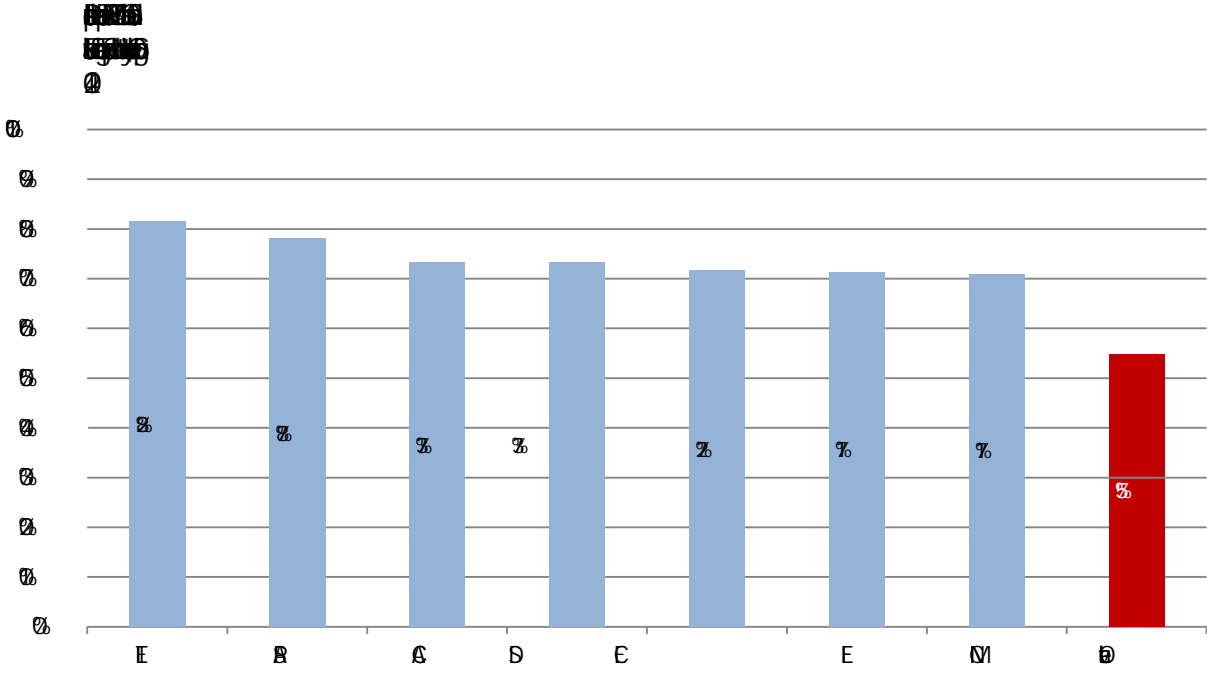


**Update on Response Rates for Online  
Student Evaluations of Teaching, Spring 2014**



features such as participation tracking, certificates of completion and periodic response rate updates from the Office of Institutional Effectiveness (OIE) throughout the evaluation cycle. In addition, announcements continued in SAKAI and access to the evaluations in SAKAI My Workspace. OIE will continue to monitor response rates, keeping deans and faculty abreast of overall semester-to-semester response rates.

### Continuous Improvement

In conjunction with the Computer Services Center, OIE is addressing problems related to the administration of electronic surveys. OIE monitors the Class Climate administrator's email account throughout the evaluation period to offer assistance with any problems related to the evaluations.

Issue	Status/Resolution
Certification of completion not displaying after submission of the survey	Pop-up blocker enabled. An information sheet is being developed to share with faculty utilizing certificates of completion, instructing students to disable the pop blocker for Class Climate
Email surveys not being delivered.	Affected email addresses were sent to the Computer Center to check delivery status. In the majority of instances, emails were delivered. Students were instructed to check their spam and trash folders. There was one instance in which the email was not delivered. The Computer Center is investigating the issue. As part of the information sheet, students will be instructed to check their spam and trash folders if they do not receive the evaluation, prior to contacting the Class Climate administrator. Instructions for contacting the Class Climate administrator will be included on the information sheet as well. In some instances, employees who are students were not checking their student account for the surveys and were unaware they had a student email account. This information will be included as part of the information sheet for faculty.
Survey links not displaying in SAKAI	Students who are faculty or staff members are affected. ILC staff is working with SAKAI and Class Climate to correct this issue.
BANNER data incorrect	Departments are sent the Class Climate file pulled from BANNER to correct and submit to OIE one month prior to the survey distribution date. A Class Climate file from BANNER and the corrected file have