

### Ad Hoc EFace Review Committee Meeting

Date: April 11, 2014

Time: 2:00-3:00 p.m.

Location: Burnett Hall Board Room

Present: Laura Mills, Brenda Logan, Wendy Wolfe, Hans-Georg Erney, Alex Collier

Absent: Van Scott, Teresa Winterhalter, Catherine Gilbert, Mirari Elcoro, Angeles Eames, AndiBeth

Mincer, Chris Curtis, Gregory Topp

- Laura Mills reminded the group that the evaluation period for eFACE runs from 4/21-5/6. Laura volunteered to speak with Greg Topp to make sure an announcement message appeared through the Port of Armstrong during that period.
- Discussion centered on our notes from the SmartEvals webinar presentation from several weeks back. SmartEvals is one of three vendors that provide a question bank to select from and was the only vendor that spoke with the committee directly. The other two vendors that provide evaluation questions are College Survey Services (CSS) and the IDEA Center. College Survey Services provided a DVD for our review and the IDEA Center does not offer webinar services.
- The group evaluated the SmartEvals instrument by comparing the services that they offer to our list of important criteria that the committee had previously identified. Based on this discussion, it appeared that SmartEvals covered the majority of items from our list. There were three items from this list that remained unanswered. Alex Collier volunteered to contact Ronald Jennings from SmartEvals who hosted the webinar to get that information and will report back at the next committee meeting.
- At the end of the meeting there was general agreement that we were not comfortable making a final decision regarding a vendor without at least considering the other two vendors that supply evaluation questions. To that end, Hans-Georg Erney, Brenda Logan and Alex Collier volunteered to view the informational videos on the IDEA Center website while Wendy Wolfe offered to review the CSS DVD with Mirari Elcoro. Both groups agreed to report back to the committee at the next meeting.
- The committee adjourned at 3pm and the next meeting is set for April 25<sup>th</sup>.



Friday, 4/25/14

11:00 AM - 12:00 PM EDT

## Friday Meeting

*11:00 AM - 12:00 PM EDT***Alex Collier** <alex.collier@armstrong.edu>

Wed, Apr 23, 2014 at 5:08 PM

To: Angeles Eames <angeles.eames@armstrong.edu>, Catherine Gilbert <catherine.gilbert@armstrong.edu>, Chris Curtis <chris.curtis@armstrong.edu>, Mirari Elcoro <mirari.elcoro@armstrong.edu>, Hans-Georg Erney <hans-georg.erney@armstrong.edu>, Teresa Winterhalter <teresa.winterhalter@armstrong.edu>, Wendy Wolfe <wendy.wolfe@armstrong.edu>, Brenda Logan <brenda.logan@armstrong.edu>, AndiBeth Mincer <andibeth.mincer@armstrong.edu>, Gregory Topp <gregory.topp@armstrong.edu>, Laura Mills <laura.mills@armstrong.edu>, Vann Scott <vann.scott@armstrong.edu>

Hi all,

We're scheduled to meet this Friday at our usual time in the Burnett Hall Board Room. Due to scheduling conflicts a number of us were unable to attend the last meeting. I doubled as committee secretary that day and have included a rather skimpy outline of our minutes. If you were unable to make it, here's a brief rundown of what's happened over the last couple of weeks.

Laura Mills agreed to work with Greg Topp to make sure the eFACE reminder message went up through the Port of Armstrong for the evaluation period that runs from 4/21-5/6. That went up without a hitch.

With Laura's help, we changed a line or two in Teresa's memo to reflect the fact that students can't click the reminder message to access eFACE as we previously had stated. That memo was passed along to the Deans on Monday (4/21) with a request that they ask their dept. heads to send it to the general faculty. I also pointed out Laura's data from the first 7 week flex-term regarding the spike in student participation following our last "intervention". Let's hope we have a similar surge for this evaluation period as well. Laura also sent a similar message to all faculty through the listserv (?) regarding the evaluation period that also included Teresa's letter.

At the last meeting, the group focused primarily on evaluating the services offered by SmartEvals. You'll recall that SmartEvals was one of only three vendors that provide evaluation questions. The other two were College Survey Services and the IDEA Center. SmartEvals was also the only one that provided a webinar to answer our questions directly. Apart from a few questions that we may not have directly asked at the time, the SmartEvals instrument/technology/service appeared to cover the vast majority of our list of important items.

I've since contacted Ronald Jennings who presented the webinar and have learned that they also offer services to cover those criteria that remained unaddressed at the last meeting. For those that attended, these included our questions regarding the roll-up reports, faculty comparisons across depts/colleges/universities and the option to separate both signed and unsigned comments. All are covered.

I asked Ronald if he could provide us with a list of the evaluation questions that we could potentially select from. He provided the following link that will take you to their survey:

## Ascend Normative Survey

I also received a price quote specific for Armstrong if we were to select SmartEvals for either a single or multiple-year contract. I've attached that quote and will let you have a look to see what you think.

