2010/06 – Rev. 2

Automated Course Evaluation Feedback System

User Guide

v4.1

The new features of v4.1 are also described in the additional manual “What’s new in Class Climate v4.1”

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Table of Contents

SCANTRON
Class Climate
COURSE EVALUATION FEEDBACK SYSTEM

A. Preparation and general notes

This manual is intended to assist you in your day to day operating of the software Class Climate. If you wish to familiarize yourself with particular elements, have a question or, for example, the software has changed due to an update, you will require fast and convenient access to the relevant information.

Therefore, this chapter deals with the most important introductory questions:

Which Class Climate manuals are available and where do you find which information?

If these cannot answer all your questions – where do you find more help?

What does the structure of the system look like?

How do I start to work with Class Climate and how can I save my data while working?

1. Introduction

The course evaluation system Class Climate was developed to offer universities and major educational institutions an effective tool for comprehensively implementing and processing surveys for quality assurance purposes. Class Climate is suitable for both paper and online surveys.

This manual introduces the system's possibilities and abilities with a strong emphasis on the administrator's access. It addresses users without any Class Climate experience as well as experienced users who wish to reference something specific. Hence, it provides an introduction into the utilization of the system as well as offering answers to questions related to particular topics. Apart from a few exceptions, neither experience in programming nor technical knowledge is necessary.

For a comprehensive introduction it's best to work through the manual chapter by chapter. Should you wish to look up certain steps, the index will lead you to the topic in question. When working with the manual's PDF version, the index will also appear as bookmarks on the left-hand side of the screen, enabling you to navigate to the relevant chapter.

In addition, you will find an index at the back of the manual, where you can look up important terminology and topics in alphabetical order.

The manual's structure is based on the operating steps of the evaluation. Following the first three chapters that relate to the basics of the system, the initial operation and security, specific operations are introduced as and when you need them during the evaluation. The manual follows a so-called "phase model" that illustrates the workflow, which you may have already come across during Class Climate training. It will be dealt with in depth in this manual.

A major part of the evaluation is the creation of questionnaires. Class Climate offers you a tool for creating questionnaires: the VividForms editor. In order to enable fast access to the explanations relating to the editor, you will find a chapter on VividForms after the illustration of the manual's workflow.

Following that, you will find notes on the system administration and consolidated settings (some of which are mentioned in related chapters in the manual).

Explanations are visualized through illustrations. In more complex windows, red eclipses / rectangles usually show which elements the comments in the text relate to.

Menu names are set in quotation marks: "menu name"

Buttons are set in angular brackets: [button]

Three symbols alert you to important elements in the manual:

A warning triangle alerts you to important information and notes.

Hints can be recognized by a light bulb.

Examples which illustrate explanations are marked with a book and a magnifying glass.

1.1. Manuals and documentation

1.1.1. User Guide

You now have the User Guide at hand. There are some options of reading it:

- As PDF format, via the administrator's access in the main menu "System Information" on the left-hand side in the submenu. When clicking the option "Manual" a new window opens automatically where you will find all Class Climate manuals.
- You will find the manual, again in PDF format, in the index of the Apache folder on the Class Climate server ("Apache/htdocs/classclimate/ doc/", there you will find the document "User_Guide_en_CC"). However, you cannot usually access it directly from the file system; rather, you should type the path into the browser (for example http://localhost/classclimate/doc/User_Guide_en_CC.pdf). The path component "localhost" should be replaced by your server name. In relation to clients' systems please also note that the path component "classclimate" is to be supplemented (or replaced, respectively) by the name of the client's installation. If need be, please consult your system administrator.

1.1.2. Further manuals

Apart from the User Guide the following manuals are also available:

- the Installation Manual for Class Climate which provides an overview of the most important steps of installation;
- the Manual "First Steps with Class Climate" which provides an overview of the most important features of your work with Class Climate. It is designed as a guide for beginners and helps you off to a quick and easy start;
- the feature list "What's new in Class Climate" which briefly sketches all improvements and technical innovations of the latest software version
- the Manual of the Scanstation which describes the scanning process
- the Manual of the VividForms Reader which describes the automatic recognition process;
- the "XML Import Manual" which supports you in importing your data into Class Climate. You will be provided with the XSD for the import via XML (XML schema) and receive further detailed information

You will find all manuals in the index of the Apache folder on the Class Climate Server ("Apache/htdocs/classclimate/doc"). The "Scanstation Manual" as well as the “VividForms Reader Manual” can also be consulted via the corresponding software tools.

Besides, as (subunit) administrator you will find a number of sample files and the most important manuals (“User Guide”, “First Steps”, “What’s new”, “XML-Import Manual”) in the menu “System Information/Example Files” respectively “System Information/Manuals”.

Furthermore the active user has access to a short online user manual and the manual “Creating questionnaires with VividForms”.

Please note: All PDF manuals are provided with linked directories so that you can navigate comfortably. Should the linking not work, please check that the option “View documents in PDF/A mode” is set to “Never” in the settings of the Adobe Reader (menu “Edit/Preferences/Documents/PDF/A View Mode”).

1.2. Support and remote maintenance

1.2.1. Class Climate website and support area

When logged in as an administrator in Class Climate, – via the main menu “System Information” – on the sub-menu’s left-hand side you will find the option “Class Climate Web Site”. When clicking on it, you are granted access to the Class Climate web site as well as to the support area.

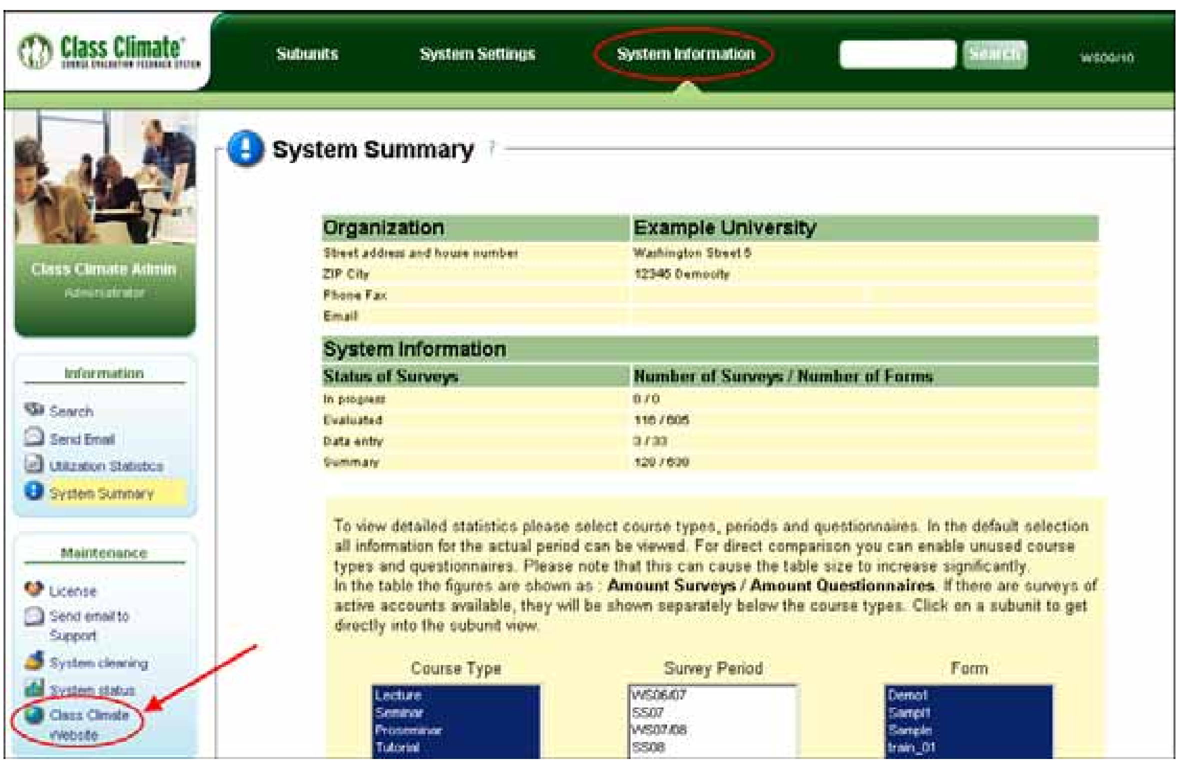

Figure 1: Link to the support area when logged in as an administrator

1.2.2. Email to the support department

The Scantron Technical Support Department provides support to customers with current maintenance agreements.

Technical support is available Monday through Friday, from 5:30 A.M. to 4:30 P.M., Pacific Standard Time (PST). Daylight Savings observed.

Scantron's support department may be reached at (800) 445-3141 or via email at support@scantron.com.

In the main menu “System Information” you will find the option “Send email to support” in the sub-menu on the left. If you have a query addressing Scantron’s support department, click on this option. The following page will open:

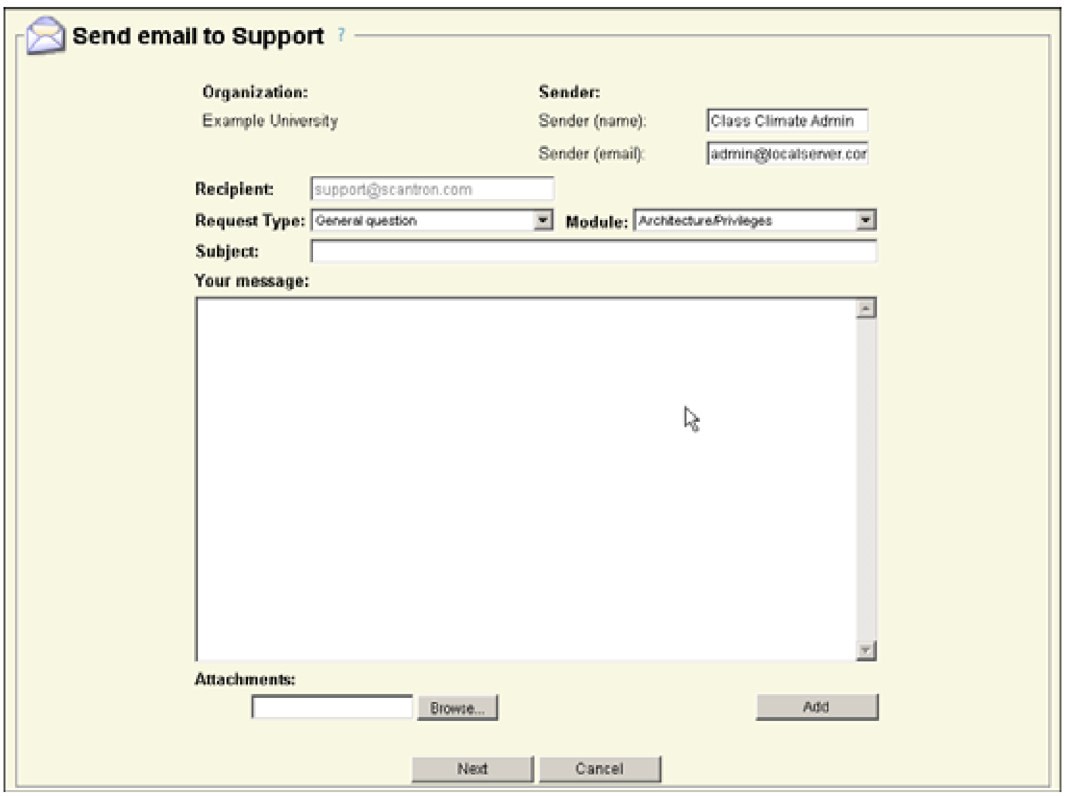

Figure 2: Email to the support department

This function enables you to send an email to the Class Climate support department.

Enter your name as well as your email address in the field “sender“. The selection list “Request Type” provides you with following options:

- General question: You have a question regarding Class Climate.
- Support inquiry: You have a problem with Class Climate and require assistance.
- Feature request: You have a suggestion for improvement or an idea to develop Class Climate.

Choose one of these query types and then enter the appropriate category under “Module”.

In the fields “Subject lines” and “Your message” you can type your message.

Below the message area you can add up to three attachments: Click on [Browse…], select one file and click on [Add]. The attachment should not be larger than 1 MB.

After another click on [Next] a summary of your message will appear. Some pieces of information about your Class Climate will be included, such as the version number.

Then click on [Send email] to send the email.

2. The basics

For orientation purposes and as a glossary, this chapter outlines the most important terminology and concepts which are used repeatedly throughout the Class Climate Manual.

Initially you can learn how Class Climate is structured and which components you will be working with. Then, as central evaluation and the de-central evaluation stem from two fundamentally different concepts, these concepts are also introduced. At the end of the chapter you will be acquainted with some basic terminology used in Class Climate.

2.1. Structure of the Class Climate system

Class Climate consists of four components (see also the graphics below):

- the web server,
- the data base,
- the scanstation (or several scanstations) and
- the VividForms Reader.

The single components bear the following functions:

Web server (Class Climate interface)

Class Climate is controlled via the web server, providing users with the user interface, which is accessed via the web browser.

For data transfer, Class Climate offers two different access methods:

- a regular, unsecured connection via the http protocol and
- an additional, optionally usable secure connection via SSL.
- SSL stands for Secure Socket Layer and offers administrators the ability – if desired – to securely encrypt any data traffic from Class Climate. SSL connections are most easily recognized by “https” – instead of the usual “http” – in the browser’s address bar. Usually, current browsers graphically indicate the presence of a secure connection.

The number of users is only limited by the number of user accounts.

Participants of online surveys can also communicate with the Class Climate server via an encrypted connection.

Email messages to the respective recipients are sent via your local mail server.

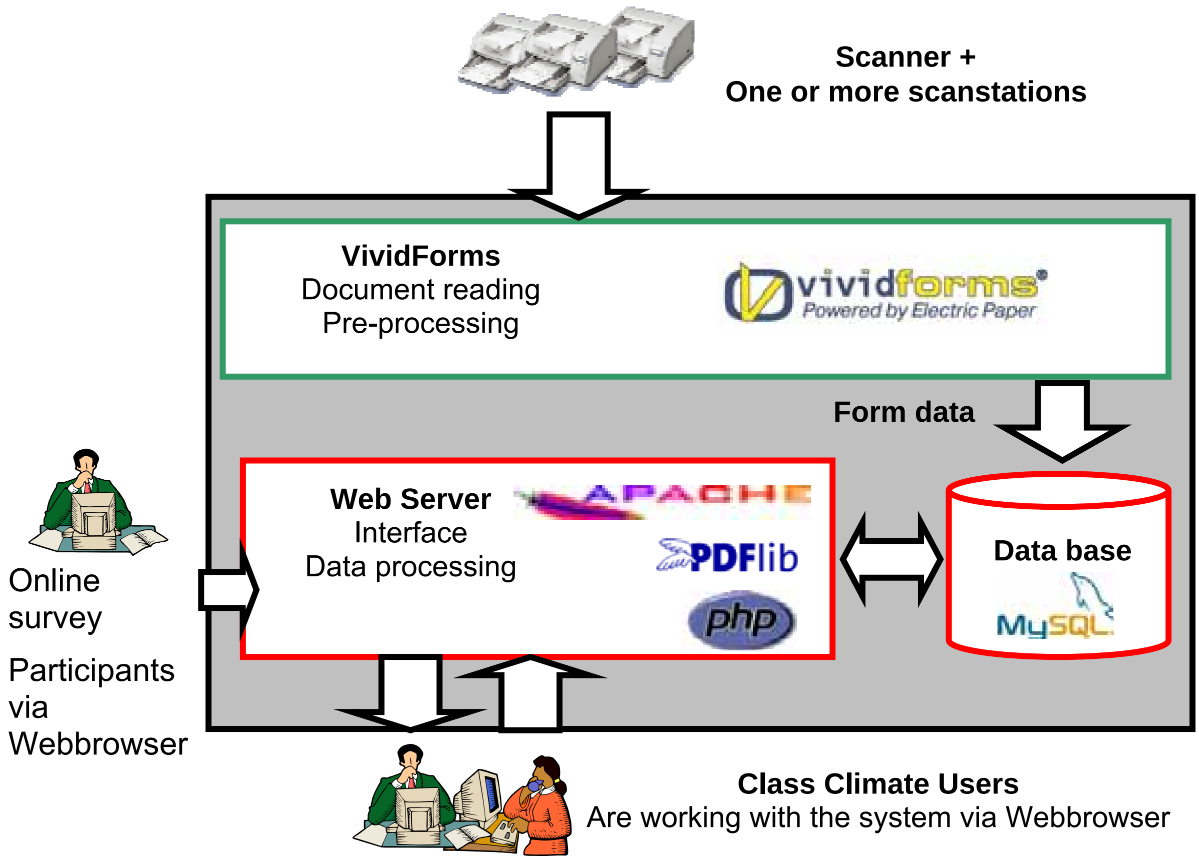

Figure 3: Interaction of the components

Data base

Any data generated through the utilization of Class Climate is stored in a data base. This means that the entire user structure, the questionnaires and the survey data is stored in this data base.

For this, a MySQL data base is utilized.

Please be sure to save this data base at regular intervals!

Scanstation

Questionnaires are read by means of the scanstation and the image files generated are transmitted to Class Climate for further processing. The scanstation can be utilized directly via the Class Climate computer. Alternatively, one or more scanstations may be linked through de-centralized computers.

For further information please consult the “Scanstation Manual”.

VividForms/ VividForms Reader

This is a solution that was developed specifically for Class Climate. With VividForms, questionnaires can be created directly via the web interface and later automatically be processed via the scanstation. It also contains a web-based visual correction program (WebVerifier).

After you have created your questionnaires by means of VividForms, they are processed by the VividForms Reader. The VividForms Reader receives the images transmitted by the scanstation and reads the questionnaires' raw data. This means:

Once you create a survey with a particular questionnaire in Class Climate, a file accurately describing this form is generated and stored in a folder on the server (form description file in XML format).

The VividForms Reader has access to this folder and, therefore, is familiar with those forms' images that may be produced. When receiving image files of scanned questionnaire batches, the VividForms Reader verifies the form in question. If the form is a familiar one, the VividForms Reader is informed by the form description file about the position of the checkmark boxes. So it now can check to which degree each checkmark box has been blackened. This is how it receives the survey's raw data.

This data is then transmitted to the Class Climate data base where it is in turn made available for further processing.

Thus, if you look at the graphic again, the data is processed like this:

In the case of paper surveys, you scan filled-in batches of questionnaires using the scanstation and a scanner. In turn, image files are produced and saved in a folder that is checked by the VividForms Reader at pre-defined intervals. By means of the form definitions at hand, the VividForms Reader recognizes the blackened checkboxes and transmits this data to the data base.

The VividForms Reader cannot process the scanned questionnaires if these are not based on VividForms forms. Should this be the case, the image files are stored in a so-called NonForms folder, meaning in a folder for non-recognized image files.

In the case of online surveys of course no scanning is required. The data will be transferred directly to the data base. Once the data has reached the data base, the user can access the data base via the web server with a web browser and view the results of their survey.

For further information please consult the "VividForms Reader Manual".

2.2. Central evaluation and active instructor accounts

Within Class Climate, you have two options for governing responsibilities for surveys.

The option usually used for regular evaluation processes is the so-called “central evaluation” option. Hereby, a central evaluation office takes care of the evaluation’s coordination.

In addition to this central evaluation you may authorize individual instructors to create and conduct their own questionnaires and surveys. This is what is called “active instructor accounts”.

2.2.1. Central evaluation: a central office controls the evaluation

The central evaluation is tailored to a service and competence center, by which the entire course evaluation is handled.

The instructors will only have indirect contact with Class Climate insofar as that after completion of a survey an email will be sent to them, outlining their evaluation results. Through further feedback options, instructors can receive comparative reports (comparing their own course to others in the course of studies and/or the faculty) or – prior to a survey – they can add their individual questions to the predetermined questionnaires.

At the end of an evaluation period, summary reports for deans (of studies) can be submitted and the collected raw data can be transferred for the implementation of further analyses in statistics programs such as SPSS or Excel.

This means that the system is managed and organized by a central entity, this entity being the “administrator” in interaction with some other user roles, for example the “report creator”. The Class Climate administrator creates the structure as well as the questionnaires, implements the survey and passes on the questionnaires and reports.

This principle is illustrated in the following graphic:

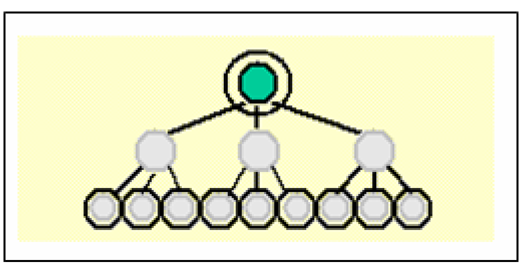

Figure 4: Central evaluation model

The central entity – the Class Climate administrator (top circle colored teal) – is in charge of the evaluation’s flow and ensures that the survey’s questionnaires are passed on to the instructors (bottom row of circles) of various sub-units (middle row).

Of course, several people may share a user role so that, for example, two or three staff members of quality assurance can share the administrator's log-in. However, it still remains ONE log-in so that the members of the staff have to cooperate with one another.

2.2.2. Active instructors accounts

In addition to this central control of the evaluation, it is possible to authorize particular users to carry out their own processing independently.

This means that the administrator – as the central body– can create active users or use those already in place. These subsequently require their user name and password and can log on to the system through the usual Class Climate registration screen.

Via their user accounts these users can then – depending on their type of authorization – implement all evaluation steps themselves. This applies to

- creating questionnaires. The administrator assigns the right to create questionnaires per user. Hence some users can create surveys, however, they can only use those questionnaires that are preset by the administrator. Others can edit these central questionnaires but cannot create new ones, etc.
- the implementation of paper and online surveys. With existing questionnaires, active interviewers can create new surveys as they see fit.
- the processing of a survey. After evaluating the data, an active instructor automatically receives the survey's result which can be edited, for example by summarizing it with other reports, establishing subgroups based on specific criteria (such as age, gender, etc.) and so on.
- the export as CSV file and into statistics tools such as SPSS. Also active instructors can, of course, edit the results of their surveys further in other programs.

Just like the administrator, active instructors access Class Climate via a web browser. This means that they can theoretically access the system from any PC that has internet access (unless the administrator applies certain restrictions for security reasons). As is the case with administrator's access, security is accorded through a log-in, only accessible with a password as well as the option to use SSL-encryption.

With paper surveys, the questionnaires are collected via de-centralized scanstations which are operated by the instructors themselves. Carrying out the scanning process is so simple that no training is required.

The active instructor accounts are useful in the following types of surveys and for the following users:

- An instructor of psychology or sociology wishes to collect data during a research project using Class Climate. This way you can give the instructor the opportunity to generate empirical data.
- Students / postgraduates often base their work on empirical surveys. The Class Climate administrator can assign an active account in Class Climate to the respective tutor (professor). In turn, the tutor can grant his students / postgraduates access to his account.
- Departments / faculties have a requirement for surveys that are carried out outside of the centrally managed course evaluation. These may, for example, be surveys carried out in refectories, canteens and libraries but may also be surveys carried out among graduates and which can also be managed through active instructor accounts.

In the following graphic you see at the bottom level the active instructors whose "license to evaluate" is highlighted by blue colored rings:

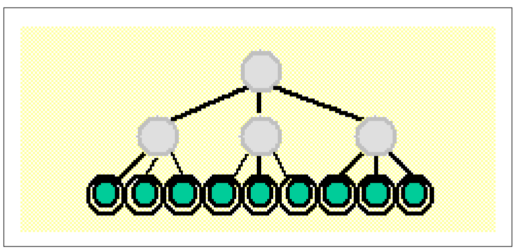

Figure 5: Active Accounts (in addition to central evaluation)

Of course, active instructors are not able to access one another's results. Only the active instructor himself and the administrator (if activated) have an insight into the data.

(If you have been using Class Climate for some time, it may be noted that this type of evaluation was formerly known as "de-central evaluation".)

2.3. Basic terminology within the Class Climate Administrator Manual

Within this manual, you will come across some terms repeatedly. Due to their importance, their meaning is outlined in the following:

Quires

Questionnaires may be several pages long. The complete copy of a questionnaire, including all its pages, is called quire. As soon as more than one sheet of paper is needed, ONE quire comprises SEVERAL sheets of paper. Quires may also be known as "booklets" in other applications.

Instructor accounts active / passive

Surveys are always created for particular instructors and courses. Therefore, you require the instructor of the course as an element within the Class Climate structure. These instructors are managed centrally by the administrator. We talk of a passive instructor account when only the administrator can access the instructors, for example in order to create surveys centrally for the instructor’s course.

If the instructor himself is additionally authorized to log-on to create questionnaires or surveys, we talk of an active instructor account (also see chapter 2.2.2 “Active instructor accounts”).

Questionnaire

In Class Climate, the term “questionnaire“ can have two meanings:

- Firstly, in Class Climate it refers to the file which serves as a template for a questionnaire and determines the layout of a questionnaire that is used for numerous surveys.

  In this case it is a PDF file that contains the questionnaire and determines which options for questions and responses appear in what design on the questionnaire. This template can be used for creating both paper and online surveys (however, in the case of online surveys with VividForms questionnaires, the design is not defined through the questionnaire). Therefore, the footer of a VividForms questionnaire contains for example the word “DRAFT” instead of a barcode.

  This is what is usually referred to when a “questionnaire” is mentioned in the manual.

- Secondly, when creating a survey, you of course receive a particular questionnaire which you pass on to the respondents.

  As soon as you create a paper survey, a copy of the sample questionnaire is created and the variable areas of the questionnaire for this survey are filled (hard copy procedure).

  If you do not wish to receive a new print template for each survey, the questionnaire’s blank version can also be used (cover sheet procedure). In this case, the personalizable areas of the questionnaire remain blank: only the barcode area contains information on which questionnaire it relates to.

  However, in this case you must use a cover sheet (which is automatically created for each cover sheet survey) when you send out surveys. This cover sheet contains all further details of a particular survey (course, instructor, etc.) and has to be scanned in along with the respective questionnaire batch as the cover sheet functions as a reference to the relevant survey during processing.

In the case of VividForms questionnaires, online surveys are only possible as HTML surveys; here you do not need a personalized PDF file. (However, you do of course require the sample PDF.) When creating an online survey, the HTML questionnaire is automatically created in accordance with the layout of your questionnaire (your PDF template). Of course, you have the option of changing the layout of the online survey (using online survey templates, for which a separate manual is available).

NonForms

A non-form is a scanned page that is not recognized as a form.

This may be the case when you:

- scan a questionnaire that does not yet exist in Class Climate. Then the VividForms Reader cannot read this form and will treat it as a non-recognized form.
- scan a Class Climate form that is faulty in some way. For example, you stapled and cut the corners which then destroy the left-hand corners. Then the form cannot be identified.
- scan something completely different, for example, in order to test the scanner. These image files will also be treated as non-forms.

The VividForms Reader stores the non-forms in a so-called non-forms folder.

Survey / survey process

Conducting a survey in Class Climate is a process based on a questionnaire. In order to create a survey, you have to select an existing questionnaire in the system which you utilize for the survey.

As a consequence, a personalized copy of the questionnaire template is created and linked to this particular survey (hard copy procedure), or, respectively, a cover sheet for the survey is created which supplements the standard questionnaire with survey details (cover sheet procedure). The related survey is identified through a distinct mark (in the case of VividForms, for example, a barcode) on the personalized questionnaires or on the cover sheet respectively. This distinct mark is read during processing. Only the correct identification of a survey by means of this number enables the correct assignment of generated data to a particular survey in Class Climate.

3. System start-up and security

The initial operation of your Class Climate server was carried out during installation and test runs by our technicians. This includes the installation and configuration of the required software programs, including the connection and testing of collection devices (production-level scanners). Finally the system is integrated into the local network so that the users have access to the system with their Web browser. Such access by users can, if required, be severely limited. The final step is configuring the mail server which sends reports and messages from Class Climate.

For maintenance purposes we recommend having so-called remote maintenance access, which allows our technicians to have direct access to your local Class Climate system so that they can quickly and systematically analyze and remedy any problem that might arise. The alternative would be a lengthy diagnosis via telephone.

3.1. Adjustment to your organization

Class Climate has login screens, shows colors when working with the software, sends emails, documents etc. Many of those visible elements contribute to the appearance of your or institution or organization and thus can be adjusted according to your needs.

In the following chapters you will get an overview on how change the layout of the system and the relevant documents (or where to find the relevant chapters in the manual).

3.1.1. Class Climate entry points and security – Possibilities to log on the system

Logging in to Class Climate: Entry points and security

The Class Climate server offers users two entry points to login. Put a link to the relevant entry point at an appropriate place on your university website.

Entry point for instructors and administrators

<CLASS CLIMATE-SERVERADDRESS>/INDEXEVA.PHP

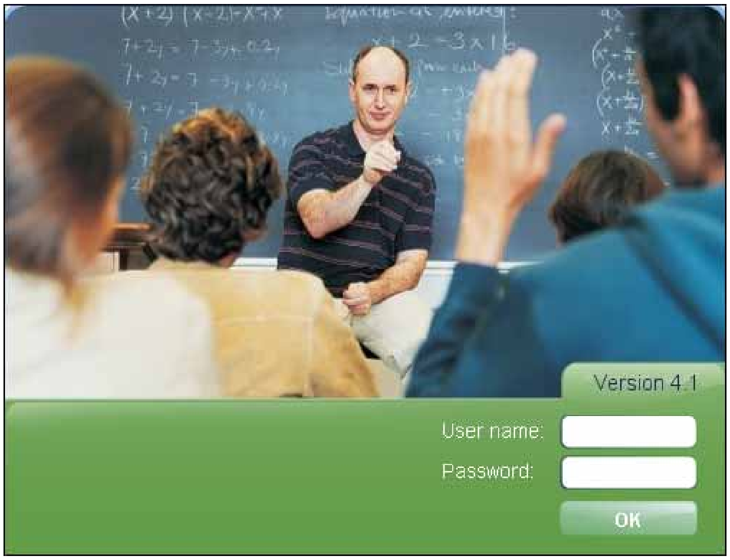

Figure 6: Entry point for instructors and administrators

Portal for instructors and administrators. User names and passwords are required. When access is limited, this page can be opened only from computers in the defined IP address domain for users.

