



Bluenotes **GLOBAL** 2019
CONFERENCE

Just Don't Call It Blue...

Important Lessons from
The Ohio State University's Implementation Journey





The Ohio State University

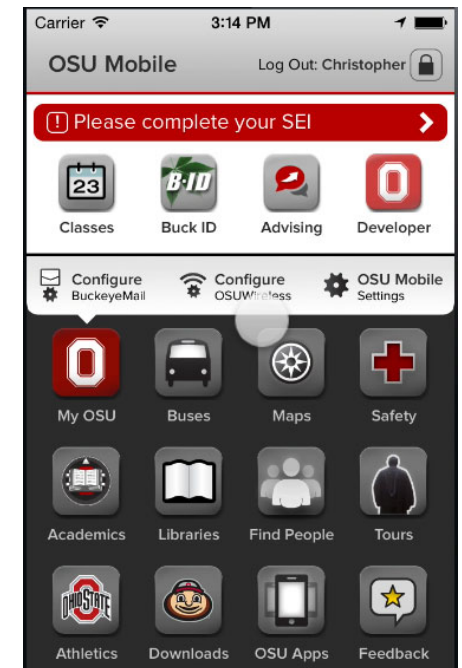
- 68,100 Students – Autumn 2019
- 15 colleges offering 12,000 courses on 6 campuses
- 5,682 Instructional Faculty
- 200+ undergraduate majors
- 12,213 degrees conferred in Spring 19
- PeopleSoft SIS
- Canvas LMS





Course Evaluation at OSU

- One evaluation administered centrally
- 10 Questions, plus optional comments
 - Since 1994
- Completely online in 2009
 - custom module in PeopleSoft
- Added to OSU mobile app in Autumn 2015





Why Blue?

- More robust product – industry leader
- Enhanced reporting and data analysis
- Text Analytics
- Canvas (Carmen) integration
- Transition to Workday
- Agreed to build functionality to use OSU's Mobile App





Expectations and Oversight

- Keep everything the same
 - Instrument
 - Process
 - Reports
- Subcommittee did not meet





About Us – Roll Out

Summer 2018 term – 8 sessions

Initial Pilot – two classes that opened for evaluation before term began

Phase 2 – 200 classes in first 4-week session

Phase 3 – rest of summer classes





Challenge - Branding

- Logo
- E-mail messages had to conform to OSU branding standards





Solution - Branding

- Logo from Cleveland newspaper
- Use external .html editor and paste into Blue.
- Do not open or edit in Blue once created.



Please complete your SEI today!

SEIs are available for the classes listed below:

Subject	Catalog	Class	Due 11:59PM
\$\$\$SUB	\$\$CATA	\$\$TESTCODE	\$\$TESTEVALDUEATE

There are three ways to submit an SEI:

1. Click [here](#) for your SEIs.
2. OSU Mobile: log in to My OSU and tap the red banner, or tap Classes.
3. Carmen: log in to [Carmen](#) and follow the prompts.

Did you know you can [view SEI results](#)? The more students who complete SEIs, the more accurate the data is.

Thanks for providing this important feedback!

-SEI Administration



Challenge- Optional Comments

Old way: Comments were on by default. Instructors could turn them off in Faculty Center

Blue QP will let instructors select questions, but will not let them deselect questions.

Summer: Comments were 'off' and instructors had to 'opt in'





Solution - Optional Comments

Super QP – that’s me!

Global Group

- Timing – as late as possible
- Instructors can then modify (turn off) if they want





OSU Mobile App

- Real-time bus tracking
 - Class schedules
- Complete campus building directory
- Parking garage listing with current capacity information
 - Buck ID account balances and transaction history
 - Student statement of account
 - Dining locations and menus
- Buckeye athletics: news and schedules for every varsity sport
 - Faculty, staff, and student directory search

