Guiding Your Students Through the SEOF Process

The Online Evaluation Challenge:
   Raising Student Participation in the Student Evaluation Process

We know that our faculty are deeply concerned about rates of student response. No matter how straightforward and efficient online administration of these evaluations may be, there's just no point if students don't participate. Over the past semesters, Academic Affairs/Faculty Services has actively explored best practices and strategies for raising student participation rates.

Based on faculty feedback, input from the College Council and its subcommittees, and focus groups held with faculty and students, we've identified the following best practices for raising student participation:

1. Tell your students that their participation is important -- and tell them why.
Our focus groups strongly indicate that students believe that faculty "doesn't do anything" with these student evaluations, and so there's really no point in completing them. Share with them the ways in which their feedback shapes your pedagogy, your course construction, etc.

2. Make time to save time. Students tell us that they love doing their evaluations online, but have trouble finding the time to do them out of class.

- **As with prior paper administration, faculty are <u>required</u> to reserve 20 minutes of in-class time** during the evaluation period for students to pull out their Smartphones, laptops etc. and complete their evaluations on the spot.

- Reassure those students who don't have mobile devices in class that they have plenty of opportunities and venues to submit their evaluations outside of the classroom.

- If you use Blackboard as part of your course set-up, consider adding the *MyClassEvaluation* URL link (see section C, page 9).

3. Talk them through it.
- Share each step as outlined in the next section

- Remind your students to check their John Jay email account regularly and to be on the lookout for student evaluation emails –and make sure your John Jay account is up and running as well.

- If students run into trouble when filling out the online evaluations, encourage them to use the Help Options on the *MyClassEvaluation* website.

> **<u>*Need help?*</u>** Please direct any questions or concerns about Student Evaluation of Faculty to the Student Evaluation Coordinator at
> academicaffairs@jjay.cuny.edu

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II) Faculty Instructions for Student Evaluation Administration

Step 1. *Identify Your Evaluation Period:*

The student evaluation period for any courses within a given semester will typically fall within one to two weeks before the last day of classes for that semester's academic session. Please contact one of the SEOF Coordinators at academicaffairs@jjay.cuny.edu, for the most up to date evaluation period details.

Step 2. Determine if you would like to customize the default evaluation period.

When the Spigot feature becomes available, you will receive a notification from *MyClassEvaluation*/IOTA solutions. The Spigot feature will allow you one week to select specific dates and times in which you would like your students to evaluate your courses. Review your schedule/syllabus to decide on the evaluation period that fits each of your courses best). Remember that whatever Spigot period you select must include your twenty minutes of in-class administration time. Click **HERE** for details on setting up your Spigot.

> **Note:** If you wish to give your students access to your course evaluations for the full two-week evaluation period, make no changes to your account. You will not need to make any selections during the Spigot selection week. Your course evaluations will automatically be set to the default evaluation period for the semester

Step 3. *Communicate with Your Students*

✉ Remind students of the evaluation window you've determined through the Spigot feature, as well as the specific date and time you've set aside for completing their online evaluations in class. Encourage them to bring their mobile devices, laptops, tablets, etc., to class so that they can access their evaluations during this designated time. Be sure to reassure those who do not have access to these devices in class that they can easily complete their evaluations outside of class at any of the public computers available to JJ students throughout the campus.

✉ Remind students that in addition to the opportunity that you have provided them in class, they can access their online evaluations in a number of ways at any time during the Spigot window you've determined:

- Via visiting the Jay Stop site directly
  http://jstop.jjay.cuny.edu//my_classEvaluations.php
- Via the Jay Stop link embedded in the ongoing communications throughout the evaluation period sent to their JJ account.
- Via the link you (the instructor) have embedded in your Blackboard course site, if you've done so.
- Via the QR code they'll see on posters and postcards displayed and distributed around campus.

Using any of the above methods, all your students need to do is log in with their John Jay e-mail and password when prompted, select your course from their personalized course listing, and complete their evaluation.

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✏ Please also remind your students that if they experience any difficulties in logging in to their evaluations, they should refer to the HELP and FAQ pages on the *MyClassEvaluation* web site, and/or contact the Student Evaluation of Faculty Coordinators at academicaffairs@jjay.cuny.edu

✏ ***When your customized evaluation period begins***, remind your students that their feedback is important to you and why.

Here is a suggestion on how to start that conversation:

> *"Student evaluations are important to our faculty; we take your comments seriously and value what you share with us about your learning experiences in the classroom. We use student feedback to strengthen our teaching practices and to help us design courses that are strong, interesting, and in support of your goals as a lifelong learner. I become a better teacher each time I hear from my students and take into account what they have to say.*
>
> *Please complete these questionnaires thoughtfully and completely – and don't forget to add your comments."*

Remember: In order to ensure that your students have time and space to complete evaluations, **you must reserve 20 minutes of in-class time** during the evaluation period for the completion of evaluations.

What Happens Next?

During the evaluation period, you (the instructor) may log on to the *MyClassEvaluation* site at any time to view your current response rates (the percentage of students that have filled out evaluation questionnaires in each of your courses to date). You can use these results to shape your conversations with students regarding your expectations for 100% participation.

Simply log on to the *MyClassEvaluation* site using the following information:

> URL: http://jjc.mce.cc/results
>
> Log-in: Your John Jay email address
> Password: Your CUNYfirst EMPLID

Select "Active Evals," then click the arrow next to the current evaluation session to view your courses currently under evaluation and see your response rates. Click **HERE** for detailed instructions re navigating the MCE site.

When the evaluation period is complete, and all final grades for a given semesters courses have been submitted, you will be able to directly access the results for your online evaluations. You'll receive an e-mail from *MyClassEvaluation*/IOTA Solutions in about two weeks after all final grades have been submitted.