

Enhanced reporting of Course Evaluations, Course Level Outcomes (CLO) and Program Level Outcome (PLO)

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Zayed University - Campus



Zayed University - Colleges

Colleges

- College of Arts and Creative Enterprises
- College of Business
- College of Communication and Media Sciences
- College of Education
- College of Technological Innovation
- College of Humanities and Social Sciences
- College of Natural and Health Sciences

Students

- Enrollments : 10646
- Graduates : 15990
- Faculty :700
- Programs Offered : 28

Purpose

This presentation touches on several enhancements made in the process of administering course evaluations at Zayed University .Migration from an old system to Explorance blue and then to further centralize the survey distribution . Explore reporting model possibilities and how we structure , administer and process reports for further analysis.

Presentation Points

- Migration from Old in-house System to Explorance Blue.
- Importance of Reporting these to the Accrediting bodies
- Survey Instrument
- PLO's at ZU
- Mapping of the CLO's at ZU
- Process to prepare the data
- Reporting of the PLO's
- Dashboard – Integrating Blue with BI

Migration

Migration from Old in-house System to Explorance Blue.

Old System developed in-house using ASP and SQL Server

- Manual Data Uploading
- Setting Survey for every term
- Faculty distribute the survey electronically to students
- Standard tabular reports
- Questions that didn't provide reports to be given to Accrediting agencies.
- Lower response rates

Explorance Blue

- Process Changes
 - Centralized administration
 - No overhead on the faculty
 - Graphical reports
 - Integration with LMS
 - Integration with the Student Information System
 - Integration with Dashboard (BI)
 - Preset timelines for Students evaluation administration and distribution .
 - Preset timelines for Faculty evaluation administration and distribution.

Explorance Blue

- Process Changes
 - Integration with Faculty Annual Evaluation System
 - SELE(Students Evaluation on Learning environment): Starts 2 weeks before final exam date and ends 1 day before final exam.
 - FELE (Faculty Evaluation on learning environment): Starts first day of final exam and ends with course file deadline.
 - SLEE reports are distributed after the grades announcement.
 - SELE: Response rates 75%
 - FELE: Response rates 100%

Importance of Reporting these to the Accrediting bodies

- CAA
- MSCHE
- AABSCP
- ABET
- Internal

Survey Instrument & Reports

- SELE : Students Evaluation of Learning Environment
- FELE : Faculty Reflection or evaluation of learning environment
- CLO : Course Learning Outcome
- PLO : Program Learning Outcome

Other Surveys

GSS_Graduating Senior Survey
Admission Services Survey
SELE - Students Course Evaluation (UG&GR)
SELE - Students Course Evaluation (ABP)
FELE - Faculty Reflection on Course
Employer Satisfaction/Labor Market Skills & Requirements Survey
Employer Internship Survey
Technology Support Satisfaction
Alumni & Career Office – Services Evaluation
CAFO Satisfaction Survey
Pre-registration Survey
Student Satisfaction Survey
CLOs – Course Learning Outcomes Survey
UC – Dept. of Advising & academic Development Survey
GDS – Graduate Destination Survey (Report only)
Survey of Outreach Services - Student Counseling Center
Survey of Student Counseling Services
ICE - Training Evaluation

Process to prepare the data

- Curriculum System
- PLO data integration with Banner SIS
- PLO data mapping available through oracle Data Source
 - Cross Listing feature of Blue Explorance Used
 - Merge Functionality used to create Reports
- CLO data is also available through Banner
 - Question banks used

Survey Instrument

- SELE : Students Evaluation of Learning Environment
 - General Questions :4
 - Course Level Questions:13
 - Instructor Level Questions:8
 - Overall Question :3
 - Overall, the quality of my learning experience in this course was:
 - Overall, the quality of instruction provided by the instructor in this course was:
 - I would recommend this course to others:

Survey Instrument

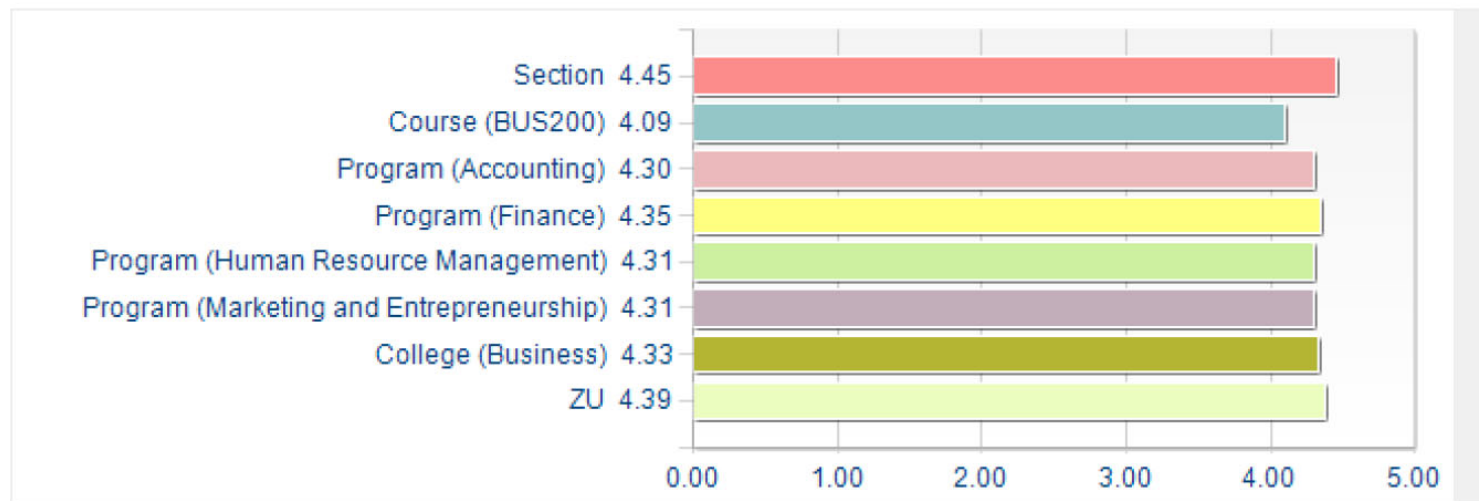
- FELE : Faculty Reflections or Faculty evaluation on elarning environment
 - Questions :9
 - Overall, I believe the course in its current format addresses the intended needs and requires no modifications
- CLO
 - Every course Learning Outcome for a course is asked as a question to the Student in a different survey which is followed by the Students Evaluation.

Performance

- Section Performance
- Course Performance
- Program Performance
- College Performance
- Institution Performance
- Performance within PLO's
- Performance within CLO's

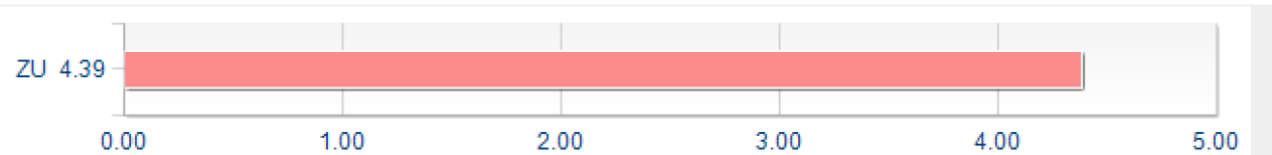
Reports- Course Level

1. The physical environment (e.g. classroom size, room, tables, desks, lighting, etc.) provided a space that was helpful to my learning



Reports – ZU Institution Level

1. The physical environment (e.g. classroom size, room, tables, desks, lighting, etc.) provided a space that was helpful to my learning



	Mean	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Resp
Overall	4.39	14135	8255	2236	515	337	25478
Art and Creative Enterprises	4.21	556	404	144	46	25	1175
Business	4.33	1988	1194	347	97	72	3698
Comm. and Media Sciences	4.44	1108	668	141	32	14	1963
Education	4.37	405	306	61	14	8	794
Humanities and Social Sciences	4.43	3183	1689	466	90	62	5490
Natural and Health Sciences	4.41	797	478	110	31	13	1429
Technological Innovation	4.40	995	643	156	22	20	1836
University College	4.39	5103	2873	811	183	123	9093

