Evaluation Kit Process

(updated 1/27/2011)

Evaluation Kit is a very effective way to administer course or other evaluations. A campus-wide license has been purchased, and it is available to all departments on campus. The software is accessed via Blackboard.

On campus, Evaluation Kit is supported by different departments. Contact information is provided in the table below.

Contact	Role
Joshua Niswonger, ITS 870-972-3033 jniswonger@astate.edu Timothy Cureton, ITS 870-972-3033 tcureton@astate.edu	• Initial account setup • Creation of special course or instructor/student files • Helpdesk
Josie Welsh, Assessment 870-972-2989 jwelsh@astate.edu	• Campus-wide surveys, evaluations • Creating effective evaluations • Managing the evaluation process
Interactive Teaching and Technology Center (ITTC) 870-972-2334 ittclab@astate.edu	• Training

There are several steps to setting up Evaluation Kit for use in course or other evaluations. The steps include:

1. Initial Account/Department Setup
2. Initial Data Collection
3. Set up Account Hierarchy
4. Map Courses to Hierarchy
5. Set up Surveys
6. Set up Projects
7. Assign Survey
8. Select Courses
9. Select Users
10. Setup Communications
11. Setup Reporting
12. Validation Checks
13. Deploy Project
14. Monitoring Progress
15. Set up for Viewing Reports
16. Viewing Reports

1. Initial Account/Department Setup

Evaluation Kit is set up so each department or group can set up and manage their evaluations separately from other departments.

a. Identify a person as the primary administrator in the department.
   Send this information to Joshua Niswonger, jniswonger@astate.edu.

   Contact Name
   Contact E-mail Address
   School or Department

   Joshua will set up the Evaluation Kit Administrator, set up a new Blackboard account, if necessary, and contact Evaluation Kit to have the new administrator "promoted".

b. Contact ITTC, 972-2334, ittclab@astate.edu, to set up training. (You may also check the Scheduler on the ITTC Web site, http://www.astate.edu/ittc, to see if any training classes are already scheduled.)

2. Initial Data Collection

A lot of data needs to be collected from various people in the department:

a. If the reports need to be broken down by different groups or departments within a school, a list of those groups or departments.
b. The survey questions. Identify which questions need to be asked of each instructor if a course is team taught. It is possible to have more than one survey.
c. Identify if administrators or instructors may add their own questions to the survey.
d. A list of the courses to be evaluated.
   i. Group or Department
   ii. CRN
   iii. Course Code (ie. HLTH 2001, NRS 3003)
   iv. Course Name
   v. Instructor(s)
   vi. Surveys to use (in Nursing, some courses use more than one survey)
   vii. If available, number of students

   It is important to validate this information using Banner or other methods. It is easy for someone to provide the wrong CRN.
e. The dates when the survey will be administered.
f. The dates when reports should be made available. Instructor level reports should not be made available until after grades have been posted.

g. The text for the e-mail messages that will be sent. There are different types of e-mail messages including:

Type of Message	When Used
Survey Invitation and Announcements Email - Students	To notify students that course evaluations are available.
Survey Invitation and Announcements Email - Instructors	To notify instructors that students in their courses have been sent their evaluations.
Non-Respondent Email	To remind students who are not done to complete their evaluations.
Results Notification Email	To notify instructors and/or administrators that reports are now available.

h. If a Mean of Means is to be included in the reports, what survey questions need to be included in the calculation.

Working with Evaluation Kit

The remainder of the steps occur within Evaluation Kit. To access Evaluation Kit:

a. Login to Blackboard (http://blackboard.astate.edu) using your e-mail address and your regular A-State password.
b. In Blackboard, across the top, you should have a tab for **System Admin**. Click on that tab.
c. Near the bottom, on the right, are the options for Evaluation Kit. Select **EvaluationKIT**.
d. If you have trouble logging into either Blackboard or Evaluation Kit, call the ITS Help Desk, 972-3933, or email helpdesk@astate.edu.

3. Set up Account Hierarchy

The first thing you will want to do is to set up the groups or departments within your area.

a. In the grey navigation bar, click on **Account**.
b. At the bottom, on the left, click on **Hierarchy Builder**.
c. Click on your area.
d. Right-mouse click. Select **Add Child**.
e. Enter the name of the **group or department**. Click on **OK**.
f. Repeat for remaining groups and departments.
g. When done, click on **Exit**.

