

Information about Evaluate

Summary

Evaluate is the course evaluation system used throughout Linköping University. The system will be used for course evaluation of all courses starting in the autumn of 2018, when it will replace the previous course evaluation system, KURT. Course evaluations in Evaluate are created with 12 university-specific questions and some faculty-specific questions. These questions are predetermined and cannot be changed or removed. It is, however, possible for the teacher responsible for a course to add further questions.

Evaluate is an automatic system based on information about courses and course occasions in Bilda. It obtains information about students registered for the various courses from Ladok. The questionnaire-management system used by Evaluate is Survey&Report. The fact that the system is automatic means that course evaluations are created and sent to students at the end of a course, with or without questions that have been added to the predetermined ones, and that students and the teacher responsible for the course receive a report from the answers given to multiple-choice questions in the course evaluation when the evaluation period ends.

The handling of answers given in free text is not automated in Evaluate. The director of studies, programme coordinator or another person designated by the department or faculty is asked to review the free-text answers, following a procedure that has been established.

The reports from the replies given in the course evaluation are archived in LiU-Dok. Reports from multiple-choice questions are automatically saved, and a report with the free-text replies is saved after they have been reviewed.

This document describes how Evaluate works, the conditions required for it to work, and the roles of various people with responsibility for courses. In addition, manuals and short films are available for various roles, describing how to use the system in practice. This information is available on the LiU internal website, Inside LiU, at Education administration – Course evaluation system Evaluate.

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1 Bilda and Evaluate

Certain information is extracted from Bilda in order for the system to create and process course evaluations automatically. This information is extracted on the first day of a course, which means, among other things, that if any of the information is changed while the course is in process Evaluate will not be able to take this into consideration.

1.1 Contact details for examiner and/or course course supervisor

Bilda contains two roles, *examiner* and *course supervisor*, specified at Kursinformation – Kursplan – Kursinformation. These two roles have the same access privileges in Evaluate, and both have the ability to add further questions to an automatically created course evaluation questionnaire for the course. Either or both of these roles may be used and specified in Bilda, depending on the faculty and organisation.

A course evaluation is created when the course starts, and a link to it is sent by email to those with the two roles. This link informs them that it is possible to add course-specific questions to the predetermined university-specific and faculty-specific questions.

At the end of the course evaluation period, these two receive a further email message with a link to a report for the multiple-choice questions in the evaluation, where it is also possible to make comments on the report for the students to read.

In order to this to function properly, at least one of the roles *examiner* and *course supervisor* must be specified with name, LiU-ID and email address at the start of the course.

1.2 Contact details for director of studies and/or questionnaire manager

Bilda also contains the role of *director of studies*. This may be either the director of studies responsible for the course or the programme coordinator, depending on the way the faculty or department is organised. This role is specified at Kursinformation – Kursplan – Kursinformation.

For courses given within a programme, Bilda also contains the role *Särskilt utsedd att hantera enkätfrågor* (in English: “questionnaire manager”) under Programinformation – Planeringsinformation. This is used only in Evaluate to manage questions in the course evaluation. For single-subject courses, this role is instead specified at Antagningsinformation – Planeringsinformation.

At the end of the course evaluation period, the *director of studies* and the *questionnaire manager* receive an email message informing them that replies to free-text questions are available for review and archiving.

In order for this to function properly, at least one of the roles *director of studies* and *questionnaire manager* must be specified with name, LiU-ID and email address at the start of the course.

1.3 Starting and ending dates for a course

Evaluatate uses the information in Bilda about the dates of a course to create and distribute a course evaluation questionnaire. A course evaluation is created and made available for modification by the examiner and course supervisor on the starting date of the course, which is determined on the basis of the term, period or similar, as specified for the course occasion.

The course evaluation is sent to students at the end of the course, informing them that they have a course evaluation to complete. Four days later, a reminder is sent to the students who have not replied, and the course evaluation is closed one week after the end of the course, when a report is created.

For single-subject courses, this information is present at Antagningsinformation – Grundinformation, while for courses that are part of a programme it is present at Programinformation – Tillfällesinformation.

1.4 Teaching language

Course evaluations are created in Evaluatate in either Swedish or English, depending on the language that is specified as teaching language in Bilda.

For courses for which the teaching language is Swedish, the course evaluation is created in Swedish, while for courses for which the teaching language is English, the course evaluation is created in English. For courses for which the teaching language is another language than Swedish or English, the course evaluation is created in Swedish. For single-subject courses, information about the teaching language is given at Antagningsinformation – Grundinformation, while for courses that are part of a programme it is given at Programinformation – Tillfällesinformation.