PLO at ZU

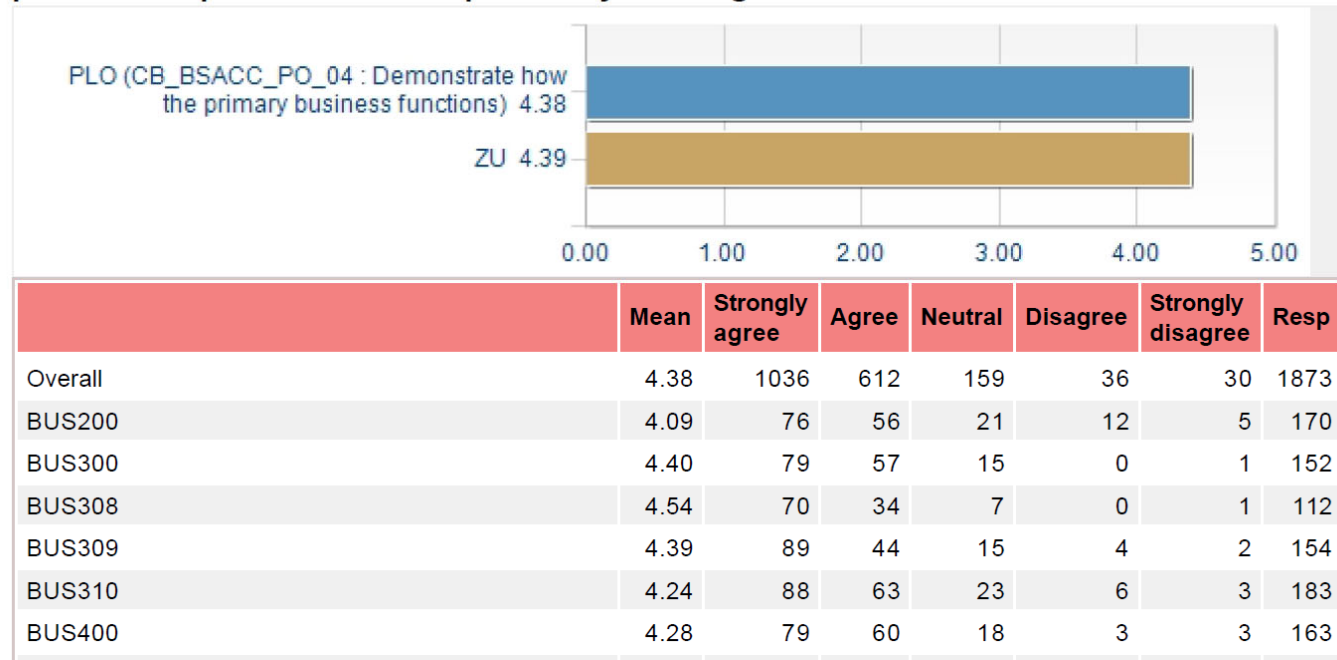
Example

NH_BSESS :- Environmental Science and Sustainability--Bachelor of Science (B.S.)

NH_BSESS_PO_03 :-Problem Solving & Critical Thinking: The student will critically assess the information from various sources to develop logical and coherent arguments and evaluate practical and sustainable solutions to environmental problems.

Reports – PLO Level

1. The physical environment (e.g. classroom size, room, tables, desks, lighting, etc.) provided a space that was helpful to my learning



Mapping of the CLO's at ZU

Program : CA_BFAAD - Animation Design--Bachelor of Fine Arts (B.F.A.)

Course: AAD :3D Modeling

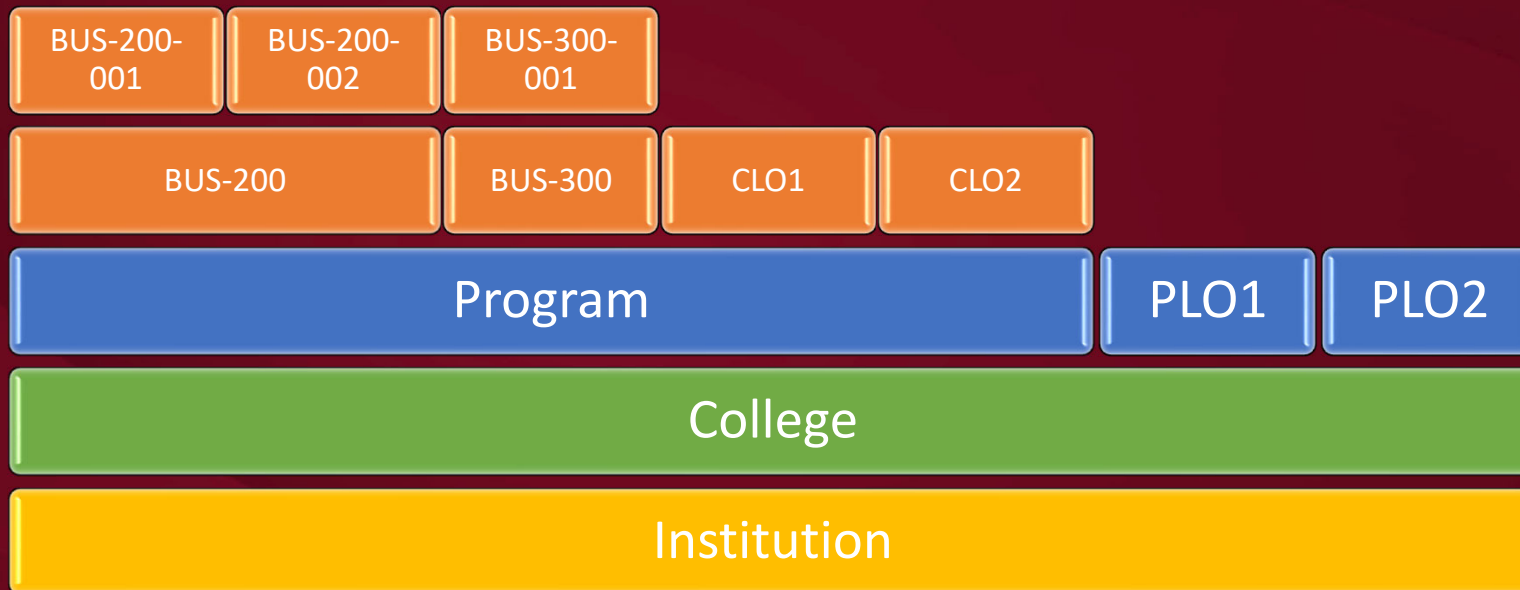
Subject :375

CLO : Create 3D models in industry standard software, using appropriate software techniques, workflows and file types.

PLO : CA_BFAAD_PO_04

Visual Literacy: Analyze complex visual and spatial problems to develop innovative animation and design solutions.

Mapping



Preparing the Data for PLO

A	B	C	D	E	F	G	H	I	J	K
AltCourseID	Program_Learning_Outc	COURSE_ID	UNIVERS	LEVEL_C	COURSE	SubjectID	COURSE	COURSE	COURSE	SEMESTI
Original		201622-ADV100-005-23121	ZU	UG	ADV-100-0	201622-ADV100-005-23121	Advising(AI	ADV100	AdvisingAD	2017 Spring
Alternative	UC_UGGED_PO_01	201622-ADV100-005-23121-UC_UGGED_PO_01	ZU	UG	ADV-100-0	201622-ADV100-005-23121	Advising(AI	ADV100	AdvisingAD	2017 Spring
Alternative	UC_UGGED_PO_03	201622-ADV100-005-23121-UC_UGGED_PO_03	ZU	UG	ADV-100-0	201622-ADV100-005-23121	Advising(AI	ADV100	AdvisingAD	2017 Spring
Alternative	UC_UGGED_PO_04	201622-ADV100-005-23121-UC_UGGED_PO_04	ZU	UG	ADV-100-0	201622-ADV100-005-23121	Advising(AI	ADV100	AdvisingAD	2017 Spring
Alternative	UC_UGGED_PO_05	201622-ADV100-005-23121-UC_UGGED_PO_05	ZU	UG	ADV-100-0	201622-ADV100-005-23121	Advising(AI	ADV100	AdvisingAD	2017 Spring

Preparing the Data for CLO using Question Banks

QuestionId	QuestionType	QuestionTitle	BlockTitle
AAD375-Q1	Selection	Create 3D models in industry standard software, using appropriate software techniques, workflows and file types.	CLO for AAD375-Q1
AAD375-Q2	Selection	Light 3D objects and scenes appropriately, implementing theoretical lighting principles with virtual lighting systems.	CLO for AAD375-Q2
AAD375-Q3	Selection	Render scenes in 3D modelling applications to capture visual outcomes in appropriate image and video formats.	CLO for AAD375-Q3
AAD375-Q4	Selection	Export 3D models and renderings to various file formats and platforms.	CLO for AAD375-Q4

