MEMORANDUM

TO: Directors of Undergraduate Studies, and staff assistants
FROM: Office of Assessment, Trinity College
RE: Fall 2014 course evaluation process

Dear Colleagues,

Fall 2014 marks the third term in which Trinity College courses will be evaluated online. We want to thank you for helping gather this necessary and useful information, and we continue to welcome your constructive feedback during this important time. Online evaluation forms will be available for eligible Trinity College, Pratt School of Engineering, Marine Lab, Study Abroad, and NSOE graduate level courses taught in fall 2014.

Dates of administration:
- Undergraduate courses: November 24 through December 7 (11:59 pm)
- Select graduate level courses: November 17 through December 7 (11:59 pm)
- Study Away courses: November 24 through December 17 (11:59 pm)

When a graduate level course has one or more undergraduates enrolled, the course is included for evaluation by the Office of Assessment, Trinity College. For these courses, it is highly recommended that both the undergraduate and graduate level students complete the course evaluation forms in ACES. Doing so will provide a more complete picture of the course and provide more comprehensive data for use in the reporting process. If this applies to a course within your department, please remind your faculty that both undergraduate and graduate level students should complete the course evaluation form in ACES.

Department responsibilities
You are asked to discuss the course evaluation process with your faculty throughout this process. Please convey the importance of faculty engagement in evaluations, as well as the usefulness of the resulting data for program and course enhancement.

Information sessions. Information sessions are conducted throughout the academic year. In these information sessions, Assessment personnel explained the necessity of careful review of your department’s course list and the strict deadline by which any corrections must be submitted. Online evaluation forms are available for the courses on the lists returned by that deadline.

Obsolete paper forms. Because the student and instructor forms now are available online in SISS, we have discontinued the use of the pink/orange paper evaluation forms, and we will not scan any evaluations administered using the obsolete forms. Departmental personnel are no longer responsible for obtaining course evaluations materials from the Office of Assessment, sorting and
counting supplies, or distributing and collecting packet. Additionally, departmental personnel no longer pre-code SACES selections on the Instructor Course Description Form.

**Duke firewall and using VPN.** Note that the new reporting platform (Tableau Software) resides behind Duke’s firewall. This policy decision was made by the IT Security Office. Faculty and staff who attempt to access reports in Tableau while away from campus (that is, not on the Duke network) will be blocked. We strongly recommend that users who expect to need evaluation reports while off campus set up a Virtual Private Network (VPN) in advance. Instructions are available on the OIT website. Visit [oit.duke.edu](http://oit.duke.edu), and search for VPN.

**Reports.** The basic content of the evaluation form is unchanged; you will continue to have access to the information you need for departmental reports. Reports for terms spring 2005 through Summer I 2013 continue to be available via the established online platform. Starting in Summer II 2013, course evaluation reports are published and disseminated to authorized users through [tableau.oit.duke.edu](http://tableau.oit.duke.edu). Information about Tableau is available on the Office of Assessment website, and comprehensive information sessions will be offered throughout the 2014-15 academic year.

Please continue to visit the Office of Assessment website ([assessment.aas.duke.edu/evaluations](http://assessment.aas.duke.edu/evaluations)) to

- Access the website housing course evaluation reports
- Obtain copies of instructional materials and user guides pertaining to online course evaluations
- To request changes to the personnel needing access to online course evaluation reports
- Request changes to a previous term’s SACES opt-in selection [faculty only]

**Student responsibilities**

Students enrolled in courses offered in term fall 2014 will be completing evaluations online through ACES. While we ask that faculty explain the process to students and encourage them to participate, faculty and department personnel are not required to send out any web links or forms electronically.

Students are informed that any information submitted via the online form is confidential. Data are reported in the aggregate only, and no personally identifying information will be released. Faculty will not see evaluation results until after grades are submitted.

Students will receive communications about the course evaluation process at multiple points in the term. The forms are straight-forward, but if necessary, instructions for students are available on the Office of Assessment website. Faculty and department personnel are welcome to print, download, or forward these instructions as necessary. ([http://assessment.aas.duke.edu/evaluations/](http://assessment.aas.duke.edu/evaluations/))

**Faculty responsibilities**

Course instructors are asked to encourage students to visit ACES to complete the course evaluation form for their classes. Whenever possible, we recommend that faculty ask students to bring a laptop or tablet to class to complete the evaluation at a scheduled time. Return rates are highest
when faculty schedule class time for this important activity. If that is not possible, faculty should instruct students to visit ACES to complete the evaluation as soon as possible.

Faculty also should visit STORM Faculty Center to monitor the course return rate and to complete the Instructor Course Description Form online. We are collecting only one Instructor Course Description Form submission for each course. If a class has multiple instructors, only one instructor (the primary instructor as indicated in STORM) will have access to this online questionnaire. If it is a team-taught and one instructor does not have access to the questionnaire, he or she should check with his or her colleague. Also, in the event that a course has multiple cross-lists, the form is available only for one section. This is to prevent multiple submissions of the Instructor Course Description Form.

For Help
For technical assistance accessing the evaluations forms in SISS/ACES/STORM, please contact the OIT Help Desk at 919-684-2200, option 2. Please contact the Office of Assessment (assessment@duke.edu) if you have any general questions about the course evaluation process overall.

Regards,

Office of Assessment
Trinity College, Duke University