Entry point for participants of an online survey

<CLASS CLIMATE-SERVERADDRESS>/INDEXSTUD.PHP

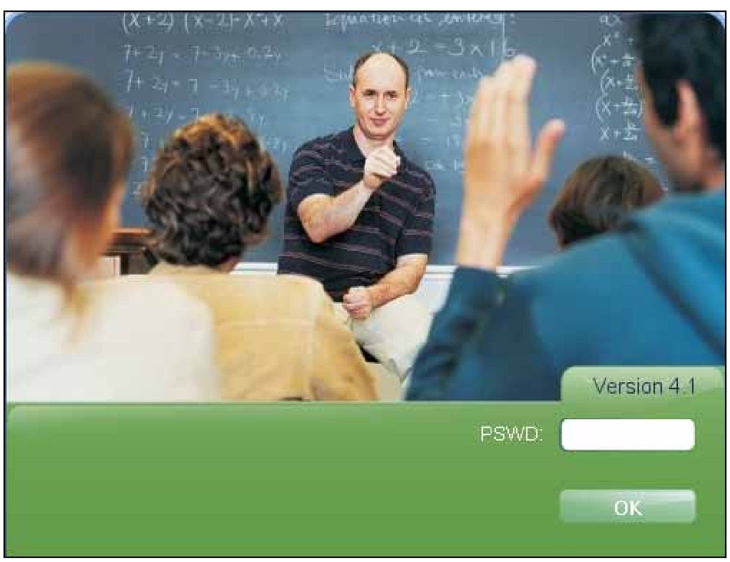

Figure 7: Entry point for participants of an online survey

Portal for voting in online surveys. A PSWD is required.

Login security: Showing a CAPTCHA graphic

Class Climate offers you the possibility of blending in a so called CAPTCHA graphic, after a defined number of failed logins from an IP address. This function protects Class Climate from automated attacks.

CAPTCHAs are graphics in which figures (numbers or alphabetical characters) are displayed, so that machines cannot read them. They are employed to detect whether the counterpart is a human being or a machine. If CAPTCHAs are activated, after multiple failed login attempts the user is prompted to enter a CAPTCHA:

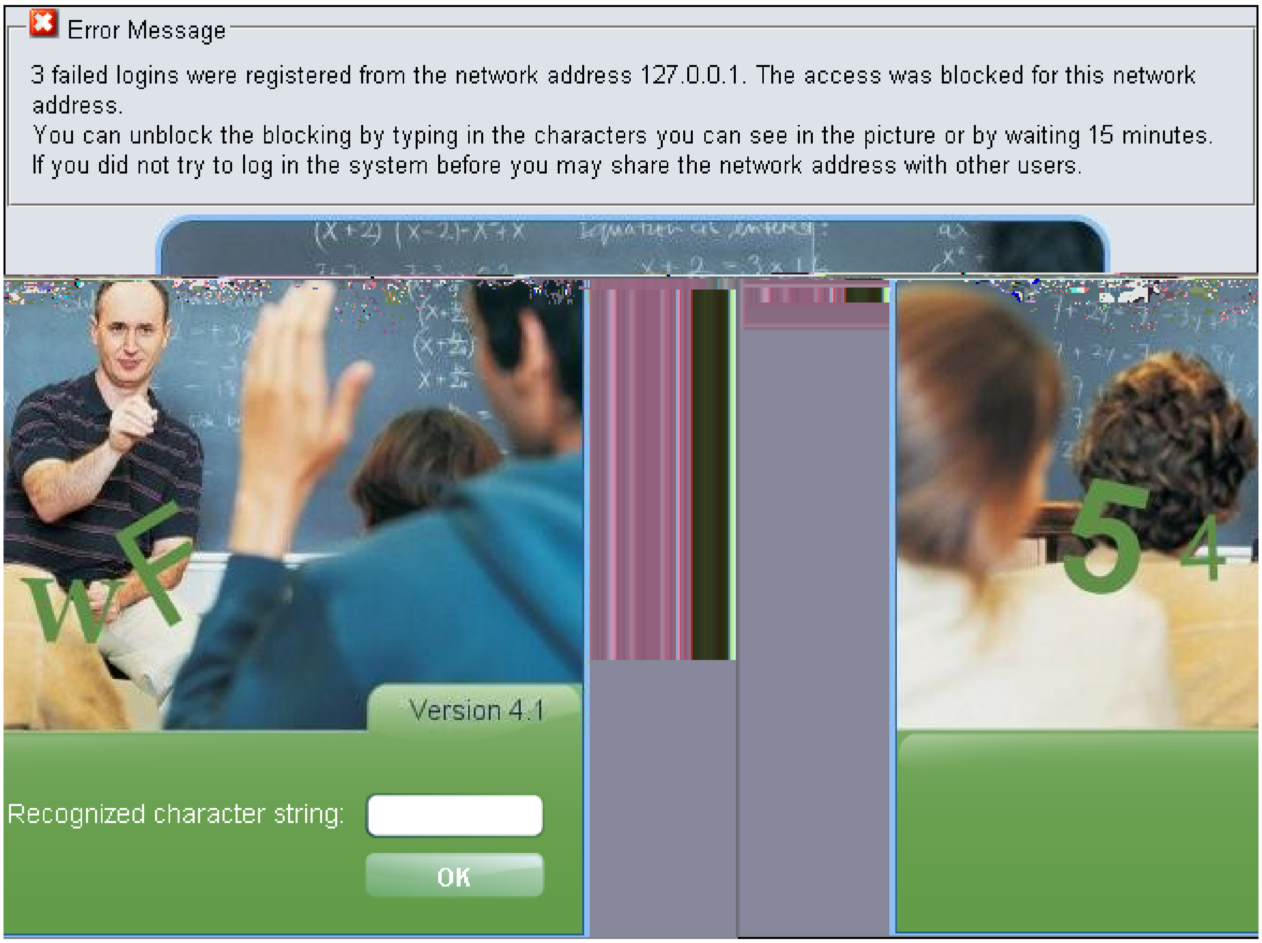

Figure 8: CAPTCHA-Function after several failed logins

If the CAPTCHA is entered correctly, the user may repeat the login procedure.

You can activate CAPTCHAs under SYSTEM SETTINGS/CLASS CLIMATE SETTINGS/SYSTEM SECURITY. In addition, you can define the number of failed login attempts to trigger a CAPTCHA. The number of failed login attempts always relates to a time frame fixed by you (again, under SYSTEM SETTINGS/CLASS CLIMATE SETTINGS/SYSTEM SECURITY).

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Should a user fail to login correctly within the given time, he will be requested to enter a CAPTCHA. At the same time, the login screen will be blocked for the IP of the potential assailant for the defined time (in minutes). This block can be prematurely lifted by entering the CAPTCHA correctly.

3.1.2. Adjustments in configuration – texts, colors, documents

You can also adjust Class Climate to your organization in several points. Some text sent respectively shown by the system can (and partly should) be changed in the Class Climate Settings. You can find these on the left hand side in the main menu "System Settings".

Your changes are only active when you save them. For that purpose, click [Save] at the bottom of the page. With [Undo] you can reconstitute the default settings.

By changing the following settings you can adjust Class Climate to your organization:

- You can change the header of the login-screen (default is "Course Evaluation Feedback System") in the Class Climate Settings (main menu "System Settings"). On the page "General" you will find the option "Title Login Window" to change this title.
- For denied access you can define a redirection address at "Class Climate settings/ network settings", option "HTTP redirection address". The default value is "http://www.scantron.com".
- The so-called support link can be found at "System Information"/"Class Climate Website" and provides you a quick access to the webpage of Scantron. If you wish to change the text of this option and/or the link, you can change them at "System Settings / Class Climate Settings" on the page "Network Settings". There you will find the options "Display value support link" (default: Class Climate Website) and "HTTP link on support page" (default: http://www.scantron.com).
- If you want to change the colors of Class Climate, use the page "Color Settings" (System Settings/ Class Climate Settings). You can choose one of several color schemes or define your own colors.

The following settings affect documents that are sent/ handed out at different occasions:

- PDF report

  The PDF report you get for your course evaluation can of course be adjusted to your needs in different respects. The possibilities are described in detail in chapter "B 4.5. Instant feedback: The PDF report".

The report file contains the logo used for each subunit. The logo can be positioned at the right (standard) or at the left ("System Settings/PDF Report Settings/Configuration/Alignment of subunit logo"

The color of the heading is defined at "System Settings/PDF Report Settings/Configuration/Background color report heading".

All font sizes as well as a large number of further parameters are defined in "System Settings/PDF Report Settings/Configuration". Please bear in mind that the configuration has to be defined for each PDF report.

- Letter of the PDF report

  You can automatically create a letter for the PDF report of your course evaluation. There you can see a sender whom you can define in the menu "System Settings/PDF Report Settings/Configuration". You will find the option "Sender part 1" to "Sender part 3" as well as "Sender above recipient address".

- PSWD cards for online surveys

  For online surveys you (mostly) need a number of so-called PSWDs (transaction authorization code). A PSWD is a number-character-combination that serves for the unique identification and the login of the students.

  When generating an online survey a PDF file with the necessary number of PSWD is created. The PDF contains the PSWDs as cards that can be cut out and distributed to the students. On the cards you will find an explanation text that can be changed at "System Settings / Class Climate Settings", page "Survey Online". There you will find the option "Instruction text for PSWD cards". The default text is "This PSWD allows you to participate in an online survey. Please use a web browser to open the following web address:"

- Cover Sheets

  When conducting paper cover sheet-surveys in addition to the questionnaire a cover sheet is generated. It serves for the unique identification of the survey in the scanning process. At "System Settings/Class Climate Settings", page "VividForms" the text of the VividForms cover sheet can be modified (default text: empty).

- Certificate of Participation

  A certificate of participation is available only for users of activated accounts after analysis of the survey. The certificate can be retrieved in the details of the survey after evaluation.

The footer can be changed at "Class Climate settings / Instructor Accounts (decentral)". There you will find the option "Footnote certificate of participation". The logo must be "c:\apache\htdocs\classclimate\logos\certificate.jpg". You can replace this graphic file; the resolution must be 375x152 pixels.

- Certificate of Results

  In contrast to the certificate of participation this document gives the score for each of the dimensions given in the survey. Its description is identical to the Certificate of Participation.

3.1.3. Adjustments in the text templates

At any case you should check the text templates that serve as templates for letters, emails and welcome texts at different occasions. Some of them should urgently be adjusted, some of them may be. For this purpose please read the chapter about the text templates.

3.1.4. Adjustments in the documents

You can add documents to the emails sent by the system. Please consult the chapter D.2.2 Documents".

For example you can send the evaluation regulation of your institution together with the PDF report.

In addition to this the adjustment of the documents affects the letter that can be added to the evaluation report. The text of the letter is defined in the text templates, but the layout is defined by means of a PDF template with variable fields. The layout of the template can be adjusted freely and can thus e.g. correspond to your corporate design. (Nevertheless it is – of course – dependent of the content of the letter and the corresponding fields.)

Please see chapter D.2.2.2 "PDF templates" for more information about the layout of the PDF template.

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3.2. Defining access rights

In addition to access rules which can be set up by your local computing center, Class Climate allows you to determine access rights for three groups:

- Administrators
- Users (activated instructor accounts, data entry assistants, report creators, etc...)
- Participants in online surveys

You can define valid IP address ranges for each of these user groups under CLASS CLIMATE SETTINGS/SYSTEM SECURITY. For this, the first and last valid address range is entered respectively:

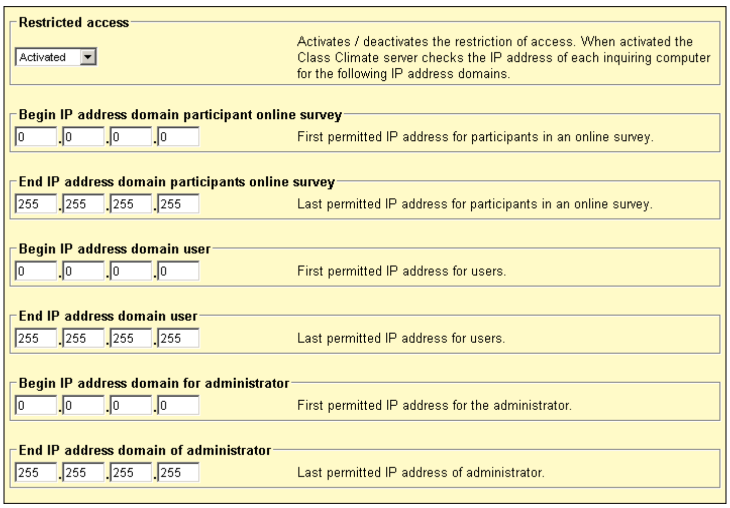

Figure 9: Defining access rights

✦✦✦

Example:
Your computing centre informs you that instructors can have IP addresses in the domain 134.127.0.0 until 134.127.127.255. This gives the address 134.127.23.142 access, but not 134.127.142.34. You need to enter the IP addresses given both at “Begin IP address domain user” as well as at “End IP address domain user”. Access security becomes effective as soon as the field “limited access” is set at “activated”. Confirm with [Save].

✦✦✦

When access is denied a message is shown for a few moments and then the individual is redirected to a website given at the “HTTP redirection address”. You can put in the address of an appropriate website in your intranet.

3.3. Implementing backups

3.3.1. Backing up the database

The Class Climate database (type MySQL) contains:

- All of the profile data (organization, department, user)
- All of the surveys with raw data as well as statistical indicators
- The contents as well as the evaluation rules governing all questionnaires
- Operating data (logbooks, survey periods, PSWD lists)

You should regularly backup the database. The MySQL service must be stopped first. Afterwards open a command line by “Start / run…” type “cmd” and press enter.

Type “net stop mysql” and the database server will stop. You can then save the contents of the folder “C:\APACHE\MYSQL\DATA\CLASSCLIMATE2” and start the MySQL service again. To start the database server enter the command line “net start mysql”.

Close the command line by entering “exit”.

3.3.2. Backing up the form definitions

When you create the first survey for a specific questionnaire the form definition file in XML format is added to the recognition set of the VividForms Reader.

On the basis of these form definitions the scanned forms are recognized and evaluated.

The form definitions can be found in the folder

C:\PROGRAMMS\SCANTRON\VIVIDFORMS\FORMS

Please backup this folder, too.

3.3.3. Backing up the image files of the open questions

The answers to open questions are saved as PNG image files. You can find these in the folder:

C:\APACHE\HTDOCS\CLASSCLIMATE\IMG (Here you will find the images of the open questions as well as the images which are shown in the verificator).

The folder structure is defined as [survey period\ subunit\ user\ survey]. Before you backup these files we recommend that you stop the Apache service and then restart after finishing.

3.3.4. Backing up the original image files from Scanstation

The Class Climate scanstation software can create a backup copy from every batch. You can make this backup copy in a folder defined using a dialog with "settings". The default folder is called:

C:\PROGRAM FILES\SCANTRON\CLASSCLIMATE\SCANSTATION\ARCHIVE

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B. Your evaluation process: The Phase Model

Over the course of this chapter you will be acquainted with the actions and settings which are important for your evaluation work with Class Climate. This ranges from displaying the structure of your university or organization, to creating questionnaires and implementing and processing captured data.

Out of our experience a five-step phase model has evolved that follows in chapter B and so will be introduced to you first. This way you can get your bearings within the chapter and find relevant paragraphs fast.

1. The Phase Model – Your workflow during evaluation

This chapter first offers a brief overview of the phase model, before the respective phases are discussed in detail. The following five stations show the implementation of evaluation periods in accordance with the procedure of central evaluation:

- Phase 1: Preparation
- Phase 2: Implementation
- Phase 3: Capture and instant feedback
- Phase 4: Expanded reports
- Phase 5: Quality management

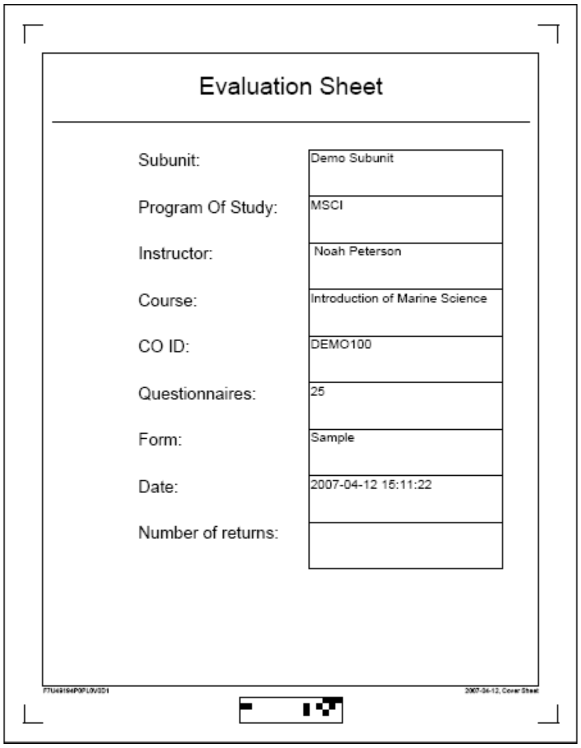
The single phases comprise of the following steps:

Phase 1: Preparation

- Create the university's structure (subunits, instructors, courses) OR
- Create subunits and import instructors /courses (CSV import)
  OR
- Import subunits, instructors and courses (XML import)
- Integrate the questionnaires
- (possible setting of additional report definitions)
- (possible definition of norms and/or quality guidelines)
- Generate survey procedures
- Integrate individual questions (Instructor's Operational Questions) through feedback loop to the instructor

Phase 2: Implementation

- Mass production of individualized questionnaires (for hard copy procedure)
- Download cover sheets and dispatch envelopes containing pre-produced questionnaires to instructors (for cover sheet procedure)



Evaluation Sheet

Subunit:	Demo Subunit
Program Of Study:	MSCI
Instructor:	Noah Peterson
Course:	Introduction of Marine Science
CO ID:	DEMO100
Questionnaires:	25
Form:	Sample
Date:	2007-04-12 15:11:22
Number of returns:	

Figure 10: Cover sheet

- Generate and dispatch PSWDs (for online surveys)
- Implementation of surveys and return of responses to the capture location (all procedures simultaneously)

Phase 3: Capture and instant feedback

- Capture of questionnaires (all procedures simultaneously)
- Reminder function for online survey participants
- Manual anonymizing of handwritten comments (if required)
- Automated delivery of report documents by email or internal mail

OR

- Download of the report documents by the instructor

Phase 4: Expanded reports

- Create summary reports
- Filter and combine reports
- Mass dispatch of comparative profile lines
- Compare various questionnaire versions
- Export raw data to Excel and SPSS
- Archive raw data

Phase 5: Quality Management

- (possibly definition of norms and/or quality guidelines)
- Enable QM Screens, giving deans an insight into the evaluation results of a department
- Generate new norm values for the following evaluation period

Some steps need to be performed only once – or at least very rarely (for example creating questionnaires); others must be performed for each period (for example the creation and implementation of surveys). Some steps may not (yet) be relevant to you, for example the creation of norms for which you should already possess evaluation data. Other steps are necessary in each evaluation (such as, again, the creation and implementation of surveys)

To give you an overview of how Class Climate can support you in your evaluation, the individual phases are accurately outlined in the following. This way you can best decide which elements you wish to use and how you design them.

2. Phase 1: Preparation of a survey period

The preparation of a survey period includes:

- The selection of a questionnaire
- The selection of a survey procedure
- The setting up of subunits
- The setting up of user accounts

2.1. Organizational structure of Subunits

The section “Subunits” gives an overview of organizational units in the system as well as their contents. The system version “Central Evaluation” allows access to the survey administration.

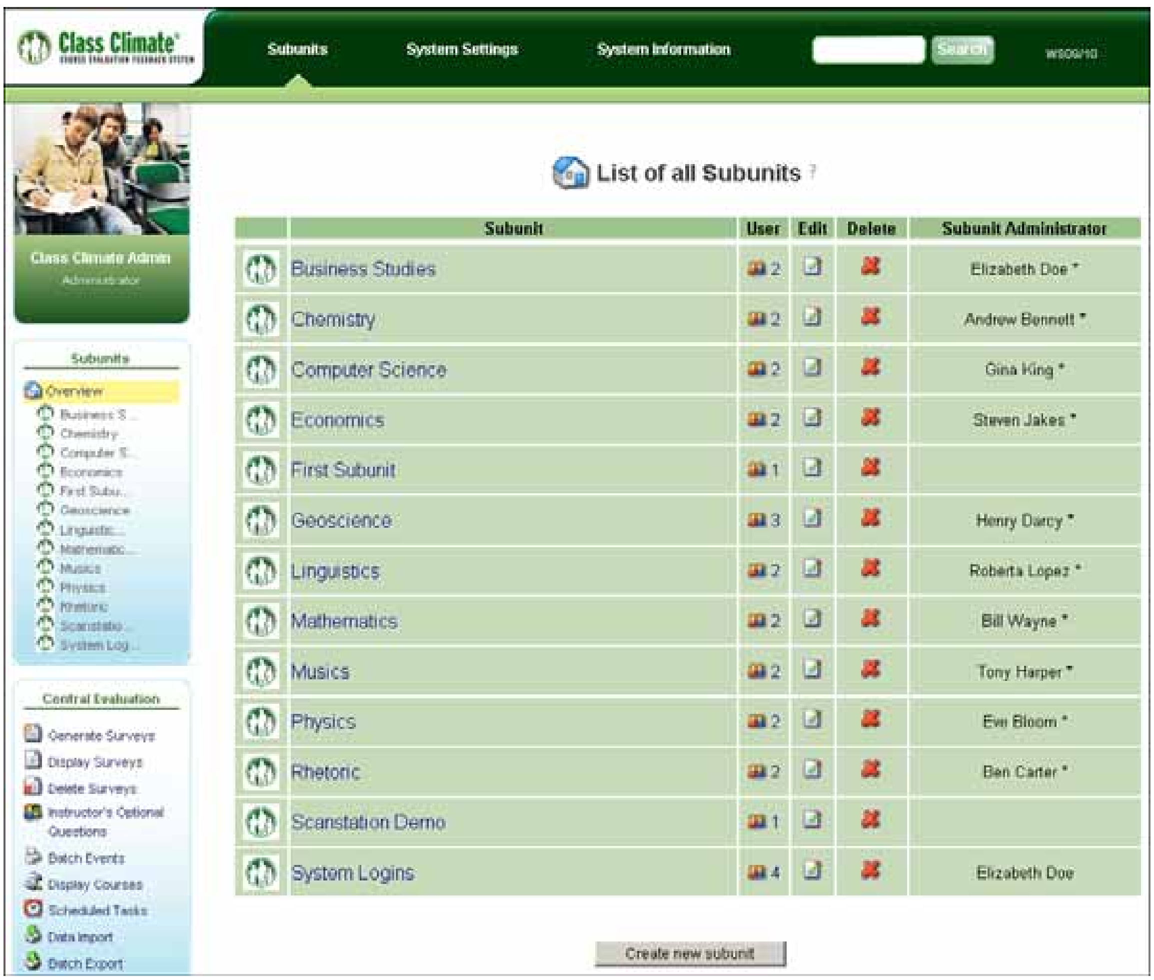


Figure 11: Subunit Homepage

This view is available to the administrator as well as the subunit administrator. The subunit administrator can use all the functions described in this section except for setting up subunits (Section 2.1.4).

2.1.1. Organizational structure (Advanced)

The organization structure can also be visualized in a hierarchical tree structure and expanded by additional levels.

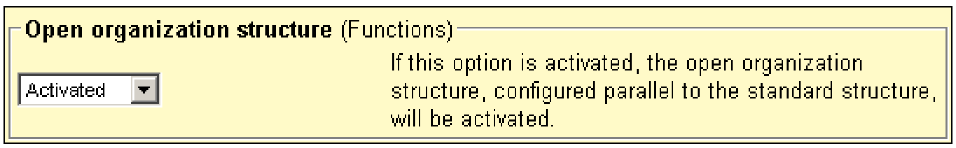


Figure 12: Activating the open organization structure

Once the display of the organization structure has been activated in the configuration (Menu "System Settings/Class Climate Settings/Functions/ Open Organization structure"), it can be adjusted in the menu "Settings" with the menu item "Organization Structure".

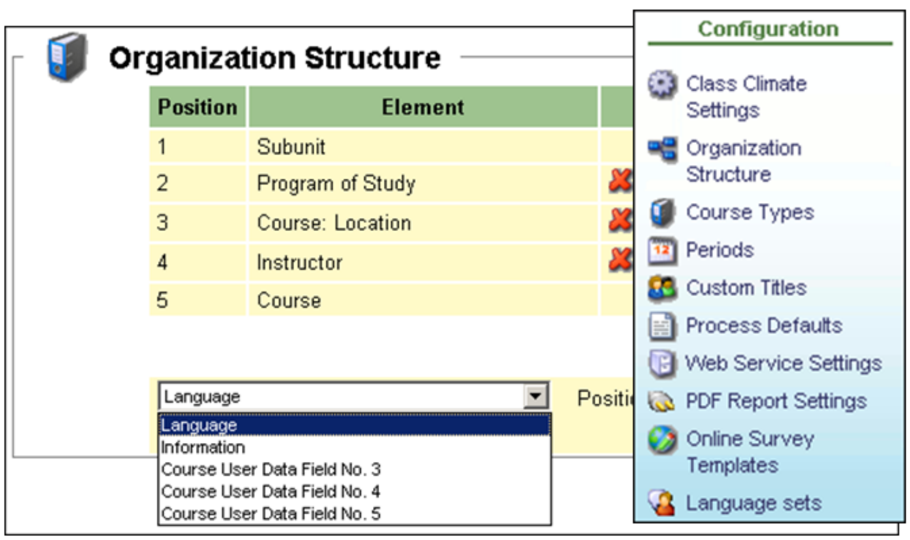


Figure 13: Configuration of organization structure

Between the two framework levels "Subunit" and "Course", you can now insert other levels at will. Apart from the instructor you can select the program of study, the location and the five freely definable user data fields linked to the courses. The position of each level can be freely determined.

Finally, the hierarchical tree structure can be shown in the menu "Subunits" under the new menu item "Show Organization Structure".

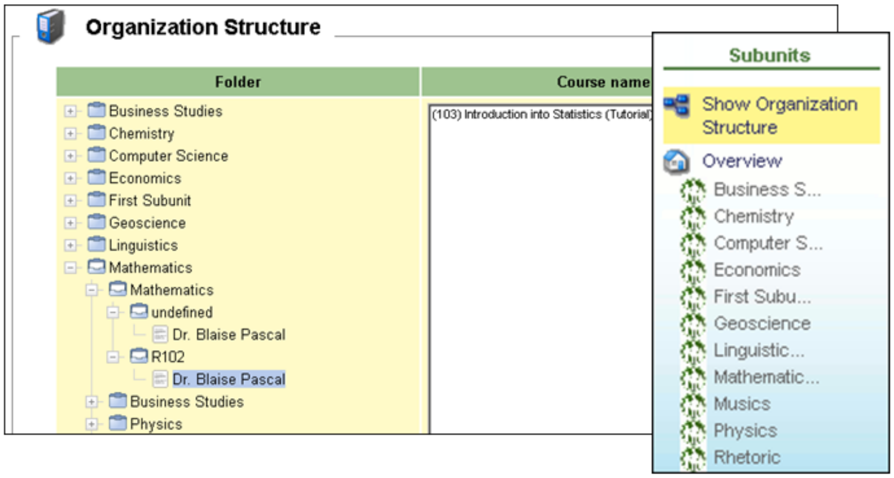


Figure 14: Tree view of organization structure

2.1.2. Defining organizational data

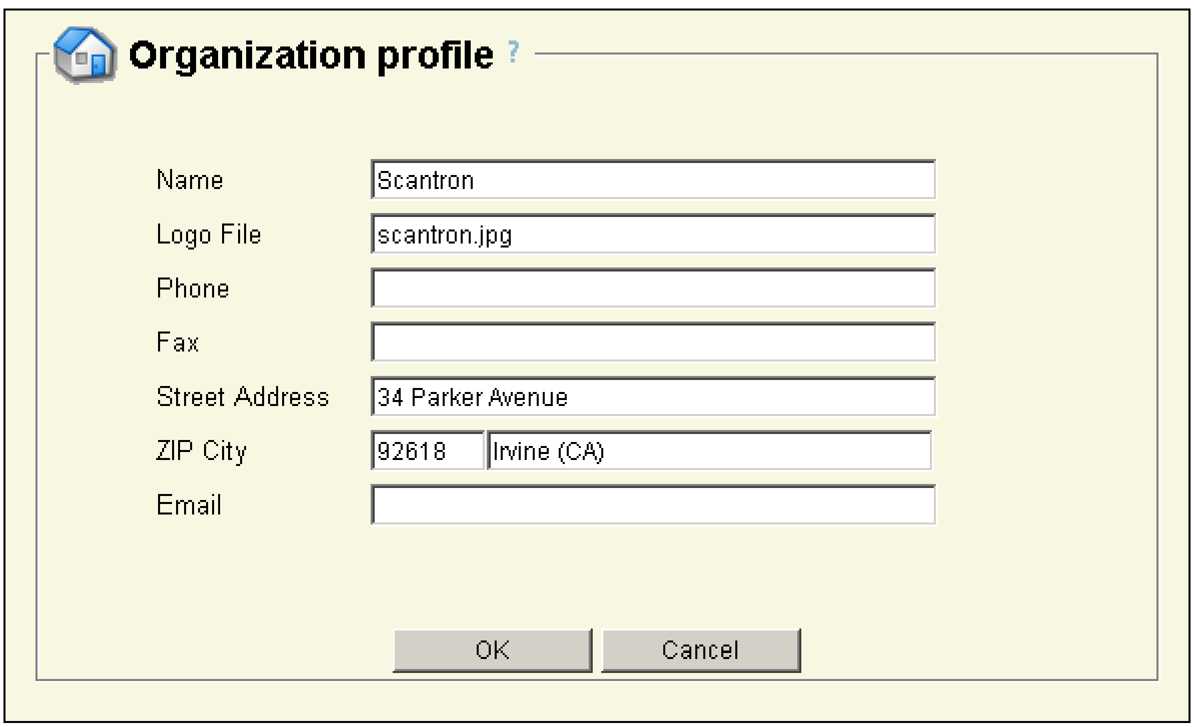


Figure 15: Organization profile

The profile data of the organization used by Class Climate for evaluation can be changed in the menu “System Settings/Profiles/Organization”.

2.1.3. Course types, evaluation periods, custom titles

These menu items enable the creation of settings for course types, evaluation periods and forms of address. They are located in the left context menu (Configuration) in the main area System Settings. This basic data is very important and should be permanently defined before beginning operations.

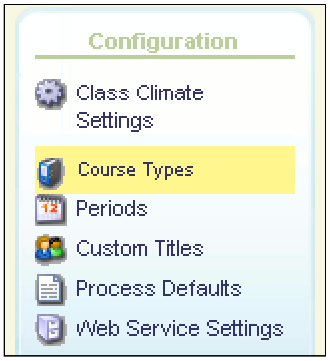


Figure 16: Course Types, Periods, Custom Titles

Course Types

The default course types include lecture, seminar, proseminar, tutorial, lab and working group. You can change this list according to the needs of your organization. If you want to add a new course type, enter its name in the input box beneath the list and click on [New]. If you want to remove a course type from the list, click on . Please note: You can only delete course types as long as they are not assigned to a course.

