

Memorandum of Understanding (MOU) for OIT's online evaluations toolkit

Revised February 3, 2021

Introduction

Background

The online final evaluations management tools are based on the previously existing individual self-diagnostic EEE Legacy Evaluations tool that was created at the request of the Academic Senate in 2000. With this web application as a starting point, OIT worked with campus schools and departments to develop an administrative tool suite that would allow schools and departments to replace existing paper instructional evaluation processes with online technologies.

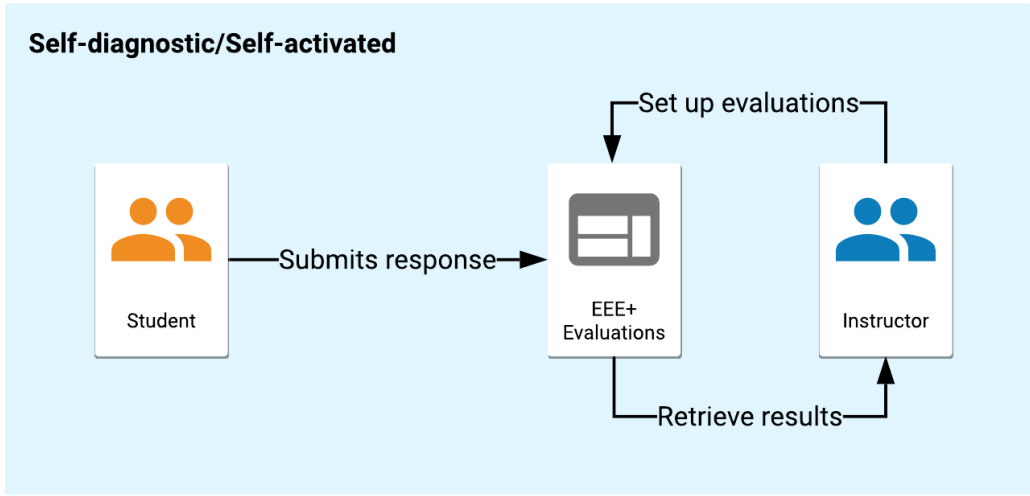
With the approval and guidance of the Academic Senate, OIT created the EEE Legacy Department Evaluations tool as an optional mechanism for gathering end-of-term feedback for final evaluations. In 2019/20, as part of the transition to Canvas and other, more modern systems, OIT retired the aging EEE Legacy system and deployed a new, bespoke web application to manage online final evaluations, EEE+ Final Evaluations Manager, a part of the EEE+ Evaluations application.

The Evaluations Tools

OIT provides online tools supporting both self-diagnostic instruments for instructors and the administrative tools required by schools and departments. Though these tools are related, they are distinct offerings.