Preparing the Data for CLO using Question Banks

Type	ID	Level	ParentID	5f9ea411-fd0d-4d1d-146227bb-056c-f4639c8c-5265-4e34-8f570356-a5b4-406f979c4-dd0f-4	SectionTitle Placeholder	PlaceholderQ1	PlaceholderQ2	PlaceholderQ3	PlaceholderQ4
COURSE	AAD375	1			AAD375-Title	AAD375-Q1	AAD375-Q2	AAD375-Q3	AAD375-Q4
COURSE	AAD376	1			AAD376-Title	AAD376-Q1	AAD376-Q2	AAD376-Q3	AAD376-Q4
COURSE	AAD377	1			AAD377-Title	AAD377-Q1	AAD377-Q2	AAD377-Q3	AAD377-Q4
COURSE	AAD475	1			AAD475-Title	AAD475-Q1	AAD475-Q2	AAD475-Q3	AAD475-Q4
COURSE	AAD476	1			AAD476-Title	AAD476-Q1	AAD476-Q2	AAD476-Q3	AAD476-Q4
COURSE	AAH322	1			AAH322-Title	AAH322-Q1	AAH322-Q2	AAH322-Q3	AAH322-Q4
COURSE	AAH325	1			AAH325-Title	AAH325-Q1	AAH325-Q2	AAH325-Q3	AAH325-Q4
COURSE	AAH326	1			AAH326-Title	AAH326-Q1	AAH326-Q2	AAH326-Q3	AAH326-Q4
COURSE	AAH430	1			AAH430-Title	AAH430-Q1	AAH430-Q2	AAH430-Q3	AAH430-Q4

Reports – CLO Level

The screenshot shows a web browser window with the URL <https://rsurveys.zu.ac.ae/blue/>. The page is titled "Welcome eXploration Support" and "Zayed University". A "View Mapping" modal window is open, displaying a table of questions mapped to a course. The table has the following data:

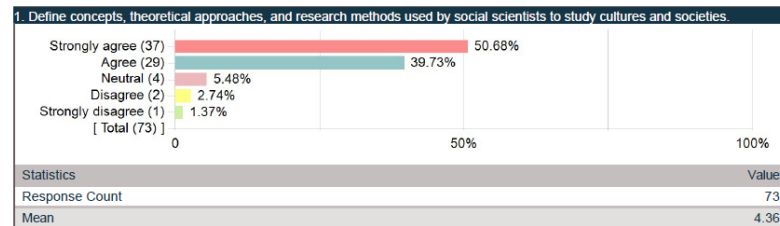
Placeholder	Question	Scale
SectionTitle Placeholder Question ID: AAD-375-Title	3D Modeling	
PlaceholderQ1 Question ID: AAD-375-CLO-01	Create 3D models in industry standard software, using appropriate software techniques, workflows and file types.	Strongly agree (5), Agree (4), Neutral (3), Disagree (2), Strongly disagree (1)
PlaceholderQ2 Question ID: AAD-375-CLO-02	Light 3D objects and scenes appropriately, implementing theoretical lighting principles with virtual lighting systems.	Strongly agree (5), Agree (4), Neutral (3), Disagree (2), Strongly disagree (1)
PlaceholderQ3 Question ID: AAD-375-CLO-03	Render scenes in 3D modelling applications to capture visual outcomes in appropriate image and video formats.	Strongly agree (5), Agree (4), Neutral (3), Disagree (2), Strongly disagree (1)
PlaceholderQ4 Question ID: AAD-375-CLO-04	Integrate industry standard image editing software into the 3D production process to assist modelling, produce model textures and refine visual results.	Strongly agree (5), Agree (4), Neutral (3), Disagree (2), Strongly disagree (1)

Below the table, there are four course entries with their respective question counts:

- COURSE - AAD375: Questions Mapped: 5
- COURSE - AAH322: Questions Mapped: 5
- COURSE - ACC202: Questions Mapped: 6
- COURSE - ACC203: Questions Mapped: 5

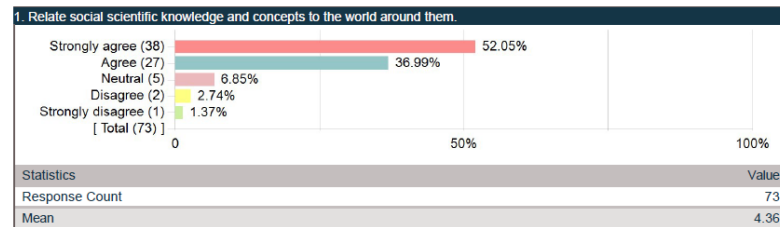
Reports – CLO Level

Define concepts, theoretical approaches, and research methods used by social scientists to study cultures and societies.



Name	Mean	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Resp
Intro to Culture & Society(ANT-261-001)	4.43	3	4	0	0	0	7
Intro to Culture & Society(ANT-261-003)	4.60	6	4	0	0	0	10
Intro to Culture & Society(ANT-261-004)	4.40	2	3	0	0	0	5
Intro to Culture & Society(ANT-261-501)	4.00	6	9	1	1	1	18
Intro to Culture & Society(ANT-261-502)	4.22	5	2	1	1	0	9
Intro to Culture & Society(ANT-261-503)	4.50	5	2	1	0	0	8
Intro to Culture & Society(ANT-261-504)	4.89	8	1	0	0	0	9
Intro to Culture & Society(ANT-261-901)	4.14	2	4	1	0	0	7

Relate social scientific knowledge and concepts to the world around them.

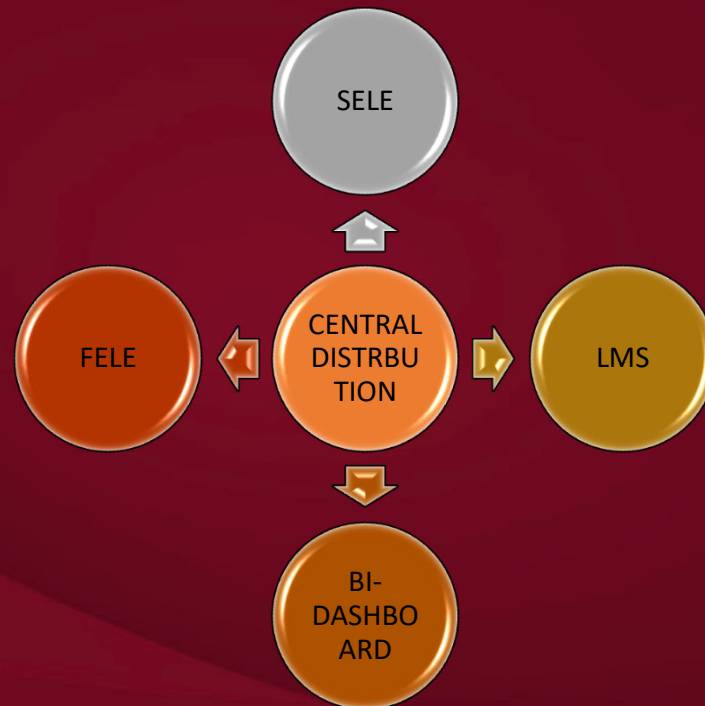


Name	Mean	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Resp
Intro to Culture & Society(ANT-261-001)	4.43	3	4	0	0	0	7
Intro to Culture & Society(ANT-261-003)	4.70	7	3	0	0	0	10

Learning Management System Integration

- Blackboard used to distribute Reports
- Links created to help Faculty track response rates per section
- Integration with LMS content management System to automatically distribute Section reports

Distribution Model



Distribution Model - LMS

The screenshot shows the LMS dashboard with a navigation bar at the top containing 'My Institution', 'Courses', 'Community', 'Content Collection', 'Services', 'Careers Focus', 'Media Stream', and 'SETS'. Below this is a secondary navigation bar with 'My Institution', 'Notifications Dashboard', and 'Applications'. A red box highlights 'My Institution' in the top bar, and a red arrow points from it to a 'Response Rates' link in the 'My Organizations' section of the main dashboard. Other sections include 'Tools', 'My Announcements', 'On Demand Help and Learning Catalog', and 'My Courses'.

This section provides a detailed view of the 'Response Rates' and 'Report Viewing' interfaces. The 'Response Rates' section includes a title, a message to faculty, a search bar, and a table of courses. The 'Report Viewing' section shows a list of available reports.

Response Rates

Response Rate Monitoring and Management of the evaluation.

Dear Faculty, Please click on your course below to find out the response rate for your class. Please click response rate once you have clicked on the course.

Search Courses Search Button Number of Items (3)

Name	Projects
Emirates Studies(COL-255-014)	SELE - Students Course Evaluation - UG C
New Trends in Criminal Law(JUD-603-01)	SELE - Students Course Evaluation - Grad
Research Project(JUD-650-02)	SELE - Students Course Evaluation - Grad

Report Viewing


Available reports

[+] Description Number of Items (1)

Description
Individual Instructor Report-Summer 2016

Distribution Model - LMS

▼ **Response Rates**




Return to subject management

0 10 20 30 40 50 60 70 80 90 100

Response rate: 0% Refresh

[-] Stop or Start your course evaluation


Dear Faculty, Please click on your course below to find out the response rate for your class. P update the response rate once you have clicked on the course.

Status	Opted in	Secondary	
Method	Online		
Schedule	Automatic	Start Date	2016/11/27
		End Date	2016/12/07


▼ **Report Viewing**

Available reports

[-] Description

Dear | .
Please find below a list of your reports.

