



# Faculty Guide to Using SmartEvals for Student Feedback Surveys

Office of the Provost  
Version date 8.30.2024

## Table of Contents

1) Student feedback overview .....	3
2) Opt-out: controlling whether to give student feedback surveys .....	4
3) Accessing the SmartEvals myEvalCenter.....	4
4) Scheduling the Student Feedback Survey .....	5
5) Distributing the Student Feedback Survey to Classes .....	6
Option 1: Display QR code on a screen or use your SRU email .....	6
Option 2: Print QR codes.....	6
Option 3: Email students a link through SmartEvals .....	7
6) Student Feedback Survey Results.....	8
Retrieving student feedback survey results.....	8
Saving my results.....	9
7) Suggestions for Faculty.....	10
Using QR code (typically in-class).....	10
Online courses.....	10
Appendix A: Student Feedback Survey Questions .....	11
Appendix B: Student Feedback Survey Access Schedule .....	13
Appendix C: Additional Resources .....	15

Where possible in this document, the term evaluation has been changed to feedback in accordance with the 2023-27 CBA. Since we administer feedback surveys through external software, there may be some instances of use within the software that cannot be adjusted. Also, the 2023-27 CBA directs faculty to wait until 2/3 of the course is complete before requesting feedback.

**Slippery Rock University** uses SmartEvals software to conduct student feedback surveys for all classes.

The digital software allows you greater control of student feedback survey implementation, quicker results since there is no scanning of paper forms, greater security with a password-protected process, and easy access to results from previous semesters. You do not need another Faculty Member to proctor administration of your feedback surveys.

Feedback surveys will be opened according to the schedule listed in Appendix B. You can tailor access to your student feedback surveys as desired through your dashboard in SmartEvals, but be aware that the default setting is open. There is a special arrangement for team-taught courses that allows each team member to gather feedback surveys individually and confidentially.

The SmartEvals process and training resources are described in this manual. If you have questions, please contact Mary Hennessey in the Office of the Provost at [mary.hennessey@sru.edu](mailto:mary.hennessey@sru.edu).

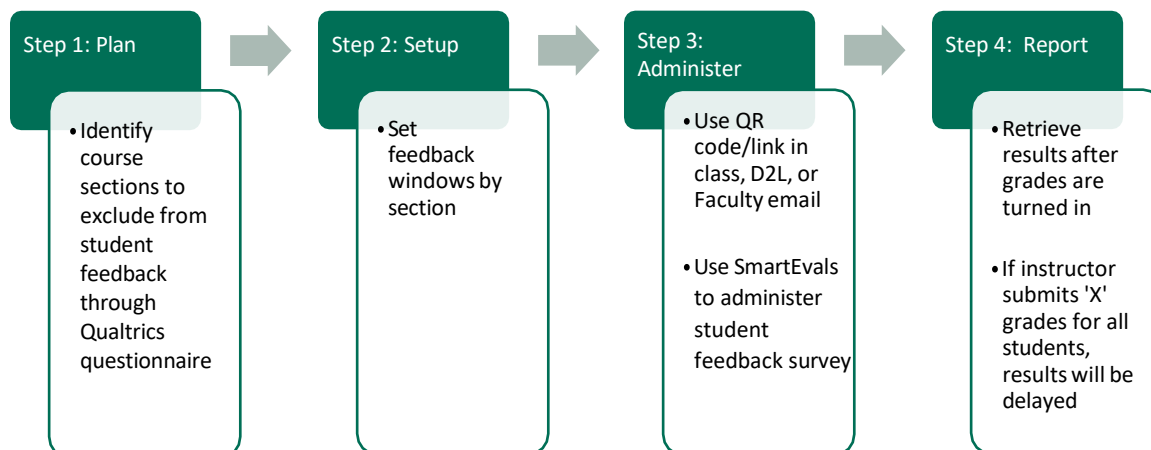
## 1) Student feedback overview

Student feedback parameters (for both face-to-face and online courses) are set by the instructor, so you are able to control access to your feedback surveys.

