**Preparing to Onboard:**
**Campus Labs Course Evaluations**

Welcome to Campus Labs Course Evaluations! Please read through, share, and complete this document with your team on campus prior to the first call with your onboarding consultant.

This document covers three topics we’d like you to review and provide details on:

* **Goal Setting**
Determine your goals so we can help you achieve them!
* **Identifying Your Course Evaluations Team**
Review our Role Dictionary to best assemble your team.
* **Discovery Questions**
Tell us about your current course evaluation process.

You may send this completed document back to your Campus Labs contact who will share with our onboarding team. We look forward to working with you soon!

Goal Setting
What are your campus’ goals for using the Course Evaluations site? How do you hope to leverage your evaluation data?

**GOAL 1:**

**GOAL 2:**

**GOAL 3:**

Role Descriptions and Identification
This section will assist you with identifying the personnel needed to successfully onboard Course Evaluations. We will use the identification information you provide for each role when coordinating schedules and providing the appropriate training and permissions to the Course Evaluations product. Each role will include a description of responsibilities, time commitments/levels of involvement, and examples of common job titles from other campuses.

**Onboarding involvement levels key:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | High  | Medium  | Low   | N/A  |
| The identified individual should be prepared to:  | Dedicate at least 3 hours a week to training or scheduled calls and action items associated with onboarding.  | Dedicate around 1-1.5 hour a week to calls and action items.   | Updated on progress and may be included in conversations weekly. May be assigned responsibility for an action item if appropriate.   | Not involved at this level of onboarding  |

Course Evaluations Project Manager
What are the responsibilities of a Course Evaluations Project Manager?
This role is responsible for the development and oversight of Course Evaluations. The Project Manager will be the main point of contact during implementation, rollout, and continued development of Course Evaluations. They will be responsible for onboarding the Course Evaluations platform with an understanding of its relationship to the campus’ course evaluation strategy. The Project Manager will also be informed about all product updates, additional features and integrations, and have direct connection to the Course Evaluations consultant. For questions that arise regarding the contract, site configuration, or changes to the community, the Project Manager will always serve as the primary point of contact.

**On other Campuses, who has been a Course Evaluations Primary Contact?**
Project Managers have held such titles as Associate Provost, Registrar, Learning Assessment Director, Director of Institutional Research, Associate Dean, Administrative Assistant.

**What is the level of involvement and time commitment of a Course Evaluations Project Manager in onboarding and implementation?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Onboarding**  | **Technical Implementation**  | **Implementation Training**  | **Launch**  | **Ongoing Support** |
| High  | High  | High  | High  | Medium |

Course Evaluations Project Managers will be involved in the Core Data preparation during onboarding and technical implementation.  They will attend a three-part Implementation Training series introducing settings and functionality of the tool. If utilizing the IDEA Student Ratings of Instruction (SRI), there will be an additional three-part Training series focused on the selection of Relevant Objectives, how to engage instructors with the course evaluation process, and reporting.

**What is the level of involvement and time commitment of a Course Evaluations Project Manager after launch?**
The Project Manager will be a contact point on campus for users as well as a contact point for Campus Labs regarding check-ins, product updates, and product communications.

Course Evaluations Site Administrator
What are the responsibilities of a Course Evaluations Site Administrator?
This product specific role is responsible for the maintenance of Course Evaluations, including contributing to the initial site construction, controlling settings, determining users and permissions, administering evaluations, and understanding the detailed functionality of the tool. They will be responsible for implementing the Course Evaluations platform with an understanding of its relationship to the campus’ course evaluation strategy. The Site Administrator will be responsible for communicating choices concerning the platform to relevant stakeholders on campus. We recommend that there are between 1-3 Site Administrators for Course Evaluations. Sometimes, a campus distributes these duties over 2 - 3 people. For instance, a subject-matter expert in Institutional Effectiveness or Academic Affairs and an administrative assistant for support and maintenance.

