

**Course/Instructor Opinion Survey (CIOS)
Reference Manual
for Department Coordinators**



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CIOS and the Roles of Departmental Coordinators

Introduction to CIOS

The Course-Instructor Opinion Survey (CIOS) is a web-based questionnaire administered once every term to collect students' assessments of their classes and instructors. CIOS has existed at Georgia Tech since 1987 when it was originally administered in paper form, with students completing surveys on scanner sheets. Since fall 1999, CIOS has been administered through an internet-based system.

Students access CIOS at the end of every term to evaluate their current classes and instructors. Faculty access CIOS after the end of every term to get these surveys from their students. This allows the faculty to continually improve their classes and meet the students' needs.

CIOS is administered by the Center for the Enhancement of Teaching and Learning (CETL). CETL, established in 1986, supports the faculty of Georgia Tech in their efforts to improve the teaching and learning environment on our campus. CIOS is one way CETL accomplishes this goal. For additional information, see CETL's web site at www.cetl.gatech.edu. You can also email CETL at: cetlhelp@gatech.edu.

The Four Roles of Department Coordinators

CETL relies on staff in every department¹ to help administer CIOS and to tailor it to the specific needs of each department. Your role as department coordinator of CIOS consists of four parts: data enterer, data gatekeeper, department contact and trainer, and liaison with CETL. This manual describes your responsibilities in each of these roles and the procedures to fulfill them.

¹ In this manual the word "department" is used as it is in the Online Student Computer Assisted Registration (OSCAR) publication and the CIOS website, referring to the academic subject unit, which might be a department or school.

Accessing CIOS

CIOS is accessible through any internet browser. There are three different log-in processes for the three classes of users: students, faculty, and staff.

Students

Students access CIOS at www.coursesurvey.gatech.edu. At this site, students type their Banner identification (GTID) and personal identification number (PIN) to access their surveys. Their ID is their Georgia Tech ID Number (for example, 959648725) and their password is initially set as their birthday in the form “mmddy” (for example, 063080 for June 30, 1980). From this site, students can then respond to the surveys for all of their classes.

Faculty

Faculty access CIOS at www.coursesurvey.gatech.edu/login.cfm. This is the common access site for both faculty and staff. Faculty enter through the “Instructor Login” button where they type their identification number (ID) and their password. Their ID is their Georgia Tech ID starting with 9 (for example, 959648725; and their password is their birthday in the form “mmddy” (for example, 06301950 for June 30, 1950). This is their initial password as automatically set by the system. They are strongly encouraged to change this password in order to prevent unauthorized access to their accounts. Once they login in to their instructor’s accounts, faculty can select additional questions for their course surveys and retrieve reports of the results of their course surveys.

Staff

Staff -- including department coordinators, chairs, deans, and other administrators -- also access CIOS at www.coursesurvey.gatech.edu/login.cfm. However, they enter through the “Non-Instructional User Login” button where they type their user name and password. Their user name is usually (but not always) their email address in the form firstname.lastname@dept, and their initial password is set by CETL. (They will need to change their passwords and keep a record of it. To change the password, simply log on, select the “change password” button from the Main Menu, fill in the blanks asking for the old and new passwords, and press “update.” They should remember their passwords, because CETL cannot recover them. However, accounts can be reset upon request.)

Once logged in the system, staff can check their department’s classes that will be surveyed, customize the survey for their department, and view other information about the surveys, depending upon the specific staff member’s access rights. Chairs and Deans can view the results of the surveys for their departments with their respective accounts. Oftentimes, Chairs and Deans ask department coordinators to retrieve course evaluation reports for them. In such cases, the department coordinators will need a second account (a ‘chair’ account), which CETL will set up for them after an e-mail authorization from the respective chair or dean.

Your Role as Data Enterer

CIOS gets its lists of courses and instructors from Banner. Once you enter courses in Banner, they will be entered in CIOS when CETL downloads them from Banner. Each term, CETL downloads the information from Banner on the Monday following the last day students can register and make schedule changes.

