

Central Michigan University
End-of Course (EOC) Survey Reports
Guide for Academic Administrators

Overview

The End of Course (SOS/EOC) Survey is a web-based survey asking students to provide their feedback on course instruction, materials, and resources. The EOC survey is utilized for courses delivered online and at CMU satellite locations with 5 or more students, with the exception of some capstone, thesis and dissertation courses. The EOC survey contains 29 closed-ended questions. CMU’s eight Student Opinion Survey (SOS) questions are asked first, followed by the three open-ended questions. For courses taught by Faculty Association members, access to the student responses for open-ended questions is limited to the individual faculty member. Following the open-ended questions an additional 21 closed-ended questions are used to solicit student feedback on course aspects and services.

Students are invited by email to complete the EOC survey on the Wednesday prior to the scheduled course end date. The surveys remain open for 14 days. Regular reminders provide encouragement to students who have not yet completed the survey. Anonymity within the closed ended questions is guaranteed to students unless they choose to self-identify and they are also provided the option to decline the survey.

To emphasize the importance of these surveys, the system includes a grade access incentive for students. While the survey is open, students must complete the survey or opt out before they can access their course grade for that course through the CMU Portal under “View My Grades”. If grades are not yet released when the student takes the survey, an email will be sent to them when their grade is ready for viewing. Students who choose not to complete or opt out of the survey will have to wait to access their grade until the survey closes.

Report Access

Instructors are notified by email when their course EOC survey reports are available. Access is provided to instructors after the survey closes and final grades are submitted. CMU academic administrators can access the survey reports for courses within their associated program, department or college. The direct link to the report system is <https://frc.cmich.edu/sos/reports>. Reports from the old system (2002-2011) can be accessed through the “legacy reporting data” links.

Online End-of-Course Survey System CMU

Reports

Select Report Type and Term

Report Type	Course Report	Term	Select One
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Looking for legacy reporting data? Personal and administrative reports can be found [here](#), and reports for deans, chairs and their designees can found [here](#).

[CMU mission statement](#) | [CMU privacy policy](#) | [CMU copyright](#) | [CMU web policy](#)

Using the Report Interface

On the EOC system entry page, select the term for which you would like to pull course, self-comparison or peer-comparison reports. Once the term is selected, you will be able to filter results by clicking on course details, locations, instructor names or EPNs. You may also use the Quick Search Mode by entering the EPN or all/part of an instructor's name. The available course(s) and report link(s) will be listed at the bottom of the page. You may sort results by clicking on the column headers.

Select Report Type and Term

Report Type: Course Report
Term: Spring 2016

Filter Results

Switch to Quick Search Mode

Course Designator: Show All
Location: Joint Base Pearl Harbor-Hickam, Minot AFB Center, Online, Saginaw Center, Schofield Center, Schofield Education, Schoolcraft College, Seymour Johnson AFB Center, Southfield Center, Traverse City Center, Tripler Army Medical Center - Tripler
Instructor: Show All
EPN: Show All

Once you have identified the course(s) for which you wish to view reports, click on the “view report” link in the far right results column. The report web page will then open. If you wish to view or print the report in PDF format, click the “Generate PDF” button in the upper right-hand corner of the page.

Peer-Comparison Report

This report provides comparison between the SOS questions on the selected course and a selected range of courses. This report is intended for individual instructor use in considering their course survey results. There must be at least 2 other instructors for the comparison courses to show. The possible comparisons are: Same Course (e.g., ACC 203) in the Same Term (e.g., Fall I), Same Course (e.g., ACC 203) across All Terms since 2012, and All Courses in the Same Format (e.g., online) in the Same Term (e.g., Fall I).

		Strongly Agree (4)	Agree (3)	Neither Agree nor Disagree (2)	Disagree (1)	Strongly Disagree (0)	Mean
The instructor's teaching helped me to learn the course material.	This Course	13 (81%)	3 (19%)				3.81
	Same Course, Same Term	24 (56%)	17 (40%)	2 (5%)			3.51
	Same Course, All Terms	483 (59%)	239 (29%)	58 (7%)	24 (3%)	8 (1%)	3.43
	All Courses, Same Format, Same Term	3238 (45%)	2471 (34%)	910 (13%)	408 (6%)	218 (3%)	3.12

Self-Comparison Report

This report provides instructors a comparison between their SOS questions on a selected course and a range of their other courses. The possible comparisons are: Same Course (e.g., ACC 203) in All My Terms and All My Courses across All Terms (since 2012, when this system was implemented).

		Strongly Agree (4)	Agree (3)	Neither Agree nor Disagree (2)	Disagree (1)	Strongly Disagree (0)	Mean
The instructor's teaching helped me to learn the course material.	This Course	11 (73%)	4 (27%)				3.73
	Same Course, All My Terms	380 (61%)	198 (32%)	25 (4%)	18 (3%)	3 (0%)	3.50
	All My Courses, All Terms	398 (61%)	208 (32%)	29 (4%)	19 (3%)	3 (0%)	3.49

Scale

The associated scales/values for closed-ended questions are listed on the course survey reports and are used in the calculation of mean scores. Please note that these scales do not apply to courses prior to January 2008 or former Learning Package (LP) courses. Questions 18 and 19 on the survey both ask students to submit a numerical response, so we recommend that you consider response frequencies rather than the means for these two questions.

Response Rates

Each EOC report lists the recorded enrollment for the course (minus withdrawals), the total number of students who completed the course survey, the number of students who declined the survey and the total number of responses for each question. The average response rate for surveys over the past years has been approximately 60%.

Courses Prior to 2008 – Legacy System

Alignment with the CMU Student Opinion Survey (SOS) took effect with spring 2008 courses, so reports from courses prior to spring 2008 have a different question set and rating scales. Please keep this in mind when reviewing EOC reports in the legacy system from before 2008, as the reported mean scores are generated from a reverse scale where 1 = positive response and 4 = negative response. Reports for courses prior to 2008 also included two compilation scores – Instructor Effectiveness Rating and Course Quality. In addition, Learning Package courses had an altered set of questions and a variation of the pre-2008 scale, due to the different nature of these courses.

Contact

If you have any questions regarding the EOC systems or reports, please contact Stephanie Bechtel, Director of Faculty Support and Assignment, at locke1sk@cmich.edu or (989) 774-6489.