



Transforming the course evaluation process online to improve data collection and decision making

Ms. Rosa Fusco

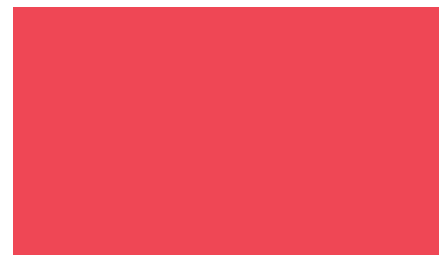
Director of Computer Services, The American University of Rome

Dr. Petros Korovesis

Executive Director for IT, The American College of Greece



AMICAL 2020



Introduction

The System.
The Process.
The Student Experience.
The Faculty Experience.
The School Experience.

To make data-driven
course and faculty level
decisions with the aim of
improving teaching and
learning.





The System

- CourseEval by CampusLabs.
- Used by ACG and AUR since 2012.
 - More than 17,000 courses evaluated.
 - Used at all academic periods.
- Managed by the IT department
 - Self hosted (cloud option available).
 - Web based with many SSO options.
 - Regular backup, fully secure, etc. (27001, 22301, Privacy Shield)



The System

- Immediate results access.
- Easy results access delegation.
- Big selection of reports.
 - The instructor can see the results of his/her courses.
 - The department head can see all the courses under his/her department.
 - The dean can see all the courses under his/her school.
 - The Provost can see everything.

The Process

- Endless system customization options.
- Each division has a standard questionnaire.
- Registrar's office submits files to IT (students, faculty, courses and enrollments).
- IT uploads files, prepares evaluation terms.
- Automatic open / close / release dates handled by the registrar's office.
- Reminders



The Student Experience

The Faculty Experience

The School Experience



The Student Experience

- Many choices of student evaluation completion through SSO (e.g. CoursEval portal, Student Information System, Learning Management System).
- Seamless integration with all systems.
- Popup reminders
- Automated reminders.



The Student Experience





The Faculty Experience

- While the evaluation is running, faculty can get valuable information about the process (e.g. response rates, open/close dates, etc.).
- Once results are available, each faculty can **immediately** get their results.
- **Comparison reports** based on previous academic periods can also be created with endless customization capabilities.

The Faculty Experience



The School Experience



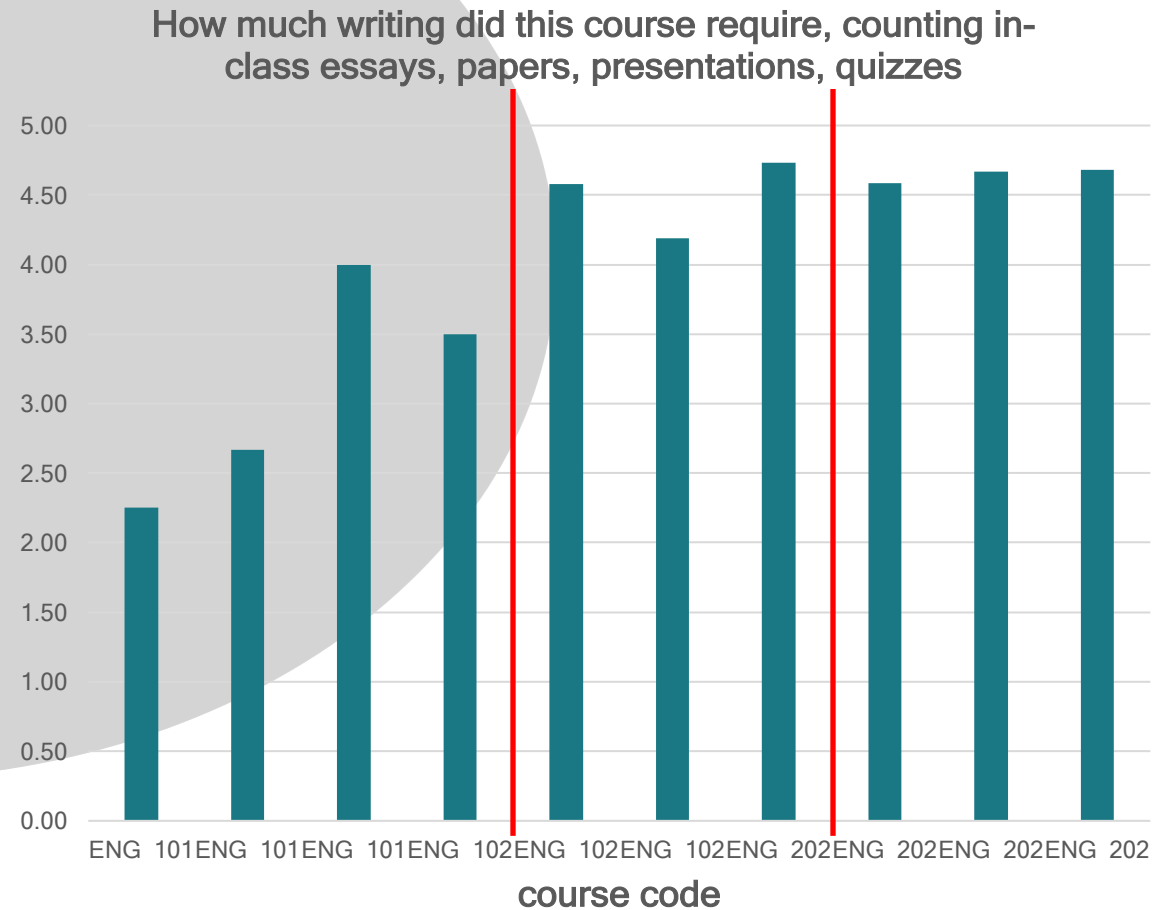
Extent to which the course developed my abilities and skills for the subject



