



Online Student Rating System Administrator Guide

Student ratings of courses and instructors can be collected electronically through an online system. Data from these evaluations can be analyzed and delivered in a quick and efficient manner.

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Online Student Rating System - Administrator Guide

Login to the Site

Each department designates a person(s) to oversee the administration of the department's online student ratings. This individual(s) should contact OIRA to gain access to the Online Student Ratings (SR) System Administrative Site.

The link to the Online Student Rating System Administrative Site is:

<https://aaf-ratings.syr.edu/admin/>.

Login using the passcode assigned to you by OIRA.

Login screen:

On the following screen, you will be asked to select your department and appropriate evaluation administration.

Note: There may be several department/administration options if your department administers mid-term evaluations.

The following screen is the Departmental Administrative Menu or Control Panel. When you first login and select your department, you will be prompted to select the courses which will be evaluated for this semester/administration.

Click the **“Select Classes to Evaluate”** button.

The following screen is the departmental ratings form selection screen. Here you will choose the forms to be used for this administration. You may review a form by clicking the gray box with the form name. Upon selecting a form you will then assign the classes to be evaluated using that form on the next screen.

Select a form by clicking the button next to the appropriate form and click the **“Select classes to evaluate with this form”** button.

On the following screen, you will choose the course prefix (MAT, PSY, etc.) for the classes you would like to assign to the form you chose on the previous screen. The selected form name is noted in parentheses.

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Select a course prefix and click the “**View classes for this course prefix**” button.

Office of Institutional
Research & Assessment
Syracuse University

Online Student Ratings

Departmental Administrator Site - Manage Your Student Rating Forms

<< Back to Control Panel

Administration: Earth Sciences Final Fall 2011

Department: Earth Sciences

SELECT
FORM

▶

SELECT
CRS PREFIX

▶

SELECT
CLASSES

▶

APPROVE
CLASS LIST

2. Select Course Prefix

Select the course prefix for the classes that you would like to evaluate using the form (Earth Sciences Course Evaluation - Lecture) you selected on the previous screen. You will have an opportunity to assign additional classes to this form if needed.

Choose course prefix: Prefix ▼

View classes for this course prefix

If you have any questions about this site, please contact [OIRA](#).

The following screen lists the classes for the selected course prefix. On this screen you will assign classes to the selected form. You may add classes by checking the box next to each course. You may add all of the courses by selecting the “add all” box and clicking the “update” button. Use the “remove all” box and “update” button to remove all added classes.

After you have added the appropriate course(s), click the **“Evaluate these courses using this form”** button at the bottom of the screen.

Administration: Earth Sciences Final Fall 2011
Department: Earth Sciences

SELECT FORM ▶ SELECT CRS PREFIX ▶ SELECT CLASSES ▶ APPROVE CLASS LIST

3. Select Classes

Below is a list of classes for the course prefix you selected on the previous screen (EAR). Please click the classes that you want to evaluate for the Fall 2011 semester using the **Earth Sciences Course Evaluation - Lecture** form by selecting the "add" box next to the course name.

When you have selected all your classes, please click the "Evaluate these courses using this form" button on the bottom of this screen.

- Classes with a box in the "Add" column are not being evaluated. If you check this box and click the "Evaluate these courses using this form" button, this class will be included on your list of classes to be evaluated.
- Classes with a box in the "Remove" column are already being evaluated by your department. If you check this box and click the "Evaluate these courses using this form" button, this class will no longer be on your list of classes to be evaluated.
- Classes with a * in the both columns are already being evaluated by another department. If you would like to run the evaluation for one of these classes, please contact OIRA.

Current evaluation Remove All ☐ Add All ☐

To select all classes below, check the "Add All" box and click update. To deselect all classes check the "Remove All" box and click update.

dept	form	Remove	Add	Course Title	Course	Section	Class #	Instructor
EAR	EAR Lec_1	<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M010	31245	Samson,Scott Douglas
		<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M011	31247	Samson,Scott Douglas
EAR	EAR_rec_1	<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M011	31247	Emerson,Erica Amanda
		<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M012	31249	Samson,Scott Douglas
EAR	EAR_rec_1	<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M012	31249	Whadcoat,Slobhan Kathleen
		<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M013	31251	Samson,Scott Douglas
EAR	EAR_rec_1	<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M013	31251	Emerson,Erica Amanda
		<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M014	31253	Samson,Scott Douglas
EAR	EAR_rec_1	<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M014	31253	Emerson,Erica Amanda
		<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M015	31255	Samson,Scott Douglas
EAR	EAR_rec_1	<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M015	31255	Mu,Xiangyu
		<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M016	31257	Samson,Scott Douglas
EAR	EAR_rec_1	<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M016	31257	Mu,Xiangyu
		<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	EAR101	M017	31259	Samson,Scott Douglas
FAR	FAR_rec_1	<input type="checkbox"/>	<input type="checkbox"/>	Dynamic Earth	FAR101	M017	31259	Mu,Xiangyu

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On the following confirmation screen, you will be able to review the courses you have selected to evaluate with the noted form.