By default, course sections which meet at least one of the following criteria will be imported into the SmartEvals platform and available for student feedback.

1. Section enrollment is greater than or equal to 5
2. Section is cross-listed and the total enrollment of the cross-listed sections is greater than or equal to 5
3. Course subject is "PA" or "OCTH" (as required by the programmatic accreditors)

The general flow for course feedback is illustrated in the diagram below. Note that exact dates and time between steps will vary semester to semester.



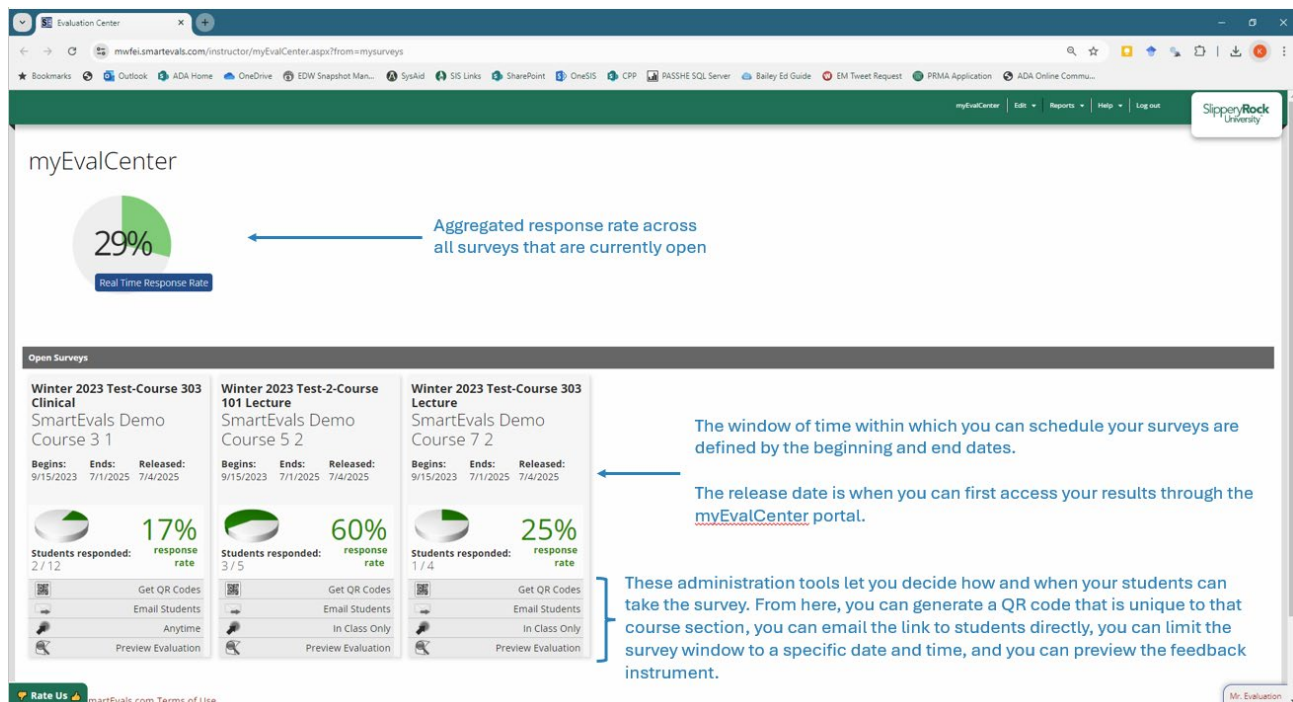
## 2) Opt-out: controlling whether to give student feedback surveys

Student feedback surveys in SmartEvals are available on an opt-out basis, which means that they are open for all courses as described in Section 1 above. Faculty Members, however, may opt-out if they do not want feedback for a given class or term. Note that results are private and cannot be accessed by the Dean/Manager or Department Chair unless the Faculty Member shares them. Results will be presented as percentages for each question choice and will not include an overall mean or average.

