setting up session 4 course feedback in a timely manner. It is essential that session 4 course feedback is set up prior to the start and end dates in Edit>Course Information.

Semester Setup Checklist
Department Heads are responsible for verifying that the course feedback setup within their department is correct. This should be done prior to the ‘Set-up Complete’ date in the Student Course Feedback Timetable.

The following is a checklist for course feedback setup each semester:

1. Review course information.
   a. Are all your courses and sections listed? Please note: courses without any student enrollment will not be listed or evaluated.
   b. Are your cross-listed classes correct?
- Are your evaluation start and end dates correct?

2. Review instructor information.
   - Are the instructors listed correct?
   - Are multiple instructors and TAs listed?

3. If applicable, are your department questions listed and setup for the correct course(s)?

4. If you have courses you do NOT want to be evaluated, please send a list of the course and sections to scf@ctle.utah.edu.

5. Please email scf@ctle.utah.edu to request setup changes or to report any errors.

If you have ANY questions, please email scf@ctle.utah.edu or call (801) 585-1976.

**Information**

Information is the first heading in the Student Course Feedback menu in the Campus Information System (CIS). This section provides essential information for setting up and administering student course feedback. Important dates and resources are listed to assist in the management of the student course feedback process.

**Timetable**

The Timetable is the first heading under Information. This table will help you determine:

- When you can begin setting up student course feedback for a new semester.
- When course feedback needs to be set up. Course feedback should be set up before the verification period.
- When course feedback begins for each session.
- When course feedback closes and reports are available (on the grades available date).

<table>
<thead>
<tr>
<th>Timetable for Student Course Feedback</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester Year</td>
<td></td>
</tr>
<tr>
<td>Month Day</td>
<td>Open for Set Up</td>
</tr>
<tr>
<td>Month Day</td>
<td>Session 2 Set-up Complete</td>
</tr>
<tr>
<td>Month Day</td>
<td>Session 2 Set-up Verification</td>
</tr>
<tr>
<td>Month Day</td>
<td>Session 2 Feedback Begins</td>
</tr>
<tr>
<td>Month Day</td>
<td>Session 1 &amp; 3 Set-up Complete</td>
</tr>
<tr>
<td>Month Day</td>
<td>Session 1 &amp; 3 Set-up Verification</td>
</tr>
<tr>
<td>Month Day</td>
<td>Session 1 &amp; 3 Feedback Begins</td>
</tr>
<tr>
<td>Month Day</td>
<td>Law School Feedback Begins</td>
</tr>
<tr>
<td>Month Day</td>
<td>Feedback Ends</td>
</tr>
<tr>
<td>Month Day</td>
<td>Reports Available (Grades Available)</td>
</tr>
<tr>
<td>Month Day</td>
<td>Law School Feedback Ends</td>
</tr>
</tbody>
</table>
**Training Manual**
Training manual is a link to the most current version of this training manual. We highly advise that you do not print the manual but use the online version for the most up-to-date information.

**Frequently Asked Questions**
*Frequently Asked Questions* is the third item under *Information*. This .pdf document provides answers to your most commons questions including contact information, troubleshooting, department access, and course feedback setup.
Setup and Reports

Online Course Evaluations Login
You can log into the system, Online Course Evaluations, through CIS under the Student Course Feedback table. Go to Setup and Reports and click Online Course Evaluations Site.

Your welcome screen will look like this:

The welcome screen provides an overview of the options you see on the gold header bar.

Edit
This allows you to edit course information and preview your course evaluation setup. Use Edit to edit and verify course feedback setup.

Reports
This refers to those actions associated with generating reports following the completion of student course feedback.

Account
This allows you to make changes to your own account, give your same access to those who may need it and to switch your view to ‘instructor’s view’ if you are also teaching a course. If you would like to change your password, contact scf@ctle.utah.edu for assistance.
Help
Help has a frequently asked question search, tutorial videos, help guide and discussion forum for answers to your questions about the application.

