

STUDENT COURSE SURVEY AT WESTERN CAROLINA UNIVERSITY
PROCEDURAL MANUAL

PROVISIONAL VERSION
October 2022

STUDENT COURSE SURVEY AT WESTERN CAROLINA UNIVERSITY

OVERVIEW

Western Carolina University uses an online course evaluation system, Anthology *Course Evaluations*, for gathering and disseminating the results of student perceptions of learning. The process and procedures for student evaluations are the same across the campus so that data collected can be as uniform as possible. These procedures are outlined in this manual. It is recommended that all faculty review this document. Student assessments are often referred to by the acronym **SCS** (Student Course Survey). This term refers to the online evaluations done using the *Course Evaluations* system. SCS data are an integral part of the reappointment, tenure, and promotion process at WCU as well as essential for our continuous improvement efforts

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History and Background

Student Course Surveys (SCS), previously referred to as Student Assessment of Instruction (SAI), are important to both faculty and administrators. Required for use in teaching evaluation procedures by [UNC Policy Manual \(400.3.1.1\[G\]\)](#) the WCU Faculty Senate, in collaboration with the Provost Office and the Office of Institutional Planning and Effectiveness (OIPE), has worked to review, implement, and revise the online Student Course Surveys since the 2004-2005 academic year. The Faculty Senate, on behalf of the General Faculty, continues to update and address issues with student evaluation instruments recognizing its role in the collegial review process and the innate flaws of student survey instruments as documented in literature. (See the [Summary of Findings and Rationale Section of the Spring 2022 report from the Student Questionnaire Task Force.](#))

Development of the Online Instrument and Procedures

Early versions of WCU student evaluations were implemented using scannable response forms and a software system that became increasingly unreliable and finally obsolete. When the UNC System Offices mandated all constituent universities to create a uniform mechanism for measuring performance, a Student Assessment Instrument (SAI) Task Force was formed by the Faculty Senate to take the lead on this work. The Task Force agreed that compiling university-wide data on student assessment of instruction would be useful, and any new instrument needed to uniform and universal bases for evaluation.

As the types and modalities of courses grew more diverse, the Task Force recommended developing different versions of assessment instruments to offer the flexibility to address the distinctive aspects of WCU's many departments and programs. The Faculty Senate developed a list of standardized questions to be used in course evaluation, and 12 different versions of SAI instruments were created to match the needs of distinct types of courses. A resolution adopting these 12 "master" question sets was passed by the Faculty Senate in 2005.

Additional task forces were created to review online course evaluation systems to provide the uniform mechanism for student evaluations. After determining using current software on campus was not logistically feasible, external vendors were considered and Academic Management System's product, *CoursEval3*, was selected. In Spring 2007, a pilot program was conducted with five volunteer departments and results were evaluated to determine the utility and efficacy of the online system. The pilot was successful, and *CoursEval* was open to all faculty and departments as of the Fall 2007 academic year.

Updates

Summer Session Timelines: As the many starting/ending dates and course durations of the summer session made implementing the SAI in the allotted timeframes specified in policy, the Faculty Senate modified the timeline for course evaluations for summer sessions in March, 2012. (See the [resolution here.](#))

Revised Assessment Instrument: Building on the work of three consecutive years of Faculty Senate

councils and task forces dedicated to researching, reviewing, and revising SAI process, procedures, and uses, the 2021-2022 Student Questionnaire Task Force recommended replacing the current SAI survey in their [March 2022 report](#) with a new ~~student perceptions of learning~~ instrument of student perception of teaching effectiveness to be named the Student Course Survey. At their March 23, 2022 meeting, the [Faculty Senate voted to adopt the “Student Course Survey”](#), the student perceptions of learning instrument recommended by the Student Questionnaire Task Force, starting with the Fall 2022 semester.

Student Course Survey Form

The current student course survey (SCS) below was approved by the WCU Faculty Senate on March 23, 2022 and is to be the student survey instrument used for all courses at WCU, regardless of modality, starting with the Fall 2022 semester.

The student-facing view of the survey consists of 14 statements or questions. The first ten statements address aspects of Organization and Clarity, Course Environment and Rapport, and Overall Satisfaction – elements of the third area for the evaluation of teaching at WCU, Student Response to Instruction (See **Faculty Handbook, 4.05 B 1.(e)**). Questions 11 and 12 are intended to provide context to student evaluations and are NOT to be considered in the student ratings of teaching or satisfaction. Question 13 asks students to identify their anticipated grade, and the final two questions are open-ended, as with previous instruments.

View to be seen by students:

	Statements/Questions	SA	A	D	SD
1.	In this course, the subject matter was explained clearly.				
2.	The organization of this course (e.g., due dates, required assignments, resources) was communicated clearly.				
3.	Clear guidelines were provided for the work required in this course.				
4.	Grades and/or other feedback enabled me to know how I was doing throughout this course.				
5.	Students were encouraged to use available resources (e.g., textbooks, readings, websites, library materials, tutoring, or office hours) to improve their understanding of course content.				
6.	The instructor was available during office hours or via email.				
7.	The instructor encouraged participation and/or students' questions.				
8.	The instructor treated me with respect.				
9.	The subject matter was presented in an interesting and engaging way.				
10.	Overall, I was satisfied with this course.				

	On the next two items, compare this course with others you have taken at this institution.	Much less than most	Less than most	About average	More than most	Much more than most	N/A or cannot answer
11.	Amount of coursework.						
12.	Difficulty of subject matter.						
13.	What grade do you expect to receive in this course?						
	Open-ended questions:						
14.	Describe the most important aspects of this course that fostered your learning.						
15.	Describe changes that could be made to this course to foster learning.						

View with sub-scales and annotations for faculty and administrators:

	<u>Statements/Questions</u>	SA	A	D	SD
	Organization and Clarity				
1.	In this course, the subject matter was explained clearly.				
2.	The organization of this course (e.g., due dates, required assignments, resources) was communicated clearly.				
3.	Clear guidelines were provided for the work required in this course.				
4.	Grades and/or other feedback enabled me to know how I was doing throughout this course.				
5.	Students were encouraged to use available resources (e.g., textbooks, readings, websites, library materials, tutoring, or office hours) to improve their understanding of course content.				
	Course Environment and Rapport				
6.	The instructor was available during office hours				

	or via email.						
7.	The instructor encouraged participation and/or students' questions.						
8.	The instructor treated me with respect.						
9.	The subject matter was presented in an interesting and engaging way.						
	Overall Satisfaction						
10.	Overall, I was satisfied with this course.						
	Open-ended questions:						
14.	Describe the most important aspects of this course that fostered your learning.						
15.	Describe changes that could be made to this course to foster learning.						
Course Workload and Difficulty							
(The following questions are for context only, and are not of inclusion in the assessment)							
	On the next two items, compare this course with others you have taken at this institution.	Much less than most	Less than most	About average	More than most	Much more than most	N/A or cannot answer
11.	Amount of coursework.						
12.	Difficulty of subject matter.						
13.	What grade do you expect to receive in this course?						

Each semester a list is compiled by the Office of Institutional Planning and Effectiveness (OIPE) and distributed to each department head. This list indicates all of the courses for which evaluations are slated to be conducted, and the instructor(s) associated with each course.

Evaluation of Cross-listed Courses:

Many of the courses coded as cross-listed in Banner need to be combined to represent a single course section for faculty evaluations. Since courses are cross-listed for various reasons it is difficult to determine which courses to combine as one. Therefore, the following guidelines will be used.