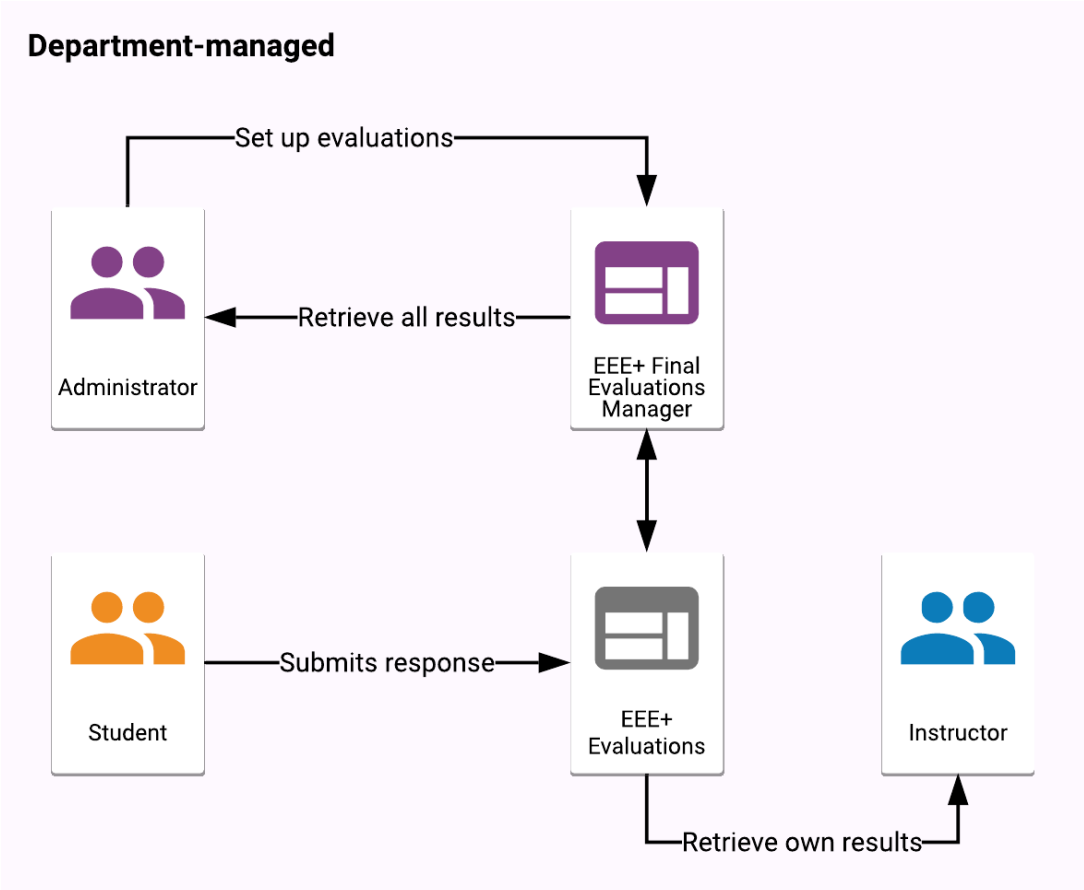
EEE+ Evaluations

The EEE+ Evaluations tool provides instructors and assistants the opportunity to conduct confidential, individual self-diagnostic evaluations at any point during the quarter, and as often as needed. Results from evaluations conducted via the EEE+ Evaluations tool are only available directly to the individual evaluated.



EEE+ Final Evaluations Manager

The EEE+ Final Evaluations Manager provides schools and departments the ability to conduct official final evaluations on behalf of instructors and assistants. Results from evaluations conducted via the EEE+ Final Evaluations Manager are available to the individuals evaluated, the affiliated school and/or department administrators, and may be displayed in part within the EaterEvals system as appropriate (See “EaterEvals” below).



EEE Legacy Department Evaluations (available through 2020)

The EEE Legacy Department Evaluations system is available for use until the retirement of the tool sometime in 2020, and works similarly to the EEE+ Final Evaluations Manager, described above.

Tool Timelines (as of August 2019)

- EEE+ Evaluations
 - Available now for all instructors to use for self-diagnostic evaluations
- EEE+ Final Evaluations Manager:
 - Summer Sessions 1 and 2 in 2019: Invite-only pilot
 - Fall Quarter 2019: opt-in pilot
 - Spring Quarter 2020: general availability
- EEE Legacy Evaluations tool
 - Only the features supporting final evaluations are available
- EEE Legacy Department Evaluations tool
 - Available now for all schools and departments
 - Will be retired in 2020 after data has been ported to EEE+ Final Evaluations Manager

Usage is Optional

Use of the EEE+ Final Evaluations Manager is optional. Schools and departments may elect not to use the system and, if already using the system, may decide to discontinue use of the system at any time.

Purpose of Memorandum of Understanding

Each school and department maintains its own, internal procedures for gathering and analyzing final evaluations. While the feature set for the EEE+ Final Evaluations Manager is robust and generalized, it is important that participating schools and departments understand both technical and policy-driven limitations for the tool.

Please share this document with all appropriate members of your school or department. A copy of the current Memorandum of Understanding is always available from the home page of the Final Evaluations Manager tool itself or you may request a copy from OIT via email to eee-support@uci.edu.

Before Getting Started

Below are some important points of communication before using EEE+ Final Evaluations Manager within a department.

Discuss with Administration

Use of the EEE+ Final Evaluations Manager is at the discretion of each school or department upon approval from the school's Dean, Associate Dean or equivalent. Before getting started with the EEE+ Final Evaluations Manager, all appropriate school or department staff and administrators should be informed as to what the tool can and cannot do.

Discuss with Faculty

It is the responsibility of the school or department to advise faculty regarding use of and policies associated with the EEE+ Final Evaluations Manager. Faculty support is key to a successful evaluation program. When faculty announce an evaluation to the class, add information about it to the syllabi, remind students about the importance of evaluations, and encourage evaluation use, participation rates tend to be stronger.