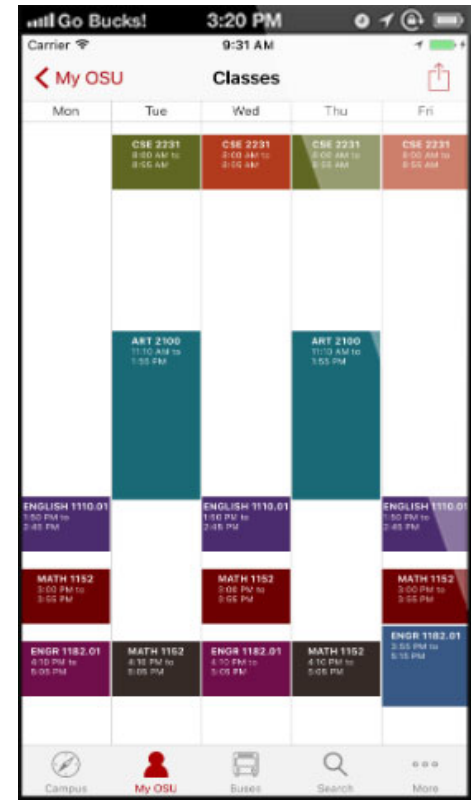
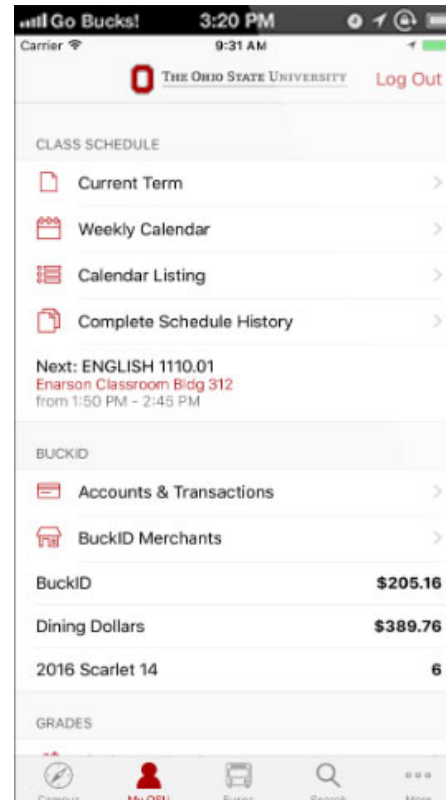
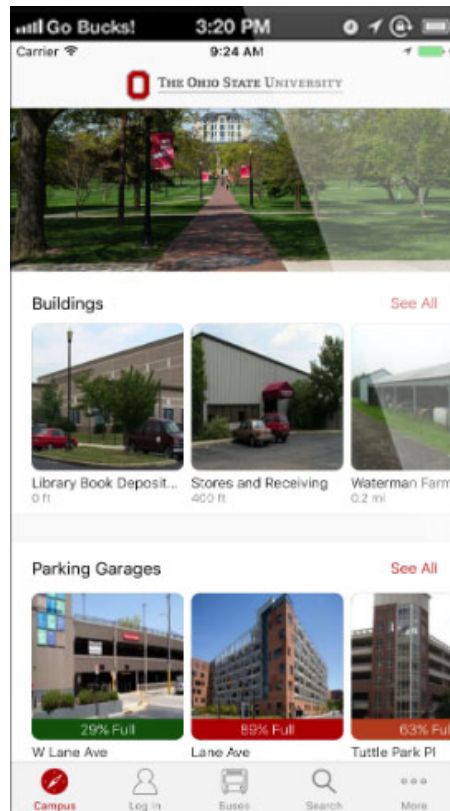
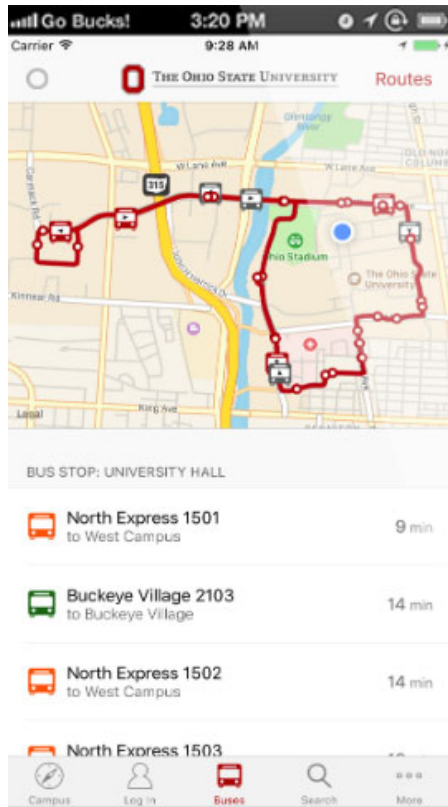




OSU Mobile App

- Grades
 - Class schedule export to iOS calendar
- Emergency Alert push notifications to all devices with the app
 - Lactation room listing
 - Advisors and notes
 - Library Listing
 - Class schedule widget
 - Free official ring tones
 - Academic Calendar







OSU Mobile App

In the past year:

- 190,000 users
- 95% of UG students logged in
- Students opened the app
24 million times
- 70 million screens viewed





Challenge – Blue mobile integration

- Keep functionality
- Volume/Size
- Service Stability
- Testing and Response Tracking





Solution – Blue mobile integration

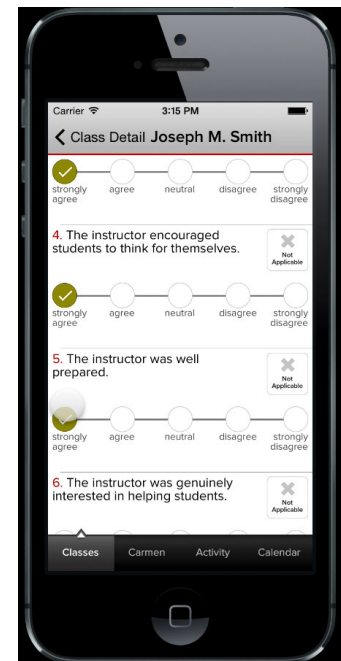
- Worked with Explorance
- Create RESTful web services of their product
- to get surveys, submit surveys, get statuses, etc. that worked with our mobile platform.





