
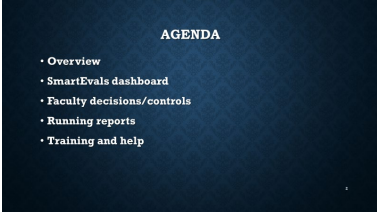
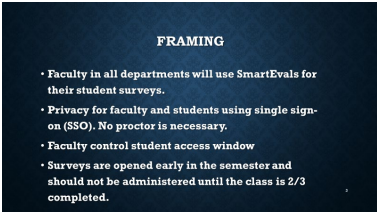

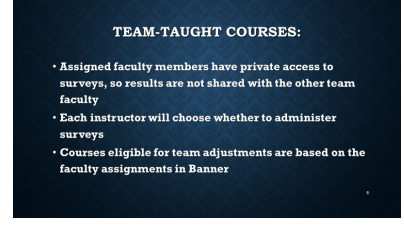
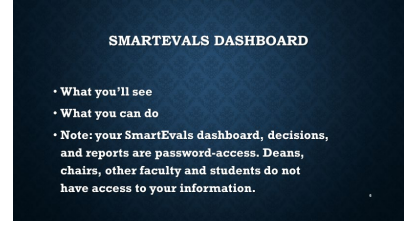


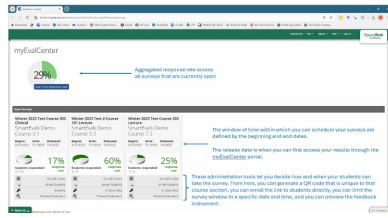
Transcript by slide SmartEvals Training Fall 2024

Questions: Contact Mary Hennessey at mary.hennessey@sru.edu or 724-738-2171

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| <p>Slide 1</p>  <p>The slide features the SmartEvals logo in white on a dark blue background. Below the logo, it reads "Student feedback survey software" and "Introduction and procedures". At the bottom, it says "Fall 2024".</p> | <p>Welcome to SmartEvals! SmartEvals is SRU's digital software for student feedback surveys. This workshop will introduce you to features of the software and prepare to you use the software for your courses beginning in Fall 2024. My name is Mary Hennessey, and I am the SRU administrator for our digital student survey process.</p> |
| <p>Slide 2</p>  <p>The slide has a dark blue background with the word "AGENDA" in white at the top. Below it is a bulleted list of topics.</p> | <p>I will cover an overview of SmartEvals and accessing the software, the SmartEvals dashboard, faculty controls, how to run reports, and how to find additional training and help.</p> |
| <p>Slide 3</p>  <p>The slide has a dark blue background with the word "FRAMING" in white at the top. Below it is a bulleted list of key information.</p> | <p>SmartEvals has replaced paper surveys and Campus Climate online course surveys. SRU piloted SmartEvals in Spring 2023, and rolled it out across campus in Fall 2023. All courses, regardless of modality, use SmartEvals. The question set was approved through Meet and Discuss and by SGA. You can see the questions in SmartEvals or by consulting the SmartEvals Faculty Guide and is available on the SRU Faculty Resources webpage.</p> <p>The software uses SSO, single sign-on, which means you can log in using your SRU ID and password. Because the software uses SSO and individual results cannot be accessed by faculty members, you do not have to have an outside proctor. Students do the same. Your feedback surveys and results are private to you unless you share them, and results cannot be lost. You will have access to historical feedback surveys beginning in Fall 2023 from your SmartEvals dashboard.</p> <p>Feedback surveys are opened to students after the faculty quiet time. You have the ability to limit the window for students to take your feedback surveys and, in accordance with the 2023-27 CBA, should not give students access until your course is 2/3s complete. Summary reports are available to you as the faculty member two days after grades are posted (e.g., in the second week of December or May).</p> |