Number of Items (1)

Description
Individual Instructor Report-Summer 2016 

Distribution Model - LMS

▼ Evaluation Fill Out

Fill your Evaluations Now

[+] Description

[-] Filters

Description All Status

End date All

Items per page 20

↑ Description

Law and Society

New Trends in Civil Law

▼ Evaluation Fill Out

Fill your Evaluations Now

[+] Description

[+] Filters

↑ Description

Law and Society(JUD-601-01)

[New Trends in Civil Law\(JUD-602-01\)](#)

My Institution Courses Community Services Careers Focus SETS

Course Evaluation

Fill your Evaluations Now

[+] Description

[+] Filters

Number of Items (3) <<< 1 / 1 >>>

Description	End date	Status
Law and Society(JUD-601-01)	2016/10/20	Completed
New Trends in Criminal Law(JUD-603-01)	2016/10/20	Open

Report Distribution Model - LMS

Institution Content: Student Course Evaluations ▾

Upload ▾ Create Folder Build ▾ Link

Bookmark Items Email Items Download Package Copy Move Recycle

<input type="checkbox"/>	File Type	Name	Edited
<input type="checkbox"/>	Folder	CLOs ▾	May 28, 2019 1:01:32 PM
<input type="checkbox"/>	Folder	College ▾	May 28, 2019 1:01:32 PM
<input type="checkbox"/>	Folder	Concentration ▾	May 28, 2019 1:01:33 PM
<input type="checkbox"/>	Folder	Course ▾	May 28, 2019 1:01:48 PM
<input type="checkbox"/>	Folder	Program ▾	May 28, 2019 1:01:49 PM
<input type="checkbox"/>	Folder	Section ▾	May 28, 2019 1:03:08 PM

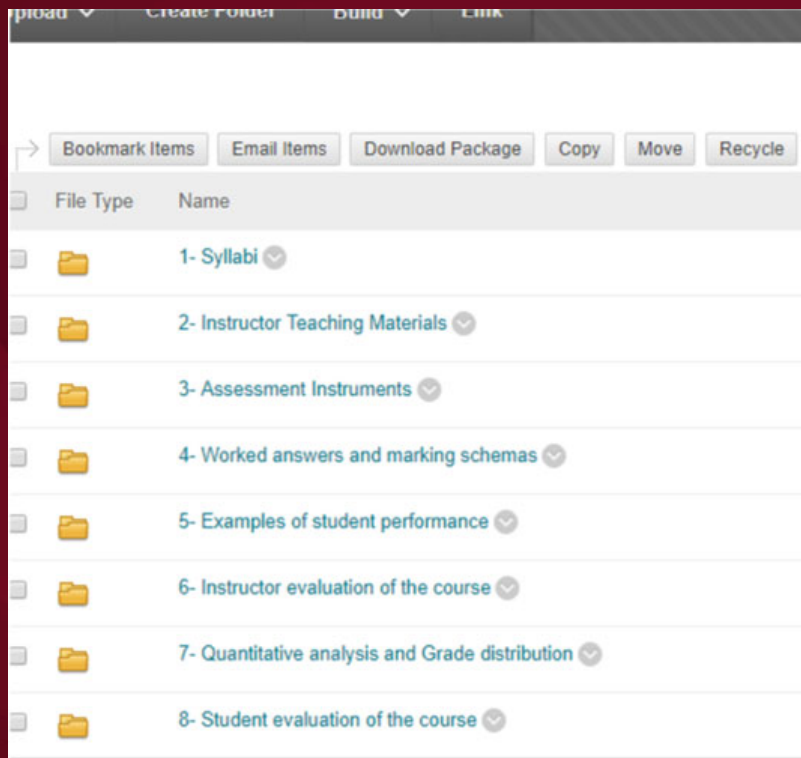
Bookmark Items Email Items Download Package Copy Move Recycle

Report Distribution Model - LMS

The screenshot displays a web-based interface for managing content. The breadcrumb trail at the top reads: Content Collection > institution > Survey > Education > SPRING 2019 > Faculty Course Evaluations. The main heading is "Institution Content: Faculty Course Evaluations". Below this heading is a toolbar with buttons for "Upload", "Create Folder", "Build", and "Link". A secondary toolbar contains "Bookmark Items", "Email Items", "Download Package", "Copy", "Move", and "Recycle". The central area features a table with columns for "File Type", "Name", and "Edited". The table lists five folders: "College", "Concentration", "Course", "Program", and "Section", all created on June 10, 2019. A bottom toolbar also includes "Bookmark Items", "Email Items", "Download Package", "Copy", "Move", and "Recycle". On the left side, a sidebar menu includes "Content Collection" (with sub-items: Course Content, Organization Content, Institution Content, Library Content, Bookmarks), "Jump To..." (with sub-items: Collaboration, Tools), and "Search Content" (with a search box and "Go" button, and sub-items: Basic Search, Advanced Search, Saved Searches).

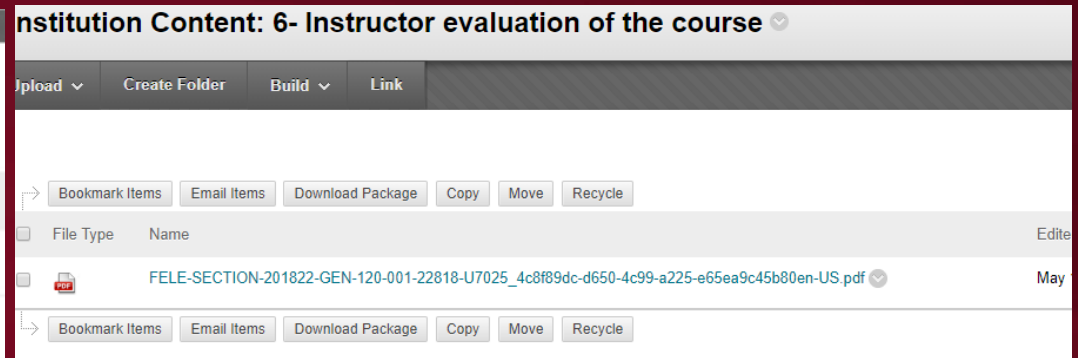
File Type	Name	Edited
Folder	College	Jun 10, 2019 1:21:36 PM
Folder	Concentration	Jun 10, 2019 1:21:36 PM
Folder	Course	Jun 10, 2019 1:21:38 PM
Folder	Program	Jun 10, 2019 1:21:38 PM
Folder	Section	Jun 10, 2019 1:21:46 PM

Report Distribution Model – Course Files



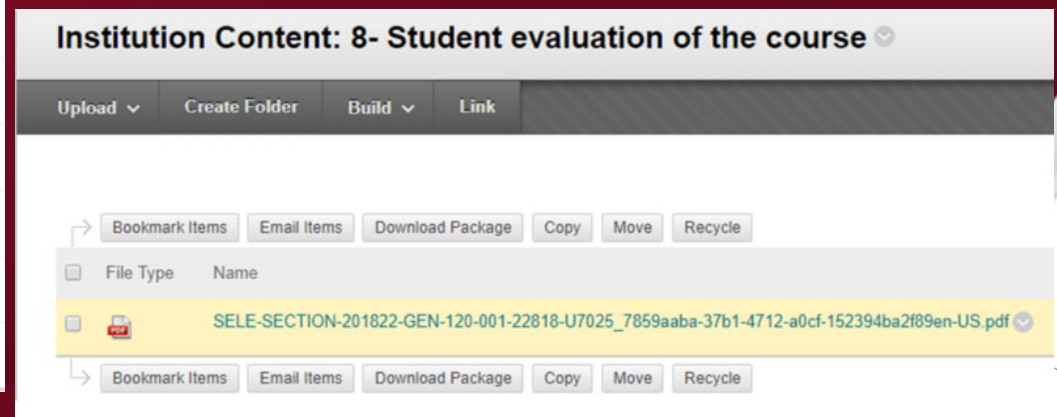
This screenshot shows a file management interface with a dark header containing 'Upload', 'Create Folder', 'Build', and 'Link' options. Below the header is a toolbar with buttons for 'Bookmark Items', 'Email Items', 'Download Package', 'Copy', 'Move', and 'Recycle'. The main area displays a list of folders with the following names:

File Type	Name
Folder	1- Syllabi
Folder	2- Instructor Teaching Materials
Folder	3- Assessment Instruments
Folder	4- Worked answers and marking schemas
Folder	5- Examples of student performance
Folder	6- Instructor evaluation of the course
Folder	7- Quantitative analysis and Grade distribution
Folder	8- Student evaluation of the course



This screenshot shows a file management interface for a specific folder titled 'Institution Content: 6- Instructor evaluation of the course'. The header includes 'Upload', 'Create Folder', 'Build', and 'Link' options. The toolbar contains 'Bookmark Items', 'Email Items', 'Download Package', 'Copy', 'Move', and 'Recycle' buttons. A single PDF file is listed:

