

FAQ – SUPPORT STAFF TROUBLESHOOTING COURSE EVALUATIONS

Unable to find Course Evaluation Link

Steps to access Course Evaluation for students are as follows:

- Click on Active Registrations in the Registration Tools channel on the One Stop Services tab or Law Student Law
- You will see an “Evaluate ...” link next to each course that needs an evaluation
- If the course no longer displays in Active Registrations, click on the Student tab
- Click on the Registration link
- Click on Registration History link
- You will see an “Evaluate ...” link next to each course that needs an evaluation under the Final Grades column.
- Note: Even after submitting the evaluation, the link will still show until the page is refreshed. If students click on the evaluate link again, they can change their evaluation, but it doesn't allow them to add a second evaluation.

Unable to see Course Evaluation Link

Is it 14 days prior to the end of the part of term or 21 days after the end of part of term? This is the only time the course evaluation link is available. Student will need to wait until we enter this period or if the term is over they will not be able to submit an evaluation.

Is the student enrolled in a course that is participating in on-line course evaluation? If not, they will not see an evaluation link.

Did the student already submit a course evaluation for this course? If so, they can only submit one course evaluation per professor.

If both of the above situations are true, verify the following:

- Ensure appropriate course evaluation is active with correct type of Course Eval
- Ensure student is in PRO_COURSE_V

Unable to find Faculty Course Evaluation Results

Steps to access Faculty Course Evaluation Results are as follows:

- In the Banner Self-Service channel on the Teach/Advise tab, click on Banner Self-Service folder, then Faculty and Advisor folder.
- Click on Faculty Detail Schedule
- A new page will open where you can select the term you wish to view course evaluation results and then click on Submit.
- For each course, there is a heading of *Course Evaluations*, click on the Course Evaluation Report link next to appropriate course.
- A new window will open with a brief summary of course information. Click on *Evaluation Taken* number to see results.

How do I create a course evaluation question or survey?

Steps for setting up a survey are provided in documentation titled "Create Course Evaluation"

How do I get access to SurveyDig Application?

First speak with area Survey administrator to gain permission and fill out appropriate access form. SurveyDig administrator can then create username, password and add needed role. See Create Course Evaluation User documentation.

Invalid Password for SurveyDig Application

SurveyDig administrators can reset the password. See Create Course Evaluation User documentation.

Invalid Username and Password for SurveyDig Application

Is the person allowed access to the SurveyDig Application? If so, have the SurveyDig administrator verify that user is set up correctly. May have to reset password. See Create Course Evaluation User documentation.