1.5 The faculty

The faculty that is responsible for a course is specified in Bilda at Kursinformation – Grundinformation. This information is used by Evaluatate to add the faculty-specific questions to the university-specific questions.

1.6 Course completed

It is possible in Bilda to specify that a course has been completed by clicking in a “Klar” checkbox. This checkbox for single-subject courses is present at Kursinformation – Grundinformation and at Antagningsinformation, while it is present at the actual programme (Programinformation – Grundinformation and Utbildningsplan), for the particular programme occasion (Antagningsinformation) and for the course at Kursinformation – Grundinformation.

The “Klar” box must be checked before a course evaluation is created.

1.7 Courses in parallel

Course occasions that are read in parallel must be coupled under Tillfällesinformation – Samläs. It is possible to couple course occasions given in a programme and single-subject courses as courses read in parallel. For courses that are coupled to be read in parallel, a joint course evaluation is created instead of one evaluation for each. One report is also created for these course occasions.

For the course occasions that are read in parallel for different faculties, the faculty-specific questions from all faculties involved will be included in the course evaluation that is created and that the examiner and/or course supervisor has the opportunity to modify. The students, however, will receive only the faculty-specific questions that are related to the course occasions that they evaluate.

1.8 Clinical placement

The “VFU – JA” box (which is present at Kurstillfället under Planeringsinformation) must be checked for course occasions with clinical placement (known in Swedish by the abbreviation VFU”) which is currently only the case for the Faculty of Medicine and Health Sciences. When this box is checked, a course evaluation with questions specific for clinical placement is sent to all registered students as soon as the course starts. As new students subsequently register, the evaluation is sent to them. The students are to answer the questionnaire after each period of clinical placement during the course.

1.9 Course evaluation

Under Planeringsinformation – Kursutvärdering for the course occasion (for a programme course occasion) – Genomför värdering efter period/termin (for a single-subject course occasion) the term or period for the course evaluation must be selected. It is possible to select one or several periods, depending on the duration of the course.

Note that a course evaluation is created for each term of courses that extend through several terms.

1.10 Manual management of distribution dates

It is possible to specify one or several dates for further course evaluations, such as may be desired, for example, after a certain component of a course or at the half-way point of a course. This is specified for a course occasion at Planeringsinformation. Independently of whether one or more manual dates are specified or not, a course evaluation will always be carried out at the end of the course. If a manually specified date overlaps the period of the automatically dated course evaluation, the automatic date has priority, and the manual date is ignored.

2 Examiner and course supervisor

The roles of *examiner* and *course supervisor* are defined in Bilda, and different organisations and faculties use either or both of these. Furthermore, it is possible to designate more than one person for each of the roles, which may be necessary if, for example, a course is given several times during an academic year. In such a case, different persons may be examiners on the different occasions. In Bilda, however, they are not coupled to a particular occasion, but to the information in the syllabus.

2.1 Course start

A course evaluation is created in Evaluate on the day on which the course starts. An email with the subject line “Kursvärdering för kursen XXX skapad” (where XXX is the course code) is sent to the person or persons designated as *examiner* and *course supervisor*. This states that a course evaluation has been created and that it is possible to modify it. This email is sent from the email address Noreply@liu.se.

Modification involves logging in to Survey&Reports with a LiU-ID. This gives the opportunity to add further questions to the predetermined questions. The procedures for this are described in a short film and in the document “Adding further questions in the Evaluate course evaluation system”. The film and the document are available at Inside LiU – Education administration – the Evaluate course evaluation system on the LiU internal website.

Adding further questions is not compulsory. If an *examiner* or *course supervisor* chooses not to open the course evaluation and add further questions, the evaluation will even so be sent to students on the course at the end of the course.

Remember that if more than one person is designated in Bilda as *examiner* or *course supervisor*, all of these will receive the same information about modifying the course evaluation. It is recommended that those who receive the information coordinate over the modification of a course evaluation.

2.2 One week after the end of a course

The students are given access to the course evaluation at the end of the course, and it is open for their replies for the following week. The end of the course is defined as the date on which the teaching period and examination period of the course end.

One or two days after the end of the course evaluation period, a report for all multiple-choice question in the course evaluation is prepared (basic report) and made available to the *examiner*, *course supervisor* and the students.