The numbers at the left represent the index of the table in which the course types are recorded. Using this key course types are allocated from the CSV import table, i.e. the index number 2 always corresponds to the second value from the top down.

Please keep in mind that changing these data during operations will create the problem that course data already existing have a reference to these values. When you make major changes in this area you must also correct the corresponding references in the course data in order to ensure that they remain meaningful.

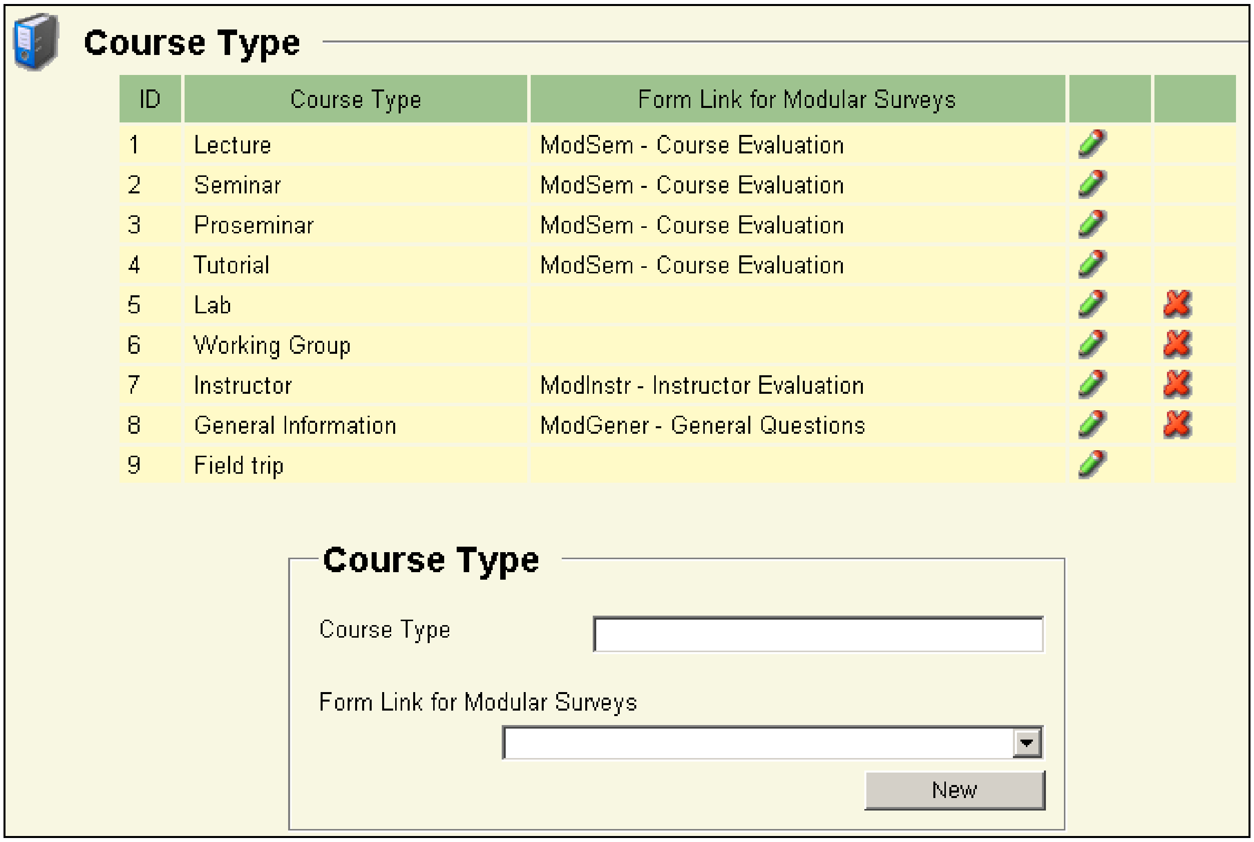


Figure 17: Course types

Periods

A survey period is the period of time in which ONE survey per course is carried out. In most cases the courses are evaluated once per semester and so Class Climate is delivered with semesters as survey periods.

If for example you would like to evaluate twice per semester you can set up quarters as survey periods.

Survey periods play an important role in enabling internal allocation to surveys including the image files from open questions. The survey periods must therefore be defined before beginning productive operations. We strongly discourage making changes in completed or current survey periods!

In order to set up a new survey period

- enter the name,
- enter the start date and
- the end date and
- click on [New].

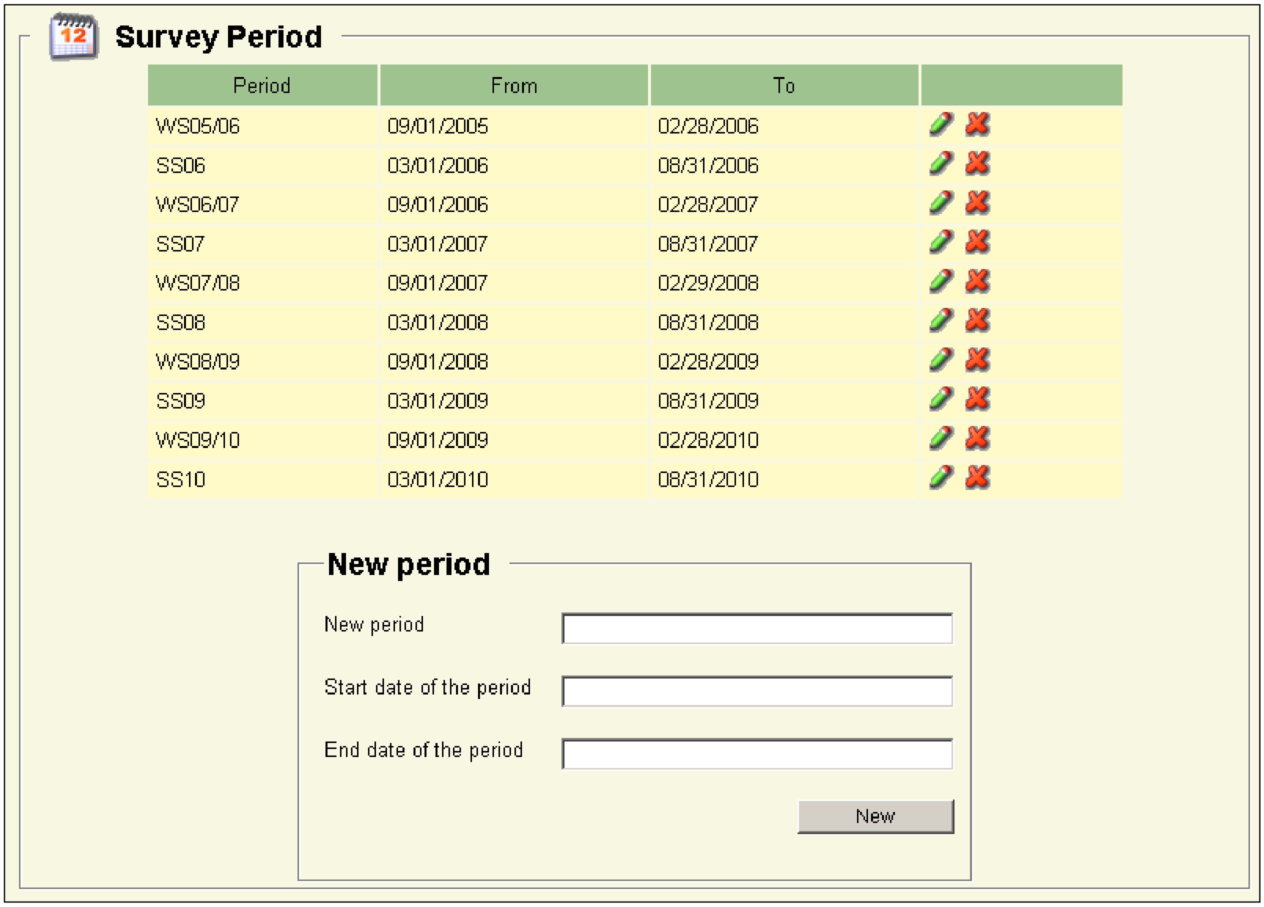


Figure 18: Survey periods

Please remember the international date conventions MM-DD-YYYY. Overlaps of existing survey periods are allowed. For example, one period could be defined as from 1st of Jan. 2010 to 31st of Dec. 2010, name: Year 2010, e.g. add 1st of March 2010 to 31st of August 2010: SS 2010.

Existing periods can be updated by modifying the entry fields and clicking on the green pencil symbol. A modification of the period names is not critical.

Custom titles

All identities in Class Climate have a title. The in-built titles are Mr., Ms, Mrs. and neutral.

The menu “Custom Titles” allows the definition of additional titles. To do this, enter a new title and a salutation text.

An example title could be “Provost” with the salutation “Dear“. Save changes by clicking on the [Save] button.

The newly defined title will be used in the active system language. Translations of the new title may be added if additional languages are present in the system.

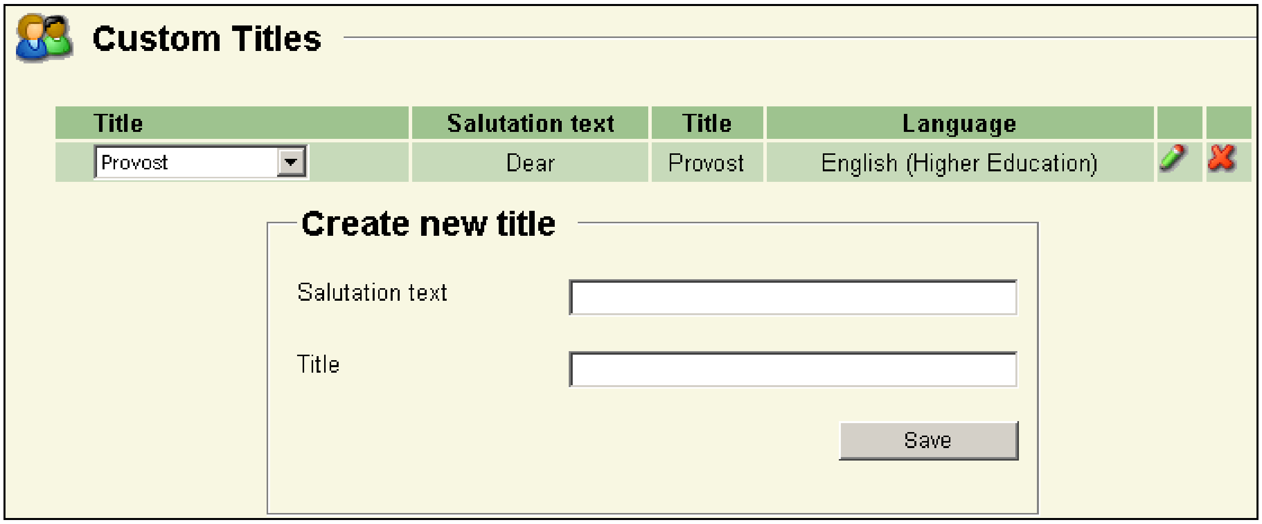


Figure 19: Custom titles

You can only edit your entered custom titles. By clicking on you can alter the salutation text and title in question. Afterwards save your changes by clicking on the button [Save]. A click on deletes the form of address in the respective language.

The new titles can be linked to the identities in the user profiles.

The defined titles can be used in the CSV-user import. The key word for the title is in the second column of the CSV file (see chapter 2.2.1 “CSV-Import within subunits”).

The configured title will be used for all emails or PDF reports which are delivered to the user.

The place holder [SALUTATION] in the email text templates will be replaced by the contents in this option area.

2.1.4. Setting up the subunits

Choose a reasonable number of subunits. These subunits can either be departments or other teaching units.

Create new subunits

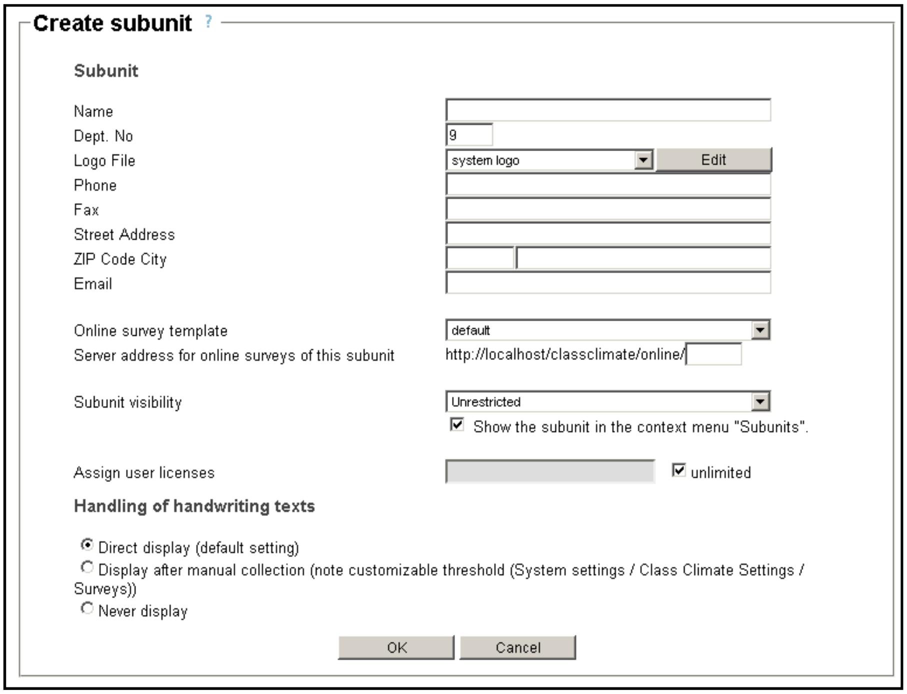


Figure 20: Create subunit

In order to set up a new subunit, click on the button [Create New Subunit] in the menu "subunits".

This is where the name of the subunit as well as an address data is entered. The address data is used in the letter for the summary report and appears in the system info ("System Information").

The administrator can deactivate subunits and as such, for example hide subunits which merely contain old survey data that should however remain in the system. By this, the clarity of the system overview can be increased considerably.

In the area "Subunit visibility", different display possibilities can be selected: Hidden, Unrestricted, only visible for (Subunit) Administrator, only visible for Report Creator. Apart from this, you can also define whether the subunit – independent of its status – should be shown in the left context menu.

The "Assign user licenses section" allows limiting the number of user licenses to be available in this subunit. As soon as a subunit has reached the set number of accounts, no new accounts can be created. The same is true for moving users in subunits whose contingent has been depleted. When creating a new subunit, a warning message appears if all accounts have been allotted. Subunit Administrators are not able to modify these subunit specific settings.

Further information at “Handling handwritten texts” gives a comprehensive subunit rule for the handling of handwritten responses to open questions:

- Direct display (default setting)

  Handwritten responses to open questions are shown as an image box (graphic file) in the PDF/HTML analysis. This option guarantees that after collection of the data the instructor gets a complete feedback, including responses to open questions.

- Display after manual collection

  In order to preserve anonymity handwritten responses to open questions are not displayed. The report recipient can only access the results to the closed questions (decentral) or will be sent these (Central Evaluation).

  With the user type “data entry assistant” (Section 5.2.3) a sequential, manual entry of the handwritten comments can be accomplished. Multiple selections are counted, sorted and displayed according to their frequency. The effort put into this work allows these texts to be transmitted (Central Evaluation) in statistics programs, which then can carry out a lexical analysis. After all image boxes have been entered, the instructor receives a message that he can now view the responses to the open questions.

  In order to minimize unnecessary costs, a threshold value can be defined (System settings / Class Climate settings / surveys). This anonymization threshold sets a minimum number of returns under which survey responses are not anonymized (can be set from 1 to 99). If you enter the value zero, the anonymization threshold is deactivated.

- Never display

  When this option is activated, the handprint fields will not appear in either the HTML or PDF reports. This option is only recommended for blocking access.

Using logo files

You can link a graphic file (logo) with a subunit. This logo appears in the upper right corner of the Class Climate interface, in the questionnaires as well as in the PDF reports of this subunit. When uploading the logo file a copy will automatically be stored in the logo directory on your Class Climate server (C:\Apache\htdocs\classclimate\data\images\logos\subunit).

You will need a 60x60 pixel size version of the logo in JPG format.

<u>Please note</u>:

The logo in the 60x60 pixel size will only appear with the correct dimensions on the printed questionnaire when the resolution is 72x72 dpi.

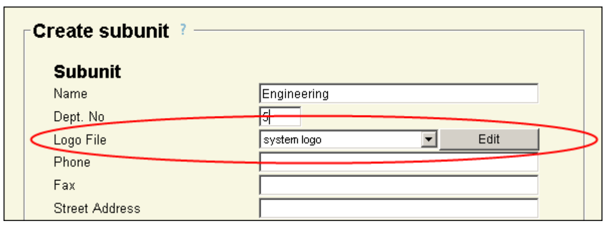


Figure 21: Using logo files

Copy this logo file in the directory "C:\apache\htdocs\classclimate\data\images\logos\subunit" on the Class Climate server. Give the file a unique name and be careful not to overwrite any of the data already in this directory.

In the window of the subunit details you can select a logo in a drop-down menu from the logos available in the system. If the logo you would like is not yet in the system, then you can add it by clicking on the button [Process].

In the window that appears select a logo file with a click on [search] and enter it into the system with [Upload]. Uploading copies the logo automatically in the logo directory ("C:\Apache\htdocs\classclimate\data\images\logos\subunit") on the Class Climate server.

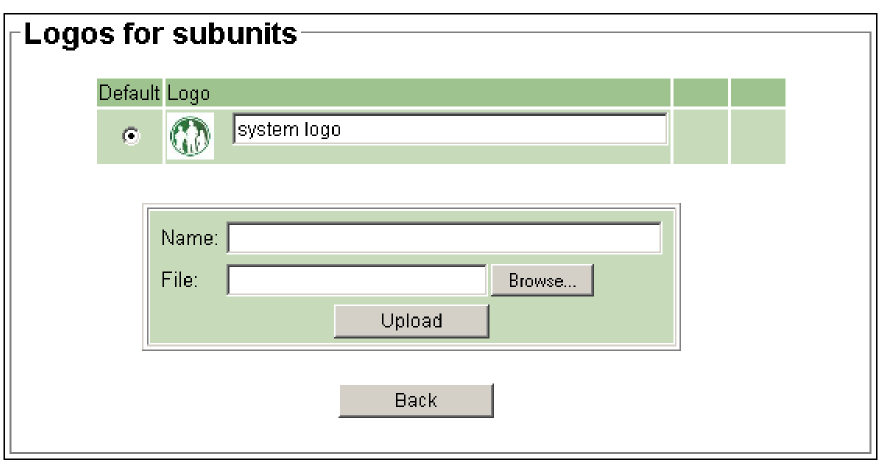


Figure 22: Logos for subunits

In the table in the window you can see all the logos in the system. You can use the symbol to change the name or with the symbol to delete the logo from the system. In the first column you can select a logo as default logo, and it will be automatically used whenever a new subunit is set up.

Click on [return] to get back to the subunit details.

The logo graphic will be displayed in the interface as an illustration of the active subunit. Even when the instructor logs in with an active user account, this logo will appear in the upper right hand corner of the screen. In addition the logo will appear in the heading of the PDF report document generated by Class Climate.

We recommend using the JPG format even though GIF is better as a rule for depicting logos. The reason is that for legal reasons relating to licenses some printer drivers cannot encrypt the compression of the GIF format. In this case, the reports could not be printed.

Hint: The default subunit logo (white check mark on colored background) is stored in the folder C:\Apache\htdocs\classclimate\images\logos\subunit.

Changing Subunit Data

After a mouse click on the green pencil icon in the column “Edit” of the subunit window, you can edit the configuration data of the subunit.

Delete Subunit

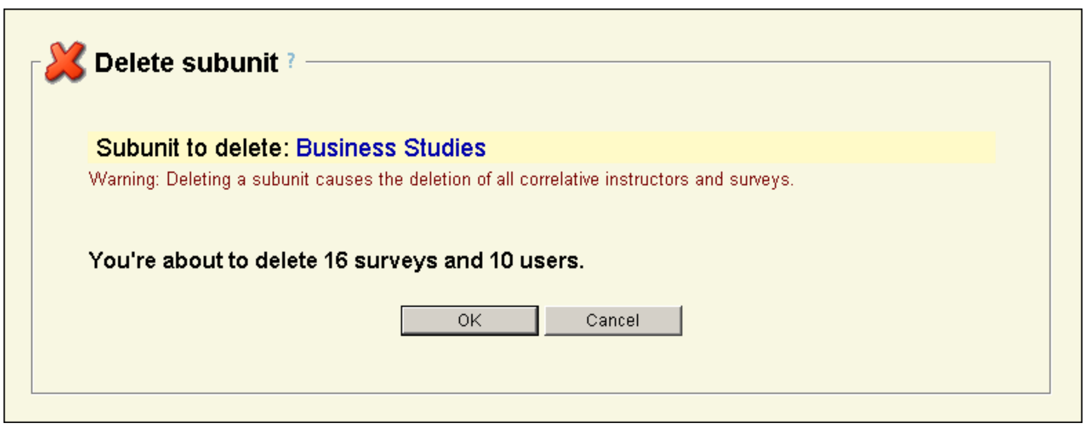


Figure 23: Delete subunit

Take extreme care when using this function. Deleting a whole subunit has far-reaching consequences. All existing profiles of instructors in this department together with their folder and the surveys contained in them will be irrevocably deleted. Before deletion we strongly urge you making a copy of such valuable survey data by having the individual instructor make a copy of the PDF report files or the raw data on their own hard drive.

2.1.5. Generating and managing user accounts

As a user, you will login to Class Climate with the respective username and password specified by the administrator. You can change both your user-name and your password in your user profile.

Should a single person wish to login as multiple Class Climate users, he can open different browser windows and log himself in at the same time as those users. This means you can simultaneously be logged in as Instructor Adam Smith, as Report Creator Maria Report and as the administrator Class Climate Admin, switching between the open browser windows (= Class Climate users)

The Class Climate User Types

Administrator

The administrator manages the complete system and sets up user accounts, questionnaires as well as the configuration.

In the central evaluation procedure the administrator manages all surveys as well as their reports.

Figure 24: Several open user accounts (administrator, instructor, report creator)

Subunit Administrator

The subunit administrator has a user account that allows the administration of all of the activities in the subunit. Within a subunit the subunit administrator can set up user accounts, create questionnaires, start surveys and send reports.

Per subunit only one subunit administrator can be created, whereby a subunit administrator can be in charge of several subunits.

In the menu “Subunit” all subunit administrators are listed in the column “Subunit Administrator”. Therewith the administrator gets an overview of the subunits which are already managed by subunit administrators. The “star” behind a subunit administrator’s name marks the subunit in which the subunit administrator was created.

The configuration options available to the subunit administrators are defined by the administrator under Settings/Configuration. Here, specific setting options are marked “Make this option available to Subunit Administrators”. In doing so the subunit administrator is able to change certain configuration options, by which overwriting his subunit’s settings as defined by the administrator.

Instructors

Central Evaluation Mode

When using the central evaluation mode instructor accounts are set at passive. This shows the organization structure and courses which have surveys registered to them and reports. The email addresses given in the profile receive PDF reports as well as other emails. As long as the instructor account is set at passive it can only be used indirectly by the administrator.

Activated Instructor Account Mode

When the instructor account is activated then it can be accessed by its owner with a user name and password. It can now be used for the creation of individual questionnaires and surveys, while at the same time the general course evaluation is carried out by the administrator.

Instructor accounts should be activated when internal clients need a tool for carrying out a number of surveys, e.g. an instructor, the library or the administration.

Dean

Decentral System Mode

The only difference between the user type Dean and the user type Instructor is that for the Dean a complete user statistic for the relevant subunit is created.

Central Evaluation Mode

In Central Evaluation the dean can be labeled as active or passive. An active dean, similarly to an active instructor, can create questions, form questionnaires and, for example, access the activated QM views (stage 5). A passive dean has access only to his personally activated QM views.

Dean of Studies

This user type is only available for the server version "Central Evaluation". The user of this profile can make a selection from a list of evaluated courses and have them summarized in a special report. The dean of studies does not count as a user license.

Data Entry Assistant

This user type is important when handwritten responses by respondents are not to appear in the report document. The data entry assistant can access the responses to open questions as sorted according to survey and enter them in plain text. After a survey has been processed you will have a completely anonymized analysis available. In order for this user type to be able to work, you must under the properties of this subunit in "Handling handwritten text" set the option "Show after manual collection". A user license is not necessary for the data entry assistant.

You can define individual access rights for each data entry assistant:

- **own subunit** – data entry assistant has only access to handwritten comments of all surveys proceeded in own subunit;
- **multiple subunits** - data entry assistant has access to handwritten comments of all surveys proceeded in the selected subunits (Multiple selections of subunits can be made by pressing and holding down the "Ctrl" key.);
- **system level** - data entry assistant has access to handwritten comments of all surveys proceeded in Class Climate.

As an Administrator, you set this value when creating the relevant user account. As soon as you create a data entry assistant, a particular setting in the user rights (step three of three) allows you to define the data entry assistant as system-wide (system level), subunit groups (own subunit and selection of further subunits) or only subunit-wide (own subunit):

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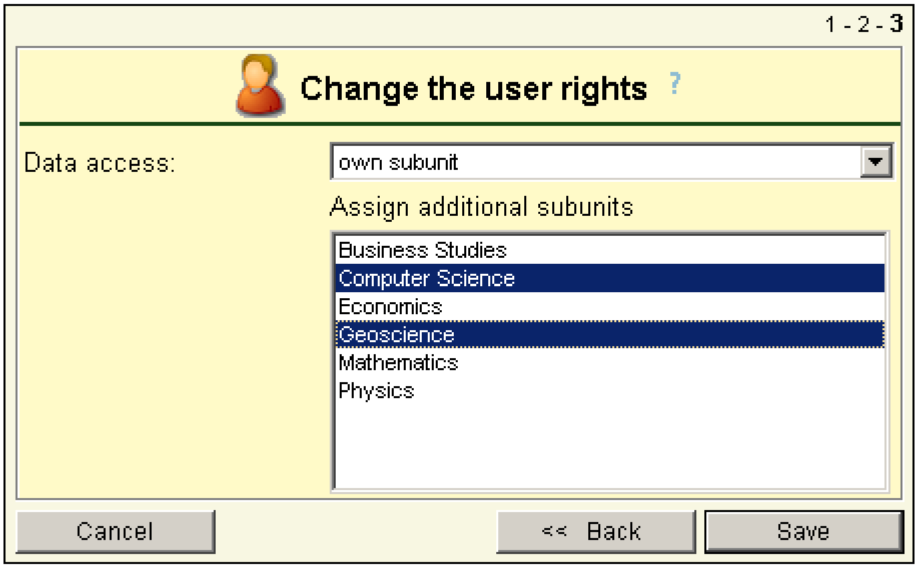


Figure 25: Creating/Editing the user rights of a data entry assistant – Step 3 (administrator)

Verifier

The Verifier can be used as a visual correction for scanned sheets.

The Verifier controls the VividForms sheets processed by the VividForms reader, and can, where necessary, correct the recognition attributes. The verification can be activated or de-activated for surveys.

This can be necessary, because ambiguously filled out sheets cannot always be correctly machine read.

Report Creator

A user profile is created with report generation rights. This allows the generation of anonymized summary reports on subunits. Further report forms are available when using the server version “Central Evaluation”. The user account of a report creator does need a user license. (see Section 7.4)

The Administrator Interface

The administrator interface is used to create the organizational structure, administer the users, integrate the questionnaires as well as adjust and supervise the processing.

The system version “Central Evaluation” gives the administrator functions which allow questionnaires to be generated, displayed and analyzed as well as for raw data to be exported.

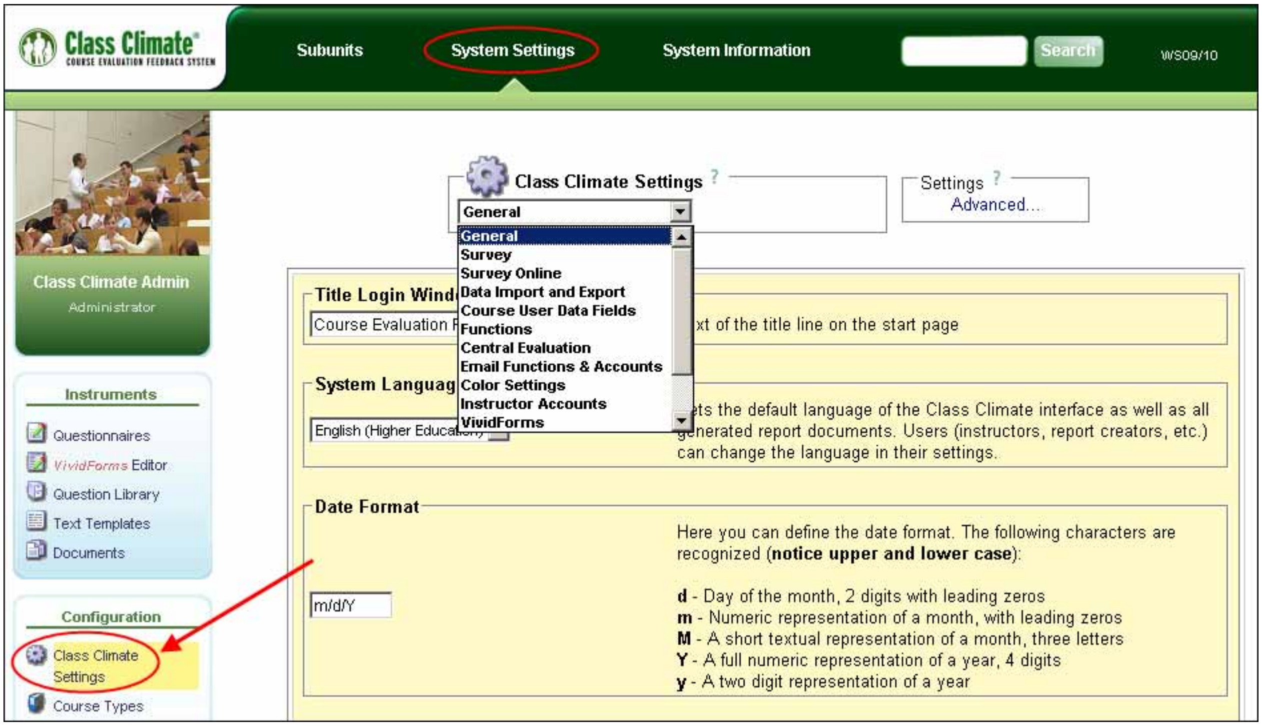


Figure 26: Administrator interface Class Climate Settings

The data fields of the administrator profile can be edited in the Menu “System Settings/My profile”.

