



Topic: Course Evaluation FAQs- Instructors

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About

Credit Course Evaluations are conducted online using Course Evaluations & Surveys (CES; formerly EvaluationKit) by Watermark at the end of every term. This guide provides answers to some Frequently Asked Questions (FAQs) about course evaluations for instructors. If you can't find the answer to your question here, please email us at ResearchAndAssessment@hagerstowncc.edu

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General Information

What is a course evaluation?

A course evaluation is a survey sent to students for each course each term. This survey asks questions about the instructor and the course. Responses are collected anonymously and given to the instructor after grades are finalized so that the instructor can review the results and incorporate the findings into future courses. The tool used for the course evaluation survey was created and approved by the faculty.

How do course evaluations benefit me as an instructor?

Course evaluations are an opportunity for students to provide feedback on the instruction and courses at HCC. The results of the course evaluations are used to improve the quality of instruction for future courses and may be used in faculty annual performance reviews (refer to the Faculty Guidebook for more information). Course evaluations can provide insight into the student experience and let the instructor know what is going well and what could be improved upon.

Are course evaluations anonymous?

Yes, course evaluations are anonymous. The software that is used to administer course evaluations automatically disassociates student responses from any identifying information, such as name. Faculty are provided with a summary report so they are unable to view individual responses. However, comments are reported as written.

Are course evaluations secure and confidential?

Yes! Course evaluations are administered through CES, which provides each student with a unique link to access the appropriate evaluations. CES also removes all identifying information associated with the student so that the responses cannot be traced back to a specific student (however, please note that comments are included in the report as written by the student). The results of the course evaluations are only shared with the instructor, the appropriate Division Director, the Dean of Instruction, and the Vice President of Academic Affairs and Student Services.

Are course evaluations required?

Course evaluations are automatically administered via an CES link in D2L for all credit courses with six or more students registered at the time of the evaluation. Students are not required to complete them, but it is strongly encouraged as responses on these evaluations can continue to inform the quality of instruction at HCC and provide valuable feedback for instructors and administrators. The higher the response rate, the more information that can be used to improve course content and management.

What happens if a student misses the deadline?

Evaluations cannot be completed after the deadline, which occurs prior to the end of each term.

Completing the Evaluations

What courses need to complete evaluations?

All credit courses with six or more students registered at the time of the evaluation window have course evaluations assigned to them in CES. Evaluations are completed for each term.

How will I know when course evaluations are available?

Notifications of course evaluations will be sent to your HCC email address by the evaluation software, CES, via the email address ResearchAndAssessment@hagerstowncc.edu. The evaluations are open to students for two weeks before the scheduled end of the course/session and before finals week if applicable. Students may access the survey during the evaluation window via a direct link in their email or a link on their D2L homepage.

How can I improve response rates?

Having a high response rate is important for obtaining an accurate overall picture of student opinion. The more responses you have, the more information you have about the student experience in your course: what is going well, what isn't, what students enjoy or struggle with, and whether the course aligns with student expectations. You may be able to improve the response rate for students in your courses by reminding students regularly throughout the evaluation window or providing them with a few minutes during class time to make sure they can access and complete the evaluations and answer any questions they may have. If class time is provided, instructors should leave the room as was the practice for paper evaluations to help ensure honest and anonymous responses.

How do I monitor the response rate?

During and after the course evaluation window you can log in to your CES account to view the Response Rate Tracker on your homepage. Select the link to the current term to display more detailed information about the response rate for each course. This gives you information about the number of students who have completed surveys so far for each course. For more information on accessing your account, please review the Course Evaluation Guide on Accessing Results in CES.

After the Evaluations are Complete

When can I view the results?

Instructors and administrators will be able to access the results of their course evaluations after grades have been submitted and finalized for the semester. This is approximately 2-3 weeks following the end of a term, but may vary due to scheduling, holidays, grade reporting issues, or other reasons. You will receive an email when your results are available to view in CES.

Who else can view my results?

You may view your results for your courses. Your Division Director, the Dean of Instruction, Dean of Distance Learning, and the Vice President of Academic Affairs and Student Services will also have access to your results.

How do I access my course evaluation results?

Your course evaluation results can be accessed in CES via a link in your results notification email, on your D2L homepage, or by logging in through CES and finding the Project Results link on your home page. For more specific information on accessing your results, please review the Course Evaluation Guide on Accessing Results in CES.

Where can I find more detailed information?

Additional Course Evaluation Guides are available on other topics on the [Teaching and Learning page](#). You may also contact ResearchAndEvaluation@hagerstowncc.edu with questions.