IMPORTANT: CIOS GETS ALL OF ITS DATA FROM BANNER. FOR INSTRUCTORS TO HAVE THEIR STUDENTS SURVEYED, THEY MUST BE LISTED IN BANNER AS THE INSTRUCTORS OF THEIR COURSES!

Your role as data enterer consists of two duties: creating department question sets and designating department sets for courses.

Create Department Question Sets

Every course across campus is surveyed with the same set of core questions, known as the institute core questions. However, each department has the option of adding questions to the survey that are relevant to their courses. Your responsibility is to create these DEPARTMENT QUESTION SETS. You may select up to three department question sets, each of which can have up to three questions. (This is a lower number as of fall 2001.) Here is an overview of this process:

1. If your department has decided not to have any department sets, you do nothing at this step.
2. If your department has one set that it wants to use for all courses and all sections of those courses, you will define a department set #1. If you do this step *before* CETL downloads the courses from Banner, then the system will automatically make it the department question set for everything.
3. If your department has more than one set, then you will define the one that is used most often as department set #1 and the others as set #2 and set #3. You will then identify the courses that get each question set.

To create each department question set, follow these steps after you have logged into CIOS under the “Non-Instructional User Login”:

- Select “Choose Department Set.”
- Select “Add New Record” at the bottom of the page. Ensure that the DEPARTMENT CODE pull-down menu lists your department. Ensure that the SET NUMBER pull-down menu is on set 1. Choose your first question from the QUESTION NUMBER pull-down menu. Choose the button “Insert.” You should get a message saying that this has been inserted successfully.
- If you have more questions to add to this set, then choose the button “Go back to Department Question Insert,” and repeat this procedure, adding a total of no more than three questions.
- If you have completed the Department Set, then choose the button “Go back to the Department Question Listing.”
- Then, if you need more than one department question set, choose “Add New Record,” and then choose set 2 from the SET NUMBER pull-down menu. Repeat the above process for your second (and third, if necessary) set.

CAUTION: THE SYSTEM ALWAYS DEFAULTS TO SET 1 AND QUESTION 1, SO YOU *MUST* CHANGE BOTH PULL-DOWN MENUS WHEN ADDING QUESTIONS TO SETS 2 AND 3!

If you make an error, from the department question listing screen you can choose any question and delete it from your department set. It looks imposing, but you are only deleting it from that listing, *not* from the database!

Now you have created all of your department question sets.

Designate Department Sets for Courses

Designating department Sets for Courses must be completed *before* the midterm. CETL sends reminders to do so approximately one week before the midterm. Instructors may add their optional questions *after* the midterm.

After you have created the department question sets, you need to designate which courses get which set of department questions. This can only be done *after* CETL downloads the courses from Banner (the Monday following the last day students can register for courses). Choose the option “Designate Department Set for Courses” from the Main Menu of CIOS. You should see a list of all of your department’s courses.

If you created your department sets *before* CETL downloaded the course information from Banner, then your department set #1 (the default set) is listed under the column “Set.” Otherwise this column will be blank next to each course. You should also see a “Y” or “N” next to each course under the column “Allow Surveys,” indicating whether or not that course will be surveyed.

From here you can update which courses should be surveyed and select the question set that goes with each course in your department. Here are some example situations you might encounter in your department and the procedures for addressing them:

Example 1: You want every section of a course to have department question set #2 instead of the default set #1.

- Find that course on the list, and choose the “Update” link.
- In the resulting form, leave the section part and the course type part BLANK. In the pull-down menu for “Set Number,” choose 2. Choose the “Update” button.
- Choose the “Go back to Course Question Listing” button.
- Repeat this process for all courses as needed.

Example 2: You have a course for which Section A gets set #1 (the default) but Section B gets set #2. This one is more tricky.

- At the bottom of the page of the listing of all of your courses, choose the button “Add New Record.”
- Choose the appropriate course number from the pull-down menu. Type in Section B (the non-default one). Leave the course type blank. Choose set 2 from the “Set Number” pull-down menu. Press “Insert.” You have created a new course just for the non-default section. It will have the right department set.
- Note: This process is the same if that course or section gets no department sets or if a course or section is not to be surveyed. (Just use the right pull-down menu.)