Guidelines for Evaluating Cross-Listed Courses

Courses **which are coded as cross-listed in Banner** will be set up for Course Evaluations using the following procedures:

- 1) An instructor's cross-listed courses which have the same level (UG/GR), instructional method and schedule/activity type, *and are under a single department* will automatically be combined into one course evaluation for a given evaluation period.
- 2) Graduate and undergraduate courses which are cross-listed will be evaluated separately.
- 3) For all other cross-listed courses which a department wishes to have evaluated as one course, the department head must inform the OIPE and identify the courses. Examples are (a) cross-listed courses with different delivery methods which are essentially the same, such as cross-listed EDHE531 lecture sections with face-to-face and online methods; (b) cross-listed multi-departmental courses which are identical except for the course name, such as BIOL 361 and CHEM 361.

The standard files sent by OIPE which request changes to course evaluation forms will contain additional fields which will identify cross-listed courses and will allow department heads to flag those courses falling under #3 above which they wish to have evaluated as one.

Timeline

For courses with a 15 week duration:

The Student Course Survey (SCS) period shall begin on the Sunday three weeks before the beginning of finals week and close on the Sunday one week prior to the beginning of finals week, thus SCSs will be open for two weeks.

For courses with duration less than 15 weeks and greater than four weeks duration:

The SCS period shall begin on the Sunday two weeks from the end of classes and close on the Sunday of the final week of classes, thus SCSs will be open for one week.

For courses with duration less than four weeks and greater than or equal to two weeks:

The SCS period shall begin on the day five class periods from the last class period and close prior to two (including the last class) class periods from final class period, thus SCSs will be open for 60 hours.

For courses with duration less than two weeks:

The SCS period shall begin three (including the last class) class periods from the last class period and close prior to one class period from final class period, thus SCSs will be open for at least 48 hours.

For classes with fewer than 5 students, the following disclaimer shall be added to the Student Course Survey:

“We welcome your feedback on the course and the instructor. Please be aware that because this is a course that has five or fewer students in it, your professor may be able to determine from whom your comments came. In this course, as in all courses regardless of their size, your instructor will not see your comments or ratings until after final grades have been submitted.”

Revised Timelines for Summer Courses

A WCU Faculty Senate Resolution on Modification to Summer *CoursEval* [passed in March 2012](#) updated course evaluation policy for summer courses.

For courses with duration less than two weeks:

These courses are to be evaluated on paper, or by online form provided to students, by departments. No Course Evaluation is to be administered by OIPE or through the Course Evaluation system.

For courses with ending dates within one week of each other:

The SCS period shall be combined into the same open/close period for course evaluations, with the open/close dates adjusted slightly if needed to accommodate varying length courses.

For courses with duration less than 15 weeks and greater than 4 weeks

The SCS period shall begin on Sunday two weeks from end of classes and close on the

Sunday of the final week of classes; being open for one week. **The Sunday open/close day will be adjusted according to the actual ending dates of the courses involved so there is approximately one week remaining after evaluations close.**

For 15-week and 8-week courses ending within one week of each other:

The SCS period opens on the Sunday three weeks from the end of classes and closes on the Sunday of the final week of classes; being open for two weeks. The Sunday open/close day will be adjusted according to the actual ending dates of the courses involved so there is approximately one week remaining after evaluations close.

For Mini-mester (less than 4 weeks) course:

The SCS period will be opened/closed with minimal modification to the normal policy (above). If other courses meeting more than 2 weeks are scheduled outside of the normal mini-mester dates but end within one week of the mini-mester courses, the course evaluations will be combined, and the open/close dates adjusted accordingly as long as mini-mester evaluations are not negatively impacted. The Office of Institutional Planning and Effectiveness (OIPE) issues the dates when *Course Evaluations* will be open before each semester begins on the Course Evaluation website (<https://www.wcu.edu/learn/office-of-the-provost/oipe/surveys/courseval.aspx>). Faculty are strongly encouraged to put these dates on syllabi as it helps both students and instructors remember opening and closing dates of assessments.

Course Evaluations Specifics

What Students Receive and See

Course Evaluations will be open when approximately 80% of the course is completed. During this period, email notifications will be sent to students' Catamount email accounts indicating that course evaluations are now open. These emails include instructions about when and how to log-on to the *Course Evaluations* system. The University will also have banners, flyers, and an advertisement on digital banners displayed around campus. There will also be postcards mailed to every student mailbox at WCU and announcements on the campus radio to encourage student participation in the course evaluations. Figures 1 – 3 illustrate student views of *Course Evaluations*.

Figure 1. Initial email to students.

Course Evaluation Reminder

Western Carolina University



Dear Roland,

Please use the information in this message to access our Course Evaluation site and complete the course and faculty evaluation(s) available to you.

Take advantage during the open period in the table to provide your valuable feedback.

- By completing your evaluations, you'll be able to receive your final grade faster!! The Registrar will be releasing final grades as they are submitted by instructors, but only to those students who have completed their evaluations. All others must wait until after final exam week! An email will be sent to your catamount email address.
- Please be aware that because this course has fewer than five students in it, your professor may be able to determine from whom your comments came. In all courses, regardless of their size, your instructor will not see comments or ratings until after final grades have been submitted.
- Your responses are confidential and anonymous. Your instructor will ONLY have access to how many students have completed evaluations. NO ONE has access to your individual response!
- Your instructor won't receive his/her compiled results until after all grades are finalized.
- Course Evaluation results are meaningful. They provide feedback to improve the quality of courses and the experiences of future students.

If for any reason you are unable to use the log-in buttons to the right, please use the following:

Your User Name is: rdeschain

Your password is your MyWCU password

(If you are a WCU employee, use your network password. This is the same password used to log into your Outlook through the Internet.)

Course Num - Sec	Course Name	Responsible Faculty	Survey Open	Survey Close
MTH 101 - 112	Mathematics 101	Adams, Henry Smith, Joan	Aug 27 12:00 AM	Sep 27 11:59 PM
BIO 101 - 40	Biology 101	Adams, Henry Smith, Joan	Aug 27 12:00 AM	Sep 27 11:59 PM
CHE 101 - 2	Chemistry 101		Sep 11 12:00 AM	Oct 3 10:30 AM

Here is the link. (You may need to copy and paste this into your browser.)
<http://courseval.wcu.edu>

Username: Use your campus credentials

[Login](#)

If you have problems logging in, please refer to campus policies for managing your account or use the support email below for assistance from the system administrator.

Support email: wcuourseval@email.wcu.edu

[Link to Site](#)

Access via mobile device or computer

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Course Evaluations

Student View:

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Course Evaluations

[Home](#) [Surveys](#) [Help](#) [Exit](#)

Welcome to Western Carolina University's online course assessment site!

[My Surveys](#)

Surveys are listed by Available, Completed, and Missed Surveys

Course Number	Course Name	Survey Name	Responsible Faculty	% Surveys Submitted	Date Closed
PA675 60	State & Local Governance	2021 - Summer - Run 6 - Online - 7/25 - 8/1	C. Cooper	--	Aug 1, 2021 11:59 PM
QA305 50-60	Intro Managerial Science	2016 - Summer - Online - 7/24 - 8/6	J. Marvel	--	Aug 6, 2016 11:59 PM
ENT250 50	Innovation & Creativity	2016 - Spring - Online - 4/3-4/29	B. Davidson	--	Apr 29, 2016 11:59 PM

Figure 2. Student views of the Course Evaluations website.

(2022) Sample Student Course Survey

Course Number: USI-1 01 - 50

Course Name: Freshman Seminar

Department: Liberal Studies

Faculty: Cat A Mount

1) In this course, the subject matter was explained clearly.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

2) The organization of this course (e.g., due dates, required assignments, resources) was communicated clearly.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

3) Clear guidelines were provided for the work required in this course.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

4) Grades and/or other feedback enabled me to know how I was doing throughout this course.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

5) Students were encouraged to use available resources (e.g., textbooks, readings, websites, library materials, tutoring, or office hours) to improve their understanding of the course content.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



Cat A. Mount

6) The instructor was available during office hours or via email.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

7) The instructor encouraged participation and/or students' questions.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

8) The instructor treated me with respect.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

9) The subject matter was presented in an interesting and engaging way.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



TR101 - 01

On the next two items, compare this course with others you have taken at this institution.