Edit

Class Information
This allows you to review and edit your course feedback information. Here you will verify that all of your courses are listed and that their information is correct. You can also make any necessary changes to the course feedback setup.

This table will show you a list of all courses taught in each department. For example, you might teach Math 101 ten times per semester, but here it will only appear once. Changes to this table will be reflected in all classes of this type. For instance, if you change Math 101 to Math 102 every course that was previously “Math 101” will now be “Math 102”.

Use the pull down menu to choose the semester, college, department, instructor and/or courses by level (Undergraduate/Graduate)/type (lecture, online, discussion, etc.)/trait (Service Learning).

Each column contains related course information including number of classes (# Classes – course with 3 sections will have 3 classes), subject (Dept), catalog number (Num), Type (lecture, online, discussion, etc.), Level (Undergraduate/Graduate), Trait (Service Learning), Course Name, and Department question set (Q-set). Each column is described in detail below.

If you do not see a class listed in the table, DO NOT ADD IT!
Classes with no enrollment will not be listed in the table so please check the Class Schedule.
If a class with enrollment is missing from your list please contact scf@ctle.utah.edu immediately and we will assist you.
edit

Click the icon to edit the course information on the **Edit Base Course Information** menu.

The following menu will appear to edit base course information

You should **NOT** change the **Dept**, **Type**, **Level**, **Trait**, or **Course Name**.

The only field you should edit is the **Q-Set** column to add a department version. To change the department question set, click on the pull down menu under **Q-Set** and choose the correct department version.

When you are finished, click **Update** in the far left **edit** column. If you do not want to save your changes, click **Cancel** in the **edit** column.

**Base Course**

Do not edit the Base Course number. This is a number assigned by the system.

**# Classes**

To see individual class information click on the number in the **# Classes** column.
The **Edit Class Information** menu will appear to edit course setup information.

![Edit Class Information](image)

Recalc

This will recalculate the feedback results for the course.

![Recalc](image)

edit

This allows you to edit the section or main (or primary) instructor. Click on the edit icon to edit the above information of a course.

![Edit](image)

You can edit the information of the course highlighted in yellow (see below).

![Edit](image)

To change the main (primary) instructor, type their unid in the Teacher id field and click **Update** in the far left column. **DO NOT CHANGE THE BASE COURSE NUMBER OR THE COURSE ID.**

Students

This refers to the number of students enrolled in the course. By clicking this number you will be directed to a page with a table showing each individual students (identified by uNID) in the course. This table will also identify any students who have dropped the course in the **Week Dropped** column.
**Teachers**

This refers to the number of teachers listed with this course. By clicking this number you will be directed to the **Edit Course Instructor Information** page (see below). You will use this menu to add or remove instructors associated with a course.

**Edit Course Instructor Information**

This page allows you to add or remove instructors for a particular course. The course information (name, section, semester, and primary instructor) is shown at the top of the page.

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Instructor ID</th>
<th>Login</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stephenson, Jil PI</td>
<td>u0110272</td>
<td>u0110272</td>
<td></td>
</tr>
<tr>
<td>Stephenson, Jil Standard Qs</td>
<td>u0110272</td>
<td>u0110272</td>
<td></td>
</tr>
</tbody>
</table>

The table on the **left** shows all of instructors who are associated with the course. This includes primary instructors, adjunct instructors, TAs, etc. The Instructor ID and Login is his or her uNID.

The table on the **right** gives a list of instructors who are not associated with the course. Use this table to select instructors to add to the course.

The **Type** column refers to the question set assigned to an instructor. The standard question set for instructors is **‘Standard Qs.’** (See example below)
If your department has a specific question set for instructors, please select the type associated with that question set. For example, TAs in the psychology would be assigned the ‘psyc_ta’ type. If you would like to have a question set created for instructors in your department, please email scf@ctle.utah.edu with your request.

- Remove an instructor from the list by checking the box next to his or her name and clicking on the Remove Selected Instructors >> button.