Account for Unions/Contracts

It is the school or department's responsibility to review any policies or contracts that govern evaluation of Teaching Assistants, Lecturers or other similarly contracted, union-represented instructors. OIT does not provide guidance or policy regarding evaluation of non-faculty, contracted instructional staff.

Terms

Below are notes about terms used within this MOU and within the EEE+ Final Evaluations Manager. Please note these to avoid confusion or misunderstanding.

Department

The term "department" can be substituted for the term "school" in the MOU when a school is authorized to use the system instead of individual departments within the school.

Authorized Administrators

Individuals who have been given authority by the Dean, Associate Dean, or equivalent for a school, department or program to administer evaluations for a set of classes.

Schedule of Classes

EEE+ Final Evaluations Manager and EEE+ Evaluations process class information, instructor associations, and student enrollment from the University Registrar's Schedule of Classes system several times a day. This information is used to verify person-to-class associations.

Instructor

Individuals directly associated with a course code under functions 1 through 9 within the University Registrar's Schedule of Classes. Note: This may also include TAs if this is how they were associated with a course.

Assistants

Assistants can be granted access to classes in three ways; each interacts differently with the various evaluation tools provided by OIT.

Authorized Assistant via Schedule of Classes

Individuals who have become associated with a course code by being added through the University Registrar's ESOC tool.

Assistants via EEE+ GrandCentral (EEE+ Evaluations only)

Individuals who have become associated with a course code by having their UCInetIDs entered into the EEE+ GrandCentral Assistants tool by an instructor of record for the class. Any individuals who become associated with a course code during the evaluation activation process will also be treated an EEE+ GrandCentral Assistant with only the "Evaluations" permission within the system.

Senate-approved Final Evaluation Template

By default, the EEE+ Final Evaluations Manager provides a form approved by the Academic Senate for use. A custom form may be used instead.

Customizable Final Evaluation Templates

Use of the Senate-approved form is not required and an option to create a custom evaluation form is provided. The form is built by creating a template within the EEE+ Final Evaluations Manager that can be reused as needed. The content and question types used in the template are at the discretion of the department administrator activating the form.

Evaluations Available via EEE

There are two types of evaluations that can be published through EEE for a course code in a given term: self-diagnostic and department-managed.

Self-diagnostic

Instructors can use the flexible toolkit to create and publish their own self-diagnostic evaluations at any point during the quarter. Self-diagnostic evaluations allow instructors and authorized assistants to obtain anonymous and confidential feedback from students regarding class instruction at any time during an academic term. These evaluations can only be activated by an instructor or authorized assistant and results are only provided directly to the individual evaluated unless that individual has opted to send the results to the DTEI.

The toolkit provides a suggested form, maintained by the Division of Teaching Excellence & Innovation (DTEI). DTEI also provides free, confidential consultation on the results if requested by the individual evaluated. Instructors can also create their own custom form.

Department-managed

This type of evaluation allows departments to obtain anonymous and confidential feedback from students regarding class instruction by instructors and authorized assistants at the end of the academic term. The contents of the default form are based on the Senate-approved final evaluation template, but departments may modify the contents or create wholly custom templates. Results are provided in the Final Evaluations Manager tool to authorized administrators, directly to the individual evaluated, and may be displayed in part within the EaterEvals system as appropriate (See “EaterEvals” below). Please note that Final Evaluations Manager does not release results before the end of the term and thus should not be used as a midterm evaluation mechanism by either a department or instructor.

Enabling Use of EEE+ Final Evaluations Manager

Use of the EEE+ Final Evaluations Manager requires authorization as described below.

Authorization

Authorization to access EEE+ Final Evaluations Manager tool must be provided by the Dean or Associate Dean of the school or equivalent. EEE staff can provide an email template for this purpose.

Access

Administrators

Authorized access to EEE+ Final Evaluations Manager is necessarily limited to provide security and confidentiality. Up to two staff members may be authorized per department. Alternately, two school-level staff members may be authorized to oversee several departments.

Results Viewers

Departments may specify additional users to have access to a read-only view of the activated evaluations, including results, subject to the limitations described in *Access Limitations*, below. Results viewers are added for one calendar year from the date they are added, and must be added again after that one year period has expired.

Access Limitations

When possible, all authorized staff members should be the same staff who would normally participate in the paper evaluation process.