- You will be able to decline student feedback surveys during the opt-out process right before classes begin. You'll receive an email with a Qualtrics questionnaire link. The link opens a screen with your courses which can be individually moved to the screen's opt-out box. You may choose to opt-out of feedback for any combination of courses or sections.
- If the opt-out deadline is missed, you can control access to student feedback surveys by choosing feedback window dates as described in Section 4 of this guide.
- If student feedback surveys are held, you can later choose not to run or open the report.

## 3) Accessing the SmartEvals myEvalCenter

- Log into <https://smartevals.com/sru> using your SRU credentials (i.e. firstname.lastname and your SRU network password). SmartEvals can also be accessed in Microsoft 365 apps and mysru.
- After logging in, you will be taken to your unique myEvalCenter page (see below).



The screenshot displays the myEvalCenter interface. At the top, a green navigation bar includes the myEvalCenter logo, user name 'Ed', and options for Reports, Help, and Log out. The main content area features a 'Real Time Response Rate' gauge showing 29%. Below this, an 'Open Surveys' section lists three active surveys with their respective response rates and administration options.

Survey Title	Response Rate	Students Responded
Winter 2023 Test-Course 303 Clinical SmartEvals Demo Course 3 1	17%	2 / 12
Winter 2023 Test-2-Course 101 Lecture SmartEvals Demo Course 5 2	60%	3 / 5
Winter 2023 Test-Course 303 Lecture SmartEvals Demo Course 7 2	25%	1 / 4

Annotations on the screenshot provide context for the data and interface elements:

- The 29% gauge represents the 'Aggregated response rate across all surveys that are currently open'.
- The 'Released' dates for the surveys define the 'window of time within which you can schedule your surveys'.
- The 'Released' date also indicates when results can be accessed through the myEvalCenter portal.
- The administration tools (Get QR Codes, Email Students, In Class Only, Preview Evaluation) allow faculty to control how and when students take the survey.

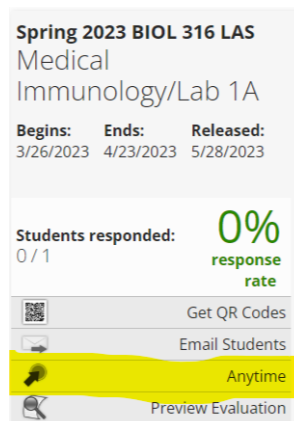
## 4) Scheduling the Student Feedback Survey

SmartEvals gives individual Faculty Members the ability to set their own student access windows for their courses. Different access structures can be set for each course.

Slippery Rock uses a quiet time period to allow faculty to adjust their course access windows before student feedback surveys are opened to students. Your courses will be uploaded to your dashboard at the beginning of the term and you will have about two weeks to adjust your access windows before they are released to your students.

All student feedback surveys are initially open except for ones that were opted-out through the Qualtrics questionnaire described in section 2. If you want to limit access to your feedback surveys, it is important that you access your SE dashboard during quiet time to close the course access window until you are ready to have the student feedback surveys open.

Locate the course you are scheduling for in the “Open Surveys” section of the myEvalCenter. Click on “Anytime”, as highlighted below, to access a page to set limited access times.



On the “Enable limited window evaluations for this course” page, you’ll see a list of start and end dates and times. You are able to set a start date and time with an end date and time. For example, you can set the range for November 11, 2024 at 12am to November 14 at 3pm. If you want to have the student feedback survey open for an individual class period, you can open it on, for example, November 11 at 3pm and close on November 11 at 5pm, as long as the window is at least one hour. *Note that this is a change from last year when you could only set days of the week rather than dates.*

You are able to set access for your student feedback survey for multiple timeframes per course, and are able to make changes through the term. This option will be useful if you want to administer your feedback survey on independent days rather than in a range, or if you find that your response rate is lower than desired and you want to reopen the feedback survey to give students another opportunity to respond.

