

**Memorandum of Understanding (MOU)  
for the EEE Department Evaluations Tool**  
*February, 2017*

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## Introduction

A brief overview of Department Evaluations on the Electronic Educational Environment (EEE).

### *Who We Are*

The Office of Information Technology (OIT) develops and maintains the Electronic Educational Environment (EEE), the campus course management system used by instructors and students at UCI. Visit <http://sites.uci.edu/eee> for more information on the EEE collaboration and website.

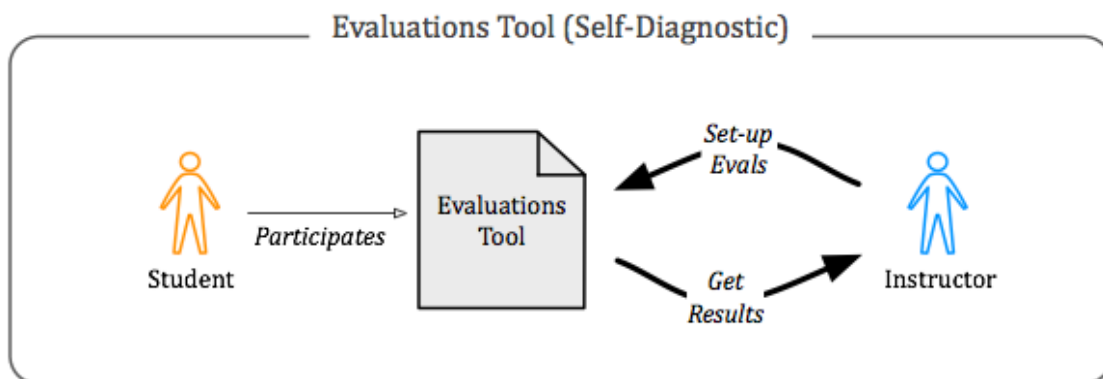
### *Background*

The EEE Department Evaluations tool is based on a previously existing individual self-diagnostic Evaluations tool that was created at the request of the Academic Senate in 2000. With this web application as a starting point, the EEE web development team worked with campus schools and departments to develop an administrative tool suite that would allow schools and departments to replace existing paper instructional evaluation processes with online technologies. With the approval and guidance of the Academic Senate, the EEE web development team created the Department Evaluations tool as an optional mechanism for gathering end-of-term feedback for final evaluations.

### *The Evaluations Tools*

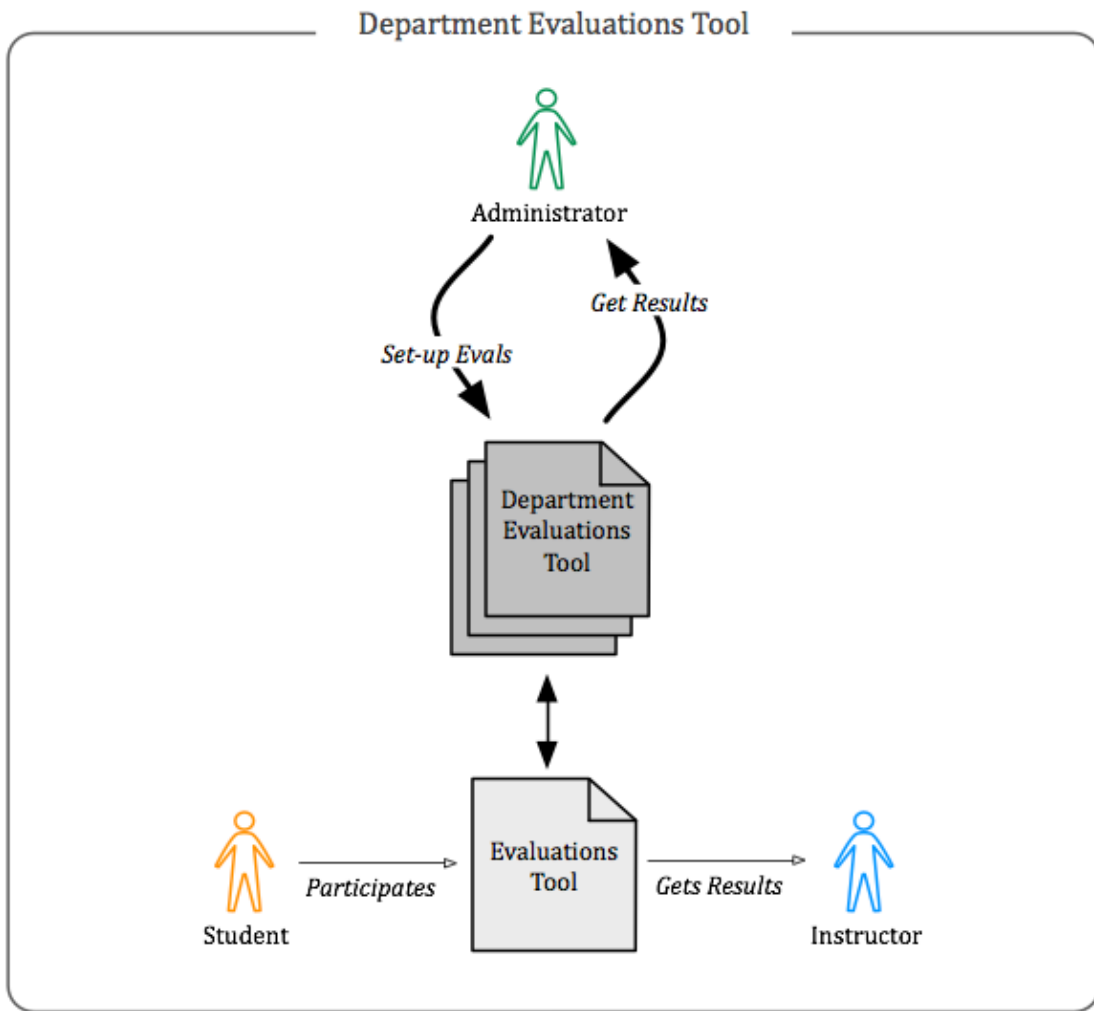
EEE provides both the self-diagnostic Evaluations tool for instructors and the administrative Department Evaluations tool for schools and departments. Though these tools are related, they are different.