Survey Intelligence Report

Comparison of courses
with a major quantitative
component

The School Experience



Survey Intelligence Report

Improving course load
consistency among
different faculty



“The self-evaluation questions are used to find out if we are delivering the content and skills that we claim, and also verify that courses at the same level across the curriculum are assigning comparable levels of reading and writing”.

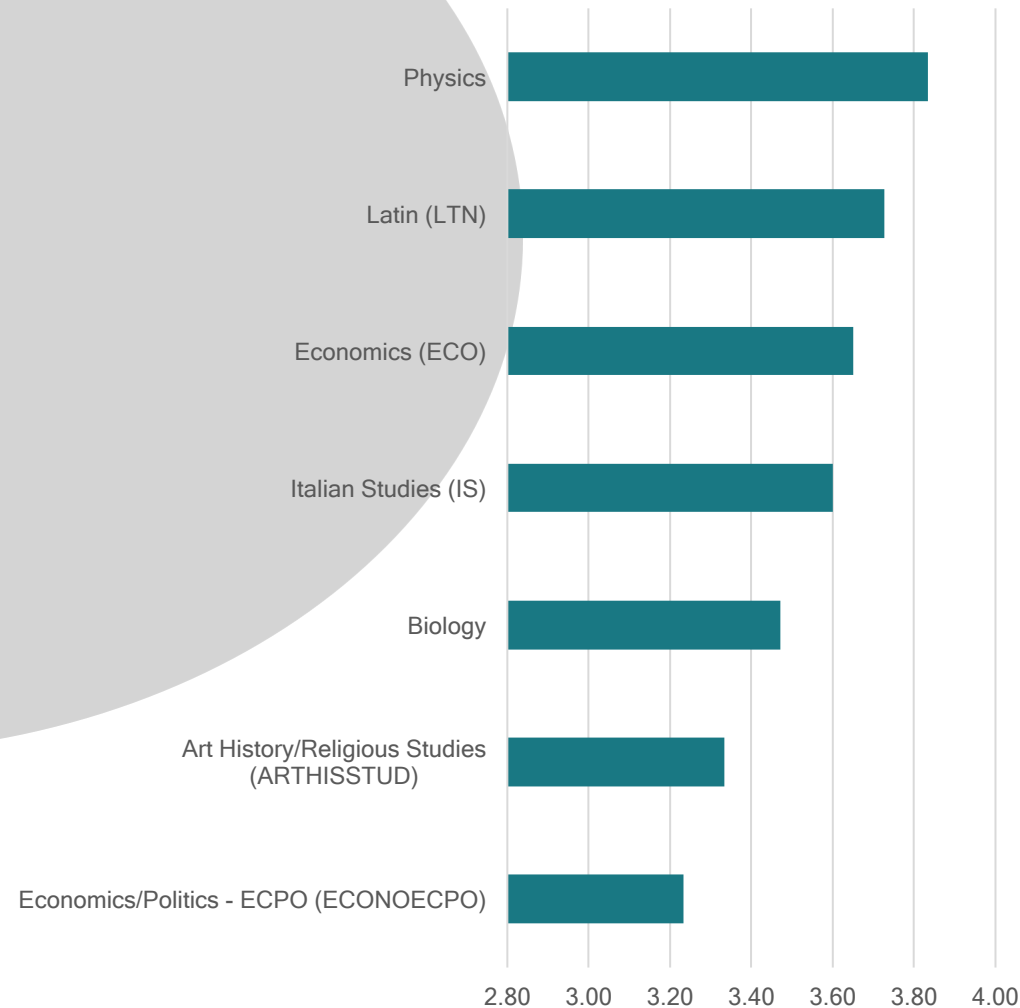
American University of Rome
Dean of Academic Affairs



The School Experience



I achieved the learning objectives for this course.