10) Amount of coursework

- Much less than most
- Less than Most
- About Average
- More than Most
- Much more than Most
- N/A or Cannot Answer

11) Difficulty of subject matter

- Much less than most
- Less than Most
- About Average
- More than Most
- Much more than Most
- N/A or Cannot Answer

12) Overall, I was satisfied with this course.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

13) What grade do you expect to receive in this course?

9999 characters remaining

14) Describe the most important aspects of this course that fostered your learning.

9999 characters remaining

15) Describe changes that could be made to this course to foster learning.

9999 characters remaining

[Save And Continue](#) [Close Preview](#)

Figure 3. Student view of survey.

Open-Ended Questions

The SCS contains a section with the following two open-ended questions:

1. Describe the most important aspects of this course that fostered your learning.
2. Describe changes that could be made to this course to foster learning.

Students have a text box in which to respond to these questions.

All open-ended responses are viewable only by the specific faculty member, department head, and dean. Open-ended responses **may** be included in reappointment, tenure, promotion, and annual evaluation documents. The inclusion of open-ended responses is at the discretion of individual faculty.

All students' responses are intended to provide **formative** information, i.e., be constructive in helping faculty to continue to improve teaching. Faculty may choose to use them as part of the **summative** evaluation, however, that is not the primary purpose.

What Faculty Members Receive and See

For each given course (or courses, if within the same evaluation period) faculty members receive a message three days prior to their Course Evaluations opening (Figure 4). Then an additional email is sent to the faculty member alerting him/her that Course Evaluations is open (Figure 5). Halfway course evaluation reminder emails are sent to the faculty member indicating the percentage of students that have responded at that time (Figure 6). At this point, it is appropriate to remind students of the importance the course evaluation process and encourage them to participate.

Course Evaluation Announcement

Western Carolina University

This message is notification that **course evaluations are now open to students** for the following courses:

Course Num - Sec	Course Name	Survey Open	Survey Close
MTH 101 - 112	Mathematics 101	Aug 22 12:00 AM	Sep 22 11:59 PM
CHM 205	Chemistry 205	Aug 22 12:00 AM	Sep 16 11:59 PM extended

Course Num - Sec	Course Name	Block	Site	Survey Open	Survey Close
MED 402 - 15	Medical Clerkship 402	Sample Clinic	2-week rot	Sep 7 12:00 AM	Sep 23 11:59 PM

Students will now be unable to access their final grades until after grading is shut off if they do not complete their evaluations. Those who do complete the evaluations will receive an email from the registrar with their grade **once grades have been submitted.**

Experience has shown that faculty members who encourage their students to participate in evaluations obtain a significantly higher response rate than those who do not. Please take a moment to discuss the evaluation with your class and encourage them to participate in the process.

Thank you!

Course evaluations will be available for faculty review at the end of the term. If you have any questions or experience any difficulties, please contact Trista at wucourseval@email.wcu.edu or call 828-227-3021.

Username: **Use your campus credentials**

Login 

If you have problems logging in, please refer to campus policies for managing your account or use the support email below for assistance from the system administrator.

Support email: wucourseval@email.wcu.edu

[Link to Site](#) 

Access via mobile device or computer

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Course Evaluations

Course Evaluation Information

Western Carolina University



Course evaluations are opening in three days. Please check the table below for information about which of your courses are opening for evaluation three days from now.

Course Num - Sec	Course Name	Participant List	Survey Open	Survey Close
MTH 101 - 112	Mathematics 101	Arrasjid, Dorine A Arrow, Richard K Arroyo, Andrés R Barr, Mark R Barranda, Anthony D Barren, William R Barrett, Kristin L Barrie, Erin E Barrila, Gaetano C Barrios, Edison C Barron, Michael J Barrons, Rodney C Barrow, Judith A Barry, Scott L Carr, James W Carrato, Donald M Carreira, Michael J Carreno, Martha C	Aug 27 12:00 AM	Sep 27 11:59 PM
CHM 205	Chemistry 205	Arrasjid, Dorine A Arrow, Richard K Arroyo, Andrés R Barr, Mark R Barranda, Anthony D Barren, William R Barrett, Kristin L Barrie, Erin E Barrila, Gaetano C Barrios, Edison C Barron, Michael J Barrons, Rodney C Barrow, Judith A Barry, Scott L Carr, James W Carrato, Donald M Carreira, Michael J Carreno, Martha C	Aug 27 12:00 AM	Sep 21 11:59 PM extended

Students will now be unable to access their final grades until after grading is shut off if they do not complete their evaluations. Those who do complete the evaluations will receive an email from the registrar with their grade **once grades have been submitted.**

Experience has shown that faculty members who encourage their students to participate in evaluations obtain a significantly higher response rate than those who do not. Please take a moment to discuss the evaluation with your class and encourage them to participate in the process.

If you have any questions or experience any difficulties, please contact OIPE at wcucourseval@email.wcu.edu or call 828-227-7239.

Thank you!

Username: Use your campus credentials

Login 

If you have problems logging in, please refer to campus policies for managing your account or use the support email below for assistance from the system administrator.

Support email: wcucourseval@email.wcu.edu

[Link to Site](#) 

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Course Evaluations

Figure 4. First faculty notifications that the Course Evaluations SCS will open in a few days.

Course Evaluation Announcement

Western Carolina University

This message is notification that course evaluations are now open to students for the following courses:

Course Num - Sec	Course Name	Survey Open	Survey Close
MTH 101 - 112	Mathematics 101	Aug 27 12:00 AM	Sep 27 11:59 PM
CHM 205	Chemistry 205	Aug 27 12:00 AM	Sep 21 11:59 PM extended

Students will now be unable to access their final grades until after grading is shut off if they do not complete their evaluations. Those who do complete the evaluations will receive an email from the registrar with their grade once grades have been submitted.

Experience has shown that faculty members who encourage their students to participate in evaluations obtain a significantly higher response rate than those who do not. Please take a moment to discuss the evaluation with your class and encourage them to participate in the process.

Thank you!

Course evaluations will be available for faculty review at the end of the term. If you have any questions or experience any difficulties, please contact OIPE at wccourseval@email.wcu.edu or call 828-227-7239.

Username: Use your campus credentials

Login 

If you have problems logging in, please refer to campus policies for managing your account or use the support email below for assistance from the system administrator.

Support email: wccourseval@email.wcu.edu

[Link to Site](#) 

Access via mobile device or computer

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Course Evaluations

Figure 5. First faculty notification that the Course Evaluations SCS are open.

Course Evaluation Reminder

Western Carolina University



Roland,

This is a Course Evaluation update. If your response rates are lower than you would like, please remind your students about the evaluations and ask them to participate. Thank you!

Course Num - Sec	Course Name	Number Expected	Number Received	Survey Open	Survey Close
MTH 101 - 112	Mathematics 101	0	0	Aug 27 12:00 AM	Sep 27 11:59 PM
CHM 205	Chemistry 205	0	0	Aug 27 12:00 AM	Sep 21 11:59 PM extended

Students will now be unable to access their final grades until after grading is shut off if they do not complete their evaluations. Those who do complete the evaluations will receive an email from the registrar with their grade once **grades have been submitted**.

Course evaluations will be available for faculty review the Wednesday following grade posting. If you have any questions or experience any difficulties, please contact OIPE at wccourseval@email.wcu.edu or call 828-227-7239.