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| <p>Slide 4</p>  <p>ACCESSING SMARTEVALS</p> <ul style="list-style-type: none"> • www.smartevals.com/sru • mySRU • D2L widget (faculty-only link, not students) • Microsoft 365 apps • SSO for faculty and student access | <p>You can open SmartEvals through several access points.:</p> <p>www.smartevals.com/sru OR access the software through mySRU OR Look for the D2L widget on your D2L page (note that only faculty have the link, not students) OR Use Microsoft 365 apps.</p> <p>Each access point uses your SRU login and password.</p> <p>You may see a demo class on your dashboard. This option allows you to play with the software before you work with live courses. You can also use that feature to follow along with this presentation. The demo class does not affect your real course results.</p> |
| <p>Slide 5</p>  <p>TEAM-TAUGHT COURSES:</p> <ul style="list-style-type: none"> • Assigned faculty members have private access to surveys, so results are not shared with the other team faculty • Each instructor will choose whether to administer surveys • Courses eligible for team adjustments are based on the faculty assignments in Banner | <p>Team-taught courses are arranged so that all assigned faculty members have private access to their own surveys. Course X team-taught by Instructor A and B will be set up with two mock sections so that Instructor A has separate and private surveys from Instructor B. Each instructor will choose whether to administer surveys and for how long.</p> <p>Courses eligible for team adjustments are based on the faculty assignments in Banner.</p> |
| <p>Slide 6</p>  <p>SMARTEVALS DASHBOARD</p> <ul style="list-style-type: none"> • What you'll see • What you can do • Note: your SmartEvals dashboard, decisions, and reports are password-access. Deans, chairs, other faculty and students do not have access to your information. | <p>We'll go over an image of the dashboard in the next slide. Your dashboard will have tiles for each class with open surveys. The available tiles will not include courses which you opted out of (see Slide 9 for a description of the opt-out process). On your dashboard, you are able to email your students and set the duration of your survey availability for each class opening. There are also tabs along the top that allow you to see your reports and find help.</p> <p>It's important to note that privacy is an important advantage of this software. Deans, chairs, and other faculty and students do not have access to your information, including your reports, unless you choose to share them.</p> |

Slide 7



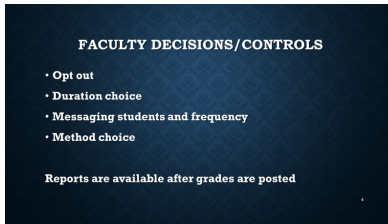
When you open your dashboard in SmartEvals, you'll see a layout similar to this one.

In the dark green band at the top, you'll see myevalcenter, which takes you to your home dashboard screen from any screen. The edit tab allows you to email students or change your profile photo. The reports tab allows you to see historical or current reports. The help tab provides general information from SmartEvals that is not specific to Slippery Rock.

The main pie chart in the upper left (here showing 21%) is the average response rate across all open surveys. Under the main pie chart are course tiles—you will have one for each class with open surveys—in this example, there are three classes with open surveys. The tile shows the term and course, the duration of the survey window, the date that the results will be available, and the aggregate percentage for the course, including the number of responses and the number of students.

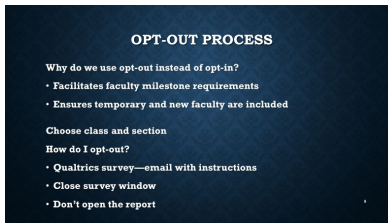
The gray area in the lower half of each tile allows you to generate a QR code, email your class, set window parameters (the window for the feedback survey), and preview the feedback survey questions. We'll talk about these as we move on.

Slide 8



One of the advantages of the SmartEvals software is that faculty have more control over administering student feedback surveys. In the remaining slides we'll discuss the opt-out process, faculty quiet time, the method for administering surveys, the window for opening surveys, and messaging students. You also have control over whether to view and how to distribute your surveys after they are ready.

Slide 9



SRU's process is opt-out rather than opt-in, which means all classes are initially open for feedback surveys, and faculty notify us which class sections they do not want to include. We use the opt-out process to ensure that faculty, especially temporary appointments and new tenure-track faculty, do not miss giving feedback surveys for needed milestones.

You may opt out by class and section so you can administer surveys for some classes and not others.

There are three ways to opt out or close surveys. I'll cover them in more detail in next slides.

First, about two weeks before surveys open for the term where you have classes, you will receive an email with a link to a Qualtrics instrument where you will indicate what sections you would like to exclude from feedback.

Second, if you do not respond to the Qualtrics survey or decide later not to solicit feedback in a section, you can close the survey window and students will not have access to it.

And third, if surveys are run and students respond, you simply can choose not to open or review any reports.

Slide 10

Slippery Rock University

Drag the course CRN combination (course list ID) used when available into the box to exclude these from student feedback surveys. To see your schedule this semester, see the [Faculty Class Schedule](#) report in Campus (note: you must be on campus or connected via VPN to run the report).

Courses that you are teaching this semester will show up here.

Items
144E121 - 10126
177E109 - 1762
180N149 - 1341
180D225 - 18002

Exclude these course CRNs from feedback this semester

Drag the course into this box to indicate that you want to opt out of creating a survey for that course.

The number after the dash is the CRN on the course list ID.

