Quick Tips
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Issue

1. If a student reports they don’t see the CoursEval survey.
2. A student requests the CoursEval Survey be re-opened.
3. A faculty is looking for CoursEval Survey data.

Steps for Resolution

1. Have the student Log in through Blackboard Learn, there is a box in the top-left corner, have them click on the LaunchMyCoursEval link.

Note: Anyone can click the link, but only those enrolled in the courses using CoursEval will see surveys. Others will get a message that their account cannot be located.

2. If students asks to reopen the Survey because they missed the deadline, explain to the student that once the CoursEval Survey is Closed for the semester, it cannot be reopened, this is not allowed.

3. If Faculty members are looking for CoursEval Survey data, explain to them that they will not see any data from the CoursEval Surveys until it is released to them. They should receive an email notification when it is available.

NOTE:
Any calls regarding CoursEval Survey should be assigned to the Auditing Group in HSM. Tina, Amy, or Jenn Lee will pick up the ticket.