If you want to close a course completely, choose an hour when it is unlikely that students will find your

survey, such as 1am. Of course, you will not send invitations. Although there's a slight possibility that students will find the survey during that hour, it is very unlikely. Consider using a time as close to the beginning of the student access window as possible. For example, in Fall 2024 students will have access to surveys on September 19, 2024 at 12:01am. You can set your access hour as 12:05am to 1:05am on that date.

If you limit your access windows, students will see course tiles on their SmartEvals dashboard but will not be able to give feedback except during your target times.

You should keep a record of your access choices for use in your milestone reports.

**Regardless of when your student feedback survey is open, only students currently registered for your course will be able to access the it and will only be able to submit one feedback survey per class.**

## 5) Distributing the Student Feedback Survey to Classes

There are a few options on how to administer the student feedback survey to your classes. Option choice will depend on the space in which you're teaching your class, the number of students in your class, and your own preferences. Depending on your unique class situation, you might find that employing more than one option is best.

Links to student feedback surveys will take students to their dashboard, which will show all feedback surveys open to them. This access is why it is important to close your feedback window when you do not want students to have access. For example, Faculty A wants to limit their feedback access to a particular day but does not close the window before that time. Faculty B sends a link to their own feedback survey, which opens on students' dashboards. Students who are also in Faculty A's class will see the open feedback survey on their dashboard and be able to complete it. Students will only be able to give feedback once, but it may be outside your preferred window. All feedback surveys close automatically at the end of finals week if not closed beforehand by the faculty member.

### Options for digital feedback survey distribution

#### Option 1: Display QR code on a screen or use your SRU email

In the myEvalCenter, in the "Open Surveys" section, click on "Get GR Codes" for the course. The QR code can be printed, added to a PowerPoint presentation or displayed on a screen. You are able to distribute the QR code or the webpage [www.smartevals.com/sru](http://www.smartevals.com/sru) through your SRU email. Students access SmartEvals through Single Sign On with their SRU credentials.

#### Option 2: Print QR codes

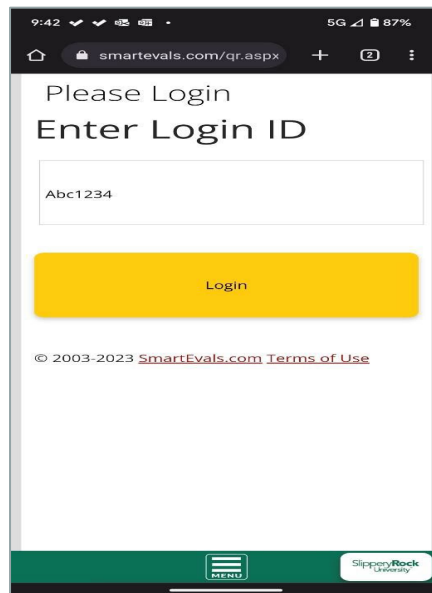
In the myEvalCenter, in the "Open Surveys" section, click on "Get QR Codes" in the course tile. You can print the code to distribute to students in your class, who can then use a QR reader on their phones to scan the code and access their dashboards.

Note that most students' smartphones can read QR codes by default. The iPhone (iOS 11 and later) and Android (version 8 and later) systems have QR code readers built into the camera app,

and there are multiple free QR code apps available in the Apple Store and Google Play Store.

After scanning the code, students will be prompted to enter their login ID, which is their SRU email address without the “@sru.edu” (ex. abc123). You will not have access to results for an individual student. They will also enter their SRU password.

Student login screen:



### Option 3: Email students a link through SmartEvals

In the myEvalCenter, in the “Open Surveys” section, click “email students” on the appropriate course tile. This will give you two ways to email students:

1. Setting up automatic emails will send emails to all of your students in each of your classes
2. Email all of your classes or just one specific class; both options will present you with several email templates to choose from.