If you need to add more classes using the current form, select **“Yes, using this form.”**

- you will be taken back to the course prefix screen

If you need to add classes to a different form, select **“Yes, using another form.”**

- you will be taken back to the form selection screen

If you are finished adding classes select, **“No, I’m done adding classes.”**

- you will continue to the approve class list screen

Administration: Earth Sciences Final Fall 2011
Department: Earth Sciences

SELECT FORM ► SELECT CRS PREFIX ► **SELECT CLASSES** ► APPROVE CLASS LIST

3. Select Classes - Confirmation

The following classes will be evaluated using **Earth Sciences Course Evaluation - Lecture** form.

Do you have additional classes you would like to evaluate?

Earth Sciences Course Evaluation - Lecture

Course Title	Course	Section	Class #	Instructor
Earth Science	EAR105	M001	28243	Newton,Cathryn R
Mineralogy	EAR314	M001	28245	Tomascek,Paul B
Structural Geology	EAR333	M001	28247	Karson,Jeffrey Alan
Sedimentary Processes&Systems	EAR317	M001	29419	Scholz,Christopher A
Oceanography	EAR117	M001	30035	Curewitz,Daniel
Dynamic Earth	EAR101	M010	31245	Samson,Scott Douglas

Below is the approve class list screen. You may review and approve your course list on this screen. If the list is complete and the appropriate forms have been assigned, you may proceed to administer your evaluation by clicking the **“Approve class list”** button. Note: Once you make this selection you will no longer be able to edit the class list. If there are changes to the class list needed, select the **“Add more classes”** button.

<< Back to Control Panel

Administration: HEOP-UC Final Course Evaluation - Fall 2011
Department: University College HEOP

SELECT FORM ► SELECT CRS PREFIX ► SELECT CLASSES ► **APPROVE CLASS LIST**

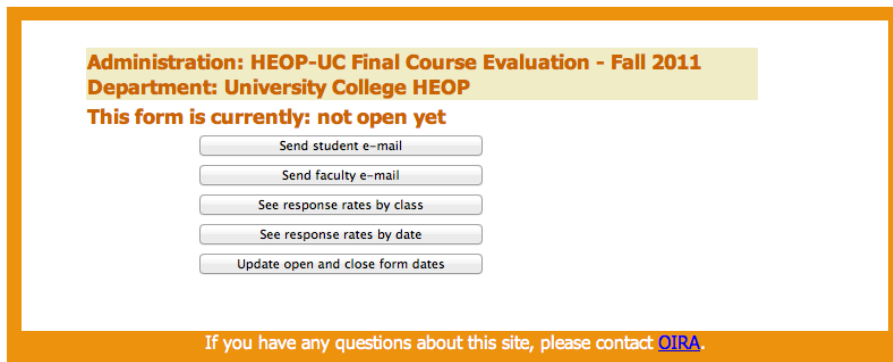
4. Approve Class List

Title [Instructor]	Course	Sect	ClassNo	EnrollForm	
Leadership Lab [O'Connor,Virginia]	ASC101	M001	17811	12	HEOP Student Ratings

If you have any questions about this site, please contact [OIRA](#).

Administration Screen

Below is the screen you will see after approving your class list. Here you will open and close the administration, monitor response rates, and send emails. Each of the functions is explained on the pages that follow.



Administration: HEOP-UC Final Course Evaluation - Fall 2011
Department: University College HEOP

This form is currently: not open yet

Send student e-mail

Send faculty e-mail

See response rates by class

See response rates by date

Update open and close form dates

If you have any questions about this site, please contact [OIRA](#).

Send Student E-mail

You will need to send invitation e-mails to students letting them know that the form is available. This can be done from the administrative menu by clicking the first button, “**Send student e-mail.**”

After you have finished customizing the student e-mail message, click “**View E-mail**” to preview the message’s text. The e-mails will be delivered from e-mail addresses pulled from student records.