- The Evaluations tool provides instructors and assistants the opportunity to conduct confidential, individual midterm and final evaluations. Results from evaluations conducted via the Evaluations tool are only available directly to the individual evaluated.



- The Department Evaluations tool provides schools and departments the ability to conduct official final evaluations on behalf of instructors and assistants. Results from evaluations conducted via the Department Evaluations tool are available within EEE to the individuals evaluated, the affiliated school and/or department

administrators, and the EaterEvals system as appropriate (See “EaterEvals” below).



***Usage is Optional***

Use of the EEE Department Evaluations tool is optional. Schools and departments may elect not to use the system and, if already using the system, may decide to discontinue use of the system at any time.

***Purpose of Memorandum of Understanding***

Each school and department maintains its own, internal procedures for gathering and analyzing final evaluations. While the feature set for the Department Evaluations tool is robust and generalized, it is important that participating schools and departments understand both technical and policy-driven limitations for the tool.

Please share this document with all appropriate members of your school or department. A copy of the Memorandum of Understanding is always available from the home page of the tool itself or you may request a copy from EEE Support.

## **Before Getting Started**

Important points of communication before using Department Evaluations within a department.

### ***Discuss with Administration***

Use of the Department Evaluations tool is at the discretion of each school or department upon approval from the school's Dean, Associate Dean or equivalent. Before getting started with the Department Evaluations tool, all appropriate school or department staff and administrators should be informed as to what the tool can and cannot do.

### ***Discuss with Faculty***

It is the responsibility of the school or department to advise faculty regarding use of and policies associated with the Department Evaluations tool. Faculty support is key to a successful evaluation program. When faculty announce an evaluation to the class, add information about it to the syllabi, remind students about the importance of evaluations, and encourage evaluation use, participation rates tend to be stronger.

### ***Account for Unions/Contracts***

It is the school or department's responsibility to review any policies or contracts that govern evaluation of Teaching Assistants, Lecturers or other similarly contracted instructors. EEE and OIT do not provide guidance or policy regarding evaluation of non-faculty, contracted instructional staff.

## **Terms**

Terms used within this MOU and within the Department Evaluations tool. Please note term usage to avoid confusion or misunderstanding.

### ***Department***

The term "department" can be substituted for the term "school" in the MOU when a school is authorized to use the system instead of individual departments within the school.

### ***Authorized Administrators***

Individuals who have been given authority by the Dean, Associate Dean or equivalent for a school, department or program to administer evaluations for a set of classes and who have demonstrated an understanding of the system.

### ***Schedule of Classes (SOC)***

EEE gets class information and instructor associations from the University Registrar's SOC system several times a day. This information is used to verify person-to-class associations.

***Instructor***

Individuals directly associated with a course code under functions 1 through 9 within the Registrar's Schedule of Classes. Note: This may also include TAs if this is how they were associated with a course.