Username: **Use your campus credentials**

Login

If you have problems logging in, please refer to campus policies for managing your account or use the support email below for assistance from the system administrator.

Support email: wccourseval@email.wcu.edu

[Link to Site](#)

Access via mobile device or computer

Course Evaluations

Figure 6. Email to the faculty indicating response rate.

Getting Results

After final grades have been recorded, a last *Course Evaluations* email will be sent to the faculty member and department head indicating survey results are available. This email contains password and username information. Faculty will go to the *Course Evaluations* site and enter their MyWCU username and password. These are usually the same as the Outlook passwords (i.e., not 92 numbers). Once logged into the system the Home page is the view (with active links) for Evaluation Reports and Course Section Reports. The Course Section Reports has two options to view, breakdown is the details of this course survey and comparison offers the individual survey mean, with department mean, with the mean of all course surveys in the term. There is also an option to view Individual Surveys from the Reports Menu at the top of the Home Page.

Course Evaluation Results Available

Western Carolina University



Dear Roland Deschain,

Evaluations for this semester are now available.

Log-in information for Course Evaluations is the same as that used to log into your Outlook account through the Internet.

Your user name is: rdeschain

Your password is your normal WCU password associated with this user name.

Course Num - Sec	Course Name	Survey Open	Survey Close
MTH 101 - 112	Mathematics 101	Aug 27 12:00 AM	Sep 27 11:59 PM
CHM 205	Chemistry 205	Aug 27 12:00 AM	Sep 21 11:59 PM extended

Here is a link to the site: [Login Page](#) 

To access your reports, please follow these instructions:

1. On the upper left side hover over the "Reports" icon.
2. From the menu, select "Evaluation Reports"
3. Now you will see a list of the course evaluations that are available for you to view. To ensure that you are seeing the full list, make sure that all of the drop-down boxes are selected to "show all".
Failure to make this selection on the drop-down boxes is the most frequent reason that faculty have difficulty accessing their reports.
4. Now select the courses that you want to generate reports for. Place a checkmark on the right side of every course that you want to view. (Use the "include all" or "none" settings at the top of that column to save time.)
5. Once your courses are selected, click the "view report" link on the upper right side of the table, and this will generate your report.

By default, your report should include the actual responses to all the questions and the open-ended responses. If you are interested in viewing the average score for each factor (this may be something that is needed for AFE), go back to the main course grid and change the "view" drop-down box on the upper left from "comparative" to "individual". Now generate the report again to see scores by a factor, instead of by question.

Once you see that all evaluations are showing, you can limit the reports to only those from this term by setting the assessment period to the current semester.

If you have any questions or experience any difficulties, please contact OIPE at wcucourseval@email.wcu.edu or call 828-227-7239.

Have a wonderful day!

Username: **Use your campus credentials**

[Login](#) 

If you have problems logging in, please refer to campus policies for managing your account or use the support email below for assistance from the system administrator.

Support email: wcucourseval@email.wcu.edu

[Link to Site](#) 

Access via mobile device or computer

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Course Evaluations

Figure 7. Email to the faculty indicating surveys are available.

Course Evaluation Results Available

Western Carolina University

Dear Roland Deschain,

This is a notice to department heads.

Evaluations for the semester are now available for review.

Log-in information for Course Evaluations is the same as that used to log into your Outlook account through the Internet.

Your user name is: rdeschain

Your password is your normal WCU password associated with this user name.

Here is a link to the site: [Login Page](#)

To access your reports, please follow these instructions:

1. On the upper left side hover over the "Reports" icon.
2. From the menu, select "Evaluation Reports"
3. Now you will see a list of the course evaluations that are available for you to view. To ensure that you are seeing the full list, make sure that all of the drop-down boxes are selected to "show all".
Failure to make this selection on the drop-down boxes is the most frequent reason that faculty have difficulty accessing their reports.
4. Now select the courses that you want to generate reports for. Place a checkmark on the right side of every course that you want to view. (Use the "include all" or "none" settings at the top of that column to save time.)
5. Once your courses are selected, click the "view report" link on the upper right side of the table, and this will generate your report.

By default, your report should include the actual responses to all the questions and the open-ended responses. If you are interested in viewing the average score for each factor (this may be something that is needed for AFE), go back to the main course grid and change the "view" drop-down box on the upper left from "comparative" to "individual". Now generate the report again to see scores by a factor, instead of by question.

Once you see that all evaluations are showing, you can limit the reports to only those from this term by setting the assessment period to the current semester.

If you have any questions or experience any difficulties, please contact OIPE at wcourseval@email.wcu.edu or call 828-227-7239.

Have a wonderful day!

Username: Use your campus credentials

[Login](#)

If you have problems logging in, please refer to campus policies for managing your account or use the support email below for assistance from the system administrator.

Support email: wcourseval@email.wcu.edu

[Link to Site](#)

Access via mobile device or computer

 anthology
Course Evaluations

Figure 8. Email to the department heads indicating survey results are available.

Home Surveys Reports Help Exit

My Reports

There are no recent reports available to you. View past reports:

[Evaluation Reports](#)
[Course Section Reports](#)

Type: Standard Year: 2022 Period: Show All Focus: Stu-Fac Status: Show All Survey: Show All
 Department: Show All Search: Survey Name: Starts with: [] []

View: Comparative Settings: STANDARD surve... [View] [PDF] [Print]

Search: [] Show 10 entries

Course Number - Section ID	Survey Name	Period	Status	Close Date	Course Name	Responsible Faculty	Department	Resp. Rec'vd	Resp. Exp.	% Rec'vd	Include	Access Role
TEST - 01	2022-Summer-Test - Lecture - 7/21 - 7/24	202250	Closed	Jul 24, 2022	Test only	Mount, Cat	TESTING	5	5	100%	<input checked="" type="checkbox"/>	[?]

Showing 1 to 1 of 1 entries [1]

Type: Standard Year: Show All Period: Show All Focus: Show All Status: Show All Survey: Show All
 Department: Show All Search: Survey Name: Starts with: [] [] [View] [PDF] [Print]

Search: [] Show 10 entries

Course Number - Section ID	Survey Name	Year	Period	Status	Close Date	Course Name	Assessed / Responsible Individual	Department	Resp. Rec'vd	Resp. Exp.	% Rec'vd	Include	Access Role
TEST - 01	2022-Summer-Test - Lecture - 7/21 - 7/24	2022	202250	Closed	Jul 24, 2022	Test only	Mount, Cat	TESTING	5	5	100%	<input checked="" type="checkbox"/>	[?]
TR101 - 01	Test survey for training	2007	200710	Closed	Oct 19, 2007	CAteval Training	Mount, Cat	SEHM	5	5	100%	<input type="checkbox"/>	[?]

Showing 1 to 2 of 2 entries [1]

Figure 9. Summary Screens on Course Evaluations for survey results.

Please note that evaluation reports are available indefinitely while the faculty member is employed at WCU. The reports are no longer available to that faculty member once he/she/they leave() WCU employment.