The following individuals cannot be authorized as administrators:

- Currently matriculated undergraduate or graduate students.
- Instructors or teaching assistants for whom evaluation results exist within the accessible results. (Note: An exception is made when an Associate Dean, Dean or equivalent asks to be made an administrator.)

Administrator Responsibilities

Administrator access to the EEE+ Final Evaluations Manager encompasses: evaluation set creation & publishing, custom template creation, announcements scheduling & response rate monitoring, and results gathering & reporting. Please see individual policies below for more information. Additionally, administrators act as the main support and administrative source for the department.

Main Point of Contact

Administrators provide the main point of contact within the department and are responsible for answering any questions from OIT staff, responding to all non-technical support regarding evaluations, and handling all policy issues.

Informing Instructors, Teaching Assistants, Staff and Students

Administrators inform all appropriate staff, instructors, and teaching assistants of department policies regarding final evaluations and the use of EEE+ Final Evaluations Manager as an official department evaluation mechanism. Administrators also address any instructor and teaching assistant concerns or issues. Departments claim full ownership of all non-technical issues that arise. Addressing instructor, teaching assistant or student frustration or disagreement with this process is the responsibility of the department.

Staffing Changes

In the event an existing authorized administrator must be replaced, it is the responsibility of the department to notify EEE staff that access to the tool should be removed. Additionally, authorization of replacement staff must follow the mechanism outlined above, requiring authorization by the Associate Dean, Dean or equivalent for all new staff unless authority for these actions has been officially delegated.

Training

Cross-training of new administrators is the responsibility of the department. OIT provides help documentation for your convenience that is always available from the main page of the EEE+ Final Evaluations Manager. It is also the responsibility of the department to explain to their own staff all department policies and procedures related to evaluations and use of the EEE+ Final Evaluations Manager.

Administrative Mailing List

EEE maintains an email list (eee-dept-evals@uci.edu) for authorized administrators. All administrators are added to this list, which is used to periodically announce important changes to the EEE+ Final Evaluations Manager or other relevant information.

Feature Set Information & Policies

Authorized administrators have access to a number of tool features that enable them to set-up and administer final evaluations.

Overview

The following information provides an overview of the available features within the tool. Additional information about each feature is outlined below.

Custom Template Creation

- Ability to create custom final evaluation templates as needed by the department (optional – departments may choose to forego template creation and instead use the preexisting Senate approved form template).

Evaluation Set Creation & Publishing

- Ability to activate an evaluation, setting the evaluation window on behalf of any course code and instructor or assistant ID combination within any department for which the user is an administrator.
- Ability to set instructor and assistant permissions, including their ability to change evaluation window duration, cancel an evaluation and/or view a participation list.
- Ability to increase the minimum number of submissions required for instructors or assistants to receive participation lists.

Announcements & Monitoring

- Ability to send custom emails to associated students to announce and/or remind about evaluation windows.
- Ability to view real-time rates of submission during evaluation windows.

Results Gathering & Reporting

- Ability to download a CSV (comma separated value) file of evaluation results.
- Ability to download and/or print evaluation results, separated by instructor or assistant per class, as a PDF version.

Tool Access

Authentication of authorized administrators is required using their UCInetIDs and passwords. Authorized administrators will have access to department-activated evaluations for the current term, past terms, and any available future terms, until the department explicitly requests access be removed.

Creation

Authorized administrators have full authority to select and/or create evaluation forms and are responsible for all steps of the creation process.

Creating Evaluation Templates

Departments are not required to utilize the Senate approved forms provided within the tool and may build custom evaluation templates for use as final evaluation forms. Contents of this form are at the discretion of the department and it is the department's responsibility to seek any required approvals

or inputs from associated faculty, lecturers, teaching assistants, school-level administrators and/or the UC Human Research Protections Program.

Activation

Authorized administrators are responsible for all steps of the activation process.

Pre-activation Recommendations

Include all necessary instructors and/or teaching assistants in the Schedule of Classes. Instructors associated as functions 1 through 9 are all recognized as valid for activation. Alternately, departments are strongly encouraged to ask instructors to add any assistants using the tools provided by OIT.

Activation Access

Administrators have access to activate evaluations for any course codes within the departments for which they have been authorized. In some cases, administrators for multiple departments may have access to overlapping course codes. In the case of cross-listed departments, administrators for each department under which a course is listed have the ability to evaluate that course (including *all* affiliated course codes). It is the administrators' responsibility to coordinate with one another regarding any overlapping authorizations or cross-listed classes. More information on activation for cross-listed courses is provided below.