***Authorized Assistant or EEE Assistant***

Individuals who have become associated with a course code either by having their UCInetIDs entered into the EEE Assistants tool by an instructor or by being added through the University Registrar's SOC tool. Any individuals who become associated with a course code during the evaluation activation process will also be treated as EEE assistants within the system.

***Campus-wide Teaching Evaluation Form (CTEF)***

By default, the Department Evaluations tool provides the Campus-wide Teaching Evaluation Form (CTEF) approved by the Academic Senate for use. Note that a custom form may be used instead.

***Final Evaluation Template***

Use of the CTEF is not required and an option to create a custom evaluation form is provided. The form is built by creating a template within the Department Evaluations tool that can be reused as needed. The content and question types used in the template are at the discretion of the department.

**Evaluations Available via EEE**

There are three types of evaluations that can be activated through EEE for a course code in a given term: Midterm Feedback Form, Individual Final Evaluation and Department Final Evaluation.

***Midterm Feedback Form***

Use of this form allows instructors and authorized assistants to obtain anonymous and confidential feedback from students regarding class instruction at any time during an academic term. The form contents are maintained by the Center for Engaged Instruction (CEI), which provides free, confidential consultation on the results if requested by the individual evaluated. This form can only be activated by an instructor or authorized assistant and results are only provided directly to the individual evaluated unless that individual has opted to send the results to the CEI.

***Individual Final Evaluation***

Use of this form allows instructors and authorized assistants to obtain anonymous and confidential feedback from students regarding class instruction at the end of the academic term. The form contents are based on the CTEF. This form can only be activated by an instructor or authorized assistant and the results are only provided directly to the individual evaluated. Please see the section "Global Lock-Out" below for information about department-level control over individual access to this feature.

### ***Department Final Evaluations***

Use of this form allows departments to obtain anonymous and confidential feedback from students regarding class instruction by instructors and authorized assistants at the end of the academic term. The default form contents are based on the CTEF, but departments may modify the contents or create wholly custom templates. Results are provided in EEE to authorized administrators, directly to the individual evaluated, and to the EaterEvals system as appropriate (See “EaterEvals” below). Please note that the tool is not enabled to release mid-term results and thus should not be used as a midterm evaluation mechanism by either a department or instructor.

## **Enabling Use of EEE Department Evaluations**

Use of EEE Department Evaluations requires authorization as described below.

### ***Authorization***

Authorization to access the Department Evaluation tool must be provided by the Dean or Associate Dean of the school or equivalent. EEE staff can provide an email template for this purpose.

### ***Access***

Authorized access to the Department Evaluation tool on EEE is necessarily limited to provide security and confidentiality. Up to two staff members may be authorized per department. Alternately, two school-level staff members may be authorized to oversee several departments.

### ***Access Limitations***

When possible, all authorized staff members should be the same staff who would normally participate in the paper evaluations process.

The following individuals cannot be authorized as administrators:

- Currently matriculated undergraduate or graduate students.
- Instructors or teaching assistants for whom evaluation results exist within the accessible results. (Note: An exception is made in the case of the Associate Dean, Dean or equivalent at the request of that individual.)

## **Administrator Responsibilities**

Access to the Department Evaluations tool encompasses: creation (optional), activation, announcements & monitoring, results gathering & reporting. Please see individual policies below for more information. Additionally, administrators act as the main support and administrative source for the department.

### ***Main Point of Contact***

Administrators provide the main point of contact within the department and are responsible for answering any EEE staff questions, responding to all non-technical support regarding evaluations, and handling all policy issues.

***Informing Instructors, Teaching Assistants, Staff and Students***

Administrators inform all appropriate staff, instructors, and teaching assistants of department policies regarding final evaluations and the use of EEE Department Evaluations as an official department evaluation mechanism. Administrators also address any instructor and teaching assistant concerns or issues. Departments claim full ownership of all non-technical issues that arise. Addressing instructor, teaching assistant or student frustration or disagreement with this process is the responsibility of the department.

***Staffing Changes***

In the event an existing authorized administrator must be replaced, it is the responsibility of the department to notify EEE staff that access to the tool should be removed. Additionally, authorization of replacement staff must follow the mechanism outlined above, requiring authorization by the Associate Dean, Dean or equivalent for all new staff unless authority for these actions has been officially delegated.

***Training***

Cross-training of new administrators is the responsibility of the department. EEE provides a complete step-by-step guide for your convenience that is always available from the main page of the Department Evaluations Administrator tool. It is also the responsibility of the department to explain all department policies and procedures related to evaluations and use of the Department Evaluations tool.