File Type	Name	Edited
PDF	FELE-SECTION-201822-GEN-120-001-22818-U7025_4c8f89dc-d650-4c99-a225-e65ea9c45b80en-US.pdf	May



This screenshot shows a file management interface for a specific folder titled 'Institution Content: 8- Student evaluation of the course'. The header includes 'Upload', 'Create Folder', 'Build', and 'Link' options. The toolbar contains 'Bookmark Items', 'Email Items', 'Download Package', 'Copy', 'Move', and 'Recycle' buttons. A single PDF file is listed and highlighted in yellow:

File Type	Name
PDF	SELE-SECTION-201822-GEN-120-001-22818-U7025_7859aaba-37b1-4712-a0cf-152394ba2f89en-US.pdf

Integration - BI

- Get Data from Blue into DataWarehouse
- Use the Blue Web Services to get Data
- Parse CSV files
- Normalize the data
- Aggregate to the lowest level of hierarchy in reporting
- Push it to RDBMS
- Normalize it further so we could report in Dashboards

Dashboard – Integrating Blue with BI

- Filters available to view the required reports

Instructor Teaching Evaluation Report

Select College :
(Please select the college and leave instructor(s) selection blank to view evaluation report for all faculty in the college)

Select Term : 2016 Fall Semester
 2017 Spring Semester
 2017 Summer Semester
 2017 Fall Semester
 2018 Spring Semester
 2018 Summer Semester
 2018 Fall Semester
[Select all](#) [Deselect all](#)

Please select instructor(s) below only if you want to see the evaluation report for specific instructors

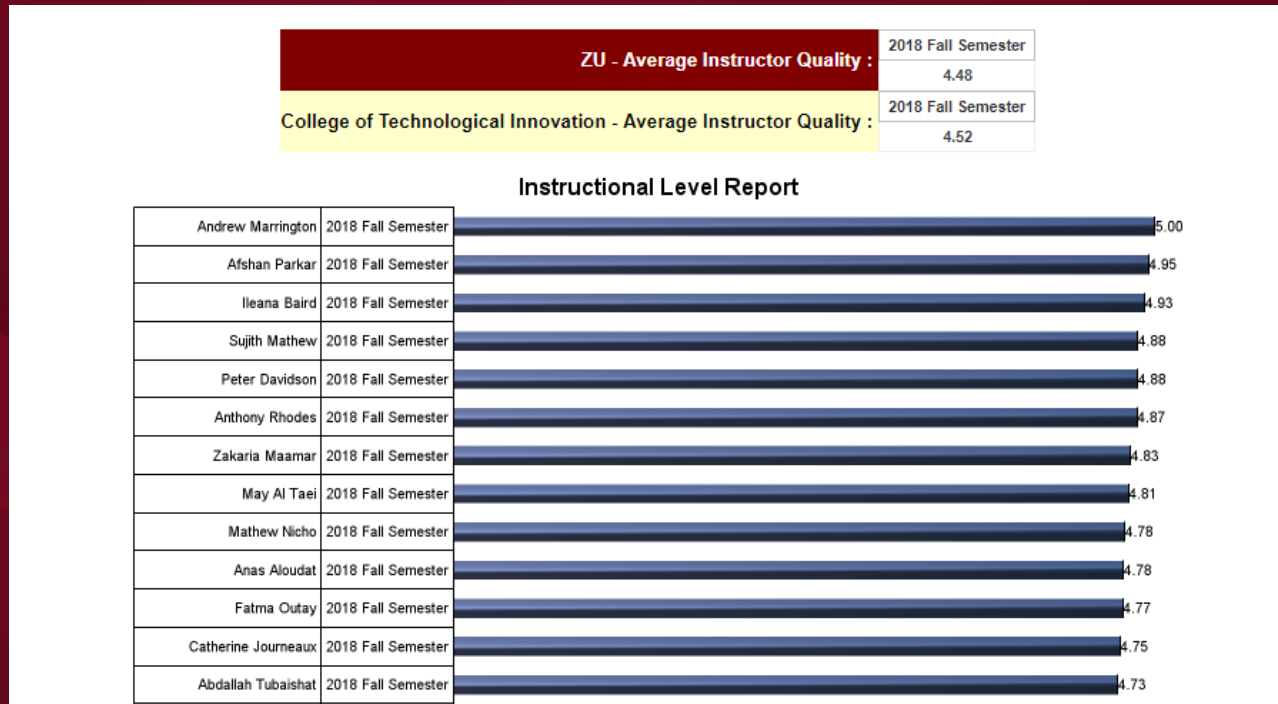
Select Instructor(s) : **Keywords:**
Type one or more keywords separated by spaces.

Results: **Choice:**

[Select all](#) [Deselect all](#) [Select all](#) [Deselect all](#)

Dashboard – Integrating Blue with BI

- Instructor Teaching Evaluation Report(based on SELE)



Dashboard – Integrating Blue with BI

Instructor Teaching Vs Course/Section Quality Comparative Analysis

Instructor Teaching Vs Course/Section Quality Comparative Analysis

College : * College of Education

Term :

- 2016 Fall Semester
- 2017 Summer Semester
- 2019 Spring Semester
- 2017 Fall Semester
- 2018 Spring Semester
- 2018 Summer Semester
- 2018 Fall Semester
- 2017 Spring Semester

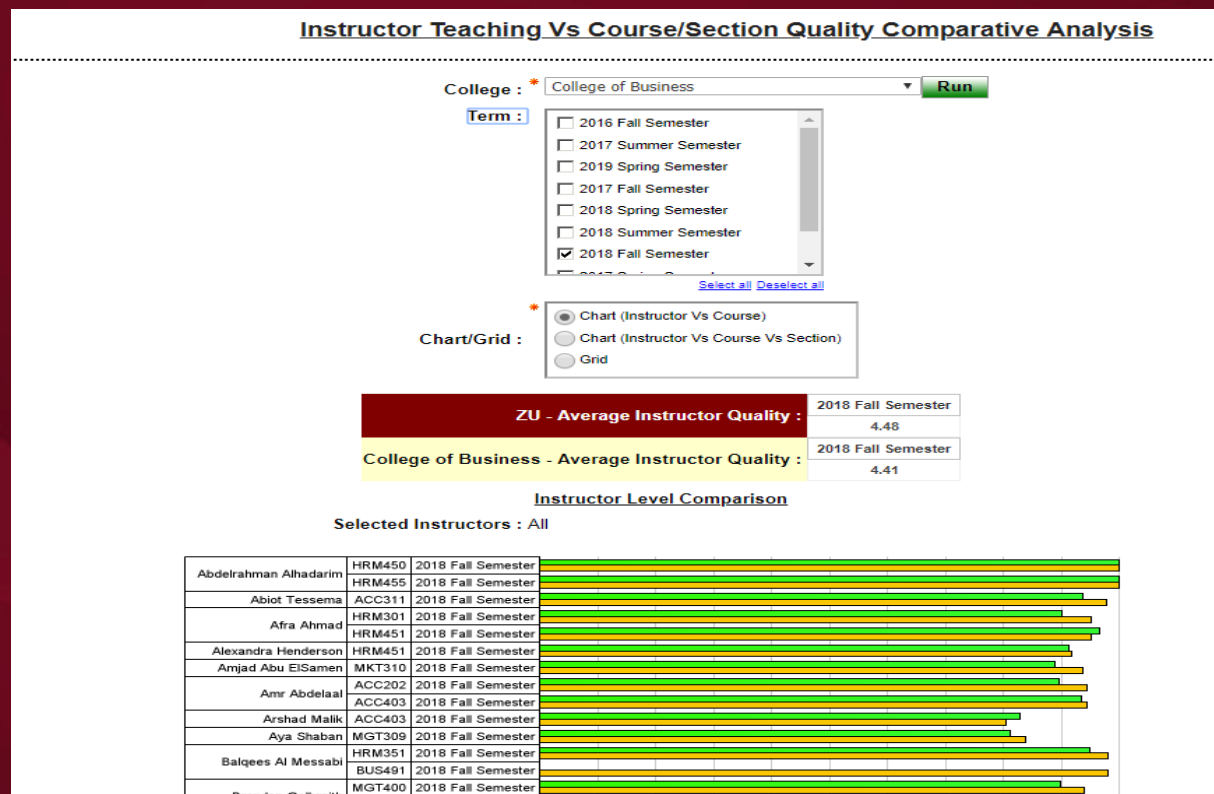
[Select all](#) [Deselect all](#)