- To add an instructor or multiple instructors:
  1. Check the box next to the instructor’s name in the table on the right. If you do not see the instructor’s name in the table, type in the instructor uNID in the box (see below, highlighted).
  2. Select the correct instructor ‘Type.’ If you want to add an instructor:
  3. And only use the standard instructor questions, please add him or her as Type ‘Standard Qs.’
  4. And have a specific question set applied to him or her, add the instructor as that question type. For example, a TAs in the psychology would be assigned the type ‘psyc_ta.’

- Once you have selected the instructor or typed in the Instructor’s uNID AND selected the correct Type, click the Add Selected Instructors >> button. The instructor will then be added to the table on the left.

If you try to add an instructor using their uNID and get this error message:

The ID you entered, “u0673479”, was not valid. Please enter a valid ID when clicking “Add”

Please email the instructor’s name, uNID and email address to scf@ctle.utah.edu and we will manually add them to the system.
This refers to the unique identification code referring to the semester and instructor of a course. **DO NOT EDIT THIS FIELD.**

By clicking on the blue # link, you will be able to preview the individual course’s evaluation questions. You will see exactly what the students will see when they evaluate the course. If you have not already done so, please preview each course to ensure that the questions are correct. Be sure to verify that your department questions (if applicable) are listed for the correct courses.

The Instructor’s ID is his/her uNID. Verify that the first and last names are correct. The blue Teacher ID (unid) link will take you to the instructor’s Edit Person Information screen.

These columns refer to the date evaluations begin and end. Please verify that both are correct. If you need to make changes to the evaluation start and end dates please email scf@ctle.utah.edu with the course information and correct dates.

This refers to the semester of the course. Note that the year is in a box above the table.
Course ID

This refers to the unique ID code associated with the course in the upload file. **DO NOT EDIT THIS FIELD.**

X-listed

This refers to any courses that are cross-listed with the course you are viewing. Cross listed courses are classified as either ‘parent’ or ‘child.’ For each cross-listed pair there is one parent and there can be multiple children.

- ‘none’ means there are no courses cross-listed with this one.
- ‘Parent’ means that your course is the parent of another course.
- ‘Child’ means that your course is the child of another course.

Click ‘Parent’ to go to the Edit Cross Listing Information menu and view the child class(es) associated with the course. You can remove a cross-listed course by 1) clicking on the check box left of the CourseID column and then 2) clicking ‘Delete Selected Courses’. If you need to add child class(es), please email scf@ctle.utah.edu with the information and we will set-up cross-listings for you.
Click ‘Child’ to go to the **Edit Cross Listing Information** menu and view the parent class associated with the course. You can remove a cross-listed course by 1) clicking on the check box left of the CourseID column and then 2) clicking ‘Remove Selected Class’. If you need to add a parent class, please email scf@ctle.utah.edu with the information and we will set-up cross-listings for you.

**UPID**

This refers to the upload file from the University of Utah. This is for administrative purposes only.

**Course Group**

This is a list of the general education (gened) designations for the course. Questions will automatically be added to courses with certain gened designations or combination designations.

**Notes**

Click add/see to add any notes or set-up exceptions to this course.

This concludes the #Classes and Edit Class Information section.
Back to the **Edit Base Course Information** menu.

**Preview Course Evaluations**
This allows you to review your course information. Here you will verify that all of your courses and sections are listed and that their information is correct. To preview your course evaluations scroll over **Edit** on the menu bar at the top of your screen. You will see a drop-down menu. Click **Preview Course Evaluations**.

Use the pull down menu to filter the choose the semester, course, section, college, department, instructor and/or courses by level (Undergraduate/Graduate)/type (lecture, online, discussion, etc.)/trait (Service Learning). **It will default to classes in progress, make sure you choose the current semester from the first pull down menu on the left to view all your courses for the semester.**

**Preview Class Evaluations**
This page will have a table of all the courses you have access to.
- Check the box next to **See question sets assigned** above the table to see the name of the Question Sets for each course in the table.
UPID
This refers to the upload file from the University of Utah. This is for administrative purposes only.