The email address is especially important, as the Class Climate user will send his queries via email to the administrator.

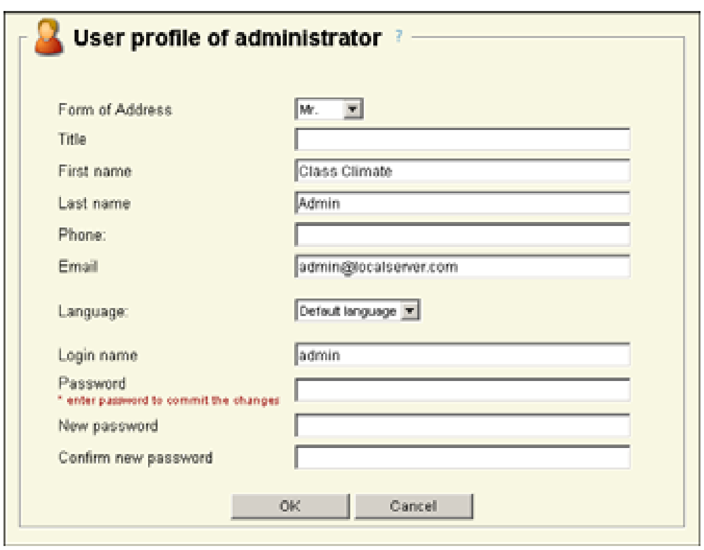


Figure 27: User profile of administrator

Setting up a User Account manually

Users always belong to a subunit. Go to the corresponding subunit to find the functions for adding new users.

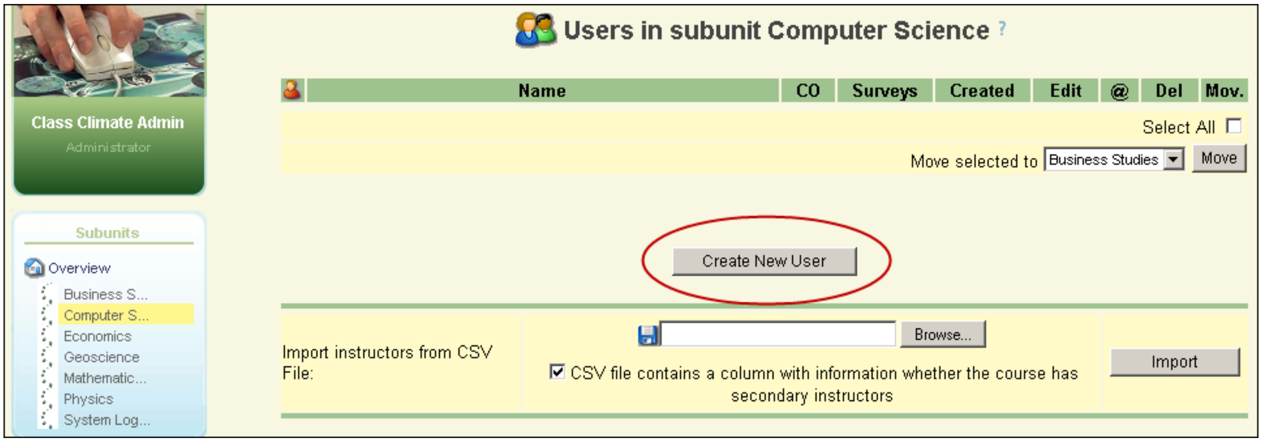


Figure 28: Create new user

A number of details are necessary when setting up a new user account. They are listed in the table below:

Column	Content
Title 1	Mr. or Mrs.
Title 2	Max 50 characters (optional field) In the report document the combination Title2+Surname will appear
First Name	Max 50 characters (optional field)
Surname	Max 50 characters (non-optional field)
Telephone Number	Max 100 characters (optional field)
Address	User defined, three lines recommended (optional field) * This field is used as the internal email address in the Central Evaluation server version – Self registering version and has no function when the standard user profile (decentral) or the Standard version is used.
Institute Number	Max 6 numerical characters * This field is used for the subunit classification in the Central Evaluation server version – self registering procedure and has no function for the standard user profiles (decentral) or the Standard procedure.

Email	Max 100 characters (optional field) Class Climate sends all messages to the user at this email address, e.g. PDF reports for processed questionnaires.
Login name	Max 50 characters (non-optional field) * This field must be unique across the system, i.e. it may be only used once!
Password	Max 50 characters (non-optional field)
Password (repeat)	Max 50 characters (non-optional field)
QM Views	No QM views | Only own surveys | Only own subunit| Full authorization
Additional Subunits	Additional subunits can be added to QM views. (QM views has to be set to “Only own subunit“)
Form Editor	Unrestricted | Templates only| No access

Table 1: Necessary information for a new user account

Remember that you will not be able to use again a login name you have already used in another profile.

The following user types can be defined:

- Instructor
- Dean of Studies
- Dean
- Module
- Report Creator
- Data Entry Assistant
- Verifier
- Subunit Administrator

In the next figure you see the window for entering the data of a new user and for changing the data of an existing one. You have to choose the user type in the first step (list of user types):

Figure 29: Create a new user

Please note, that you cannot change the user type after having defined a user (except switching from instructor to dean – due the similarity of the user type).

Definition of Secondary Instructors

If a course is held by more than one person but only one evaluation questionnaire is to be used then secondary instructors are specified, who will also receive a copy of the PDF reports. Activate the control box "additional report recipients (secondary instructors) in this course" in the relevant course at subunits and add the individuals from the list.

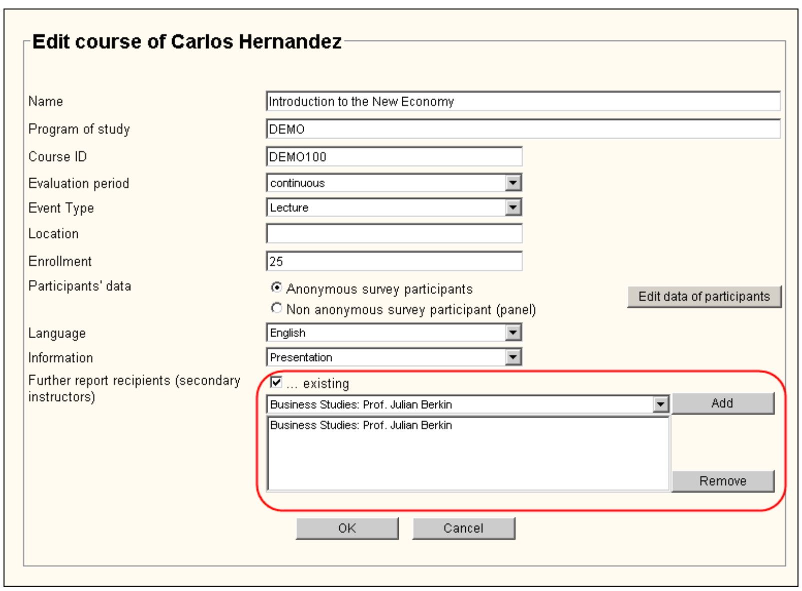


Figure 30: Edit course

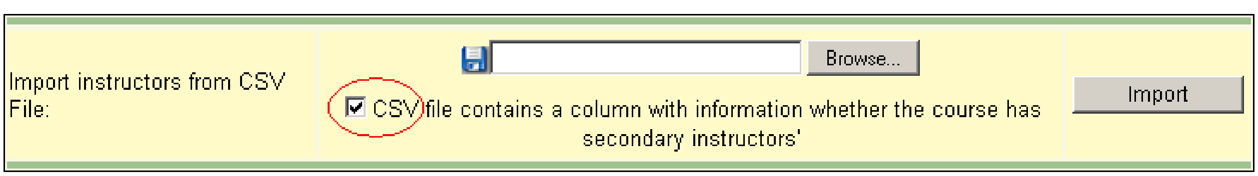


Figure 31: Instructor import

Activating / Deactivating User Profiles

With this function, you can activate or de-activate a user profile. Simply click on the icon directly next to the user name. Icons with a portrait and a padlock stand for passive user profiles. Icons with a portrait but no padlock, stand for active user profiles.

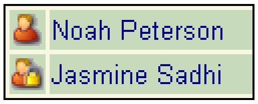


Figure 32: Activating/deactivating user profiles

If a user account is deactivated then the individual will not be able to login to the Class Climate server. If he does try to log in then he will see a message that his account has been blocked by the administrator.

An exception is the deactivation of the dean’s account. The dean can log on to the system if the administrator has allowed him access to the QM-Views.

Furthermore, it is possible to give all deactivated instructors the right to access their reports from the central evaluation. In order to do this, the option “Configuration / Central Evaluation / Passive Instructors: Login for Report Request” must be activated. The instructor can now log on with his id and view all the results of his surveys.

When using the Central Evaluation server type, passive user accounts are as a rule used to implement all or a large amount of the surveys from the administrator profile. User accounts can be activated at any time. This does not have an effect on the licensing (i.e. one active user needs one license as well as one passive user needs one).

Changing user data

Click on the name of a subunit. A list of the users in this subunit will appear. By clicking on the user name you will reach his or her user profile.

Change profile data by entering new data and save it with [OK].

Addresses and institute numbers play a role only in the self-registering procedure.

If an (activated) user has forgotten his password, it can be overwritten by entering the new password twice. The user can then login again and change their password.

Moving User Accounts

In the list of users in a subunit you will see a checkbox on the right-hand side. You can check any combination of these fields. At the bottom of the table you will see the function "Move selected to [SUBUNITNAME] ". Select the target subunit from the selection list. A click on the button “move” will start the procedure.

Please note that users with the same name may already be in the target sub-unit (if a number of instructors have the same name). In this case you will be notified that you have, for each of the affected instructors, the following choice

Overwrite

The surveys and profiles will be consolidated. As a result there is a single user account.

Recreate

The user profile is moved even though the names are identical and there are two accounts with the same name (which only differ in their login names).

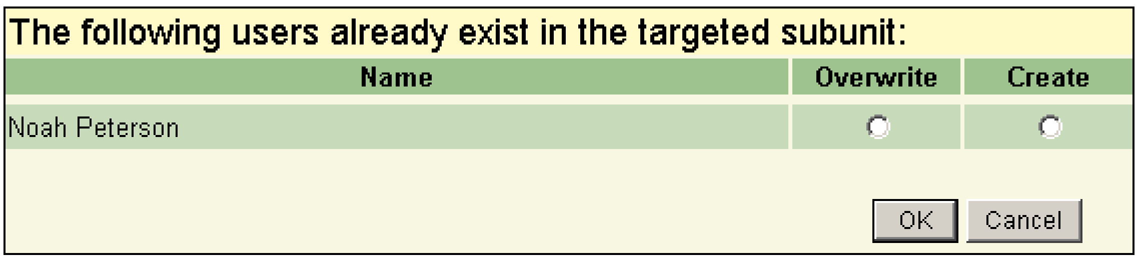


Figure 33: Move user

Delete User

Be extremely careful when using this function. Deleting a profile means that all program files and surveys will also be deleted. Make sure that you have the permission of the relevant user, before you carry out this operation as you CANNOT undelete it.

Writing an email to an user

A mouse click on the letter symbol allows you to send an email to that person. The Class Climate internal email system will be used.

LDAP Authentification

Class Climate offers an interface to LDAP. LDAP (Lightweight Directory Access Protocol) is a protocol and offers the possibility to access the directory server. LDAP is often used to administer the users of a network.

If you activate LDAP in the setting at “Configuration / Network Settings /LDAP Host“ anytime a user logs in to Class Climate an authentification will take place. The authentification is made only of users of the type Instructor. The settings for your LDAP server are at “Configuration / Network Settings / LDAP Host” and for your Basis Distinguished Name at “Configuration / Network Settings / LDAP Base-DN”.

The user account of the instructors must be in both LDAP as well as in Class Climate. You can use the XML import interface in order to synchronize this user data with Class Climate. For further information please consult the special XML manual.

2.1.6. Creating courses

The administrator as well as the subunit administrators can assign courses to an instructor or dean. This function is only available when using the “Central Evaluation” server version.

The basic idea of the Central Evaluation is the repetitive implementation of large-scale surveys of a correspondingly large number of courses. A survey is always related to a course. In order to be able to compare survey results each course must be evaluated only once in a given survey period. The survey period is in most cases a semester, although it could also be set as a tri-semester or a half semester (menu “System Settings/Periods).

The fields available for a course include:

Name:

Title of the course

Program of Study:

The short name of the program of study can be used to create program of study reports across subunits.

ID number:

Unique ID of the course

Type:

Lecture, seminar, etc. Course types can be viewed and changed at (settings / course types, periods).

Location:

Optional information

Number of participants:

The number of students in a class can be used to create the appropriate number of PSWDs for online surveys or questionnaires.

Users in subunit Computer Science ?

	Name	CO	Surveys	Created	Edit	@	Del	Mov.
	Subunit Administrator (Subunit Administrator)			04/13/2007				
	Data Entry Assistant (Data Entry Assistant)			04/13/2007				
	Donna Harwood	[1]	0 / 0	04/13/2007				
	Carlos Hernandez	[5]	0 / 0	04/13/2007				
	Grace Huddle	[3]	0 / 0	04/13/2007				

Figure 34: User in subunit

Adding, Editing and Deleting Courses Manually

To add, edit or delete a course, click on the name of the subunit. In the following window, click on the number displayed [in angular brackets] in the column "CO" of the user whose courses you wish to edit.

- You can add new courses by clicking on the button [Create new course] displayed beneath the course list.
- An existing course can be edited with a click on .
- Courses can be deleted by clicking on . Please note that deleting a course will result in deleting also all connected surveys.
- By clicking on the respective column header, the course list can be sorted – ascending and descending.

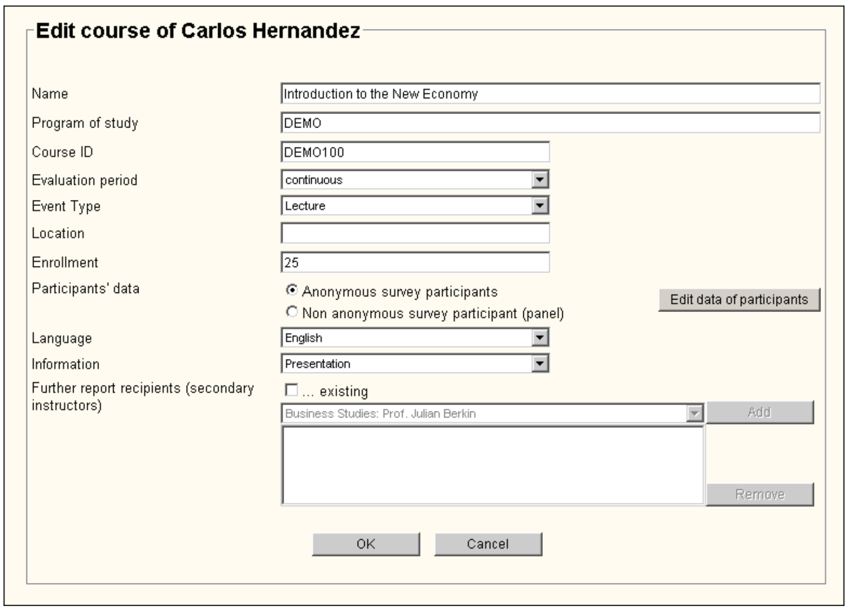


Figure 35: Edit Course of Carlos Hernandez

Expanding the Course Data with User Specific Fields

You can expand the existing course information by a number of fields in order to describe them better. These fields can be defined at “CLASS CLIMATE Settings/Course USER DATA FIELDS”.

Select at “number of additional fields” how many information fields you would like to use. You may add from 0 (zero) to 5.

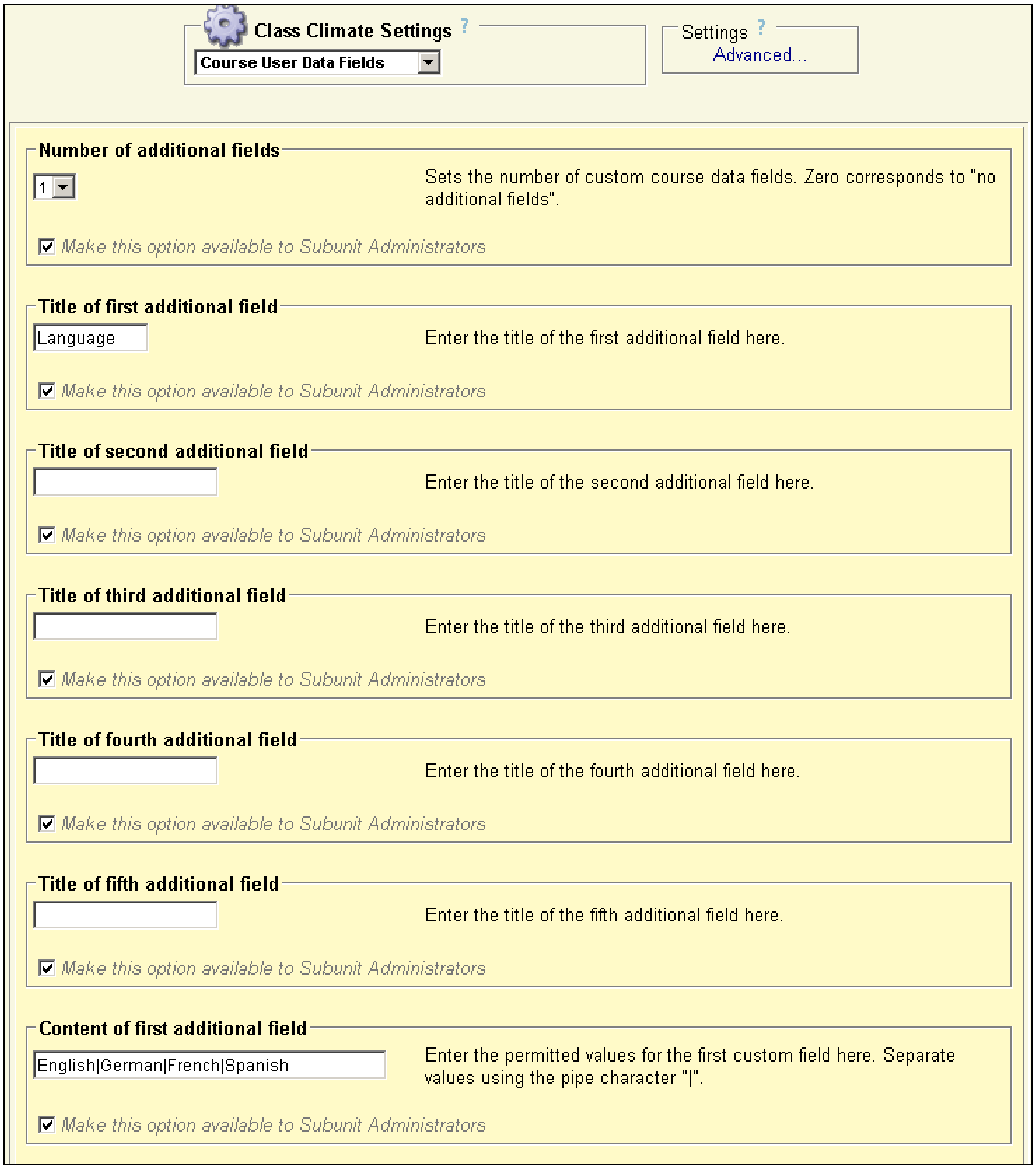


Figure 36: Course user data fields

Then indicate the headings of these fields at Titles, e.g. “languages” as well as the possible values of the field at contents, e.g. “English|German|Spanish”. These additional information fields reappear for selection in the following areas:

- CSV import of instructor and course data
- Adding a course
- Editing a course
- Raw data export through archiving

In the following figure you can see the user specific fields in the details of a course:

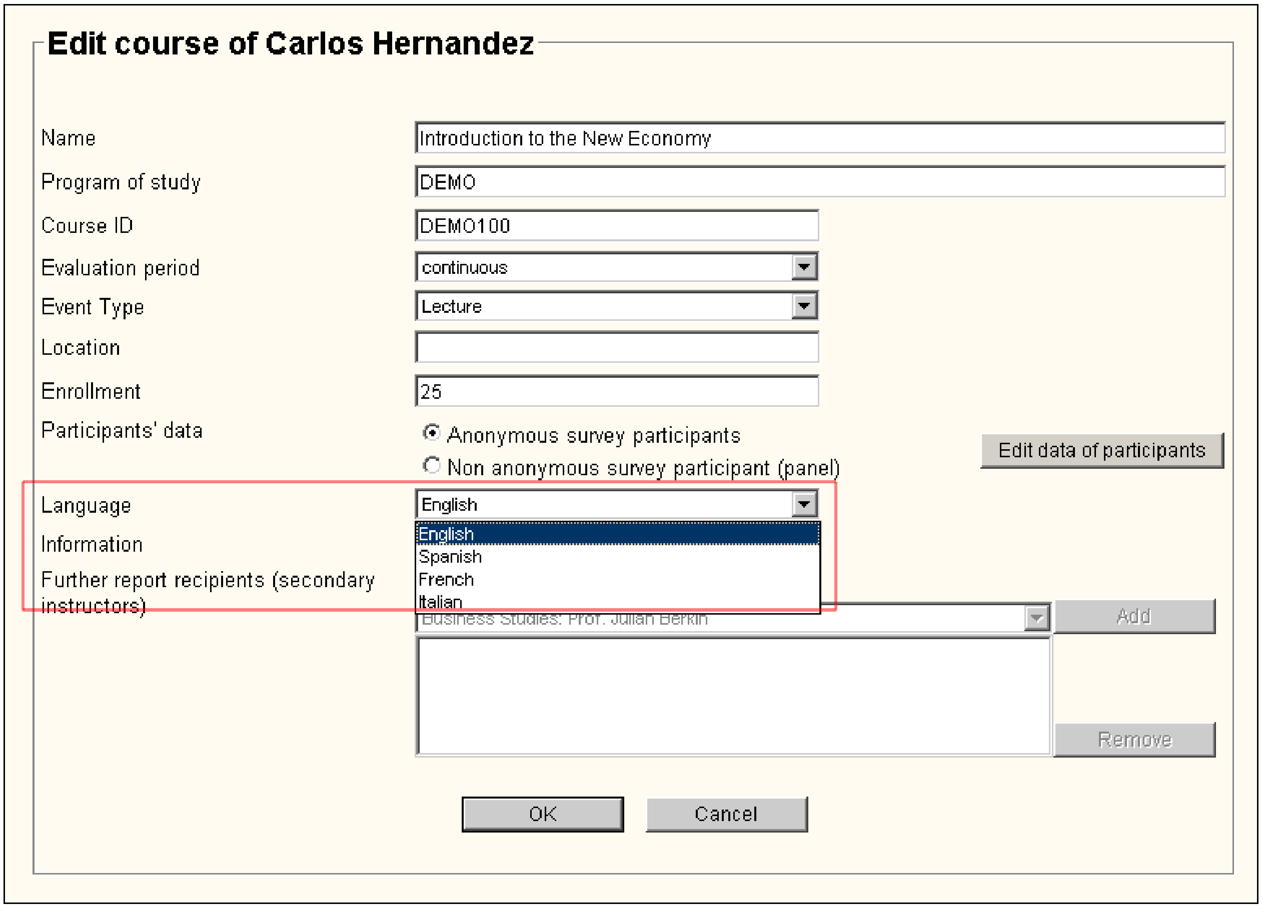


Figure 37: Entering a course with user specific fields

Editing Participant Data

In the details of a course you also have the possibility of editing the participant data of a course. In this area you can:

- manually insert participants into a course,
- delete single participants of the course,
- process existing participants,
- delete all existing participants of the course and
- import all participant data directly for this course via CSV-Import.

The participant data differentiates itself depending on whether you are conducting the course anonymously or non-anonymously. In anonymous surveys, the participants' data only contains only the participants' email address (which you require to send PSWDs in online surveys). In non-anonymous surveys, you can specify further details.

By default courses are evaluated anonymously in Class Climate. If you wish to conduct non-anonymous surveys, specify this in the details of the course:

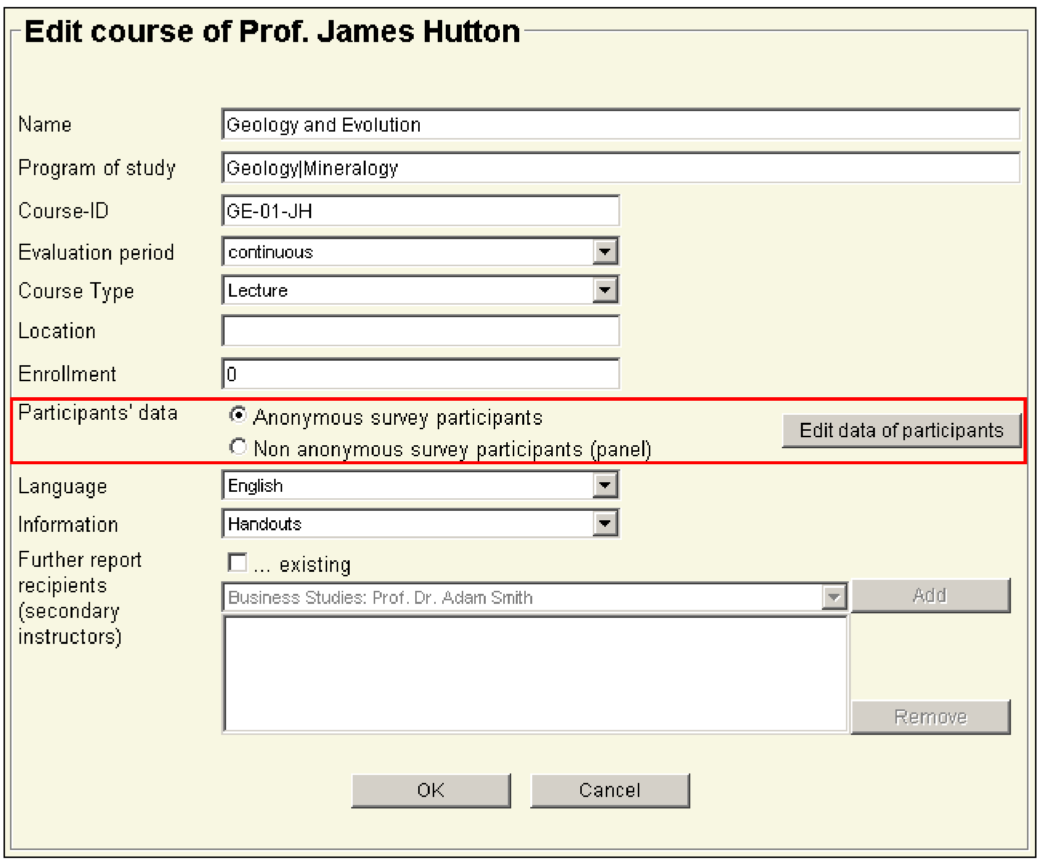


Figure 38: Editing participants' data in the details of a course

Specifying participant data in non-anonymous surveys

In non-anonymous surveys, in addition to the email address, you can also deposit other information such as forename, surname, address, title, and user defined options. Further information regarding the creation of non-anonymous surveys as well as inserting and editing participant data in non-anonymous surveys can be found in the paragraph “Importing participant data” in chapter B 3.2.8 “Non-anonymous surveys”.

Specifying participant data in anonymous surveys

If you wish to evaluate the course anonymously, and therefore activated the option “Anonymous survey participants” in the above graphic, you can only insert the email address of the participants. This makes sense, for example, when you want to send the participants of an online survey their PSWDs via email.

After you have activated the option “Anonymous survey participants” in the details of a course, click on [Edit data of participants]. In the window which opens automatically, you have the opportunity to either insert the email addresses of your anonymous participants manually or to import them via CSV-import:

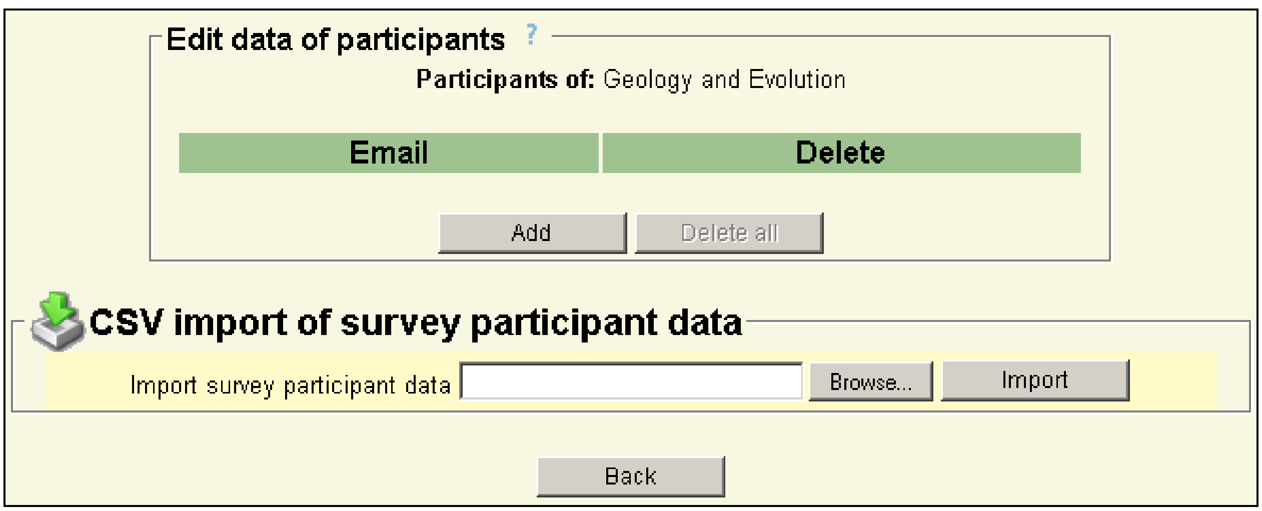


Figure 39: Adding anonymous participants of a course (overview)

Further information on CSV-importing of email addresses can be found in chapter B 2.2.1 “CSV-Import within subunits”.