Student Experience – Blue mobile integration

- One day the source of the SEI changed
- And no one even noticed





Behind the Scenes – Blue mobile integration

- As expected, we had challenges
- OSU's mobile team and Explorance met them head on
- All issues were resolved





Challenge – Report Access

- Not all units get reports
- Not all units that get reports get comments
- Manual process to run and to distribute
- No data in PeopleSoft about academic structure





Short Term Solution – Misfits to the rescue

- Created list of each class and who has access
- Uploaded to Blue
- Static viewers
- Intense manual process





Short Term Solution – Misfits to the rescue

- **ANIMSCI, MEATSCI:** John Foltz.75, Amber Robinson.1965
- **ARABIC, HEBREW, HINDI, JEWSHST, NELC, PERSIAN, TURKISH, UZBEK:** Jeremie Smith.12199
- **COMM:** Michael Slater.59, Aaron Smith.1543
- **DANCE:** Susan Hadley.4
- **ECE:** Carol Duhigg.2
- **ENR, RURLSOC:** Jeff Sharp.123
- **ES:** Eric Anderman.1, Helen Malone.175
Includes {EDUCST, ESCE, ESCFE, ESEADM, ESPHE, ESEPOL, ESEPSY, ESLTECH, ESHESA, ESQREM, ESQUAL, ESSPED, ESSPSY, ESTEPL, ESWDE}
- **HISTART:** Lisa Florman.4
- **HS:** Erik Porfeli.1, Gene Folden.1, Brian Focht.10 Includes CONSCI, CSCFFS, CSFRST, CSHSPMG, HDFS, HUMNTR, KNHES, KNPE, and KNSISM
- **LING:** Julia Papke.5
- **MANSFIELD (MNS):** Norman Jones.2376, Dawn Kitchen.79

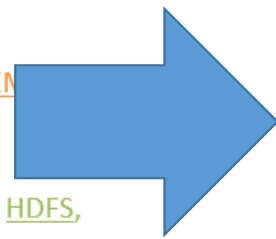




Short Term Solution – Misfits to the rescue

- ANIMSCI, MEATSCI: John Foltz.75, Amber Robinson.1965
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- LING: Julia Papke.5
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COURSE_CODE	User
1184-22746	033129943
1184-21706	061680566
1184-22124	061680566
1184-21754	201598718
1184-21756	201598718
1184-21757	201598718
1184-21921	201598718
1184-21923	201598718
1184-22345	201598718
1184-22346	201598718
1184-22349	201598718
1184-22350	201598718
1184-22351	201598718
1184-22376	201598718
1184-22381	201598718
1184-22394	201598718
1184-22398	201598718
1184-22404	201598718
1184-22421	201598718
1184-22422	201598718



COURSE_CODE	User
1184-10205	860057394
1184-10205	961215116
1184-10206	860057394
1184-10206	986115116
1184-10207	866007394
1184-10207	916115116
1184-10208	860073394
1184-10208	916115116
1184-10209	860057394
1184-10209	916115116
1184-10210	860057394
1184-10210	916115116
1184-10248	860057394
1184-10248	916115116





Long Term Solution – Dynamic Report Access

- 2 Hierarchies
- 4 Organizational Roles
- 3 Report Viewer files
 - With comments
 - Without comments
 - Regional Campus





Challenge – Cumulative Report

- All classes for an instructor
– Across projects

- For Promotion and Tenure

<p>Brutus Buckeye Cumulative Student Evaluation of Instruction Summary Report generated on 2/8/2018 NOTE TO INSTRUCTOR: Mark the "Mult Inst" box for course sections that were team taught or had more than one instructor. <i>"Web" is "Yes" if student ratings were collected electronically.</i> Comparison groups are based on class size (Small, Medium, Large) and electivity (Required, Free, Choose). See individual reports for more details.</p>	<p>SEI Item Descriptions</p> <ol style="list-style-type: none"> 1. Well organized 2. Intellectually stimulating 3. Instructor interested in teaching 4. Encouraged independent thinking 5. Instructor well prepared 6. Instructor interested in helping students 7. Learned greatly from instructor 8. Created learning atmosphere 9. Communicated subject matter clearly 10. Overall rating
--	---

DDDD 1234				College: ABC		Campus: COL		1	2	3	4	5	6	7	8	9	10	Item 10 Comparison	
Mult Inst	Autumn 2016	Class Nbr:	0000	Instructor Mean	3.9	4.2	4.4	4.4	4.0	4.3	3.8	3.8	3.6	3.7					4.1
<input type="checkbox"/>	# Enrolled: 65	# Responses: 27	Web: Y	Instructor SD	1.0	0.8	0.7	0.8	1.2	0.8	1.0	1.0	1.1	1.0					