4. Map Courses to Hierarchy

The Hierarchy Mapper is used to map which courses are to be included in what reports by group or department.

a. Using the list of courses identified earlier, identify which course codes (ie, HLTH, NRS, MLED) go with which group or department.
b. The Hierarchy Mapper is found in the same Account section (Account on the grey navigation bar).
c. At the bottom , on the left, click on **Hierarchy Mapper**.
d. Click on the **group or department**.
e. In the first drop down, select '**Course Unique ID'**.
f. In the second drop down, select '**Contains**'.
g. In the third box, enter the first course code. *If there is more than one course code, don't click on Save, click on* ***+Sub Condition*****.**
h. Enter the next course code. If done, click on **Save**. To add more course codes, click on **+ Sub Condition**.

This step is only used to help set up the reports. The courses themselves will still need to be added to each project as they are set up.

5. Set up Surveys

The next step is to set up the surveys. The surveys can be set up once, and used over and over again. However, once a survey has been used, some of the survey information cannot be changed. It is possible to copy a survey rather than starting one from scratch.

a. In the grey navigation bar, click on **Surveys**.
b. Click on **Begin** to start a new survey.
c. Enter the Survey Title. A description is optional. Click on **Save New**.
d. To add questions, on the right, drop down the **Select Question Type** list. Use Single Selection (can only pick one) for Multiple Choice, and Open Ended Text Response for Comment type questions.
e. For a Single Selection, enter the Question text.
f. Provide the possible responses.
g. Set the properties.

   --Use **Reverse Code responses** if you start the list with Strongly Agree, and end with Strongly Disagree. That way, Strongly Agree will rate higher than Strongly Disagree.
   --Use **Enable for team taught courses** if you want the question asked separately for each instructor in the course.

h. Scroll to the top. Click on **Save**.
i. Repeat for each question.
j. When done, click **Exit** to leave the Survey Builder.

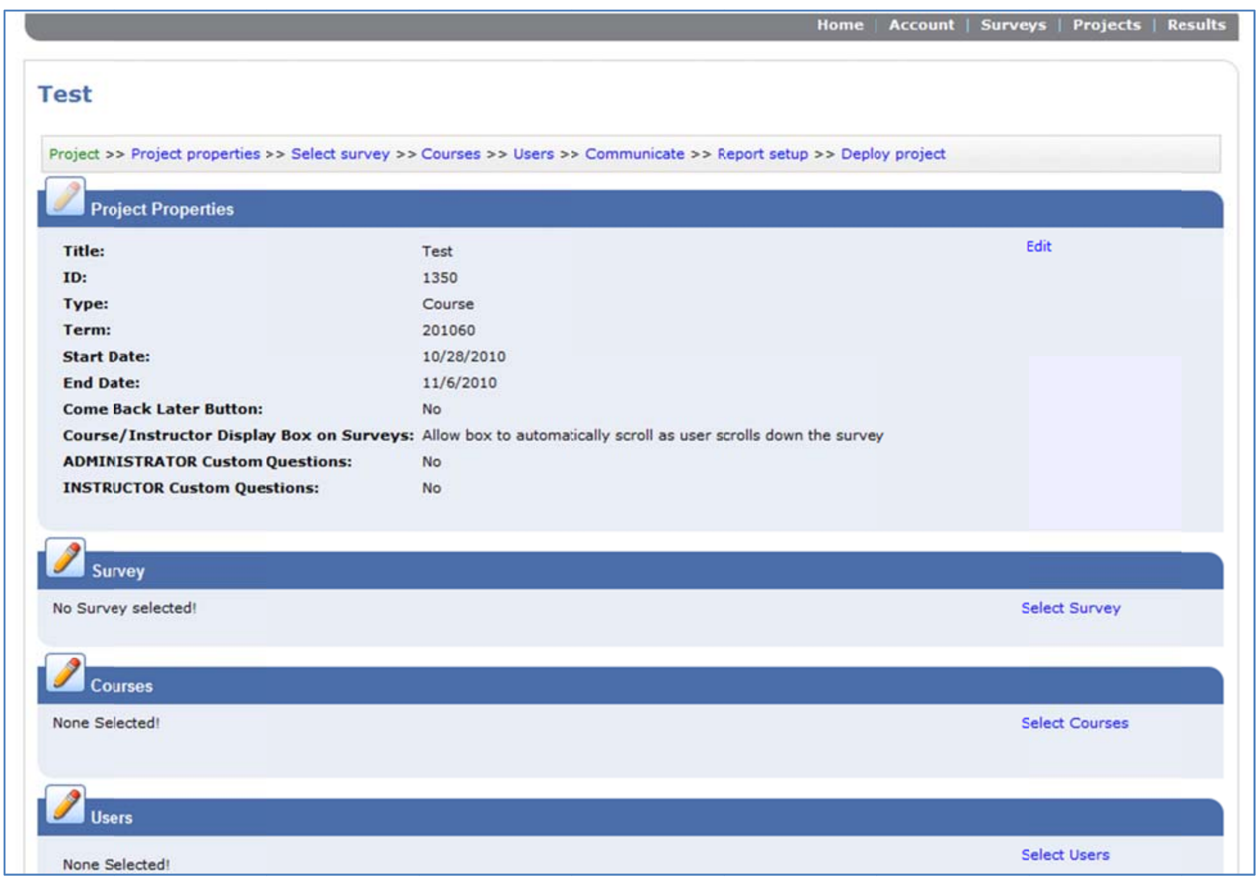
It is important to have the survey proof read by someone else. Unfortunately, you cannot print the survey. From the list of surveys, click on **Preview**. You can either take a print screen of each page, and save it to a separate document, or you can bring the survey up on someone else's machine, and have them proof read it from the screen.