Upload Option

Evaluations may be activated by uploading a department-generated CSV file in the following format:

- Column 1: the 5-digit course code
- Column 2: the instructor or teaching assistant ID (either a 9-digit Employee ID or UCInetID).
- Columns 3 and higher: ignored by the tool.

Each course code/ID combination will represent one activated EEE evaluation.

Manual Option

Evaluations may be activated manually by browsing a list of all class + instructor associations listed for the allowed departments.

Errors and Fixes

The following checks are in place upon submission of course code/ID information:

- The uploaded comma-separated value (CSV) file must end with a ".csv" extension.

- Invalid course code/ID combinations in CSV file will be flagged with an error message and will be prevented from activation.
- An invalid course code/ID combination will occur in the following instances:
 - Employee ID or UCInetID is not listed in current UCI Directory.
 - Duplicate course code/ID rows in CSV file (first occurrence will be accepted, following will be rejected).
 - EEE evaluation of the same type already exists for course code + instructor combination.
 - Course code is not found in the Schedule of Classes in the given academic term.
 - Course code is not found within a department to which the administrator has access.
- A warning will appear if an employee ID or UCInetID is not listed as an instructor for the given course code.
 - The administrator may choose to proceed with the activation, adding the individual as a Teaching Assistant in the process.

Cross-listed Classes

When an administrator activates an evaluation for a course that has one or more cross-listings, the cross-listed course codes will automatically be included in the activation, even if those course codes fall outside the departments to which the administrator would ordinarily have access.

Data used to identify cross-listed classes for this purpose is provided by the Schedule of Classes. When administrators choose to include cross-listed course codes in an evaluation, the following important points must be considered:

- All of the cross-listed sections will be combined for the purposes of results and participation lists (in other words, if 2 students participate from section A and 3 students from section B, their submissions are combined to meet the minimum of 5 student participants required for a participant list to be available).
- The results will list each affiliated course code.
- Only administrators from the activating department will be able to directly retrieve the results.

Please note that OIT cannot mediate between departments regarding activation of cross-listed courses. We strongly recommend that departments coordinate in advance with regard to cross-listed course evaluations.

Evaluation Window

Authorized administrators specify the window of time in which each evaluation will be open for students to participate. An evaluation window represents the date and time that one or more evaluations become available to students, and the date and time that they are no longer available to students.

Please note that all evaluations must close prior to the academic term's final grade submission deadline as listed in the Registrar's Processing Calendar. Modification of existing evaluation windows can occur under the following rules:

- The open date and time must occur before the close date and time.
- The close date and time must occur before the Registrar's final grades submission deadline.
- Any instructor requested changes must be handled by the department administrator(s).

Post-activation Limitations

Evaluation templates cannot be altered once activated (for example, to change a question, correct a spelling error, or add numeric answer equivalents). Please verify that any custom templates are free from error prior to activation. OIT cannot make alterations to text, answer type, answer options, answer values, or any other content in activated templates.

Cancellation By Departments

Cancelling an evaluation is equivalent to deleting and does not simply "close" an evaluation. Canceling an evaluation will permanently delete all information about and all existing results for the evaluation from the database. Only the department may cancel an evaluation they have activated, and they may cancel any evaluation they have activated.

Announcements & Monitoring

Informing instructors and students about the use of Department Evaluations is the responsibility of the department. This includes notifying instructors and teaching assistants of evaluation window dates, times and procedures, as well as announcing to students the availability of an evaluation and sending reminders as needed.

Email Announcements

Method

The final evaluations management tools provides an optional email feature that department administrators can use to notify and/or remind students about active evaluations associated with course codes in which they are officially enrolled. Announcements sent via this feature will only go to students who have not completed open/active evaluations and will cease when a student has participated in all associated evaluations. By default, a copy of this email is sent to instructors and administrators for their information and records. Authorized administrators may suppress this copy as appropriate.

Content

Department administrators may modify the subject line, introductory text, closing information and contact information within the email tool. The unmodifiable “Evaluation Information” area contains variables that will automatically populate links for students to access the appropriate evaluation(s). The OIT technical support email address (eee-support@uci.edu) is inserted under “Technical Information” and is to be used for technical questions or concerns only.

The department contact information will be used in the following areas:

- All "From" areas for email sent.
- All "reply to:" areas for email sent.
- The contact for any non-technical student questions or concerns.
- All email forwarded from OIT technical support as appropriate

Email content may be saved as a “Template” for future reuse.