To enter email addresses manually, click on the button [Add] in the field “Participant of …”. The following window will open:

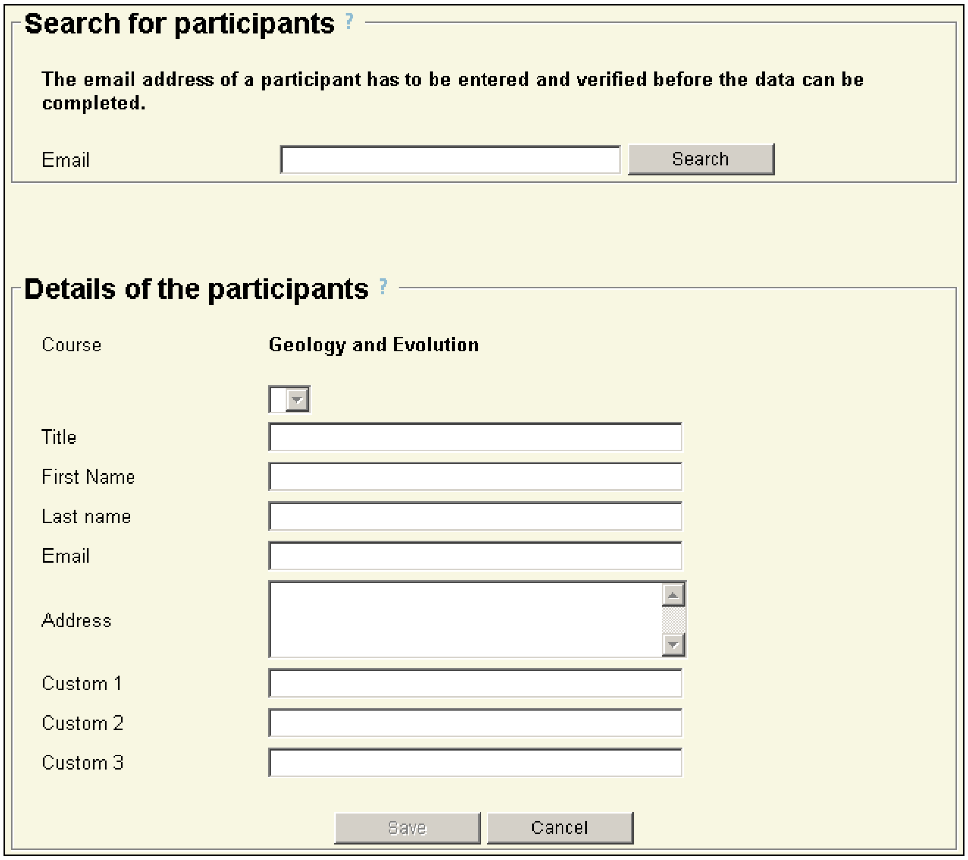


Figure 40: Adding anonymous participants of a course (overview)

To enter new participants, first enter the email address of the participant in the field “Search for participants”. Subsequently click on [Search].

In the following “search” or checking of the email address you supplied, Class Climate checks the following:

- Is there a participant with this email address already existent in the system? (In anonymous surveys you see no impact of this, should this already be the case. In non-anonymous surveys, data synchronization takes place, and the already existent information such as forename, last name etc., are automatically adopted.)
- Is the email valid, meaning valid within the usual rules of an email address? At this point– as well as in other parts of the system – the structure of an email address is thoroughly inspected. (This concerns, amongst others, the following rules: there must be at least one character before the “@” sign, and after it too, this character must be followed by a dot and at least two characters. Umlauts, as characters, are not allowed.)

After checking, Class Climate automatically adopts the email address in the area “Details of the participants”:

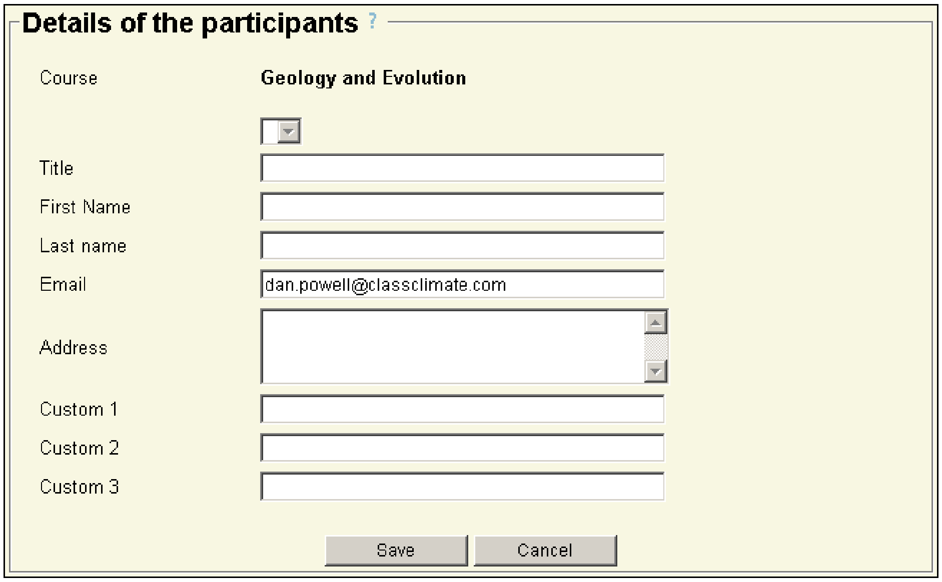


Figure 41: Entering the email address of anonymous participants

All other existing fields, for example first name and last name, are deactivated, because this survey is anonymous. (Although you cannot see this in the graphic.) If, in a similar constellation, you try to enter something into Class Climate, you will realize that this is not possible.

Editing the email address in the area “Details of the participants” is no longer possible. If you have entered an email address incorrectly, you can click [Cancel] here and delete it. (After this you can enter it into the system again, of course.)

If your entry is correct, click on [Save] to insert this email address into the course:

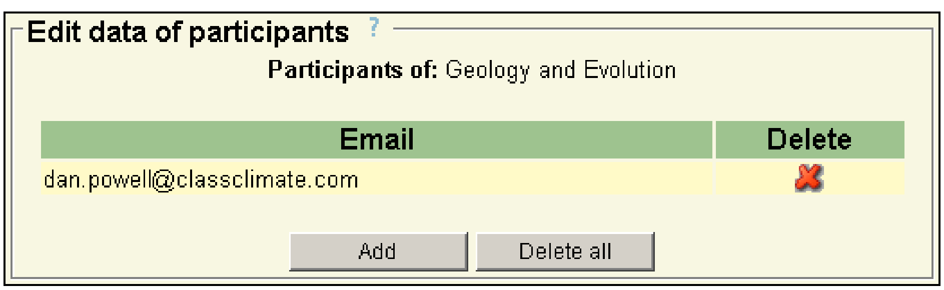


Figure 42: Email of a participant was added

In the case of erroneous input or a changed email address, you can also delete the email address here. To do this, click in the relevant column on the red cross.

As already mentioned, you also have the possibility of importing the email addresses of your anonymous participants via CSV-import.

In the details of a course, click on [Edit data of participants]. In the following window, choose the "CSV import of survey participant data":

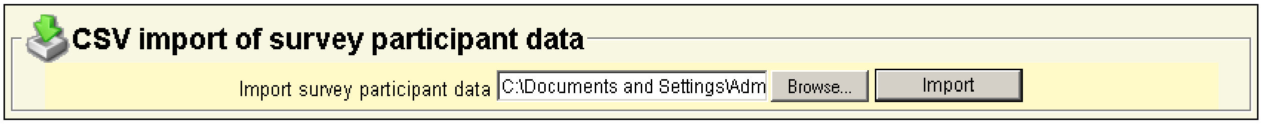


Figure 43: CSV-Import of survey participants' data

Click on [Browse] and indicate the location of the CSV file:

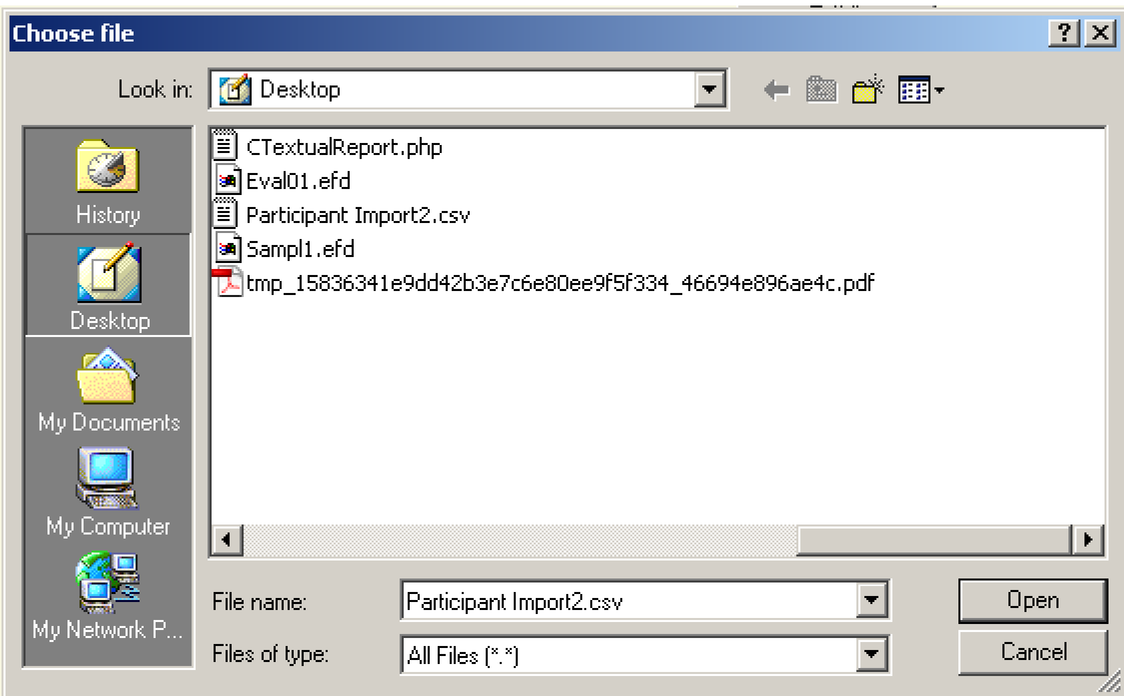


Figure 44: Choosing the CSV file

Click on [Open] and then on [Import]. The email addresses of your participants are now linked with the course:

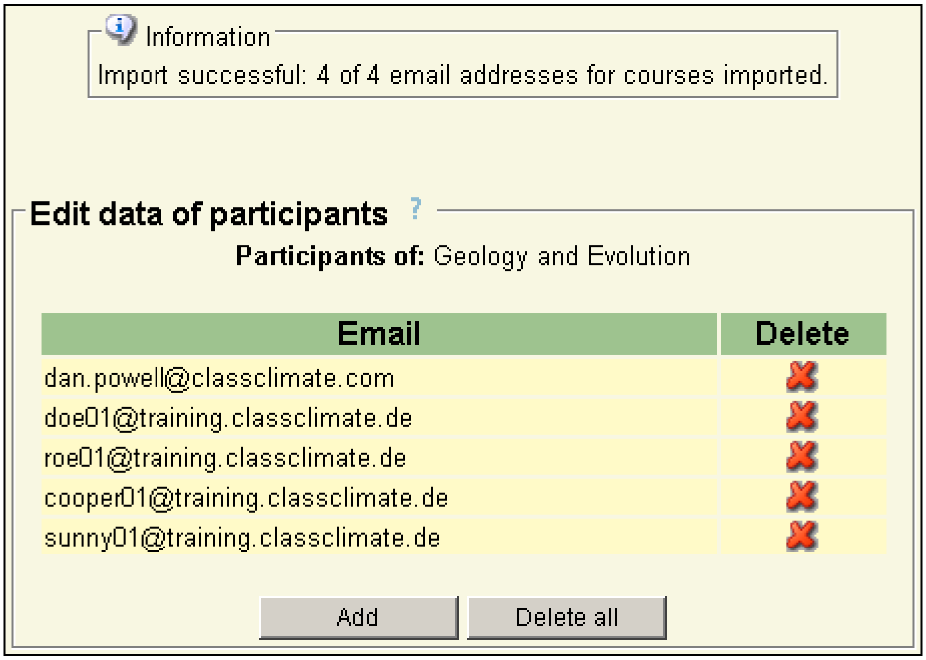


Figure 45: Import of email addresses was successful

As already mentioned, you can delete single email addresses by clicking on the red cross next to the relevant email address. In addition, you can delete all email addresses by clicking on [Delete all].

Displaying courses

The function “Display courses” in the main menu “Subunits” under “Central evaluation” offers an overview of the courses of an entire subunit. Here, along with the access to respective properties, the period affiliation of a large number of courses can be defined here.

After clicking on “Display courses“, select a subunit and an evaluation period. Then click on [Display]. A table appears showing the identification data of the identified courses:

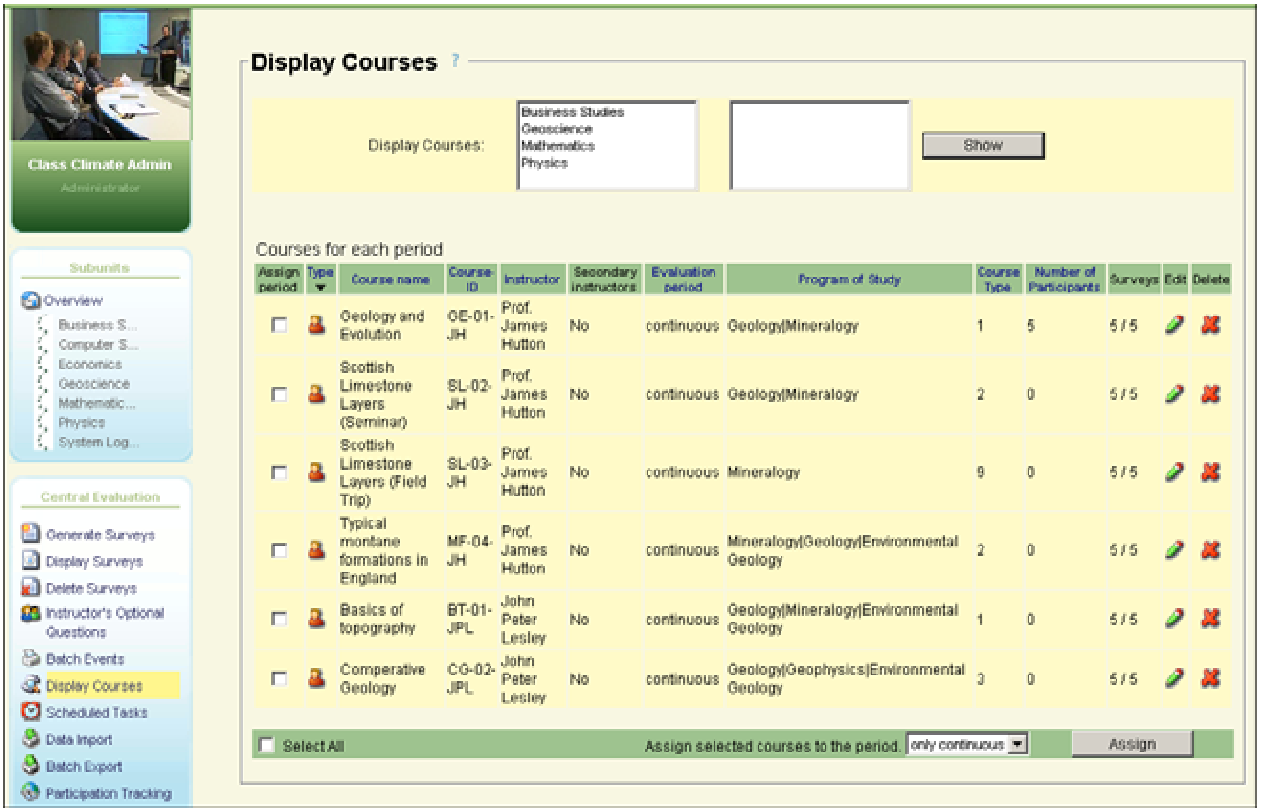


Figure 46: Display of a subunit's courses

By clicking on the respective column headers this table can be sorted as you wish, whereby the order alternates between ascending and descending.

By clicking on the icon a course can be edited. Clicking on this icon will delete a course.

At the bottom of the table a function is available which allows you to re-define the period link of one or more courses:

Figure 47: Assign selected courses to a period

Select either an individual course by ticking the checkbox on the left side of the table, or select all courses by ticking the checkbox "Select all". Then determine from the period selection list the respective evaluation period and click on [Assign].

2.2. Import interfaces

The import is intended for data migration from existing systems. Existing data structures can be imported into Class Climate via CSV and XML-import. This is possible not only via the administrator's access (for the complete system) but also via the subunit administrator's access (for the subunits of the relevant subunit administrator).

2.2.1. CSV-Import within subunits

Creating a User with CSV Import

In order to avoid having to enter all the instructors and courses in a subunit manually, Class Climate offers a CSV import interface, which allows the import of user profiles. CSV stands for "Comma Separated Values" and means that data sets are changed line by line (or other separators such as in our case semicolons) into data fields separated by commas in text files.

You can set the separator at "Configuration / Data Import and Export / Separator CSV Files".

Spreadsheet programs, e.g. Microsoft Excel, offer the possibility to save tables as CSV files. To import this file, click on "Subunits, then "Browse" and select the file. Finally click on "import". All users as well as their courses will be generated, unless they already exist. Instructors already present will not be set up a second time, so that you can always import the current list in order to keep the system updated.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Instructor	Mr.		Carlos	Hernandez	demo@localserver.com	Introduction to the New Economy	DEMO100		DEMO	1	25
2	Instructor	Mr.		Carlos	Hernandez	demo@localserver.com	Legal environments	DEMO110		DEMO	1	25
3	Instructor	Mr.		Carlos	Hernandez	demo@localserver.com	Sociology 101	DEMO105		DEMO	1	25
4	Instructor	Mr.		Carlos	Hernandez	demo@localserver.com	Organizational Ethics	PHIL140		DEMO + PHIL	1	25
5	Instructor	Mr.		Carlos	Hernandez	demo@localserver.com	Personal financial planning	DEMO120		DEMO	1	25
6	Instructor	Ms.		Donna	Harwood	demo@localserver.com	Web Design/XHTML 1	DEMO171		DEMOC	1	25
7	Instructor	Ms.		Jasmine	Sadhi	demo@localserver.com	Managing and Maintaining a Healthy Lifestyle	DEMO148		DEMO	1	25
8	Instructor	Ms.		Jasmine	Sadhi	demo@localserver.com	Psychology 101	DEMO161		DEMO	5	25
9	Instructor	Ms.		Jasmine	Sadhi	demo@localserver.com	Windows Server 2005-Yukon	DEMO172		DEMO	1	25
10	Instructor	Ms.		Jasmine	Sadhi	demo@localserver.com	Interior Design	DEMO204		DEMO	5	25
11	Instructor	Ms.		Jasmine	Sadhi	demo@localserver.com	Security Essentials	DEMO230		DEMO	1	25
12	Instructor	Mr.		Jasmine	Sadhi	demo@localserver.com	Firewalls and Access Control Lists	DEMO240		DEMO	1	25
13	Instructor	Ms.		Grace	Huddle	demo@localserver.com	Leadership Development	LDRSHP140		LDRSHP	1	25
14	Instructor	Ms.		Grace	Huddle	demo@localserver.com	Organization and Management	DEMO100		MS	1	25
15	Instructor	Ms.		Grace	Huddle	demo@localserver.com	Human Resource Management	DEMO104		MS	1	25
16	Instructor	Mr.		Noah	Peterson	demo@localserver.com	Introduction of Marine Science	DEMO100		MSCI	5	25
17	Instructor	Ms.		Richelle	Meyer	demo@localserver.com	Starting your Own Business	LDRSHP140		DEMO	1	25
18	Instructor	Ms.		Richelle	Meyer	demo@localserver.com	Time Mangement	DEMO100		MS	1	25
19	Instructor	Ms.		Richelle	Meyer	demo@localserver.com	How to Survive College - Study Skills	DEMO104		MS	1	25

Figure 48: Example of a CSV file in Excel

Using these text files, which are independent of software applications and operating systems and are easy to generate, you can import the relevant data directly into the Class Climate database system.

You will find an example of a CSV file on the documentation CD.

The file is created in cooperation with the administration as well as the IT support team of the subunit concerned.

The following structure is necessary for CSV import files:

Instructor Data						Course Data					
Function	Title 1	Title 2	First Name	Last Name	Email	Course Name	Course ID	Course Loca-tion	Program of Studies	Course Type	Number Participants
Examples:											
Instructor	Mr.	Prof. Dr.	Ned	Overend	overend@unieva.edu	Math I	10554-v	02.105	Economics	1	34
Instructor	Mr.	Prof. Dr.	Ed-ward	Mont-gomery	montg@unieva.edu	Math II	10564-v	02.123	Economics	2	20
Instructor	Mrs.	Prof. Dr.	Mary	Cheva-lier	m.chevalier@unieva.edu						20

A line of the CSV file looks like this:	
Instructor;Mr.;Prof. Dr.;Ned;Overend;overend@unieva.edu;Math II;10574-v;02.104;Economics;1;20	
Column	Function
Function	Keyword: Instructor or Dean, Dean of Studies*, Data Entry Assistant*; Report Creator* * these user types cannot be given course data
Title 1**	Keyword: Mr. , Mrs., Neutral or custom title
Title 2	Max. 50 characters (optional field)
First Name	Max. 50 characters (optional field)
Surname	Max. 50 characters (non-optional field)
Email	Max. 100 characters (optional field)
Course Name	Max. 200 characters (non-optional field)
Course Code	Max. 24 characters (non-optional field)
Course Location	Max. 100 characters (optional field)
Program of Studies	Max. 200 characters (optional field)

Type***	Index of course type (according to the number in the Course Types), e.g.: 1 = Lecture 2 = Seminar 3 = Proseminar Etc.
Course Participants	Number, max. 10 digit (optional field)

Table 2 a+b: Structure of the CSV file

** You can define further titles in the main menu “System Settings“ in the submenu “Course Types, Periods and Custom Titles“.

***These are the default values. You can change them in the main menu “System Settings” in the submenu “Course Types, Periods and Custom Titles“.

The following rules must be followed:

The course code must be unique.

The left side of the table (instructor data) must be repeated for each course an instructor teaches. Course data “itself” cannot be imported unless assigned to a instructor.

The right side of the table (course data) can remain empty. You just import the instructor data.

In addition to the information depicted above you can add further data fields.

- Secondary instructors

  If the course is held by more than one instructor and if they are to be evaluated together using the same questionnaire and will receive the same report, then add a “1” in the next column. This indicates whether there is a secondary instructor for a course. Information about additional instructors is collected in the properties of courses.

- User defined course fields

  Data fields to be entered in the administrator interface at “Class Climate settings / course user data fields” can be automatically imported. Insert data columns following the sequence “first additional field”, “second additional field” and so on to the CSV files, which then contain key words which you have also defined at “Class Climate settings / course user data fields”.

  Please follow the sequence: first secondary instructor, then user defined course fields.

An example for a CSV data line along with these additional fields:

Instructor;Mr.;Prof. Dr.;Adam;Smith;a.smith@unieva.edu;Math II;10574-v;02.104;Economics;1;20,0,German,Theory

In this example the line was filled in with a 0 (= no secondary instructors) as well as “German” and “Theory” (for user defined course fields for language of instruction and theory/practice orientation).

CSV Import Procedure

- As an administrator or subunit administrator go to into one subunit.
- There you can see “Import instructors from CSV File” at the bottom”. Click [Browse]
- Choose an import file from your system.
- Click [Import] to import exactly this import file.
- After this you will see a synchronization overview to decide which elements shall be imported and which of the existing ones shall be changed.

  When a new CSV import with up-dated data is made in a survey period, the user can decide how to proceed in the case of doubling or changes:

  - The user account or course is not in the database and is now added (Default).
  - The user data have changed, for example the email address or title. The changes are made in the existing user profile. The identity is determined using first and last name combination, since a personal number code is unknown.
  - Course names are assigned using an ID number. If there is already a course with the same ID number then all the data fields of the CSV file are adopted.
  - The course or the user account is no longer found in the new CSV file. The orphaned entries in the database are deleted, along with all surveys and their data related to the course or the user account.
  - The user account is no longer in the new CSV file but should be kept so that data related to the surveys is not deleted and remains in the system. The user account is given the status “archived” and can no longer be reactivated.

  The courses contained in the CSV import file must be assigned to an evaluation period. Select a corresponding period from the selection list above. Here you are also offered the option “Continuous” instead of an individual period.

In addition to the general determination of an evaluation period for all courses contained in the CSV import files, you can individually assign a deviating period to each course. However, please bear in mind that by selecting the comprehensive definition of periods, all period settings of individual courses will be overwritten.

- At the bottom of the list, click on [Continue] to complete the import procedure.
- Then you will see the additional instructors, possibly courses and the supplemented information in your list.

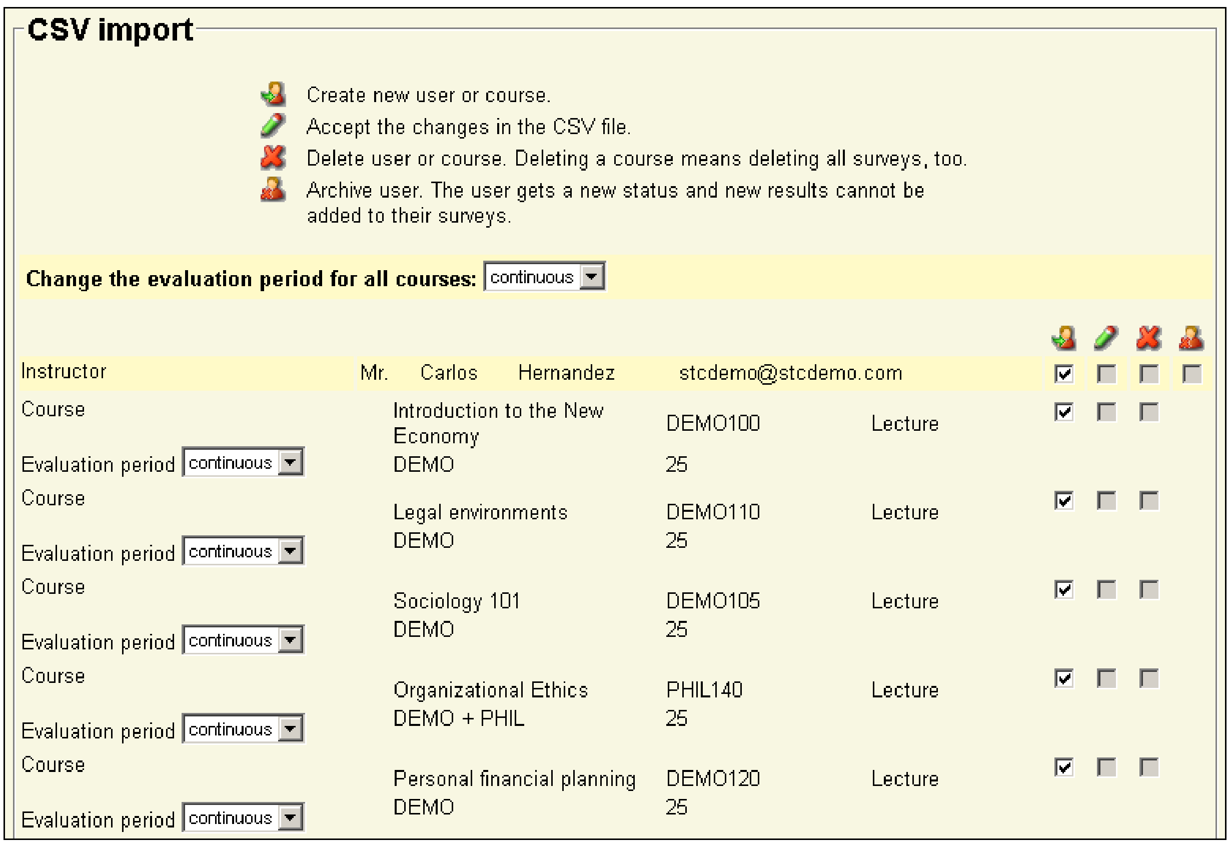


Figure 49: CSV import

2.2.2. XML Import (structural data, surveys and scheduled online surveys)

Information about the DTDs of the XML import (Document Type Definitions) and further details can be found in the additional manual about the XML import.

2.2.3. Import of course participants' email addresses

In online surveys access codes (PSWD) are usually sent directly to the respondents by email.

The import interface prevents the user from having to copy a new list of email addresses into the entry field for every survey before the PSWDs can be sent. The participants' addresses for all courses are imported into Class Climate by the import interface before the survey is compiled.

Once the PSWDs have been imported, the email addresses are available and no longer have to be entered manually. This applies to both manual dispatching and email by "Scheduled Tasks".

A CSV file with two columns is created for the import of addresses, with the specification of the course id in the first column and the email address of the participant in the second column.

If someone participates in several courses then the email address also has to appear multiple times in the CSV file.

Example for 2 courses:

```
MA05Wiw2; person01@localserver.com
MA05Wiw2; person02@localserver.com
MA05Wiw2; person03@localserver.com
MA05Con; person01@localserver.com
MA05Con; person03@localserver.com
MA05Con; person04@localserver.com
MA05Con; person05@localserver.com
```

CSV files are independent of the operating system and can be generated in Windows, for example with Microsoft Excel. The used separator can be adjusted under "Configuration / Data import and -export / Separators CSV import and export".

For the allocation of the course participants' email addresses to the respective course, it is essential that the course id is unique system wide. If several courses were to be found in Class Climate with the same id, then the addresses from the CSV file would not be related to any course.

However, with the activation of the option “Include multiple course ID“ this allocation can be forced. In this case every course found will have the same email addresses attached to it.

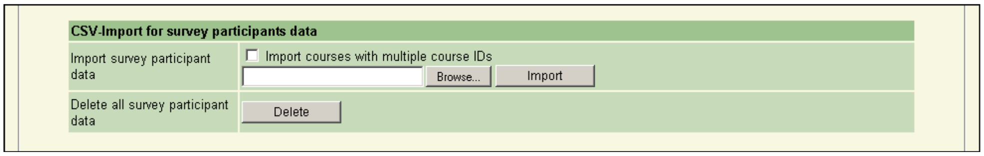


Figure 50: Import of addresses

All nexuses between courses and email addresses can be deleted from the system using the [Delete] button.

You must then delete the email addresses, particularly if courses with the same id but different participants are kept over several cycles in Class Climate.

2.3. Creation and administration of questionnaires

Another precondition for creating surveys is of course – along with the organizational structure – the creation of questionnaires. Without questionnaires you can’t interview anyone, therefore, some fundamentals regarding the questionnaires follow in this chapter.

You can create questionnaires using a form designer which is integrated in Class Climate: the VividForms Editor.