EEE 123				College: DEF		Campus: COL		1	2	3	4	5	6	7	8	9	10	Item 10 Comparison	
Mult Inst	Winter 2012	Class Nbr:	nnnn	Instructor Mean	3.8	4.3	4.6	4.6	4.1	4.4	4.0	4.2	3.9	4.0					4.4
<input type="checkbox"/>	# Enrolled: 30	# Responses: 22	Web: Y	Instructor SD	0.8	0.8	0.7	0.6	1.2	0.7	1.0	0.9	1.0	1.1					
Mult Inst	Winter 2012	Class Nbr:	mmmm	Instructor Mean	4.0	3.5	4.5	4.5	4.5	5.0	4.0	3.5	3.5	4.2					4.5
<input type="checkbox"/>	# Enrolled: 2	# Responses: 2	Web: Y	Instructor SD	0.0	0.7	0.7	0.7	0.7	0.0	0.0	0.7	0.7	0.0					
Mult Inst	Spring 2012	Class Nbr:	nnnn	Instructor Mean	4.3	4.0	4.7	4.3	4.7	4.6	4.0	4.2	4.2	4.3					4.4
<input type="checkbox"/>	# Enrolled: 32	# Responses: 9	Web: Y	Instructor SD	0.7	0.5	0.5	0.7	0.5	0.5	1.0	0.8	0.7	0.5					



Solution – Cumulative Report

- Built multi-term project
Import each semester's results
- Data issues
Reusing Cross listed IDs
Change to data structure
Synchronize subject fields



Solution – Cumulative Report

- Many versions of report
 - none perfect
- Edge of Glory to Radio Ga Ga
 - Created 3 versions of report
 - Feedback from P&T





Brutus Buckeye SEI Cumulative Report

Mean Scores, all questions

Courses are listed in order by course number, then term

- Q1: The subject matter of this course was well organized
- Q2: This course was intellectually stimulating
- Q3: This instructor was genuinely interested in teaching
- Q4: The instructor encouraged students to think for themselves
- Q5: The instructor was well prepared
- Q6: The instructor was genuinely interested in helping students
- Q7: I learned a great deal from this instructor
- Q8: The instructor created an atmosphere conducive to learning
- Q9: The instructor communicated the subject matter clearly
- Q10: Overall, I would rate this instructor as

Subject	Course	Class	Term	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
Overall				4.16	4.05	4.51	4.40	4.44	4.45	4.01	4.18	4.11	4.38
SAMPLE	1100	12345	AU 18	4.27	4.23	4.81	4.58	4.58	4.46	4.46	4.27	4.31	4.50
SAMPLE	2200	5678	SU 18	4.04	3.87	4.22	4.22	4.30	4.43	3.57	4.09	3.91	4.26

Response Count and University Comparison

Comparison of the instructor's mean score for Q10 to the University mean for classes in the same size group during the same term

Subject	Course	Class	Term	Size	Resp	Mean, Instr	Mean, Univ
SAMPLE	1100	12345	1188	M	26	4.50	4.34
SAMPLE	2200	5678	1184	M	23	4.26	4.43





Challenge- Historical Data Migration

3 million records

One report





Solution - Historical Data Migration

Pay Explorance to do it!

Line in the sand approach to reporting

Impact of data – no translation, or enrollment numbers





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Lessons Learned – Always Test Everything





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How did we do?