Policies

An email may be sent at any time during an evaluation window, with the following being advisable to maximize student participation:

- An initial email indicating that an evaluation window has opened.
- Several reminder emails midway through the evaluation window.
- A strongly worded final reminder email approximately 48 hours prior to the close of the evaluation window.

Authorized administrators cannot see a list of the students receiving emails. Neither department administrators nor OIT staff can selectively suppress enrolled students from receiving emails; if an email is scheduled for a particular evaluation, all enrolled students who have not completed that evaluation will receive the email, with no exceptions.

Monitoring

Departments are encouraged to monitor participation throughout the evaluation window and decide if more reminder emails are needed, if a request to the instructor is needed for an in-class announcement, or if a longer window is needed, for response rates to improve. Participation data is available within the EEE+ Final Evaluations Manager interface.

Results Gathering & Reporting

Evaluation results are made available to authorized administrators, evaluated instructors and evaluated teaching assistants no more than 6hours after the Registrar’s official final grades deadline for the academic term as listed in the Registrar’s Processing Calendar. Results will also be posted in part to the EaterEvals system as appropriate (see “EaterEvals” below). EEE+ Final Evaluations

Manager provides multiple results output formats, but does not offer assistance for any further results analysis or management (eg. SPSS, statistical analysis, data visualization, etc.)

Access

Authorized administrators may access evaluation results using the EEE+ Final Evaluations Manager tool. Please note that instructors and teaching assistants do not have access to the EEE+ Final Evaluations Manager tool and must access their results through the EEE+ Evaluations tool.

Formats Available to Authorized Administrators

There are three formats available to administrators for results gathering:

PDF Report

- Designed for download and reading.
- Each evaluation will start on its own page.
- Includes all aggregated questions and responses.

Comma Separated Value File (CSV)

- Compatible with most spreadsheet software including Microsoft Excel.
- Includes all aggregated questions and responses.
- Includes instructor information, class information, evaluation information, and question/response information.

Formats Available to Evaluated Instructors and TAs

Evaluated instructors and teaching assistants will have access only to an aggregated web view or PDF download for each class evaluated.

Statistics

Statistics (including mean, median, and standard deviation) for multiple choice and multiple select questions are only available in the results of those evaluations that were activated using either the unmodified Senate-approved final evaluation template or a custom form that was populated with numeric values for answer options. These custom form values must be established prior to activation and cannot be added retroactively.

Results

All results are available on a per quarter/semester basis. OIT does not provide assistance with aggregate results compilation or any further analysis outside the EEE+ Final Evaluations Manager tool.

Archiving

Evaluation results will be available via the EEE+ Final Evaluations tool until otherwise announced by OIT. Reasonable efforts will be made to provide easy access to bulk download data. In the case that the EEE+ Final Evaluations system is replaced by another solution, OIT will provide ample notice to units using the tool with detailed instructions on retrieving results.

Note: Evaluations conducted using the EEE Legacy Department Evaluations Tool will be imported into the EEE+ Final Evaluations tool.

Student Access & Participation

Students are automatically affiliated with active evaluations for each course code in which they are officially enrolled. Auditing students, additional students added by the instructor to a Canvas course space, and any other individuals who are not officially enrolled in a course cannot participate via the online system. Use of a computer with an internet connection is required to submit evaluations via EEE+ Evaluations.

Access to Evaluations

In addition to the direct link to the active evaluation embedded in any scheduled email as described above, an "Evaluate" link associated with the class as appropriate will appear on the student's GrandCentral class list page and the evaluation will be listed on the student's "Action List" on their "Evaluations Assigned to Me" page.

Access to evaluations is based on official enrollment. **There are no exceptions to this:** students cannot be selectively prohibited from taking an evaluation based on class performance or other criteria; auditing students, additional students added by the instructor to a Canvas course space, and any other individuals who are not officially enrolled in a course cannot participate via the online system.