To be able to explain the creation of questionnaires with these two tools clearly and comprehensively, this manual contains a complete chapter dedicated to VividForms. If you are reading this manual as an introduction to Class Climate and are not presently using it as a reference, it would be helpful for you to create a small questionnaire with the aid of the chapter on VividForms before reading on.

In this chapter you will find out about the questionnaires’ purpose in Class Climate and how to administrate them, however, it does not supply information on how to create them.

2.3.1. Essential information on the questionnaire

Questionnaires are the basis of every survey. They contain various types of questions and in turn provide different types of information – such as information on the respondent (such as age) and information on the quality of the object in question (such as the instructors’ expertise).

Questionnaires can be created by:

- the administrator. He uses questionnaires for central evaluations and makes them available to active instructors. If a questionnaire is defined as a template it can additionally be modified by active instructors.
- subunit administrators. They, too, can use them for surveys and make them available to the instructors of their subunit(s). Also the subunit administrator can create templates.
- active instructors. Once they have been granted authorization to access the VividForms Editor they can create questionnaires (however, they cannot create templates).

Such a questionnaire created in Class Climate serves as a template in order to create any survey with it. If the utilization has not been restricted, it can be used system-wide for as long as you wish and for all surveys that you consider necessary. A questionnaire is, therefore, media-independent. You can create paper as well as online surveys with it.

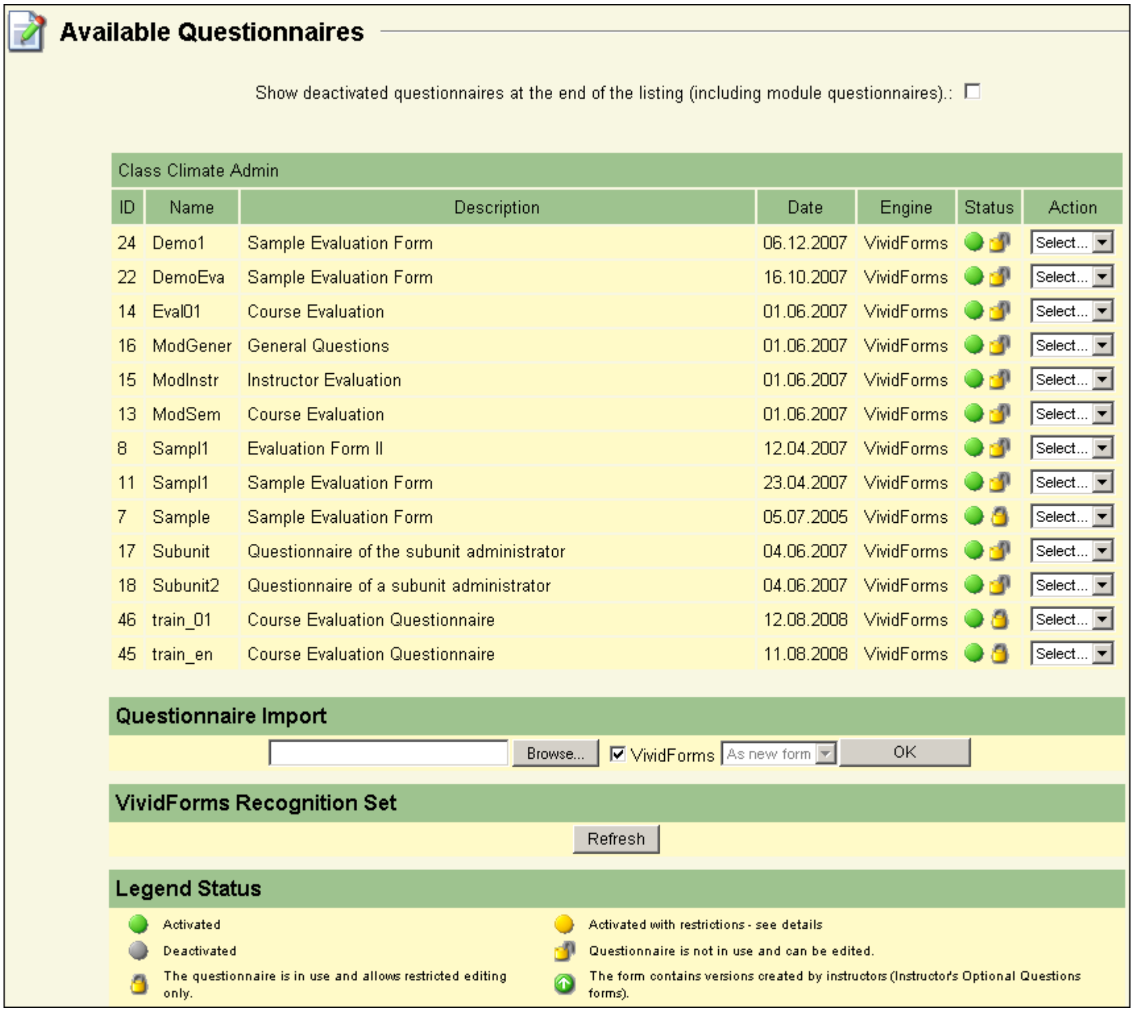
2.3.2. Management of questionnaires and detailed view

The list of questionnaires is located in the main menu “System Settings”, there in the submenu “Questionnaires”.

First you will see a list of all questionnaires. The abbreviated name (5 to 10 characters), the description and the status of activation are depicted.

Activated forms are available for creating new surveys, while deactivated ones are not.

In the column “Engine” you can see information about the form designer (VividForms).



Available Questionnaires

Show deactivated questionnaires at the end of the listing (including module questionnaires).:

Class Climate Admin

ID	Name	Description	Date	Engine	Status	Action
24	Demo1	Sample Evaluation Form	06.12.2007	VividForms		Select...
22	DemoEva	Sample Evaluation Form	16.10.2007	VividForms		Select...
14	Eval01	Course Evaluation	01.06.2007	VividForms		Select...
16	ModGener	General Questions	01.06.2007	VividForms		Select...
15	ModInstr	Instructor Evaluation	01.06.2007	VividForms		Select...
13	ModSem	Course Evaluation	01.06.2007	VividForms		Select...
8	Sampl1	Evaluation Form II	12.04.2007	VividForms		Select...
11	Sampl1	Sample Evaluation Form	23.04.2007	VividForms		Select...
7	Sample	Sample Evaluation Form	05.07.2005	VividForms		Select...
17	Subunit	Questionnaire of the subunit administrator	04.06.2007	VividForms		Select...
18	Subunit2	Questionnaire of a subunit administrator	04.06.2007	VividForms		Select...
46	train_01	Course Evaluation Questionnaire	12.08.2008	VividForms		Select...
45	train_en	Course Evaluation Questionnaire	11.08.2008	VividForms		Select...

Questionnaire Import

Browse... VividForms As new form OK

VividForms Recognition Set

Refresh

Legend Status

- Activated
- Deactivated
- The questionnaire is in use and allows restricted editing only.
- Activated with restrictions - see details
- Questionnaire is not in use and can be edited.
- The form contains versions created by instructors (Instructor's Optional Questions forms).

Figure 51: List of questionnaires

By choosing "Details" from the drop-down menu on the right, the settings for the selected questionnaire appear.

This window is divided into two areas. In the upper part you can check the version of the PDF files and have these files displayed.

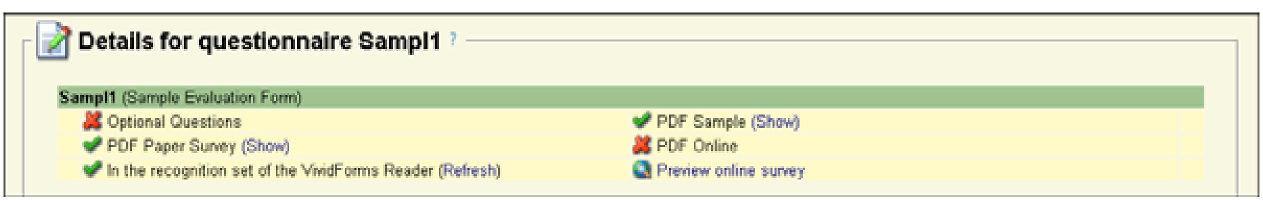


Figure 52: Details for questionnaire

A green checkmark indicates an existing file; a red cross indicates a missing file.

Optional questions

The field “optional questions” gives information about whether the questionnaire contains variable fields which can be adapted by instructors for their surveys.

There are three versions as PDF file for each questionnaire:

PDF sample

This is a version that is for viewing only and may not be used for surveys!

PDF paper survey

This version contains form fields that can be completed for the creation of a questionnaire personalized for a survey. So for example the name of the instructor and the course or – and this is especially important – the operation number.

PDF Online

The PDF online version is used for online surveys. The file can be completed and sent off with Acrobat Reader.

In the recognition set of the VividForms Reader

The VividForms Reader must “know” the forms that you are using, so it knows where to look for checkbox areas. Only with the aid of this information can it evaluate the graphics of scanned questionnaires. In this way it checks during the evaluation that in those areas where crosses could lie, areas are actually blackened.

For this reason, the VividForms Reader has at its disposal a file in XML format for every questionnaire, which defines this form (definition file; XML is a description language). The pool of these definition files is known as “Recognition Set“.

However, Class Climate first makes such a definition file available to the VividForms reader, when you have created the first survey with a new questionnaire (regardless of whether a paper or online survey). Only then at this moment is the VividForms Reader informed of your form and the checkbox areas on it. This means precisely, that the pool of XML files available to the VividForms Reader is only then complemented with the new XML file. This then defines your new form. (With each new creation of a survey, this XML file is refreshed).

As soon as you create a survey for a VividForms questionnaire, a corresponding form definition file in XML format is added to the recognition set of the VividForms Reader. The questionnaires scanned in are evaluated by means of these form definition files. This means that the VividForms Reader knows from these form definition files, which parts of the questionnaire could contain crosses.

In the following graphic you can see a questionnaire, for which a survey has not yet been created. It is as such, not in the recognition set of the VividForms Reader (red cross):

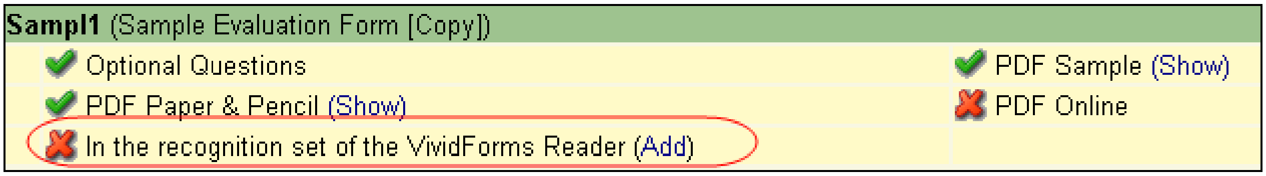


Figure 53: Details of a questionnaire– Questionnaire is not in the recognition set of the VividForms Reader

Now if you create a survey with this questionnaire or click on “Add”, the form definition file is created and added to the recognition set of the VividForms reader:

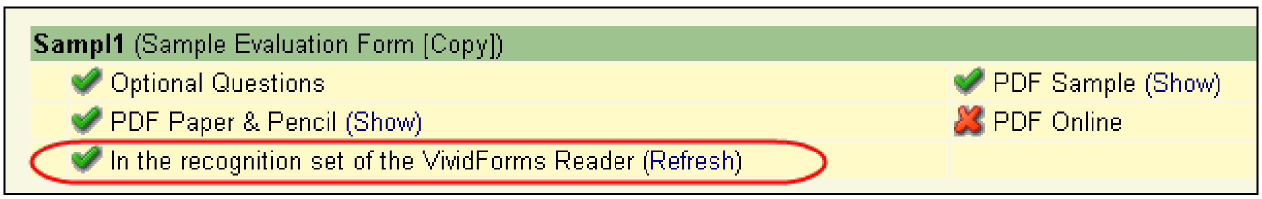


Figure 54: Details of a questionnaire– Questionnaire is in the recognition set of the VividForms Reader

When moving Class Climate, for example to another disc drive or another computer, it can become necessary to refresh the recognition set of the VividForms Reader. (To be precise, this becomes a necessity as soon as the directory “forms”, which contains the recognition set, is moved. By default this directory is in …\Program Files\Scantron\VividForms.) The reason for this is that the XML files contain file paths to servers which, after moving, may no longer be correct.

For this reason you have the possibility of reloading the form definition files created, by clicking on “Refresh” in the survey details under “In the recognition set of the VividForms Reader” (see figure above).

You also have the possibility of refreshing the entire recognition set. To do this, click in the questionnaire list in the area “VividForms Recognition Set” the [Refresh] button. By doing so, all existing questionnaires in the recognition set of the VividForms reader will be refreshed.

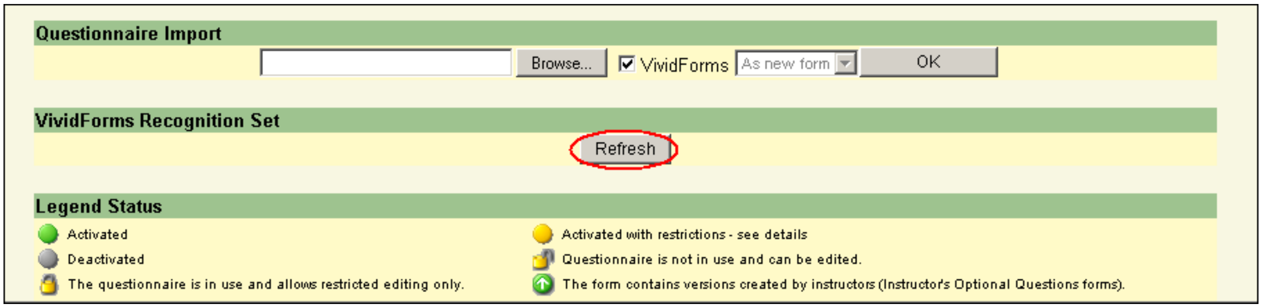


Figure 55: Refreshing the recognition set of the VividForms Reader in the list of questionnaires

An active Instructor can also refresh his forms, by clicking on the icon in the column “Recognition set”:

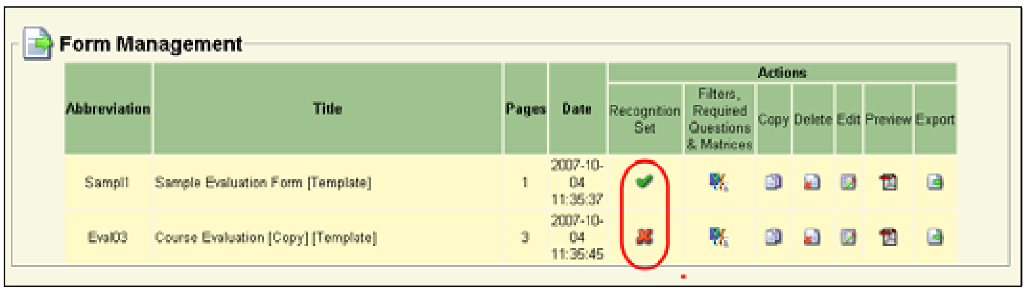


Figure 56: Recognition set of an active instructor

Should you have any further questions regarding refreshing the recognition set of the VividForms Reader, please contact our support department, as this function is above all a feature for technicians in case of moving Class Climate.

Preview online survey

This option opens a window with a preview of the online survey (for further information see chapter 3.2.6. Effective management and conduction of online surveys).

Below the information about the PDF files and the recognition set you can see a drop-down list with several options, moreover three buttons and the [Delete] button. Those options and buttons have the following meaning:

Text Templates

You can define custom email texts or texts for PDF reports in order to incorporate elements specific to a given questionnaire in reports or emails. You can also define email attachments for the questionnaire.

Norming

This is where the norm data are defined for the questionnaire. In addition sub norms can be selected for, for example, subunit or course type level as well as displaying message boxes for interpretation.

PDF Reports

Here you can define the default PDF report with which the questionnaire will be evaluated. Furthermore sub-variations of the standard report can be created by suppressing parts of the questionnaire for a given feedback recipient. Additionally subgroup reports for single choice or matrix questions can be created.

Quality Guidelines

This is where you can set the quality standards for the questionnaire. These standards are found again when using the QM views. QM views can, for example, be given to deans at the end of a survey period so that they have a clear overview of the results of their department. The quality guidelines should give an impression of the quality of a course so that, if necessary, a detailed report can be consulted.

Report for comparison

Here you can define the number of previous periods and comparative reports of the report creator which should be compared with the current PDF report.

Data export configuration

You can rename the variables and allocate new numerical values for the export of the questionnaire.

Filter settings

This is where you define whether certain answers will cause other questions to be suppressed. In an online survey suppressed questions will not appear or will be inactive. For paper surveys filter settings apply after processing, i.e. retrospectively.

Validation

By defining validations you can test entries to open questions and matrix fields in online surveys with value ranges and regular expressions before a survey participant can send the questionnaire.

Required questions

Those questions of online surveys for which an answer is compulsory can be defined here.

Matrices/Cross tabulations

The matrices/cross tabulations shown here will appear in the PDF report.

Edit Form

Opens the content of the questionnaire. Here you can change the wording of the questions and their value as well as the report defaults or indicators.

Export

Creates a file from the questionnaire which can be exported to a different Class Climate system.

Languages

For online surveys you can translate the questionnaire in the Class Climate interface.

Please note: These multiple languages can only be used in online surveys, not for paper surveys.

Delete Form

Delete the questionnaire from the database. Please note that you will not be able to then create report documents for surveys carried out with this questionnaire. You will be able to access the raw data though.

The following figure shows you the details for a questionnaire.

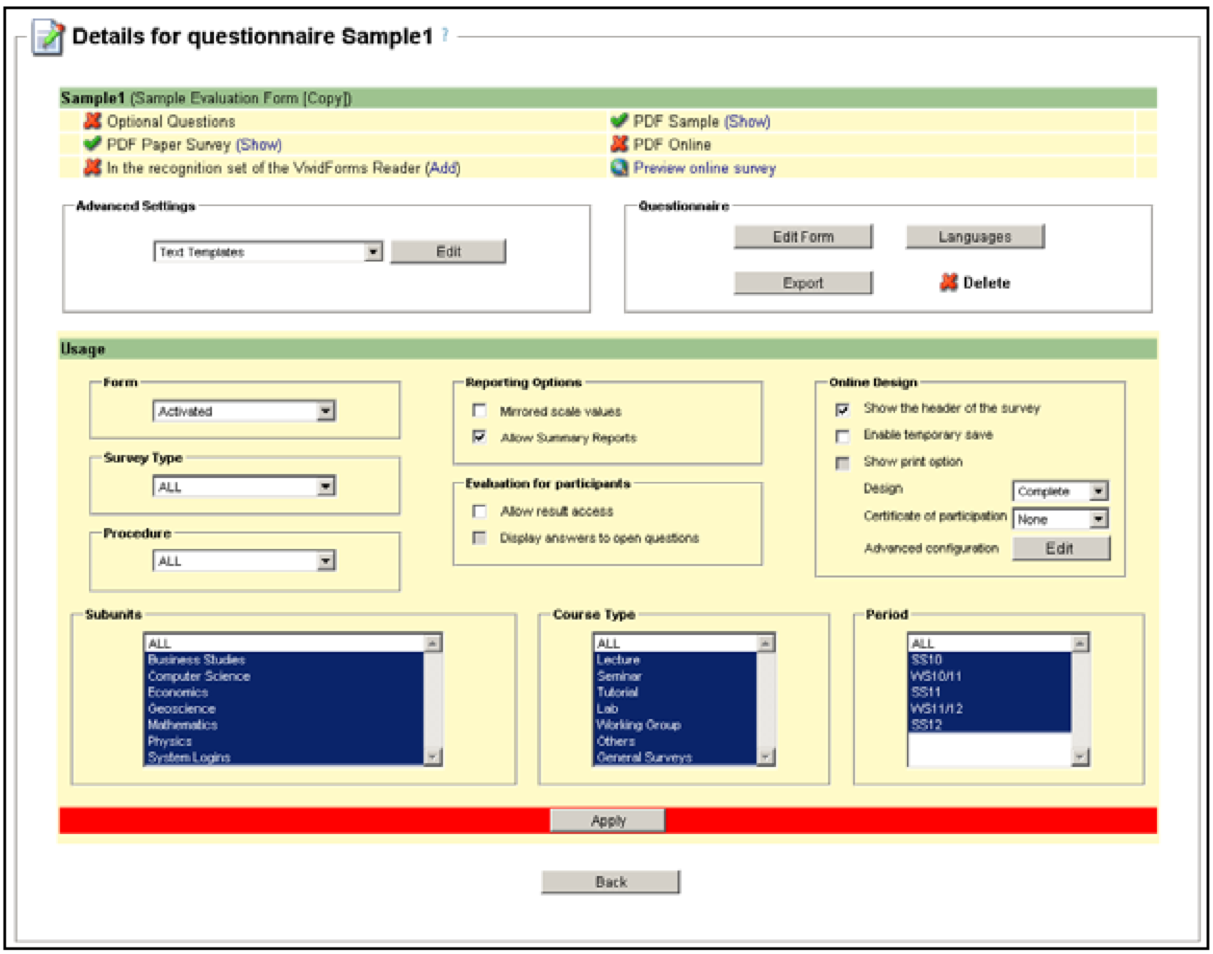


Figure 57: Details for questionnaire

In the large box you can define the use of the questionnaire.

Form

Activated or deactivated. The latter is the “soft solution”. Existing surveys can still be analyzed and displayed but you will not be able to create any new surveys.

Survey Type

Either ALL, or Paper Surveys or only Online Surveys

Procedure

Select either ALL (i.e. Central Evaluation and activated instructor accounts), Central Evaluation or activated instructor accounts (decentral).

Reporting Options

Mirrored scale values

The option “mirrored scale values” allows the mirroring of the raw data which is linked to a survey. This has an effect on the calculation of the average and the median.

The standard scale in Class Climate goes from 1 to n from left to right. Mirrored values will have a highest option on the left. All raw data, including averages and medians, will be affected by this. Please bear in mind that the mirrored scale values only affect the raw data, the averages and the medians. That means that they for example do not affect the calculation of the quality guidelines. Thus you have to define the quality guidelines on the basis of the internal scale values. Please remember that the standard internal scale in Class Climate goes from 1 to n from left to right.

Allow Summary Reports

Defines whether summary reports (dean of studies report, dean report) can be created for this questionnaire.

Evaluation for participants

For online surveys you can grant the participants access to the results of the survey. After the survey has been closed, participants can use their PSWD to have a look at the HTML report.

You can decide if answers to open questions are to be displayed or not.

Online-Design

Here you can decide whether in online surveys, the survey header should be displayed.

Should you decide to display it, the survey appears as follows:

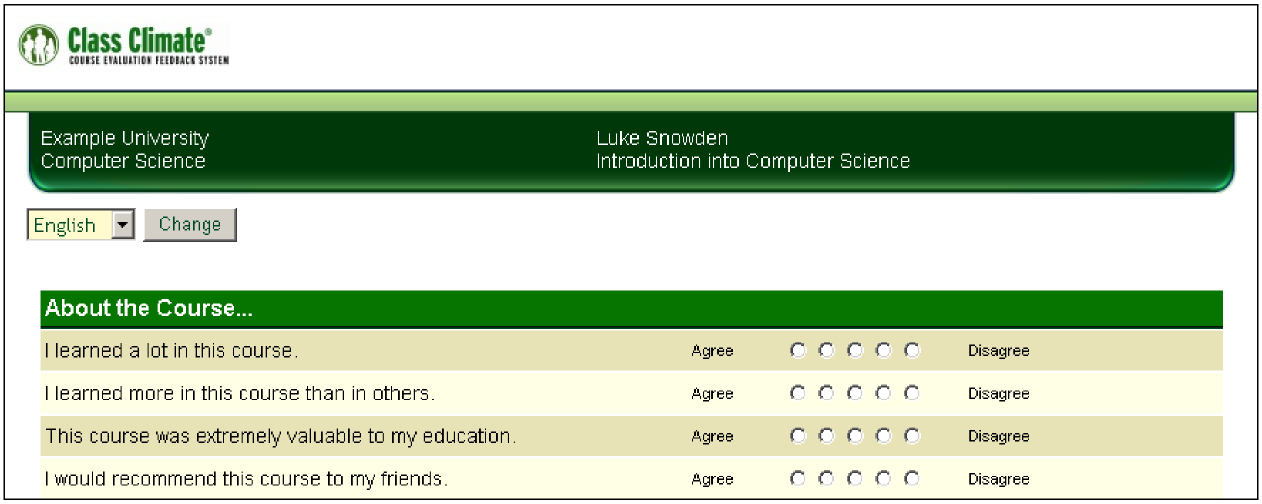


Figure 58: Online survey with an activated survey header

Should you decide not to display it, the dark green header with the information about the course disappears and the survey appears as follows:

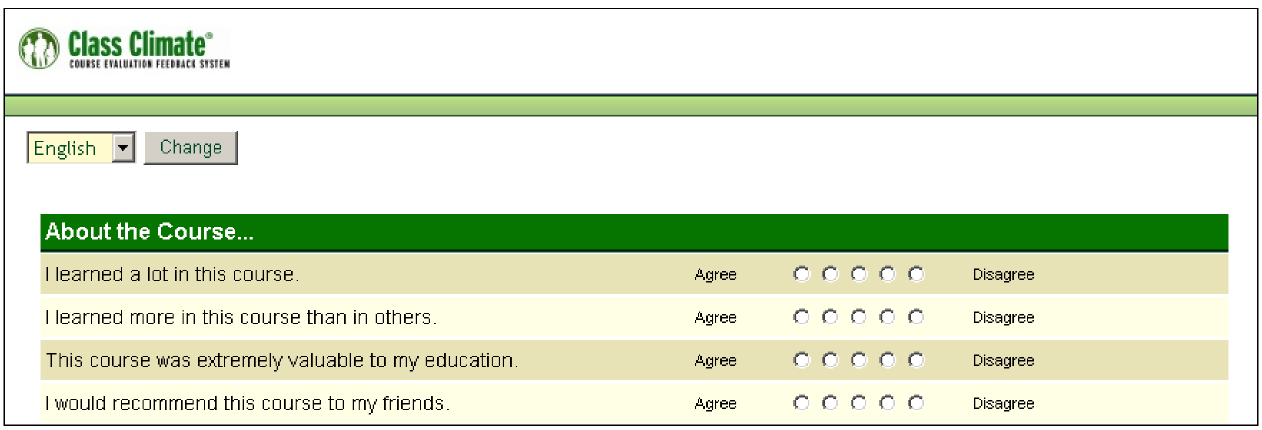


Figure 59: Online survey with a deactivated survey header

You can also choose to enable the temporary save and print options.

Design

Here, you can define whether the questionnaire is displayed in online surveys as one page (i.e. to scroll down; option “Complete”), to browse (option “Per Chapter”) or according to the page display in the VividForms Editor (option “Per Page”). With the option “Per Chapter” each question group is displayed in online surveys as one page.

Please note that for online surveys, the complete display (one page) has been set as default. Unlike the administrator, active users cannot change this setting.

Certificate of participation

If the survey participants need to receive a certificate of participation, this option can be activated. The options allow the display of a PDF document, the submission of an email (only available if the PSWDs were sent by email), or both. The certificates will be generated as soon as a participant has completed a survey.

The text of the email can be edited via the menu “Text Templates”, option “E-Mail: Certificate of participation for online surveys”. If you want to display a PDF certificate in the browser directly after the participants have submitted the questionnaire you first have to take the following steps:

- Create a PDF template respectively choose the sample template “Certificate for participation in online surveys” from the menu “System Information/Sample files”
- Upload the PDF template in the menu “System Settings/Documents”, area “PDF templates”
- Attach the PDF template to the text template “PDF: Certificate for participation in online surveys” in the menu “System Settings/Text Templates” (global) respectively in the details of a questionnaire, menu “Advanced Settings/Text Templates” (per questionnaire).

Advanced configuration

The section “Advanced configuration” allows defining if survey participants should be forwarded to a prepared site after submitting their questionnaire in order to grant access to content which is dedicated to survey participants only. This option could be used to include participants into a contest.

After clicking on [Edit] a screen is shown to configure the forwarding rules.

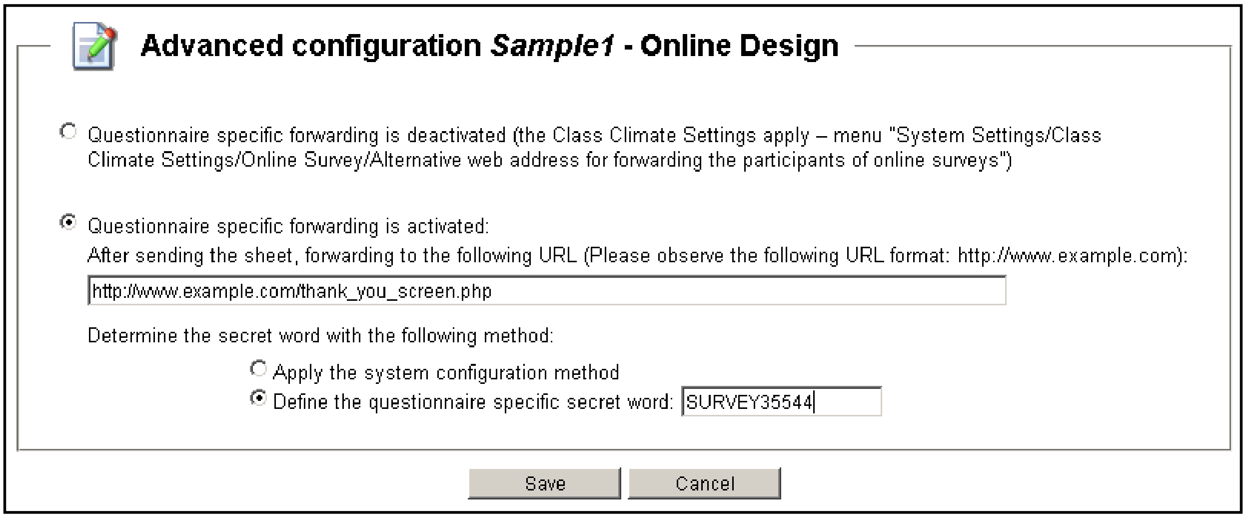


Figure 60: Configuration of survey participant forwarding

Subunits

Select a subunit for which the questionnaire should be available.

Course Type

Select one or more different types of course for which the questionnaire is permitted.

Period

Give the periods for which the questionnaire can be used.

2.3.3. Multiple languages

You can assign several languages to one form in Class Climate. By this means Class Climate allows you to create forms, conduct surveys and present results in reports in a number of languages.

