BLUE 9 INSTRUCTOR USER GUIDE

Created March, 2025, for use with the new Blue Upgrade, beginning June 2, 2025

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HIGHER EDUCATION

Whether you are a student filling out a survey, an instructor or course coordinator managing evaluations, or an academic leader analyzing the student feedback, the following user guide can help you successfully participate in Blue evaluations based on your role within your college or university. Here, we will concentrate specifically on Instructors.

INSTRUCTOR GUIDE

Your students have been asked to evaluate one or several of your courses. Your participation may include personalizing questions to your evaluations, viewing response rates for any live evaluations, managing your ongoing evaluations by adjusting their settings, and viewing reports.

Inside this Guide, you will find information to help you with the processes of your participation in course evaluations. You will learn how to navigate the system from your new Home Page. You will have access to everything, even JMU's LMS, from there. It is our hope that you find this information to be useful to you, especially during evaluation cycles at JMU.

ACCESS YOUR EVALUATIONS AND REPORTS

You will be able to access your evaluations through either your school's Learning Management System (LMS), or through notifications and links provided to you.

FROM AN LMS

Canvas by Instructure

Log in to Canvas as you normally would with your regular school username and password. (See note at the end of this section.)

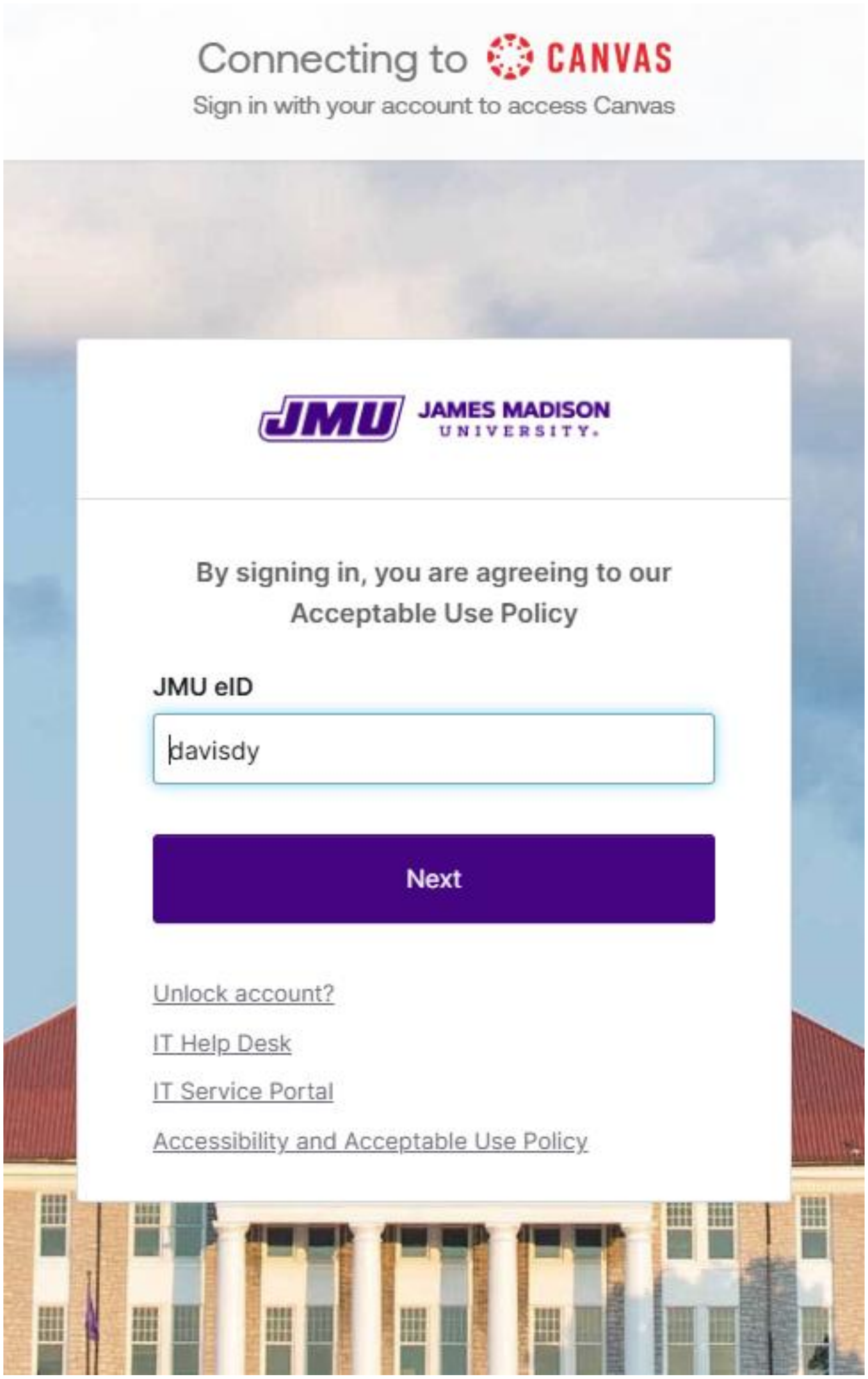


Figure 10: Canvas login page

From your dashboard, select **Courses** found in the left side-pane. Then select one of your published courses.

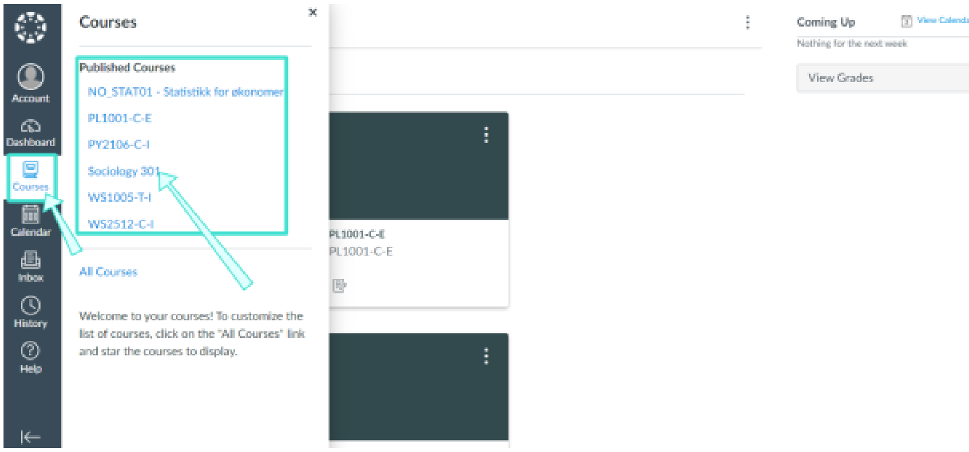


Figure 11: Canvas dashboard

Click **Blue Connector - Evaluations** to access your evaluation(s) for that course.

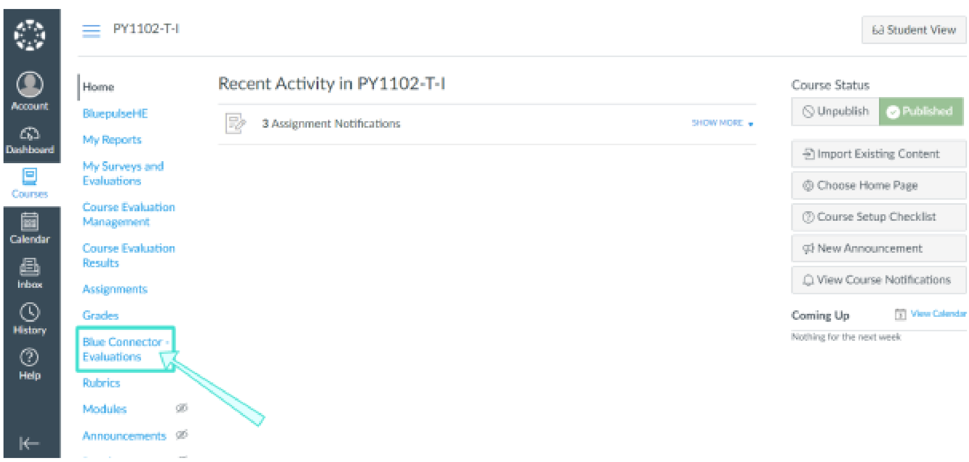


Figure 12: Blue connector - evaluations

Select an evaluation from your **Current Evaluations** list to begin.

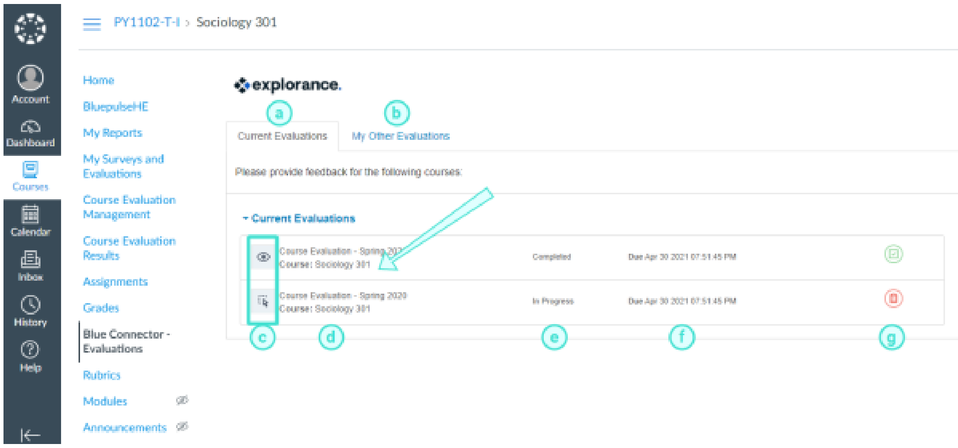


Figure 13: Canvas instructor task list

EVALUATION LIST FEATURES

a. **Current evaluations** - Lists evaluations you have for the course you are in. Simply click on the corresponding item to complete each evaluation.
b. **My other evaluations** - Lists all your other evaluations for your convenience.
c. **Task type** - Displays the type of task that has been assigned to you for this evaluation. The three most common types of tasks:
   i. **Fill out** - Allows you to complete an evaluation, survey, or form. To learn more, see Complete your evaluation.
   ii. **Question personalization** - Allows you to choose questions to add to your evaluation, survey, or form. To learn more, see Personalize your questions.
   iii. **Subject management** - Allows you to view the status of people or things being evaluated, and to modify certain settings where permitted from a single comprehensive page. To learn more, see View the Subject Management page.
d. **Description** - Displays the evaluation name and link.
e. **Status** - Indicates the status. The status can be Open (not started), In Progress, or Completed.
f. **End date** - Displays the deadline to complete the evaluation.
g. **Status icon** - Indicates the status with an icon.

JMU does not currently allow instructor access to reports or evaluation tasks through Canvas. Students may access their fill-out tasks using the link, called **Course Evaluation Tasks**, in the left pane on your course's home page in Canvas.

FROM JMU'S MYMADISON OR DIRECT LOG-IN

You can access the evaluation system from the Resources Area to the lower left under your Faculty Tab in MyMadison. It may require you to log in using your JMU credentials and Okta authentication. Upon logging in, you will land on your New Home Page.

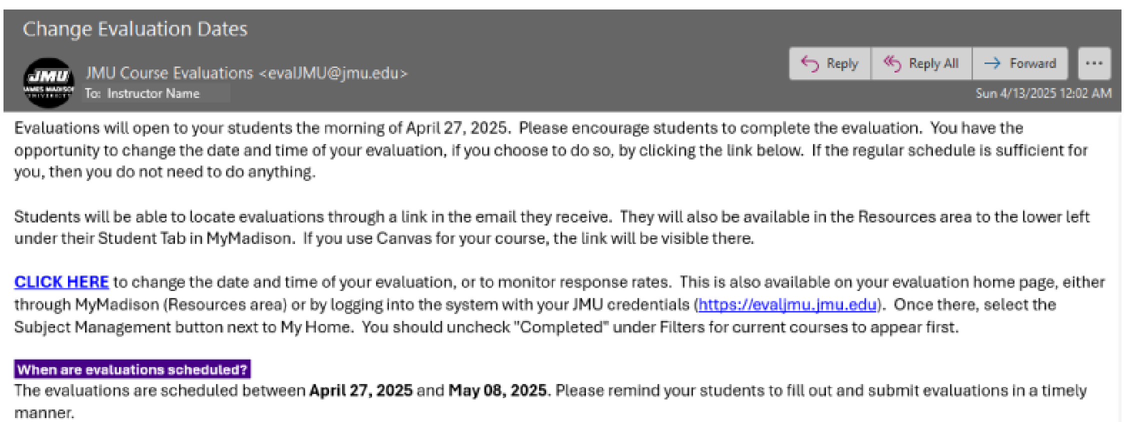
You may also log directly into the system using your JMU credentials and Okta, with the URL https://evaljmu.jmu.edu. This also takes you to your New Home Page.

FROM NOTIFICATIONS OR LINKS

Email

If you received an email to access your evaluations or reports:

1. Open the email.
2. Click on the link provided in the email's message. You will be directed to your Subject Management page which will display all of your evaluations. To learn more, see View the Subject Management page.



Change Evaluation Dates

JMU Course Evaluations <evalJMU@jmu.edu>
To: Instructor Name
Reply | Reply All | Forward
Sun 4/13/2025 12:02 AM

Evaluations will open to your students the morning of April 27, 2025. Please encourage students to complete the evaluation. You have the opportunity to change the date and time of your evaluation, if you choose to do so, by clicking the link below. If the regular schedule is sufficient for you, then you do not need to do anything.

Students will be able to locate evaluations through a link in the email they receive. They will also be available in the Resources area to the lower left under their Student Tab in MyMadison. If you use Canvas for your course, the link will be visible there.

CLICK HERE to change the date and time of your evaluation, or to monitor response rates. This is also available on your evaluation home page, either through MyMadison (Resources area) or by logging into the system with your JMU credentials (https://evaljmu.jmu.edu). Once there, select the Subject Management button next to My Home. You should uncheck "Completed" under Filters for current courses to appear first.

When are evaluations scheduled?
The evaluations are scheduled between **April 27, 2025** and **May 08, 2025**. Please remind your students to fill out and submit evaluations in a timely manner.

Figure 18: Email login to access evaluations

There will also be an email to add questions beyond departmental ones. (Not shown.)

IMPORTANT

Typically, when you access your evaluations, you will be automatically authenticated through your school's single sign on and you can skip the step of signing in.

Blue Home

If you received a website URL for your evaluation, click on the link or copy and paste it into the address bar of your browser. You will be directed to your Blue Home page which will display your evaluation tasks.

You can view your evaluations and reports from either two views:

- **BLUE HOME** - This view is the Blue Home page that you will first land on after logging in from a website URL. You will be able to manage and monitor your evaluations and view reports from this page. To learn more, see View Blue Home.
- **SUBJECT MANAGEMENT VIEW** - This is an enhanced view that will allow you to see all activity related to your evaluations on a single comprehensive page. Relevant details and options are showcased for each evaluation right when you need them, such as calls to action if tasks are incomplete, viewing response rates for live evaluations, and reports for completed ones. To learn more, see View the Subject Management page.

VIEW YOUR NEW BLUE HOME

This is new Blue Home for Instructors, the page that you will first land on after logging in from a website URL. You will be able to manage and monitor your evaluations, add questions at the appropriate times, and view reports from this page.

You may open a task or view a report from Blue Home to begin.

Here, you have the opportunity to add your own photo and biographical information. The background photo (behind the instructor image) will be system controlled. Note that photos on this page will not be carried over into the evaluations. Some of the widgets are not yet available but will be added with an enhancement and security patch soon.

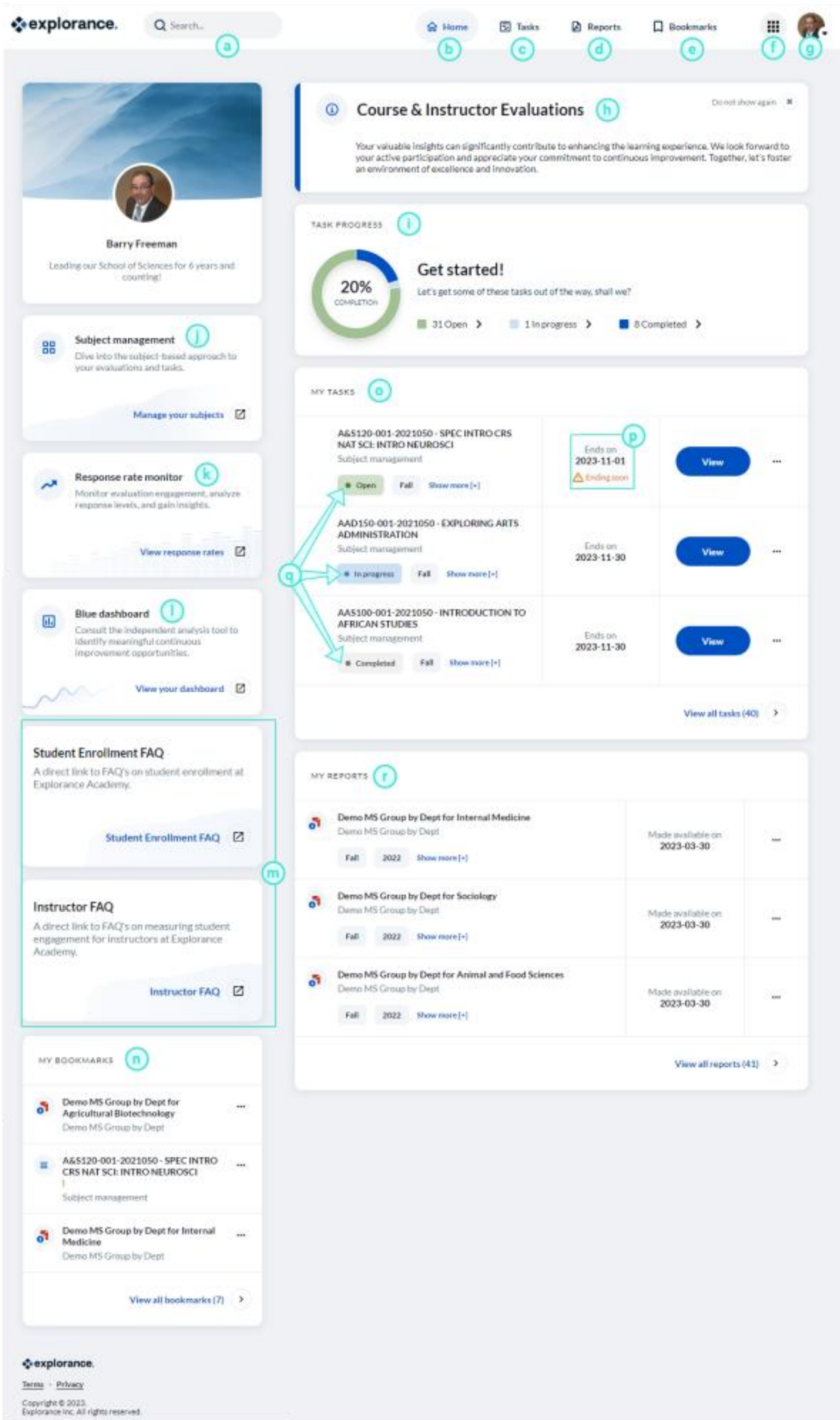


Figure 23: Blue Home, copied from the Explorance User Guide

YOUR NEW BLUE HOME'S FEATURES

a. **Search bar** - Allows you to perform a keyword search to locate a specific task or report.
b. **Home** - Directs you to Blue Home.
c. **Tasks** - Directs you to a new page displaying all of your tasks.
d. **Reports** - Directs you to a new page displaying all of your reports.
e. **Bookmarks** - Directs you to a new page displaying all of your bookmarked tasks and reports.
f. **Menu icon** - Displays access to Home and the Help Center.
    i. **Home** - Directs you to Blue Home where you can access all your tasks and reports.
g. **My profile** - Displays your name and avatar used in Blue.
    i. **My account** - Allows you to configure account settings such as your display name and image, email address, and password (if not using JMU's SSO).
    ii. **Language** - Allows you to select a different language.
    iii. **Help** - Directs you to the Blue Online Help Center homepage.
    iv. **Sign Out** - Ends your session.
h. **Advisory message** - Describes a customized message displayed to all users.
i. **Task progress overview** - Displays the amount of tasks that have been completed. The status can be Open (not yet started), In Progress (started but incomplete), or Completed (submitted and nothing left to do).
j. **Subject management launcher** - Launches a new page for you to access subject management in tile-view. To learn more, see View the Subject Management page.
k. **Response rate monitor launcher** - Launches a new page for you to access the response rate monitor. To learn more, see View the Response Rate Monitor.
l. **Blue dashboard launcher** - Launches a new page for you to access the Blue dashboard. To learn more, see Blue Dashboard (Overview). **Not currently used by JMU.*
m. **Custom launchers** - Launches a new page for you to access a custom link. This custom link is usually personalized for a specific role (Ex: student or instructor) or can link to your LMS.
n. **My bookmarks** - Displays a widget of all bookmarked tasks and reports.
o. **My tasks** - Displays a widget of evaluation tasks and links. To learn more, see Open your tasks.
p. **End date** - Displays the deadline to complete the evaluation.
q. **Status** - Indicates the evaluation status. The status can be Open (not yet started), In Progress (started but incomplete), or Completed (submitted and nothing left to do).
r. **My reports** - Displays a widget of reports assigned to you. To open, simply click on the link. To learn more, see Analyze your results.

Some items in the list above may not be available at JMU. Others are in progress and available in a future release. Contact the Evaluations Administrator with any questions.

OPEN YOUR TASKS

You can open evaluation tasks that have been assigned to you by clicking on their respective links from the **My Tasks** widget on Blue Home. Typically, the task you select will open in a new page. You may also view all of your tasks on the **TASKS** page.