See
By clicking on the blue Preview link, you will be able to preview the individual course’s evaluation questions, which is what students will see when they evaluate the course. Please preview each course to ensure that the questions are correct. Be sure to verify that your department questions (if applicable) are listed with the correct courses.

Note the column without a header to the right of the See column (with a “2” in it) is the number of instructors listed for the course. Click on the # and you will go to the Edit Course Instructor Information menu. To add and remove instructors for the course feedback setup, see Edit Course Instructor Information in this manual for specific directions.

Dept
This refers to the course subject.

Sec
This refers to the section number of the course. Click on the number link to go to the Edit Class Information menu. You can view all sections from here. Note that sections with no enrollment
will not be displayed in the table. To edit class information, see Edit Class Information in this manual for specific directions.

**Course**
This refers to course title from the class schedule.

**Type**
This refers to the type of course (i.e. lecture, seminar, lab, online course)

**Level**
This refers to the level of course, Undergraduate or Graduate level

**Instructor**
This shows the name of the instructor. Only the main (primary) instructor will be displayed in this table, even if more than one instructor is assigned to the course.

**Question Sets**
This refers to the name of the question set assigned to this course. Each course will have some type of standard course and instructor questions. Optional question sets for gened courses, service learning and/or department question sets will also be listed. If you have questions about the question sets assigned to a course, please email scf@ctle.utah.edu.
Reports

Feedback reports are automatically sent to instructor the day after the evaluation period closes. There are many methods for generating different types of statistical data and reports.

To access reports for your department, click on Reports on the menu bar or scroll over Reports and choose an option from the drop down menu.

Response Rates
This will provide an overview of the response rates for student course feedback.

You will see a table on your screen showing the current response rates for the college/division(s) you have access to. Use the drop down menus at the top to filter by semester, course, college, department, instructor and course type. You can also click detail link next to a division or department to see a further breakdown of response rates.

If you would like to export a Microsoft Excel sheet of the response rates in that table, click on the Excel symbol in the top left corner of the table.

Survey Results
This table will show the average for each of the standard course and instructor questions. Note that the scale ranges from 1 to 6, with 1 indicating “Strongly Disagree” and a 6 indicating “Strongly Agree.”
To further break down the survey results by division, department and instructor, click the hyperlink of the Division (college), Department, or instructor Report in the far left column.

**Export Report Data**

You can download any of these reports into a pdf, csv, html, excel, etc. file type by clicking on the excel icon in the upper left hand corner of the table. You will be forwarded to the menu below. Choose the file type (csv, html, xml, xls, doc or pdf) and then click the Export button, the file will be immediately downloaded for you to save. Please save in a secure file location as student course feedback data is information that should ONLY be shared with your department chair.

Once you have a table of instructors, you can access an instructor’s individual report by clicking on the Reports link next to his or her name.

**To access an individual instructor’s report:**

1) Go to “Reports” and select “Survey Results”
2) Select the College in which the Instructor teaches
3) Select the Department in which the Instructor teaches
4) In the table of instructors listed, click “Reports” link next to the instructor’s name.

**Custom Report**

At the top of the report is the average for each of the 7 instructor and 7 course questions.
The following is a breakdown of each field on the report:

- **Question Text** - abbreviated version of the question asked.
- **N** - The number of respondents.
- **Average** - The average for in individual course.
- **DEPT Avg** - The average for all courses evaluated in a department.
- **Div Avg** - The average for all subjects (departments) evaluated within a college.
- **Sch Avg** - The average for all courses evaluated at the University of Utah.

The second section of the table shows the average for each. Just like the first section of the table, the average response is calculated and compared with the averages of the department, college, and university. The percentage of responses for each category is also shown for each question.

Written comments are shown in a table at the bottom of the report. The table shows a student’s text comments in **Text Responses** and the **Student disposition** based on the student’s response (i.e. “Very satisfied) to the quantitative questions.

