Instructor and Course Evaluation System (ICES) – Online Version
Self-Training Manual - Instructor
Western Michigan University
ICES Online Timing Schedule

Spring Semester 2017 – full semester schedule*
• Instructor introduction e-mail sent – Week of January 9

Instructor customizing period – January 16 through April 7
• Invitations to instructors e-mailed to add questions to their evaluations – Week of January 16
• Instructor reminder e-mail sent – April 5
• Instructor last day to add questions to their evaluation – April 7

Evaluation period – April 10 through May 1
• Instructor notice sent that evaluation period has begun – April 10
• Student invitations to fill out evaluations – April 10
• Student first reminder to fill out evaluations – April 12
• Student final reminder to fill out evaluations – April 27
• Student last day to fill out evaluations – May 1

Results Available – May 29
• Instructor results released and results e-mail sent – May 29
• Department chair results released and results e-mail sent – May 29
• College dean results released and results e-mail sent – May 29

*NOTE: The evaluation period for early-ending and short courses will begin the last day the course is scheduled and run for an additional nine days (10 days total) – e-mail notices will be sent accordingly

Visit on the web at:
http://wmich.edu/assessment/instructor-course-evaluation-system
“Resources” tab to access the following additional information:
• ICES Online FAQs
• Updates and Announcements
• Annotated Bibliographies

For more information contact:

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Office of Assessment and Undergraduate Studies
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Beginning the Process (based on the regular schedule for spring 2017):

During the week of January 9 (for spring semester 2017), instructors will receive the following e-mail notification, introducing ICES Online:

Instructor Introduction

Dear [instructor]:

Welcome to the “Course/Instructor Evaluation System (ICES Online),” an electronic version of the paper Instructor and Course Evaluation system that has been used to evaluate WMU courses and instructors since 2003.

The entire system for the evaluation process is web-based: instructors customize evaluation forms online; students complete evaluations online; and evaluation results are accessed online. Although ICES Online is web-based, the system remains consistent with paper ICES. You have the option to select questions from the ICES catalog, your individual instructor results remain confidential, and students have access to evaluate courses 24 hours per day during the evaluation period.

For fall and spring courses that end during the regular schedule, students evaluate during the two weeks prior to exam week.

For fall and spring courses that end prior to exam week, students evaluate during the last scheduled day of class and for an additional nine days.

For all summer sessions, students evaluate during the last scheduled day of class and for an additional three days.

The benefits of using ICES Online include:

- WMU courses, including online courses, can be evaluated efficiently.
- Evaluation results will be available more quickly.
- The elimination of paper forms frees up staff time, reduces storage needs, and promotes sustainability.

You will receive three additional e-mails this semester regarding ICES Online:

- An instructor invitation letting you know when the system is open so you can customize your evaluations. Please note, you will receive multiple invitations if you teach courses that have different beginning dates.
- An instructor reminder indicating the deadline for customizing evaluations.
- An e-mail asking you to remind your students when ICES Online is available to them.

You will be sent an additional e-mail approximately 30 days after the end of the current semester/session, informing you that your ICES results are available online.

These e-mails will be sent to your WMU e-mail account, directing you to access the “Course/Instructor Evaluation System (ICES Online)” through GoWMU ("My Work" channel), using your Bronco NetID and password.

Thank you for participating in ICES online. If you have questions about using ICES Online, please see the Institutional Effectiveness web site www.wmich.edu/poapa/ices or e-mail us at oie-ices@wmich.edu.

Sincerely,

David S. Reinhold, Associate Provost
Assessment and Undergraduate Studies

Office of Assessment and Undergraduate Studies
http://www.wmich.edu/assessment/ices.html
E-mail: oie-ices@wmich.edu, phone: 269-387-0397

If you are teaching during spring semester, and you do not receive this e-mail, please contact the ICES Coordinator.
During the week of April 10, instructors will receive the following e-mail notification alerting them that ICES Online is available for customizing their evaluations:

Instructor Invitation

Dear [instructor]:

Greetings. The “Course/Instructor Evaluation System (ICES Online)” is now open for you to review and customize evaluations for the course(s) you are teaching this semester. The system is accessed through GoWMU (“My Work” channel), using your Bronco NetID and password.

Once you access ICES Online, you can customize student evaluation forms for each section you teach this semester/session. The deadline for customizing your form(s) is [DATE].

Because ICES Online receives data from Banner, all listed instructors (e.g., full-time, part-time, teaching assistants, and instructors of record) and all credit-bearing courses with three or more enrolled students are automatically scheduled for evaluation each semester/session.

If you are a full-time bargaining-unit faculty member you have the option whether or not to evaluate your course(s) this semester. If you choose to not evaluate this semester/session you must access ICES Online and indicate, section by section, whether you are evaluating that course.

If you choose to do nothing, ICES Online will automatically generate default evaluations for students in that course. The default evaluation contains all university, college, and department core questions.

Please Note: If you are uncertain if you should evaluate your course(s) this semester/session, please contact your department chair for your department’s policy on course evaluation.

For regularly scheduled fall and spring semester courses, your students will receive e-mails two weeks prior to exam week inviting them to fill out the online evaluations.

