

November 4, 2014

To: Laurie Burton, Faculty Senate President
From: Cat McGrew, Office of Academic Affairs

Re: Update, Features and benefits driving the purchase decision of CollegeNet Software

1. Product is “software as service”, from CollegeNet.

Instead of buying software, we have access to the software hosted on the vendor’s servers, managed by dedicated software programmers; all enhancements become immediately available without additional purchase. CollegeNET holds several patents related to web-based commerce and maintains security standards specified by the PCI Security Standards Council, and SOC 2. These standards cover all three areas of Internet security and data privacy: (1) secure transmission of data over the Internet, including financial transactions, (2) protection of networks and systems from external attack, and (3) user privacy. CollegeNet is a Portland-based company.

2. Product is enabled for the best display with any mobile device or computer.

Faculty & students will see the best possible screen for any device they use – smart phone, tablet, or desktop!

3. “Dashboard” design for faculty, division chairs and deans.

Each user will have the appropriate dashboard (accessible from the Portal) from which they can see their menu of available options. Below is a screen shot for a faculty dashboard. The current term (Spring 2014) shows the current response rate. The prior term (Winter 2014) shows the options available to faculty for viewing or exporting the data. At the top, under “Reports”, there are additional options for producing reports that summarize across time or courses, or graphically represent the data. (The colors and logo will be WOU’s in the actual system.)

Most importantly, faculty will be able to summarize their data in multiple ways; they will no longer be limited to reports from each course separately! Team-taught courses can be set up so that each instructor is evaluated separately by the student.

Home Reports My Questions Survey beta

CollegeNET

My Courses

Course Reports WebOptics™

You have 0 items in your batch download queue. [Create Batch File >>](#)

Spring 2014

Course	Response Rate	Evaluators	Reports Available	Reminder
Open EE 311 : Feedback and Control (LEC)	27%	34 / 127	Report available on 05/20/2014 23:59 PDT	
Open Econ 340 : International Economics (LEC)	63%	22 / 35	Report available on 05/20/2014 23:59 PDT	
Open Econ 420 : Money And Banking (LEC)	78%	59 / 76	Report available on 05/20/2014 23:59 PDT	

Winter 2014 (Closed)

Course	Response			Comments	Responses	Instructor Report
	Rate	Evaluators	Ratings			
<input type="checkbox"/> Biology 231 : Human Anatomy & Physiology I 03 (Any Combination Lec/Lab/Oth)	56%	14 / 25				
<input type="checkbox"/> Biology 231 : Human Anatomy & Physiology I 04 (Any Combination Lec/Lab/Oth)	60%	15 / 25				

Division chairs will be able to view reports that “roll up” for the multiple courses taught by any one instructor, as well as by departments or programs in that division. Deans will be able to view reports that “roll up” for the divisions in their college. Thus, both division chairs and deans will no longer have to look at each course, for each faculty member, to get a “big picture” view of course evaluation results.

4. “Dashboard” design for students.

Students will see a list of their courses with the instructor’s name, with each marked whether the evaluation is finished or not, and the deadline for finishing. Students access the system through their Portal page, and are automatically passed through to the CollegeNet secure website.

5. Flexible design for adding questions beyond the “core” questions.

Once fully implemented, the system will allow divisions or department/programs (as a whole) or individual faculty members to pick questions from a menu of questions that are more specific to their needs.

For example, HPE and Business/Economics could each have a menu of questions that match their own specific needs. The answers to any added questions are ONLY accessible and viewable by individual faculty members, and do NOT display in the reports on the data for the “core” questions used campus-wide.

6. Automated emails to increase response rates.

Personalized reminder emails will be set to go out at various points during the evaluation period, targeted to students who have not yet responded. In previous tests, we increased student responses within the hour by sending emails from YourOpinionMatters@wou.edu, Wolfie@wou.edu, or from the WOU president.

7. Better data from truly enrolled students.

Before, the online system relied on fourth week data for course enrollment. That meant that students who may have dropped the course still had access to evaluate instructors. With this system, we can “refresh” the enrollment data so that it is more closely tied to the date the evaluation starts.

8. Restricted access rights and WOU data security.

Before any person in an administrative role (e.g., division chair, program chair) is granted access to the system, they will need to sign the *WOU Code of Responsibility for Security and Confidentiality of Records and Files*. This is the same documentation currently required of all administrative personnel to acquire access to Banner student, financial, or human resource systems. (Access will be maintained just like in Banner; individuals only receive access to what they need to perform their job.)

9. Oregon institutions using the product:

Oregon State University	University of Oregon
Southern Oregon University	Mt Hood Community College
Portland Community College	Rogue Community College
Central Oregon Community College	

10. Response rates and accuracy of online course evaluations.

An excellent summary of the research literature on this topic can be found at:
http://registrar.uoregon.edu/course_evaluations/accuracy_and_validity

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