6. Set up Projects

A separate project will need to be set up for each different survey. Separate projects will also need to be set up if a given survey is needed to be distributed to different courses at different times.

a. From the main navigation, click on Projects.
b. Click on Begin.
c. Title – if the survey will be used over and over again, use a generic name.
d. Term is not required.
e. The Project Start Date and End Date are the dates the survey will be available.
f. In general, the surveys are so short, it is not necessary to include a "come back later" option.
g. In general, take the default for displaying the course/instructor box.
h. When done, click on **Save**.

Once the project is created, the project summary sheet is displayed. All the other options can be access from this point either by using the breadcrumb navigation at the top, or scrolling down to the specific section.



7. Assign Survey

Only one survey can be assigned to a project. If more than one survey is required, additional projects will need to be created.

a. From the project summary page, click on **Select Survey** from the top navigation, or scrolling down the page.
b. **Click on the checkmark** associated with the desired survey.
c. You will automatically be returned to the project summary page.

8. Select Courses

For each project, the affected courses will need to be assigned.

a. From the project summary page, click on **Courses** from the top navigation, or **Select Courses** scrolling down the page.
b. Set up Hierarchy Mapper. ***This option is only used to map courses to the hierarchy for reporting. It is not used to select courses.***
   i. Check the option:

      ☑ Use Hierarchy Mapper in course upload
   ii. Click on **Save**.
c. There are three ways to add courses to a project:
   i. Manually enter them.
   ii. Upload a course file.
   iii. Use the EvaluationKIT Admin Tools. This is the easiest option and is explained below.
d. Use the **EvaluationKIT Admin Tools**.
   i. Open a new window or new tab.
   ii. Login to Blackboard. Click on the System Admin tab.
   iii. Near the bottom, on the right, click on **EvaluationKIT Admin Tools**.
   iv. Click on **Select Courses for EvaluationKIT Projects**.
   v. Click on **More Options**.
   vi. In the first drop-down, select **Course Batch Unique ID**.
   vii. In the second drop-down, select **Contains**.
   viii. In the third box, enter the first **Course Code (**ie. HLTH, NRS, MLED) to be included. Press **Enter** to activate the Search.
   ix. **Select the courses to include**. Courses from previous semesters may be included in the list. Each course should have an identifier that includes the year and the term.

      201110 – Spring 2011
      201130 – Summer 2011
      201160 – Fall 2011
      201210 – Spring 2012
      201230 – Summer 2012
      201260 – Fall 2012
   x. Use the drop-down to select the **Account**.

xi. Use the drop-down to select the **Project**.
xii. The dates are optional, and are not being used at this time.
xiii. At the bottom, select Include **Inactive/Unavailable Courses**.
xiv. Click on **Transfer Data**.

e. The course transfer is queued, and it may take some time to be processed.
f. Complete the above steps for each course code to be included.
g. Close the window or the tab, and return to the project summary page.
h. Once the requests have been processed, a notation will appear on the project summary page: **Total Selected Courses: xxx**

9. Select Users

If the EvaluationKIT Admin Tools have been used, then both the course and student information will be processed at the same time.

Once the requests have been processed, a notation will appear on the project summary page:
Total Selected Users: xxx Survey Enrollments: xxx

The total number of selected users includes all students (once) and all instructors (once). Survey enrollments indicates the number of surveys scheduled to be taken (some students may have more than one survey to complete).

10. Setup Communications

Evaluation Kit allows you set up and schedule your communications in advance, and it supports sending different types of messages at different times.