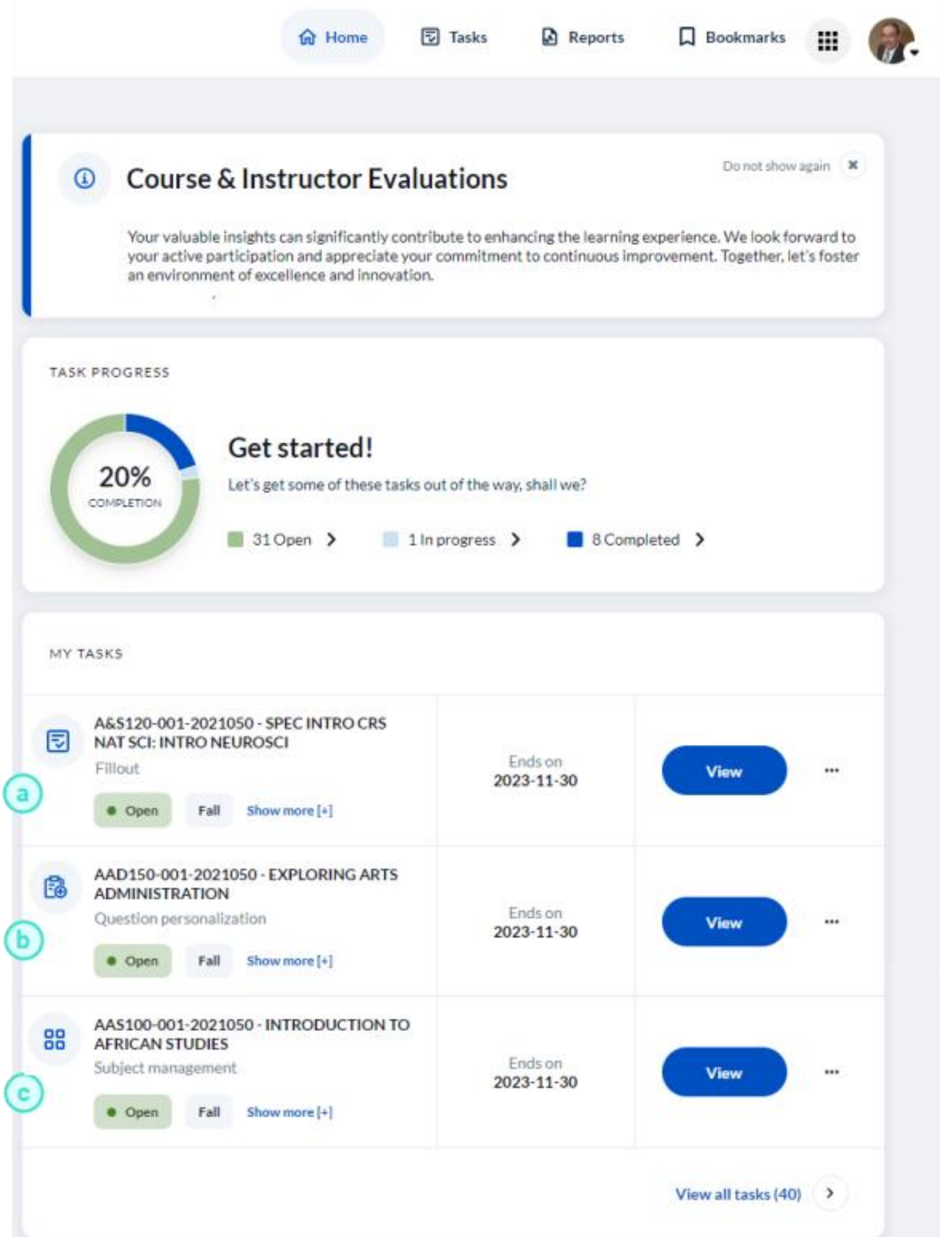


Figure 24: Instructor's Blue central task list

The three most common task types you may see are:

a. **Fill out task** - Allows you to complete an evaluation, survey, or form. **Rare for instructors*.
b. **Question personalization task** - Allows you to choose questions to add to your evaluation, survey, or form. To learn more, see Personalize your questions.
c. **Subject management task** - Allows you to view the status of people or things being evaluated, and to modify certain settings where permitted from a single comprehensive page. To learn more, see View the Subject Management page.

ANALYZE YOUR RESULTS

You may receive an email from JMU Course Evaluations that your reports are ready for viewing.

Your Reports Are Ready!

JMU Course Evaluations <evalJMU@jmu.edu>
To: Instructor Name

Reply | Reply All | Forward | ...

Wed 12/18/2024 3:01 PM

Individual faculty evaluation reports for your SUBJ courses for Fall, 2024, are ready. **Click here to access them.** They are also available in the Resources area under your faculty tab in MyMadison or by logging directly into the system using your JMU credentials (https://evalJMU.jmu.edu).

If you would like help interpreting your results, please visit the Reports section (p. 30) of the Instructor User's Guide. If you have technical issues or other questions regarding your reports, please e-mail me at davisdy@jmu.edu or call 540-568-7697.

Thank you!
Sincerely,
Donna Davis
Course Evaluation Administrator

This e-mail is for use by JMU's course evaluation system only. Grades and other course-related inquiries should be directed to registrar@jmu.edu.

Click the link to access your reports. As stated in JMU's official email, you may also log into the system with your JMU credentials using the URL https://evalJMU.jmu.edu to access your reports. Logging in will take you to your new Blue Home Page.

To view reports from your Blue Home page, navigate to the Reports section.

1. Select a report you wish to view. A new page will open.

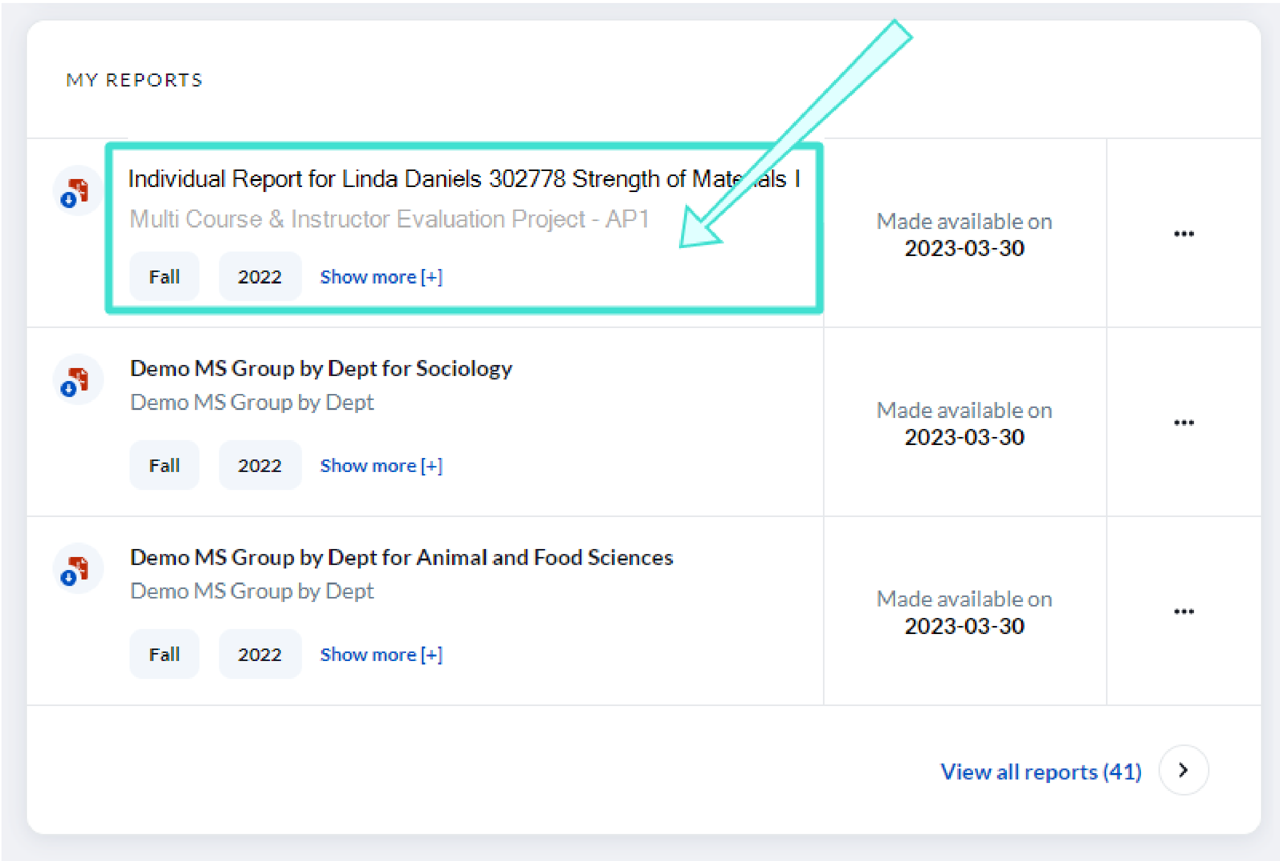


Figure 25: Reports section on Blue central page

2. View your report. To learn more, see Reports, beginning on page 65 of this guide.
3. Note that the Reports widget on your Home Screen will only allow three to five report links to be visible. To find all your reports, click **My Reports** or **View All Reports**, which opens a separate window with up to 10 reports per page.

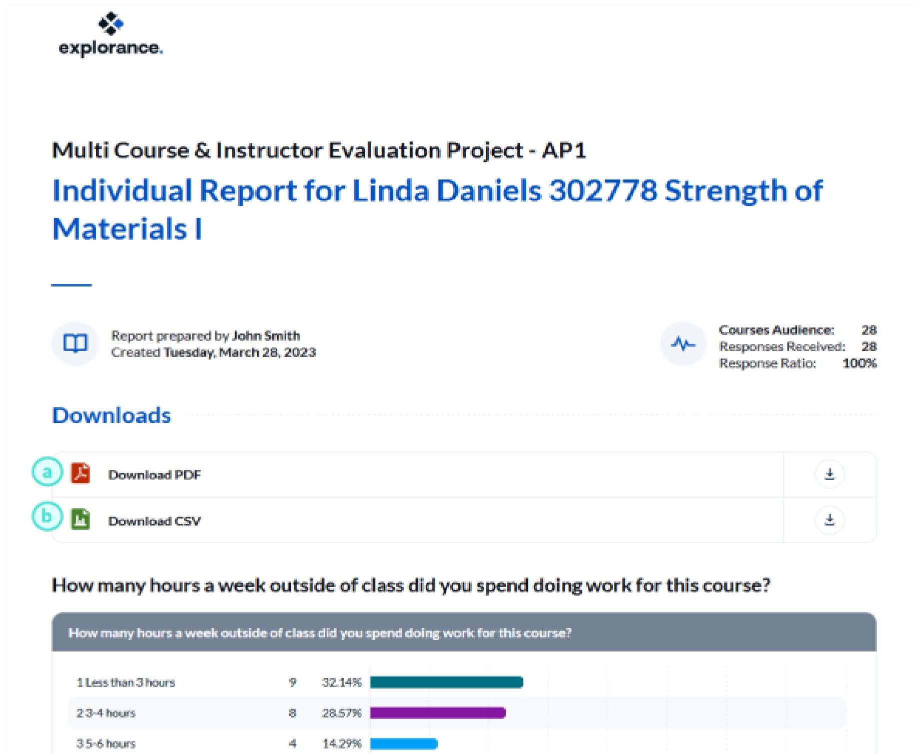


Figure 26: Individual report, copied from Explorance

If allowed by your Blue administrator, you may be able to:

a. **Download PDF -** Download report to your computer as PDF file.
b. **Download CSV** - Download raw response data to your computer in CSV format.

JMU allows and encourages the use of PDF and CSV downloads. If printing is necessary, the PDF will print more accurately. CSV spreadsheets allow you to present your data in ways the JMU Report may not utilize.

VIEW THE SUBJECT MANAGEMENT PAGE

This is an enhanced view that will allow you to see all activity related to your evaluations on a single comprehensive page. Relevant details and options are showcased for each evaluation right when you need them, such as calls to action if tasks are incomplete, viewing response rates for live evaluations, and reports for completed ones.

NOTE

Subjects will appear on this page until the project they are associated with has been archived.

To access the subject management page from the Blue Home page:

- Click the **Subject Management** launcher. A new page will appear where you will see **all your evaluations** represented as tiles.

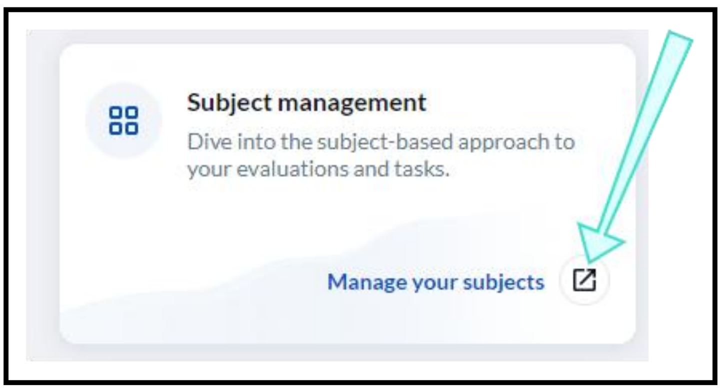


Figure 27: Subject management button from Blue Home page

From this page, you will be able to:

- **View response rates** - View real-time response rates to your live evaluation(s).**View or manage evaluation settings** - View or adjust settings to your evaluation(s).
- **View reports** - View individual or aggregate reports by course.

TIPS

Bookmark this page for easier access in the future.

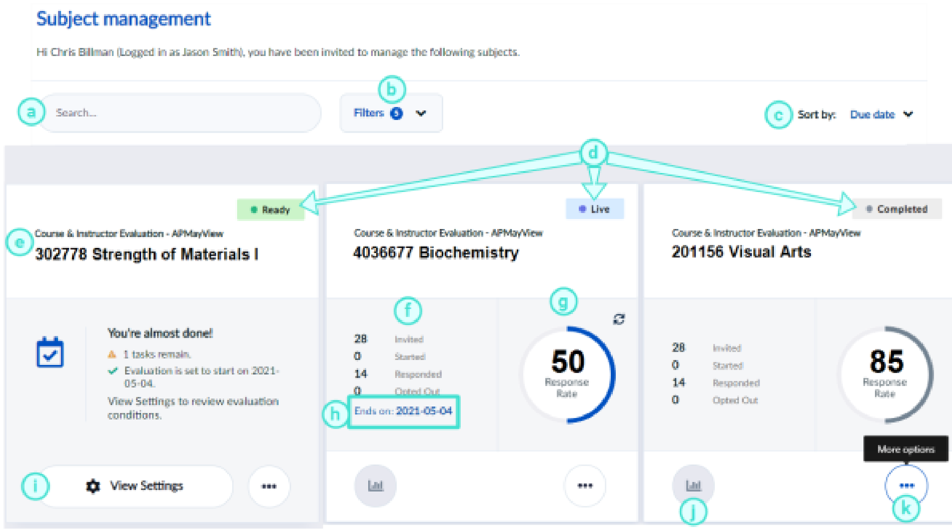


Figure 28: Subject management page

SUBJECT MANAGEMENT VIEW FEATURES

a. **Search bar** - Allows you to do a keyword search to locate specific evaluations.
b. **Filters** - Allows you to filter evaluations displayed according to their status.
c. **Sort by** - Allows you to sort your list by due date or course name.
d. **Status** - Indicates the evaluation status. See more on statuses.
e. **Evaluation** - Displays the evaluation and project name.
f. **Participant details** - Indicates the number of participants who were invited, started, responded, and opted out of the evaluation.
g. **Response rate** - Displays the number of responses the evaluation has received.
h. **End date** - Displays the deadline for students to complete the evaluation.
i. **View Settings** - View settings to your evaluation. If your Blue administrator has allowed you to adjust your evaluation settings, then you may see **Manage Settings** instead.
j. **Reports** - Allows you to view reports. To learn more, see Analyze your results.
k. **More Options** - Displays more options including:
- **View QR code** - Print or display the QR code for your evaluation to students during remote or in-class sessions to encourage participation.
- **View respondents** - Lists the respondents to your evaluation. ~~From this screen you can also email all respondents that haven't completed their fillout yet~~. ***JMU does not allow instructors to see the response status of students or to email students through the evaluation system.***
- **Download raw data** - Allows you to download a CSV file containing raw response data to a completed evaluation, once the evaluation is available for instructor viewing.

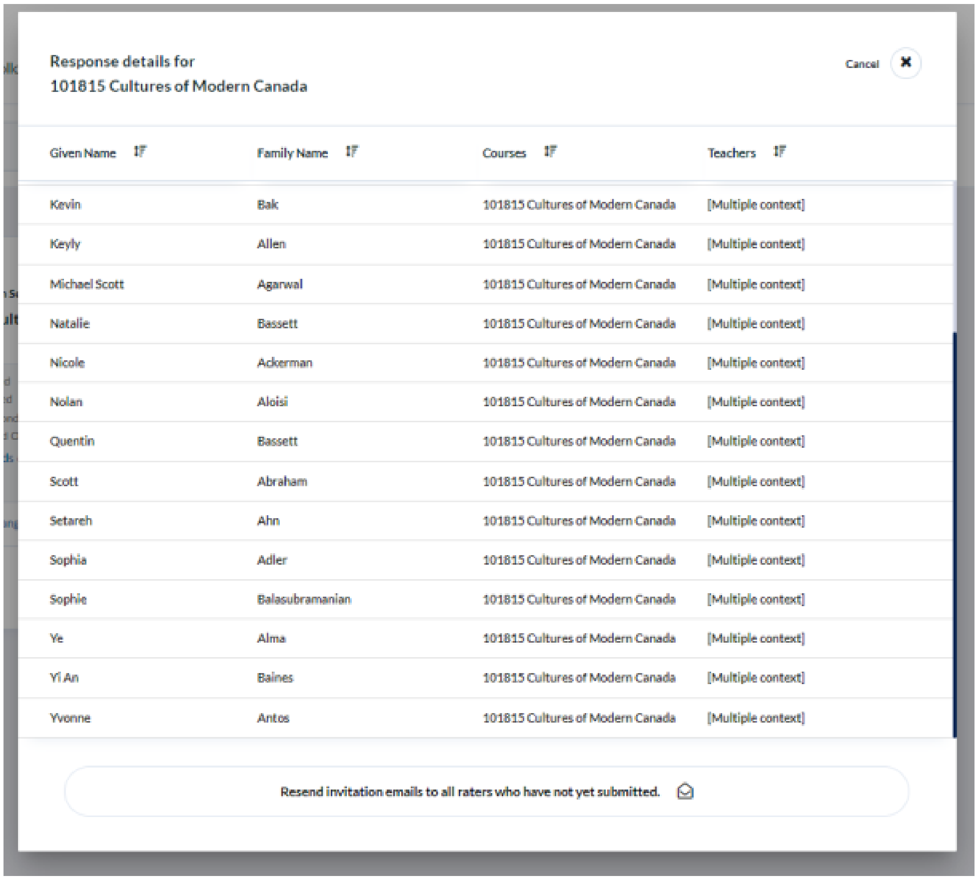


Figure 29: Subject management respondent list

VIEW YOUR EVALUATION SETTINGS

Typically, settings to your **end-of-term evaluations** will be view-only. If your Blue administrator has allowed you to adjust settings to your evaluations, see Manage your evaluation settings. ***JMU allows instructors to manage evaluation settings such as the date and time the evaluation is available to students.**

The typical evaluation will go through a sequence of three statuses in the following order:

1. **Ready** - Ready means the evaluation is set to begin. You may still have some optional tasks to complete, so take note of on-screen instructions. This is typically the first stage of the evaluation process.
2. **Live** - The evaluation has started. Your respondents can access their tasks through email, LMS or by other means communicated with them already. If you see a QR code option, you may also display it to encourage your students during in-person or remote sessions.
3. **Completed** - The evaluation has ended and students will no longer be able to fill out the evaluation.

Other statuses you may see:

- **Pending** - A Pending status means your Blue administrator has made this evaluation optional. No evaluations will be sent out unless you or someone authorized to manage this evaluation launches it. This is typically seen in midterm evaluations.
- **Expired** - This status will only appear if a Pending evaluation was not launched by a certain date.
- **Opted out** - You (or someone authorized) has chosen to skip this evaluation. No invitations will be sent and no results will be collected for this evaluation.
- **Paused** - The evaluation has been paused. This will temporarily prevent students from providing feedback until it is unpaused and goes Live again. This is useful if you started the evaluation prematurely and want to start it again at a later date.

READY STATUS

Ready means the evaluation is set to begin. You may still have some optional tasks (typically question personalization) to complete, so take note of on-screen instructions. You can complete your tasks and view settings to Ready evaluations by clicking **View Settings** .

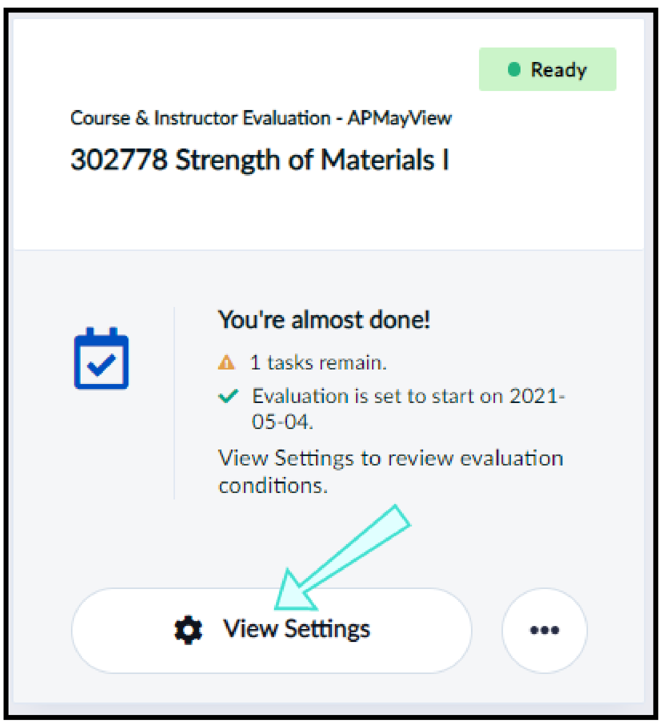


Figure 30: View settings for ready evaluation

You may view settings before the evaluation goes Live on the start date.