You have the option to send a test email to yourself through SmartEvals. **DO NOT FORWARD THIS EMAIL TO YOUR STUDENTS**—doing so will give students access to your dashboard rather than theirs. Once you are satisfied with the wording and appearance, go back into SmartEvals to email your students.

**NOTE:** The 2023-2027 CBA requires student feedback surveys to be solicited after 2/3s of the class is completed. You should adjust your windows and set email parameters to align with that expectation.

Do you want to:

- Set Up Automatic Emails**  
We will email your students every semester without any additional work from you.  
[Choose this option](#)
- Email All of Your Classes Just This Once**  
Email your students just this semester.  
[Choose this option](#)
- Email Just This Class**  
FAC-DEMO 400 2 taught by: evaluation DEMO Undergraduate 2023 Spring  
[Choose this option](#)

Increase your response rates by emailing your students. We know of one instructor who achieved a 90%+ response rate every semester in every class for the last 7 years using this method. The only other thing she does is read some comments from her previous students and then state what she's done to address the comments. This creates the clear picture in her students mind that she really will use their evaluations.

© 2003-2023 [SmartEvals.com](#) [Terms of Use](#)

## 6) Student Feedback Survey Results

Student feedback survey results will be available two days after grades are posted in your reports tab on your dashboard. Before that, you will be able to see a running total of responses for your class. Your dean and department chair do not have access to your individual results unless you share them, although they will get aggregate results for the department and college.

myEvalCenter

**myFocus question:**  
Course objectives/goals were clear throughout the semester.  
[Learn More...](#)

**100%**  
Overall Response Rate

Results Ready for Viewing

2023

Course	Began	Ended	Released	Students responded	Response Rate
Spring 2023 BIOL 217 LAS Anat and Phys II/Lab 1A	3/9/2023	3/19/2023	3/21/2023	1/1	100%
Spring 2023 BIOL 217 LAS Anat and Phys II/Lab 1B	3/9/2023	3/19/2023	3/21/2023	1/1	100%
Spring 2023 BIOL 217 LAS Anat and Phys II/Lab 1C	3/9/2023	3/19/2023	3/21/2023	1/1	100%
Spring 2023 ATTR 606 LL UE Eval & Rehabilitation 1	3/9/2023	3/19/2023	3/21/2023	3/3	100%

[Rate Us](#)

Samantha Kelly

### Retrieving student feedback survey results

After the university-wide window closes, your dashboard in the myEvalCenter will show the response rate for each of your courses and give you the option to see the aggregated results for each. To



retrieve results, click “See Reports” on the chosen course tile. You will see a table with summary results for the chosen course and how it compares with others at the University. Beginning in Fall 2024 in accordance with CBA changes, percentages by question response are presented without means or standard deviations.

The drop-down menus in the gray band at the top of your report let you toggle between timeframes, courses, and sections. The other tabs at the top of the report let you access charts which visualize the results (“Multi-Chart”) and the responses to the open-ended questions.

The screenshot shows the 'Custom Report' tab selected. At the top right, there are buttons for 'Export', 'Choose Columns', 'Choose Questions', and 'Raw data'. Below these are several dropdown menus for filtering the report: 'This past semester(2024/summer)', 'College of Liberal Arts', 'ENGL ENGL', 'All courses', 'Geib, Elizabeth', and 'ENGL 102 88 2024/summer'. A callout box points to these menus with the text: 'You can change terms, course, and section on the report page.'

Below the filters, it states 'There were: 18 possible respondents.' A table follows with the following columns: Question Text, N, RR, Str Agree, Agree, Undec, Disagree, Str Disagree, and N/A. The table contains 7 rows of data. A callout box points to the percentage values in the table with the text: 'Percentages for each student response.'

