



THE UNIVERSITY OF TRINIDAD AND TOBAGO



Online Student Evaluation of Teaching (SEOT) FAQs



Brought to you by:
The Learning Centre (TLC)



1. What is the online Student Evaluation of Teaching (SEOT) system?

The online SEOT system is **the official** form of student evaluation of teaching used at the University of Trinidad and Tobago (UTT). Each course with five (5) or more students should participate in online course evaluations. Presently, the online course evaluation system consists of the following fundamental facets:

- An online application which generates an online questionnaire form/ survey that students complete for each course for which they are registered.
- Emails sent to invite and remind students to go online and complete the survey. (As of Academic Year (AY) 2016-2017, students can also access the online survey from within their UTT myPortal and Canvas online courses).
- An online Reporting System allowing faculty, Programme Professors and their designees, to view and access the electronically processed results of their course evaluations on demand.

2. What is the online SEOT software application?

The online SEOT software application is CoursEval; a web-based survey-application used to evaluate courses, instructors, students, peers, etc. CoursEval is **the official** teaching and learning evaluation software utilised by UTT.

Instructors can log in to their CoursEval Faculty **MyCoursEval** web portal (from anywhere, at any time) from any device, including a mobile device, which has internet access. Similarly, students can log in to their CoursEval Student **MyCoursEval** portal from any internet ready device.

3. Who is responsible for the administration of UTT's online SEOT system?

The Learning Centre (TLC), **by mandate**, is responsible for the administration of UTT's online SEOT system. TLC is also responsible for implementing UTT's course evaluation policy for the online SEOT system. Currently, to conduct online surveys, TLC uploads into CoursEval, course data electronically received from the Student Information System (SIS), the official UTT repository of student enrollment data.

4. What courses are evaluated with the online SEOT system?

Participation in the online SEOT by all valid UTT programmes/ courses is highly recommended (and should be viewed as **mandatory** since this is **the official record** for the student evaluation of teaching at UTT).

5. What is the evaluation schedule?

Typically, the evaluation period lasts for four (4) weeks and begins, at least, approximately two (2) weeks before classes end. In addition, if extenuating circumstances arise or atypical conditions exist, TLC will collaborate with programmes and conduct evaluations as requested/ required.

6. What if my Unit does paper-based instead of online SEOTs?

The online course evaluations are **the official** evaluations of UTT; paper-based evaluations have been phased-out.

7. Why does UTT use an online SEOT system?

In 2009, the Office of the Provost asked TLC to implement a uniform, university-wide SEOT system. TLC's advisory committee proposed a paper-based SEOT (that used scan technology for the analysis) and an online SEOT system of evaluation. UTT eventually transitioned fully to an online system in 2011. This transition was made as **there are several advantages to an online SEOT system** which include:

- Enhanced access and communication since all related parties like Faculty and Administrators can access results concurrently and immediately on demand.
- Guaranteed student confidentiality to a much higher degree (since no handwriting analysis is possible) and equal access for every student to the evaluation process.
- Improved data integrity and quality assurance since data processing is more reliable; with enhanced data analysis readily facilitated and automatically executed.
- Improved administrative efficiencies utilising electronic forms since duplication of effort and mistakes due to manual data entries are minimised or eliminated.
- The much reduced cost of administrating and conducting the online SEOT system compared to the much higher cost of producing and storing paper forms.

8. How does the online SEOT process work?

Each term, student enrollment data per course is **electronically** transferred from the SIS and uploaded to the CoursEval program. Students and instructors receive an initial email containing login and other information, i.e. the evaluation period. Reminder emails are sent each week until students have completed all of their evaluations, or until the evaluation period has ended. Instructors are also sent emails to encourage their students to complete the online SEOT. After this period has ended, students can no longer access online course evaluations.

In general (conforming to directives from the Office of the Registrar, Provost and President), the CoursEval program sends email messages to the official UTT email addresses of students and faculty! Please check your spam and/or junk folders if you do not receive an email from CoursEval in your Inbox.