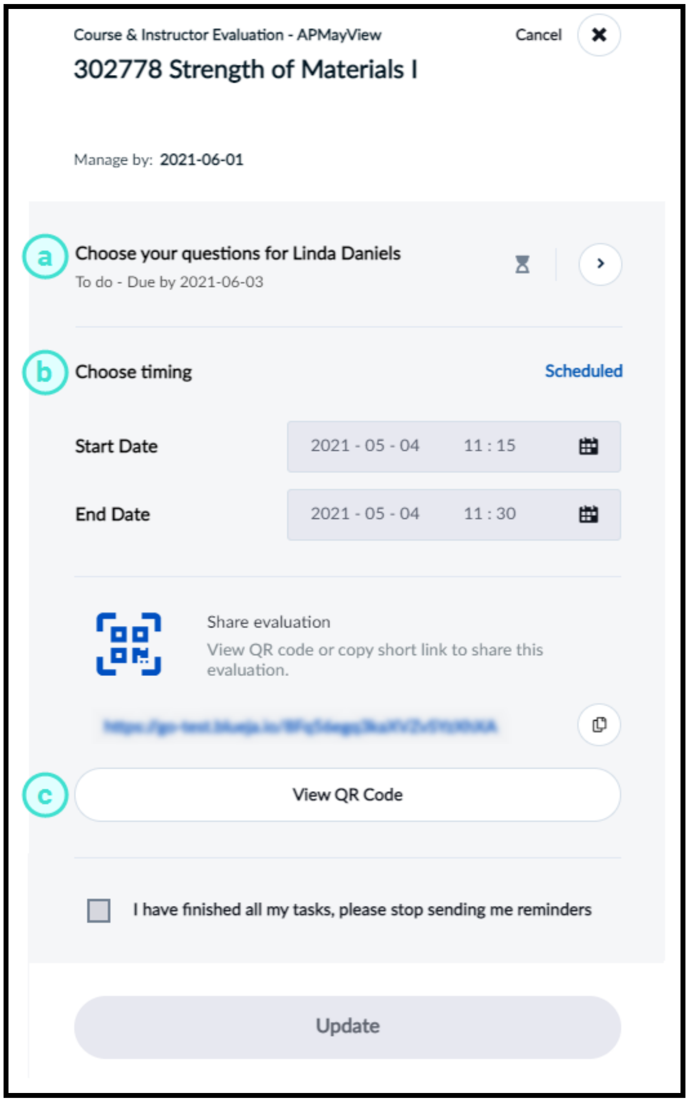


Figure 31: View settings window for ready evaluation

VIEW SETTINGS WINDOW FOR READY EVALUATION

a. **Choose your questions for [Instructor]** - Allows you to add questions to your evaluation. To learn more, see Personalize your questions.
b. **Choose timing** - Corresponds to when the evaluation will be Live and students will be able to respond.
c. **Share evaluation** - Print or display the QR code for your evaluation to students during remote or in-class sessions to encourage participation.

LIVE STATUS

The evaluation has started and your respondents can access their tasks through email, LMS or by other means communicated with them already. You can view settings to Live evaluations by clicking the **More Options** button and selecting **View Settings.**

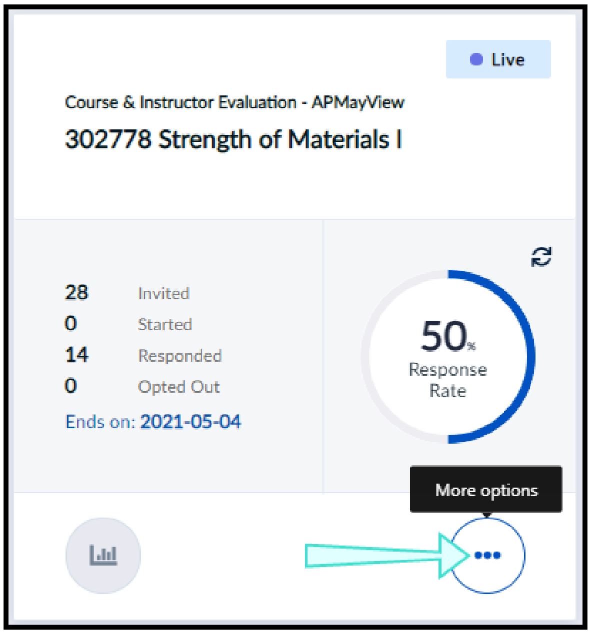


Figure 32: View settings for a Live evaluation

You may view settings to your Live evaluation before it ends.

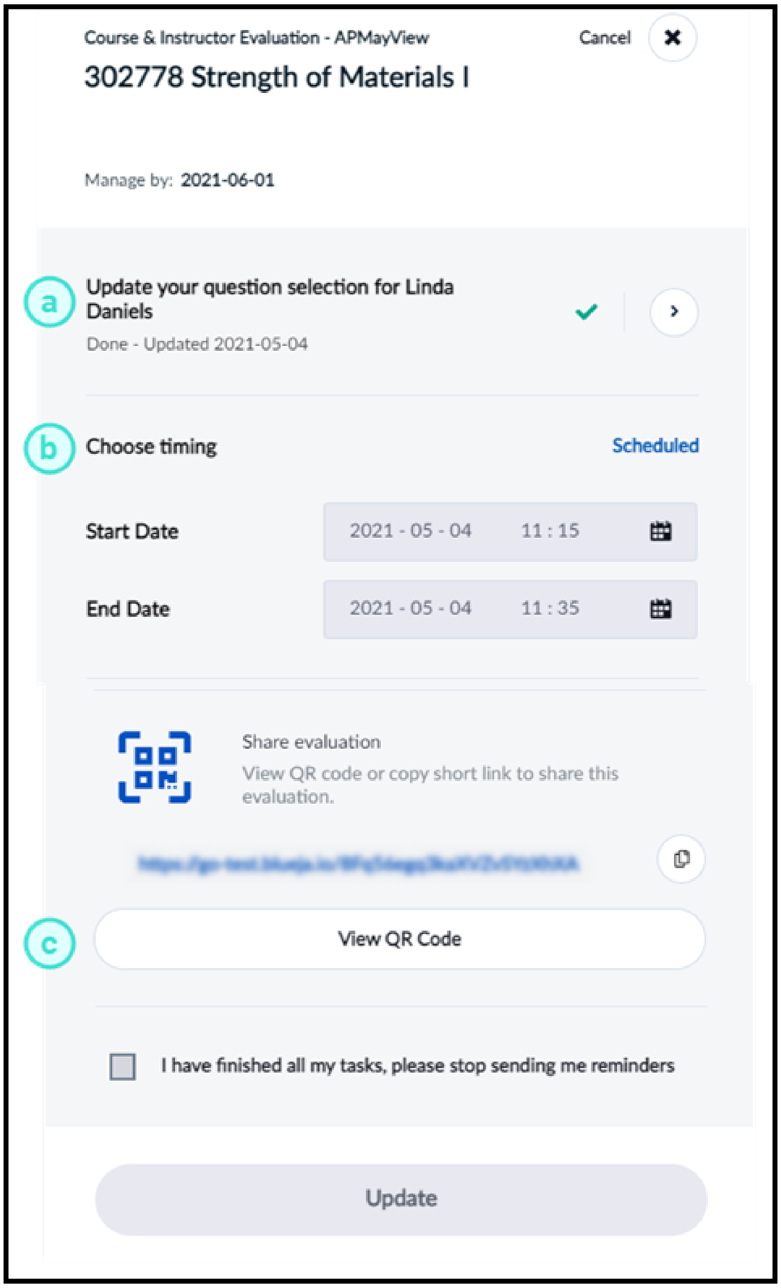


Figure 33: View settings window for live evaluation

VIEW SETTINGS WINDOW FOR LIVE EVALUATION

a. **Update your question selection for [Instructor]** - Allows you to view personalized questions you added to your evaluation while it is Live. To learn more, see Personalize your questions.
b. **Choose timing** - Corresponds to when the evaluation will be Live and students will be able to respond.
c. **Share evaluation** - Print or display the QR code for your evaluation to students during remote or in-class sessions to encourage participation.

COMPLETED STATUS

The evaluation has ended and students will no longer be able to fill out the evaluation. You can view settings to Completed evaluations by clicking the **More Options** button and selecting **View Settings** . You may consult the questionnaire to verify which questions were included in the evaluation or view the timing to determine when the evaluation was done.

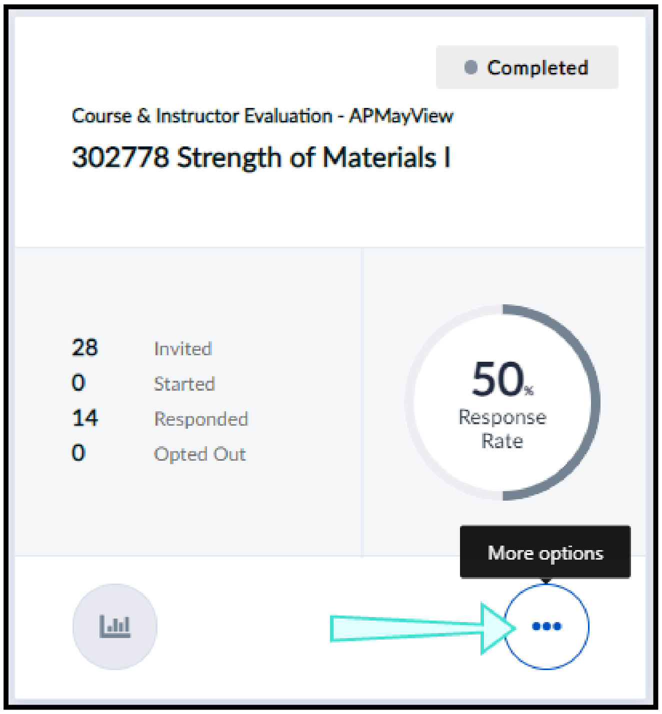


Figure 34: View settings button for completed evaluation

OTHER STATUSES YOU MAY SEE

Pending - A Pending status means your Blue administrator has made this evaluation optional. No evaluations will be sent out unless you or someone authorized to manage this evaluation launches it.

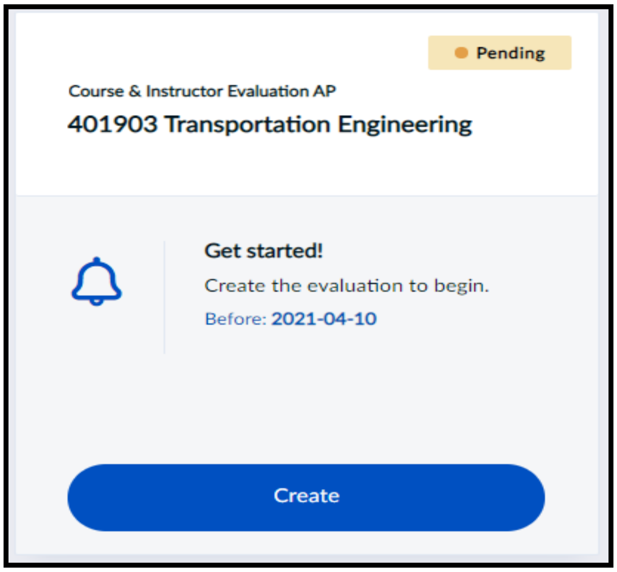


Figure 35: Pending evaluation

Expired - This status will only appear if a Pending evaluation was not launched by a certain date.

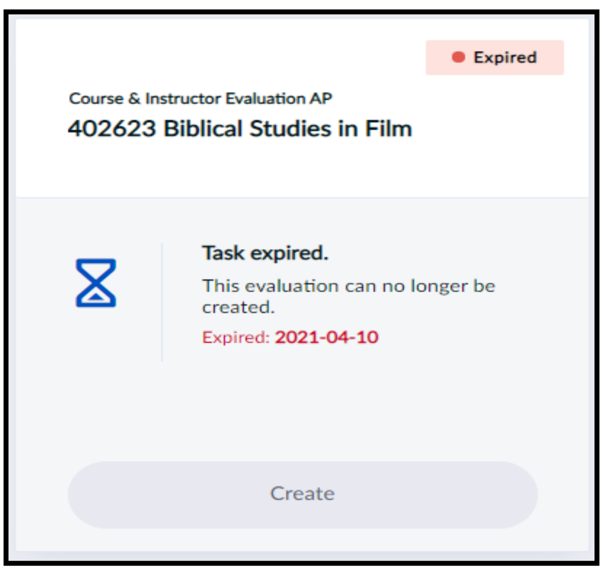


Figure 36: Expired evaluation

Opted out - You (or someone authorized) has chosen to skip this evaluation. No invitations will be sent, and no results will be collected for this evaluation. ***JMU does not currently allow instructors or students to opt out of evaluations by this method. Please contact the Evaluations Administrator for assistance in this area.***

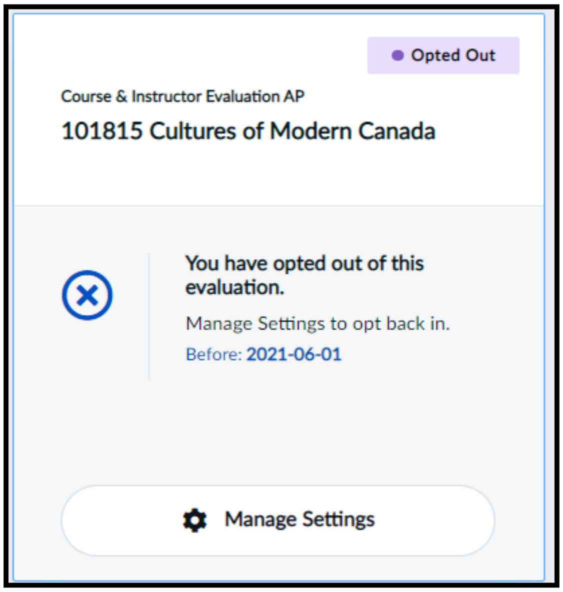


Figure 37: Opted out evaluation

Paused - The evaluation has been paused. This will temporarily prevent students from providing feedback until it is unpaused and goes Live again. This is useful if you started the evaluation prematurely and want to start it again at a later date.

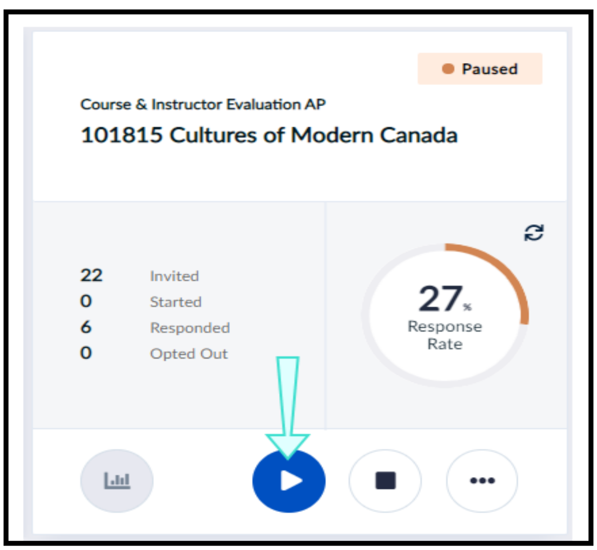


Figure 38: Paused evaluation

MANAGE YOUR EVALUATION SETTINGS

You may be given rights to configure settings for some of your evaluations. In this section, **midterm evaluations** will be used as an example of what you may be asked to configure. If your Blue administrator has not allowed you to adjust any of your evaluation settings, see View your evaluation settings.

The typical **midterm evaluation** will go through a sequence of four statuses in the following order:

1. **Pending** - A Pending status means your Blue administrator has made this evaluation optional. No evaluations will be sent out unless you or someone authorized to manage this evaluation launches it. Once a Pending evaluation is created and launched, the status will become Ready.
2. **Ready** - Ready means the evaluation is set to begin. You may still have some optional tasks to complete, so take note of on-screen instructions.
3. **Live** - The evaluation has started. Your respondents can access their tasks through email, LMS or by other means communicated with them already. If you see a QR code option, you may also display it to encourage your students during in-person or remote sessions.
4. **Completed** - The evaluation has ended and students will no longer be able to fill out the evaluation

***JMU does not currently require mid-term evaluations**. Instructors have the option to offer them to their students. As of this Guide's publication, no one has used the evaluation system for their mid-term evaluations. Contact the Evaluation Administrator if you would like to be the first!

Other statuses you may see:

- **Expired** - This status will only appear if a Pending evaluation was not launched by a certain date.
- **Opted out** - You (or someone authorized) has chosen to skip this evaluation. No invitations will be sent and no results will be collected for this evaluation.
- **Paused** - The evaluation has been paused. This will temporarily prevent students from providing feedback until it is unpaused and goes Live again. This is useful if you started the evaluation prematurely and want to start it again at a later date.

READY STATUS

Ready means the evaluation is set to begin. You may still have some optional tasks to complete, so take note of on-screen instructions. You can view or adjust settings to Ready evaluations by clicking **Manage Settings** .

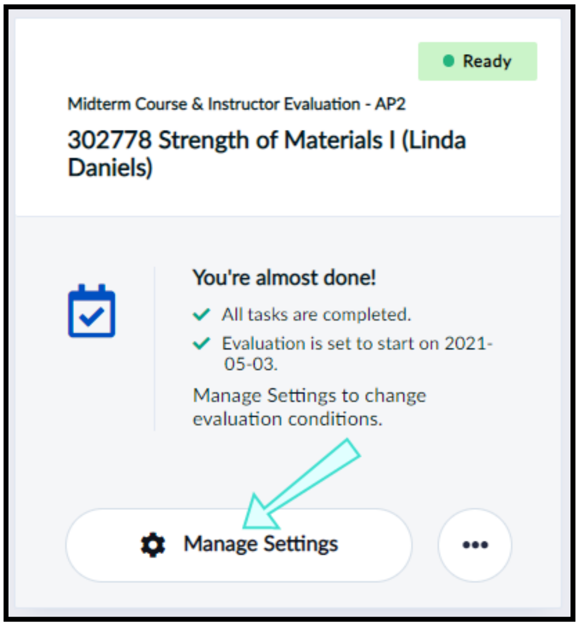


Figure 45: Manage settings for ready evaluation

If allowed by your Blue administrator, you may adjust **some or all settings** to your Ready evaluation before it goes Live on the start date.

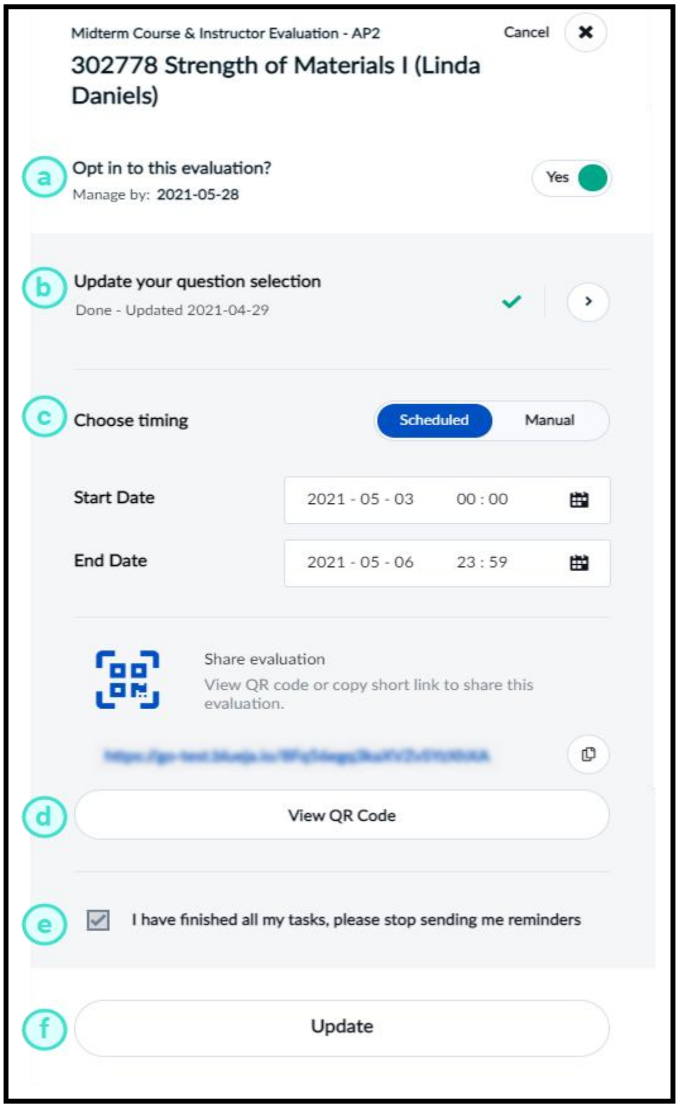


Figure 46: Manage settings window for ready evaluation

MANAGE SETTINGS WINDOW FOR READY EVALUATION

a. **Opt in to this evaluation?** - Choose whether the course will be evaluated or not. Default participation will typically be set to Yes. Once an evaluation goes Live, this cannot be modified. ****Not currently used by JMU.***

b. **Update your question selection** - Allows you to update questions you have chosen for your evaluation. To learn more, see Personalize your questions.

c. **Choose timing** - Set the start and end dates to when students will be able to complete your evaluation. You may use a scheduled calendar or do it manually.

d. **Share evaluation** - Print or display the QR code for your evaluation to students during remote or in-class sessions to encourage participation. You might copy the evaluation link above the QR code to share in an email to your students.

e. **Checkbox** - Check this box if you have finished all your tasks and wish to stop receiving reminders.
f. **Update** - Updates your setting changes.

You may click on the following sections for instructions on how to opt out, choose questions, and choose the timing for your Ready evaluations.

Opt out

As the course instructor, opting out of an evaluation means that you are choosing that the course will not have a midterm evaluation.

OPT OUT

If you wish to opt out of an evaluation:

1. Toggle the **Yes/No** button to **No** from the manage settings window.

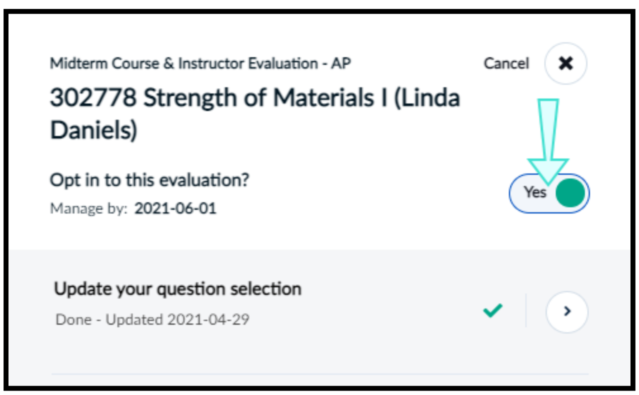


Figure 47: Opt out

2. Click **Update** to save your changes. The course will no longer be evaluated and the tile's status will become Opted out.

