Course evaluations
An introduction to reports in Tableau Software
May 2014

Goals for today’s meeting

• Background; and observations from spring 2014 process

• Summary of Tableau and new features

• Walk you through the log-in and basic navigation, including printing

• What we ask of you

• Review some FAQs
Reminder of standing policies & procedures:

• Necessity of cleaning course lists and communicating changes to the Office of Assessment

• How new department personnel request access to the reports assessment.aas.duke.edu/evaluations

• How faculty make changes to their SACES status from term to term assessment.aas.duke.edu/evaluations

cf. Dean Baker’s Top 5% recognition
Things we observed in spring term

• Fewer erroneously omitted courses (i.e., reviews and updates to the course list at mid-term were more thorough).

• Faculty often were not informed that SISS Office disabled faculty control over the evaluation window.

• Instructors of language classes meeting 4-5 times a week had doubled return rates. *(Corrected by SISS Office)*

• ACES glitch: Student Center switched over to fall 2014 courses on the last date (April 27). *(Corrected by SISS Office)*

Student questionnaire: Questions asked

• Overall course quality; recommendation for other students

• Course dynamics or characteristics

• Ratings for instructor 1

• Ratings for instructor 2, if applicable

• Trinity College learning objectives

• Sets of questions pertaining to the learning outcomes of the different Modes of Inquiry, as applicable

• Written comments

• **Student motivations for enrollment and self-evaluation, including time spent outside of class**
Faculty questionnaire: Questions asked

- SACES opt-in or opt-out (required)
- Expected time spent outside of class
- Importance of the Trinity College learning objectives

Archived reports (through Summer I 2013)
http://assessment.aas.duke.edu/evaluations/
Current reports (Summer II 2013 – present)

Tableau Software

Online, secure, and confidential

Features

- You can interact with the tables and figures.
- Reports are more flexible and can be customized for your reporting needs.
- Multiple instructors have access to results for team-taught classes.
- Tables and figures can be exported to Excel or other file types.
- We finally can capture and present students' written comments.
- We may be able to aggregate data across terms, so that you can look at trends over time.
- **Much easier for Office of Assessment to update or adapt contents to match your reporting needs.**
Tableau Software
Updates for Spring 2014

• Separation of results for Instructor 1 v. Instructor 2.
• New single-page document for easier printing of a basic report.
• Questions now are numbered for easier reference.
• Dept. personnel have access to a grid of all question means, by course.
• Reports are now sortable/searchable/collapsible by instructor name.
• Data have been reorganized, simplified to improve site performance.
• Summer 2014: Office hours for in-person Tableau help.

tableau.oit.duke.edu
Please refer to the Users’ Guide or Quick Start Guide disseminated to department staff, and available at assessment.aas.duke.edu/evaluations/

Use your net ID and password
Your role (DUS and staff)

- Be familiar with Tableau reports so that you can answer general questions from your faculty. Forward our policies and the Tableau User Guides as appropriate.

- **Warn faculty and other users in advance that Tableau sits behind a firewall and off-campus users MUST pre-install a VPN or use remote desktop to an office machine.** See [oit.duke.edu/net-security/network/remote/vpn/](http://oit.duke.edu/net-security/network/remote/vpn/)

- Attend a roundtable discussion about course evaluations to share your observations of and feedback on the process and reports (summer 2014 TBD).

Things to note (FAQs)

- Data collection for courses taught abroad is incomplete

- We resolved the inability to distinguish Instructor 1 and 2 in reporting and raw data.

- Labeling of courses in reports

- Engineering is listed as an academic division of Trinity College
  
  There are several cases where a course owned by Pratt is crosslisted with a Trinity dept., but Pratt asked for Trinity to evaluate them.
Things to note (FAQs)

- Very small possibility that some open-ends could be cut-off
  (and only for responses in excess of 10,000 characters)

- Raw data for individual department use
  Additional categories of information from questionnaire and from SISS

- SACES: How are results posted for student review/use in ACES?

- Old report site still available online, housing reports from spring 2005 through summer I 2013

- Tableau site capacity (server size for concurrent usage)

For help getting into Tableau

- Check that you’re on the Duke network, or that you have the VPN installed

- Call the OIT Help Desk (e.g., possible cache issues)
  919-684-2200

- Check with the Office of Assessment
  assessment@duke.edu

For help using the reports in Tableau

- Look over the two Users Guides
  (assessment.aas.duke.edu/evaluations)

- Attend our planned Open Office Hours this summer
  (information forthcoming)