This slide is a screenshot of the Qualtrics opt-out survey. Note that you will get this survey in an email that is not part of the SmartEvals software. Courses you are teaching in the upcoming term will appear on the left. If you are teaching multiple sections of the same course, they will appear as separate entries because you can opt-out of individual sections. Click on the course section that you want to exclude from feedback and drag it to the box at the right. You will not see tiles for the opted-out classes on your dashboard.

Slide 11

DURATION CHOICE

- Initial survey window runs from the end of quiet time through finals week. You can leave the survey open for this time AND administer in-class
- Set dates and time of day for your feedback window. Access can be a minimum of one hour.
- Can limit to in-class
- Can open and close access
- Students will see surveys on their SmartEvals dashboard but will not be able to access except during target times

Faculty are able to adjust the access window for their feedback surveys, which we'll look at in the next slide. The initial student access window runs from the end of quiet time to the end of finals week. You can set specific dates and times of day for your access window, as long as the duration is at least one hour.

You are able to set times for the semester and then add additional times or close existing times by deleting them. This action will not affect completed surveys.

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.

Slide 11

ADJUSTING THE FEEDBACK WINDOW

Set Limited Window Evaluation Times

SmartEvals Demo Course 2, Section 1, Winter 2023
Start: Friday, 9/15/2023, End: Tuesday, 10/1/2024

Existing Start / End Dates

| Start | End | Action |
|------------------------|------------------------|--------|
| 09/15/2023 12:00:00 AM | 10/01/2024 12:00:00 AM | ✓ |
| 09/15/2023 12:00:00 AM | 10/01/2024 12:00:00 AM | ✓ |
| 09/15/2023 12:00:00 AM | 10/01/2024 12:00:00 AM | ✓ |

Choose a New Start and End Date and Time

New Start Date and Time: 09/15/2023 12:00:00 AM

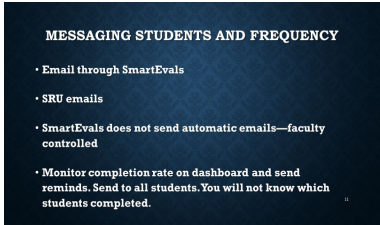
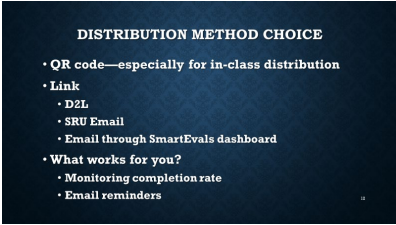
New End Date and Time: 10/01/2024 12:00:00 AM

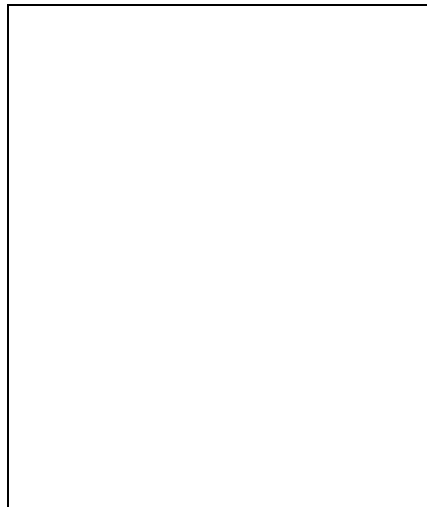
You are able to set survey access directly through the SmartEvals software. To close the feedback survey through your dashboard, find the course tile for which you want to close the survey, and click "Anytime" on that tile. As a refresher, there is a screenshot of the dashboard on Slide 7.

NEW FOR FALL 2024: If you used SmartEvals in previous terms, you'll see that the page used to set access windows has changed. The new functionality allows faculty to specify multiple dates (rather than days of the week as before) for their feedback surveys.

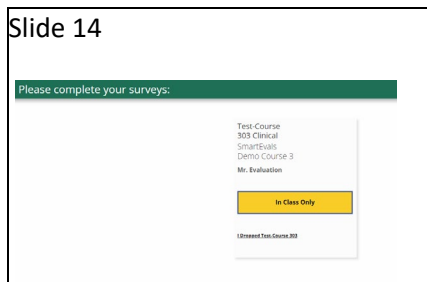
Under "choose a new start and end date and time," select the date and time of day to open and close your survey. Click the gold "add new start/end date" button. The selected period will appear in the "existing start/end dates" area. You are able to select multiple start and end dates for each of your classes. Note that each access period must be at least an hour.