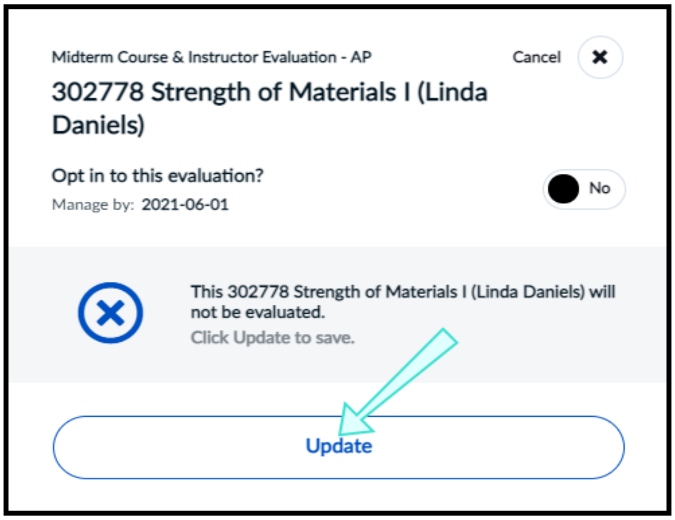


Figure 48: Opted out

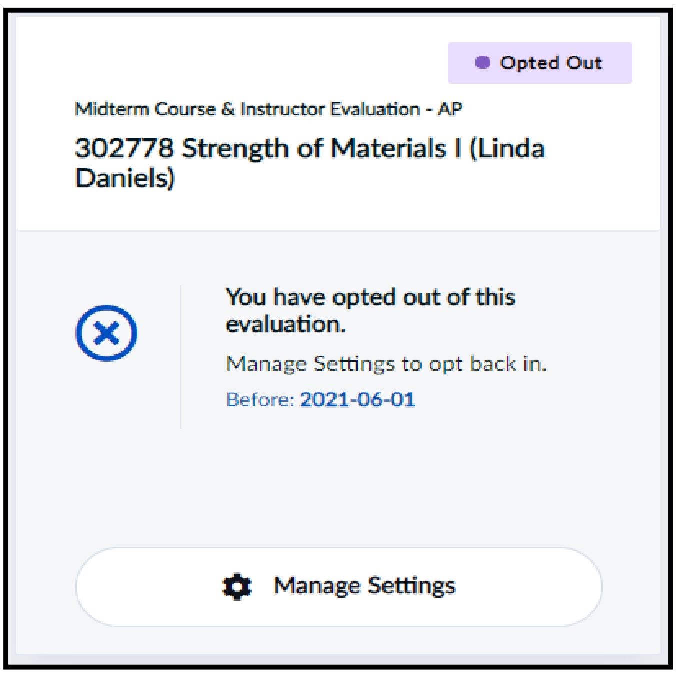


Figure 49: Opted out status

If you change your mind and wish to opt back into an evaluation:

1. Click **Manage Settings** .
2. Toggle the **Yes/No** button to **Yes** from the manage settings window. A confirmation window will appear.

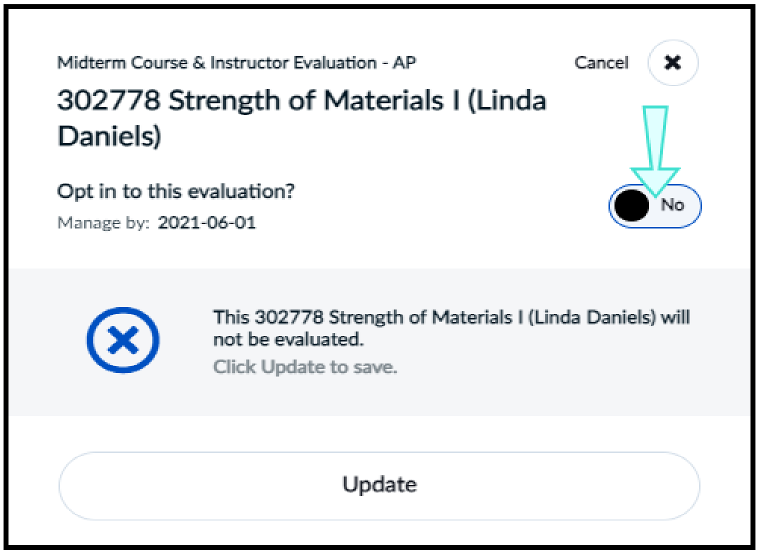


Figure 50: Opt back in

3. Click **Yes, I'm Sure.** Your evaluation's status will become Ready and the course will be evaluated again.

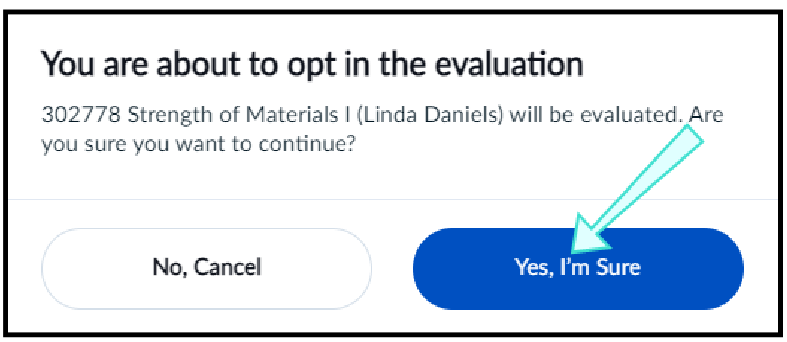


Figure 51: Opt back in

Choose timing

You may be able to change start and end dates to your evaluations if allowed by your Blue administrator. The two types of timing methods are scheduled and manual.

SCHEDULED TIMING

1. Click the calendar icon next to **Start Date** or **End Date** from the manage settings window.

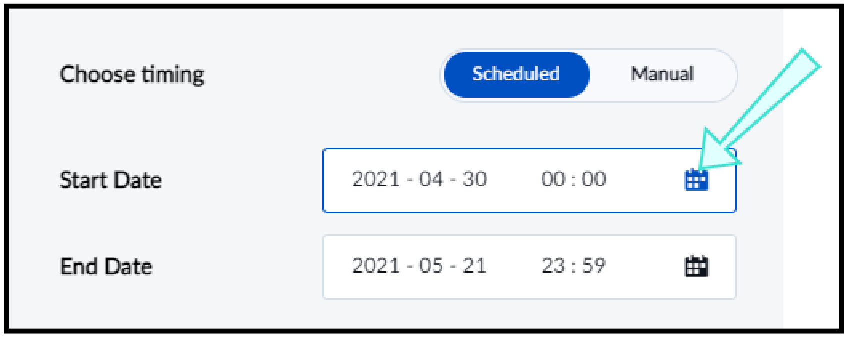


Figure 52: Scheduled choose timing

2. Select the date and time from the monthly calendar view. You may see that some dates are unavailable for selection since a date range has been predefined for you to choose from.
3. Click **Apply** when you are done.

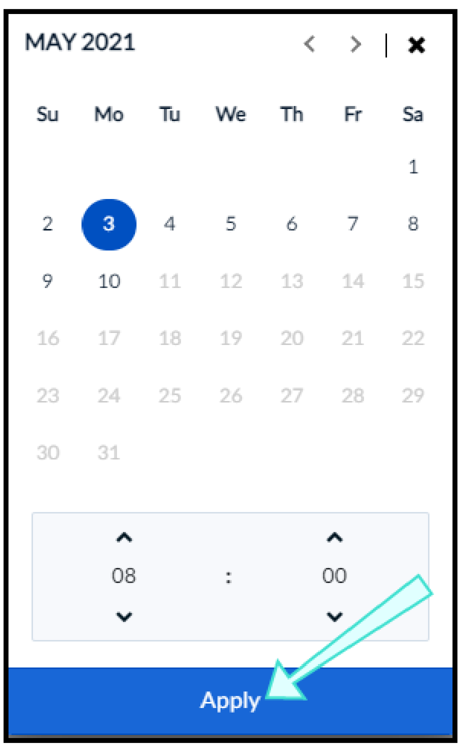


Figure 53: Apply a new date

MANUAL TIMING

1. Select the toggle button to **Manual** and click **Update** from the manage settings window.

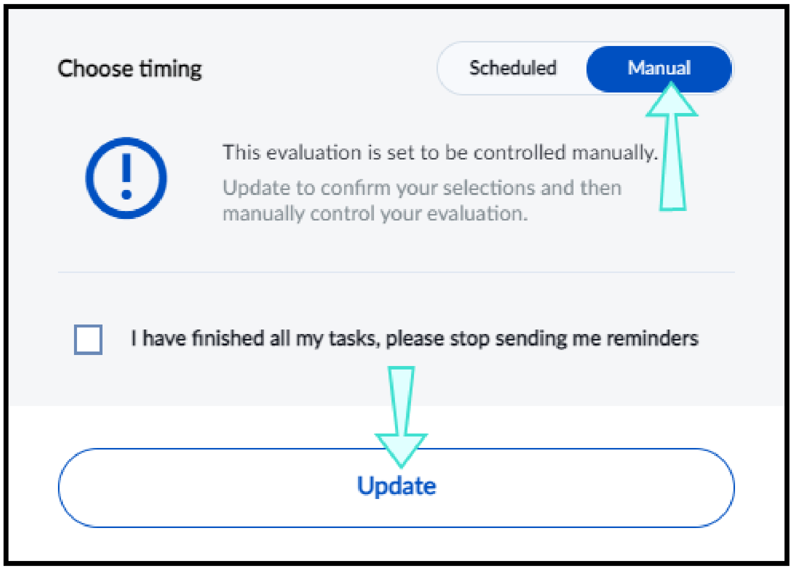


Figure 54: Manual timing

2. Click **Start the Evaluation** when you would like the evaluation to go Live. A confirmation window will appear.

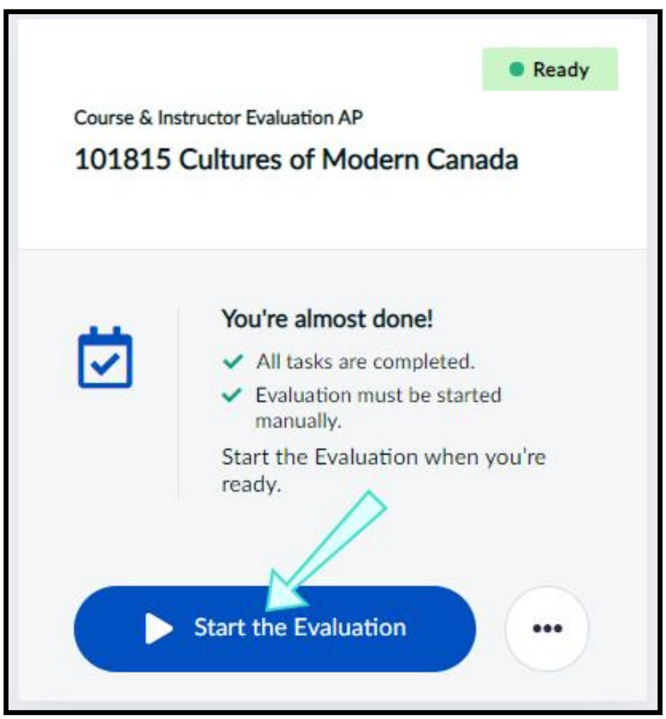


Figure 55: Start the evaluation

3. Click **Yes, I'm Sure** . The term raters refers to the students invited to complete the evaluation. Your evaluation has now gone Live.

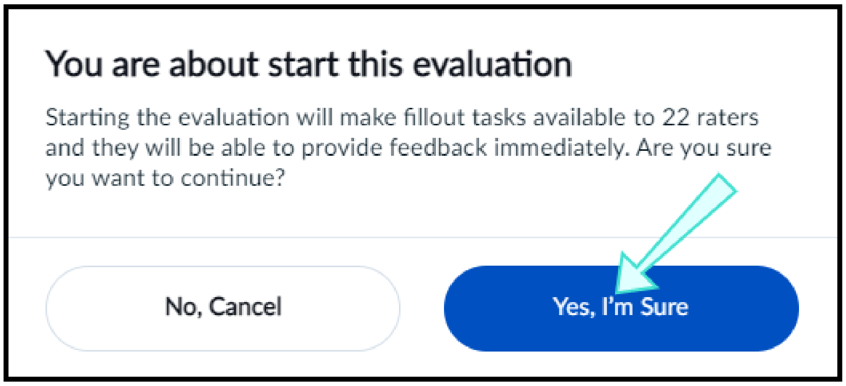


Figure 56: Confirmation window

MANUAL TIMING of an evaluation is useful when combined with the QR Code, which is available under Manage Settings on your Subject Tile. See figure 58 on page 35.

LIVE STATUS

The evaluation has started and your respondents can access their tasks through email, LMS or by other means communicated with them already. You can view or adjust your settings to Live evaluations by clicking the **More Options** button and selecting **Manage Settings.**

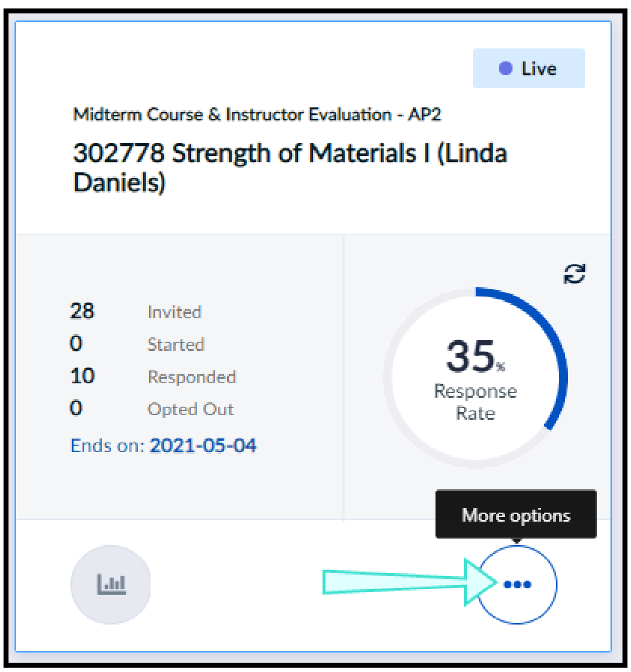


Figure 57: Manage settings for a Live evaluation

You may view or adjust settings to your Live evaluation before it ends. Some settings will be locked for changes since the evaluation has already gone Live.

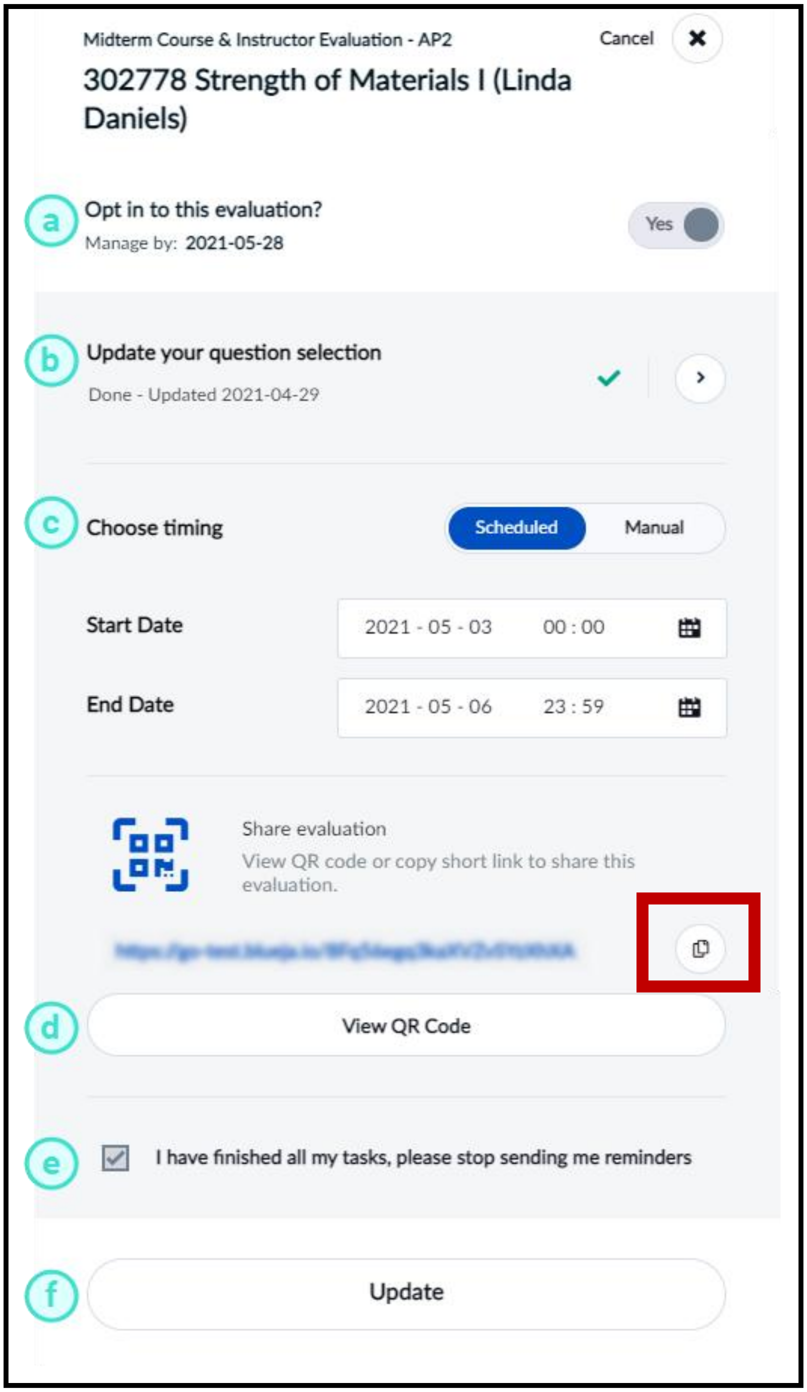


Figure 58: Manage settings window for live evaluation

MANAGE SETTINGS WINDOW FOR LIVE EVALUATION

a. **Opt in to this evaluation?** - You will not be able to opt out of the evaluation since it has already gone Live.

b. **Update your question selection** - Allows you to view questions you have chosen for your evaluation while it is Live. Selecting this will bring you to your Question Personalization page. To learn more, see Personalize your questions.
c. **Choose timing** - Adjust the start and end dates to when students will be able to complete your evaluation. You may use a scheduled calendar or do it manually.
d. **Share evaluation** - Print or display the QR code for your evaluation to students during remote or in-class sessions to encourage participation. Immediately above the QR code bar, there is a link and a "Copy" icon. Copy and paste the link into communications to students. ***Remember, your link and QR code are unique to your class / section.***
e. **Checkbox** - Check this box if you have finished all your tasks and wish to stop receiving reminders.
f. **Update** - Updates your setting changes.

If you wish to view instructions on how to adjust timing to your Live evaluations, click the following:

Adjust timing to your Live evaluations

You may be able to adjust start and end dates to your Live evaluation if allowed by your Blue administrator. The two types of timing methods are scheduled and manual.

SCHEDULED TIMING

If you wish to adjust the timing to your Live evaluation:

1. Click the calendar icon next to **Start Date** or **End Date** from the manage settings window.

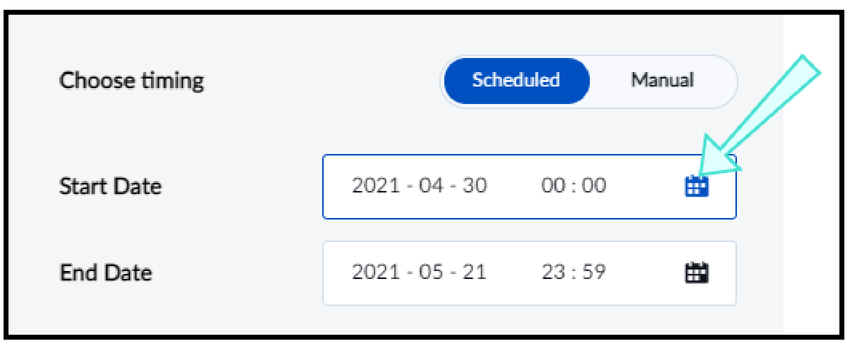


Figure 59: Scheduled choose timing

2. Select the date and time from the monthly calendar view. You may see that some dates are unavailable for selection since a date range has been predefined for you to choose from.

IMPORTANT

If you adjust a Live evaluation's start date to a time in the future, then your evaluation's status will become **Ready** when the new start date and time pass.

3. Click **Apply** when you are done.

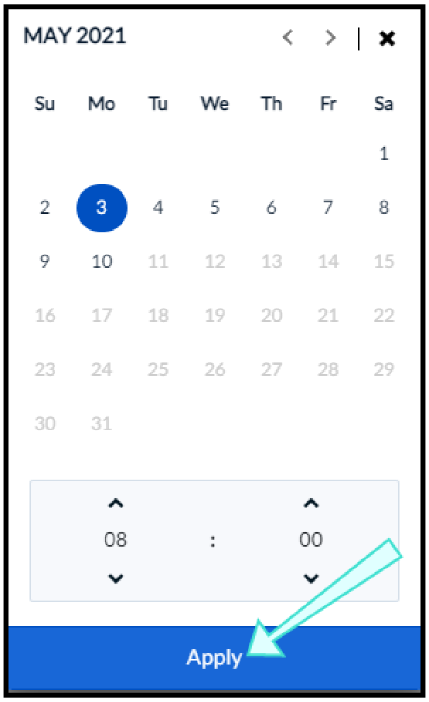


Figure 60: Apply new date

MANUAL TIMING: STOPPING AND STARTING

Similar to a stopwatch, the manual timing method allows you to start or stop your Live evaluation when necessary.

Figure 61: Pause or stop

a. **Pause** - The evaluation has been paused. This will temporarily prevent students from providing feedback until it is unpaused and goes Live again. This is useful if you started the evaluation prematurely and want to start it again at a later date.
b. **Stop** - Ends the evaluation. If some student feedback has already been collected, stopping and confirming will permanently end the evaluation. The evaluation's status will become Completed.

To pause a manually timed evaluation:

Click **Pause** and the evaluation's status will become Paused until you click **Start** again.

CAUTION

Remember to start the evaluation again, otherwise students won't get a chance to submit their responses.

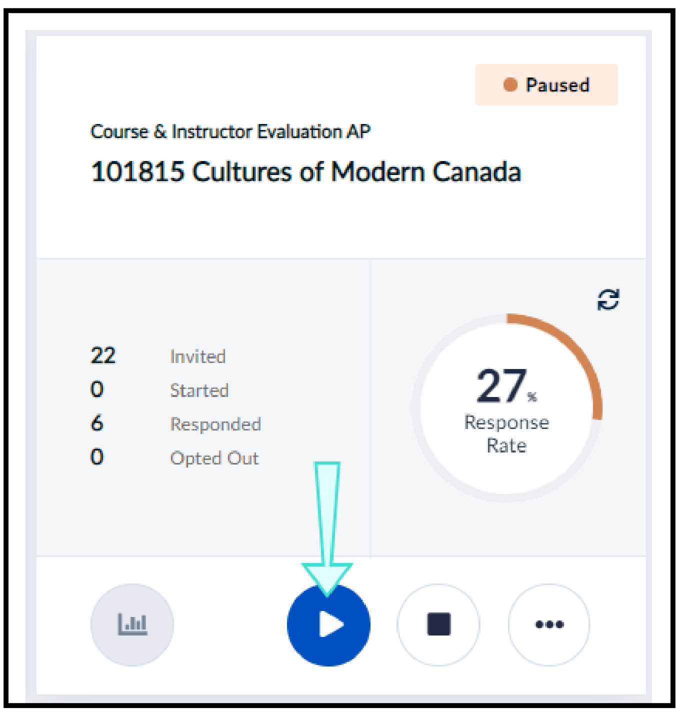


Figure 62: Paused evaluation

To stop a manually timed evaluation:

1. Click **Stop.** A confirmation box will appear.

CAUTION

Stopping and confirming a manually timed evaluation with some student feedback already collected will **permanently end the evaluation.**

2. Click **Yes, I'm Sure** if the feedback data collected so far is sufficient.

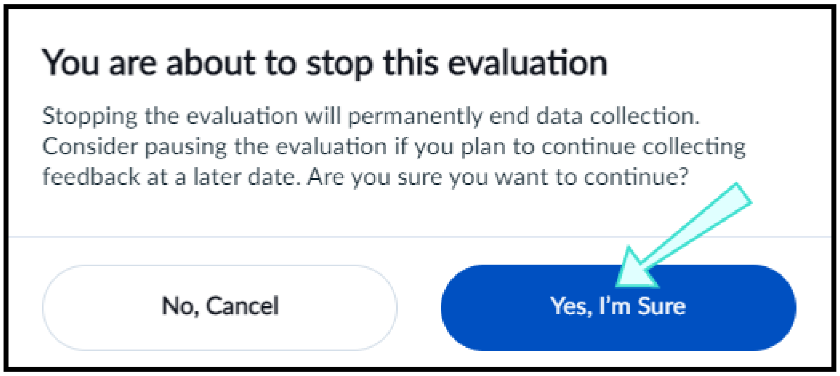


Figure 63: Stop an evaluation

The evaluation's status will become Completed.