Your Role as Data Gatekeeper

Your role as data gatekeeper is to ensure the information regarding your department's courses are correct. This consists of three responsibilities: checking all course information, checking the courses to be surveyed and the department question sets used, and checking survey times.

Check All Courses for Correct Information

Before the last day students can register and make schedule changes, ensure that all data entered into *Banner* for the term are correct. The course and instructor information must be correct in *Banner* for CIOS to be useful, because CETL downloads all course information into CIOS from *Banner*. Special attention should be given to cross-listed courses to ensure they are properly cross-listed. If any information for a course is incorrect, you must correct it in *Banner*.

Check the Courses to be Surveyed and the Department Question Sets Used

Ensure that all of your courses are listed properly with the correct department sets *before* the midterm survey date. To do this, simply follow the instructions for Designating Department Sets for Courses on page 5.

Also ensure that courses that do not need to be surveyed are set not to be surveyed. For example, thesis and dissertation classes (sometimes designated 4900+, 7998-8000, and 8997-9000) should not be surveyed. Also, classes with less than 7 students are sometimes not surveyed. In these cases, ask the instructors of these classes if they wish their classes to be surveyed. Lastly, there might be various departmental reasons for not surveying certain classes (e.g. department-wide seminars). Unless there are specific reasons to set a course not to be surveyed, you should make sure that surveys are allowed for this course. There is no reasons to turn off surveys for courses that are not offered during the current semester as students can only fill surveys for courses they are registered for.

NOTE: COURSES THAT ARE CROSS-REGISTERED MAY HAVE FEWER THAN 7 STUDENTS REGISTERED IN YOUR DEPARTMENT BUT MORE THAN 7 WHEN INCLUDING THE OTHER DEPARTMENTS IN WHICH THEY ARE LISTED. BEFORE ELIMINATING THE SURVEY FROM ANY CROSS-REGISTERED CLASS, CHECK THE TOTAL POPULATION OF THE CLASS FROM ALL DEPARTMENTS, AS WELL AS THE DESIRES OF THE INSTRUCTOR. CROSS-REGISTERED COURSES MUST BE ENTERED INTO BANNER CORRECTLY SO THAT THE REPORT WILL BE PROPERLY GENERATED.

Check Survey Times

Check on the final survey times so you can inform your faculty. You do this by pressing the "Report Sub-Menu" button on the Main Menu and then "List of Survey Times." Survey times are typically set for the last 12 calendar days of the term *before* finals week. The survey is typically accessible during those days between 6AM and midnight.

The midterm survey is no longer administered through CIOS. However, instructors can easily run their own midterm surveys using WebCT software available to all of them. For more information, see www.cetl.gatech.edu, and go to the "Midterm Surveys" webpage under the CIOS menu.

In the summer, there will be TWO survey periods- one for the short term and one for the regular term. The CIOS coordinator will inform you of the dates for each in a timely fashion.

Your Role as Department Contact and Trainer

You are your department's main contact for help and information about CIOS. It is up to you to inform the faculty regarding all pertinent facets concerning the online system, giving reinforcing messages when needed. This part of your role consists of three responsibilities: assisting the faculty in informing their students how to use CIOS, teaching faculty how to enter optional questions, and teaching faculty how to get their reports.

Assist the Faculty in Informing Their Students How to Use CIOS

You can remind your faculty to tell their students to respond to the course surveys at the end of the term. Students access CIOS at www.coursesurvey.gatech.edu. At this site, students type their Banner identification (ID) and personal identification number (PIN) to access their surveys. Their ID is their Georgia Tech ID Number (for example, 959648725) and their password is initially set as their birthday in the form "mmddy" (for example, 063080 for June 30, 1980).

It is also very important that you send a reminder to the students in your department reminding them about the importance that CIOS has for the faculty, your department, and the institute overall. A good example of such message is below:

Dear ECE students:

The Course Instructor Opinion Survey will open tomorrow (Wednesday, July 16, 2003) and remain open until July 31, 2003. Please give us your opinion of your courses. Your opinion matters very much to the faculty and administration of ECE and Georgia Tech.

