Course feedback policies and practices have been developed based on a review of Office of Institutional Research (OIR) past policies and practices; input from the schools/colleges and other campus units, such as the Office of the Registrar, Information Technology Services (ITS), and the Center for Teaching and Learning Excellence (CTLE); and configuration and implementation of the University's online feedback platform, EvaluationKIT. Policies and practices are effective summer 2020 and may be subject to modification.

Project Creation

Course feedback projects in EvaluationKIT are established by Institutional Effectiveness and Assessment (IEA) for the fall and spring semesters, as well as Winterlude, Maymester, and summer sessions. Other projects may be set up upon request.

Course feedback forms are distributed for all courses with the exception of experience credit, internships, international courses (offered through Syracuse Abroad by educational institutions outside the U.S.), independent study, individualized study, thesis, and dissertation:

Experience Credit	International Course	Independent Study	Individualized Study	Master's Thesis	Dissertation
270	280	290	998	997	999
470	480	490			
670	680	690			
970	980	990			

Course Confirmation

At the beginning of a course feedback project, courses are imported from Blackboard into EvaluationKIT and periodically synced to ensure that all appropriate courses are included.

IEA filters the course list to exclude courses noted above. Survey start and end dates for each course are set. Many new courses are identified and imported into the system daily in the weeks prior to and as the new project begins.

Prior to survey start dates, IEA notifies school/college and department administrators to begin the confirmation process for their areas. For administrators, this involves logging in to EvaluationKIT to:

1. Confirm all courses are listed (see above for types of courses that are excluded)

2. Confirm all instructors and teaching assistants (if applicable) are correct and remove any non-instructor/TA names listed

3. Inform IEA of courses that should be cross-listed or merged for reporting so that the courses can be mapped together and assigned the appropriate forms

If there are any discrepancies, changes, or additions, administrators collaborate with IEA to correct the listings. The confirmation process is critical to the efficient administration of the course feedback process. Instructors also have access to their course information and can contact IEA if they notice any discrepancies or have questions.

Administration

Academic Affairs common questions are included on each feedback form. Schools/colleges determine whether individual departments and faculty have the option of selecting additional items to include on the form using the EvaluationKIT item banks. A request to include an item not currently in the item banks can be sent to the Syracuse/EvaluationKIT administrators (coursefeedback@syr.edu).

School/college or department-level items are applied to all associated courses and any revisions must occur by the start of the project.

Instructor-level items may be selected starting 21 days before the course feedback window opens.

Course feedback windows are:

Course Length	Course Feedback Duration
1-14 days	Opens last day of class for 7 days
15-28 days	Opens 3 days before class ends for 7 days
29-56 days	Opens 7 days before class ends for 8 days
57+ days	Opens 14 days before the start of final exams for 14 days

In fall and spring semesters, the course feedback window closes at 11:59 p.m. the day before the first final exam day.

The course feedback windows are managed by IEA, and all forms remain accessible during the designated time periods.

Within EvaluationKIT, IEA notifies students of the course feedback window opening and sends reminders to non-responding students through an automated process. This process is designed to improve response rates through efficiency, consistency, and promptness of reminders. A key message is the importance of providing constructive feedback.

EvaluationKIT school/college and/or department administrators are encouraged to review the EvaluationKIT dashboard to monitor response rates and remind instructors to review their response rates and encourage student completion of the forms.

Instructors are encouraged to maintain communications with students about the process during the course feedback window, discussing the value of student feedback, reminding students to complete their forms, and thanking those who have already done so.

Information about best practices for instructor to engage students in the course feedback process is available at effectiveness.syr.edu/course-feedback.

Information about whether an individual student has completed a course feedback form is not provided under any circumstances. In EvaluationKIT, instructors are able to monitor the overall response rate for each course they teach, but individual student information is not provided. Confirmation of form completion is sent to students via email from the EvaluationKIT system after a form is submitted.

Reporting

EvaluationKIT automates access to results for both instructors and administrators. Administrators at all levels of the University have access to summary and detailed results within the areas they oversee, and instructors can access results for the courses they teach. Reporting options are available depending on the user's role (i.e., administrator, instructor).

IEA sets the timeline for when EvaluationKIT users can access the results after grades are submitted, and reports can be directly accessed within Blackboard, through "one-click" links in automated email notifications, or from a secure standalone site via single sign on with a Syracuse University netID and password. IEA, in consultation with the Office of the Registrar, monitors grade submissions to ensure that the reporting timeframe is appropriate

Reports for fall and spring course feedback projects may be accessed by EvaluationKIT administrators as soon as 7 days after grades are due and by instructors 10 days after grades are due.

Reports for flexible format course feedback projects may be accessed by EvaluationKIT administrators 14 days after course end date and by instructors 17 days after course end date.

Results are not released for courses with fewer than 3 students enrolled (i.e., 1 or 2 students enrolled). These data may be aggregated across courses by administrators using Report Builder.

Starting Maymester 2020, reports will no longer be uploaded to MySlice. OIR-produced reports from fall 2007 to spring 2020 will continued to be available in MySlice through June 2021. Starting July 1, 2021, these reports will be available upon request from IEA in preparation for promotion/tenure or upon application for a position.