The examiner and course supervisor receive information by email that the basic report has been created and they are given a link to the relevant webpage. This page

also offers the possibility of making comments on the report. It is possible to comment on the report based solely on the basic report, but it is also possible to make comments based on the answers to free-text questions, if the routines of the department, programme or equivalent body allow it. These answers are made available to the director of studies or equivalent. Instructions for making comments on the report are given on the page that presents the report.

Evaluatate will then send both the basic report and any comments from the *examiner* or *course supervisor* to the students by email and they will be automatically archived in LiU-Dok.

3 Director of studies and questionnaire manager

The two roles *director of studies* and *questionnaire manager* are defined in Bilda, and either or both of these may be used by different faculties or organisations. The *director of studies* and *questionnaire manager* do not act in any way in Evaluate until a course evaluation has been completed. One or two days after the end of the course evaluation period, the relevant role(s) will receive an email that the course evaluation period has ended and that answers to free-text questions are available for review and archiving in LiU-Dok. Departments, programmes and, for example, areas under the auspices of a director of studies determine whether the role *questionnaire manager* is to be designated and if so, how it is to be used.

3.1 Review and archiving of free-text replies – justification

The issue of how to manage free-text answers given in course evaluations is complex, and several points of view must be considered. A decision (Reference Number LiU-2018-01277, Beslut om hantering av fritextsvar och arkivering i kursvärderingssystemet Evaluate) has been passed down by the vice-chancellor about how free-text replies are to be managed. This takes into consideration the need to ensure that comments made by students must always be dealt with such that they can be used in the unceasing process of improving courses. The decision also means that a form of filter is in place, such that the derogatory comments that are occasionally given as free-text replies and that deal with certain individuals do not directly reach the individuals concerned. It also means that clearly criminal comments in the form of, for example, threats or seriously offensive comments are dealt with and investigated.

Summaries of the replies will be archived in LiU-Dok in order to satisfy the requirements for archiving that apply to course evaluations.

3.2 Review and archiving of free-text replies – procedure

At the end of the course evaluation period for a particular course, the *director of studies* and the *questionnaire manager* receive an email message informing them that replies to free-text questions are available for review and archiving. This email is sent from Noreply@liu.se and has the subject line “Kursvärdering för kursen XXX – rapport över fritextsvar för granskning och arkivering”. The email message contains a link to a page where a report from the answers to the course, including the free-text answers, is available as a PDF-file. It is possible to send the file for archiving in LiU-Dok here, by checking the appropriate box.

The review involves the *director of studies* or the *questionnaire manager* opening the report that contains all of the free-text replies (the complete report) and reading through them. This person also reviews the replies to confirm that no comments have been made of such a nature that it is necessary to consider whether the police should be informed. The person then sends the file for archiving. The *director of studies or questionnaire manager* may, if this is desired, distribute the complete report to, for example, the teachers involved.

If any of the free-text replies, however, are of such a nature that it must be considered whether to inform the police, the LiU security manager must be contacted for consultation and further management of the matter, as specified in the LiU document “Handläggningsordning för hantering av misstänkta oegentligheter och brott”. If it is decided that a report to the police is to be filed, the questionnaire in question will be removed from the system and managed separately. In such cases, the identity of the student involved will be determined with the aid of the IT Division and the supplier of the questionnaire-management system.

More information about the review and archiving process is given in a short film and in the document “Instruktion för att granska och arkivera fritextssvar i Evaluatate”. The film and the document will be published at Inside LiU – Education administration – the Evaluatate course evaluation system on the LiU internal website in June 2018.

3.3 Further reports and editing of free-text replies

The person who has carried out the review described above may, after the review and archiving, consider whether to create further reports. These may be used in, for example, discussions with teachers on the course in question, or to determine how certain classes of respondent (classified by sex, age, the programme being taken, or faculty) have answered. It is also possible here to remove comments that do not contribute to improvement of a course, and comments that may be experienced as personal and derogatory. Such comments may cause unnecessary work environment problems.

In order to create reports and edit free-text replies, the *director of studies* or *questionnaire manager* logs in to the Survey&Reports Evaluatate system using his or her LiU-ID and finds the relevant course to be edited. More information about logging in and work with reports is given in a short film and in the document “Instruktion för att granska och arkivera fritextssvar i Evaluatate”. The film and the document will be published at Inside LiU – Education administration – the Evaluatate course evaluation system on the LiU internal website in June 2018.

A certain degree of processing of the free-text replies can also be carried out by using the PDF-file of the replies that is created in the system and used for the first review and archiving, as described above. It is also possible to export all replies

from the Survey&Report system to an Excel-file. More information about this is available in the manual.