9. How to access my SEOT results for this term as an instructor?

Your Username and Password are your login or user credentials for accessing the CoursEval Faculty **MyCoursEval** Portal. Your Username is usually your first name - dot - last name, e.g., “eric.williams” and your Password is confidential, randomly generated for each individual, which can change after logging in. The credentials are sent each term in the online SEOT email from **survey** [survey@utt.edu.tt].

It is very easy and commonsensical to login and use (like logging into and using any of your online email accounts e.g., Gmail). Once successfully logged into the CoursEval faculty portal, you have complete access to all your records/ survey results and those courses under your purview as stipulated according to the SIS.

10. What if the wrong information is listed in my portal; such as, the wrong instructor(s), student(s) or course(s)?

Send an email to **survey** [survey@utt.edu.tt] to identify any error but you **must** also contact your **Academic Programme/ Student Records Unit Officials** at your local campus. These officials are presently responsible for verifying and updating the entire course and student related enrollment data in the SIS. Subsequently, SIS should automatically inform and update the CoursEval process/ system.

11. Who do I contact if I have difficulty logging in/ can't log in?

If you do not know or forgot your password, you can find it in the original SEOT email that was sent to you (by way of a simple mail inbox search for any email from **survey** [survey@utt.edu.tt]). Alternatively, click on the '**Problem logging in?**' link on the CoursEval splash page then follow the onscreen instructions.

If you have difficulty logging in, and you are sure that you have the correct login information, you should copy and paste your login information from the **survey** [survey@utt.edu.tt] email into the respective fields on the MyCoursEval Portal login webpage **to avoid possible typos**. This frequently resolves the very common... '**I can't login**' concern. If that was not the issue, you can either update your current internet browser or try using a different one.

Additionally, if you are connecting to the internet outside of UTT's network, you may wish to check with your Internet Service Provider (ISP). If you still cannot log in successfully or the online SEOT system is not working, please contact TLC via email **survey** [survey@utt.edu.tt] or call ext. 21344/ 21125/ 21852 for assistance.

12. How do I know that this process is confidential?

When a student submits a course evaluation, **his/ her identity is separated from the evaluation**. A flag is entered into one file containing the student's identity. The content of the evaluation is entered into a separate table that does not include the student's identity. These two tables cannot be linked. **This process is completed automatically and is not subject to human intervention**.

Furthermore, **it is not possible to see** individual student results, only the aggregate scores along with various other statistical analyses. The individual qualitative remarks can be seen, but no student information is associated with them.

13. What are the questions used in the online course evaluations?

The questions, which have been approved by Academic Council, are the **same** questions that were used on the **paper-based** evaluations. As the University grows and evolves, these questions are subject to review in order to improve the quality of evaluations and promote institutional effectiveness.

14. Can students do their online course evaluations during class, just like a paper-based evaluation?

Yes! Since students can use any mobile internet ready device to complete their online evaluations, instructors have the option of giving time in class for course evaluations if they so desire. If the classroom does not have adequate wireless access, instructors can reserve ICT labs to conduct the course evaluations.

15. Can I share the link, as an instructor, to my online course evaluation with the students in my class?

No! Instructors who wish to share the link to the online course evaluation with their class should direct their students to log into their **UTT myPortal** or **Canvas** login splash page or check their **UTT student email** mailboxes for their login credentials. The instructor link **does not contain** the login credentials for students!

16. Will I be able to monitor response rates while my online course evaluation is open for students?

Yes! You can monitor the live response rates and track the percentage of students who have completed current evaluations in real time.