***Administrative Mailing List***

EEE maintains an email list (eee-dept-evals@uci.edu) for authorized administrators. All administrators are added to this list and are invited to send questions to the list if they would like the input of their fellow administrators. EEE staff also use this list to periodically announce important changes to the Department Evaluations tool, send periodic reminders, or other relevant information.

**Feature Set Information & Policies**

Authorized administrators have access to a number of tool features that enable them to set-up and administer final evaluations.

***Overview***

The following information provides an overview of available features within the tool. Additional information about each feature is outlined below.

<b>Feature</b>	<b>Overview</b>
Creation	Ability to create custom final evaluation templates as needed by the department (optional – departments may choose to forego template creation and instead use the preexisting CTEF template).



<b>Feature</b>	<b>Overview</b>
Activation	<p>Ability to activate an evaluation, setting the evaluation window on behalf of any course code and instructor or assistant ID combination within any department for which the administrator has authority.</p> <p>Ability to set instructor and assistant permissions, including their ability to change evaluation window duration, cancel an evaluation and/or view a participation list.</p> <p>Ability to increase the minimum number of submissions required for instructors or assistants to receive participation lists.</p>
Announcements & Monitoring	<p>Ability to send custom emails to associated students to announce and/or remind about evaluation windows.</p> <p>Ability to view real-time rates of submission during evaluation windows.</p>
Results Gathering & Reporting	<p>Ability to download a CSV (comma separated value) file of evaluation results.</p> <p>Ability to print evaluation results from the Web, separated by instructor or assistant per class.</p> <p>Ability to download and/or print evaluation results, separated by instructor or assistant per class, from a PDF version.</p>

***Tool Access***

Authentication of authorized administrators is required using their UCInetIDs and passwords. Authorized administrators will have access to department-activated evaluations for the current term, past terms, and any available future terms, until the department explicitly requests access be removed.

***“Global Lock-Out”***

Please be aware that instructors and assistants will still have access to the individual Evaluations tool on EEE with the ability to initiate their own, independent final evaluation. At department request, EEE can suppress instructor and assistant ability to initiate an EEE individual final evaluation. This suppression effects only final evaluations; instructors and assistants retain the ability to activate self-diagnostic midterm evaluations. This suppression is only available globally for all course codes in a department and cannot be implemented individually per instructor or course. This request must be made with advance notice, prior to the beginning of the given term. “Lock-out” persists for future terms unless otherwise requested by the department. Departments may verify their lockout status at anytime by contacting EEE support.

## **Creation**

Authorized administrators have full authority to select and/or create evaluation forms and are responsible for all steps of the creation process.

### ***Creating Evaluation Templates***

Departments are not required to utilize the CTEF forms provided within the tool and may build custom evaluation templates for use as final evaluation forms. Contents of this form are at the discretion of the department and it is the department's responsibility to seek any required approvals or inputs from associated faculty, lecturers, teaching assistants, school-level administrators and/or the UC Human Research Protections Program.

## **Activation**

Authorized administrators are responsible for all steps of the activation process.

### ***Pre-activation Recommendations***

Include all necessary instructors and/or teaching assistants in ESOC. ESOC functions 1 through 9 are all recognized as valid for activation. Alternately, departments are strongly encouraged to ask instructors to add any assistants using EEE's Assistants tool.

### ***Activation Access***

Administrators have access to activate evaluations for any course codes within the departments for which they have been authorized. In some cases, administrators for multiple departments may have access to overlapping course codes. In the case of cross-listed courses, administrators for each department under which a course is listed have the ability to evaluate that course (including –all– affiliated course codes). It is the administrators' responsibility to coordinate with one another regarding any overlapping authorizations or cross-listed classes. More information on activation for cross-listed courses is provide below.

### ***Activation: Upload Option***

Evaluations may be activated by uploading a department-generated CSV file in the following format:

- Column 1: the 5-digit course code
- Column 2: the instructor or teaching assistant ID (either a 9-digit Employee ID or UCInetID).
- Columns 3 and higher: ignored by the tool.

Each course code/ID combination will represent one activated EEE evaluation.

### ***Activation: Manual Option***

Evaluations may be activated manually by entering each 5-digit course code and the corresponding UCInetID/Employee ID using the built-in manual entry feature. The manual activation has a limit of 100 evaluations per activation. Should administrators need to activate additional evaluations, they may run the manual activation process multiple times or use the CSV upload option. Each course code/ID combination will represent one activated EEE evaluation.