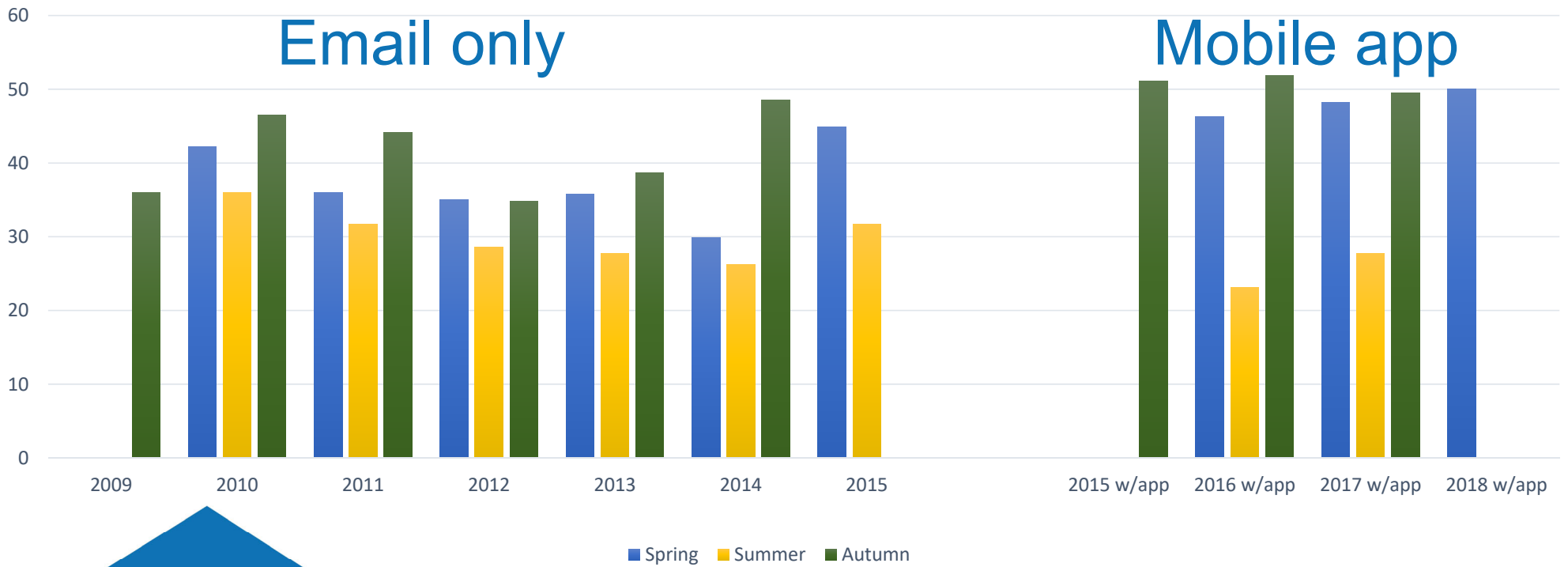




Response Rates: 2009 – 2018

Email only

Mobile app



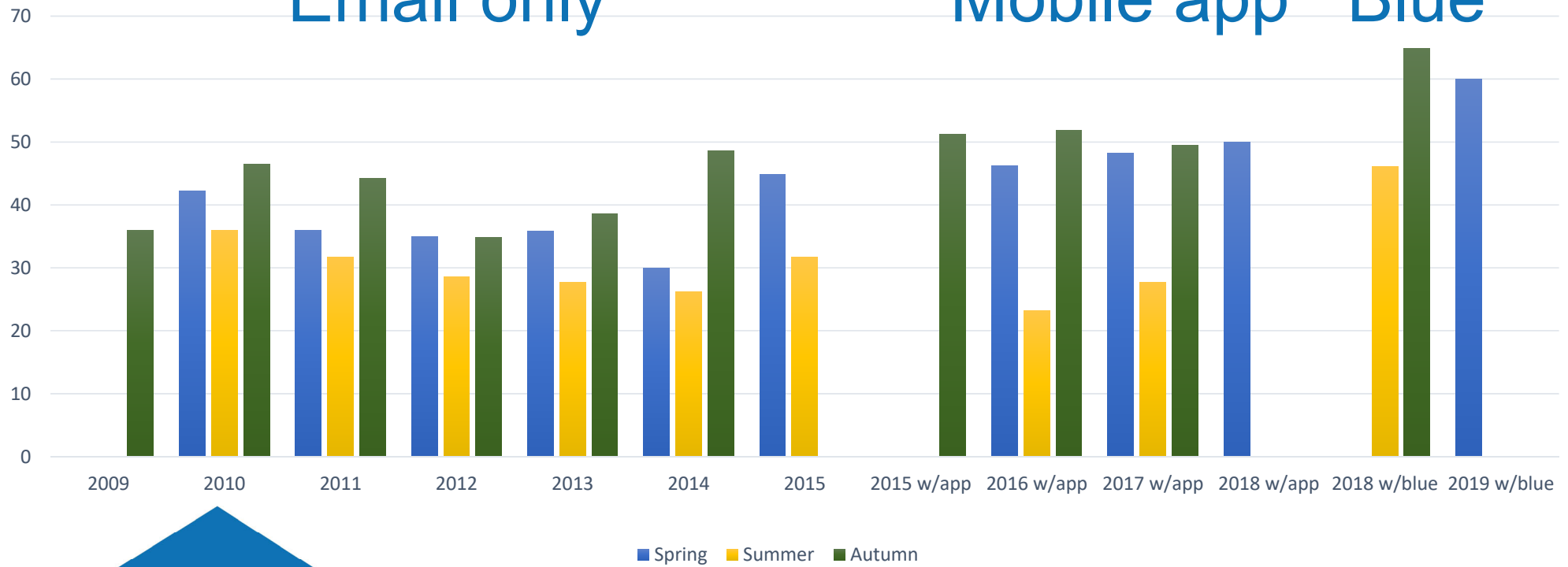


Response Rates: 2009 – 2019

Email only

Mobile app

Blue





Responses: with mobile app

	Spring 2018	Spring 2017	Spring 2016
Responses	183,808	180,921	167,412
Response Rate	50.0%	48.1%	46.3%
	Autumn 17	Autumn 16	Autumn 15
Responses	206,281	211,250	203,663
Response Rate	49.5%	51.9%	51.2%
	Summer 17	Summer 16	
Responses	12,680	10,568	
Response Rate	27.7%	23.2%	