A questionnaire already integrated into Class Climate can be adapted to a new language any time you like. The language of the first version is automatically defined as the main language.

To define a language click the button “Languages” in the “Details” view of a questionnaire. (See the main menu “System Settings”, in the submenu click “Questionnaires” and choose “Details” in the drop-down menu on the right.)

For the main language and any subsequent language you can make the following settings:

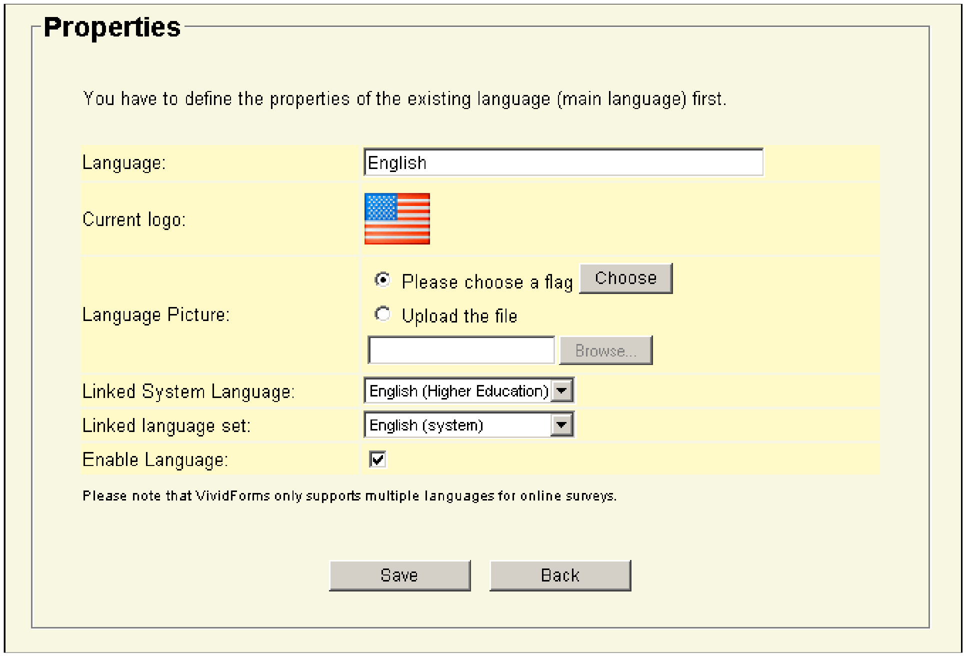


Figure 61: Attributes of a language

Name of the Language

Enter the name of the language.

Language Picture

Here you can specify the logo of a language that can be used for switching the language in online surveys. You should choose the size of the logo in such a way, that the display is fitting (i.e. for flags, 40x27 pixels).

Either you activate the option “Upload the file” and then click on [Browse] and choose a graphic file. The file formats JPG, GIF and PNG are supported.

Or you use the logos supplied. Here (from version 3.1), Class Climate offers you the country flags of the world to choose from. Activate the option “Please choose a flag” and then click on the button [Choose]. In the window that opens automatically, you can choose the flag that fits the language.

Linked System Language

The language selected is used for the cover letter of the evaluation report and the email texts.

Linked language set

The language set selected here is used for the system dialogue for online surveys. Language sets are defined in the menu “System Settings/Language Sets”.

Use

Activate/Deactivate the language.

Configuring Languages in Class Climate

Click in the detail window of the questionnaire on the button [Languages] in order to change the language settings. First enter the name of the main language, a logo and a system language.

Then you can define a new language. Click the button [Add language]. On the page that now opens you must define the parameters of the language (as you did for the main language). After clicking on [Save], the complete content of the questionnaire will be displayed: section headings, question texts, pole texts and value texts. Now you have to translate the questionnaire.

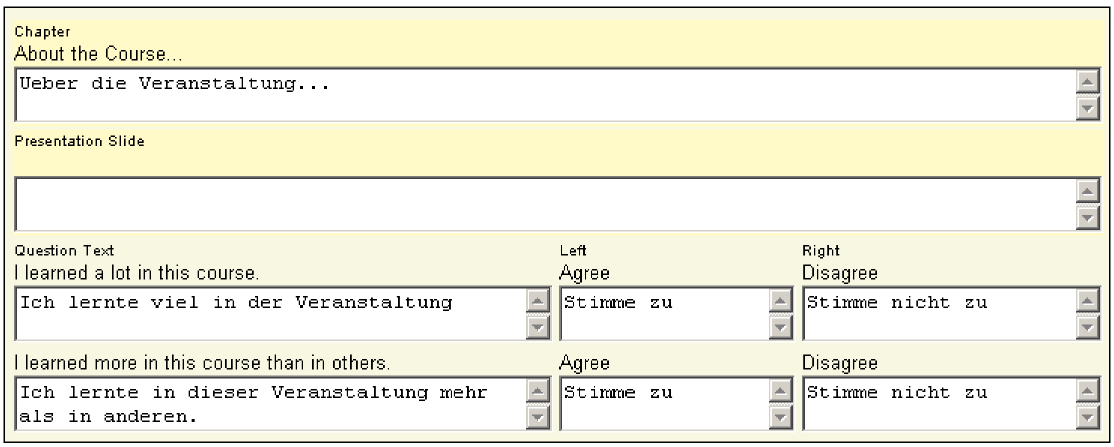


Figure 62: Defining language texts

Language Options in Online Surveys

The languages defined in the configuration can be displayed in the HTML online surveys. The questionnaire always appears in the main language after authentification through the PSWD procedure. Beneath the header data you will see the logos that have been defined as questionnaire languages. By clicking the logo you change languages. It is not necessary to enter the PSWD again.

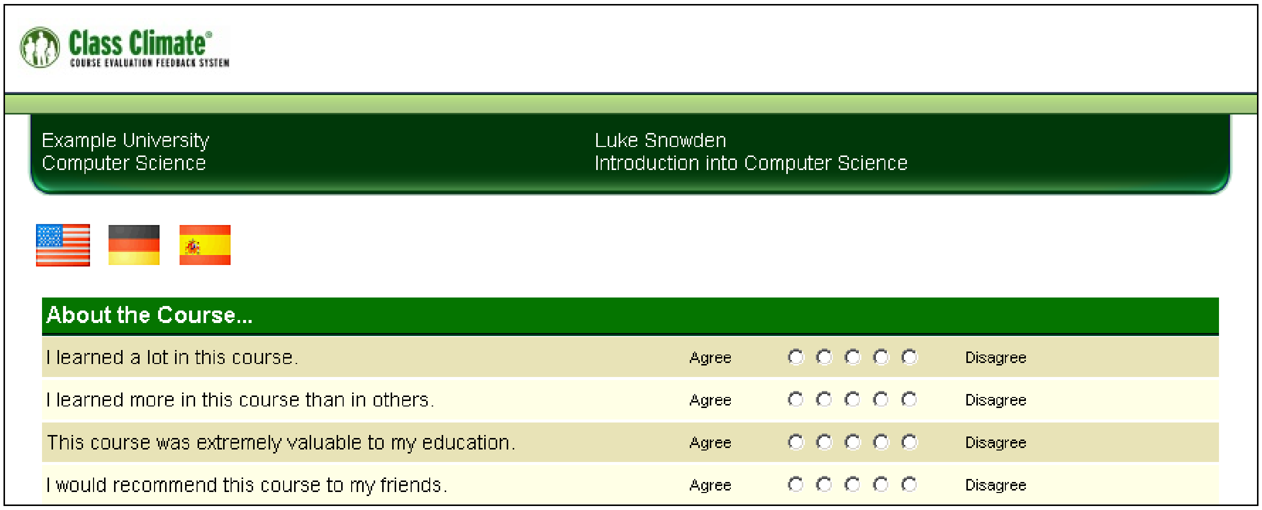


Figure 63: Language selection in online survey

2.3.4. Question Library

The question library can be found under “System Settings/Question Library”. Here you can display and print the question library as well as exporting the contents of the question library (CSV) and importing (as CSV or text file). When importing the question library as a CSV file, the following structure must be adhered to:

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7
Question Group Title	Question type*	Number of options**	Question text	Left pole***	Right pole****	Abstention*****

Table 3: Structure of the CSV file for import into the question library

* The **question types** are assigned numbers, the following schema is valid:

0 – Scaled Question

2 – Open Question

4 – Grade Value Question

6 – Single Choice Question

8 – Multiple Choice Question

10 – Single Choice Extended Question

14 – Matrix Field Question

** **Number of options:** In scaled questions, the number of checkboxes is stored here. In grade value questions and open questions this field remains empty. In single choice, single choice extended and multiple choice questions, the number of response options is recorded. In matrix field questions the number of groups in the PDF report is recorded here.

*** **Left pole**: In scaled questions the left pole description is recorded here. In open questions you can enter the number of lines available to the survey participant for his response here. In grade value questions this field remains empty. In single choice, single choice extended and multiple choice questions, the response options are recorded here. Please note, the different response options must be separated by a vertical line (Pipe) “|”. In matrix field questions enter the minimum value here.

**** **Right pole**: In scaled questions the right pole description is recorded here. In matrix field questions enter the maximum value here. For all other question types, this field remains empty.

***** **Abstention**: In scaled questions an abstention text can be stored here. For all other question types, this field remains empty.

The following example should clarify the structure of a CSV file for you:

Personal Details	4		Grade of your last graduation			
Personal Details	14	5	Age:	18	99	
Personal Details	6	2	Gender:	Male|Female		
Course: Planning and Presentation	0	4	The course provides a good overview of the topic.	Agree	Disagree	
Course: Planning and Presentation	2		Your comments on the course content:	3		

Table 4: An example of the CSV file structure when importing and exporting the question library

This structure is also valid for the export of the question library as a CSV file. To import a question library, click on [Browse] and select a Class Climate question library file. To start the import process, click on [Import].

To export, click on [Export]. A “Save as...” dialog appears. Select a folder and click on [Save].

To integrate question groups and questions from the library into your questionnaire, please open the question library in VividForms Editor (see also chapter C. 5: “Using the Question Library with VividForms”).

3. Phase 2: Implementation of surveys

3.1. Survey procedures

Class Climate supports a number of procedures for processing completed paper questionnaires as well as online surveys. The goal of these procedures is to make processing returns as smooth and anonymous as possible.

3.1.1. Cover sheet procedure

With the cover sheet procedure, cost savings can be achieved through the production of larger quantities of questionnaires in printing shops. When using blank questionnaires it is not possible to determine which course the responses are intended for and so a cover sheet is necessary. This includes information on the course and in the lower area the operation number is printed twice.

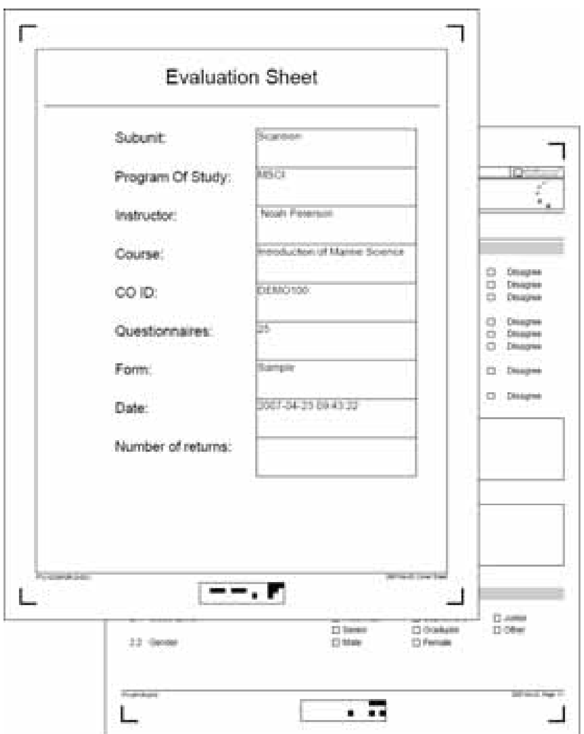


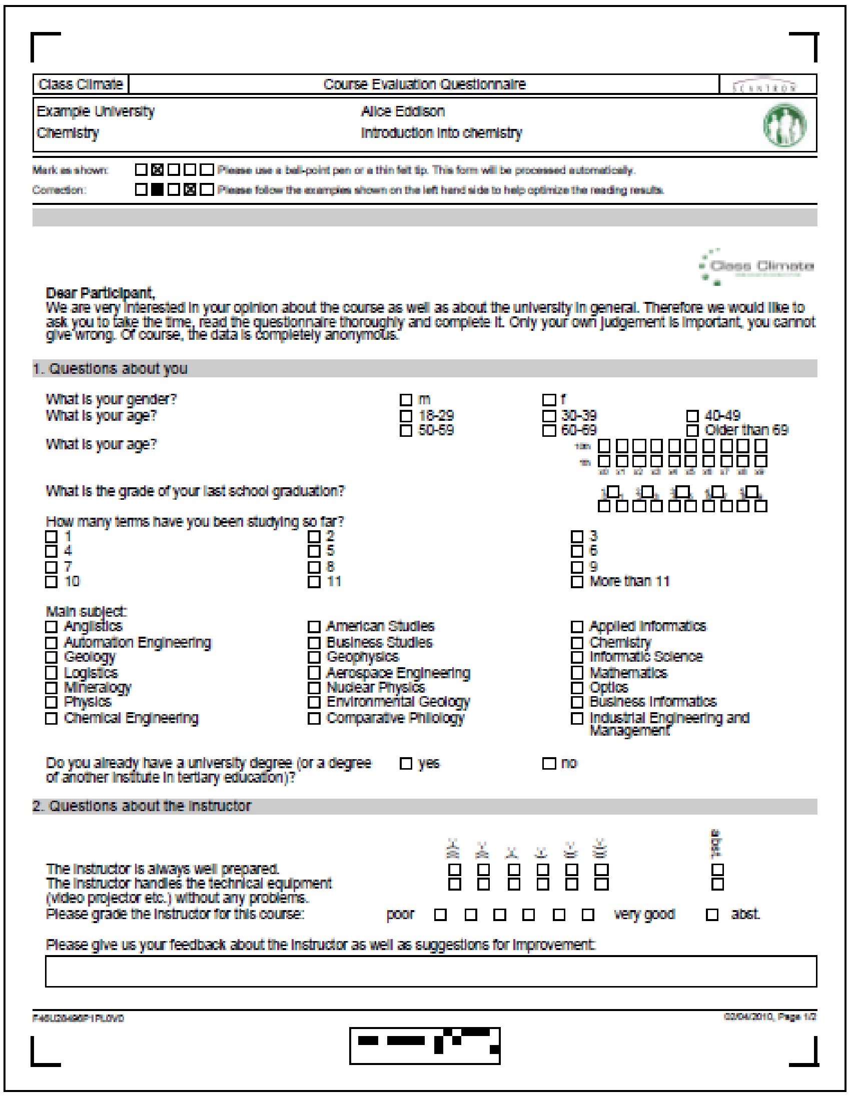
Figure 64: Cover sheet procedure

The alternative would be to allow survey participants to enter in the name of the course on the questionnaire, but this would involve significant amounts of correction in later processing. In addition it would at any rate be necessary to collect the returns simultaneously in order to set an end to collection so as that a report could be generated.

3.1.2. Hard copy procedure

The hard copy procedure involves identifying the questionnaire for every course. The operation number is printed at the bottom of the page. Additional information fields can be printed in the header of all the questionnaires. Optional additional questions, whose content can be determined by the instructors themselves, can also be included.

The hard copy procedure also allows all of the questionnaires to be numbered. This is especially useful when the questionnaire contains more than two pages, or when printed on both sides of the page on more than one page of paper. This guarantees that the questionnaire sets are logically coherent even if they are mixed up when collected.


Class Climate | Course Evaluation Questionnaire

Example University | Alice Eddison
Chemistry | Introduction into chemistry

Mark as shown: Please use a ball-point pen or a thin felt tip. This form will be processed automatically.
Correction: Please follow the examples shown on the left hand side to help optimize the reading results.

Dear Participant,
We are very interested in your opinion about the course as well as about the university in general. Therefore we would like to ask you to take the time, read the questionnaire thoroughly and complete it. Only your own judgement is important, you cannot give wrong. Of course, the data is completely anonymous.

1. Questions about you

What is your gender? ☐ m ☐ f
What is your age? ☐ 18-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60-69 ☐ Older than 69
What is your age?
What is the grade of your last school graduation?
How many terms have you been studying so far?
☐ 1 ☐ 2 ☐ 3
☐ 4 ☐ 5 ☐ 6
☐ 7 ☐ 8 ☐ 9
☐ 10 ☐ 11 ☐ More than 11

Main subject:
☐ Anglistics ☐ American Studies ☐ Applied Informatics
☐ Automation Engineering ☐ Business Studies ☐ Chemistry
☐ Geology ☐ Geophysics ☐ Informatic Science
☐ Logistics ☐ Aerospace Engineering ☐ Mathematics
☐ Mineralogy ☐ Nuclear Physics ☐ Optics
☐ Physics ☐ Environmental Geology ☐ Business Informatics
☐ Chemical Engineering ☐ Comparative Philology ☐ Industrial Engineering and Management

Do you already have a university degree (or a degree of another institute in tertiary education)? ☐ yes ☐ no

2. Questions about the instructor

The instructor is always well prepared.
The instructor handles the technical equipment (video projector etc.) without any problems.
Please grade the instructor for this course: poor ☐ ☐ ☐ ☐ ☐ ☐ very good ☐ abst.

Please give us your feedback about the instructor as well as suggestions for improvement:

F45U26496P1PL0V0 02/04/2010, Page 1/2

Figure 65: Hard copy procedure

3.1.3. Online Survey: PSWD procedure

The online surveys are done with the so-called PSWD procedure. When an online survey is created Class Climate generates a number of PSWD codes. PSWD codes ensure that a participant takes part in a survey only once as without them it would be impossible to prevent an individual from completing a questionnaire more than once.

In addition to PSWD-protected questionnaires, activated instructor accounts can be used to generate PSWD-free questionnaires using a semi-public password entered on the online survey start page to allow survey participants access to the questionnaire.

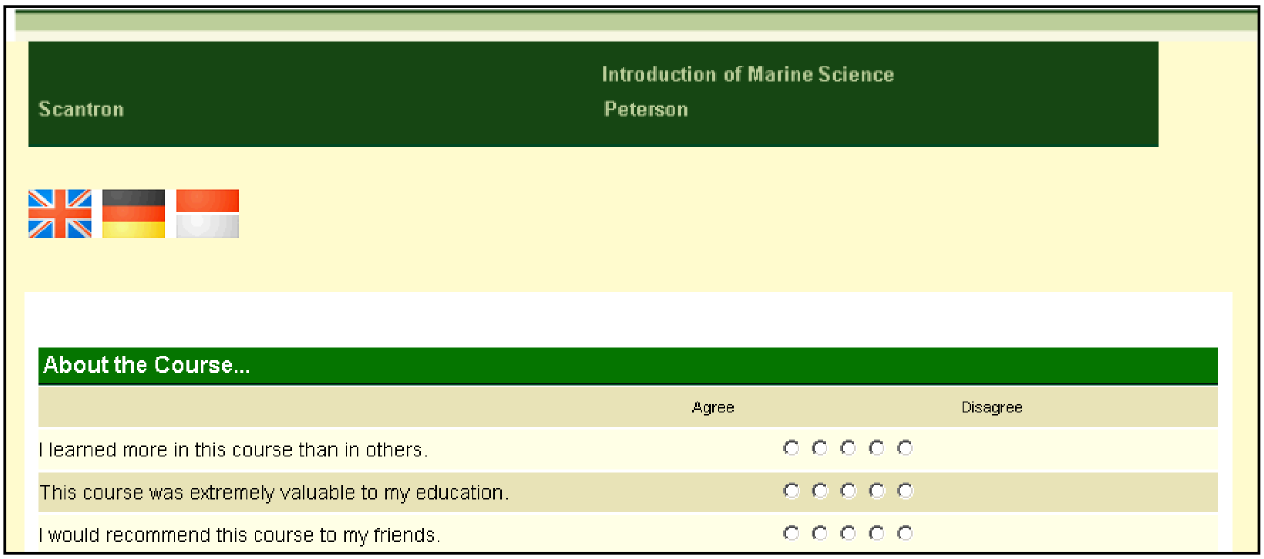


Figure 66: Online survey

An online survey can appear as either a complete questionnaire or in sections, in which case the respondent can navigate back and forth between sections. Also in PSWD-based surveys participants can save their entries and return to the questionnaire at a later point in time to complete it.

A print button may be activated in order to print the completed questionnaire. The questionnaire must be saved temporarily before printing.

Another feature is the filter tool which allows you to define skipping rules in order to avoid showing irrelevant questions.

For example: The participant has responded to a question whether a presentation program was used with “no”. Any following questions about the quality of the presentation program should not be answered in order to avoid falsifying the data.

If an online survey has an insufficient response rate, a reminder function can batch email the participants with a reminder to complete the questionnaire. The anonymity of the participant remains the same.

Upon submission the system will save a time stamp which is available through the raw data export for each dataset.

This information can be used to analyze the respondent behavior.

The option “certificate of participation” is available to allow the participants to prove their completion of the survey. This certificate can either be displayed as a PDF document after submission of the form, or provided through an email with a PDF attachment. The certificate can only be mailed if the PSWDs were sent out by email in the first place. The option of displaying a PDF certificate in the browser requires the creation; upload and attachment of a PDF template (see B 2.3.2).

Online surveys are symbolized with a globe.

You can create so called templates to customize online surveys to individual needs.

Under certain circumstances it may be favorable to use a general master password for all participants instead of individual PSWD codes. In this case the survey details provide a function to convert a standard PSWD based online survey into a master password based survey.

3.2. Central evaluation

In the chapter below you will learn about the generation and the handling of surveys in the central evaluation.

3.2.1. Generating surveys

With this function you can generate any number of surveys. You must only make sure that the questionnaires you need exist, have been tested and are set for use.

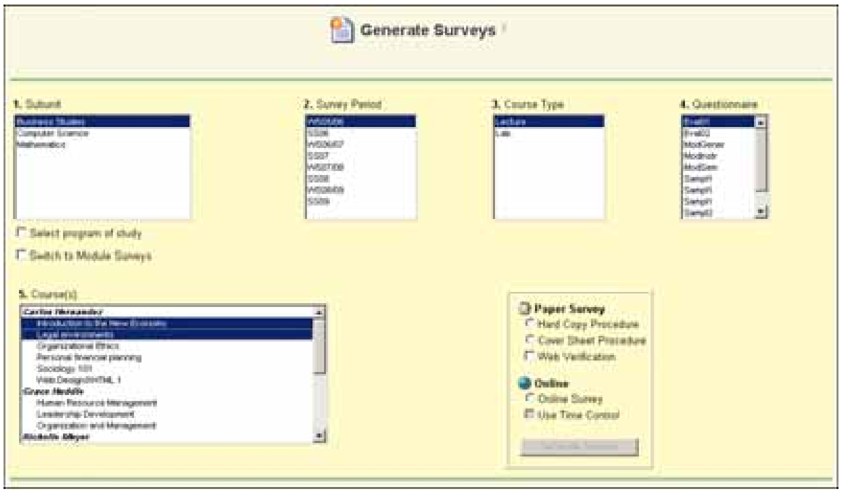


Figure 67: Generating surveys

The setting which questionnaire can be used for which course is defined in the menu “System Settings/Questionnaires/Details”. You can define here which questionnaire should be used for which subunit, course type and period.

After clicking on [Generate Surveys] the screen above will appear.

Now you must in succession in each field select one or a number of options. Depending on what you have chosen and the resulting restrictions you will then see only the valid options.

Select:

- A subunit
- a survey period
- one or more courses types
- a questionnaire
- one or more courses
- a survey type

You can select more than one option by pressing down the left mouse button and pulling the mouse down. You can also hold the “Ctrl” button and select any number of individual courses.

Finally you must select the survey method. You have the choice of:

Hard copy procedure

Each questionnaire for each course is downloaded, automatically personalized and printed.

Cover sheet procedure

A cover sheet is printed for each course, while the questionnaires are reproduced. Afterwards the cover letter is scanned together with the completed questionnaires and serves to identify the survey.

Online surveys

For each course the appropriate number of PSWDs will be produced. The number of PSWDs is taken from the data field “number participants” in the course data. If this information is missing then there is a default setting at “Class Climate settings / online survey / default value PSWD per survey (Central Evaluation)”. These PSWDs are then sent to the survey participants. There are two ways of doing this:

Batch emails

Using an email address list the PSWDs are sent randomly to the survey participants by the Class Climate server. In order to use this procedure the function “Class Climate settings/ email functions & accounts / delivery method PSWDs (Central Evaluation)” must be set at the option “group”.

Using the reminder function you can send an email at a later time to all PSWD recipients who have not yet taken part in the survey.

PSWD cards

The PSWDs are produced as PDF documents. These PSWD cards have an entry code, the Internet address as well as the name of the survey. These PSWD documents can be either opened by the administrator or sent to the instructor per email. In order to use this procedure the function “Class Climate Settings/Email functions & accounts/Delivery method PSWDs (Central Evaluation)“ must be set at the option “instructor”.

Batch emails

As in the online surveys PSWDs are sent randomly using an email address list of the survey participants. A personalized and due to the PSWDs unique questionnaire is sent as attachment. This dispatch is carried out by the Class Climate server. To use this procedure you have to set the function “Configuration / Email Function & Account / PSWD Delivery Method (Central Evaluation)” at “group”.

Batch printing

Using the batch printing function you can create a document with as many questionnaires as there are PSWDs available. This batch printing document can be sent to instructors via email, who can then print them out and distribute them. In order to use this procedure you should set the function “Configuration / Email Function & Account / PSWD Delivery Method (Central Evaluation)” at the option “lecturer”.

Single Questionnaires in PDF Format

As many PDF questionnaires are personalized as needed. The individual PDF files are packed in ZIP format and can be downloaded with a click on [Download]. The ZIP files can be made available to the instructor. As soon as the survey has been created you can start the implementation. After generating the questionnaires these are displayed in the Survey Overview. In the column under the icon “@” you can send the documents to the instructors so that they can begin printing out and distributing the questionnaires. For mass production of cover sheets use the batch printing option.

As soon as you have created the surveys, you can use these to implement your survey.

For the large-scale production of cover sheets you can use batch printing or access the cover sheets/questionnaires directly at “subunits / display surveys”. Here you can – in the column “@” – send the documents via email to the instructors so that they can print them themselves and carry out the survey.

For mass production of cover sheets use the batch print option.

3.2.2. Display surveys

Figure 68: Selection of surveys for display

In order to display a number of surveys, select the option "Display Surveys" in the box "Central Evaluation". Then select a subunit, the instructors, a survey period as well as the relevant forms and click [Show].

It is also possible to select multiple subunits as well as different survey status and types in order to display surveys system wide.

Via a drop down list the following status and types can be selected:

- Survey status: ready, data available, data deleted, quantity of data too low, data capturing, verification, open, closed
- Survey types: online surveys, hard copy procedure, cover sheet procedure, consolidation, report (filtering), report (unweighted), dynamic subgroups
- Submission status: PSWDs, reminder, questionnaire, evaluation submitted/not submitted

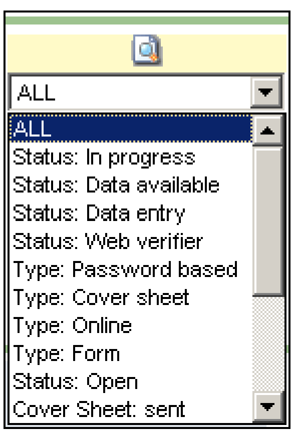


Figure 69: Filter options for surveys

In the content window of a subunit there is a column with the heading [Surveys]. For each instructor/dean there are two numbers separated by a backslash, e.g. [1 / 3]. This represents:

[number of processed surveys / number of created surveys]

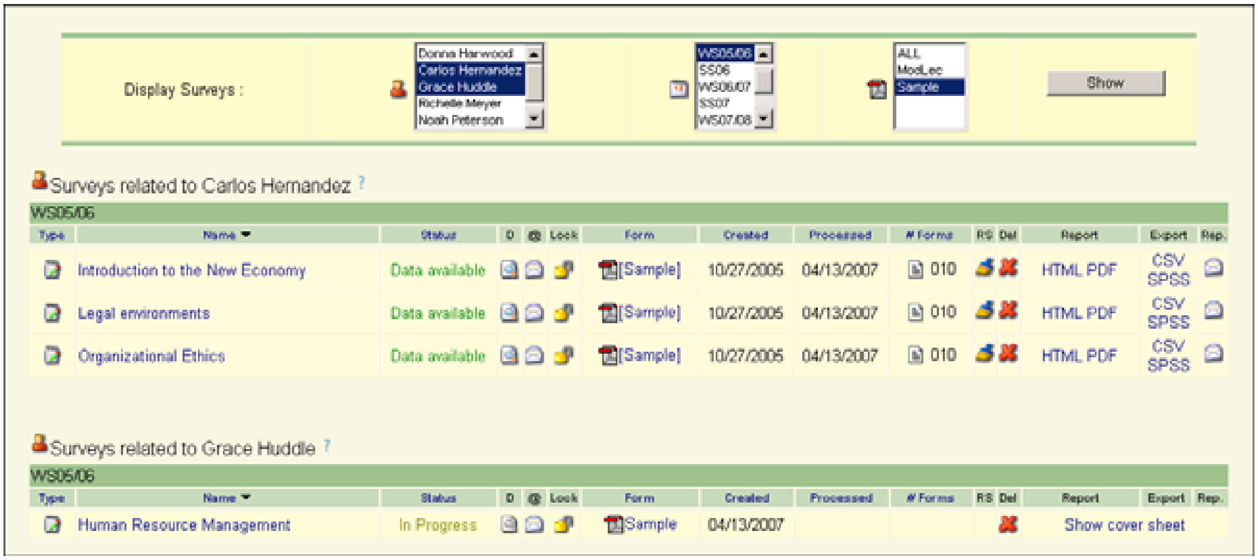


Figure 70: Display selected surveys

The display [1 / 3] means that the user has created three surveys in his user profile, for one of which returns have been booked. If this function has been activated, then with a mouse click on this you can access the survey results.

The “private” surveys created by users who have an activated instructor account are counted but remain hidden in the display. Only when the configuration setting “Class Climate settings / central evaluation / admin views all surveys” is activated can the administrator view these surveys.

In the survey window you will see in a table the surveys you selected according to the filter above: depending on the status of the survey you can now initiate a number of different operations.