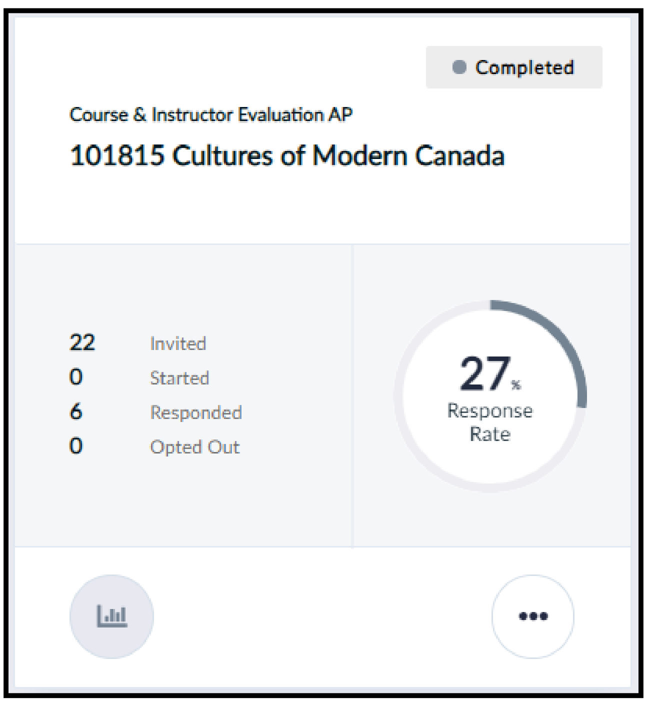


Figure 64: Completed status

COMPLETED STATUS

The evaluation has ended and students will no longer be able to fill out the evaluation. You can view settings to Completed evaluations by clicking the **More Options** button and selecting **Manage Setting** . You may consult the questionnaire to verify which questions were included in the evaluation, or view the timing to determine when the evaluation was done.

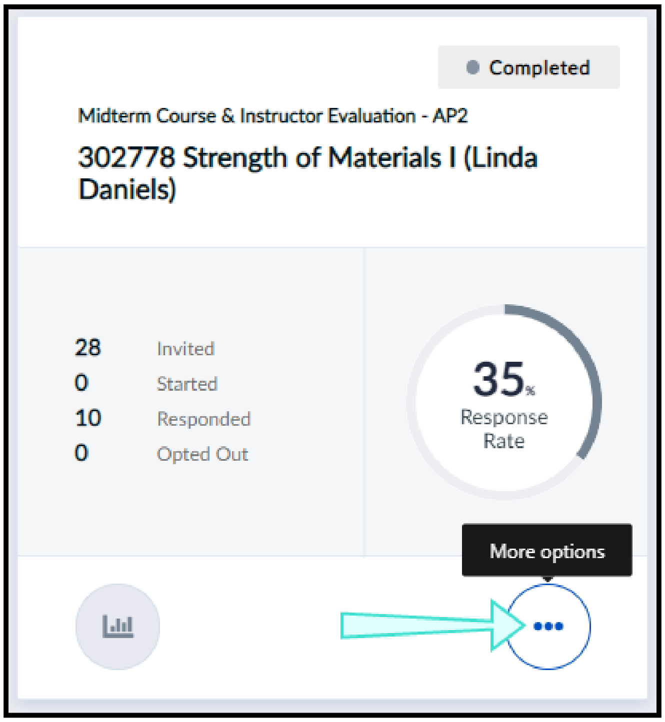


Figure 65: Manage settings button for completed evaluation

An additional feature you may see is being able to download raw response data to a Completed evaluation.

Download raw data

You will be able to download the raw response data to your evaluation if you see a **Download Raw Data** button in your evaluation tile.

1. Click **More Options** . A drop-down list will appear.
2. Select **Download Raw Data** . A CSV file will automatically download itself to your computer. ***JMU allows instructors to download raw data with their reports, received 48 hours after the grade submission deadline.***

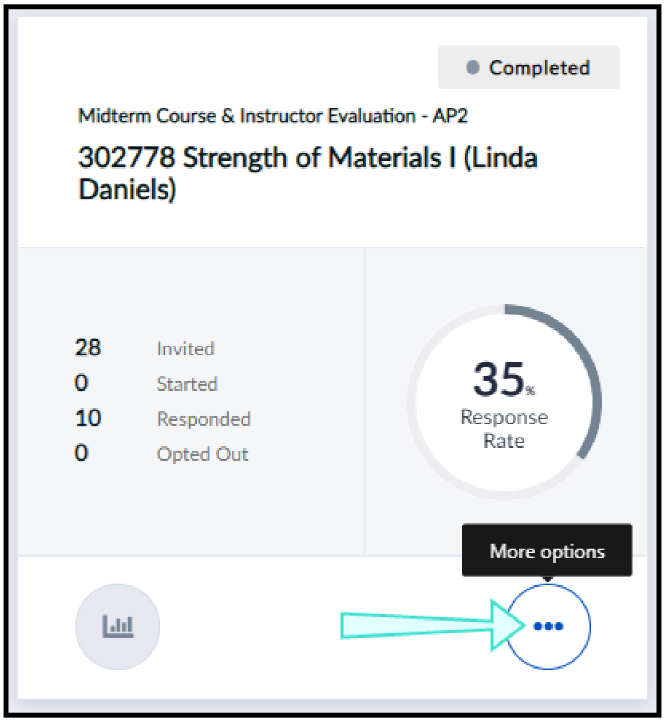
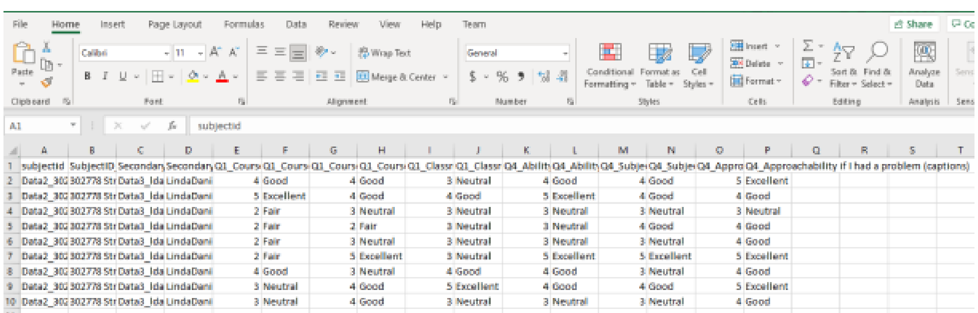


Figure 66: Download raw data

3. Open the CSV file.
4. View your evaluation's raw response data.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	subjectid	SubjectID_	Secondary	Secondary	Q1_Cours	Q1_Cours	Q1_Cours	Q1_Cours	Q1_Classr	Q1_Classr	Q4_Ability	Q4_Ability	Q4_Subje	Q4_Subje	Q4_Appro	Q4_Approachability If I had a problem (captions)
2	Data2_30	302778 Str	Data3_Ida	LindaDani	4	Good	4	Good	3	Neutral	4	Good	4	Good	5	Excellent
3	Data2_30	302778 Str	Data3_Ida	LindaDani	5	Excellent	4	Good	4	Good	5	Excellent	4	Good	4	Good
4	Data2_30	302778 Str	Data3_Ida	LindaDani	2	Fair	3	Neutral	3	Neutral	3	Neutral	3	Neutral	3	Neutral
5	Data2_30	302778 Str	Data3_Ida	LindaDani	2	Fair	2	Fair	3	Neutral	3	Neutral	4	Good	4	Good
6	Data2_30	302778 Str	Data3_Ida	LindaDani	2	Fair	3	Neutral	3	Neutral	3	Neutral	3	Neutral	4	Good
7	Data2_30	302778 Str	Data3_Ida	LindaDani	2	Fair	5	Excellent	3	Neutral	5	Excellent	5	Excellent	5	Excellent
8	Data2_30	302778 Str	Data3_Ida	LindaDani	4	Good	3	Neutral	4	Good	4	Good	3	Neutral	4	Good
9	Data2_30	302778 Str	Data3_Ida	LindaDani	3	Neutral	4	Good	5	Excellent	4	Good	4	Good	5	Excellent
10	Data2_30	302778 Str	Data3_Ida	LindaDani	3	Neutral	4	Good	3	Neutral	3	Neutral	3	Neutral	4	Good

*This presentation of the CSV raw response data is not available to **JMU** instructors during the evaluation cycle. JMU is committed to keep student response data confidential.

Figure 67: CSV response data file

OTHER STATUSES YOU MAY SEE

Expired - This status will only appear if a Pending evaluation was not launched by a certain date.

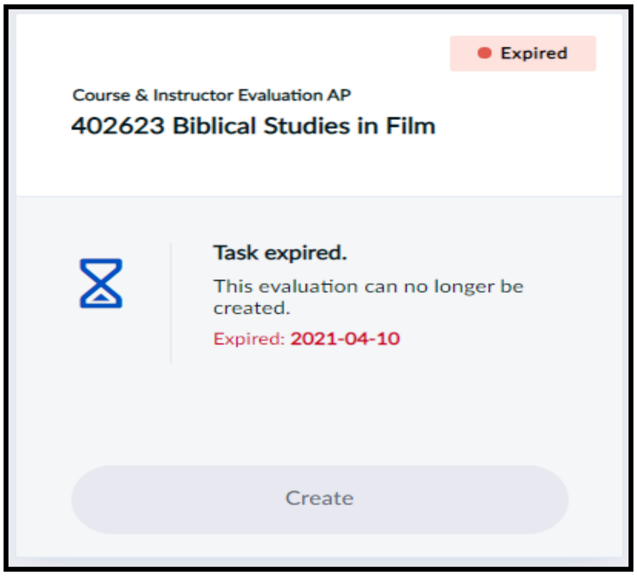


Figure 68: Expired evaluation

Opted out - You (or someone authorized) has chosen to skip this evaluation. No invitations will be sent and no results will be collected for this evaluation.

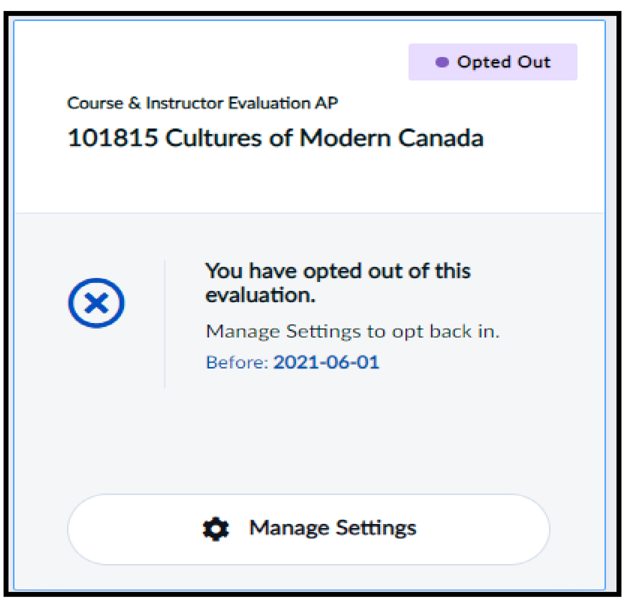


Figure 69: Opted out evaluation

Paused - The evaluation has been paused. This will temporarily prevent students from providing feedback until it is unpaused and goes Live again. This is useful if you started the evaluation prematurely and want to start it again at a later date.

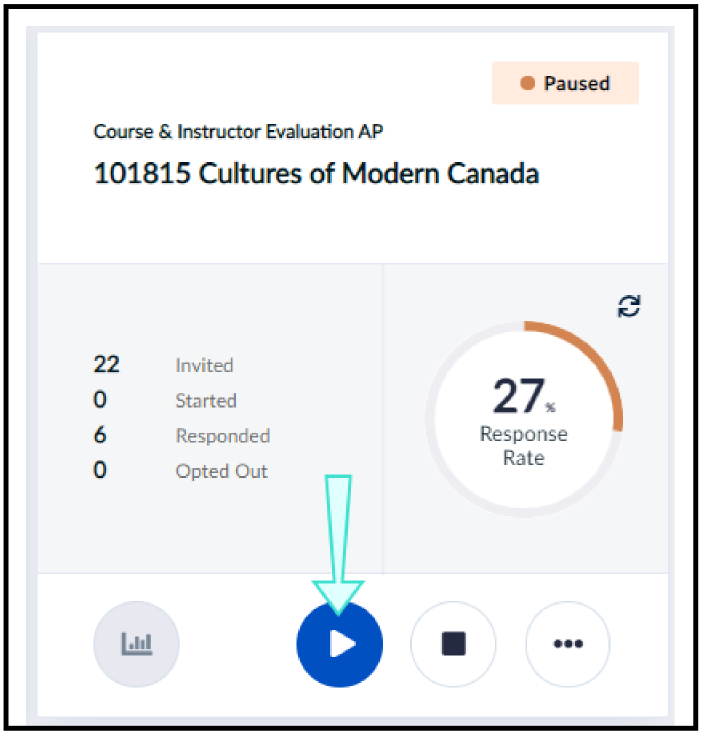


Figure 70: Paused evaluation

MONITOR YOUR RESPONSE RATES

To view the real-time response rate of your **Live** evaluation:

- Click the refresh icon.

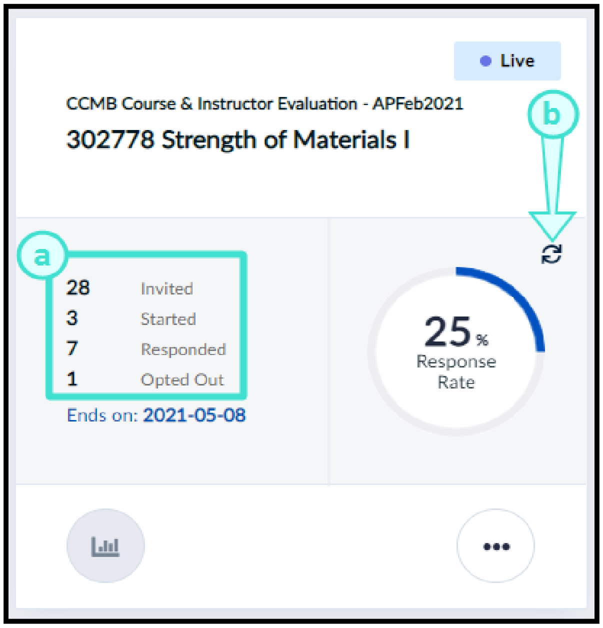


Figure 71: View response rate

RESPONSE RATE FEATURES

a. **Response rate details** - Indicates the number of participants who were:
   i. Invited - The total number of students invited to complete the evaluation.
   ii. Started - Students who started but did not submit the evaluation.
   iii. Responded - Students who submitted the evaluation.
   iv. Opted Out - Students who chose to opt out of the evaluation.

b. **Refresh icon** - Refreshes response data to most accurately reflect the most recent changes in the response rate.

ADDITIONAL FEATURE YOU MAY SEE - VIEW RESPONSE DETAILS

You may be able to view response details if you see a **View Respondents** button in your evaluation tile.

1. Click **More Options** . A drop-down list will appear.
2. Select **View Respondents** . A window displaying response details will appear.

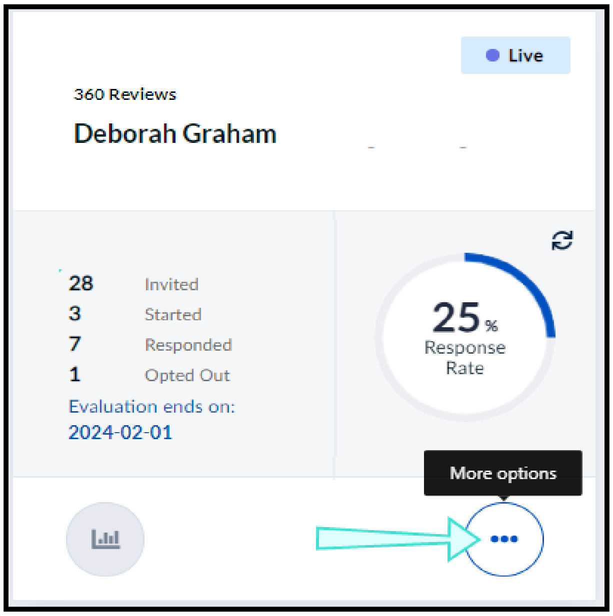
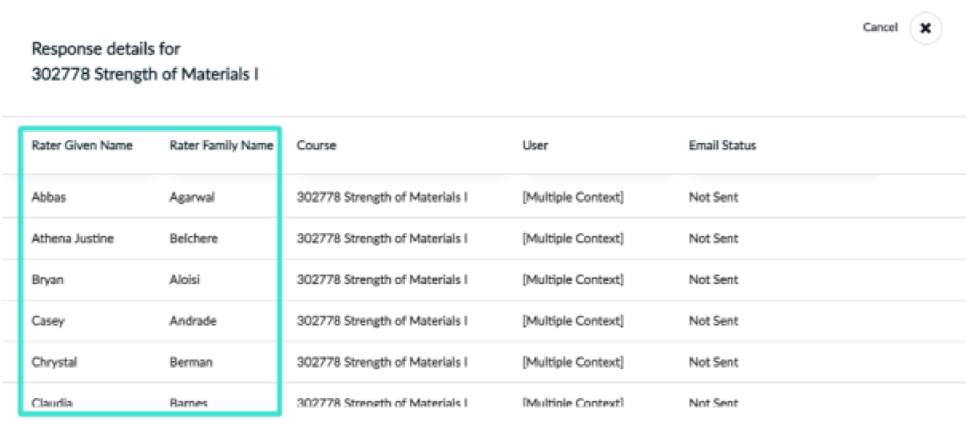


Figure 72: View respondent details

From the **Name** columns, you will be able to see which of your students have been invited to complete your evaluation.

JMU does not allow instructors to view the response status of students invited to evaluate the course and instructor. Response data will be made available to the instructor 48 hours after the end-of-term grade submission deadline and not before.


Cancel

Response details for
302778 Strength of Materials I

Rater Given Name	Rater Family Name	Course	User	Email Status
Abbas	Agarwal	302778 Strength of Materials I	[Multiple Context]	Not Sent
Athena Justine	Belchere	302778 Strength of Materials I	[Multiple Context]	Not Sent
Bryan	Aloisi	302778 Strength of Materials I	[Multiple Context]	Not Sent
Casey	Andrade	302778 Strength of Materials I	[Multiple Context]	Not Sent
Chrystal	Berman	302778 Strength of Materials I	[Multiple Context]	Not Sent
Claudia	Barnes	302778 Strength of Materials I	[Multiple Context]	Not Sent

Figure 73: Response details window

ANALYZE YOUR RESULTS

To view reports for a Completed evaluation from your Subject Management page:

1. Click **View Reports** . A window will appear displaying your report(s) to that evaluation.

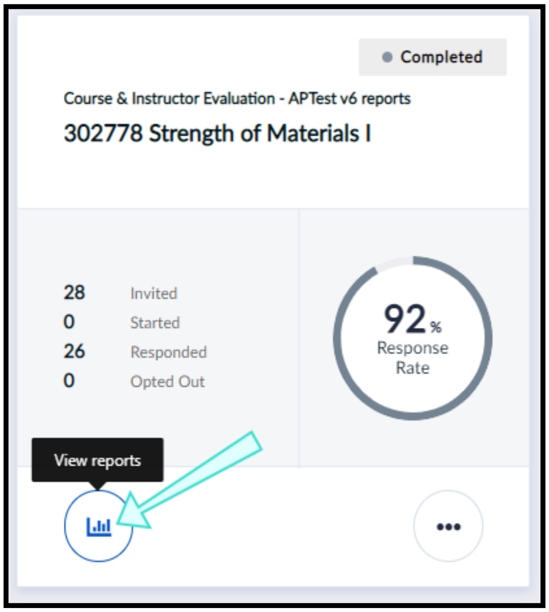


Figure 74: View reports button

2. Select a report from your list. A new page will open.

Figure 75: Select report

3. View your report. To learn more, see Reports.

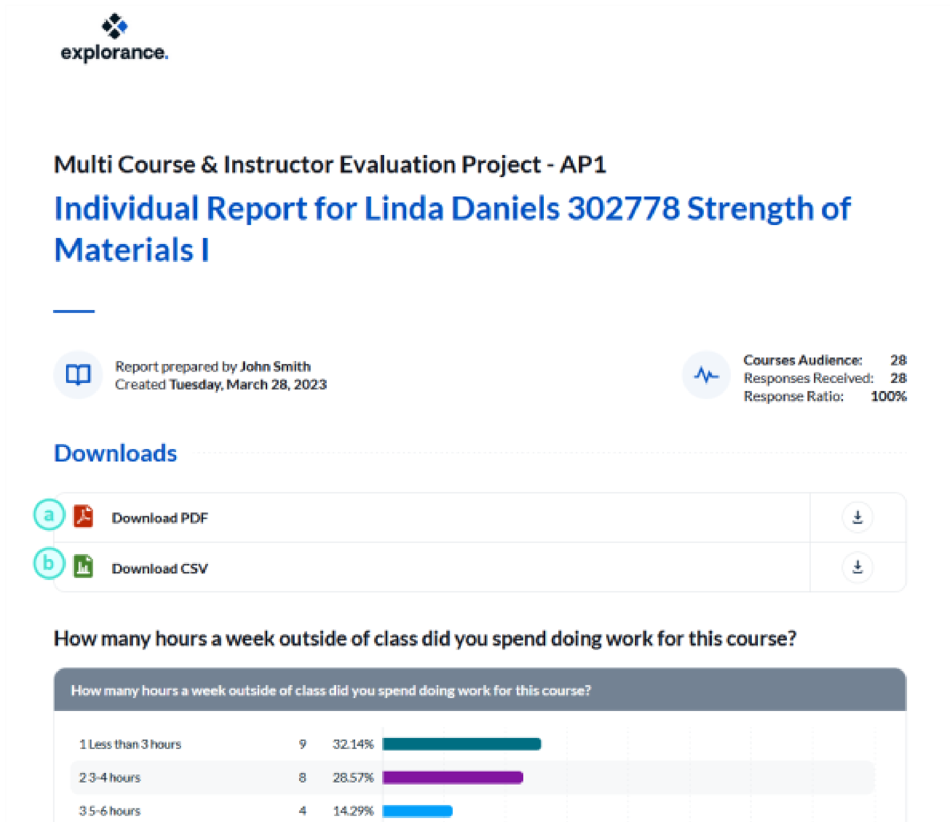


Figure 76: Individual report from Explorance User Guide

If allowed by your Blue administrator, you may be able to:

a. **Download PDF** - Download report to your computer as PDF file.
b. **Download CSV** - Download raw response data to your computer in CSV format.