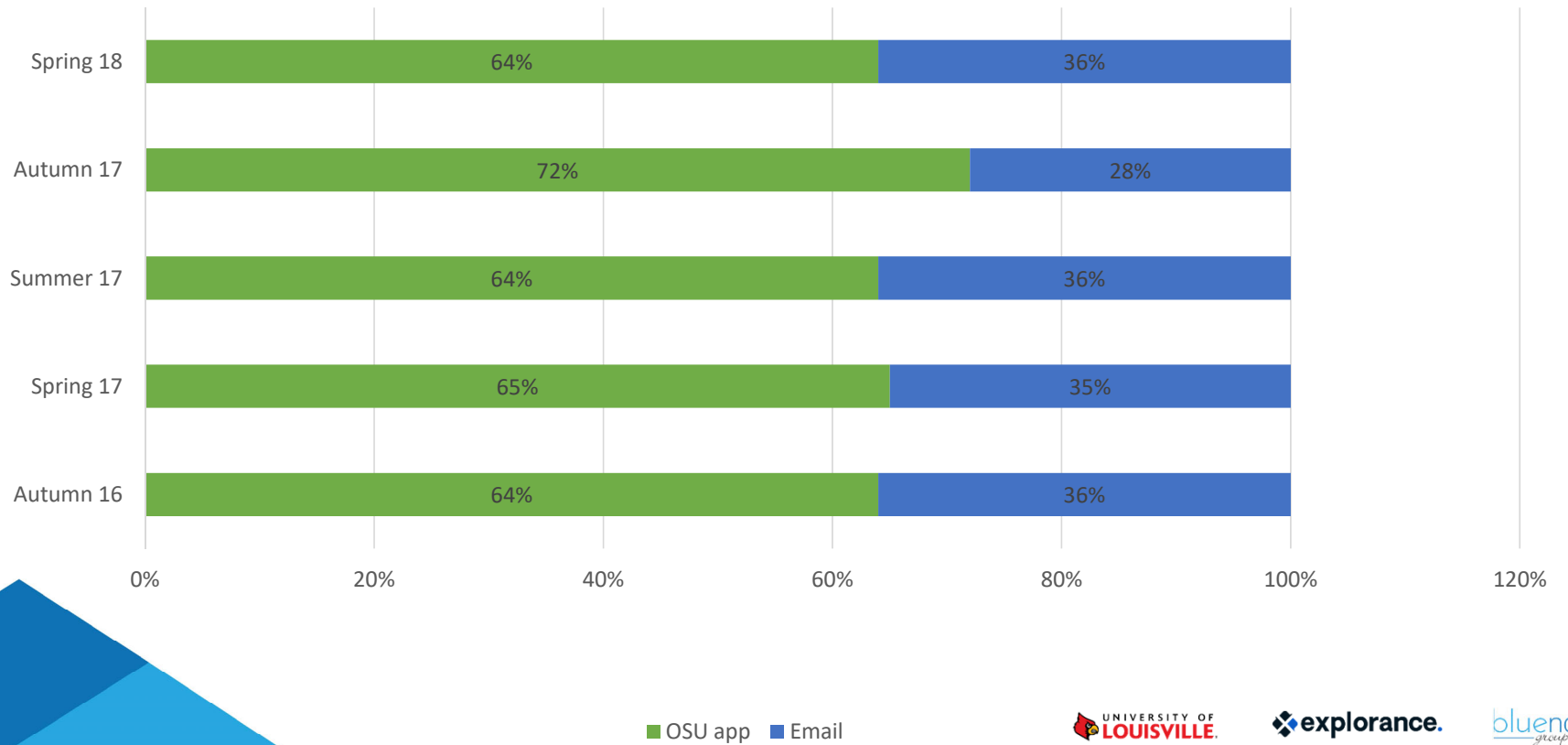


Responses: with Blue

	Spring 2019	Spring 2018	Spring 2017	Spring 2016
Responses	216,832	183,808	180,921	167,412
Response Rate	60.0%	50.0%	48.1%	46.3%
	Autumn 2018	Autumn 17	Autumn 16	Autumn 15
Responses	253,653	206,281	211,250	203,663
Response Rate	64.85%	49.5%	51.9%	51.2%
	Summer 2018	Summer 17	Summer 16	
Responses	19,357	12,680	10,568	
Response Rate	46.1%	27.7%	23.2%	