***Activation: Errors and Fixes***

The following checks are in place upon submission of course code/ID information:

- The uploaded comma-separated value (CSV) file must end with a ".csv" extension.
- Invalid course code/ID combinations in CSV file will be flagged with an error message and will be prevented from activation.
- An invalid course code/ID combination will occur in the following instances:
  - Employee ID or UCInetID is not listed in current UCI Directory (PH database/campus phone book).
  - Duplicate course code/ID rows in CSV file (first occurrence will be accepted, following will be rejected).
  - EEE evaluation of the same type already exists for course code/ID combination.
  - Course code is not found in SOC in the given academic term.
  - Course code is not found withing a department to which the administrator has access.
- A warning will appear if an employee ID or UCInetID is not listed as an instructor or EEE Assistant for the given course code. In this case, the administrator may choose to proceed with the activation, adding the individual as an EEE Assistant with access to only evaluations in the process.

***Activation: Cross-listed Classes***

When an administrator activates an evaluation for a course that has one or more cross-listings, the administrator automatically has the option of including the cross-listed course codes, even if those course codes fall outside the departments to which the administrator would ordinarily have access. Cross-listed course codes can be accepted or rejected at the discretion of the department. Data used to identify cross-listed classes for this purpose is provided by SOC. Mismatched instructors will be added as Authorized Assistants as needed. When administrators choose to include cross-listed course codes in an evaluation, the following important points must be considered:

- All of the cross-listed sections will be combined for the purposes of results and participation lists (in other words, if 2 students participate from section A and 3 students from section B, their submissions are combined to meet the minimum of 5 student participants required for a participant list to be available).
- The results will list each affiliated course code.
- Only administrators from the activating department will be able to directly retrieve the results.

Please note that EEE/OIT cannot mediate between departments regarding activation of cross-listed courses. We strongly recommend that departments coordinate in advance with regard to cross-listed course evaluations.

***Activation: Evaluation Window***

Authorized administrators specify the window of time in which each evaluation will be open for students to participate. An evaluation window represents the date and time that one or more evaluations become available to students, and the date and time that they are no longer available to students.

Please note that all evaluations must close prior to the academic term's final grade submission deadline as listed in the Registrar's Processing Calendar. Modification of existing evaluation windows can occur under the following rules:

- The open date and time must occur before the close date and time.
- The close date and time must occur before the Registrar's final grades submission deadline.
- With department permission, instructors and assistants may change the department-designated window through the EEE Evaluations tool subject to the above constraints.

***Activation: Instructor Settings***

Authorized administrators may select to suppress an instructor or assistant's ability to modify or cancel an evaluation window. Administrators may also raise/alter minimum student submission rates required for participation lists or disable access to such lists completely. The department tool has the following instructor settings defaults:

- Allowed to modify an evaluation window.
- Allowed to cancel an evaluation.
- Allowed to receive participation list if 5 or more students submit evaluations. (See the "Participation Lists" section below for information about participation lists.)

It is the responsibility of the department to communicate any department-initiated controls to their instructors and teaching assistants.

***Post-activation Limitations***

Evaluation templates cannot be altered once activated (for example, to change a question, correct a spelling error, or add numeric answer equivalents). Please verify that any custom templates are free from error prior to activation. EEE cannot make alterations to text, answer type, answer options, answer values, or any other content in activated templates.

***Cancellation: By Departments***

Cancelling an evaluation is equivalent to deleting and does not simply "close" an evaluation. Canceling an evaluation will **permanently delete** all information about and all existing results for the evaluation from EEE's database. Departments may cancel any evaluation they have activated.

***Cancellation: By Instructors***

If the department-selected instructor settings allow (see above), instructors may cancel a department-initiated evaluation, **permanently deleting** all information about and all existing results for the evaluation from EEE's database. Instructors who have permission to do so may cancel their evaluations at any time.

**Announcements & Monitoring**

Informing instructors and students about the use of Department Evaluations is the responsibility of the department. This includes notifying instructors and teaching assistants of evaluation window dates, times and procedures, as well as announcing to students the availability of an evaluation and sending reminders as needed.

***Email Tool***

EEE provides an optional email tool that department administrators can use to notify and/or remind students about active evaluations associated with course codes in which they are officially enrolled. Announcements sent via this tool will only go to students who have not completed open/active evaluations and will cease when a student has participated in all associated evaluations. By default, a copy of this email is sent to instructors and administrators for their information and records. Authorized administrators may suppress this copy as appropriate.

***Email Content***

Authorized administrators may modify the subject line, introductory text, closing information and contact information within the email tool. The unmodifiable 'Evaluation Information' area contains variables that will automatically populate links for students to access the appropriate evaluation(s). The EEE contact email address (eee@uci.edu) is inserted under "Technical Information" and is to be used for technical questions or concerns only.