Submission of Evaluation

Students must authenticate using their UCInetIDs in order to fill out an evaluation. One submission per student per evaluation is permitted under the following rules:

- Students will have the option of selecting ‘Cancel’ while taking an evaluation and retaking it before the evaluation closes. Canceled evaluations do not retain previously entered information.
- Students cannot save an evaluation and retrieve it at a later date.
- Students cannot modify a submitted evaluation.
- Students cannot delete a submitted evaluation and resubmit.
- Students cannot revisit or view submitted evaluations.
- Students cannot take an evaluation that is not open.
- Students may submit one or more blank answers to an evaluation.
- Students can see when and if they submitted an evaluation

Confidentiality

The identity of a student who has submitted a particular evaluation is in no way revealed within the EEE+ Evaluations, EEE+ Final Evaluations Manager, or any of the results downloads available to department administrators and instructors. Instructors cannot see who submitted a particular evaluation response.

Participation Lists

Under direction of the Academic Senate’s Council on Teaching, Learning, and Student Experience (CTLSE), a participation list containing the names and student IDs of participating and non-participating students may be made available to the evaluated instructor or teaching assistant when at least five student submissions have been received for an active evaluation.

Related policies include:

- Participation lists are not available to administrators.
- Cross-listed classes are treated as a single class when activated as such.
- Participation lists are never available for classes in which fewer than 5 students are enrolled.

Awarding Incentives

Once five or more students have participated in a particular evaluation, instructors will be provided two lists: one showing which students have participated in the evaluation, and one showing which have not. Use of these participant lists for awarding of incentives (e.g., offering extra credit to students who are shown as having participated) or other participation-related actions (e.g., directly encouraging participation by students who are shown as having not participated) is at the discretion of the instructor or teaching assistant. It is the responsibility of the department to communicate with instructors and teaching assistants regarding the role of incentives within this process.

Improving Response Rates

The following recommendations can enhance student participation. Departments are encouraged to share tips and strategies for successful electronic evaluation usage with other departments.

- Announce online evaluations in the class syllabus, including window (if known) and student preparation guidelines (see below).
- Encourage instructors to make several in-class announcements and reminders before and during the evaluation window.
- Provide student preparation guidelines prior to evaluation window opening:
 - Students should make sure they have activated their UCInetID, particularly in Summer Session
 - Students should make sure they know their UCInetIDs.
 - Students should login to EEE+ GrandCentral to be sure their classes are listed properly.
 - Students should be sure that their emails from UCI are received correctly (accurate delivery point, not filtered by spam filters, quota not exceeded, etc.).
 - Students should be aware that they will need an internet connection during the evaluation window. OIT provides multiple drop-in computing labs on campus.

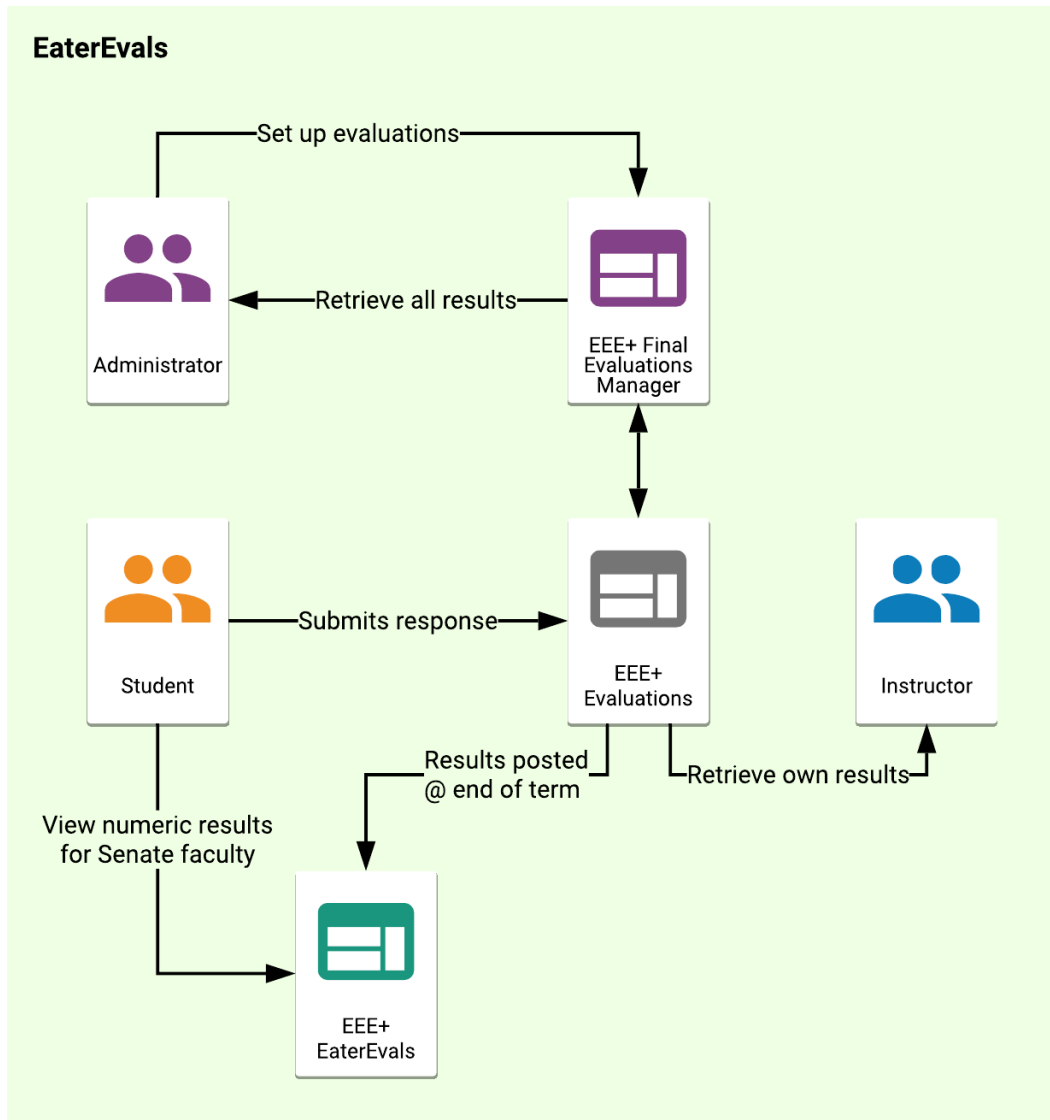
OIT is not responsible for changes in response rate, quality of responses, number of students participating, or any other factors associated with the transition, adoption, and use of the EEE+ Final Evaluations Manager tool.