For instructions on how to access the CIOS site and login, please visit www.coursesurvey.gatech.edu

The survey is available 24-hours-a-day EXCEPT for some necessary "downtime" for OIT operations: Tuesday mornings from midnight to 3AM; Thursday mornings from midnight to 3AM; and Saturday mornings from midnight to 3AM.

Your Name
Academic department

(Actual message sent by a department coordinator to the students in her department. You may adjust it for your purposes as needed)

Teach the Faculty How to Enter Their Optional Questions

In addition to the department question sets you input for your department, each faculty member has the option of adding his/her own questions to the respective course surveys. Faculty can do so, however, only after midterm of each term. CIOS's official midterm date can be viewed from your CIOS account: from the Main Menu select "Report Sub-Menu" then "List of Survey Times." The midterm "survey" date is listed there.

You must teach your faculty how to enter their own optional question sets. After they log on as instructors (see page 3), they select the "Choose Optional Questions" button on the Main Menu, then select the courses and the questions they want to add to each course. (You will not see this option on *your* CIOS account. It is only viewable from an instructor's account.) Each instructor can only add up to three questions for each of his/her courses. (This is a new restriction as of fall 2001.)

Teach the Faculty How to Get Their Reports

You must teach the faculty how to get the survey results (the reports) from the system. The final results will be available five days after the last day of finals. CETL will remind you of this date. Faculty

access the reports by simply selecting the “Report Sub-Menu” button from the Main Menu, then selecting the type of report they want, and filling in the course information.

You may also be asked to help your Department Chair run his/her reports. These are run exactly like the instructor reports except that they also can run reports on all or any subset of the courses in the department. Their accounts should already be set up by CETL (if not, please contact us). These results are accessible seven days after the beginning of the next semester.

HINT: TO HELP YOU TRAIN YOUR FACULTY IN THESE TASKS, YOU CAN PHOTOCOPY THE LAST TWO PAGES OF THIS MANUAL, ENTITLED “COURSE/INSTRUCTOR OPINION SURVEY (CIOS) REFERENCE SHEET FOR FACULTY,” AND DISTRIBUTE THEM TO YOUR FACULTY.

Your Role as Liaison

You are our contact person for your department for the entire CIOS process. Here is how we can work together:

1. If you need more non-instructor accounts, then please contact us through the CETLhelp@gatech.edu email address. We have already set up an account for you. If more than one person uses this system for your department, we will be happy to set up additional accounts. (Note that instructor accounts are automatically set up for all instructors listed in Banner.)
2. If you have any questions or need assistance, please contact us. If it is not an emergency then use the CETLhelp@gatech.edu email address. If it is an emergency, call us and/or email us:
 - Debra Fowler, debra.fowler@cetl.gatech.edu, 5-2949
 - Branco Ponomariov, bp82@mail.gatech.edu, 4-9122
 - Donna Llewellyn, donna.llewellyn@cetl.gatech.edu, 4-2340
 - Clint Lyle, clint.lyle@cetl.gatech.edu, 4-4474
3. Please help us by communicating to your faculty how very important it is that they get their students to fill out the on-line survey! We would be happy to hear any feedback you get from anyone in your department.

Thank you for continuing to assist your faculty and students in this important role. You are helping to make Georgia Tech's teaching and learning environment better for all.

Course/Instructor Opinion Survey (CIOS) Reference Sheet for Faculty

About CIOS

The Course-Instructor Opinion Survey (CIOS) is a questionnaire administered once every term to collect students' assessments of their classes and instructors. CIOS has existed at Georgia Tech since 1987 when it was originally administered in paper form, with students completing surveys on scanner sheets. Since fall 1999, CIOS has been administered through an internet-based system.

Students access CIOS at the end of every term¹ to evaluate their current classes and instructors. Faculty access CIOS after the end of each term to get the survey results from their students.