If you want to close access, choose an hour where it's 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

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| | <p>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.</p> |
| <p>Slide 12</p>  <p>MESSAGING STUDENTS AND FREQUENCY</p> <ul style="list-style-type: none"> • Email through SmartEvals • SRU emails • SmartEvals does not send automatic emails—faculty controlled • Monitor completion rate on dashboard and send reminds. Send to all students. You will not know which students completed. | <p>So how can you contact students and encourage them to complete your feedback surveys? It’s important to understand that SmartEvals will not send automatic emails to students. You will need to email students, which you can do through your SRU email or through SmartEvals.</p> <p>This process allows you to control access by students and also allows you to create your own message encouraging students to complete the feedback survey. Even though you can email through SmartEvals, you’re still initiating the process. The software itself does not initiate the process simply because the access window is open.</p> <p>When you email students initially or with reminders, you will email the whole class because you will not know the individual students who completed the survey.</p> |
| <p>Slide 13</p>  <p>DISTRIBUTION METHOD CHOICE</p> <ul style="list-style-type: none"> • QR code—especially for in-class distribution • Link <ul style="list-style-type: none"> • D2L • SRU Email • Email through SmartEvals dashboard • What works for you? <ul style="list-style-type: none"> • Monitoring completion rate • Email reminders | <p>There are several methods to distribute your feedback survey to your students. Again, SmartEvals does not automatically send invitations to students—you as the faculty member control how and how long students have access to your feedback surveys.</p> <p>You can generate a QR code from the course tile on your dashboard. You can then print copies of the QR code on paper to distribute to your class, or simply display the QR code on a screen in your classroom. Students use their phone or device cameras to access the survey using their SRU login and password, which protects their identity. You may want to step out of the room for 10 or 15 minutes while students complete their surveys. As I mentioned before, you do not need to have an outside proctor.</p> <p>Alternately, you can post the www.smartevals.com/sru link in D2L, send through your campus email, or email to students through your dashboard. Students have a similar personal dashboard in SmartEvals to the one you have with tiles for their classes where surveys are offered. When you email students, you may want to explain why you are choosing to offer surveys, when you will get the results (i.e., after grades are posted), and that the results you get will be anonymous.</p> <p>Some faculty choose to offer more than one access point. For example, you may give class time for student feedback survey completion and also have the survey open separately so students who were not in class can complete it. Students are only able to complete a feedback survey for an individual class one time, so they can’t submit multiple responses. Although you won’t be able to see which students completed a survey, you can monitor your</p> |



completion rates on your dashboard. You are able to choose to send email reminders to the full class.

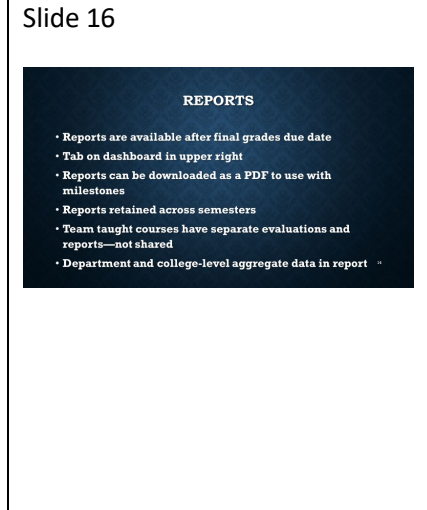


Students also have a SmartEvals dashboard with all of the surveys that have been loaded for them that semester. If you limit your course survey to a specific day and time, your students won't be able to click on your survey or gain access to the survey until that day and time comes.



This slide as an image of the SmartEvals email page. You would have gotten here through your dashboard, through your individual class tile and then the 'email students' link in the gray area. To email through SmartEvals, click on the "email students" link on the appropriate course tile on your dashboard. You'll get a screen like the one. Click on "choose this option" for the appropriate option. You may arrange regular emails, a single email to all of your classes, or an email to one class. You are able to structure the content and quantity of emails.

Note that automatic emails are scheduled by you. The system does not email students without your approval.



So, you've administered your feedback surveys—how do you get your reports? Your final reports are available in the reports tab on the green ribbon in the upper right corner of your dashboard. Reports are available after the final grades due date. In regular semesters, reports will typically be available in the second weeks of December and May.

Reports can be downloaded as a PDF, which is how you will share them with others or upload them into Watermark Faculty Success. Your reports will have your data, your open-ended responses, and department and college aggregate data.

Results from team-taught courses are not shared among the assigned instructors.

Slide 17



Finally, I want to let you know how to get additional help. Training is available on the faculty resources webpage under the SmartEvals accordion.

We also offer some in-person training through HR's Professional Development Series.

General SmartEvals training not specific to Slippery Rock is available in the help tab at the upper right of your dashboard.

If you have questions, please reach out to me at mary.hennessey@sru.edu or extension 2171.