Chart/Grid : *

- Chart (Instructor Vs Course)
- Chart (Instructor Vs Course Vs Section)
- Grid

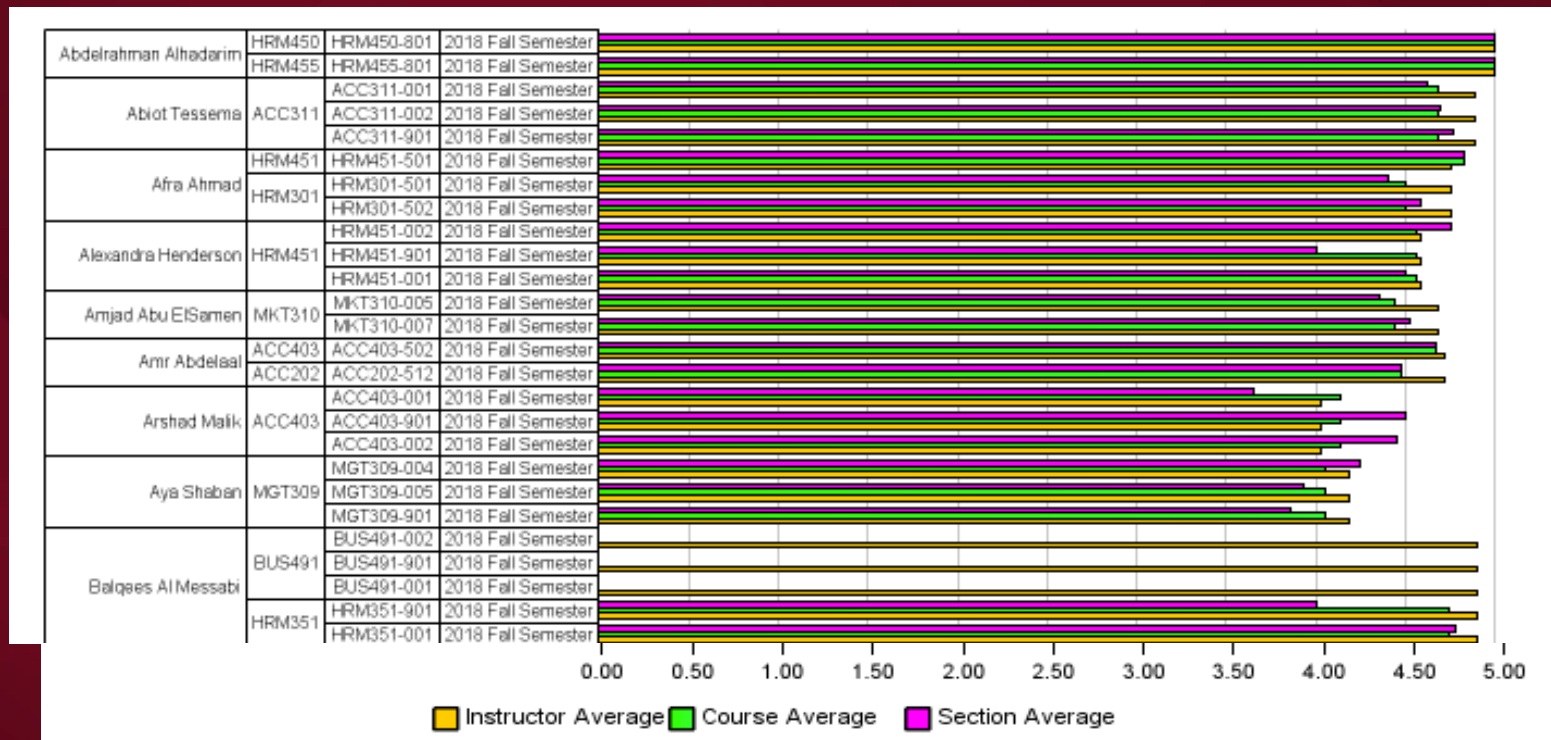
Dashboard – Integrating Blue with BI

Instructor Teaching Vs Course/Section Quality Comparative Analysis(based on SELE)



Dashboard – Integrating Blue with BI

Instructor Teaching Vs Course/Section Quality Comparative Analysis(based on SELE)



Dashboard – Integrating Blue with BI

GRID - Instructor Teaching Vs Course/Section Quality Comparative Analysis(based on SELE)

Instructor Name	Term Description	Overall Instructor Average	Course	Course Quality Average	Section	Section Quality Average
Afaf Al Bataineh	2018 Fall Semester	4.24	ARA211	4.78	ARA211-501	4.78
			ARA235	4.09	ARA235-501	4.35
					ARA235-502	3.87
			GEN130	3.95	GEN130-520	3.95
Ahlam Al Zehhawi	2018 Fall Semester	4.20	GEN130	4.04	GEN130-008	4.55
					GEN130-009	4.00
					GEN130-018	4.00
					GEN130-019	3.69
					GEN130-908	4.12
Ahmad Aljanadbah	2018 Fall Semester	4.68	ARA320	4.21	ARA320-001	4.21
			ARA360	4.67	ARA360-002	4.67
			GEN130	4.62	GEN130-903	4.55
					GEN130-906	4.73
Al-Faris Ali	2018 Fall Semester	3.59	ARA355	3.56	ARA355-001	3.67
					ARA355-002	3.43
			GEN130	3.68	GEN130-006	4.19
					GEN130-013	4.09

Reports – Dashboard (Instructor Teaching Evaluation Report)

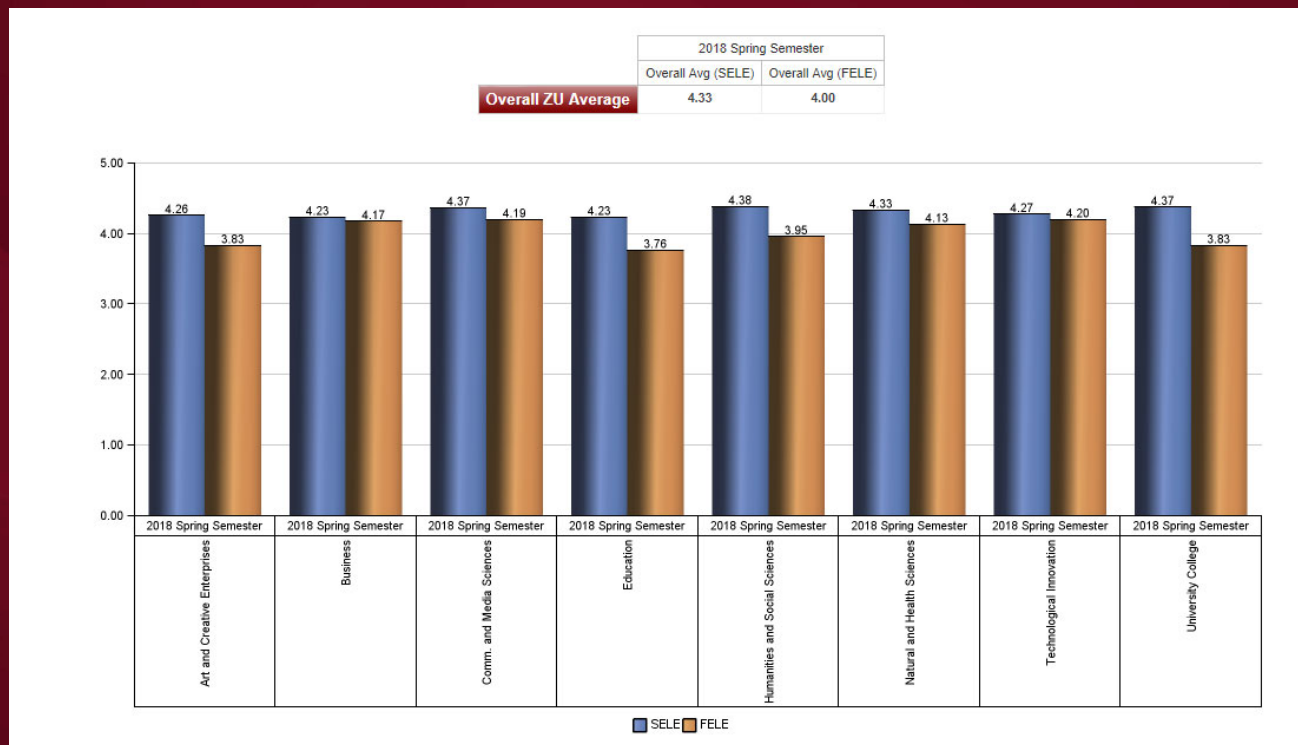
ZU - Average Instructor Quality :	2017 Spring Semester
	4.44
College of Business - Average Instructor Quality :	2017 Spring Semester
	4.32

Instructor Level Report

Salwa Alnuaimi	2017 Spring Semester	5.00
Talba Hussain	2017 Spring Semester	4.88
Peter Davidson	2017 Spring Semester	4.86
Aristeidis Samitas	2017 Spring Semester	4.86
Ghulame Rubbaniy	2017 Spring Semester	4.84
Afra Ahmad	2017 Spring Semester	4.82
Mariam AlZaabi	2017 Spring Semester	4.80
Themistoclis Pantos	2017 Spring Semester	4.76
Amal El Sawad	2017 Spring Semester	4.74