For fall and spring courses ending prior to exam week, and all summer courses, students will be notified on the last scheduled day of class.

You can help with student participation by reminding your students to fill out the evaluations and indicating why they are important to you and WMU.

Thank you for participating in ICES Online. If you have any questions about using ICES Online, please visit the Office of Institutional Effectiveness web site www.wmich.edu/poapa/ices or e-mail us at oie-ices@wmich.edu.

Sincerely,

David S. Reinhold, Associate Provost
Assessment and Undergraduate Studies
Office of Assessment and Undergraduate Studies
http://www.wmich.edu/assessment/ices.html
E-mail: oie-ices@wmich.edu, phone: 269-387-0397

ICES Online will generate a reminder e-mail on or about April 12, to let you know that the customization period is drawing to a close. If you choose to add your own questions or to not evaluate, you must access ICES Online before the deadline posted in the e-mail.
Because ICES Online receives data from Banner, all faculty members (full-time, part-time, teaching assistants, and instructors of record) and all courses with three or more enrolled students are automatically scheduled for evaluation each semester/session.

If you are a full-time bargaining-unit faculty member you have the option whether or not to evaluate your course(s) this semester. If you choose to not evaluate this semester/session you must access ICES Online and indicate, section by section, whether you are evaluating that course. If you choose to do nothing, ICES Online will automatically generate default evaluations for students in that course. The default evaluation contains all university, college, and department core questions.

Please Note: Instructors who have course oversight, but do not interact with students (such as sections taught by TAs) should choose to not evaluate those sections. If you are uncertain if you should evaluate your course(s) this semester/session, please contact your department chair for your department’s policy on course evaluation.
Creating a Form

ICES Online automatically creates a default form containing university, college and department core items, only.

As with paper ICES, you have the option to choose additional questions from the ICES Catalog. You also have the ability to create your own open-ended questions that allow students to provide in-depth responses and specific comments.

Please note: The number of questions selected for “Form Components” is listed in parentheses, next to the group heading. The above shows that the instructor has not added questions from either “Your ICES Catalog Items” or “Your Open-Ended Items.”

The total number of rating-scale items allowable is 25. Demographic and University Items are default rating-scale questions asked of every instructor during every semester and session evaluated. Colleges and some departments also have default questions that will also appear on this screen. Instructors have up to the remainder of the 25 rating-scale items available to select.

ICES Open-Ended Items are default questions for student comment, used by all units at WMU. The instructor may add up to three additional open-ended items.

To access rating-scale and/or open-ended items, click on the “Add” link next to the appropriate form component.
The following screens represent the catalog of rating-scale items available for selection.

ICES Online keeps track of the number of questions available.

Click the + sign to expand sections and access questions.

Click on the brown highlighted text to access the rating scale items.

Check the box to add the rating-scale item to your form.
The ICES Online catalog also gives you the option to include your own open-ended questions.

Add Open-Ended Item

FYE 2100 - First Year Seminar
Section 110, Lecture
MW, 9:30am, KOMR 01250

You have a total of 3 items so far out of a maximum of 6.
To add an open-ended item, type it into the box, then click Add Item.

The concept map assignment is intended to give students an overall view of collection development. Please give me your opinion on how well you felt the assignment achieves its objective.

Add Item  Cancel

Remember that targeted questions are more likely to receive thoughtful responses.

Click here to include the question in your form

Remember: Forms cannot be created or edited after the posted evaluation start date. If you have not accessed ICES Online by that time a default form will be generated that contains only the posted demographic, university, college, and department rating-scale items and ICES Open-Ended Items.

Research shows that faculty who discuss end-of-course evaluations with their students, early in the evaluation process, have higher response rates and better responsiveness to questions.
Reusing Forms

Once customized, ICES Online retains your evaluation forms in perpetuity. If you are teaching multiple sections of a course, you can copy the form you just created to those additional sections. What’s more, you can copy forms you used in previous semesters/sessions.

Select the course section you wish to customize

Instead of selecting “add” to access the catalog, select “copy”

Click the “radio button” next to the form you wish to use and select “Copy Items.”
Tracking Evaluations

At the beginning of the posted evaluation period, ICES Online will generate an e-mail alerting you that the system is open to students to complete evaluations. ICES Online will also generate an e-mail notice to each of your students explaining how to access the system and submit evaluations. Students, during the regular fall/spring schedule, have the last two weeks prior to exam week in which to submit evaluations. During the evaluation period, you will be unable to make changes to your evaluation forms. You can, however, keep track of the number of students who have completed the evaluation by periodically accessing ICES Online during the evaluation period (see green oval above).

Results

Approximately 30 days after the end of the semester, ICES Online will generate an e-mail alerting you that your individual and summary reports are available. To access them, log onto GoWMU, and click the ICES Online link in your “My Work” channel.

All rating-scale items will remain in the system in perpetuity. However, student comments will be expunged 90 days after results are available.
Once you have selected a course, a summary of the responses for the course will display.

View all responses to an open-ended question by clicking the plus sign.

Scroll to the bottom of the summary page and click “Individual Results” to view each student’s submission.