

A decorative graphic on the left side of the slide, consisting of white lines and circles on a blue background, resembling a circuit board or network diagram. The lines are vertical and horizontal, with small circles at various points, suggesting nodes or connections.

# STUDENT EVALUATIONS OF TEACHING—BLUE

## CONTEXT AND SCOPE

- ~5,000 individual course sections for ~2,500 distinct instructors resulting in ~100,000 individual evaluation records
- RFP Process in late 2019-early 2020
  - Included representation from the Faculty Senate and the Effective Teaching Committee
- 6 months to launch
- Vendor: Explorance. Product name: Blue

## FORMAT

- Uses the exact same questions and response options as was on the paper form
- Can add up to 5 personalized questions
- A max of 27 questions
- Not to be confused with the pilot of new questions (which was to have occurred in Spring 2020 but has been pushed tentatively to Fall 2021)

For the Fall 2020 Term for courses running til the end of term:

- Question personalization runs from November 11<sup>th</sup> – 25<sup>th</sup>
- Evaluations are open from November 26<sup>th</sup> – Dec 6<sup>th</sup>

# COMMUNICATIONS--GENERAL

- Provost's newsletter with link to the website.
- FAQs and videos on website
- Emails to deans, department chairs and schedule coordinators

*Please let us know of your questions as we  
use them to curate the website*

# COMMUNICATIONS: INSTRUCTORS

- Emails sent when:
  - QP opens with a link to the log in page.
    - If instructors are teaching courses on different parts of term, they will get an email for each one since they are on different administration schedules.
  - Evaluations open with a link to Blue for monitoring the response rate
  - Reports available – approximately 4 weeks after the course end date
- Once logged in to Blue, instructors will see a list of their courses being evaluated, along with the time period the evals will be open
- If instructors have lost the email, they can always go directly to the Mason's Blue site: <https://gmu.bluera.com/gmu> (Uses Mason's CAS authentication)

# COMMUNICATIONS: STUDENTS

- Emails at the following points:
  - When the evaluations open detailing log in instructions and due date
  - One email for all courses unless they are on a different part of term
  - For students that haven't completed the evals, up to two follow up reminders
  - A thank you upon completion
- Students will receive notifications on Blackboard for courses using it
- Students can access directly at <https://gmu.bluera.com/gmu>
- However, if they go there before or after the evaluation period, they won't have anything to complete

## WARNING

- ITS and Blue tested to ensure that emails sent to a Mason address will not go into a spam folder
- *If the Mason account is forwarded to a third-party email such as Gmail, it is possible it may be diverted to the spam/junk folder given the individual's security settings.*

## BUSINESS RULES

- Patterned after the business rules developed in the home-grown system.
- Evaluation open/end dates are calculated based on the course open/end dates in Banner and accounts for the start of finals
  - Determined by the instructor/department and entered by the unit's course scheduler
  - Paired with the corresponding final exam period as noted on the Registrar's site
  - For full-semester courses, evaluations will open 20 calendar days before the session end date (as listed in Banner) and will close 10 calendar days before the session end date.
  - For part-of-term courses, the evaluations will open 6 calendar days before the session end date (as listed in Banner) and will close 1 day before the session end date
- Question personalization is open for the 2 weeks prior to the evaluation period.



## RESPONSE RATES

- Likely to see lower response rates—a result of the online delivery of course content.
  - FAQ's on our website offer ideas that might help, primarily allow for time to complete the evaluation during class time.
  - Currently curating information from the ETC of the FS to put on the website
- Faculty are expected to monitor completion rates themselves and receive email notifications to do so.
  - It is entirely voluntary on the part of the supervisor and the notification can be viewed as an update of when response monitoring and reports are available.
- The system does track which students have not completed the evaluation and sends reminder emails until the evaluation closes. This is true for each course in which they are enrolled. Students are thanked upon completion of each evaluation.
- You will not receive emails each time a student completes an evaluation.

## REPORTS

- While Mason has a history of making student evaluations of teaching public, this is not an industry standard.
- The vendor did not have an out of the box solution to make reports public. We are working on that and will get there.
- The supervisor role, assigned to anyone who needs to view results for multiple instructors, e.g. deans, department heads, course coordinators, will ensure critical audiences have access to this information now.
- Supervisors can view results, both comments and summary measures, in one place