The department contact information will be used in the following areas:

- All "From" areas for email sent.
- All "reply to:" areas for email sent.
- The contact for any non-technical student questions or concerns.
- All email forwarded from EEE support as appropriate.

Email content may be saved as a "Template" for future reuse.

***Email Tool Policies***

An email may be sent at any time during an evaluation window with the following recommendations:

- An initial email indicating that an evaluation window has opened.
- Several reminder emails midway through the evaluation window.

- A strongly worded final reminder email approximately 48 hours prior to the close of the evaluation window.

Authorized administrators cannot see a list of the students receiving emails. Neither department administrators nor EEE staff can selectively suppress enrolled students from receiving emails; if an email is scheduled for a particular evaluation, all enrolled students who have not completed that evaluation will receive the email, with no exceptions.

### ***Monitoring***

Departments are encouraged to monitor participation throughout the evaluation window and decide if more reminder emails are needed, if a request to the instructor is needed for an in-class announcement, or if a longer window is needed, for response rates to improve. Participation data is available within the Department Evaluations tool interface.

## **Results Gathering & Reporting**

Evaluation results are made available to authorized administrators, evaluated instructors and evaluated teaching assistants within 6-hours after the Registrar's official final grades deadline for the academic term as listed in the Registrar's Processing Calendar. Results will also be posted to the EaterEvals system as appropriate (see "EaterEvals" below). EEE provides multiple formats for results gathering, but does not offer assistance for any further results analysis or management (eg. SPSS, statistical analysis, etc.).

### ***Access***

Authorized administrators may access evaluation results using the Department Evaluation Administrator tool. Please note that instructors and teaching assistants do not have access to the Department Evaluation Administrator tool and must access their results through the separate individual Evaluations tool on EEE.

### ***Formats Available to Authorized Administrator***

There are three formats available to administrators for results gathering:

- Web Report
  - Prints separated by instructor per class.
  - Includes all aggregated questions and responses.
- PDF Report
  - Designed for download.
  - Prints separated by instructor per class.
  - Includes all aggregated questions and responses.
- Comma Separated Value File (CSV)
  - Compatible with most spreadsheet software including Microsoft Excel.
  - Includes all aggregated questions and responses.
  - Customizable to include/exclude selected instructor information, class information, evaluation information, and question/response information.
  - Customized download settings can be saved for reuse.

***Formats Available to Evaluated Instructors and TAs***

Evaluated instructors and teaching assistants will have access only to the aggregated Web report or PDF download for each class evaluated.

***Statistics***

Statistics (including mean, median, and standard deviation ) for multiple choice and multiple select questions are only available in the results of those evaluations that were activated using either the unmodified CTEF or a custom form that was populated with answer values prior to activation. Custom form values must be established prior to activation and cannot be added retroactively.

***Results are Term-based***

All results are available on a per quarter/semester basis. Results are not aggregated across quarters/semesters. Aggregation of results to reflect trends in courses or individual instructor performance must necessarily occur outside the tool using the appropriate external software. EEE does not provide assistance with aggregate results compilation or any further analysis outside the Department Evaluations system.

***Archiving***

Evaluation results will be available on the Web through the Department Evaluation Administrator tool for at least seven years after each academic term. After seven years, evaluation data is subject to relocation within OIT servers and results may no longer be available via the web application directly. Although an archive of results is maintained on EEE, departments are strongly encouraged to create and maintain their own secured archive of evaluation data.

**Student Access & Participation**

Students are automatically affiliated with active evaluations for each course code in which they are officially enrolled. Auditing students or any other individuals who are not officially enrolled in a course cannot participate via the online system. Use of a computer with an internet connection is required to submit evaluations via EEE.

***Access to Evaluations***

In addition to the direct link to the active evaluation embedded in any scheduled email as described above, an "Evaluate" link associated with the class as appropriate will appear on the student's MyEEE page and the evaluation will be listed on the student's "My Evaluations" page. Access to evaluations is based on official enrollment with no exceptions, meaning students cannot be selectively prohibited from taking an evaluation based on class performance or other criteria, and auditing students or any other individuals who are not officially enrolled in a course cannot participate via the online system.

***Submission of Evaluation***

Students must authenticate using their UCInetIDs in order to fill out an evaluation. One submission per student per evaluation is permitted under the following rules:

- Students will have the option of selecting 'Cancel' while taking an evaluation and retaking it before the evaluation closes. Canceled evaluations do not retain previously entered information.
- Students cannot save an evaluation and retrieve it at a later date.
- Students cannot modify a submitted evaluation.
- Students cannot delete a submitted evaluation and resubmit.
- Students cannot revisit or view submitted evaluations.
- Students cannot take an evaluation that is not open.
- Students may submit one or more blank answers to an evaluation.