PERSONALIZE YOUR QUESTIONS

Question personalization allows you to add your own questions to a survey. You can access the Question Personalization page by selecting:

- A direct notification (email or SMS) that was provided to you.
- A question personalization task from your LMS, Blue Home, or Subject Management page.

Access from your Subject Management page

To access your Question Personalization page from your Subject Management page:

1. Find an evaluation tile where there is an incomplete task remaining.
2. Click **View/Manage Settings** . A window to view or manage your settings will appear.

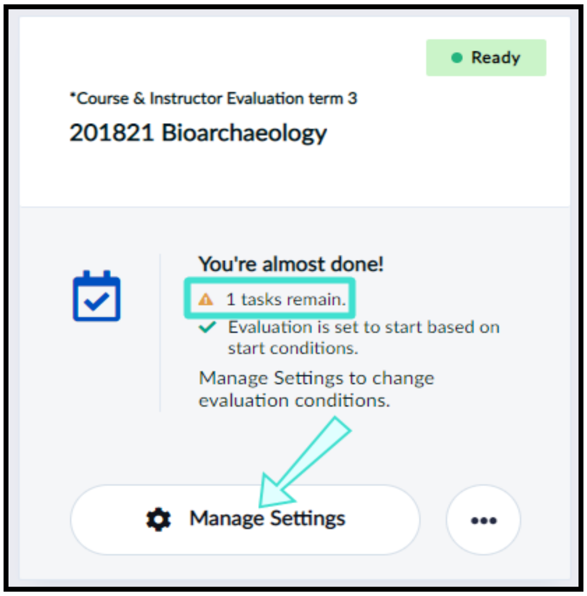


Figure 77: Manage settings

3. Click **Choose your questions for Courses**. You will be directed to your Question Personalization page.

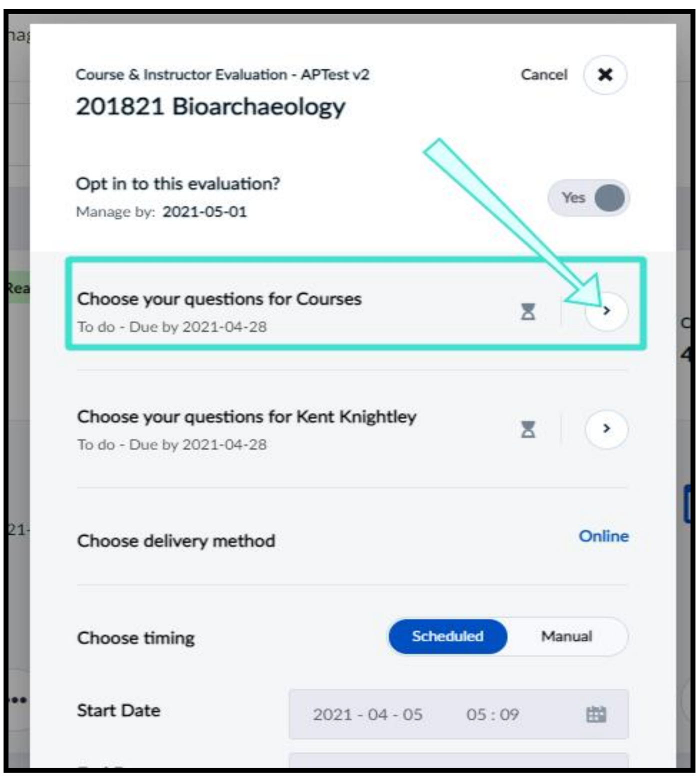


Figure 78: Access QP page from SM page

QUESTION PERSONALIZATION OVERVIEW

On your Question Personalization page, you may see two types of questions to add to your evaluation:

Customizable

A type of question you can write in your own words to tailor towards your course and students.

Selectable

A type of question you can choose from a list.

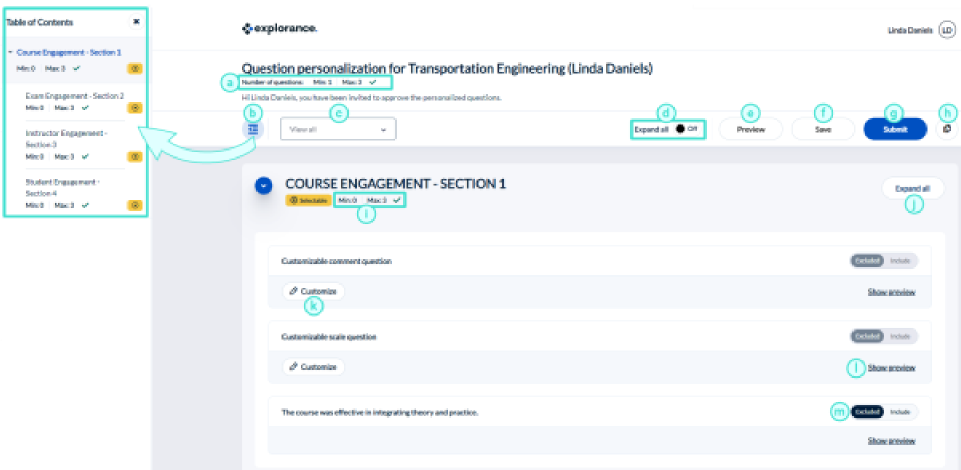


Figure 79: Question personalization page features

QUESTION PERSONALIZATION MENU FEATURES

a. **Number of questions condition** - Displays the minimum and maximum number of personalized questions allowed for selection. A green check mark means the global conditions have been satisfied.

b. **Table of contents** - Provides a simplified overview of question sections you can personalize. The page will automatically scroll to the question section you selected.

c. **Filter** - Filters the list of questions displayed.

- View All - All available questions.
- Selectable - Only questions that can be selected.
- Customizable - Only personalized questions that can be modified.
- Included - Only questions that have been chosen to be included in the questionnaire.
- Excluded - Only questions that have been chosen to be excluded from the questionnaire.

d. **Expand All** - Allows you to expand or collapse all question previews for all sections in the questionnaire.

e. **Preview** - Allows you to preview a sample of your evaluation from the perspective of your students. Make sure to save your changes before using the preview function.

f. **Save** - Saves your changes on the page without submitting.

g. **Submit** - Submits your personalized questions to be included in the evaluation.
h. **Copy Options** - Allows you to copy selections and personalized questions to or from another course. To learn more, see Copy questions between your courses.
i. **Number of questions condition** - Displays the minimum and maximum number of personalized questions allowed in the specific section. A green check mark means the section conditions have been satisfied.
j. **Expand all**- Allows you to expand or collapse all question previews for a specific section in the questionnaire.
k. **Customize** - Allows you to customize the question.
l. **Show preview** - Allows you to preview a sample response of the question.
m. **Include/ Exclude** - Allows you to include or exclude a question from the evaluation.

You may see customizable questions in your evaluation:

- Click **Customize** next to a question you wish to modify. You will be directed to the question editor.

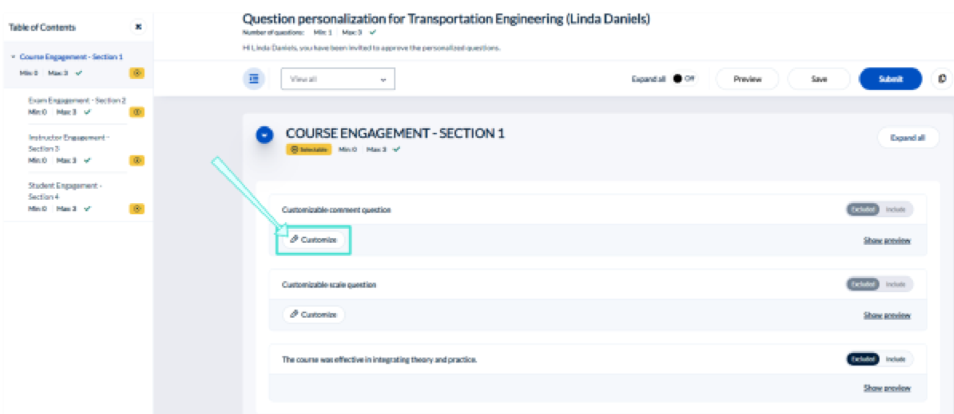


Figure 80: Customizable and selectable questions

IMPORTANT

The type of response for a customizable question cannot be modified. For example, you cannot change a question with a comment response to one with a multiple-choice response.

- Input the title you wish to give to your question. **Keep in mind that the question's title must support the type of response (comment, multiple selection, etc.)** so that students can easily provide feedback.
- JMU recommends in ratings questions to **define what the ratings mean.** For example, if the ratings are listed as 5 to 1, define what 5 and 1 mean. JMU typically uses 5=strongly agree and 1=strongly disagree.

NOTE

You may be able to provide your survey questions in different languages by switching between tabs. The survey's base language is represented with a red asterisk, and if you leave a language blank, it will automatically use the base language's question text in it's place.

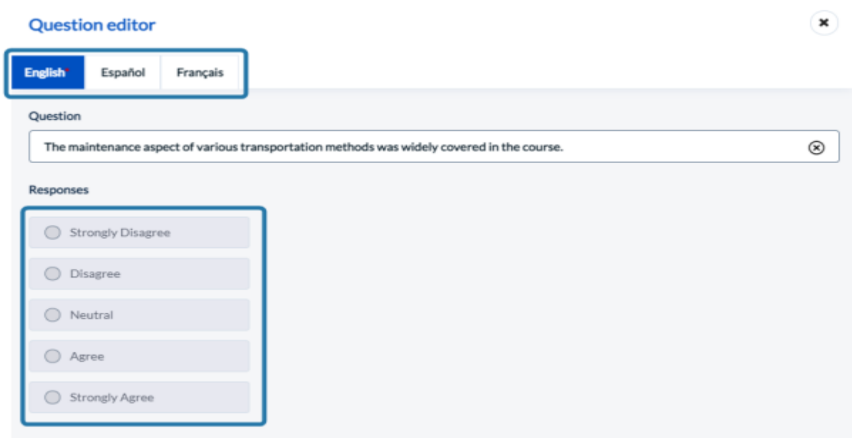


Figure 81: Question editor for customizable question with multiple selection response

Once you have customized a question, it will automatically be included in your evaluation. You can choose to include or exclude questions by toggling the **Include/ Exclude** button next to them.

1. Choose the questions (customizable and selectable) you wish to include in your evaluation.
2. Click **Submit** when you are done.

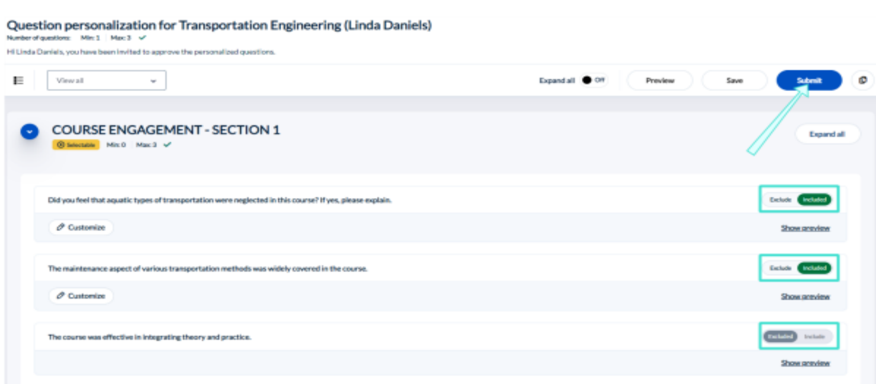


Figure 82: Submit

COPY QUESTIONS BETWEEN YOUR COURSES

If you have multiple courses, you may be able to copy personalized questions between your courses if allowed by your Blue administrator. This can save you a lot of time and effort in rewriting applicable questions that you have added to previous evaluations.

You will have two copy options:

- **Copy selections from** - Allows you to copy questions you have already selected in a different course to this evaluation.
- **Copy selections to** - Allows you to copy questions you have selected in this evaluation to one or several of your other courses.

COPY SELECTIONS FROM

If you have already completed a question personalization task for a different course, you can copy the same selections and personalized questions from that course to the one you are currently completing.

1. Click **Copy Options** from the Question Personalization menu.
2. Select **Copy Selections From** . A window will appear named **Copy selections from**.
3. Search for the course name you wish to copy the questions from and select it.

Figure 83: Copy selections from

4. Select **Copy** to finalize the process.
5. Review the task with the copied questions before submitting.

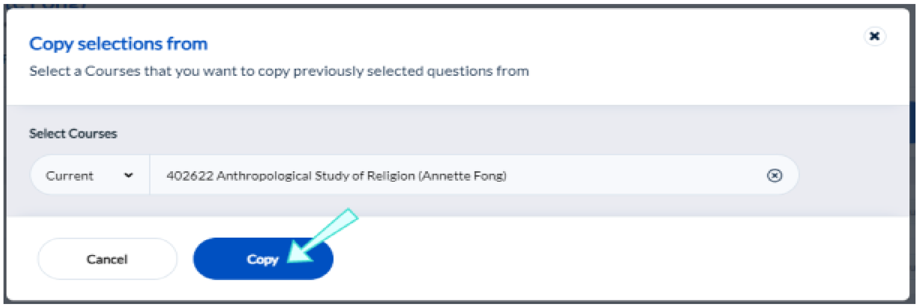


Figure 84: Copy QP task questions from...

COPY SELECTIONS TO

When you have completed a question personalization task, you can copy the selections and personalized questions you made to one or several other courses.

1. Click **Copy Options** from the Question Personalization menu.
2. Select **Copy Selections To** . A window will appear named **Copy selections to**.
3. Search for the course name you wish to copy the questions to and select it.

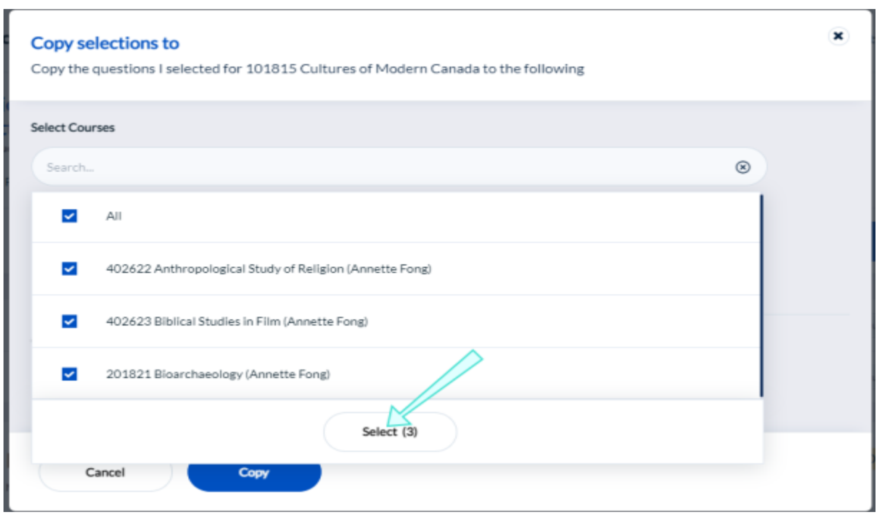


Figure 85: Copy selections to

4. Choose to only copy the questions, or copy and submit the task immediately.
5. Select **Copy** to finalize the process.

CAUTION

Choosing to copy and submit can save you the step of manually submitting a task for each course one by one. However, this also means you cannot review or modify the questions in the task after it has been submitted.

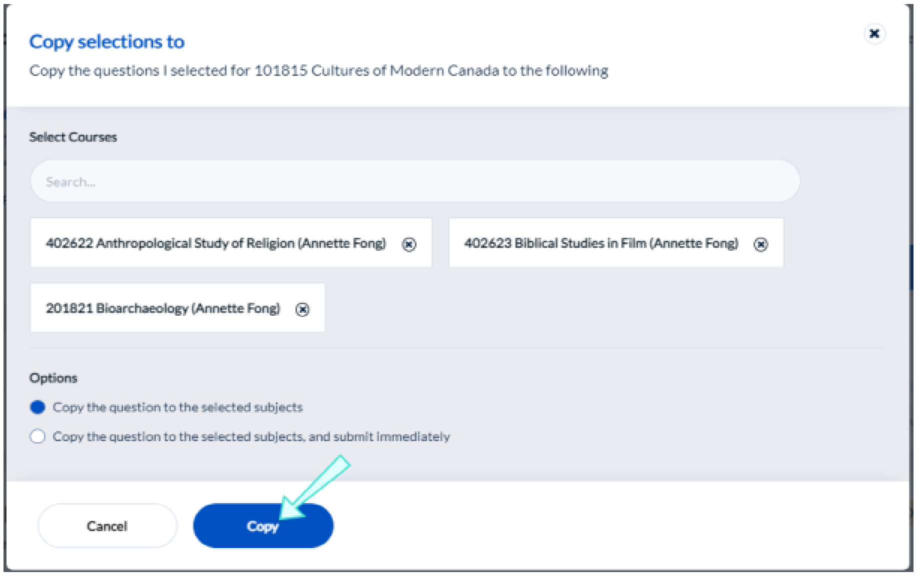


Figure 86: Copy selections to

VIEW THE RESPONSE RATE MONITOR

The Response Rate Monitor provides the tools necessary to all levels of an organization to engage in monitoring ongoing evaluation projects, analyze response levels, and act appropriately to achieve response rate targets. This is accomplished in three stages: **monitor, analyze, and act.**

This topic introduces some of the best practices and business cases for using the Response Rate Monitor. The information enclosed is primarily geared towards course coordinators and academic leaders that are responsible for ensuring the success of an evaluation project.

Users that don't see the Blue menu on the left side of their Blue home may be provided with a header shortcut to access the Response Rate Monitor. Alternatively, a direct link to access the Response Rate Monitor can be provided via email or posted online as necessary. Regardless of how a user accesses the Response Rate Monitor, they will only be able to view and act on data that they have the appropriate rights to see based upon the groups they are members of and the permissions those groups have been assigned.

The Response Rate Monitor is accessed by navigating to the **BLUE PROJECT MANAGEMENT CONSOLE - DASHBOARDS**. From here it is possible to edit the Response Rate Monitor by clicking on the icon, and viewing the Response Rate Monitor by clicking on the **View Response Rate Monitor** title.

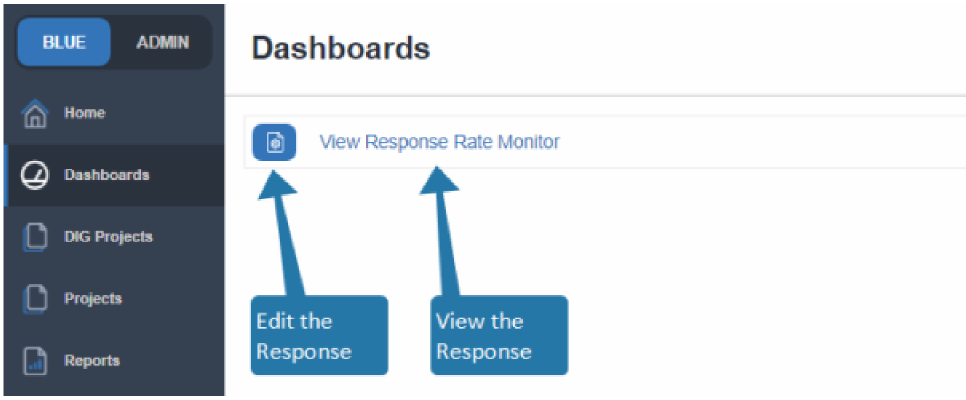


Figure 87: Response rate monitor dashboard - Editing vs viewing the RRM

NOTE

Newly submitted responses take approximately ten minutes to populate to the Response Rate Monitor.

Monitor

The first stage to meeting response rate targets is to know what response rate has been achieved. Use the **Overall Response Status Chart** to monitor the response rate for the evaluations, which displays a comprehensive breakdown of the response statuses for all available evaluations.

Task Statuses defined:

- **Expired** - Lost opportunities. These evaluations were not completed and are no longer available.
- **Not Ready** - These evaluations have not yet been sent to the raters, i.e. raters haven't had the opportunity to respond.
- **Not Completed** - Sent to raters but raters haven't begun responding.
- **In Progress** - Raters have begun to respond, but haven't yet completed the entire evaluation.
- **Completed** - These evaluations are complete and are ready for further examination and reporting.

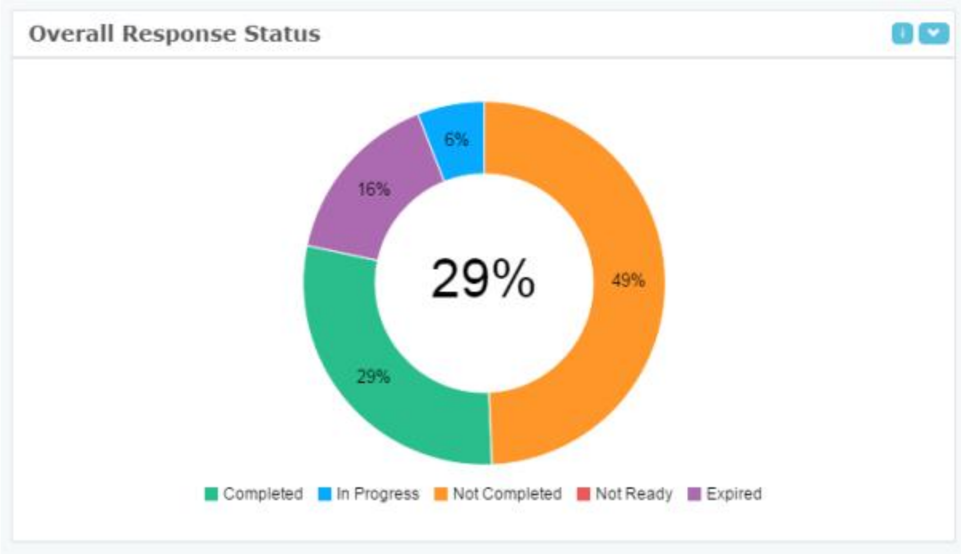


Figure 88: Response rate monitor - Overall response status chart

BEST PRACTICE

Monitor the **maximum potential response rate** by subtracting the percent expired from 100%, go a step further and subtract the percent completed to identify the percentage of responses that can still be influenced.