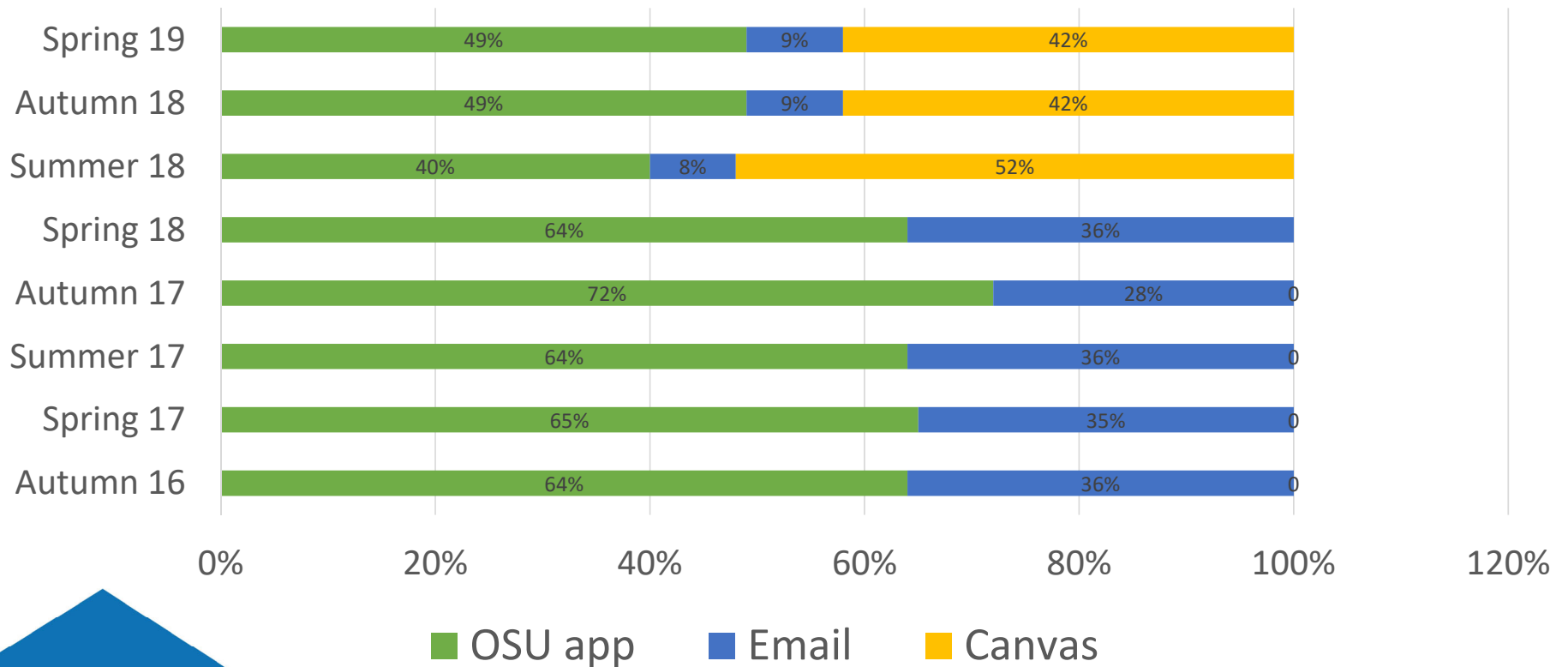


Response Mode: OSU App and Email



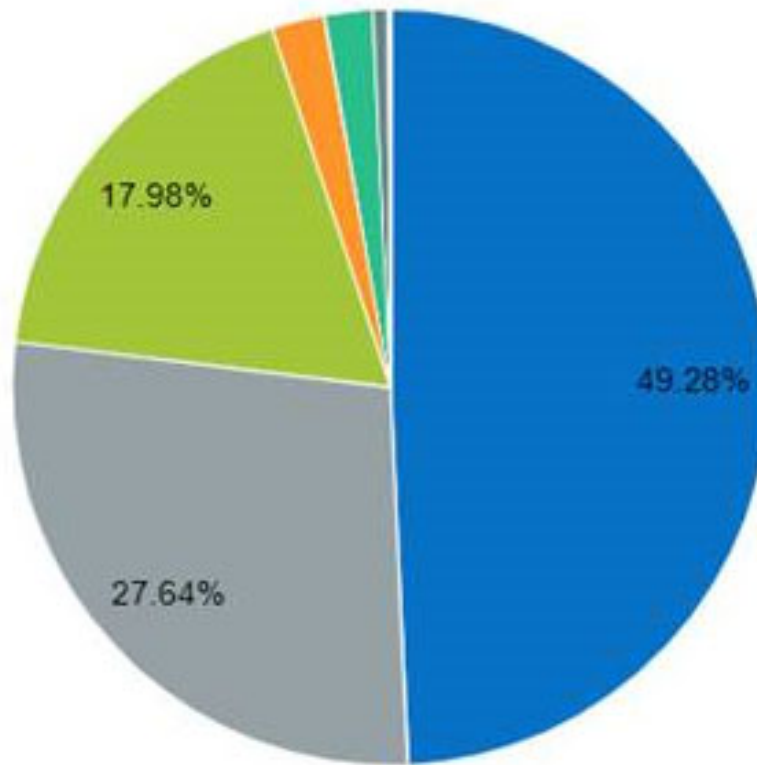


Response Mode: OSU App, Email and Canvas





Browsers



- Firefox
- Amazon Silk
- Vivaldi
- Edge
- Safari
- Not Captured
- Chromium
- UC Browser
- Opera
- QQ Browser
- IE
- Chrome
- Android
- Pale Moon (Firefox Variant)
- aBrowser
- Sogou Explorer