The screenshot shows the 'Compose E-mail' interface. At the top, there is a button '<< Back to Control Panel'. Below it, a yellow box contains the text: 'Form: Test College Online Student Ratings', 'Department: Test Department', and 'This form is currently: Open'. A navigation bar has buttons: 'COMPOSE E-MAIL', 'VIEW E-MAIL', 'SEND E-MAIL', and 'E-MAIL SENT'. The main section is titled '1. Compose E-mail:' and shows 'Number of non-responders in group: 8'. A red circle highlights this number, with a callout box stating: 'Indicates how many students will be receiving this message.' Below this is the 'Last e-mail message:' section, which is highlighted with a red box. It contains a table with fields: 'Last E-mail Sent: 9/17/2010', '# E-mail Sent: 5', 'Sender: jchall', 'From: Test College', 'Subject: test 2,564', and 'Message: test'. A callout box points to this section: 'If a previous e-mail has been sent for this form, the information will be displayed here.' Below the table is a 'Current E-mail message:' section. It has fields for 'E-mail: Test College', 'Subject: A Reminder', and 'Body Text: Please fill out this form.' A callout box points to these fields: 'Indicates who the message is coming from.' Below this is a 'Standard Text' section, also highlighted with a red box. It contains the text: 'To access this form, point your browser to <https://oira.syr.edu/SR>. Use the passcode: <<passcode>>.' A callout box points to this section: 'These fields are customized by the sender for each message.' At the bottom, there is a 'Closing Text' section with the text: 'your feedback.' A callout box points to this section: 'Default text that appears in ALL E-MAIL MESSAGES with appropriate variables merged.' At the very bottom, there are two 'View E-mail' buttons.

<< Back to Control Panel

Form: Test College Online Student Ratings
Department: Test Department
This form is currently: Open

COMPOSE E-MAIL VIEW E-MAIL SEND E-MAIL E-MAIL SENT

1. Compose E-mail:
Number of non-responders in group: 8

Last e-mail message:

Last E-mail Sent: 9/17/2010
E-mail Sent: 5
Sender: jchall
From: Test College
Subject: test 2,564
Message: test

Click on the link below to begin.
Your passcode is: <<passcode>>
<https://oira.syr.edu/SUA/SR/>

test

Current E-mail message:

E-mail: Test College
Subject: A Reminder
Body Text: Please fill out this form.

Standard Text: To access this form, point your browser to <https://oira.syr.edu/SR>. Use the passcode: <<passcode>>.

Closing Text: your feedback.

View E-mail
View E-mail

Best Practices for Enhancing Student Response Rates

- The department is able to craft the opening and closing paragraphs of the student invitation and reminder e-mails. Be sure to include some language addressing that student feedback is an important aspect of improving teaching, that you value their input, and thank them for their time.
- Be sensitive to students' daily schedules. It is quite likely that e-mails sent out early in the morning will get “buried.” E-mails sent when the majority of students are up and functioning may have a greater impact. Later in the afternoon or into the evening are prime times to reach students.

After viewing the e-mail, you can either send it or go back to the previous screen to make changes.

[<< Back to Control Panel](#)

Form: Test College Online Student Ratings
Department: Test Department
This form is currently: Open

COMPOSE E-MAIL ► **VIEW E-MAIL** ► SEND E-MAIL ► E-MAIL SENT

E-mail Draft:

2. **View E-mail:**
Number of non-responders in group: 8

To: <<student e-mail>>
from: Test College
(jchall@syr.edu)
Subject: A Reminder
Body Text: Please fill out this form.

Click on the link below to begin. Your
passcode is: <<passcode>>
<https://oira.syr.edu/SR/>

Thank you very much for your feedback.

[Send E-mail to Students](#) [Go Back and Edit E-mail](#)

If you opt to send the e-mail, an alert will appear asking for a confirmation.

[<< Back to Control Panel](#)

Form: Test College Online Student Ratings
Department: Test Department
This form is currently: Open

COMPOSE E-MAIL ► VIEW E-MAIL ► **SEND E-MAIL** ► E-MAIL SENT

3. **Send E-mail:**
Number of non-responders in group: 8

Are you sure you want to send the reminder E-mail now?
[Yes! Send e-mail now.](#) [No! Don't send e-mail now.](#)

To: <<student e-mail>>
from: Test College
(jchall@syr.edu)
Subject: A Reminder
Body Text: Please fill out this form.