At the end of our meeting, several of us volunteered to review the other vendors that provide a list of evaluation questions to select from. As previously mentioned, those include the IDEA Center and College Survey Services. On Friday, we'll share our findings with the rest of the group and we can better compare the services that they offer with those provided by SmartEvals.

This will be our last scheduled meeting of the semester and I hope as many of you as possible can make it. It appears that we may finally have the information that we need to make a final..... Nope, I'm deleting all of that out of fear that it might just jinx us all.

See you Friday,

Wendy

**2 attachments****Ad Hoc EFace Review Committee Meeting 04-11-2014.docx**

20K

**SmartEvals AASU PRICE QUOTE1.doc**

53K

----- Forwarded -----

**Wendy Wolfe** <wendy.wolfe@armstrong.edu>

Wed, Apr 23, 2014 at 5:30 PM

To: Alex Collier &lt;alex.collier@armstrong.edu&gt;

Cc: Angeles Eames <angeles.eames@armstrong.edu>, Catherine Gilbert <catherine.gilbert@armstrong.edu>, Chris Curtis <chris.curtis@armstrong.edu>, Mirari Elcoro <mirari.elcoro@armstrong.edu>, Hans-Georg Erney <hans-georg.erney@armstrong.edu>, Teresa Winterhalter <teresa.winterhalter@armstrong.edu>, Brenda Logan <brenda.logan@armstrong.edu>, AndiBeth Mincer <andibeth.mincer@armstrong.edu>, Gregory Topp <gregory.topp@armstrong.edu>, Laura Mills <laura.mills@armstrong.edu>, Vann Scott <vann.scott@armstrong.edu>

Hi all,

I wonder if we could get a cost estimate from the other two vendors so that we have a price comparison to work with in our meeting on Friday.....?

Wendy

Wendy

Wendy

Wendy

Wendy

Wendy

Wendy

Wendy

**Angeles Eames** <angeles.eames@armstrong.edu>

Wed, Apr 23, 2014 at 10:53 PM

To: Wendy Wolfe &lt;wendy.wolfe@armstrong.edu&gt;

Cc: Alex Collier &lt;alex.collier@armstrong.edu&gt;, Catherine Gilbert &lt;catherine.gilbert@armstrong.edu&gt;, Chris Curtis

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## ARMSTRONG ATLANTIC STATE UNIVERSITY PRICE QUOTE

The purpose of this document is to provide you with an estimate of the investment for your school. The information below is based on preliminary information from initial discussions and/or the completion of an online request for estimate. If you have any questions, please do not hesitate to contact me at my direct line, **(716) 989-4400**, or via email, [ronald@smartevals.com](mailto:ronald@smartevals.com).

### **1-Year Agreement**

**Annual Cost: \$8,995**

### **4-Year Agreement**

**Annual Cost: \$7,995**

#### **All prices above include the following features:**

- Setting up the service, building your survey, assigning admin, faculty, and student access permissions, training primary administrator(s), response rate coaching, etc.
- Unlimited number of course evaluation survey instruments, including Elective Question Technology and the Dropped Course Survey.
- Application delivery, including follow-up question technology, customer support, hosting and archiving data on our secure servers, periodic free upgrades.
- On-site training visit
- Free year of Learning Outcome System (\$10,995 value)



## Fwd: Unsigned Comments

2:14 PM

**Angeles Eames** <[angeles.eames@armstrong.edu](mailto:angeles.eames@armstrong.edu)>  
To: Mirari Elcoro <[mirari.elcoro@armstrong.edu](mailto:mirari.elcoro@armstrong.edu)>

Wed, Oct 29, 2014 at 4:32 PM

Mirari,

Earlier this week I had also spoken with Ron about our concerns and wanted an update to our email where we expressed our unhappiness. Here is the most recent response.

Take care,  
Angeles

----- Forwarded message -----

From: **Ronald Jennings** <[ronald@smartevals.com](mailto:ronald@smartevals.com)>  
Date: Wed, Oct 29, 2014 at 9:59 AM  
Subject: Unsigned Comments  
To: Angeles Eames <[angeles.eames@armstrong.edu](mailto:angeles.eames@armstrong.edu)>

Dr. Eames,

Larry, company president, is working on this issue personally and has assured me it will be resolved by the end of the week. I will ask support to contact you when it is ready to provide instructions on how to enable this functionality for your institution.

Ronald Jennings  
SmartEvals.com  
Office: 716-989-4400 || Mobile: 716-715-1054  
[www.smartevals.com](http://www.smartevals.com)

*If you do not want to receive e-mails from Gap Technologies, Inc. again, Just click on this link: [Remove me](#)*

**Mirari Elcoro** <[mirari.elcoro@armstrong.edu](mailto:mirari.elcoro@armstrong.edu)>  
To: Angeles Eames <[angeles.eames@armstrong.edu](mailto:angeles.eames@armstrong.edu)>

Mon, Nov 3, 2014 at 12:01 PM

Angeles,

Thanks for sending this; any word from them on this issue?

Mirari

Mirari Elcoro, PhD

910.344.3484

912.344.2927  
912.344.3484