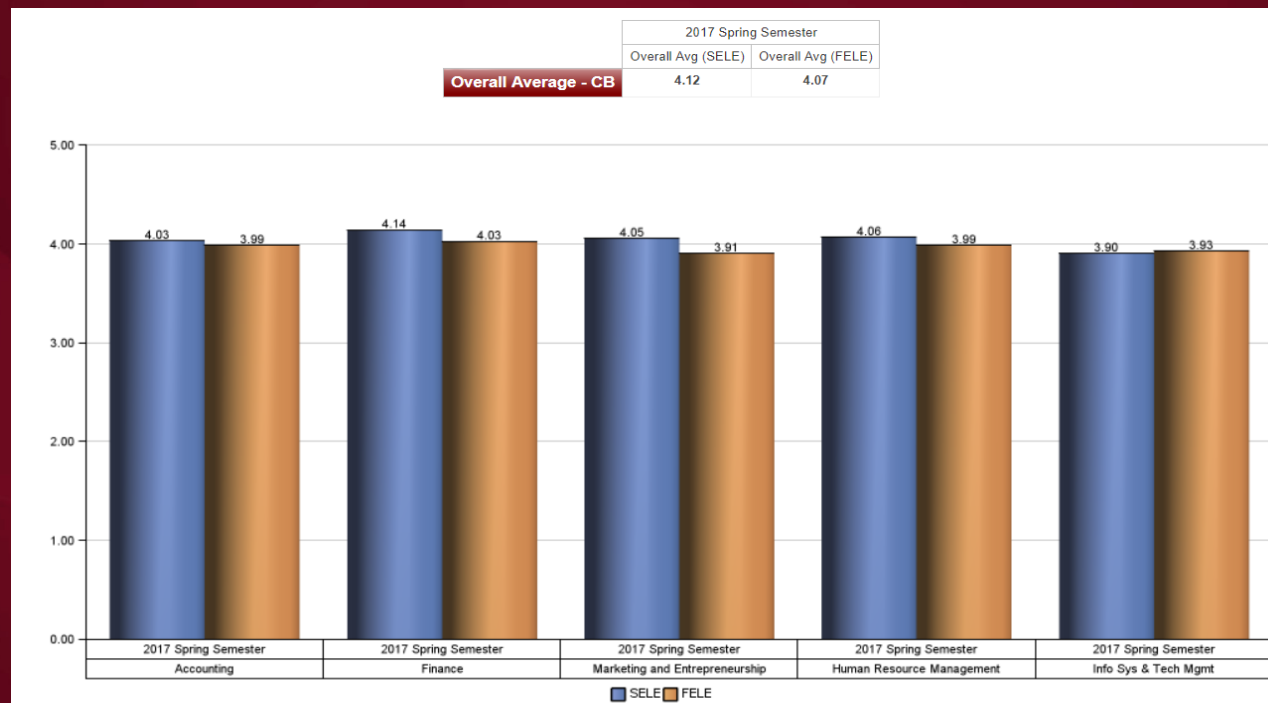
Reports – Dashboard (Student & Faculty Evaluation Summary - College Level)

Based on SELE and FELE data

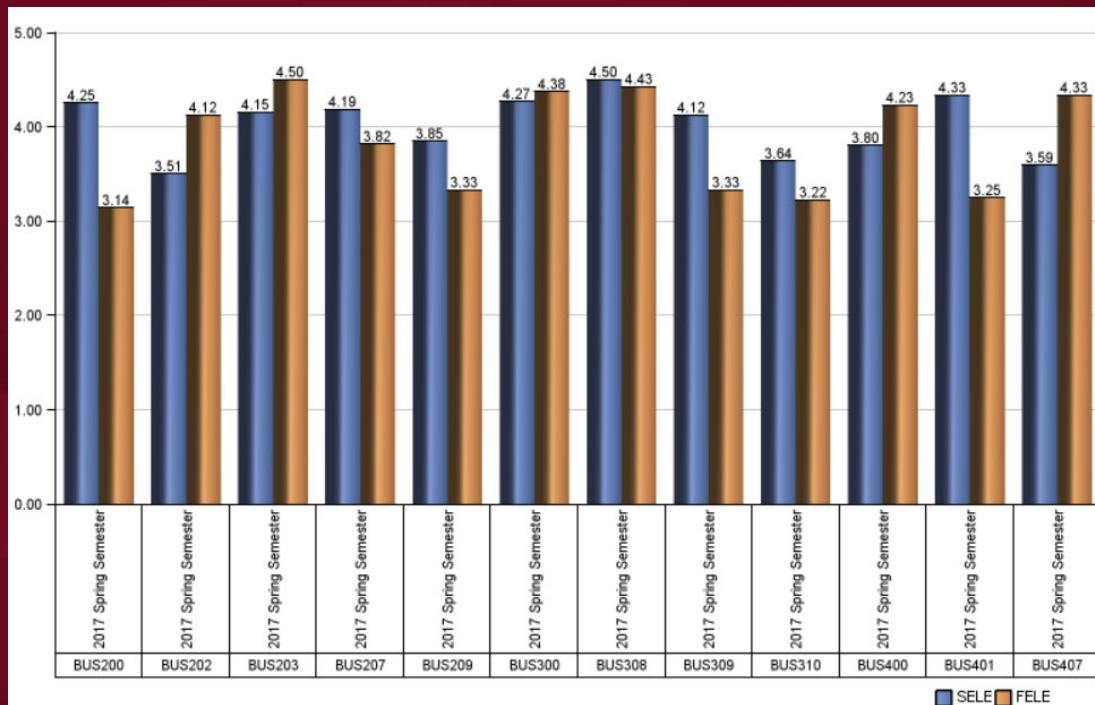


Reports – Dashboard (Student & Faculty Evaluation Summary - Program Level)

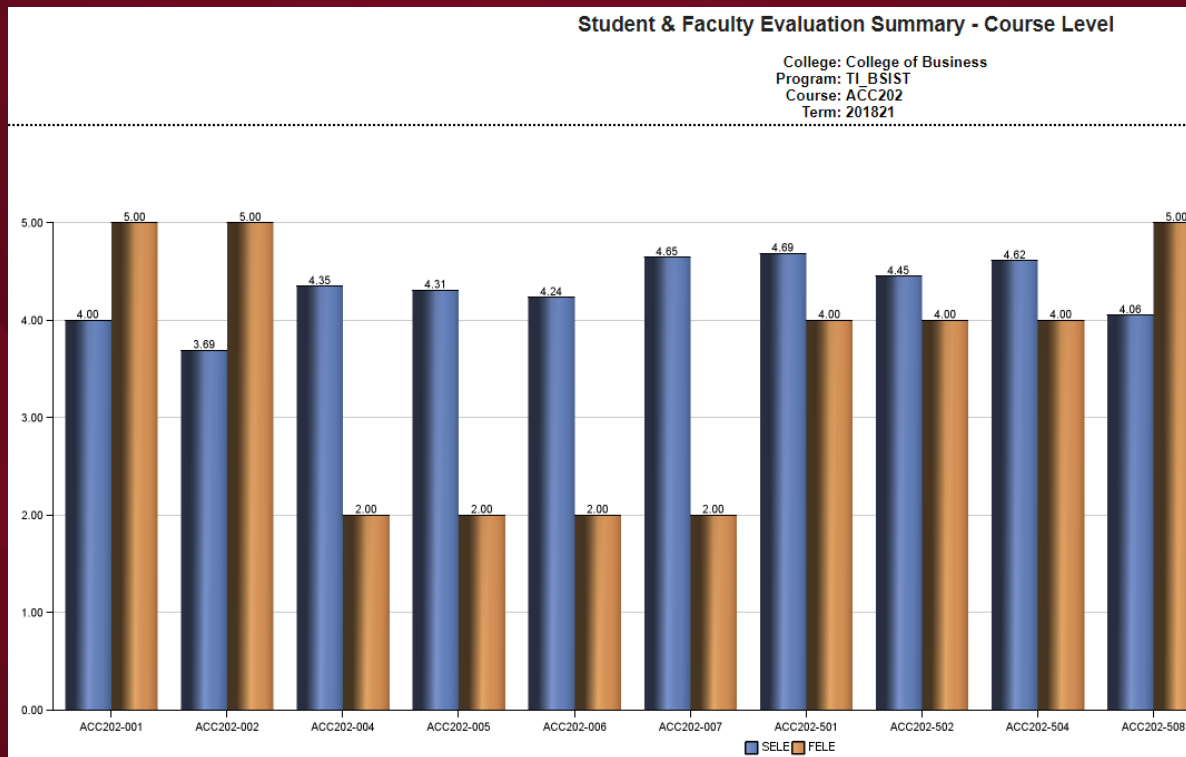
Based on SELE and FELE data



Reports – Dashboard (Student & Faculty Evaluation Summary - Course Level)