**On other Campuses, who has been a Course Evaluations Site Administrator?**
Site Administrators have held such titles as Associate Provost, Registrar, Learning Assessment Director, Director of Institutional Research, Associate Dean, Administrative Assistant.

**What is the level of involvement and time commitment of a Course Evaluations Site Administrator in onboarding and implementation?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Onboarding**  | **Technical Implementation**  | **Implementation Training**  | **Launch**  | **Ongoing Support** |
| High  | High  | High  | High  | Medium |

Course Evaluations Site Administrators will be involved in the Core Data preparation during onboarding and technical implementation.  They will attend a three-part Implementation Training series introducing settings and functionality of the tool. If utilizing the IDEA Student Ratings of Instruction (SRI), there will be an additional three-part Training series focused on the selection of Relevant Objectives, how to engage instructors with the course evaluation process, and reporting.

**What is the level of involvement and time commitment of a Course Evaluations Site Administrator after launch?**
The Site Administrator will be a contact point on campus for users as well as a contact point for Campus Labs regarding check-ins, product updates, and product communications.

Product Champion
What are the responsibilities of a Product Champion?
A Campus Labs Product Champion is a campus resource who can act in an influential manner on campus.  A champion will act as a liaison between the campus audience and the Campus Labs products.  The Champion is someone who supports the mission of the campus as well as the solutions proposed in the Campus Labs platforms and is willing to be an advocate on campus. They are a voice from within the campus, an influencer for the adopted solutions, a coach to other users, and a person who will help with successful adoption on campus.  The specific responsibilities will vary based on the product, campus environment, and the goals being pursued, but champions are generally involved in the launch and adoption of the product on campus.

**On other Campuses, who has been a Product Champion?**
Champions are part of the targeted user base on campus. They have held a variety of positions dependent on the platform and targeted audience.

**What is the level of involvement and time commitment of a Course Evaluations Primary Contact in on-boarding and implementation?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Onboarding**    | **Technical Implementation**    | **Implementation Training**    | **Launch**    | **On Going Support** |
| Low  | Low  | Low  | High  | Medium  |

**What is the level of involvement and time commitment of a Product Champion after launch?**
A champion will work to know the purpose of the platform and how to showcase its usefulness to the broader audience.  A champion will work to build support and engagement with the campus goals among the target audience.

Role Assignment

|  |  |  |
| --- | --- | --- |
| **Role** | **Campus Contact** **Name & Title** | **Campus Contact** **Phone & Email** |
| **Project Manager** |  |  |
| **Site Administrator** |  |  |
| **Champion** |  |  |

Technical Roles

|  |  |  |
| --- | --- | --- |
| **Role** | **Campus Contact** **Name & Title** | **Campus Contact** **Phone & Email** |
| **Data Manager(s)** *Responsible for preparing, transferring, and managing the updates of the core data files.* |  |  |
| **Authentication Coordinator** *Configure authentication to establish single sign-on and credentialing.* |  |  |
| **LMS administrator (OPTIONAL)***Access to install modules within your LMS. - Applicable to campuses with Rubrics or Course Evaluations.* |  |  |
| **API Manager (OPTIONAL)***Experience with web services and knowledge of data exchange methods and can create API exchange for your campus. - optional applications within Core Data, Engage, Outcomes, and Beacon.*  |  |  |

Pre-discovery Questions
The following questions will guide the onboarding of your Course Evaluations platform. Please review and complete these questions about your course evaluation processes.

1. Do you use a common evaluation instrument or are there multiple instruments used on campus?
2. How do you use your evaluations data currently?
3. Are all course sections evaluated for all instructors? If not, what determines whether a section is evaluated or not?
4. Are all sections evaluated at the same time at the end of the semester or do you have intersessions that run evaluations at different times?
5. What are your current response rates for the institution?
6. When do your next round evaluations go live to students (mm/dd/yyyy)?
7. When are reports released to faculty and administrators (mm/dd/yyyy)?