To view course results, click in the 'Include' box, the second to last column on the table. Then choose the method to view the report by selecting one of the blue buttons-View, PDF, or Print above the Evaluation Reports table. This opens a new window that lists the results for each course section that has been selected. It should look similar to the following report (Figure 10):

Comparative Evaluation Report

2022-Summer- Test - Lecture - 7/21 - 7/24 Survey
202250

Western Carolina University
Undergraduate and Graduate

Course: TEST 01 - Test only	Department: TESTING
Responsible Faculty: Cat Mount	Responses / Expected: 5 / 5 (100%)

About the Instructor: Overall:	Cat Mount								
	Responses				Individual				
	SA	A	D	SD	N	Mean	Med.	Mode	Std Dev
Q1 In this course, the subject matter was explained clearly.	3	0	1	1	5	3.0	4	4	1.26
Q2 The organization of this course (e.g., due dates, required assignments, resources) was communicated clearly.	1	0	1	3	5	1.8	1	1	1.17
Q3 Clear guidelines were provided for the work required in this course.	1	2	1	1	5	2.6	3	3	1.02
Q4 Grades and/or other feedback enabled me to know how I was doing throughout this course.	2	0	3	0	5	2.8	2	2	.98
Q5 Students were encouraged to use available resources (e.g., textbooks, readings, websites, library materials, tutoring, or office hours) to improve their understanding of the course content.	3	1	1	0	5	3.4	4	4	.80
Q6 The instructor was available during office hours or via email.	2	0	1	2	5	2.4	2	1,4	1.36
Q7 The instructor encouraged participation and/or students' questions.	2	2	1	0	5	3.2	3	3,4	.75
Q8 The instructor treated me with respect.	1	1	2	1	5	2.4	2	2	1.02
Q9 The subject matter was presented in an interesting and engaging way.	2	1	2	0	5	3.0	3	2,4	.89
Q10 Overall, I was satisfied with this course.	1	1	3	0	5	2.6	2	2	.80

Responses: [SA] Strongly Agree=4 [A] Agree=3 [D] Disagree=2 [SD] Strongly Disagree=1

Category Instructions: On the next two items, compare this course with others you have taken at this institution.

About the Course: Overall:	TEST - 01									
	Responses						Course			
	MLT	LTM	AA	MTM	MMT	N	Mean	Med.	Mode	Std Dev
Q11 Amount of coursework	0	1	2	1	0	4	3.0	3	3	.71
Q12 Difficulty of subject matter	0	1	1	1	1	4	3.5	3.5	2,3,4,5	1.12

Responses: [MLT] Much less than most=1 [LTM] Less than Most=2 [AA] About Average=3 [MTM] More than Most=4 [MMT] Much more than Most=5

About the Course: Grade:	TEST - 01									
	Responses					Course				
	A	B	C	D	F	W	P	F	N	
Q13 What grade do you expect to receive in this course?	1	1	1	0	0	1	0	1	5	

Responses: [A] A [B] B [C] C [D] D [F] F [W] Withdrawal [P] Pass [F] Fail

Q14 - Describe the most important aspects of this course that fostered your learning.

Response Rate: 100.00% (5 of 5)

- 1 We love WCU and the community of student support.
- 2 WCU faculty and staff support the students and are an asset for learning and maturing adults. It takes a village to raise the students with Advising, Career Services, DCA, Mail operations, Admissions, Financial Aid, Housekeeping, Administration, Transit Services, Parking Service, Military Services, Multicultural Affairs, WaLC, Math Tutoring, Student Engagement and Community Services, and the MHC are just a few. Thank you so much for the work and dedication. There are nearly 10,000 characters possible in these comments field.
- 3 This is a test run to see how comments and scoring accumulate.
- 4 I love the outdoors and am so glad I chose WCU! Great area and faculty.
- 5 Course evaluations open following the Withdrawal period (70% of instructional time), but before exams. Faculty Senate sets the criteria on when these can be opened and closed. We are not allowed to extend these dates.

Q15 - Describe changes that could be made to this course to foster learning.

Response Rate: 100.00% (5 of 5)

- 1 Verifying that all comments and statements are confidential and anonymous.
- 2 The timing of evaluations is set to minimize bias and to have the most uncompromised process. This new survey will be shorter and faster than the previous surveys that we have used since 2007.

Course Section Report

[Print Report](#)

TEST - 01 - Test only

Cat Mount Evaluated Individual

Department: ZZ-Testing

Responsible Faculty: Cat Mount

Response Rate ?



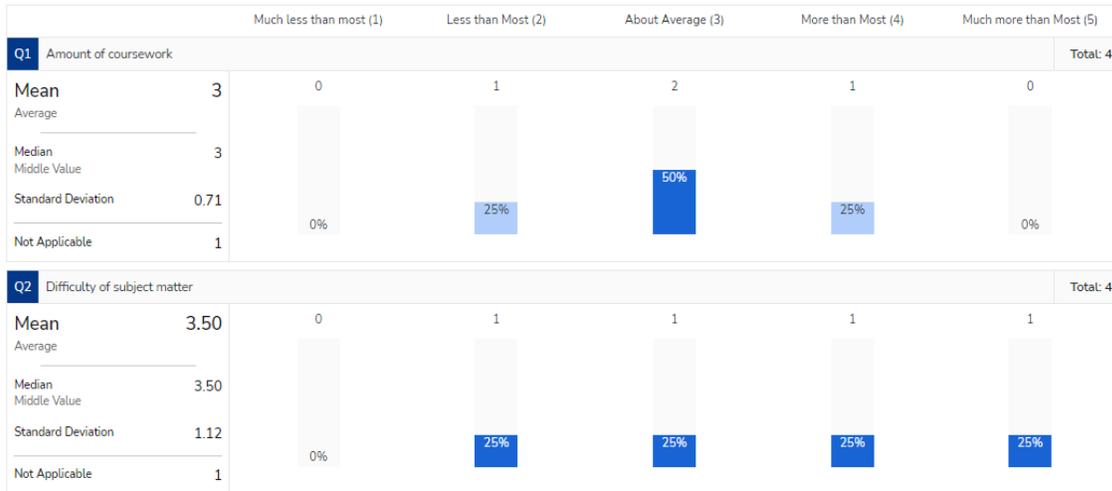
Received 5

Expected 5

About the Course:

[Breakdown](#) [Comparisons](#)

Overall:



[Print Report](#)

TEST - 01 - Test only

Cat Mount Evaluated Individual

Department: ZZ-Testing

Responsible Faculty: Cat Mount

Response Rate ?



Received 5

Expected 5

About the Course:

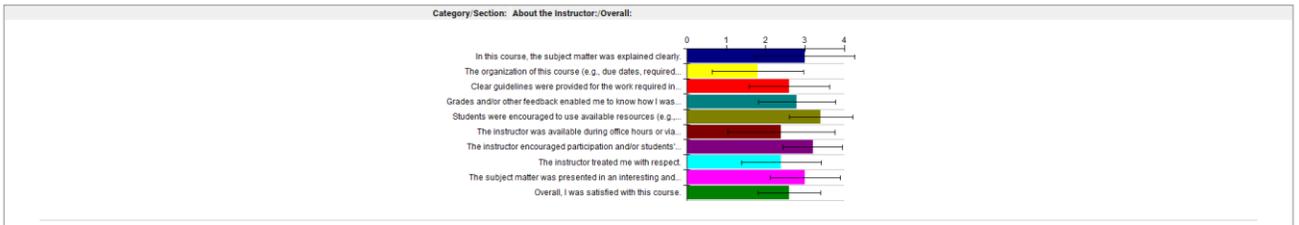
[Breakdown](#) [Comparisons](#)

Overall:

		Much less than most (1)	Less than Most (2)	About Average (3)	More than Most (4)	Much more than Most (5)	Percent Rank	Total
Q1	Amount of coursework							
	Mean							
TEST - 01	3.00			●			----	4
ZZ-Testing	3.00			●			----	4
202250	3.00			●			----	4
Q2	Difficulty of subject matter							
	Mean							
TEST - 01	3.50			●			----	4
ZZ-Testing	3.50			●			----	4
202250	3.50			●			----	4

