Syracuse University

Instructor Reference

Course Feedback System

This guide helps instructors 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 as an instructor. 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.

Response Rate Tracker Course View

Click the project (term) link to see each course's title, course ID, instructor, enrollments, respondents, and response rate.

Manage Courses

Open the courses gathering your feedback by clicking the project (term) link in the Manage Courses widget. The table shows each course's survey start and end dates along with counts for students and teaching assistants. Click a number in the Students or Teaching Assistant column to see who is assigned.

Note: Survey start and end dates and course enrollments are handled by the Office of Institutional Effectiveness. If something looks off, contact coursefeedback@syr.edu.

Course Feedback Reports

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

Course Section

On the Course Feedback Reports page, click the download icon in the View column for a course to choose a report type. 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.

Report Builder

Report Builder lets you create custom reports from your course feedback data, and you can share them with others. Open it from the Results menu in the top banner, then choose Report Builder. The dashboard opens on the My Reports tab; each section lists your five most recent reports, with View All for the full list.

My Reports

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

Create a Custom Report

To build a new report, choose the tab that matches the perspective you want:

- Projects: filter across your projects or semesters.
- Courses: filter across the courses you instruct.

Click the + to the right of each field to choose criteria; fields shown in bold are required, and you can make multiple selections. When your criteria are set, click Run to generate the report. Results appear under the Question Results tab, and you can switch to Aggregated Results for an overall scale. Once a report is generated, more options become available:

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

Adding Custom (Instructor-Selected) Questions

If instructor-level questions are used in your school or college, you can add questions to the feedback form for your courses. Including your own questions 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.