

Watermark CES Issues Since Implementation

Numeric Values for Responses

Summary

During implementation of Watermark CES, the system settings defaulted to a numeric value of 0 for options such as “Not Applicable,” “N/A,” and “Do Not Know,” resulting in erroneous deviations in the calculations.

Impacted Terms

- Spring 2023 7wk I
- Spring 2023 7wk II
- Spring 2023 15wk
- Summer 2023 Maymester
- Summer 2023 4wk I

Impacted Courses

All courses.

Solution

The then-active surveys were updated to incorporate non-numeric responses for “Not Applicable,” “N/A,” and “Do Not Know.”

These sorts of questions are not included on the new university-wide survey, so this will not be a problem moving forward.

Course Response Rate

Summary

During Summer 2023, we received reports that survey questions were not being assigned to some courses and/or some courses were not assigned to a survey. Previously, the solution for both issues has been to reassign impacted courses to the correct survey. Recently, however, this solution has led to any existing responses being erased from any course associated with the impacted survey (yet maintaining the status as completed). As a result, course response rates are accurately reflected on instructor and department reports, but the only content available comes from evaluations completed after the last course assignment.

For example, if six students have completed a survey for a CS course, and then another CS course experiences an issue for which reassignment is the solution, those existing responses are deleted, but the response rate will still reflect six completed surveys.

Impacted Terms

- Summer 2023 4wk II
- Summer 2023 8wk
- Summer 2023 10wk

Impacted Courses

Through a review of reported incidents in the CourseEvals resource account, this issue appeared to impact primarily Computer Science, Engineering, and Humanities and Social Sciences, but it may have occurred in other areas.

Solution

With the move to a university-wide survey, this should no longer be an issue. The system will assign the survey to any course that is included in the project.