Individual Reports

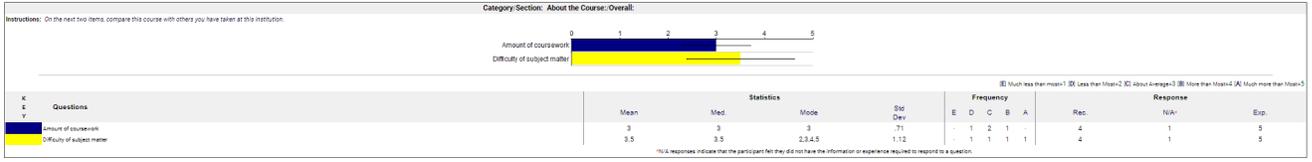
2022-Summer-Test - Lecture - 7/21 - 7/24 Survey 202250		Western Carolina University Undergraduate and Graduate	
Course:	TEST 01 - Test only	Department:	TESTING
Responsible Faculty:	Cat Mount	Responses / Expected:	5 / 5 (100%)
Faculty:	Mount, Cat A		



K E Y	Questions	Statistics				Frequency			Response		
		Mean	Med	Mode	Std Dev	D	C	B	A	Rec.	Exp.
	In this course, the subject matter was explained clearly.	3	4	4	1.26	1	1	3		5	5
	The organization of this course (e.g., due dates, required assignments, resources) was communicated clearly.	1.8	1	1	1.17	3	1	1		5	5
	Clear guidelines were provided for the work required in this course.	2.6	3	3	1.02	1	1	2	1	5	5
	Grades and/or other feedback enabled me to know how I was doing throughout this course.	2.8	2	2	.98		3		2	5	5
	Students were encouraged to use available resources (e.g., textbooks, readings, websites, library materials, tutoring, or office hours) to improve their understanding of the course content.	3.4	4	4	.80		1	1	3	5	5
	The instructor was available during office hours or via email.	2.4	2	1,4	1.36	2	1		2	5	5
	The instructor encouraged participation and/or students' questions.	3.2	3	3,4	.75		1	2	2	5	5
	The instructor treated me with respect.	2.4	2	2	1.02	1	2	1		5	5
	The subject matter was presented in an interesting and engaging way.	3	3	2,4	.89		2	1	2	5	5
	Overall, I was satisfied with this course.	2.6	2	2	.80		3	1	1	5	5

Individual Reports (Overall)

2022-Summer-Test - Lecture - 7/21 - 7/24 Survey 202250		Western Carolina University Undergraduate and Graduate	
Course:	TEST 01 - Test only	Department:	TESTING
Responsible Faculty:	Cat Mount	Responses / Expected:	5 / 5 (100%)
Focus:	Overall Results		



K E Y	Questions	Statistics				Frequency			Response				
		Mean	Med	Mode	Std Dev	E	D	C	B	A	Rec.	Exp.	
	Amount of coursework	3	3	3	.71		1	2	1		4	1	5
	Difficulty of subject matter	3.5	3.5	3,3,4,5	1.12		1	1	1	1	4	1	5

*N/A responses indicate that the participant felt they did not have the information or experience required to respond to a question.

Category/Section: About the Course/Grade:

[B] Fail [D] Pass [F] Withdraw [E] F [D] D [C] C [B] B [A] A

#	Questions	Percentages					Frequency					Response					
		H	O	F	D	C	B	A	H	O	F	D	C	B	A	Rec.	Exp.
01	What grade do you expect to receive in this course?	20%		20%		20%	20%	20%	1		1		1	1	1	5	5

Question: Describe the most important aspects of this course that fostered your learning.
Response Rate: 100.00% (5 of 5)

- We love WCU and the community of student support.
- WCU faculty and staff support the students and are an asset for learning and maturing adults. It takes a village to raise the students with Advising, Career Services, DCA, Mail operations, Admissions, Financial Aid, Housekeeping, Administration, Transit Services, Parking Service, Military Services, Multicultural Affairs, WACC, Math Tutoring, Student Engagement and Community Services, and the MHC are just a few. Thank you so much for the work and dedication.
- There are nearly 10,000 characters possible in these comment fields.
- This is a great fun to see how comments and scoring accumulate.
- I love the outdoors and am so glad I chose WCU Great area and faculty.
- Course evaluations open following the Withdrawal period (70% of instructional time), but before exams. Faculty Senate sets the criteria on when these can be opened and closed. We are not allowed to extend these dates.

Question: Describe changes that could be made to this course to foster learning.
Response Rate: 100.00% (5 of 5)

- Verifying that all comments and statements are confidential and anonymous.
- The timing of evaluations is set to minimize bias and to have the most uncomplimented process. This new survey will be shorter and faster than the previous surveys that we have used since 2007.
- The rain is refreshing and invigorating. Learning is a great experience that requires a good deal of deliberate time, space, and energy.
- The campus is beautiful and peaceful when the parking lots are not overcrowded. :)
- Learning is key to success in life and opens doorways for promotion and progress through selected fields. WCU has 10,000 students that attend this campus and the county has a population of 43,000. If that is so, WCU is close to 25% of NC population.

Figure 10. Typical detailed Course Evaluations reports.

Scaled Responses

Results are broken down into the major categories of the surveys as it is administered to students. To view the report by category, stay on Evaluation Report, but change the view to “individual”. Faculty will be able to see how many students Strongly Agreed (SA), Agreed (A), Disagreed (D), or Strongly Disagreed (SD) with each category in the survey. These qualitative responses are then converted into their numerical equivalents as follows:

Strongly Agree	4
Agree	3
Disagree	2
Strongly Disagree	1

To the right of the number of responses received in each category, a table provides the median, mode, standard deviation, the N, and the mean for each category and for the course as a whole (Figure 8).

Type
 Standard

Year
 Show All

Period
 Show All

Focus
 Show All

Status
 Show All

Survey
 Show All

Department
 Show All

Search

Survey Name

Starts with

View
 individual

Settings
 STANDARD surve...

[View](#) [PDF](#) [Print](#)

Evaluation Reports

Search:
Show 10 entries

Course Number - Section ID	Survey Name	Year	Period	Status	Close Date	Course Name	Responsible Faculty	Department	Resp. Rec'd	Resp. Exp.	% Rec'd	Include	Access Role
TEST - 01	2022-Summer- Test - Lecture - 7/21 - 7/24	2022	202250	Closed	Jul 24, 2022	Test only	Mount, Cat	TESTING	5	5	100%	<input type="checkbox"/>	?
TR101 - 01	Test survey for training	2007	200710	Closed	Oct 19, 2007	CATeval Training	Mount, Cat	SEHM	5	5	100%	<input checked="" type="checkbox"/>	?

Showing 1 to 2 of 2 entries
1

2022-Summer- Test - Lecture - 7/21 - 7/24 Survey 202250							Western Carolina University Undergraduate and Graduate			
Course: TEST 01 - Test only					Department: TESTING					
Responsible Faculty: Cat Mount					Responses / Expected: 5 / 5 (100%)					
Focus: Overall Results										
Results Summary by Question Category/Sub-Category										
TEST - 01										
Question Categories / Sub-Categories	Responses						Course			
	MLT	LTM	AA	MTM	MMT	N	Mean	Med.	Mode	Std Dev
S1 Overall:	0	2	3	2	1	8	3.3	3	3	.97
C2 About the Course:	0	2	3	2	1	8	3.3	3	3	.97
Responses: [MLT] Much less than most=1 [LTM] Less than Most=2 [AA] About Average=3 [MTM] More than Most=4 [MMT] Much more than Most=5										
Results Summary by Question Category/Sub-Category										
TEST - 01										
Question Categories / Sub-Categories	Responses						Course			
	A	B	C	D	F	W	P	F	N	
C1 About the Course:	1	1	1	0	0	1	0	1	5	
Responses: [A] A [B] B [C] C [D] D [F] F [W] Withdrawal [P] Pass [F] Fail										
2022-Summer- Test - Lecture - 7/21 - 7/24 Survey 202250							Western Carolina University Undergraduate and Graduate			
Course: TEST 01 - Test only					Department: TESTING					
Responsible Faculty: Cat Mount					Responses / Expected: 5 / 5 (100%)					
Results Summary by Question Category/Sub-Category										
Cat Mount										
Question Categories / Sub-Categories	Responses					Individual				
	SA	A	D	SD	N	Mean	Med.	Mode	Std Dev	
S1 Overall:	18	8	16	8	50	2.7	3	4	1.11	
C2 About the Instructor:	18	8	16	8	50	2.7	3	4	1.11	
Responses: [SA] Strongly Agree=4 [A] Agree=3 [D] Disagree=2 [SD] Strongly Disagree=1										

Figure 11. Summary Course Evaluations report.