17. When do instructors see their results in the online SEOT?

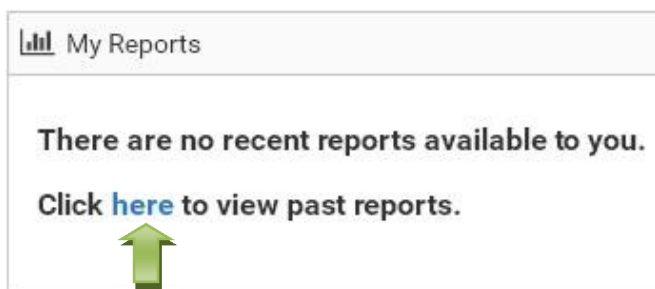
The online SEOT results are made available as soon as the Office of the Registrar officially declares that the final grades have been submitted and approved at the Main Assessment Committee Meeting (in accordance with UTT Board approved **Teaching and Learning Policy**, and Academic Council awareness and agreement). **This process is repeated each and every academic term/ semester:** emails from survey [survey@utt.edu.tt] containing instructions on how to log into CoursEval to view results are sent together with instructors' login credentials/ login information i.e. their **Username, Password** (confidential, randomly generated, specifically for each individual) and the **Link** to the CoursEval website (faculty login page/portal). **Tutorial videos and guideline material on our TLC website** <https://u.tt/tlc> are available to assist you with your instructional and learning technology needs.

18. What happens if I am unable to access some of my SEOT results after successfully logging in?

There are at least four (4) reasons why an instructor may not be able to see some specific SEOT results while being able to see others after successfully logging in:

1. The instructor is not filtering (using the search fields) correctly.
2. The survey results for that (most recent) academic period/ course are not yet available because the survey is still active.
3. The enrollment data (received from the academic programmes) in SIS did not assign the instructor to a course for that academic period.
4. No student responded to the survey for that academic period/ therefore there are no recent reports available to you.

If you don't see evaluations in your account, but see this message on login:



Please click the [here](#) link (indicated by the green arrow) as the message suggests in order for you to view and access past reports.

19. Our Unit has to compile our Annual Report; who has access and how does one get access to the online SEOT results?

Access to the online SEOT results is granted by default to two (2) subsets of **Faculty**:

1. **Instructors** who are individually assessed by students can login to their online **MyCoursEval** Faculty Portal which in turn gives them access to their own results.
2. **Programme Professors** or their equivalents will have access to all the information contained in the online SEOT course evaluations for their specific programmes.

If a Programme Professor or their equivalent requires that a designee gets access to the results for their specific programmes, the Programme Professor must send an email request authorising said designee to Professor Ulrich Rauch, Head of TLC.

20. Isn't this a waste of time since students ignore SEOTs anyway?

Certainly Not! Our student participation in the past has superseded the global average (35% for the lower end) response rates for online evaluations. The advent and use of the SIS as the online database data source, and utilising UTT student emails as the official means to communicate with students are major contributing factors which have led to students 'ignoring' SEOTs.

21. Are rates lower for online than for paper-based SEOTs?

In general, online response rates are lower than paper-based. Citing a 2008 review of nine comparison studies, online response rates averaged 23% lower than paper-based formats. However, several studies have reported an increase in the number of qualitative comments when evaluations are offered online and that the overall course ratings remain the same or are improved in the online format.

To revert to paper-based evaluations would truly be a retrograde step since the online option has great institutional advantages, such as administrative efficiency and economics; and advantages for students, such as absolute access, anonymity and convenience (as much, or little, time as they wish to complete the form).

There are many strategies that help improve online response rates. In particular, the engagement and involvement of faculty (programme professors, instructors and academic officials) can have a very significant impact on student participation.

The single most effective way to boost response rates is for faculty to encourage and facilitate students' participation; and by letting the students know that all their evaluation responses are perused and used to make pedagogical improvements.

22. What happens if fewer than five (5) students are in my course?

A minimum enrollment of five (5) students is required for a course to be evaluated; otherwise, student confidentiality could be compromised.

Thank you all for your consideration and willingness to participate completely in the online SEOT process; this is greatly appreciated and highly desired and required since your full cooperation and contribution are extremely valuable in UTT's efforts towards promoting institutional effectiveness and improving the learning experience for all our beloved students!