Syracuse University

Administrator Reference

Course Feedback System

This guide helps administrators navigate the tools available to them in the Course Feedback System (Watermark Course Evaluations & Surveys, or CES). For more detail on any tool described here, use the in-system Help Center: log in at coursefeedback.syr.edu, click the question-mark icon in the top-right corner, and choose Help Center. You can also reach the Office of Institutional Effectiveness any time at coursefeedback@syr.edu.

System Dashboard

The dashboard shows widgets for the features you have access to. Each widget gives an overview and lets you click directly into a project for more detail. Click any hyperlink to open it on a new page.

Response Rate Tracker

The Response Rate Tracker shows how many students have responded. It updates live while the feedback period is open and displays the final overall response rate once the period closes.

Hierarchy View

Clicking a project (term) link shows breakdowns at the school/college and department levels. Clicking a school/college or department link drills down to individual courses.

Course View

The course-level listing shows the course title, course ID, instructor, enrollments, respondents, and the course response rate.

Manage Courses

Open the courses gathering feedback by clicking the project (term) link in the Manage Courses widget. The Project Courses table shows each course's survey start and end dates along with counts for students, instructors, and teaching assistants.

Click the number in the Students, Instructors, or Teaching Assistant column to see who is assigned and to remove someone (check the person and click Unenroll Selected). To add someone, click the plus (+) icon in the Enrollments column, set Enroll As to Instructor, Teaching Assistant, or Student, enter the username (or full details for a new user), and click Save.

Office of Institutional Effectiveness

Note: Administrators can view survey start and end dates but cannot change them and cannot add or remove courses; those changes are handled by OIE.

Course Feedback Reports

The Course Feedback Reports widget lists the projects (terms) for which you can view and download reports. Click a project link to open it. (The page header reads Project Results, the system name for this area.)

Hierarchy

The first tab lets you download reports by hierarchy level (school/college or department). Choose your level from the dropdown, then click the report type from the links below it. Additional tabs let you filter reports by course or instructor.

Course Section / By Instructor

In the Course Section or By Instructor tabs, click the download icon in the View column for a course to choose a report type:

- Detailed Report and Detailed Report + Comments
- Short Report and Short Report + Comments
- Response Report
- Raw Data (Excel)

To combine several courses into one download, check the courses and click Batch Report above the Course Results table. The pop-up lets you name the report, pick the report type, and choose how to download: merge into a single PDF, download as a ZIP of individual PDFs, aggregate the selected sections into one report, or export raw data.

Custom Question Monitor

If custom questions are available in your school/college, this tool shows which instructors have added questions from the item banks to their courses. Click the project link in the widget for more detail. You can filter by instructor or by the time questions were added and use preset filters such as Instructor Added Overall or Added Last 24 Hours. Clicking the View icon shows which questions were selected.

Custom Question Details

Where custom questions are available, instructors can add questions from the item banks or write their own. Clicking the View icon shows the questions an instructor added to a course survey.

Results Monitor

This tool shows who has accessed reports in the system. The widget gives a snapshot of the percentage of instructors and administrators who have viewed results. Click the project link to see detail and to search for specific instructors and administrators.

Results Monitor Details

Clicking the icon in the View column shows what type of report was viewed and the timestamp of when it occurred.

Report Builder

Report Builder (version 2.0) lets you create and share custom reports from the feedback data collected. Open it from the Results menu in the top banner, then choose Report Builder.

My Reports

The Report Builder dashboard shows your recent, saved, and shared reports under the My Reports tab. Each category lists the five most recent reports; click View All for the full list.

- Recent: any reports you recently ran or copied.
- Saved Reports: reports you saved so you can run them again at any time.
- Shared with Me: custom reports other users have created and shared with you.

Note: Report Builder data is updated nightly, so data in any open projects is included the following day.

Create a Custom Report

When creating a new report, choose the tab that matches the perspective you want:

- Areas: filter from the perspective of your area(s) or hierarchy.
- Projects: filter from the perspective of your project(s) or semesters.
- Courses: filter from all courses you have administrative view of.
- Instructors: filter from all instructors you have administrative view of.
- Teaching Assistants: filter from all TAs you have administrative view of.

Click the plus sign to the right of each field to select your criteria. Items shown in bold are required. Once you start selecting, you can make multiple selections. When all criteria are set, click Run to generate the report.

The report appears in the Question Results tab. Toggle to Aggregated Results to compile an overall scale. After the report is generated, more options become available:

- Properties: edit the name of your report.
- Shared: share the report with other users.
- Copy: copy the report to make changes and run it as a new report.
- Excel / PDF: download the report in various formats.

Adding Custom Questions

Including your own questions in the course feedback window is a two-part process: first create a custom question survey, then attach it to your courses.

Create a Custom Question Survey

1. Open the Custom Questions menu in the top banner and select Custom Questions Surveys.
2. Click Create New Survey near the top-right of the page.
3. Give the survey title and description, then click Save. Including the course makes tracking easier.
4. Open the Add a Question dropdown and either choose +Create New to write your own (Single Selection, Multiple Selection, Write-In, and so on) or From Item Banks.
5. If you create your own: choose the question type and click Continue, build the question (text, response options, properties), then click Save & Add at the top of the page.

6. If you use the item banks: open the Item Banks dropdown, choose a bank, and click Search. Check the box above each question you want, then click Add Selected Questions at the top.
7. When all questions are added, click Done at the top of the page to review and finish.

Attach a Custom Question Survey

1. Open the Custom Questions menu and select Custom Questions Projects.
2. In the Project Name column, click the semester you want to attach a survey to (for example, 2026 Fall | Course Feedback).
3. In the My Surveys in this Project widget, click + Add Survey.
4. Click the radio button next to the survey you want, then click Next at the top-right.
5. Check the box to the left of each course the survey should attach to, then click Finish & Add at the top-right.

To verify, return to Custom Questions and select Custom Questions Projects. The Added to # Courses column shows a clickable count of the courses each survey is attached to.

Questions or comments? Contact the Office of Institutional Effectiveness at coursefeedback@syr.edu.

For current information and resources on the course feedback process, visit effectiveness.syr.edu/course-feedback.