	Question Text	N	RR	Str Agree	Agree	Undec	Disagree	Str Disagree	N/A
1	Course objectives were clear	6	33%	67%	33%	0%	0%	0%	0%
2	Coursework addressed objectives	6	33%	67%	33%	0%	0%	0%	0%
3	Received clear instructions for coursework	6	33%	67%	33%	0%	0%	0%	0%
4	Course materials accessible in timely manner	6	33%	67%	33%	0%	0%	0%	0%
5	LMS was organized/ up to date	6	33%	50%	50%	0%	0%	0%	0%
6	Feedback improved helped understanding	6	33%	83%	17%	0%	0%	0%	0%
7	Received timely feedback	6	33%	67%	17%	0%	17%	0%	0%

Saving my results

At the top of each tab in the report page is a yellow “Export” button that will let you save the current view as a PDF. The export feature on the “Comments” tab also gives you the option to export as a CSV or Excel file for text mining and further analysis, or to upload to the faculty portfolio software.

The screenshot shows the 'Comments' tab selected. At the top right, there are buttons for 'Export', 'Choose Columns', and 'Choose Questions'. The 'Export' button is circled in red. Below these are several dropdown menus for filtering the report: 'This past semester(2023/Spring)', 'Testing - BIOL', 'BIOL 217', 'BIOL BIOL', and 'All sections of this course', 'See all course levels / types'.

## 7) Suggestions for Faculty

SmartEvals is a flexible system that allows Faculty Members to administer their student feedback surveys in a variety of ways (see sections 3 and 4 of this guide). Below is a suggested process for administering a feedback survey to a face-to-face and to an online class. You may choose to alter some or all of these suggestions based on your unique class schedule and preferences.

### Using QR code (typically in-class)

1. In the myEvalCenter, click the “Anytime” button of the course for which you are soliciting feedback. Choose the dates and times you plan to use by clicking the “enter new start/end date” button.
2. On the course tile in myEvalCenter, click “Generate QR Codes.” You will get a page with four QR codes. You can capture one for distribution by right clicking on an image, or print the page of four to cut and distribute in class.
3. On the day you are soliciting course feedback, display or distribute the QR code for students to scan with their personal devices. Consider stepping out of the room to avoid the appearance of monitoring the students or influencing the feedback survey results.
4. Avoid administering the student feedback survey on the day of an exam.
5. The feedback survey closes at the end of the access window that you set in step 2 or automatically at the end of final exam week.

### Online courses

1. In the myEvalCenter, click the “Anytime” button of the course for which you are soliciting feedback. Choose the dates and times you plan to use by clicking the “enter new start/end date” button.
2. In the toolbar at the top of the myEvalCenter, click Edit > Email Students.
3. Select “Email all of your classes just this once” ([Section 4.3](#)).
4. Select the template that you wish to use, edit as necessary, and schedule it to be sent.
5. Two days before access closes, return to the email section of the myEvalCenter and send a reminder email.
6. You are also able to simply provide the [www.smartevals.com/sru](http://www.smartevals.com/sru) web address to your students through your personal SRU email or through D2L. Students will access your feedback survey using their SRU credentials.

Note: If a student has opened your student feedback survey and keeps it open after your deadline, they will still be able to submit it. Your window controls access but not submission.

## Appendix A: Student Feedback Survey Questions

Questions are the same for all courses, regardless of whether the course was online or face-to-face. Questions, listed below, have been approved by the APSCUF Social Justice Committee, APSCUF Executive Leadership, Student Government Association, and the SRU Administration, and were presented at Meet and Discuss. Likert questions use a five-point scale of strongly agree, agree, undecided, disagree, and strongly disagree.

### Section 1: Course Outcomes and Materials

1. Course objectives/goals were clear throughout the semester.
2. Coursework (i.e. papers, exams, activities, assessments) addressed course objectives/goals.
3. I received clear instructions for completing coursework.
4. Course materials are detailed and made accessible to students in a timely fashion
5. If used in the course, the learning management system(s) (e.g. D2L and/or additional online learning platform) was organized well and kept up-to-date.