Each category -labeled S1, S2, etc. - represents the two types of questions based upon multiple faculty teaching (and being evaluated) or singular to the course (expected grade, amount of work, and difficulty of subject matter.) To get result breakdowns by individual question stay on Evaluation Report but change the view to “comparative.” (See instructions under Open-Ended Responses below.)

To print results, look to the upper right-hand side of the Main Screen for the word “PRINT” (Figure 12). This will open a new window in the Print Preview.

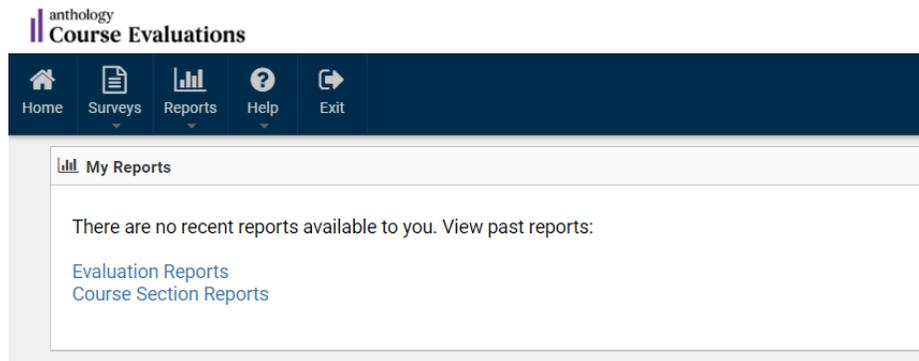


Figure 12. Retrieving reports from main results page.

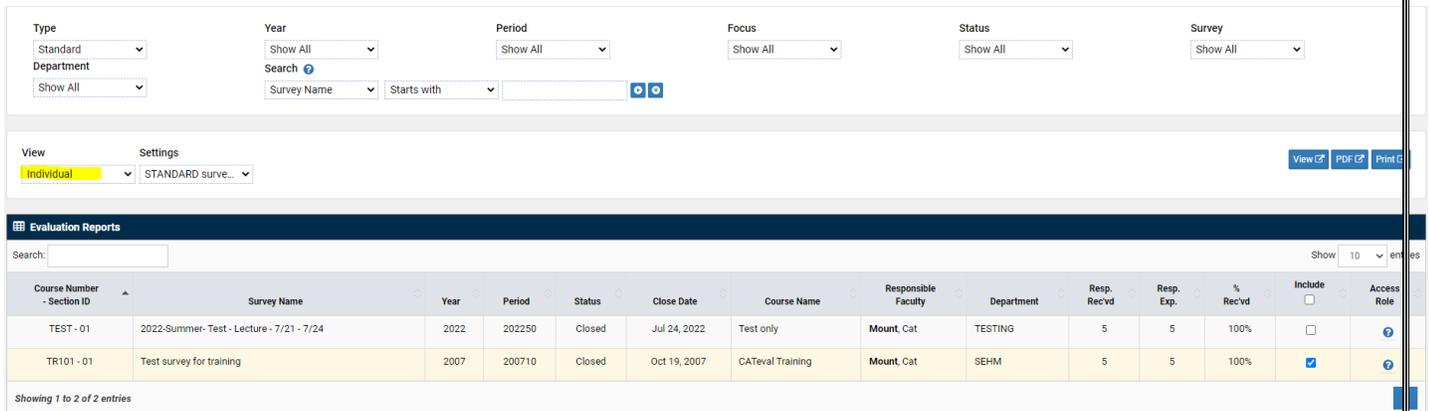


Figure 13. Main results page.

Faculty may be required to include these reports in reappointment, tenure, and promotion documents as well as annual faculty evaluation dossiers. The exact format for including information in these documents may vary by department and college.

Open-Ended Responses

Open-Ended responses can be viewed in two reports: a) the Evaluation Report where the view is set to comparative, or b) the Course Section Report t is clicked (Figure 15). There is also an option under Reports for Individual Reports. In the Individual Report, a full report can be viewed (including scaled and open-ended responses) for each individual class. Color charts are also provided. The responses to the open-ended questions follow the scaled responses on this report. They appear in individual text boxes (Figure)15.

Course Evaluations Western Carolina University
Cat Mount, TN middle

Home Surveys Reports Help Exit

Type: Standard
Year: Show All
Period: Show All
Focus: Show All
Status: Show All
Survey: Show All

Department: Show All
Search: Survey Name Starts with

Individual Reports

Search: Show 10 entries

Survey Name	Year	Period	Course Number - Section ID	Course Name	Department	Year	Assessed Individual	Res	Individual Report
2022-Summer-Test - Lecture - 7/21 - 7/24	2022	202250	TEST - 01	Test only	ZZ-Testing		Mount, Cat	5	
2022-Summer-Test - Lecture - 7/21 - 7/24	2022	202250	TEST - 01	Test only	ZZ-Testing		Overall Results	5	
Test survey for training	2007	200710	TR101 - 01	CATeval Training	Ent, Hosp, Market and Spt Mgmt	1	Mount, Cat	5	

Showing 1 to 3 of 3 entries

Figure 14. Individual course report page.

Type: Standard Department Show All
 Year: Show All Search: Survey Name Starts with
 Period: Show All Focus: Show All Status: Show All Survey: Show All

Individual Reports

Search: Show 10 entries

Survey Name	Year	Period	Course Number - Section ID	Course Name	Department	Year	Assessed Individual	Res	Individual Report
2022-Summer-Test - Lecture - 7/21 - 7/24	2022	202250	TEST - 01	Test only	ZZ-Testing		Mount, Cat	5	Print Copy Export
2022-Summer-Test - Lecture - 7/21 - 7/24	2022	202250	TEST - 01	Test only	ZZ-Testing		Overall Results	5	Print Copy Export
Test survey for training	2007	200710	TR101 - 01	CATeval Training	Ent, Hosp, Market and Spt Mgmt	1	Mount, Cat	5	Print Copy Export

Showing 1 to 3 of 3 entries

2022-Summer-Test - Lecture - 7/21 - 7/24 Survey 202250

Western Carolina University Undergraduate and Graduate

Course: TEST 01 - Test only
 Responsible Faculty: Cat Mount
 Focus: Overall Results
 Department: TESTING
 Responses / Expected: 5 / 5 (100%)

Instructions: On the next two items, compare this course with others you have taken at this institution.

Category Section: About the Course/Overall:

Amount of coursework: [Bar chart showing 3.5 on a scale of 0-5]

Difficulty of subject matter: [Bar chart showing 3.5 on a scale of 0-5]

K T Y	Questions	Statistics					Frequency					Response		
		Mean	Med	Mode	Std Dev		E	D	C	B	A	Rec.	Exp.	
	Amount of coursework	3	3	3	.71		1	2	1			4	1	5
	Difficulty of subject matter	3.5	3.5	2,3,4,5	1.12		1	1	1	1		4	1	5

*N/A responses indicate that the participant felt they did not have the information or experience required to respond to a question.