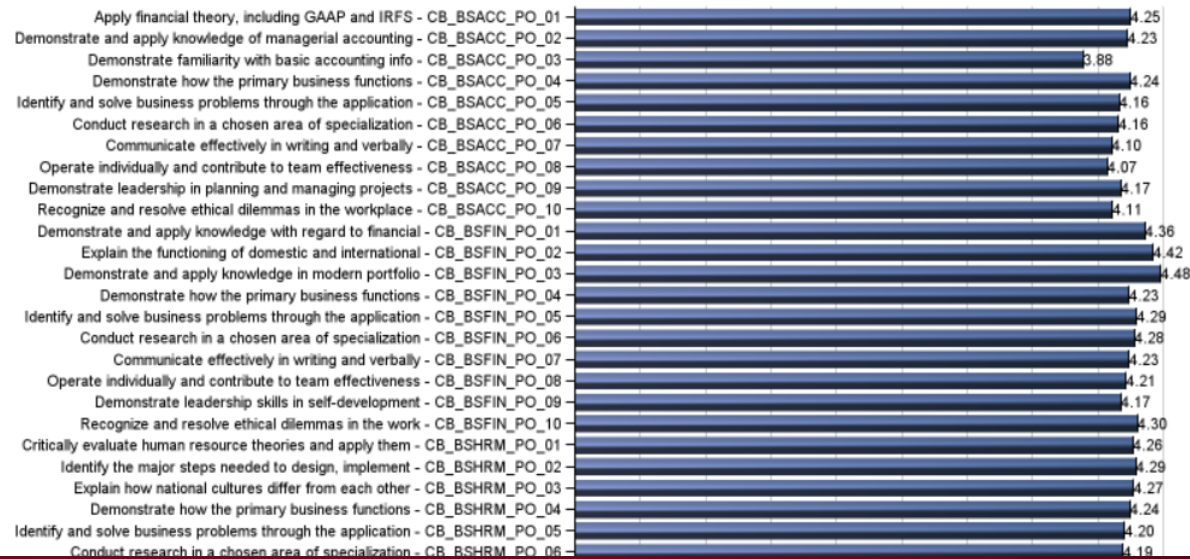


Reports – Dashboard (Student & Faculty Evaluation Summary - Section Level)

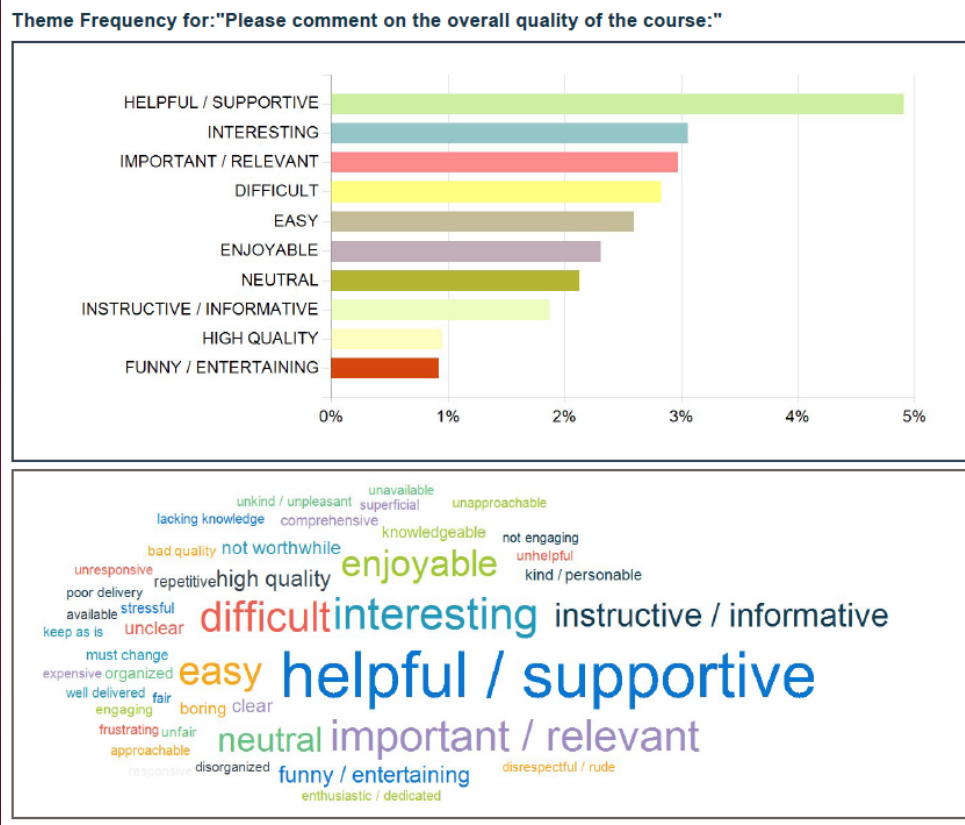


Dashboard – Integrating Blue with BI- PLO

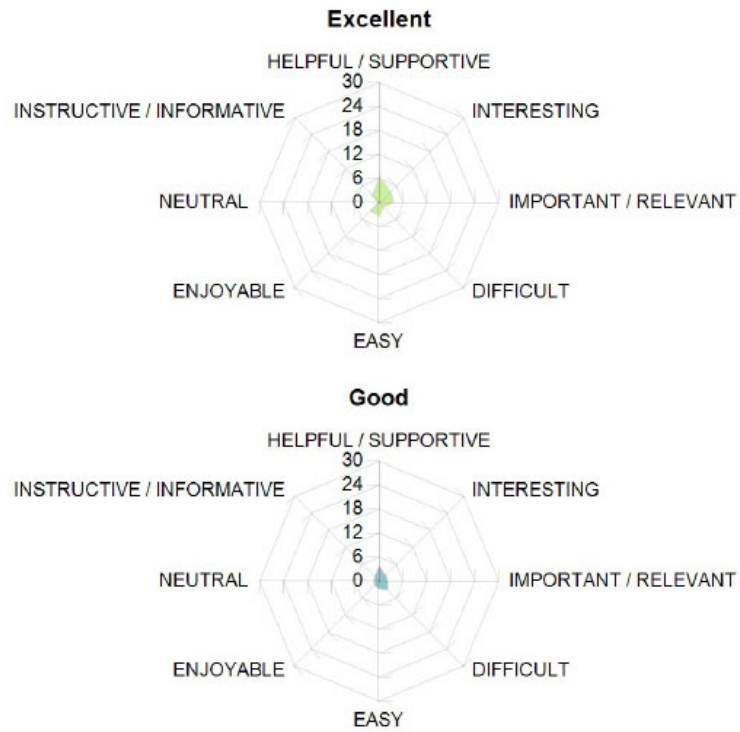
ZU - Average Course Quality :	2017 Spring Semester
	4.27
College of Business - Average Course Quality :	2017 Spring Semester
	4.19



Text Analytics

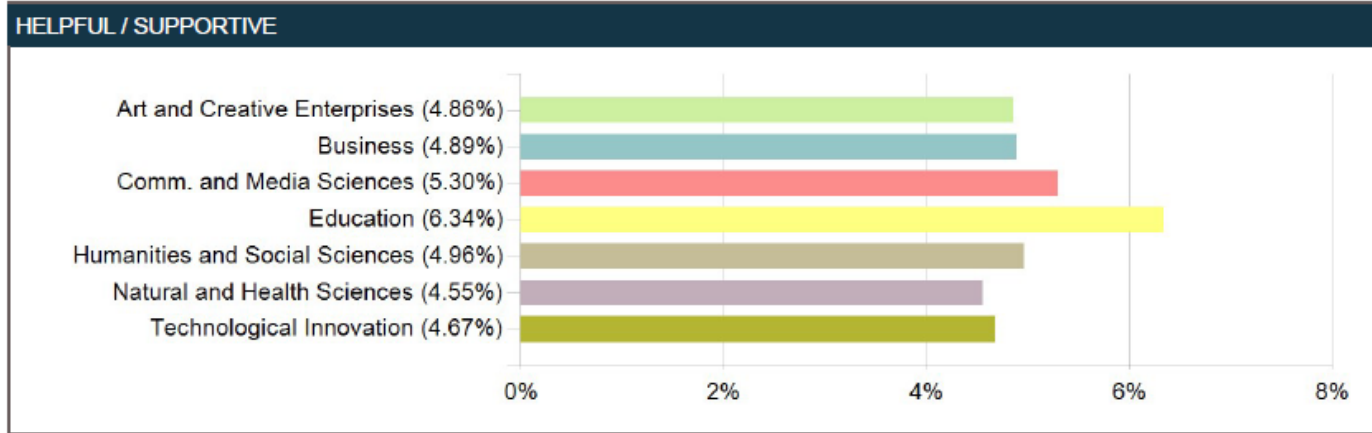


Text Analytics



Text Analytics

Cross Tabulation "Please comment on the overall quality of the course:" vs "College":



Thank You