### ***Anonymity***

Submitted evaluations are in no way associated to a student within the EEE interface or the results available to administrators and instructors. As such, submitted evaluations cannot be retrieved, modified or deleted on an individual basis.

Note that, if there is a violation of the UC Irvine Computer and Network Use Policy within an evaluation response, OIT will conduct an investigation that could yield a response association.

### ***Participation Lists***

Under direction of the Academic Senate's Council on Teaching, Learning and Student Experience (CTLSE), a participation list containing the names and student IDs of participating and non-participating students may be made available to the evaluated instructor or teaching assistant when at least five student submissions have been received for an active evaluation.

Related policies include:

- Participation lists are not available to administrators.
- Cross-listed classes are treated as a single class when activated as such.
- Participation lists are never available for classes in which fewer than 5 students are enrolled.
- Administrators may choose to raise the number of submissions required before a participation list is made available or completely disable participation lists.

### ***Awarding Incentives***

Use of participant lists for awarding of incentives or other participation-related actions is at the discretion of the instructor or teaching assistant. It is the responsibility of the department to communicate with instructors and teaching assistants regarding the role of incentives within this process.

### ***Improving Response Rates***

The following recommendations can enhance student participation. Departments are encouraged to share tips and strategies for successful electronic evaluation usage with



other departments.

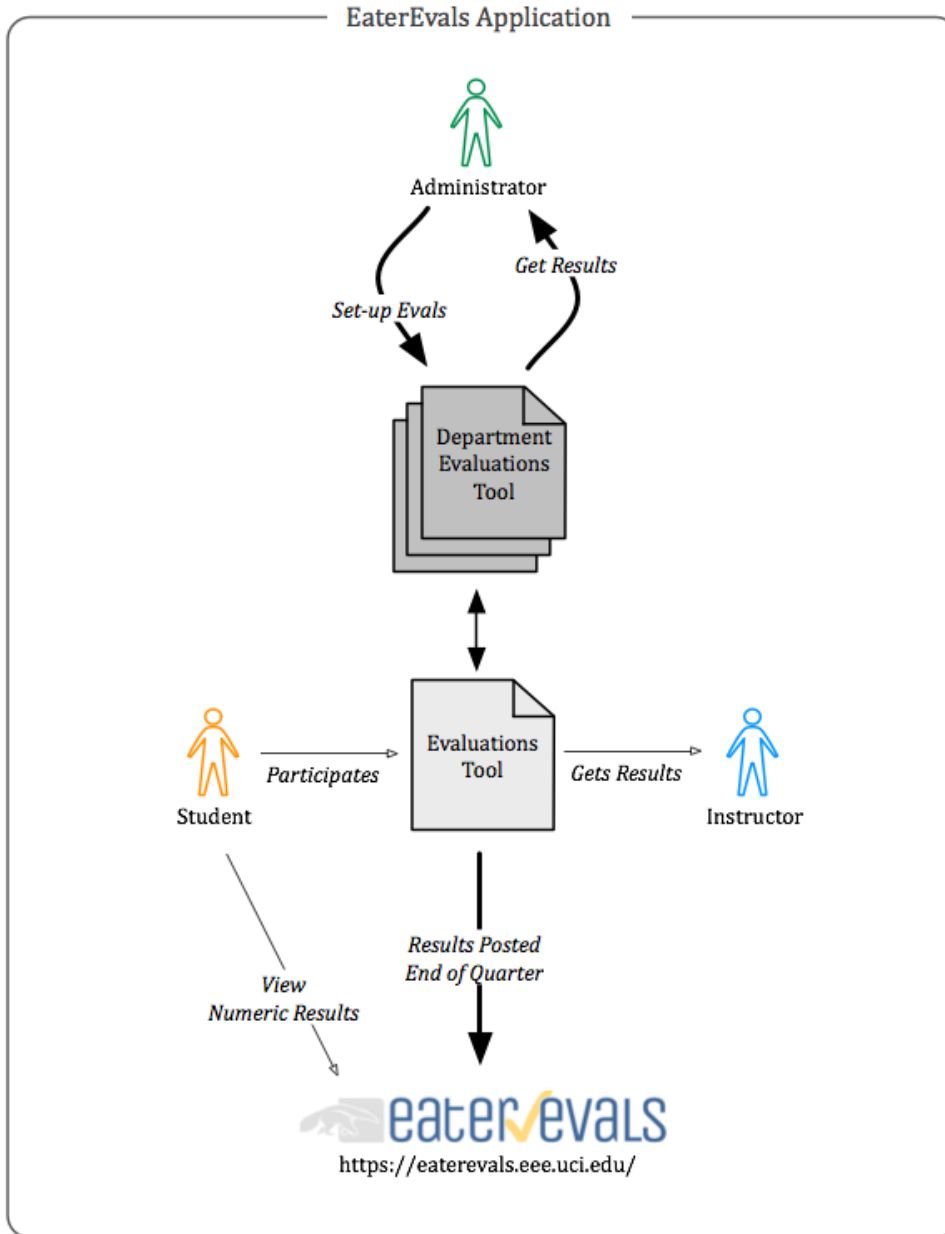
- Announce EEE online evaluation in the class syllabus, including window (if known) and student preparation guidelines (see below).
- Encourage instructors to make several in-class announcements and reminders before and during the evaluation window.
- Provide student preparation guidelines prior to evaluation window opening:
  - Students should make sure they have activated their UCInetID.
  - Students should make sure they know their UCInetIDs.
  - Students should login to EEE to be sure their classes are listed properly.
  - Students should be sure that their UCI emails are received correctly (accurate delivery point, quota not exceeded, etc.).
  - Students should be aware that they will need an internet connection during the evaluation window. OIT provides multiple drop-in computing labs on campus.
  - OIT and EEE are not responsible for changes in response rate, quality of responses, number of students participating, or any other factors associated with the transition, adoption, and use of EEE Department Evaluations.