### Section 2: Assessment

6. I received feedback which helped me to improve my understanding/performance in the course.
7. I received feedback in a timely fashion.
8. My learning was evaluated in a variety of ways (e.g. papers, tests, presentations, quizzes).
9. The criteria (standards) on which my work was evaluated was clear to me.

### Section #3: Independent Thinking

10. The course provided opportunities for me to use and develop critical thinking.
11. The course provided opportunities for me to seek more knowledge about this subject.

### Section #4: Learning Environment

12. Class sessions were productive.
13. The instructor attempted to create an atmosphere that encourages student expression of ideas and respect for differing viewpoints.
14. The instructor was available to meet with students during office hours or by appointment.
15. The instructor attempts to communicate with students in a timely manner both in class and outside of class.
16. I felt comfortable asking the instructor for help if I needed it.
17. The instructor attempted to involve all students in classroom activities.
18. The instructor respects students as individuals.

### Section #5: Overall Feedback

19. The instructor demonstrates a commitment to ensuring everyone understands the course content.
20. The instructor is enthusiastic about the course content.

21. I learned a lot in this course.

**Section #6: Open Ended**

22. What do you think are the strengths of this course and why do you think so?

23. How do you think the course may be improved?

## Appendix B: Student Feedback Survey Access Schedule

The schedule below identifies the student feedback survey access dates for each semester. In general, faculty access opens a week before classes begin and closes on the last day of the part of term. Student access begins about two weeks after the semester start.

The access window represents the maximum amount of time a student feedback survey can be kept open for that session, although you should restrict the window (see [Section 3](#)) to align with the pace of your course and with the stipulation in the new CBA that student feedback surveys be given after 2/3rds of the class is complete.

All courses, including team-taught courses, regardless of which part of term they fall in, will have the same access window, which will open early in the semester and stay open until the end of finals week. You should set your access windows to be open during the last third of your class, based on the length of the part of term.

<b>Sample timing of student feedback survey release</b>		
<b>Date</b>	<b>Action</b>	<b>Action notes</b>
Week before classes begin	Qualtrics opt-out instrument opens	Used to opt-out of feedback for a course section. These courses will not appear on your dashboard.
First day of classes	Qualtrics reminder	First day of classes—reminder email to complete opt-out instrument.
First Friday after classes begin	Qualtrics closes	Last day to opt-out before feedback surveys are released to students. Faculty who miss the opt-out process can completely close their feedback surveys during the quiet time.
Week after classes begin	Quiet time opens	Faculty will see classes (excluding opt-outs) on their SE dashboards and will be able to set their windows and develop their communication plans.  Faculty will adjust their windows for their specific class needs and to limit student access to the final third of the term.
Two weeks after classes begin	Quiet time closes	
Monday after quiet time ends	Student access begins	Students will see their class tiles on their dashboards and will be able to complete open feedback surveys. Opt-out courses will not appear, and closed courses will have a notation that the course is not currently open.
Day after finals end	All open feedback surveys closed automatically	Last day of finals week
Three days after graduation	Grades due	
Two days after grades are due	Reports released to faculty	Individual reports available in SmartEvals through the reports tab

Week after grades are posted	Aggregate reports released to chairs, deans, and provost	Aggregate reports emailed to chairs, deans, and provost
------------------------------	--	---

## Appendix C: Additional Resources

[SRU Faculty Resources](#) (SmartEvals accordion) written materials.

SRU Professional Development Series for SmartEvals webinars.

Weekly drop-in Zoom sessions for faculty with questions about SmartEvals and student feedback surveys are held on Tuesdays at 9am at <https://sru.zoom.us/j/99239594599>.

SmartEvals (these are product training videos and not specific to SRU) [Instructor Training Videos](#)

SmartEvals (these are product training videos and not specific to SRU) [myFocus Instructional Development Tool Videos](#)