CIOS is administered by the Center for the Enhancement of Teaching and Learning (CETL). CETL, established in 1986, supports the faculty of Georgia Tech in their efforts to improve the teaching and learning environment on our campus. CIOS is one way CETL accomplishes this goal. For additional information, see CETL's web site at www.cetl.gatech.edu. You can also email CETL at: cetlhelp@gatech.edu.

CETL receives significant administrative support from each department's CIOS coordinator. **Your CIOS department coordinator is _____.** The department coordinator is able to help you with all aspects of CIOS.

The faculty's role in CIOS is to instruct and encourage students to respond to the survey, and to review the survey results for their classes.

Student Responses

Students can respond to the survey at the end of every term. CETL sends emails to each student to remind them to do so, but you can encourage them too. They access CIOS at www.coursesurvey.gatech.edu. At this site, students type their Banner identification (gtID #) and personal identification number (PIN) to access their surveys. Their ID is their Georgia Tech ID Number (for example, 959648725) and their password is initially set as their birthday in the form "mmddy" (for example, 063080 for June 30, 1980). From this site, students can respond to the surveys for all of their classes.

Faculty Access

All instructors automatically have an account in CIOS when they are listed in Banner as an instructor, and they can access their accounts through any internet browser. Faculty access CIOS at www.coursesurvey.gatech.edu/login.cfm, selecting the "Instructor Login" option and using the following information:

USERNAME: GeorgiaTech ID # nnnnnnnnn
[default] PASSWORD: Date of birth (without dashes or slashes) mmddyyy

Note! It is strongly recommended that the users of the system change their default passwords (date of birth) in order to prevent unauthorized access.

There are three frequent tasks you will want to do within CIOS: check your courses' information at the beginning of each term, choose optional survey questions for your courses, and access the survey results for your courses.

¹ The midterm survey is no longer administered through CIOS. However, you can easily run your own midterm surveys using WebCT software available to all instructors. For more information, see www.cetl.gatech.edu, and go to the "Midterm Surveys" webpage under the CIOS menu.

Checking Your Courses' Information. For your classes to be properly surveyed, their information must be correct in the CIOS system. At the beginning of each term, check your courses' information by selecting "Report Sub-Menu" from your Main Menu, then selecting "Course Info Lookup." Type in each of the courses you are teaching in the current term and check the information reported. If any information is incorrect, contact your CIOS department coordinator to have it corrected.

Choosing Optional Survey Questions. CIOS consists of a core set of survey questions used for all classes across campus, plus a few sets of questions that your department has the option of adding. Each instructor also has the option of adding up to three questions to any or all of his/her classes. These additional questions, however, must be added after midterm.

You can add questions to your class surveys by logging onto your CIOS account and following these steps:

- From the Main Menu, select "Choose Optional Questions."
- You will see a list of all the courses that you are currently teaching. For any course that you want to add or change optional questions, choose the "Update" link next to that course.
- Now you will see a list of the department questions for that course and any optional questions that have already chosen. You may press "Delete" to get rid of any earlier choices.
- You may choose up to three questions to add. To do so, press "Add a New Record" button. Choose the additional question from the pull-down menu, and press "Insert." Then either go back to the "Instructor Question Listing" to look at the list of all the questions chosen for this course or to "Instructor Question Insert" to add another question. When you are done with this course, press the button "Go to Crn/Course Listing" to handle another course.
- When you are done with all of your optional questions, you can go back to the Main Menu.

Getting Survey Results. To access the survey results for your classes, log on to your CIOS account and choose "Report Sub-Menu" from the Main Menu. Then follow these steps:

- Choose "Single Course/Instructor Survey Report." For cross-listed courses choose "Cross-Listed Courses Report."
- Fill in the blanks. Choose a term from the pull-down menu, and fill in the department, course number, and section of the appropriate course. Then press the "Run Report" button.
- Once the report is generated, it can easily be printed in the "landscape" orientation. (The "Page Information" link at the report page has detailed print directions.) You can also save it as an html file on your computer. The file can then be opened from your word processor.