Click on the link below to begin. Your
passcode is: <<passcode>>
<https://oira.syr.edu/SR/>

Thank you very much for your feedback.

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Once you select “**Yes! Send e-mail now,**” a confirmation screen will appear to indicate that the e-mails have been sent.

[<< Back to Control Panel](#)

Form: Test College Online Student Ratings
Department: Test Department
This form is currently: Open

This e-mail has been sent to 8 student non-responders on 11/5/2010.

To: <<student e-mail>>
from: Test College
(jchall@syr.edu)
Subject: A Reminder
Body Text: Please fill out this form.

Click on the link below to begin. Your passcode
is: <<passcode>>
<https://oira.syr.edu/SR/>

Thank you very much for your feedback.

You can return to the control panel by using the “<< **Back to Control Panel**” button in the upper left of the confirmation screen.

Best Practices for Enhancing Student Response Rates

- Send an e-mail to faculty a few days before the invitation e-mail is scheduled to be sent to students. Suggest that faculty:
 - Alert their students that a student rating e-mail is being sent to them in a few days. Indicate that it is coming from the department, not the instructor.
 - Encourage the students to complete the student rating online form. Explain to students why it is important to the instructor to get student feedback on teaching and learning. Most importantly, explain how the instructor uses student feedback to improve her/his teaching. Specific examples of changes they have made based on previous student feedback have a tremendous impact on students.

Send Faculty E-mail

To send e-mail messages to faculty, click the “**Send faculty e-mail**” button in the Administrative Menu/Control Panel.” This screen allows the user to select a response rate. Faculty with a class response rate equal to or below the selected response rate will be included on the e-mail roster.

If you want to email all instructors, click the “**E-mail All Instructors**” button.

The screenshot displays the 'Send Faculty E-mail' interface. At the top, a yellow banner contains the text: 'Form: Test College Final Online Student Ratings-Spring 2011', 'Department: Test Department', and 'This form is currently: Open'. Below this, there is a section for selecting a response rate. It includes a label 'Choose a response rate:', a dropdown menu currently showing 'Choose Response Rate', and a 'Find These Instructors' button. Below the dropdown, the word 'OR' is centered, followed by an 'E-mail All Instructors' button. A second screenshot below shows the dropdown menu open, displaying a list of response rate options: '< 10%', '< 15%', '< 20%', '< 30%', '< 40%', '< 50%', '< 60%', '< 70%', '< 80%', '< 90%', and '< 100%'. To the left of the dropdown, a '<< Back to Control Panel' button is visible. The background of the second screenshot shows the same yellow banner as the first.

Best Practices for Enhancing Student Response Rates

- Send an initial e-mail alerting the faculty that students will receive invitations to complete their online evaluation forms. Ask faculty to announce that students will receive these invitations and that it is important for them to complete their forms.
- Send e-mails to faculty, who are below a predetermined response rate, periodically throughout the process. It may be most impactful if sent a few days after the students' invitation e-mail and just prior to the sending of student reminder e-mails. These e-mails can be generated through the Online Student Rating System.

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The resulting list of faculty, with response rates meeting your selection (or all instructors, if you clicked that button on the previous page), appears above the e-mail message. The box prior to each name is "CHECKED," however, if you prefer not to send a reminder message to a particular faculty member, uncheck the box.

The screenshot shows the administrator interface for sending email reminders. It includes a header with a "Back to Control Panel" link, form details (Form: Test College Final Online Student Ratings-Spring 2011, Department: Test Department), and a list of faculty with checkboxes. Below the list are options to include specific text blocks in the email body. At the bottom are buttons to "Send E-mail to These Instructors NOW!" and "Go back to administrative menu".

Form group name

Form status

List of faculty with courses that are equal to or below the selected response rate. *Note: Usually more than one name will appear here.*

These fields can be customized by the sender for each message.

Default text that appears is depending on which text you include.

Buttons that allow user to either send e-mail or go back to the control panel.

Uncheck these boxes to exclude these parts of the message.