EaterEvals

The EaterEvals student-facing evaluations results tool was requested by ASUCI and approved by the Academic Senate. Related policies are governed by the Academic Senate. The tool is located at <https://eaterevals.eee.uci.edu/>

Overview

At the end of a given term, aggregate quantitative (numeric) evaluation results are made available for student view on EaterEvals. Authentication is required; anyone with a UCInetID may view these results. Results remain displayed for four academic years, at which point they are no longer displayed or made available on EaterEvals.



Included Results

The Academic Senate determined that EaterEvals would include evaluation results meeting the following criteria:

- Official, department-activated final evaluations
- Quantitative questions (as opposed to freeform textual responses, which are not included)
- Senate faculty and lecturers with SOE/PSOE who have not opted out
- Undergraduate (1-199) and graduate (200+) courses
- Courses from within the preceding four academic years (starting no earlier than Fall 2012)

Excluded Results

The Academic Senate determined that EaterEvals would not include evaluations results meeting the following criteria:

- Self-diagnostic evaluations
- Freeform text responses
- Non-Senate faculty and lecturers without SOE/PSOE or faculty who have opted out
- Courses from terms prior to Fall 2012

How to opt-out

Senate faculty and lecturers with SOE/PSOE may opt out of having their quantitative results displayed on EaterEvals by indicating this preference by the Registrar's deadline to add and drop a course without deans' approval for a given term. After that time, instructors must contact the Academic Senate for consideration of late requests to opt out.

Support Responsibilities

OIT Responsibilities

Support requests to the OIT Academic Web Technologies - Support team should be submitted via email or phone. The 'Support & Feedback' section in the tool provides details. The following support requests are the responsibility of OIT:

- Technical support for students (Login issues, missing classes).
- Technical support for instructors and assistants (Login issues, data problems).
- Technical support for department administrators (Login problems, upload / download issues, custom evaluations, and evaluation settings).

Department Responsibilities & Primary Help Contact

The school or department is responsible for handling all non-technical questions, including:

- Student questions or comments on requirements, incentives, repercussions or department policies.
- Instructor or teaching assistant questions or comments on policies, usage, or access restrictions.
- Any other non-technical questions or concerns.

To help direct non-technical questions, each Department Evaluations group is required to specify a primary help contact name, email address, and phone number in the Final Evaluations Manager tool. This may be for an individual or for a group contact address (for example, a central departmental email address and phone number), so long as student, assistant, and instructors' non-technical questions related to official course evaluations will be routed through that contact.