Sharing Our Success

- SEI Website
- Article on OSU News
- Article in student newspaper
- Messaging to leadership

Mar 13, 2019

Change in student evaluation program sees increased engagement



Students taking an exam

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Next Steps

- Subcommittee active
- Looking at process and content
- Adding professional schools





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Why Can't We Call it Blue?





Timing is Everything





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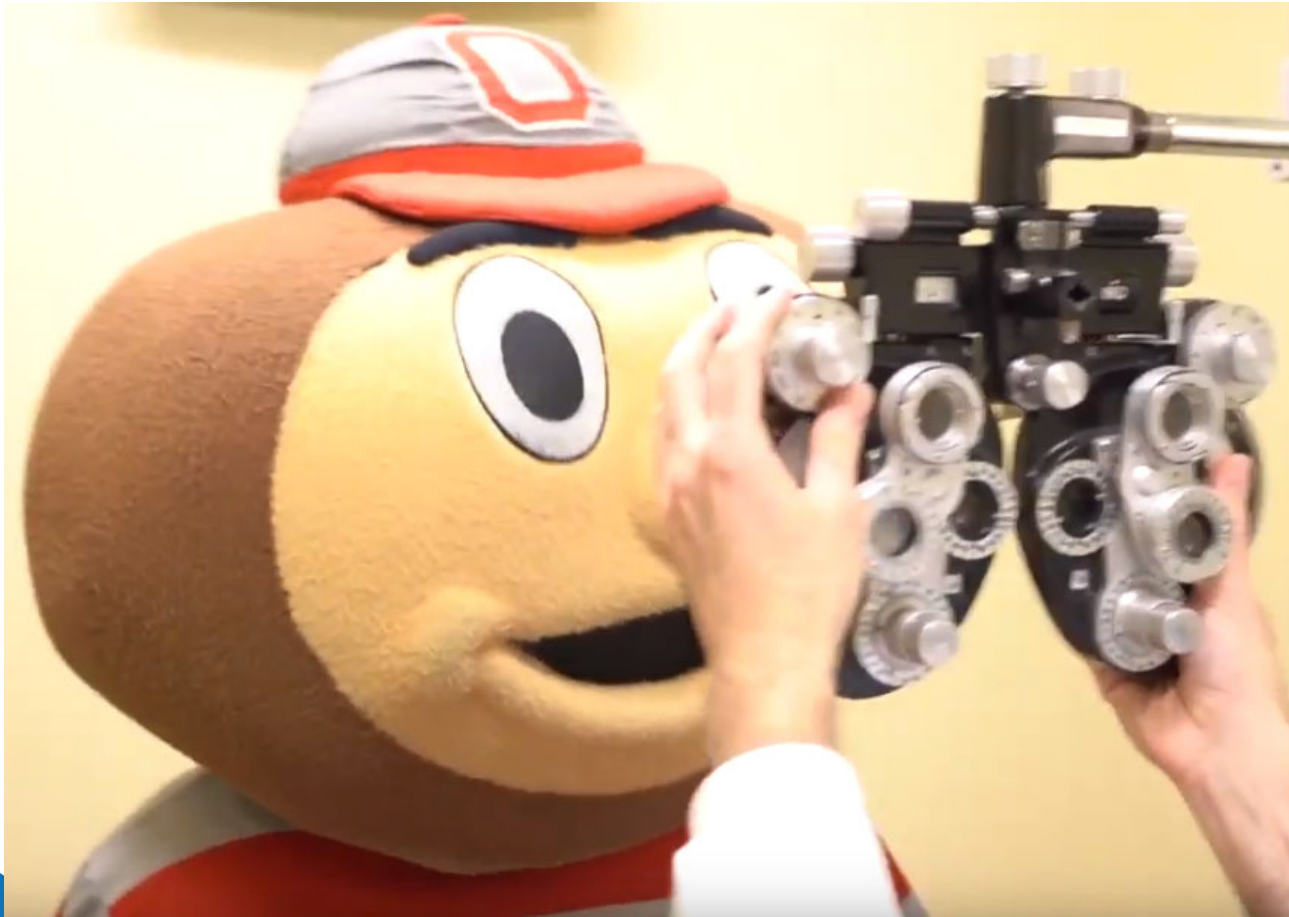




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Thank You

Cindy Davis

Davis.3822@osu.edu

sei.osu.edu

go.osu.edu/ohiostateapp2018