Analyze

Once the current state of evaluations has been determined with regards to the current response rate and the **maximum potential response rate**, it's time to dive into the data and begin analyzing response rate milestones and targets in greater detail. The chart groups subjects based upon where they are in the evaluation process, known as milestones. Subjects within a milestone are color coded based upon the percentage of responses received, referred to as targets. Both milestones and targets are defined by the administrator.

THINGS TO KNOW ABOUT THE MILESTONES AND TARGETS BAR CHART

- The X-axis represents the evaluation period.
- The Y-axis represents total number of subjects being evaluated.
- Milestones indicate the percentage of the evaluation period that has elapsed.
- Targets indicate the percentage of responses that have been completed for a subject.
- Each vertical bar on the chart represents all subjects that are within the same evaluation milestone.
- Each color on a bar represents the number of subjects that have reached that particular response target.

In the example chart, there are five milestones. The first represents subjects that have had less than 25% of their evaluation period elapse and the last milestone represents subjects that have completed their evaluation. Milestones may represent an arbitrary percentage of the evaluation period having elapsed (25%, 50%, etc) or they may represent major events in the project lifespan (after the first notification is sent, before a major holiday, etc), as defined by the administrator.

By examining each milestone, it is possible to see the number of subjects that have achieved a particular target. In the example chart, the first milestone shows that already 30 subjects have met or exceeded the high response target goal set by the administrator.

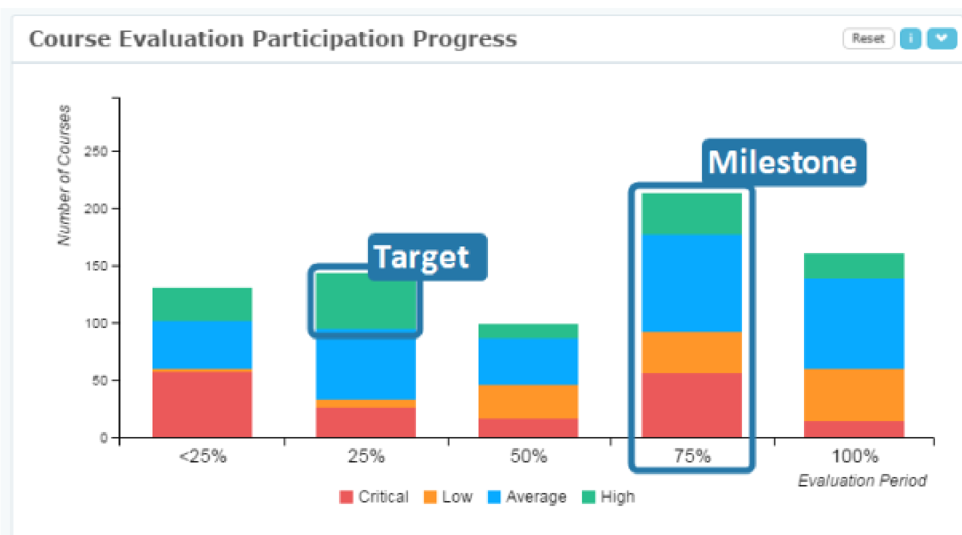
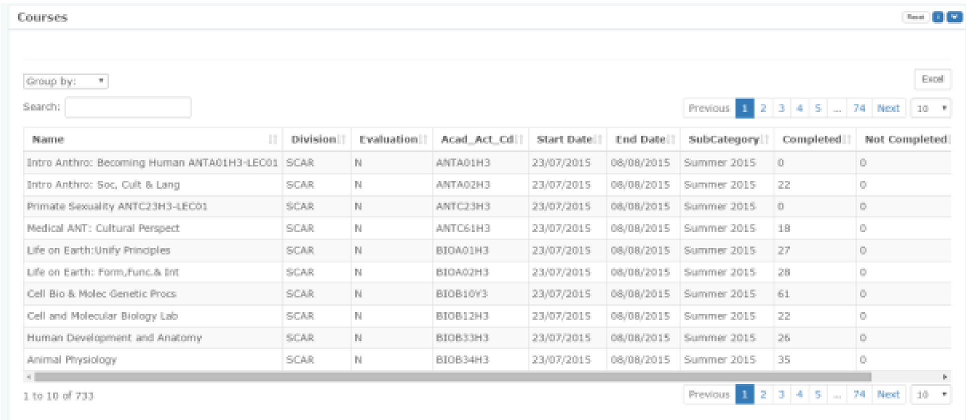


Figure 89: Response rate monitor - Milestones and targets bar chart

The **Milestones and targets bar chart** brings attention to potential real-time problems in meeting response rate goals so that areas of concern can be proactively managed early in the evaluation schedule. With those insights, action can be taken to improve response rates.

Click on a target within a milestone to display just those subjects in the **Subject list table**. The **Subject list table** provides subject specific information (which the administrator is able to customize). Having detailed information on hand about the subjects that are struggling to meet their evaluation response rate targets enables users to take targeted action that can have a meaningful impact on final response rates.


Courses

Group by:

Search:

Previous 1 2 3 4 5 ... 74 Next 10

Name	Division	Evaluation	Acad_Act_Cd	Start Date	End Date	SubCategory	Completed	Not Completed
Intro Anthro: Becoming Human ANTA01H3-LEC01	SCAR	N	ANTA01H3	23/07/2015	08/08/2015	Summer 2015	0	0
Intro Anthro: Soc, Cult & Lang	SCAR	N	ANTA02H3	23/07/2015	08/08/2015	Summer 2015	22	0
Primate Sexuality ANTC23H3-LEC01	SCAR	N	ANTC23H3	23/07/2015	08/08/2015	Summer 2015	0	0
Medical ANT: Cultural Perspect	SCAR	N	ANTC61H3	23/07/2015	08/08/2015	Summer 2015	18	0
Life on Earth:Unify Principles	SCAR	N	BIOA01H3	23/07/2015	08/08/2015	Summer 2015	27	0
Life on Earth: Form,Func.& Int	SCAR	N	BIOA02H3	23/07/2015	08/08/2015	Summer 2015	28	0
Cell Bio & Molec Genetic Procs	SCAR	N	BIOB10Y3	23/07/2015	08/08/2015	Summer 2015	61	0
Cell and Molecular Biology Lab	SCAR	N	BIOB12H3	23/07/2015	08/08/2015	Summer 2015	22	0
Human Development and Anatomy	SCAR	N	BIOB33H3	23/07/2015	08/08/2015	Summer 2015	26	0
Animal Physiology	SCAR	N	BIOB34H3	23/07/2015	08/08/2015	Summer 2015	35	0

1 to 10 of 733

Previous 1 2 3 4 5 ... 74 Next 10

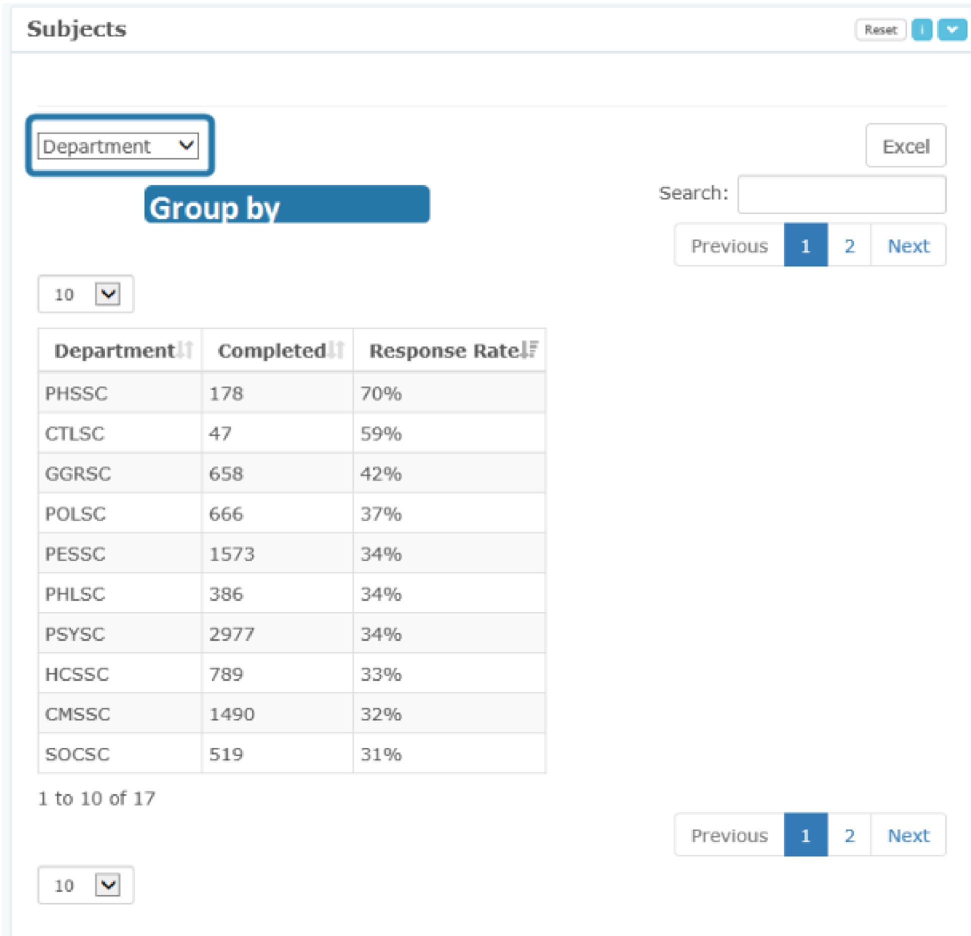
Figure 90: Response rate monitor- Subject list table

Act

With a list of subjects to target, it's almost time to take action. First, to get a clearer understanding of where action would have the biggest impact, start by grouping the subjects in the table by any of the key demographic fields. In the example below, subjects are grouped by department in an effort to identify which departments are struggling to meet their response rate targets. With this knowledge, specific departments can be contacted directly so that their response rates can be addressed.

Actions might include:

- Extending the evaluation deadline.
- Sending additional email notifications.
- Providing additional incentives for raters to complete the evaluations.
- Following up with raters in person to remind them of the evaluation.



Department	Completed	Response Rate
PHSSC	178	70%
CTLSC	47	59%
GGRSC	658	42%
POLSC	666	37%
PESSC	1573	34%
PHLSC	386	34%
PSYSC	2977	34%
HCSSC	789	33%
CMSSC	1490	32%
SOCSC	519	31%

Figure 91: Response rate monitor- Subject list table grouped by department

STICKY FILTERS

With problem areas identified and action taken, set sticky filters to quickly refocus the Response Rate Monitor on the subjects identified previously. For example, actions were taken to improve the response rates on a struggling department which can now be viewed every time the response rate monitor is opened by quickly toggling the sticky filter.

CAUTION

Filters may provide unpredictable results if a subject is involved in multiple projects and those projects are assigned different categories or subcategories. In this situation regardless of the filters being applied it is not possible to display the subject response data for only one of the projects.

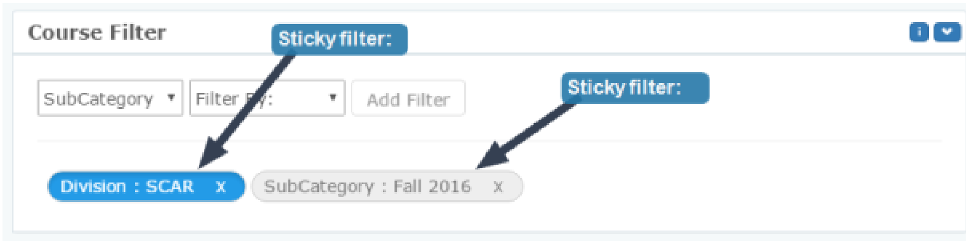


Figure 92: Response rate monitor- Sticky filters

RESPONSE ANALYTICS

Learn more about the "what, when, where, and how" raters are responding. Spot trends by selecting a segment of any of the **Response analytics** charts and the other charts will update automatically and display just the data from the highlighted segment.

Response analytics contains the following:

- **Progression details** - a comparison of the number of responses versus the number of notifications over time.
- **Peak hours** - the time of the day that a response was submitted.
- **Peak days** - the day of the week that a response was submitted.
- **Channels** - the link source (email, dashboard, portal or other) that respondents are using to access the questionnaire.
- **Browsers** - the web browsers used to submit the responses.
- **Operating system** - the operating system that was in use by the user when they submitted the response.
- **Location** - the physical location of the user when they submitted their responses according to their IP address.

Leverage **Response analytics** to ensure that improvement actions make the most impact. Use the Progression Details to find correlations between responses received and notifications sent. Adjust the chart to view daily, weekly, and monthly response data.

BEST PRACTICE

Use the **Reset** button in the title bar of each widget to remove any customizations that have been applied.

Strive to know the answer to the question "How do notifications affect response rates?" Ideally, clear correlations between when notifications are sent and the effect that has on response rates can be spotted and taken advantage of.

Fine tune actions further by determining which days of the week and which hours of the day receive the most responses. By carefully timing notifications, deadlines and other actions, your efforts will have more impact, which will ultimately result in higher response rates.

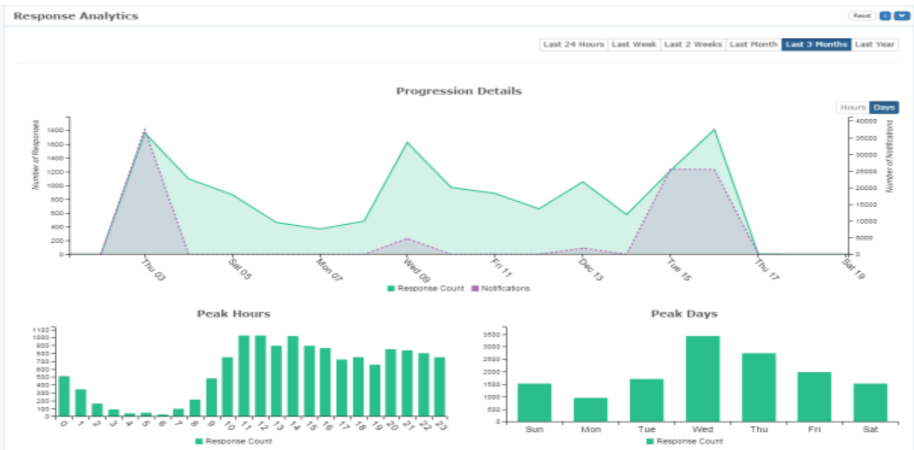


Figure 93: Response rate monitor- Response Analytics

Additional Response Tracking Analytics can also provide some insightful information that can ensure the message is being received on the right operating system, through the right medium and in the right place. JMU tracks device type. That information is only available on request.

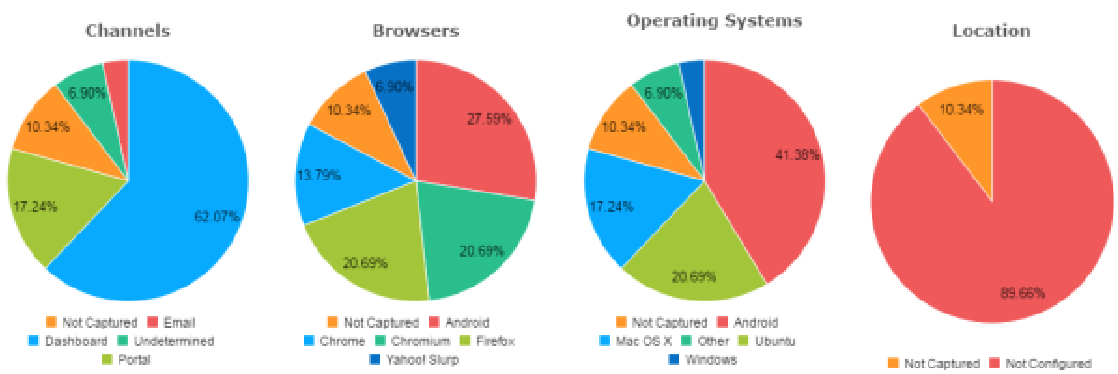


Figure 94: Response rate monitor- Response tracking analytics

NOTE

Due to size restrictions, labels are not included for segments of the pie chart that amount to less than 5% of the total.

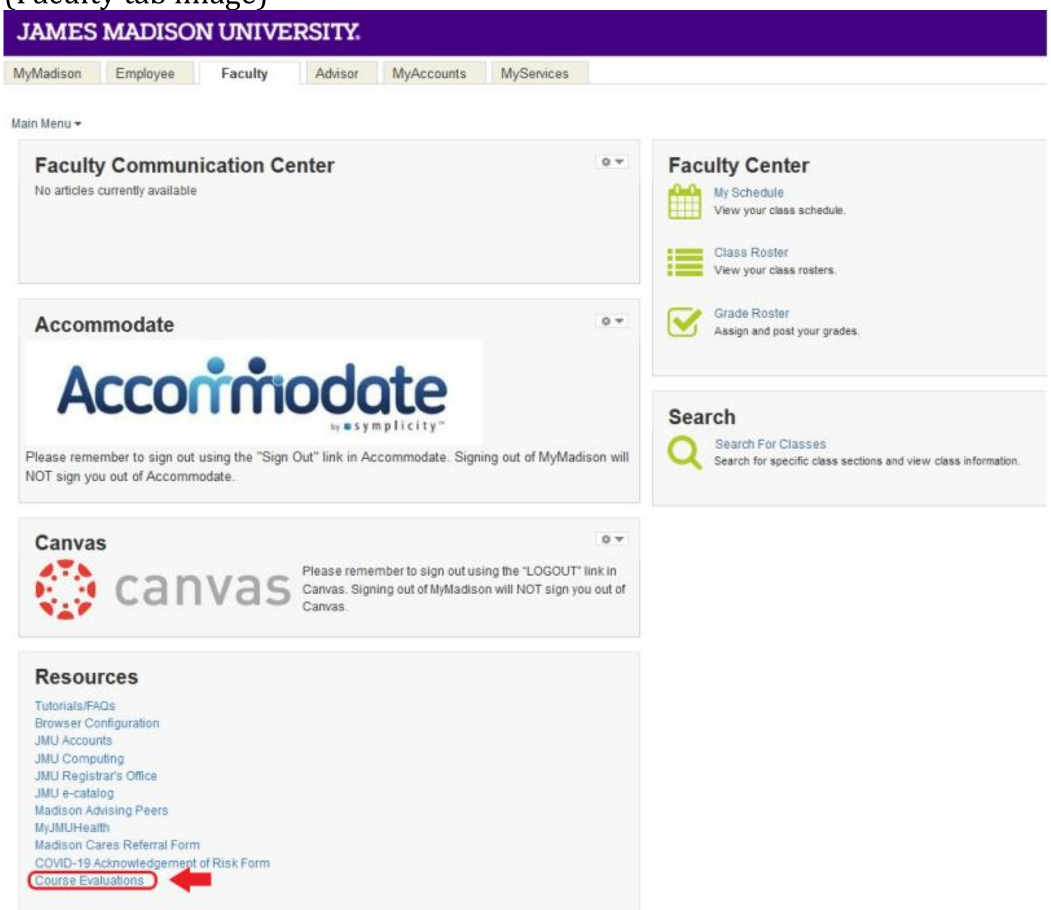
SUGGESTIONS FOR IMPROVING RESPONSE RATES

At JMU, we understand instructor and unit head concerns about response rates on evaluations after transitioning to an online evaluation process. Many Blue-using institutions report similar concerns. There are many suggestions available to get response rates higher on evaluations. While we will include some suggestions from the producers of Blue, we will also include suggestions from research institutions and from JMU's longer-term users of the software. We will try to show you how to take advantage of most options.

Everyone at JMU has at least three access points to the evaluation system, instructors have four:

1. Through links in system-generated emails
2. In the Resources Area under Faculty or Student tabs in MyMadison

(Faculty tab image)



3. In the Course Evaluations Task link in published Canvas courses.
4. Instructors and unit heads may log directly into JMU's Course Evaluation system with their JMU credentials.

It is recommended that instructors publish their courses in Canvas, if for no other reason than to allow a third evaluation access point for students. The Canvas link, when paired with class time, most closely resembles paper processes utilized previously.

IMPROVING RESPONSE RATES cont.

The following suggestions will appear in the Instructor email inviting you to change evaluation dates and/or monitor response rates.

- **Include the evaluation in your syllabus: in Canvas and on paper.**
  Make sure students understand that evaluations are as much a part of their classroom experience as assignments, quizzes, and exams. If you are not sure when evaluations are offered, you are generally safe if you give the official schedule as the last two weeks of class.
- **Place the evaluation cycle(s) on any course calendars.**
  If students see evaluations as part of the class schedule, they will understand their importance.
- **Change the date and time to one you prefer.** While the "official end date" of the evaluation is the night before exams begin, you have the option to schedule your evaluation into exam week. Many instructors do that because the exam is considered part of the classroom experience. If your exam is online, make the evaluation link an extra-credit question on the exam. Notify your students of the date/time to which it has been changed.
- **Do it in class.**
  Blue is accessible from most mobile devices like smartphones, iPads, tablets, and laptops, so allow your students to bring such devices to class on evaluation day. Use **Canvas** or the **QR Code** on a Powerpoint slide. Blue-using research institutions have shared that ***starting*** the exam-review class session with evaluations yields higher response rates. Students will complete the evaluation to get exam materials. JMU's longest users state: "When combining class time with Canvas, it most closely mimics paper and the majority of students in attendance will complete it."
- **Explain why it is important—to you and to them.**
  Students hear this from every professor. Tell them why you think evaluations are important. Let them know how you use student feedback. Give a concrete example of how students have benefitted from previous feedback: maybe it caused you to rethink the course design.
- **Communicate via multiple modes.**
  Announce evaluations in class as the time gets closer. Put an announcement on your course's home page in Canvas. Use other Canvas communication tools. Send an email. Use your course discussion boards. Display the QR code in PowerPoint at the beginning of class.
- **You're using Canvas? REPOSITION the EVALUATION LINK!**
  In your course in Canvas, select Settings, then Navigation. Find the Course Evaluations Task link, click on it, drag and drop to the position just under your course's Home link. It will be visible to the students as soon as they log into your course. One instructor did this and their average response rate across all their courses was 81%!