Form: Test College Final Online Student Ratings-Spring 2011
Department: Test Department
This form is currently: Open

☒ Test Instructor OIRA200 sect:U020 - Sample OIRA Class--0.0%

To: <<faculty e-mail>>
from: OIRA@syr.edu
Subject: Online Evaluations F
Body Text: Dear Instructor,

☒ include this text: Currently, your student response rate for the online teaching evaluations for your class, <<CourseName>> (<<Prefix>> <<Number>> section <<section>>), is <<percent>>%.
☒ include this text: In an effort to receive feedback from all students enrolled in your course(s), please, remind your students to complete their online teaching evaluations. Direct the students to the e-mails they have been receiving from this e-mail account for the evaluation website link (http://oira.syr.edu/SR) and their passcode.
Your support of these assessment efforts is appreciated.
Thank you

Send E-mail to These Instructors NOW! Go back to administrative menu

After the e-mail is sent, the following confirmation page is displayed.

The confirmation page shows the same header and form details as the previous screen. It lists the faculty member whose email was sent and provides a summary of the action: "This e-mail has been sent to all 1 faculty with a response rate lower than 10%." A "Go back to administrative menu" button is at the bottom.

<< Back to Control Panel

Form: Test College Final Online Student Ratings-Spring 2011
Department: Test Department
This form is currently: Open

X Test Instructor OIRA200 sect:U020 - Sample OIRA Class--0.0%

This e-mail has been sent to all 1 faculty with a response rate lower than 10%.

Go back to administrative menu

See Response Rates by Class

To view a list of response rates for all classes included in the current administration, click the **“See response rates by class”** button in the Administrative Menu/Control Panel.

In addition to displaying response rates and class/instructor information, you can send individual e-mail messages to instructors by clicking on their name.

[<<Back to Control Panel](#)

Form: Test College Online Student Ratings
Department: Test Department
This form is currently: Open

Response Rates - Overall and by Course

Total responses: 107
 Total enrollment: 117

Percentage: 91.5%

Title [Instructor]	Course	Sect	Enroll	Resp		%
Test Course 1 [Instructor Name7]	TST1	U002	12	12	<div style="width: 100%; height: 15px; background: linear-gradient(to right, #ccc, #000); display: inline-block;"></div>	100.0%
Test Course 10 [Instructor Name9]	TST1	U022	12	11	<div style="width: 91.7%; height: 15px; background: linear-gradient(to right, #ccc, #000); display: inline-block;"></div>	91.7%
Test Course 2 [Instructor Name10]	TST2	U002	12	12	<div style="width: 100%; height: 15px; background: linear-gradient(to right, #ccc, #000); display: inline-block;"></div>	100.0%
Test Course 3 [Instructor Name12]	TST3	U002	12	12	<div style="width: 100%; height: 15px; background: linear-gradient(to right, #ccc, #000); display: inline-block;"></div>	100.0%
Test Course 4 [Instructor Name3]	TST1	U020	11	9	<div style="width: 81.8%; height: 15px; background: linear-gradient(to right, #ccc, #000); display: inline-block;"></div>	81.8%
Test Course 5 [Instructor Name11]	TST2	U020	11	9	<div style="width: 81.8%; height: 15px; background: linear-gradient(to right, #ccc, #000); display: inline-block;"></div>	81.8%
Test Course 6 [Instructor Name10]	TST3	U020	11	9	<div style="width: 81.8%; height: 15px; background: linear-gradient(to right, #ccc, #000); display: inline-block;"></div>	81.8%
Test Course 7 [Instructor Name12]	TST1	U021	12	11	<div style="width: 91.7%; height: 15px; background: linear-gradient(to right, #ccc, #000); display: inline-block;"></div>	91.7%
Test Course 8 [Instructor Name9]	TST2	U021	12	11	<div style="width: 91.7%; height: 15px; background: linear-gradient(to right, #ccc, #000); display: inline-block;"></div>	91.7%
Test Course 9 [Instructor Name3]	TST3	U021	12	11	<div style="width: 91.7%; height: 15px; background: linear-gradient(to right, #ccc, #000); display: inline-block;"></div>	91.7%

The total response rate for all classes included in this administration is listed here.