<table>
<thead>
<tr>
<th>Student disposition</th>
<th>Text Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question: List two things about the course content, materials or design that were effective for your learning, or make constructive suggestions for improvement.</td>
<td></td>
</tr>
</tbody>
</table>

**Percentile Rank**

The tab to the right of the **Custom Report** is the **Percentile Rank**. The percentile rank helps determine how well a particular class compares against the other classes in the school, college and/or department. You can change how the course is compared to the school, college or department by selecting the comparison from the **Compare your results to**: pull down menu.

If the average is in the green column, the average is in the top 30%. If the average is in the red column, the average is in the bottom 30%. If the average is in the white column, it is average.

For a tutorial video on Percentile Rank: [www.onlinecourseevaluations.com/rank](http://www.onlinecourseevaluations.com/rank)
Individual Evaluations

The tab to the right of the Percentile Rank is the Individual Evaluations. This tab will show individual student responses. Each evaluation will have a table with the student’s answer to each question with written comments at the bottom. See example to the right. To export the evaluations in a PDF, click the “Export Report to PDF” button at the top.

myFocus

This is a tool for department heads and instructors to better interpret their results. The myFocus tool essentially gives instructors an overview of which survey items they should focus on, based on their feedback.

The myFocus tool allows you to view the myFocus function for all of the instructors in your department.

See right for an example of instructor’s myFocus table. The instructor’s average score from feedback will be listed, lowest to highest, for each of the questions asked on his or her evaluation. The scores are based on a 100 point scale, 1 = low and 100 = high. Those questions with the lowest scores (greatest need for improvement) will be highlighted in red. Scores in the high range will be highlighted in green, middle range will be not be highlighted. If you would like to export a Microsoft Excel sheet of an instructor’s myFocus results, click on the Excel symbol in the top left corner of the table.

For more information on using the myFocus tool, see this help video or contact us at scf@ctle.utah.edu.
Email PDF Reports

This allows you to generate a PDF of instructor reports that will be emailed directly to you in an attachment.

Customize your reports (data table, comments, or both) using the drop down menu.

Check the box to include all the available data, even data that is not visible to instructors.

Next, select the instructor(s) for whom you want to generate a report by click on the box next to the instructors name in the far left column.

Once you have selected the instructor(s) for whom you want to generate a report, click Email me the selected reports.

If you have selected multiple or all instructors and you would like to group the reports into one* PDF file, rather than having a PDF for every single instructor, select Group reports into one PDF file.

*Please note that if you are generating a single PDF with more than six instructor reports, the group will be split up into several PDFs (because more than six instructor reports is too large of a file) and then emailed to you, even if you request that the reports to be grouped into one PDF file.
(Re)Generate Selected - this will regenerate reports for the instructor(s) you have selected.

Dropped Courses Survey Results

Students who are marked as dropped in the OCE system (withdrew from a class after the drop date) will be administered a “Dropped Course Survey” whose results you can view at the end of the evaluation period along with all other survey results. Students who indicate that they have dropped a course will not affect the response rate.

You will see a table with results from the Dropped Course Survey. The number of possible respondents to the Dropped Course Survey is just above the table.

Each of the fourteen questions in the Dropped Course Survey is listed in the table along with the percentage of students who selected the response. Written comments are listed at the end. If you would like to export a Microsoft Excel sheet of the Dropped Course Survey results, click on the Excel symbol in the top left corner of the table.

Print Quarter Sheets

This is a printable sheet, to be given to students, with directions on how to complete their course evaluations. It is not necessary for you to use these as students receive the information via email during evaluations.
Archived PeopleSoft Reports

Archived Peoplesoft Report is a method for generating comprehensive reports (including gened and department questions for the legacy system that was used from Spring 2003 – Summer 2011.

Course Feedback Reports

Course Feedback Reports is the first heading under Reports. Department administrators will use this section to view, print and email archived reports.

Select a term, subject or attribute, and report type

Select the Term and the Subject from the pull down menu.