Type of Message	When Used
Survey Invitation and Announcements Email - Students	To notify students that course evaluations are available.
Survey Invitation and Announcements Email - Instructors	To notify instructors that students in their courses have been sent their evaluations.
Non-Respondent Email	To remind students who are not done to complete their evaluations.
Results Notification Email	To notify instructors and/or administrators that reports are now available.

a. From the project summary page, click on **Communicate** from the top navigation, or **Set up Communications** scrolling down the page.
b. Under the appropriate section, click on **Add New**.
c. Enter a **Title** for the Communication.
d. Enter **From Name** (ie. College of Education)

e. Enter **From E-mail** (ie. coe@astate.edu). This is the e-mail that will receive error messages (if an e-mail address is not working), and to which students or instructors will reply.
f. Enter the **Subject** – this is the subject line of the e-mail.
g. Set a time to send the e-mail. The easiest option is the first. Simply select a date and time.
h. Enter the **Message** in the text box.
i. To add the link to the survey in the message, click on **Login URL**.
j. Click on **Save.**
k. Repeat for all the messages. You can go ahead and set up several reminders to be sent at different times in advance.

Sample Messages

INITIAL INVITE:

Dear Student,

Course evaluations for ASU online education courses begin today.

Please take a moment to click on the following link to access your course evaluations ([Authentication URL]).

This link will take you directly to your surveys. Please be candid with your responses as all feedback is anonymous.

Thank you,

Greg Meeks
Associate Dean
College of Education

INSTRUCTOR NOTIFICATION:

Dear Instructor,

An invitation to evaluate online courses has been sent via e-mail to students.

For this term, we will be piloting new evaluation software, Evaluation Kit, that is integrated with Blackboard.

The evaluation results will be shared with you in a way similar to how it has been done in the past.

Greg Meeks
Associate Dean
College of Education

REMINDER E-MAIL:

Dear Student,

Course evaluations for ASU online education course have already begun. It is important that we hear from you, so that we can accurately assess how we are doing and focus on improvement.

Please take a moment to click on the following link to access your course evaluations ([Authentication URL]).

This link will take you directly to your surveys. Please be candid with your responses as all feedback is anonymous.

Thank you,

Dr. Greg Meeks
Associate Dean
College of Education

11. Setup Reporting

Reports can be viewed by administrators and instructors. At a minimum, the reports are not available until the survey period has been completed or closed. In practice, most administrators receive access to the reports at that time, while instructors do not receive access until after grades have been posted.

a. From the project summary page, click on **Report Setup** from the top navigation, or **Setup Reporting** scrolling down the page.
b. Under **Administrator & Instructor Report Setup**, select the appropriate options. (In general, all the options are selected). When prompted, provide a date when the reports will be made available.
c. Click on **Save**. (Each section in the reporting area must be saved separately.)
d. Benchmark data and performance flags are not being used at this time.
e. If you would like a **Mean of Means** (an overall average for the evaluation) to be included in the report,
    i. Provide a label.
    ii. Select the questions to include.
    iii. Click on **Save**.

12. Validation Checks

Setting up the surveys and assigning the correct classes and instructors can be a messy process. ***It is very important to validate the setup before deploying the actual evaluation.***

- ☐ Proofread Survey.
  It is important to have the survey proof read by someone else. Unfortunately, you cannot print the survey. From the list of surveys, click on **Preview**. You can either take a print screen of each page, and save it to a separate document, or you can bring the survey up on someone else's machine, and have them proof read it from the screen.

- ☐ Survey questions have been enabled for team taught courses, if necessary.
  - From the main navigation, click on **Surveys**.
  - For the Survey, click on **Edit**.
  - For instructor related questions, click on the **pencil to Edit**.
  - Scroll to the bottom.
  - Verify item is checked:

    ☑ Enable for team taught courses (this will repeat question for each Instructor enrolled in the course)