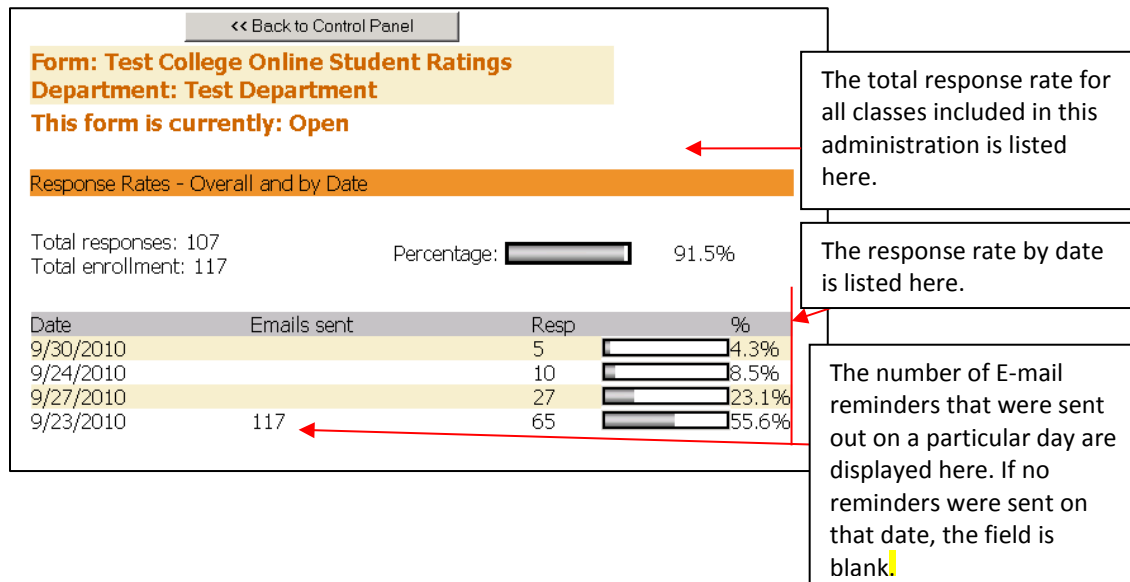
Response rates for each course are listed here.

Click on the instructor's name to send an individual E-mail to that instructor.

See Response Rates by Date

To view a list of response rates by date for all classes included in the current administration, click the “**See response rates by date**” button in the Administrative Menu/Control Panel.

In addition to response rates by date, the number of e-mails sent on each date is displayed. Notice that increased response rates cluster around the dates that e-mails are sent.



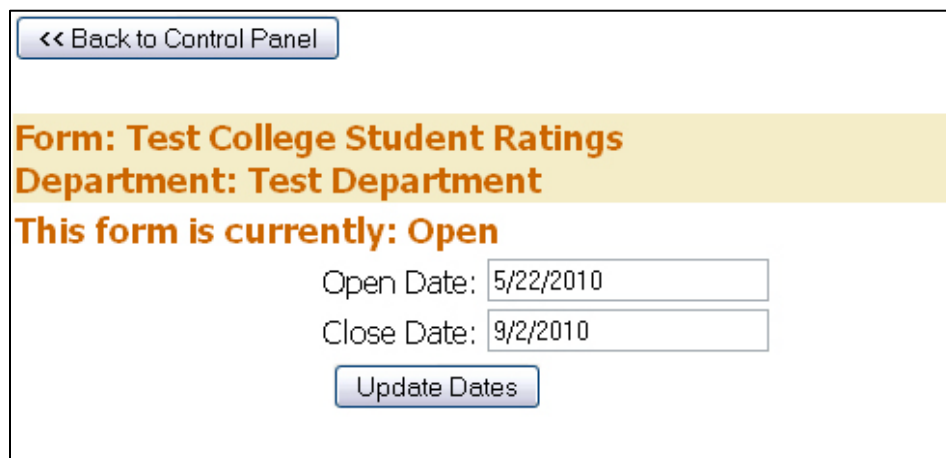
Best Practices for Enhancing Student Response Rates

- Send reminder e-mails to students at approximately three day intervals (use the response rate pattern as a guide to determine when to send e-mails). Since you will not know which students have completed the rating form and which have not, thank students if they have completed the form and invite those who have not completed the form to provide feedback.

Update Open and Close Form Date

The open/close status is always displayed at the top of the screen. To adjust these dates, click the **“Update open and close form”** button on the Administrative Menu/Control Panel.

The form opens at 12 a.m. on the open date and closes at 12 a.m. on the close date. Once the form is open, you will be able to send e-mail invitations to students and they will be able to access the evaluation form. Changes to open date and close date are saved by clicking the **“Update Dates”** button.



<< Back to Control Panel

Form: Test College Student Ratings

Department: Test Department

This form is currently: Open

Open Date: 5/22/2010

Close Date: 9/2/2010

Update Dates

If you have any questions please contact Kathleen Powers at 443-5338 or kcpowe02@syr.edu. Thank you.