JMU worked with the makers of Blue on technologies to make evaluation link-sharing easier for instructors. Look through this guide for information on using QR Codes in the classroom and link sharing. Contact the LID Desk for more information.

Acknowledgements of completion are now sent by email to students for instructors who require proof of completion. Student identity in responses is still protected.

INSTRUCTOR FAQs

1. **I CANNOT FIND THE EMAIL TELLING ME TO ADD QUESTIONS or CHANGE DATES. HOW CAN I ACCESS THE SYSTEM?** While the link in the email is efficient, and will take you directly to the task, you may also access the system through MyMadison, in the Resources area to the lower left under your faculty tab (see figure 32) or by logging into the system with your JMU credentials (https://evalJMU.jmu.edu).
2. **IS THERE A PLACE WHERE I CAN FIND ALL MY REPORTS IN ONE LOCATION?** Yes, by logging directly into the system with your JMU credentials. Reports are located in the widget below any active tasks you have in the system. **My Reports** and **View All Reports** are active links in the widget to open all reports to you.
3. **I HAD MORE CONTROL OVER EVALUATIONS WHEN WE USED PAPER or OTHER SYSTEMS. IS THERE A WAY I CAN GET THAT BACK IN THIS SYSTEM?** Yes, by utilizing a combination of Canvas and class time. Research from Blue-using R1 institutions suggest using the beginning of the exam review class meeting. By doing so, instructors observe higher levels of participation (higher response rates) and receive more meaningful feedback. You might also schedule the evaluation to a date and time of your choosing, up to the close of the term. See the *Subject Management* section. See also *Suggestions for Improving Response Rates* on page 62.
4. **WHAT IF MY EVALUATION LINK IS NOT APPEARING IN CANVAS?** If you imported the course settings from a previous, older version of the course, you may need to move the link from hidden to visible.
5. **I AM CONCERNED ABOUT BIAS IN MY EVALUATIONS. IS IT PREVENTABLE?** When JMU fully implemented the evaluation system during the pandemic in 2020, those departments not yet using Blue submitted evaluation instruments which were carefully crafted utilizing best practices toward bias prevention. Older existing questionnaires are in review. The following Guidance for Responses is in the evaluation invitation email to students.

SUGGESTIONS TO IMPROVE YOUR RESPONSE SUBMISSIONS

Your feedback is important to your instructors, but like you, instructors prefer constructive feedback. Student Evaluations of Teaching (SETs) are used for improving course design and instruction methods. You are the beneficiary of previous student feedback. SETs may also be used for instructor advancement and promotion. Even if you are the only student, complete the evaluation. JMU merges many low-enrollment sections by course ID, to protect your identity. Please consider the following when providing your feedback, especially in comments.

1. Instructors, like students, need constructive feedback on positive and negative aspects of their teaching and the course content.
2. Be concise and informative, not rude.
3. Focus on your learning experience throughout the course. Consider factors such as instructor preparedness, course content, feedback you received, and what you learned. Try not to consider unrelated factors.
4. Include specific examples based on your own experiences as you provide feedback.
5. Please be considerate, constructive, and thoughtful in your comment responses, avoiding comments about personal traits, race, gender, religion and the like. This best helps instructors and administrators use your feedback to improve teaching and learning at the University.

JAMES MADISON UNIVERSITY®

REPORTING EVALUATION DATA

I HAVE MY REPORTS. NOW WHAT DO I DO?

You just received an email from JMU Course Evaluations, telling you that your reports are ready. You clicked the link. Read the reports! First, let's help you better understand them:

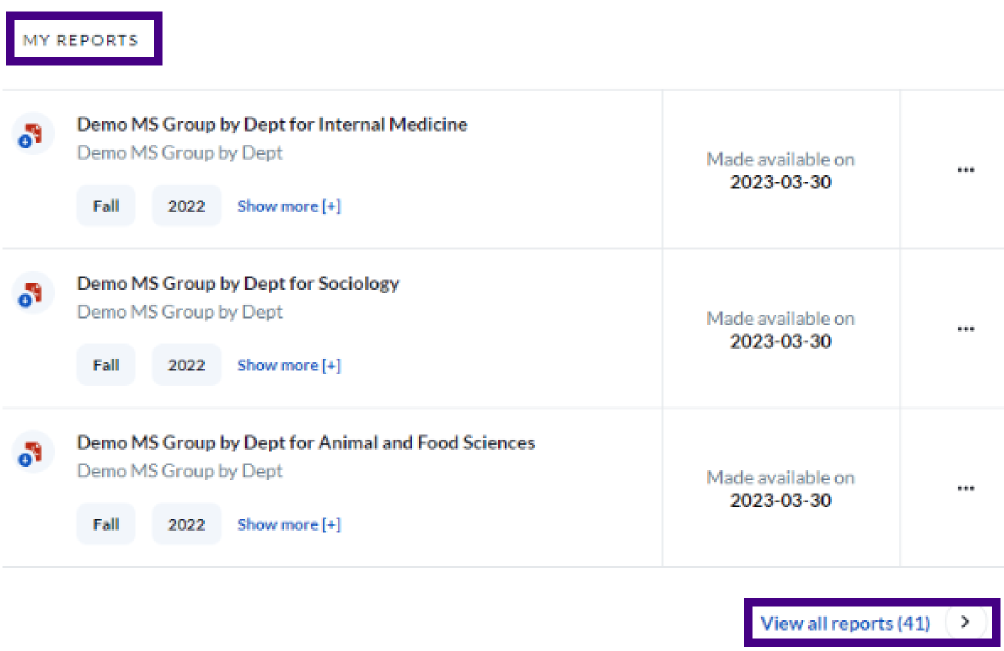
1. Reports are set to never expire. They may become archived because they are more than four academic years old, but they are still available for your perusal, or for use in Promotion, Advancement, and Tenure packages.
2. You own your data, especially on the customized questions you may have added to your evaluations. You determine with whom that data is shared.

HOW CAN I ACCESS MY REPORTS?

Since the recent upgrade, Instructors have three ways to access the Evaluation System and their reports. Access points follow the information earlier in this guide:

1. You will receive an email with a link to your reports beginning 48 hours after the end-of-term grade submission deadline. Reports for any Block Courses are prepared and presented with your end-of-semester reports.
2. You have access through JMU's single-sign-on pagelet, MyMadison, under the Resources Area of your Faculty tab after you log into MyMadison.
3. You have direct access to the evaluation system with your JMU Credentials using this URL: https://evalJMU.jmu.edu. You may wish to bookmark it, as sometimes the link in MyMadison is not accessible.

With the possible exception of the link in the email, all access points take you to the same place: your new JMU Evaluations "home" page. The **Reports widget** (image) is found under any active tasks you may have.



My Reports and **View All Reports** are active links that will open your reports in a separate window, 10 reports to a page. You may have multiple pages. Reports are sorted by date, most recent first. Search for older reports using the Canvas term nomenclature, which uses two letters for the term name, and the last two digits of a calendar year: FA24 = Fall, 2024. SP = Spring, SM = Summer, WN = Winter.

REPORT TYPES: INDIVIDUAL REPORTS

An individual report is the most granular level of reporting in Blue. It allows the system administrator to generate a report that is specific to an individual course or instructor.

- Individual reports provide data based on a per instructor-per course-per section basis.
- Individual reports are the most frequently used report type in Blue.

How are Individual Reports used in Course Evaluations?

- An Individual Report would be used to provide Instructors with just the responses submitted for the Courses they teach. "Not applicable" and "did not answer" flags are not included in means.
- Your Individual Report will be provided to your department / unit head or your course director / administrator.

Note: If you, as an Instructor, added customized questions to your evaluation, only you see that data. You have the option to share the data with your unit head or administrator.

Student Course Evaluations-SP23-**COLL(ege)**

COURSE MNEMONIC and DESCRIPTION **0025**

SP23 Ind Faculty Report (Instructor Name)

Created **Friday, June 9, 2023**

Course Audience: 20
Responses Received: 14
Response Ratio: 70.0%

Report Comments

Important messages appear here.

JMU has changed the way you access your reports. You may now use your JMU credentials. Reports are found under any active tasks you may have. Thank you.

Downloads

Download PDF

Download CSV ← Raw data spreadsheet

Responses

Raters	Students
Responded	14
Invited	20
Response Ratio	70%

When the report opens, you will see the header first. The title contains the Course Mnemonic, a concatenation of Subject and Catalog, followed by the course description, section number, and term. Beneath that, you see your name and maybe a college code. A "project" (above title) is the term Blue uses for the format in which evaluation data is collected. Any important evaluation-related announcements are located under Report Comments. You also see the report's Creation date, links for PDF and CSV (raw data) downloads, and response data.

Why do I have so many ways the data is presented in my reports? What do they mean?

There are many types of Report Blocks to present evaluation data:

FREQUENCY BLOCK is the most common way JMU reports response data to instructors in an individual report. There are several types of questions from which to collect data.

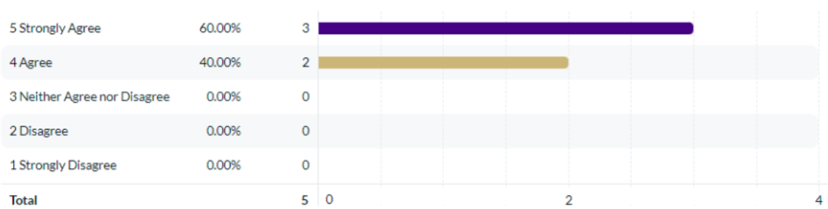
- **Single Selection:** one question with a single range of responses, usually strongly agree to strongly disagree, with or without comments, depending on departmental preference
- **Single Selection Table:** one heading under which multiple related questions appear, with the same range of responses, with or without comments per question
- **Multiple Selection:** allows rater to select more than one option, including “Other” and “Specify.”

The Frequency Block presents the data in a concise way while using a graph for visual effect. It can include as much, or as little, detail as your department’s assessment coordinator requests. Our sample uses a Single Selection Table question, *The Instructor*, and includes a Summary (“Overall”) statistic box. Typically, you will see a graph and two charts, one containing Response counts, with actual response numbers and percentages, and another containing the individual statistic values like Mean, Standard Deviation, and Response count.

The instructor:

Summary Data	Value
Mean	4.10
Mode	5
Standard Deviation	1.07

1. Conveyed enthusiasm about the course



Options	Score	Count	Percentage
Strongly Agree	5	3	60.00%
Agree	4	2	40.00%
Neither Agree nor Disagree	3	0	0.00%
Disagree	2	0	0.00%
Strongly Disagree	1	0	0.00%

Statistics	Value
Response Count	5
Mean	4.60
Median	4.67
Mode	5
Standard Deviation	0.55
% Agree (SA,A)	100.00%

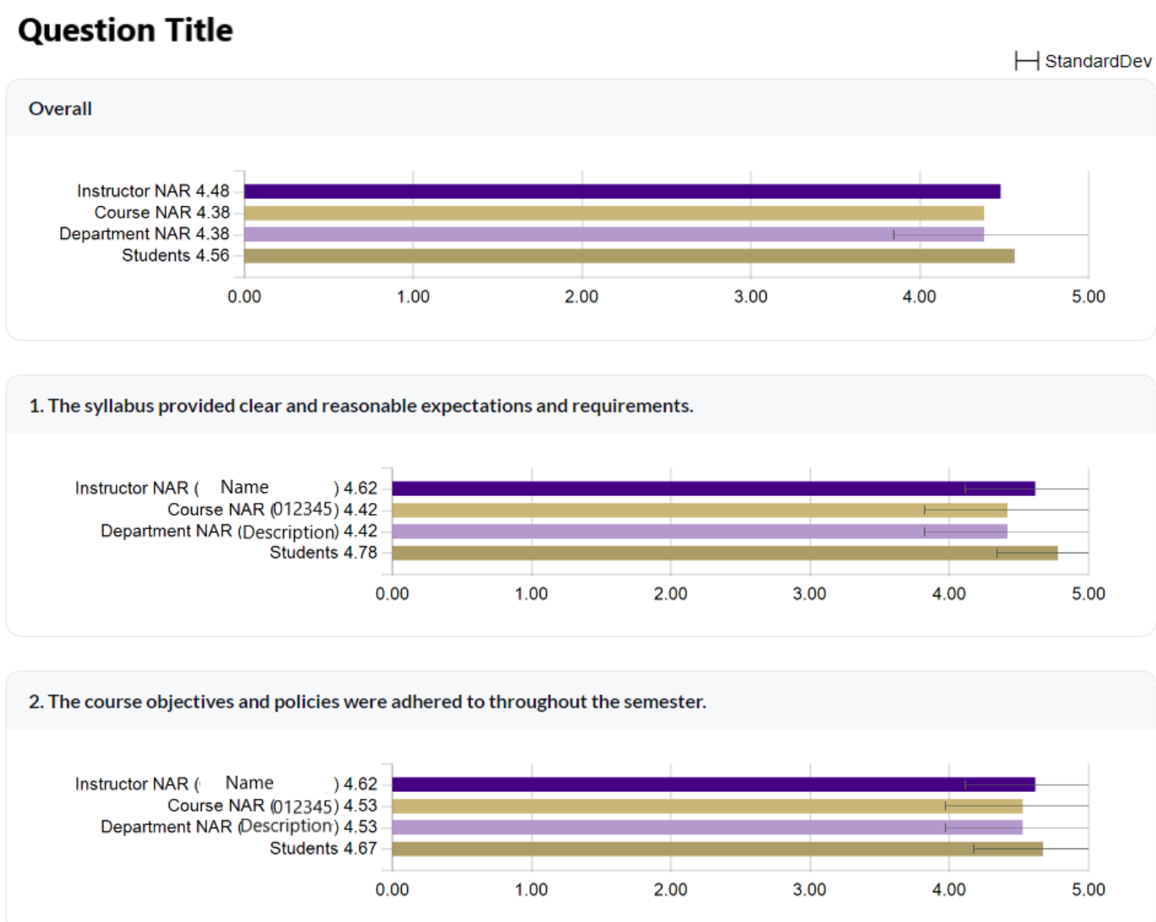
In our example, you see:

SUMMARY DATA: There are four instructor questions under this question title. Each value represents the average across all three questions. Only actual responses are used in these calculations. "N/A" (not applicable) and "DNR" (did not respond) counts are not included.

FIRST QUESTION TITLE: Under the question title, you see a graph showing how many students marked each available response with the percentage in parentheses. Below the graph is a frequency chart. First, you see the same information as in the graph. Below that, you see the individual question's statistics. The Graph/Chart is repeated for each question under the question header. Any qualitative response data will appear in a box below the frequency block question group.

> Some departments will utilize the frequency block charts without the graph, since the charts display the same information as the graph. They may opt to pair another graph from a different block type. The most common pairing is the Frequency Chart with the Score Block Graph.

SCORE BLOCK is another common, though less used, way JMU reports response data. It gives a quick glimpse into the overall student perception of a course. It is used when a department requests the ability for instructors to compare themselves with other instructors teaching the same course, or within the department regardless of courses taught. It is often paired with the Frequency Chart. Our sample shows response data for a question group, including standard deviation as requested.



The question mean is beside each graph bar. For many instructors seeing this graph, the most FAQ is, "What is NAR?" Here is an explanation from the Blue Administrator's online help article:

Norm Across Responses (NAR) *is a calculation method by Blue programmers that only considers* *responses* *to each question, based on the criteria given for the sort. If a student did not respond to a question, or if they responded N/A to that question, their non-response is not considered in the calculation.* Also from the BCA website:

The ***Norm across Responses*** *group element calculates the average of all responses in a group and is calculated based on a grouping field specified in the element. This grouping field is any of the available course or instructor fields present in the data. In a department level report, this group element returns the average of all responses for the courses in a department that share a particular attribute (such as all lab sessions). Each rater response has the same weight as all the other responses. If a student answers "Not applicable" or does not answer, that is counted as a non-response, and is not included in the average.*

At JMU, the Norms across Responses are defined as follows:
INSTRUCTOR NAR at JMU is based on the instructor's ***unique name*** in the Student Administration System, and displays the norm across all courses that instructor taught for that term. (Ex., two sections of HIST225, HIST365, and HIST470 in SP25)
DEPARTMENT NAR at JMU is based on the ***department description***, and displays the question mean for all courses in the department using that question or group of questions for that term.
COURSE NAR at JMU is based on the ***6-digit course ID number*** in the Student Administration System and displays the mean for all sections of that course in a session and/or term, regardless of instructor, using that question or group of questions.
STUDENTS is a system-generated title which displays the mean for the exact Course-Section-Instructor relationship, or stated differently, for that particular evaluation. (Ex., HIST101, Section 0001, taught by Professor Smith)

Qualitative (comment) data on a question or group of questions is available with **Frequency** and **Score Blocks**. In the Individual Reports, it appears under each. When a department pairs Score Graph with Frequency Chart, comments will appear below the Frequency Chart.

COMMENT (OPEN-ENDED) BLOCKS provide students' written responses in long form.

SPREADSHEET BLOCK (No Graphs) is the most concise way to display data in a report, as it shows all data for each question on one line. Course and Department Norms Across Responses are visible in this example. Unit heads often request a data sort by Course or Instructor.

Question Group Title

	Invited	Resp	Mean	Median	Mode	SD	% Agree	Course # NAR	Department NAR
The course gave me information and understandings relevant to my educational objectives.	25	17	4.00	4.20	5	1.06	70.59%	4.02	4.37
The course gave me skills and perspectives applicable to my career goals.	25	17	3.82	4.00	4	1.07	70.59%	3.86	4.29
The content of this course was appropriate to the objectives of the course.	25	17	4.29	4.25	4	0.59	94.12%	4.34	4.54

The individual questions in the grouping appear on the left. To the right, you can see the Course and Department Norms Across Responses. In the red box, you see what is often called a Promoter Score. It indicates the percentage of respondents who either Agreed or Strongly Agreed with the question.

WHAT IS INCLUDED IN MY INDIVIDUAL INSTRUCTOR REPORT?

1. Any University level questions will appear at the top of your report. *(There are currently none.)*
2. Your Department's evaluation instrument will appear next.
3. If there are course-specific questions, such as Lab or Field Experience questions, those should appear next.
4. If your department uses Selectable Questions in evaluations, they will be next. Your unit head or program director will receive the feedback for these questions.
5. If you added Customized Questions to your evaluation, those will appear toward the bottom. Only you see that data. You have the option to share it with your unit head.
6. If the course was online, then Technology-related questions will appear. Some departments use this data to improve their online presence.

You or your department may want to present your data in other ways. Contact the Evaluations Administrator through the LID Desk to learn of other available presentation options.

OTHER REPORT TYPES at JMU

MERGED INDIVIDUAL REPORTS are used when an instructor supervises or teaches several sections of low-enrollment courses in a session or term, ex., Research, Student Teaching, or Studio courses. Since the lower enrollments (below 5 students) do not meet the minimum response thresholds, they prevent reports from being produced. As a work-around, sections of matching Course mnemonics (Subject/Catalog) are combined into one report (ex., MUAP200, sections 0001, 0002, etc.). Instructors receive needed feedback while students feel confident their identities are still protected.

JMU JAMES MADISON UNIVERSITY.

Student Course Evaluations-SP23-COLL(ege)

COURSE DESCRIPTION (Course Name with Mnemonic)

(continued) **All Sections, Merged SP23 Ind Faculty Report**

(Instructor Name)

Report prepared by **Donna Davis**
Created **Wednesday, June 28, 2023**

Course Audience: 4
Responses Received: 4
Response Ratio: 100%

Report Comments

Merged Report for all sections of your Low or Single Enrollment Courses.
Includes data for all sections of:

COURSE DESCRIPTION WITH MNEMONIC, ALL SECTIONS MERGED

Downloads

Download PDF

Download CSV

Responses

Raters	Students
Responded	4
Invited	4
Response Ratio	100%

Highlights:

- The sample above is a studio course report, four sections, one student each section.
- Under Report Comments, you see "Merged Reports for all sections…"
- Under Responses, you can see four were invited to evaluate, and all responded.

Instructors should encourage students in their lowest enrollment courses (1-3 students) to complete evaluations. Advise that their feedback is important to you as an instructor, and to your department. Let them know their feedback is combined into one report. Combining all sections to meet the minimum response thresholds usually produces a report while protecting student identities.

OTHER REPORT TYPES, cont.

GROUP-BY REPORTS are used to create Departmental Aggregate Reports for academic unit heads. They are sorted by Department Description in the Course Data Source. They utilize the same questions as the individual reports but are presented in a more concise way, typically in a spreadsheet block. This is where we sort the spreadsheet by Course or Instructor. They utilize Quantitative data only. No comments are included with Departmental Reports.

CUSTOMIZED EXPORT ANALYSIS REPORTS are created by request. Again, they utilize the same questions as the individual reports, presented in spreadsheet form (usually CSV), but are sorted, presented, and delivered according to the unit head's preferences.

Other report types are available on request, including Rollover Reports, which could show comparisons in term-over-term or year-over-year formats. Contact the Evaluations Administrator through the LID Desk.

REPORTS DELIVERY SCHEDULE AT JMU

Reports are delivered at the end of each semester. The only exceptions are the one- and two-week Winter and Summer Session reports. Reports delivery follows this schedule:

INDIVIDUAL FACULTY REPORTS for INSTRUCTORS begin delivery 48 hours after the term's final grade submission deadline. This timeframe also applies to one- and two-week Winter and Summer sessions. Instructors receive their reports two days before their Unit Head receives the same report. Data from instructor-added questions only appears here. You have the option to share it with your unit head or course administrator.

DEPARTMENTAL AGGREGATE REPORTS for UNIT HEADS begin delivery 24 hours after the Individual Faculty Reports for Instructors. Short-session courses (1W and 2W) might be included with the end of term reports. These reports contain quantitative data only.

INDIVIDUAL FACULTY REPORTS for UNIT HEADS begin delivery 24 hours after the Departmental Aggregate Reports for Unit Heads, or 48 hours after Faculty receive their reports. This timeframe gives instructors time to review their reports before meeting with their Unit Head regarding the same. Data from instructor-added questions will not be included. Short-session reports (1W and 2W) reports will be delivered 48 hours after the Instructors receive their reports for the same.

Block Reports for courses ending at the mid-term (Fall and Spring) will be delivered with the end-of-term reports, beginning 48 hours after the final grade submission deadline. Exceptions will be considered on a per-request basis. Contact the Evaluations Administrator through the LID Desk.

You will find the full evaluation schedule, including reports delivery dates, in the left pane on the Course Evaluations website. If you have other questions, you may contact the Evaluations Administrator through the LID Desk.