Category Section: About the Course/Grade:

Questions

#	Questions	Percentages					Frequency					Response							
		H	G	F	E	D	C	B	A	H	G	F	E	D	C	B	A	Rec.	Exp.
Q1	What grade do you expect to receive in this course?	20%		20%			20%	20%	20%	1		1			1	1	1	5	5

- Question: Describe the most important aspects of this course that fostered your learning.
Response Rate: 100.00% (5 of 5)
- We love WCU and the community of student support.
 - WCU faculty and staff support the students and are an asset for learning and maturing adults. It takes a village to raise the students with Advising, Career Services, DCA, Mail operations, Admissions, Financial Aid, Housekeeping, Administration, Transit Services, Parking Service, Military Services, Multicultural Affairs, W&C, Math Tutoring, Student Engagement and Community Services, and the IMC are just a few. Thank you so much for the work and dedication. There are nearly 15,000 chapters possible in these comments field.
 - This is a test run to see how comments and scoring accumulate.
 - I love the outdoors and am so glad I chose WCU Great area and faculty.
 - Course evaluations open following the Withdrawal period (70% of instructional time), but before exams. Faculty Senate sets the criteria on when these can be opened and closed. We are not allowed to extend these dates.
- Question: Describe changes that could be made to this course to foster learning.
Response Rate: 100.00% (5 of 5)
- Verifying that all comments and statements are confidential and anonymous.
 - The timing of evaluations is set to minimize bias and to have the most uncompromised process. This new survey will be shorter and faster than the previous surveys that we have used since 2007.
 - The rain is refreshing and invigorating. Learning is a great experience that requires a good deal of deliberate time, space, and energy.
 - The campus is beautiful and peaceful when the parking lots are not overcrowded. :)
 - Learning is key to success in life and opens doorways for promotion and progress through selected fields. WCU has 10,000 students that attend this campus and the county has a population of 43,000. If that is so, WCU is close to 25% of JC population.

Figure 15. Open-ended student responses.

Frequently Asked Questions

From Students

- *Why are Student Course Surveys important?*
Student Course Surveys are important for two reasons. Course evaluation results are meaningful. They provide feedback to improve the quality of courses and the experiences of future students.
- *What if I don't want to complete a survey (or surveys) regarding my courses?*
While students are strongly urged to complete course evaluations, the process is voluntary.
- *Will my survey be confidential?*
All surveys are kept strictly confidential.
- *When are the surveys shared with faculty?*
Faculty are only allowed access to the evaluation after all grades for all course sections for the semester have been posted.
- *Can I see past surveys of WCU faculty?*
Access to past evaluations is not available.
- *Why am I not allowed to complete the course evaluation after the final exam?*
The open and close dates are set by the Faculty Senate. It is set to be after Withdrawals and before Exams.
- *May I use another email other than my student email?*
No. The system is set up to match your MyWCU username and password.
- *I completed the wrong survey. Can you please open my course evaluation back up?*
Yes. We will mark the evaluation as incomplete and you may make revisions during the survey window, or until you resubmit it.

From Faculty

- *How does the use of online course evaluation systems like the one from Anthology affect response rates?*
This answer depends **greatly on** how the program is administered. Variations in response rates exist. Most research indicates that the initial phases of implementing an online course evaluation system will result in lower response rates than traditional paper systems (the average is approximately 30%; WCU had a response rate of ~70% for several years, but it has dropped noticeably since COVID-19, closer to 60% of full terms and 30% of smaller part of terms.
- *What can I do to improve response rates?*
Faculty can help increase response rates by announcing to students the change in the

evaluation system and leading a discussion in class on how their evaluations are used by the individual faculty members and the University. The University will be using a variety of methods to inform students about the new *Course Evaluations* system by Anthology including banners, flyers, postcards, and radio announcements on WWCU-FM. In some departments administrative staff or department heads may visit classes to make announcements to the classes.

Computer labs are available on campus and faculty can reserve time to facilitate evaluations as a class. Again, reminding students and identifying ‘timelines’ on the syllabi are beneficial. [Faculty should not provide incentives to their courses, except as part of a Faculty Senate-approved campus-wide incentive plan.](#)

- *How will the use of Course Evaluations affect the quality of student responses?*
Available evidence indicates that no difference occurs in quantitative ratings (comparing online and in class written evaluation formats), and that written comments (both positive and negative) tend to be longer in online evaluations than on evaluations filled out by hand in class.
- *How will I know if my students have filled out an evaluation?*
Faculty members receive reminders by email during the evaluation period with completion rates. Similar reports will go to department heads when the results are available, which is two days after grades at the end of each semester.
- *How long do students have to complete the surveys using the Course Evaluations system?*
The evaluation period will last from 4 weeks (full term, regular semester) to three days (short and/or summer parts of term) depending on the length of the course and proximity to the end of the course.
- *What will be done with the survey results once they have been entered? Who gets to see them?*
Currently, the information is stored by Anthology, the company that hosts the *Course Evaluations* system, and downloaded into reportable tables by WCU’s IT data architect. The information will be accessible to the same people that get to see faculty paper-based evaluations, i.e., individual faculty, department heads, and deans. It will also be made available to the Office of Institutional Planning and Effectiveness (OIPE) to compile and distribute without attribution to individual instructors. Faculty will be able to read student responses and view summary reports ([sample reports](#)) after the evaluation period ends and grades are posted.
- *How do I know to which type of survey, i.e., lecture, lab, seminar, etc., my course is assigned?*
The upgrade to the *Anthology Course Evaluations* system allows for a single survey, which can be universally applied to a variety of instructional modalities.
- *Why do I only have only one option for evaluation type?*
The questions are designed to be inclusive of instruction types and methods. The upgrade to Anthology capabilities and offerings provides departments with more

flexibility and the potential for departmental questions to be added in the future (in addition to these standard questions).

- *Do I have to use Course Evaluations from Anthology? Can I use supplementary evaluations?*

Yes, to both questions. Superseded evaluation processes such as those that are paper based are more costly and inefficient in light of newer technology. Also, with the growing number of courses being taught online, these newer evaluation systems make more sense.

Faculty are invited to supplement the data from the online evaluation forms with other instruments as they wish; additional costs of such supplements will be borne by the department and/or the individual faculty member.

Feedback is a valuable resource, but be cognizant of the possibility for survey fatigue that may result.

- *One of my students did not complete the evaluations. Can you please open it back up for them?*
No. The open and close of surveys are based upon specific criteria and timeline from the Faculty Senate, which is after withdrawals and before exams.

- *I am both an employee and a student of WCU. Can you please send this to my personal email account?*

No. *Anthology* only allows one email account for each individual. It is the practice that faculty default to their employee accounts and staff default to student accounts due to the high volume of student workers and Graduate Assistants. The credentials are dependent on the email because of the matching username and password associated with each account (Single Sign-On).

Questions or Problems

What do I do if I have a problem with, or question about, the Anthology Course Evaluations system?

If the problem is largely **technical** in nature (login problems or difficulty viewing certain screens), contact WCcourseval@email.wcu.edu . wcucourseval@email.wcu.edu.

Contact Information:

Office of Institutional Planning & Effectiveness

H.F.R. Administration Building 440

Office phone: (828) 227-7239

Email: WCcourseval@email.wcu.edu

wcucourseval@email.wcu.edu

If the problem or question relates to using the data **to improve teaching** scores, faculty are urged to discuss the matter with the appropriate department head. The Coulter Faculty Center is also available to all faculty members for guidance and assistance.

Contact Information:

Coulter Faculty Center for Excellence in Teaching and Learning

Hunter Library 172

Office phone: 828-227-7196

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