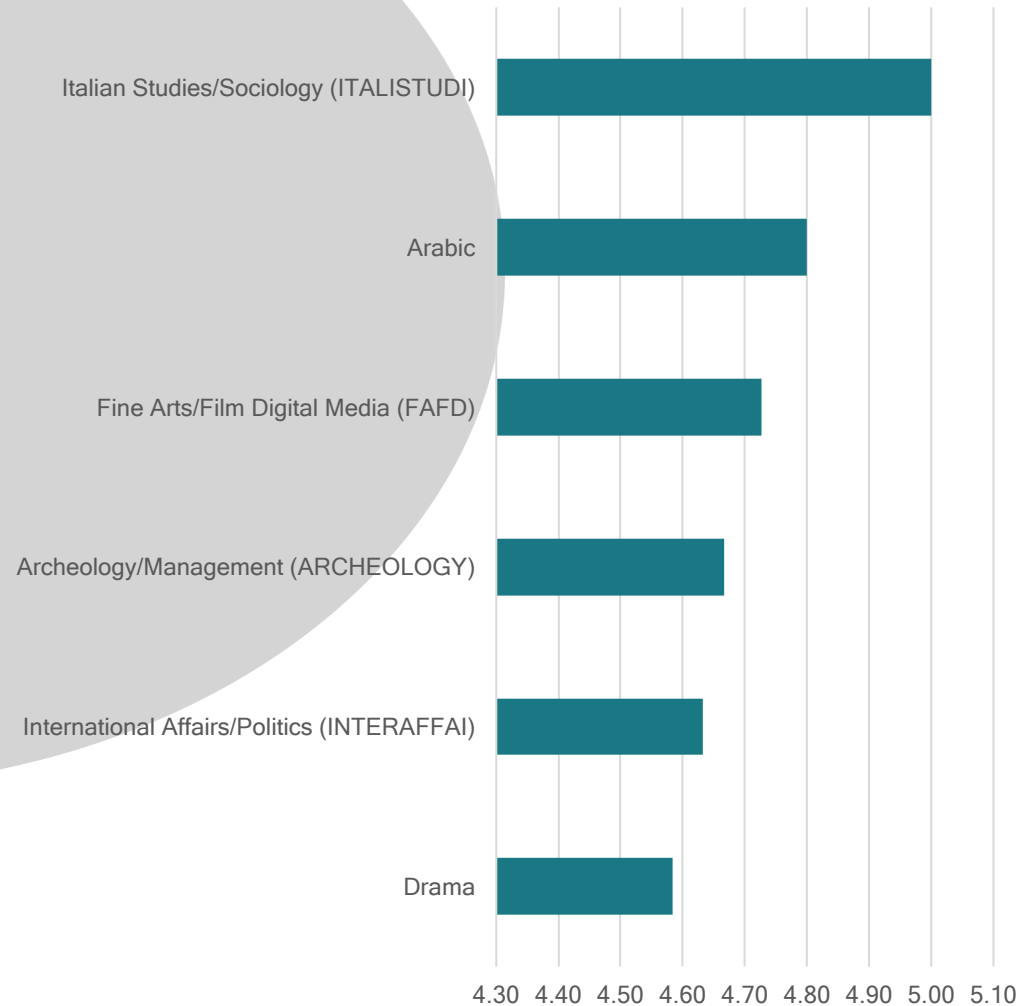
Survey Intelligence Report

Courses with lowest achievement

The School Experience



I achieved the learning objectives for this course.



Survey Intelligence Report

Courses with highest achievement

Future Enhancements

- Examine the use of surveys for other types of academic functions:
 - Students assessing peers or themselves.
 - Faculty assessing students.
 - Faculty assessing peers or themselves.
- Use surveys for other school operations (e.g. Elections)
- Integration with other systems (e.g. HR System).
- Integration with the school data warehouse for Big Data integration and reporting.