## **EaterEvals**

The Eater Evals student-facing evaluations results tool was requested by ASUCI and approved by the Academic Senate. Related policies are governed by the Academic Senate. The tool is located at <https://eaterevals.eee.uci.edu/>

### ***Overview***

At the end of a given term, aggregate quantitative (numeric) evaluation results are made available for student view on EaterEvals. Authentication is required; anyone with a UCInetID may view these results. Results remain displayed for four academic years, at which point they are no longer displayed or made available on EaterEvals.



***Included Results***

The Academic Senate determined that Eater Evals would include evaluation results meeting the following criteria:

- Official, department-activated final evaluations
- Quantitative questions (as opposed to freeform textual responses, which are not included)
- Senate faculty and lecturers with SPOE/PSOE who have not opted out
- Results for undergraduate courses (starting with Fall 2012)
- Results for graduate courses (starting with Winter 2016)

### ***Excluded Results***

The Academic Senate determined that Eater Evals would –NOT- include evaluations results meeting the following criteria:

- Self-diagnostic evaluations
- Freeform text responses
- Non-Senate faculty and lecturers without SPOE/PSOE -or- faculty who have opted out
- Undergraduate courses from terms prior to Fall 2012
- Graduate courses from terms prior to Winter 2016

### ***How to opt-out***

Senate faculty and lecturers with SPOE/PSOE may opt out of having their quantitative results displayed on EaterEvals by indicating this preference within the EEE Evaluations tool by the end of 3<sup>rd</sup> week for a given term. After that time, instructors must contact the Academic Senate's Council on Teaching, Learning and Student Experience (CTLSE) for consideration of late requests to opt out.

## **Support Responsibilities**

Common support scenarios and responsibilities.

### ***EEE Responsibilities***

Support requests to EEE should be submitted via the 'Contact Us' form on the EEE website or through the eee@uci.edu email address. Phone support is available via the OIT Help Desk at (949) 824-2222. The following support requests are the responsibility of EEE:

- Technical support for students (Login issues, missing classes).
- Technical support for instructors and assistants (Login issues, data problems).
- Technical support for department administrators (Login issues, upload / download issues, custom evaluations, and evaluation settings).

### ***Department Responsibilities & Primary Help Contact***

The school or department is responsible for handling all non-technical questions, including:

- Student questions or comments on requirements, incentives, repercussions or department policies.
- Instructor or teaching assistant questions or comments on policies, usage, or access restrictions.
- Any other non-technical questions or concerns.

To help direct non-technical questions, each Department Evaluations group is required to specify a primary help contact name, email address, and phone number. This may be for an individual or for a group contact address (for example, a central

departmental email address and phone number), so long as student, assistant, and instructors' non-technical questions related to official course evaluations will be routed through that contact.

### **Help Resources**

To assist with evaluation administration and administrator training, the EEE team provides detailed help documentation with Department Evaluation Administrator instructions and answers to common questions at:

<https://eee.uci.edu/eval/staff>