

**Online Course Evaluation System  
Frequently Asked Questions  
Faculty**

**1. What are online course evaluations?**

Online course evaluations are a tool to help evaluate courses and instructors.

**2. How will I know course evaluations are available for my classes?**

Contact your department chair to find out the person responsible for your department's online course evaluation (i.e., this person is typically the department Administrative Assistant or Chair). If you need further assistance, please contact Yasmine Potts at [ypotts@pacific.edu](mailto:ypotts@pacific.edu).

**3. Are Course Evaluations confidential?**

All course evaluation responses are confidential and collected by the Institutional Research office. Student responses are summarized and reported to instructors after final grades have been posted. Instructors receive reports without identifying student information.

**4. How are my students notified?**

Students will receive email messages until all evaluations available to the student receive responses. Students who have completed all the evaluations available for completion will not receive additional reminder emails. *Please note that the Course Evaluation System is on a 1AM cycle and automatically sends email reminders to students; currently the automated cycle cannot be customized for individual departments.*

**5. When can I view the results of my Course Evaluations?**

After the course evaluation period ends and final grades are posted, instructors can access the results for each course, but they cannot link responses to individual students.

**6. How can I see my reports?**

The reports can be either viewed in a web browser by clicking the *View* button, or downloaded as Excel tab-separated values by clicking the *CSV* button. Open-ended text responses are available for download as well by clicking on the *TXT* button.

## 7. How do I print or save my Course Evaluation Reports?

**WINDOWS:** From the View screen, right click and select “Convert to Adobe PDF,” then save the file to the appropriate location on your computer.

**MAC:** Click the File menu and select “Print”, or hit Command +P. Look for the PDF button in the lower left corner, click on the pull-down menu and select “Save as PDF.” Click “Save” in the save dialogue box, and save the file to the appropriate location on your computer.

## 8. There is nothing showing up in the Report tab?

This may occur because no course evaluations have been completed at the time. Once your department goes through the first period of online course evaluation, the reports will show up under the Reports tab. *Please note that per the scope of the Course Evaluation System, to maintain an appropriate level of confidentiality classes with fewer than 4 students may not be reported. If requested in advance, we can work together with you to find a work around or an alternative solution.*

## 9. How can I improve response rates for my Course Evaluations?

- a. If it is practical to do in your course, we strongly encourage faculty to provide students with class time to complete the evaluation as this results in the best response rates.
- b. Students will receive one or two reminder email messages from the Course Evaluation System; however, we rely heavily on instructors to inform students of the evaluation and to encourage participation. Students are more likely to complete course evaluations if they see value in them (e.g., understand how they are used; believe their opinions have an effect (Gaillard, et al. 2006).

## 10. Who do I contact if I have questions or issues?

For further questions and concerns please contact:

Yasmine Potts or Brian Severin

Email: [ypotts@pacific.edu](mailto:ypotts@pacific.edu)

Phone: 209.946.2569