- ☐ Project Set Up Completed
  1. From the main navigation, click on **Projects**.
  2. Select the project.
  - ☐ Project Properties
    - Start date and end date are correct.
  - ☐ Survey
    - Correct survey has been assigned.
  - ☐ Check for Import errors
    - If courses or users are uploaded directly with a file, verify there are no error messages.
  - ☐ Courses all mapped to hierarchy
    - In the navigation, select **Courses**, or scroll down, and click on **Select Courses**.
    - Scroll down.
    - Click on **Re-Map**.
    - At the bottom, click on the **Search** button.
    - Verify that the correct department is listed under **Hierarchy level** for each course. There may be multiple pages.
  - ☐ All courses to be evaluated are included
    - In the navigation, select **Courses**, or scroll down, and click on **Select Courses**.
    - Scroll down.
    - At the bottom, click on the **Search** button.
    - In the heading, **click on the box** to the left of Course Code.
    - Click on Export Selected Courses.
    - Save the file.
    - Verify against course lists, or send to departments for verification.
  - ☐ Number of Selected Users/Enrollments
    - In general, verify that the total selected users and survey enrollments seem reasonable.
    - For a detailed verification, in the navigation, select **Users**, or **Select Users**.
    - Scroll down.
    - At the bottom, click on the **Search** button.
    - In the heading, **click on the box** to the left of First Name.
    - Click on Export Selected Users.
    - Save the file.
    - Verify that each course from the course list has students included in the file. Students are listed by CRN. Students have a User Type of 4, Instructors have a User Type of 3.
  - ☐ E-mail Messages/Reminders Properly Scheduled
    - From the main project page, in the navigation, click on **Communicate**, or scroll down and click on **Setup Communications**.
    - Verify the dates the e-mails are scheduled to be sent.
  - ☐ Report Setup
    - Verify the correct dates for Administrator and Instructor access.

13. Deploy Project

Once all the validation checks have been completed, the project can be deployed. The project can be deployed at any time, but it may be useful to wait until just before the surveys are made available in case there are any major changes.

a. From the project summary page, click on **Deploy Project** from the top navigation, or **Deploy** scrolling down the page.
b. Verify the survey enrollments are what is expected.
c. Verify the start and end date.
d. Click on Deploy.
e. Once the project has been deployed, these enrollments are committed.

14. Monitoring Progress

Response Rates

Response rates for the most recent projects are reported on the home page of your dashboard. To see all the response rates, click on **View All**.

List of Non-Respondents/Respondents

Lists of students who have or have not responded to the survey yet are provided in spreadsheets that can be downloaded.

a. From the home page or Dashboard, under **Response Rates**, click on **View All.**
b. **Click on the icon** for the appropriate spreadsheet.
c. **Open or save** to your desktop.
d. The students are listed by CRN, or Course Unique ID. You may need to use a another list to determine what CRN goes with which course and instructor.

15. Set up for Viewing Reports

Reports can be viewed by both administrators and instructors, but some initial set up should be done before they are viewed.

Manage Administrators

Administrators must be added to the system before they can view reports.

a. In the grey navigation bar, click on **Account**.
b. At the bottom, on the right, click on **Manage Administrators**.
c. Click on **Begin**.
d. Add the following:
   Username – Astate e-mail address
   Password – 123456 (use this for setup, but user will be able to use regular AState password)

First Name
Last Name
Email
Roles – check if access to reporting or custom questions will be allowed.

e. Check the appropriate level of hierarchy or which departments they will be able to access.
f. Scroll up and click on **Save**.
g. Repeat the above steps for each administrator.

Response Rate Tracker Settings

It is possible to give administrators and instructors direct access to the non-respondent and respondent files. These levels are important because they can be used to maintain the confidentiality of respondents in courses with very few students.

a. In the grey navigation bar, click on **Account**.
b. At the bottom, on the right, click on **Response Rate Tracker Settings**.
c. Check if Administrators or Instructors have access. Set the threshold for the minimum number of students enrolled in a class before this detail can be viewed.
d. Click on **Save**. Each setting must be saved separately.
e. Click on **Exit**.

Course Level Report Access

a. In the grey navigation bar, click on **Account**.
b. At the bottom, on the right, click on **Course Level Report Access**.
c. Select if the criteria is based on:
   Response Rate (%) OR
   Minimum number of respondents
d. Select the condition.
e. Enter the number or value.
f. Click on **Save**.
g. Click on **Exit.**

16. Viewing Reports

Reports, or Project Results, can be accessed in different ways.

a. From the Home page, or Dashboard, the most recent projects are listed at the bottom on the left. Click on **View All** to see all Projects.
b. Alternatively, from the grey navigation bar, click on **Results**. Select **Project Results**.
c. Click on the **View Reports** icon.

Reports are provided in different formats:

- PDF
- PDF with comments
- Bar Chart
- Raw Data (in Excel spreadsheet)

Reports can be viewed in different ways:

- Project Results – overall summary of all courses included
- Hierarchy Aggregated Results – a summary by a specific group or department
- Course Level Results
    - Select the **level of the hierachy**
    - Click on **Find Course**
    - Select the Course

Custom reports can also be created using the Report Builder.

17. FAQs

Answers to frequently asked questions are available in the ASU Knowledgebase:

1. From the Astate page, select A-Z Index.
2. Select K. Select Knowledgebase.
3. Select Academic Services / Evaluation Kit

Or go directly by using this URL:

http://apps4.astate.edu/kb/index.php?CategoryID=71