- To have a complete report for all courses and instructors including student comments emailed to you in .pdf form, click on the Email PDF Course and Instructor Feedback Report button, type your email address in the box on the second line and click Submit. The email address has to be an utah.edu address or the file will not send.
- To select individual courses and/or instructors, click on the Course and instructor Feedback Report (HTML) button and click Submit.
You will have to click on each class number individually making sure to include student comments from the separate **Get Written Comments Report** link on the bottom of the Course and Instructor Feedback Report page.

A second window will open when you click **Get Written Comments Report** that includes all the free text comments for the course and instructor.

- To view a summary report of all instructor and courses, select the **Course and Instructor Feedback Summary Report (HTML)**. It is important to note the disclaimer at the top of the page. ‘*This summary report is most sensibly used to spot potential problems, not as a decision making tool. Where there are outlying scores, it is prudent to investigate further by looking at the detailed class report, reading the comments, asking if there are problems with the data, and looking at the feedback history of the class and instructor.*’ At the top of the report you will find a **Download to Excel** link. Users can click on this link to download the report to Excel for building various reports and longitudinal results.
To have a complete report for all courses for an individual instructor for a semester including written comments to you in .pdf form, click on the **Instructor Evaluation Report (PDF)** button, type your **email address** in the box on the second line and click **Submit**. The email address has to be an utah.edu address or the file will not send.

- On the next page you will have an instructor pull down list that generates a list of all instructors that were evaluated for that semester and subject. Click on the right arrow to open the pull down menu and select the instructor’s name then click **Email Report**. It will take a few seconds and up to a minute for the report to generate. When it is finished you will be directed back to the main Course Evaluation Report menu.

- The PDF will send an email from **studentEvaluations@acs.utah.edu** with the subject **Instructor Evaluation Report Request**. The body of the text will contain: **Click the following link to get your Evaluation Report: with a web page link that looks like this** [https://www.acs.utah.edu/reports/9198.PDF](https://www.acs.utah.edu/reports/9198.PDF). The number at the end of the link will vary with each report. Click on the link and it will take you to the PDF of the individual instructor report.

- Access to the **Raw Data (Excel format)** report is restricted because of the file size and report content.

The **Web Statistics** section of the **Course Feedback Reports** can provide you with information to monitor/view your response rate for feedbacks. Select the **Term** from the pull down menu and click on the report button you want to select:

- Select **Completed Web Feedback By Subject** report and click **Submit** to view/download a course feedback table for all subjects. **Total Presented** is the number of feedback forms setup for a semester. **Responses** and **Rate** is the number and rate of
feedback forms that were opened by students. **Real Responses** and **Real Rate** is the number and rate of submitted feedback for a subject. Department Administrators can use this tool to view response rates for a previous semester or monitor response rate for current semester. Users can also download this table in Excel.

- Select **Completed Web Feedback By Class** report and click **Submit** to view/download a course feedback table for all classes. **Responded** and **Rate** is the number and rate of feedback forms that were opened by students. **Real Responses** and **Real Rate** is the number and rate of submitted feedback for a class. Department Administrators can use this tool to view response rates for individual classes for a previous semester or monitor response rate for current semester. Users can also download this table in Excel.

**Student Accessible Results**

**Student Accessible Results** is the second heading under **Reports**. The Student Accessible Results provides a copy of the report that students can access from the class schedule and student tab in CIS. Click on **Student Accessible Results**, then click on the Semester and Year you want to view. From the next page click the Subject and from the last page you can select individual Course or Instructor reports. You will notice that the format is different from the report that is generated for instructors and **written comments are NOT included**. Instructions for interpreting the data are on bottom of the first page of the Student Accessible Results and at the top of the individual reports.

**Combined Reports**

Combined Reports is the last heading under Reports. Users will use this report to generate one report for several cross listed courses.

![Course feedback reports](image)

Select the **Term** and type in the **Class numbers**, not the course numbers, and click **Submit**. You will get a report for all the instructors who taught the courses. Please be sure to include student comments from the separate **Get Written Comments Report** link on the bottom of the Course and Instructor Feedback Report page. A second window will open when you click **Get Written Comments Report** that includes all the free text comments for the course and instructor.