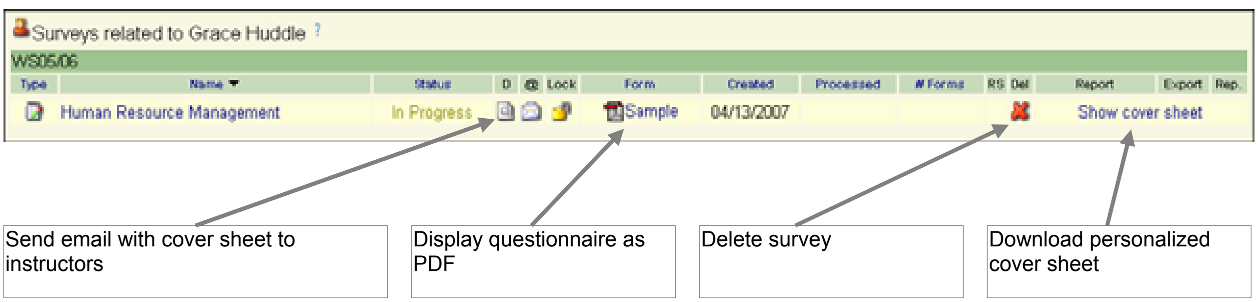
All available actions and information about the survey can be found in the survey details, which can be reached by clicking on the survey name.

With a click on one of the column headings in blue the window will be sorted according to this column. You can sort the surveys according to:

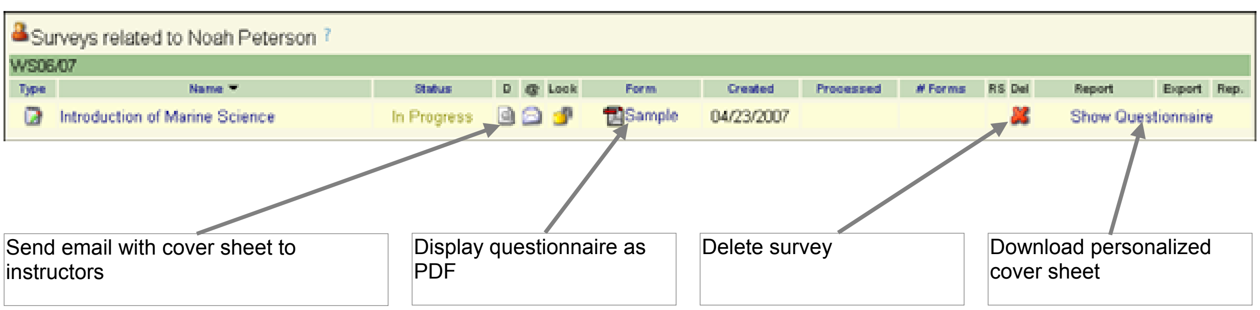
- Type
- Name
- Status
- Form
- Created (date)
- Processed (date)
- Recorded (number of returns)

Survey status: In Progress

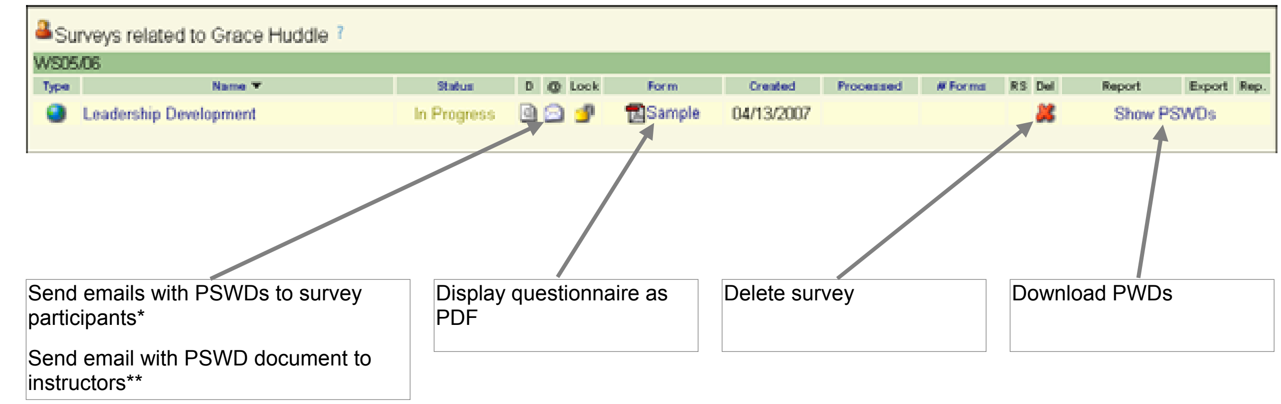
Cover sheet procedure:



Hard copy procedure:

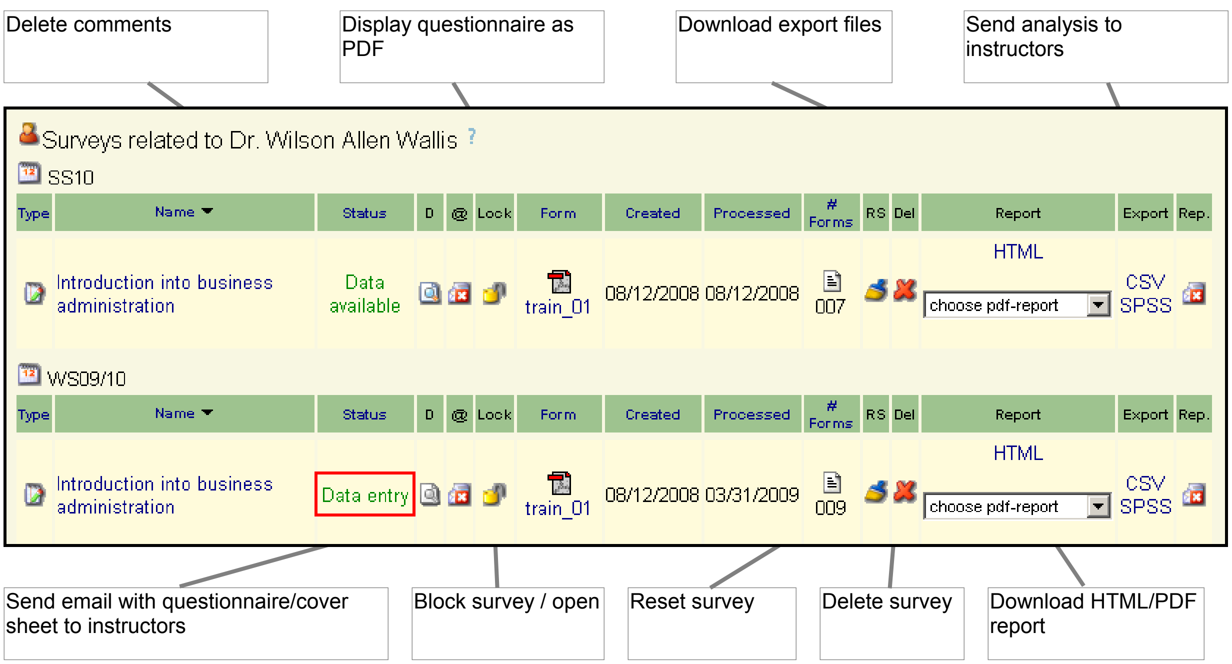


Online survey:

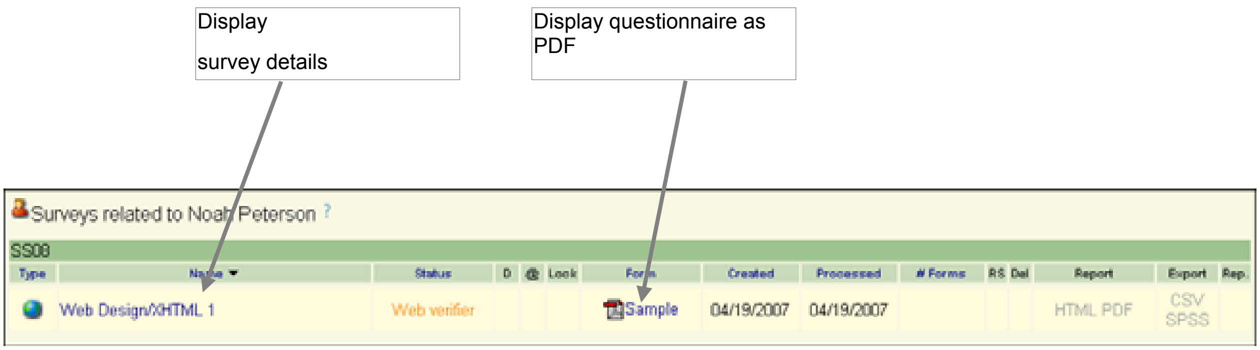


* Settings / email functions / delivery method PSWDs = group
** Settings / email functions / delivery method PSWDs = instructor

Survey status: Data available / data entry



Survey status: Verification



Survey status: Data deleted (only when function “delete in 2 steps” has been activated)

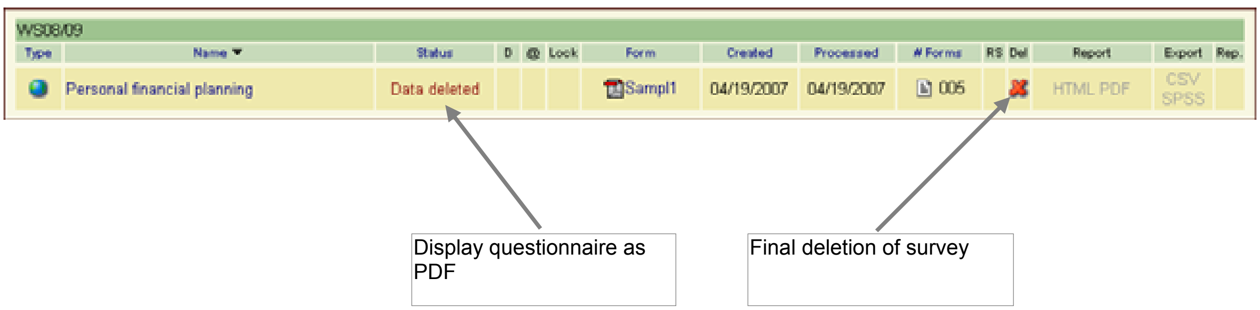


Figure 71 a-f: Survey status

3.2.3. Survey details

Display of survey details

In order to display more detailed information about the survey you can click on the survey name. You also have access here too all the functions of this survey.

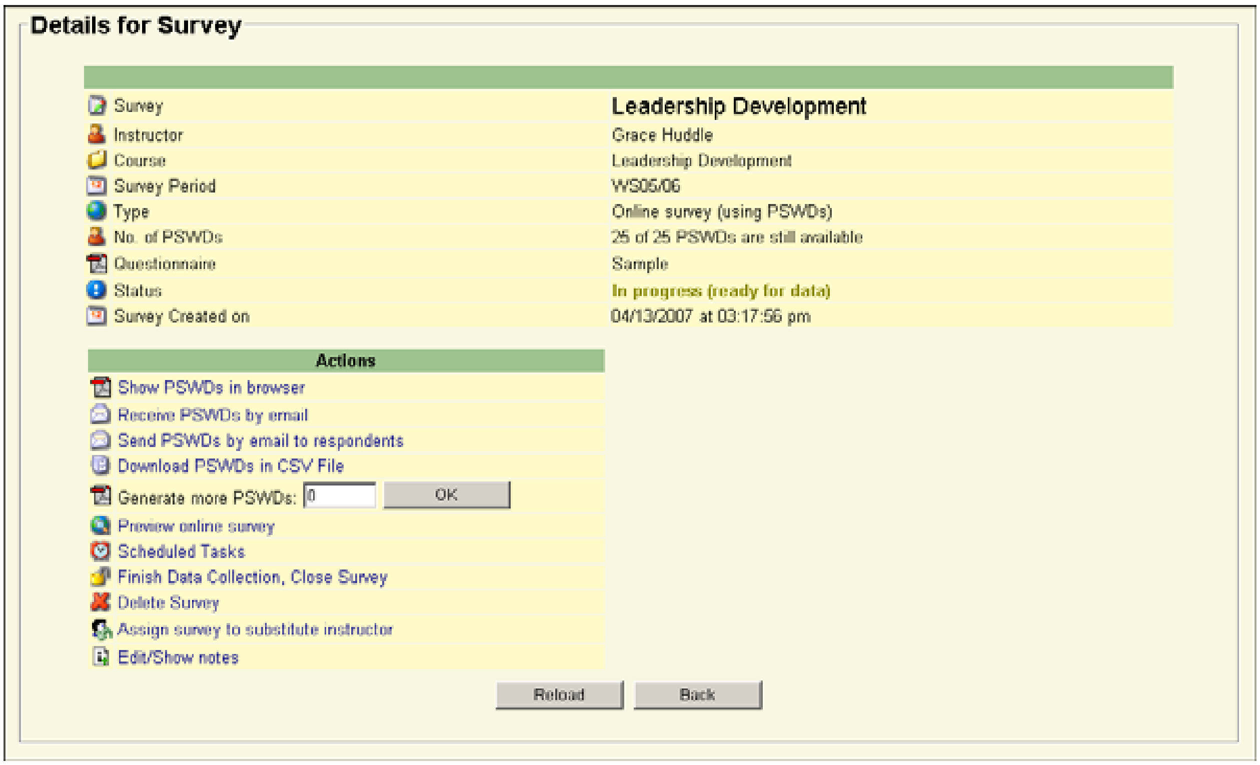


Figure 72: Survey details (no data)

Some functions can only be accessed using this detail window. Depending on the status of the survey (e.g. In Progress, data available), the survey type and further attributes specific to the questionnaire or survey (e.g. language, PSWD status), a variety of survey data and functions will be made available.

At the top of the Detail Window you can see the header data for the survey.

In the lower left-hand corner you can see a number of options relating to the survey and in the lower right-hand corner you can select the evaluation report and export format.

In addition, in the area of maintenance, you can change the survey ID, as long as the changing of the survey ID in the menu “System Settings/Class Climate Settings/Maintenance” is activated.

This can become necessary, for example, if you have distributed question-naires in the self print process with a different / incorrect survey ID. To enable you to assign these completed questionnaires to your survey anyway, you must replace the ID of the existing survey with the survey ID of the questionnaires distributed.

Please note, that you cannot change the survey ID if the results of the survey are in the “Web verifier” mode. This means, that the survey ID is protected while the results of your survey are being processed by the verifier. As soon as the verification is complete, you can alter the survey ID as accustomed.

Please note, that changing the survey ID leads to questionnaires already distributed no longer being able to be assigned to this survey!. For this reason, only change the survey ID after careful consideration. Should you have any questions, our support team is happy to help.

To change the survey ID, enter your chosen ID in the survey ID field, and then click on [change]. The new survey ID must consist of five characters. The following window opens automatically:

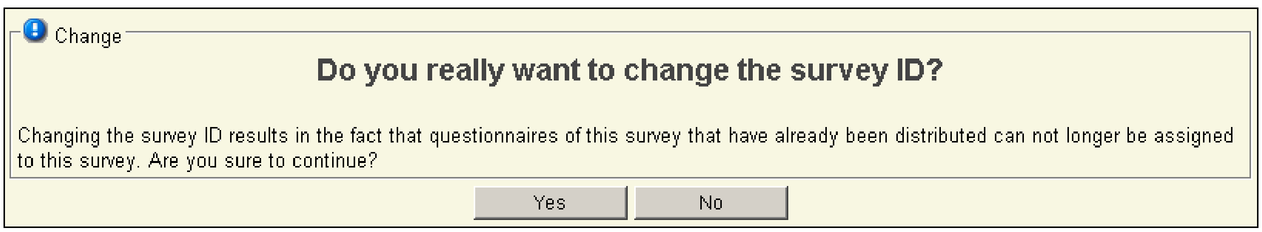


Figure 73: Confirmation of the changing of the survey ID

After confirming this prompt, your survey receives a new survey ID.

Please note, that as a rule, you should only change the survey ID after careful consideration. Should you have any questions, please direct them to our support team.

The option “Show recognized form originals as PDF” in the survey details allows the originally scanned forms to be displayed. The forms are displayed as a PDF file and can be opened as a whole or for each single questionnaire. After selecting whether you view the entirely or only one questionnaire, simply click on [Show].

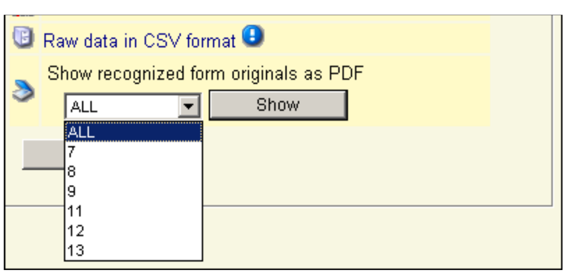


Figure 74: Option “Show recognized form originals as PDF”

The original scanned forms are displayed. Green boxes show which check-marks were recognized by the VividForms Reader and therefore provides a quick overview of the recognition process. This option is only available for paper based surveys.


I duly got introductions into all the necessary hardware and software components.

Figure 75: Show recognized form originals as PDF

The following table shows you the possible actions and its descriptions, as well the survey types and the survey status.

Action	Description	Survey Type	Survey Status
Delete survey	Deletes the survey	All	All
Restore survey	Deletes the response data of a survey. The survey remains in the status “In Progress“	All	Data available
Unlock data collection / Finish data collection	Opens or closes a survey. If closed, no data can be submitted to the survey	All	All
Show PSWDs in browser	Generates and displays a PDF document containing the PSWDs of a survey	Online	All
Receive PSWDs by email	Sends an email with the PDF document containing the PSWDs to the owner of the survey	Online	All
Send PSWDs to respondents by email	Batch emailing of the PSWDs to the respondents	Online	All
Download PSWDs in CSV file	Allows the download of a text file containing all remaining PSWDs for a survey	Online	All
Generate more PSWDs	Allows the generation of additional PSWDs for an existing online survey	Online	All

Preview online survey	Opens a window with a preview of the online survey	Online	All
Scheduled Tasks	Shows the scheduled tasks linked to the survey, such as PSWD submission, reminder submission or reporting	Online	All
Show cover sheet/form in browser	Opens the personalized cover sheet or the questionnaire of the survey as PDF file in the browser	Paper	All
Email cover sheet/form	Sends the personalized cover sheet and/or form to the owner of the survey by email	Paper	All
Edit answers to open questions	Shows the open ended question answers in a list, allowing the administrator to select and delete if necessary	All	Data available
Assign survey to a substitute instructor	Allows a survey to be assigned to a another user, for example to include a substitute instructor	All	Data existent
Edit/display notes	Here, existing notes on surveys can be viewed or amended.	All	Data existent
Survey ID	Here, you can change the identification of the survey (= survey -ID). (Attention: Not available in "Web verifier" mode.)	All	Data available

Table 5: Overview on the actions concerning a survey

In the following graphic, you can see header data, actions and the maintenance of an email merge survey. There are not yet any data available for the survey. You can only display the questionnaire here, finish the data collection (close survey), delete the survey, assign the survey to substitute instructor, edit / show notes and change the survey ID.

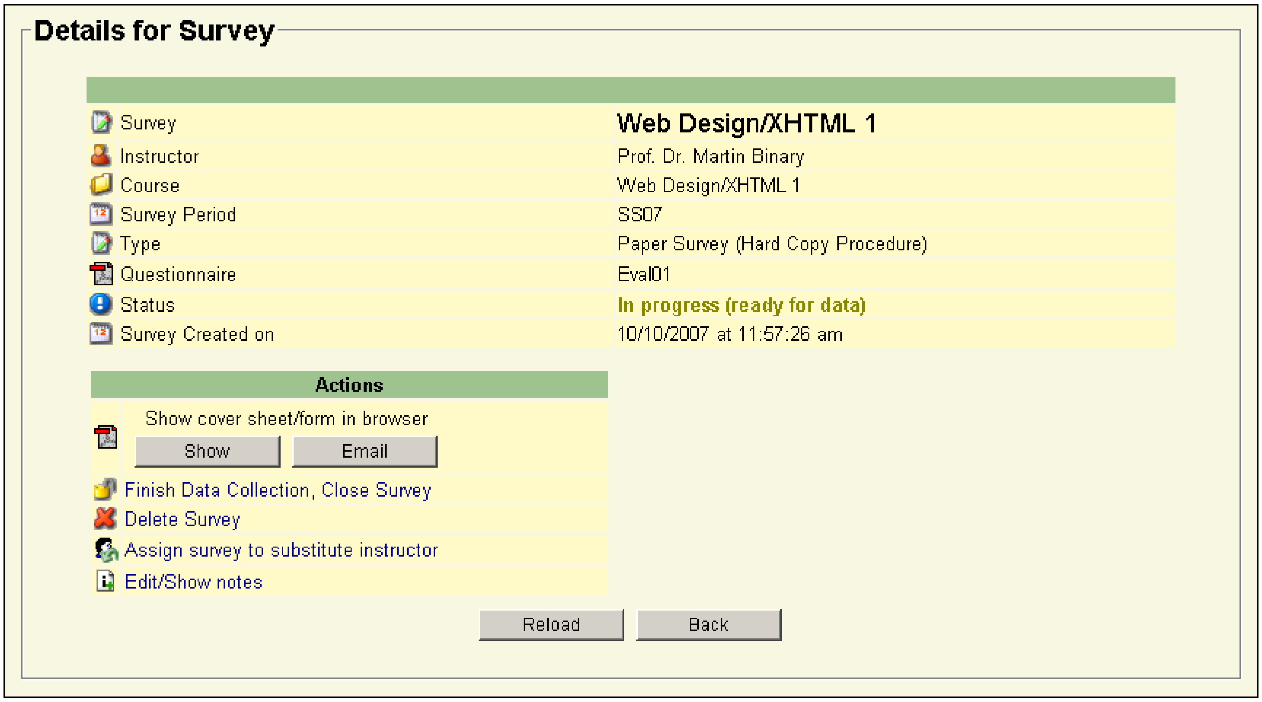


Figure 76: Survey details (In Progress - ready for data)

In the following graphic you can see the evaluation possibilities of a survey, for which data is already available. In this case, considerably more options are available to you. Here you can, for example, display the results in different export formats (i.e. PDF, CSV, SPSS).

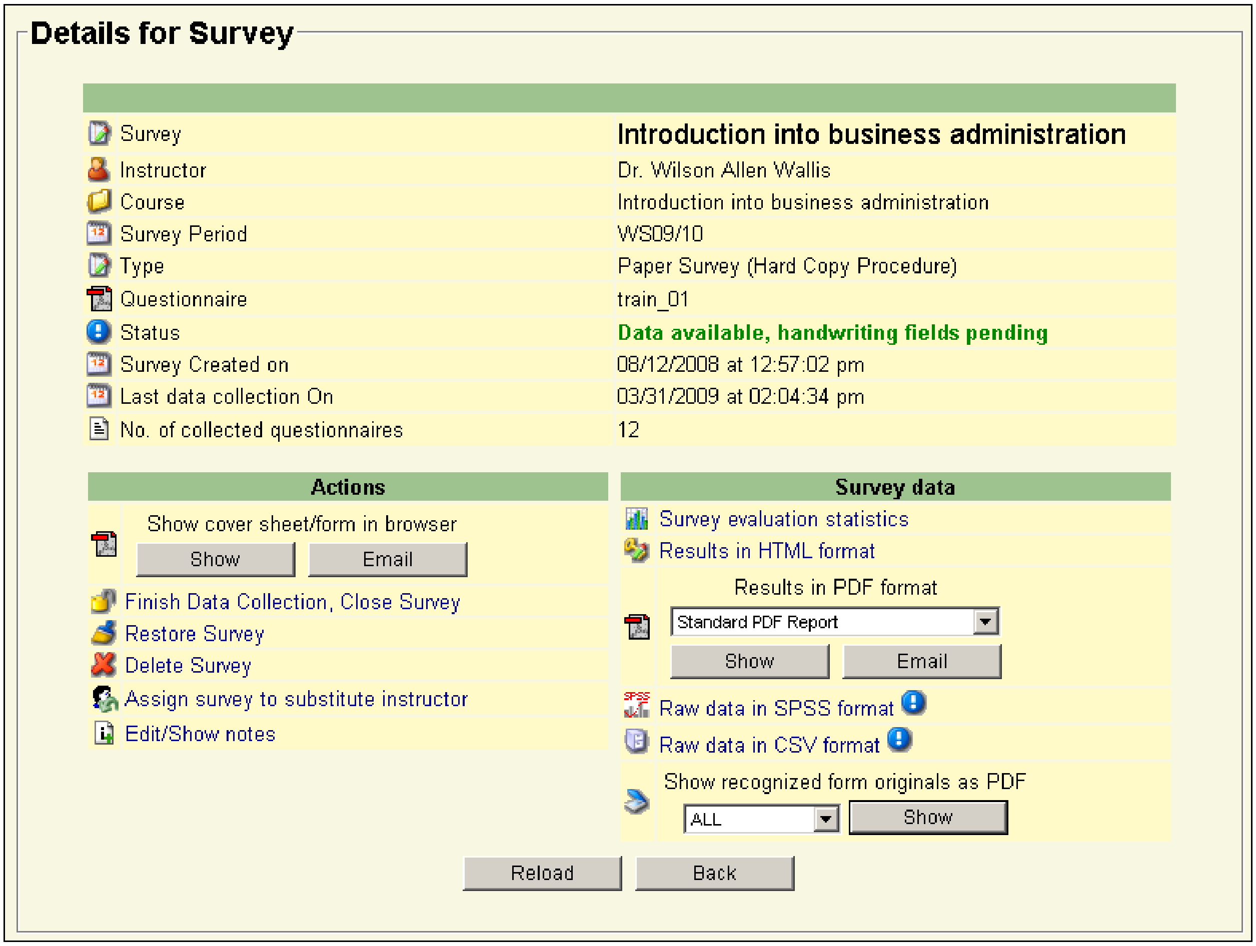


Figure 77: Survey details (data available)

If your questionnaire is multilingual then you have the option in this view to display the form in the various languages.

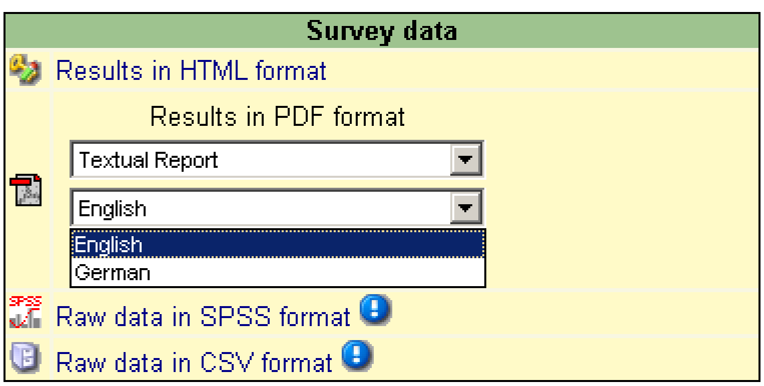


Figure 78: Select report language

After scanning the questionnaires you can display the PDF report in the language of the questionnaire.

In the PDF report you will see the text of the letter or the legend in the linked system language. All of the questionnaire texts are produced in the selected language.

Delete Function for Responses to Open Questions

As Administrator you have the option to delete responses to open questions.

This is especially helpful when empty images with only the edges visible have been saved or when the empty field has been crossed out.

In order to use the delete function, you must activate it in the settings (“Configuration / Functions / Deletion of Responses to Open Questions”).

With a click on the icon you will open the window with all of the RESPONSES to the open questions of this survey. The responses are either displayed as image or, if they have already been anonymized, as text field. These have a red background. In order to delete all of the selected responses, click on the [Delete]-button at the bottom of the window.

Assign a survey to a substitute instructor

If a course is taken over by a substitute instructor at short notice, an evaluated survey can be transferred from the original instructor to the other instructor.

To do this, click within the survey details on "Assign survey to substitute“:

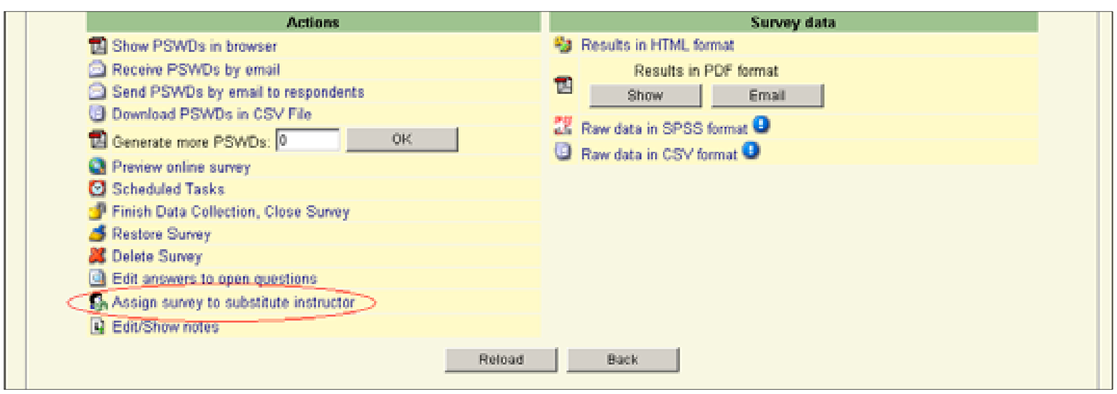


Figure 79: Survey details: Assign this survey to a substitute

In the following dialogue you can select the subunit as well as a substitute from the list of instructors:

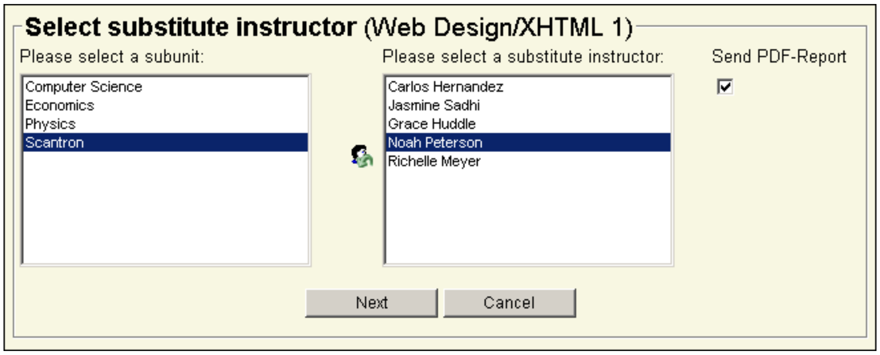


Figure 80: Selection of substitute instructor

The checkbox “Send PDF report” permits the dispatch of PDF reports to the substitute instructors again. To continue, click on [Next].

The survey will then be assigned to a substitute instructor (and is then no longer existent for the original instructor). If there is only one survey for the course that is to be moved, Class Climate will ask whether the associated course is to be moved as well:

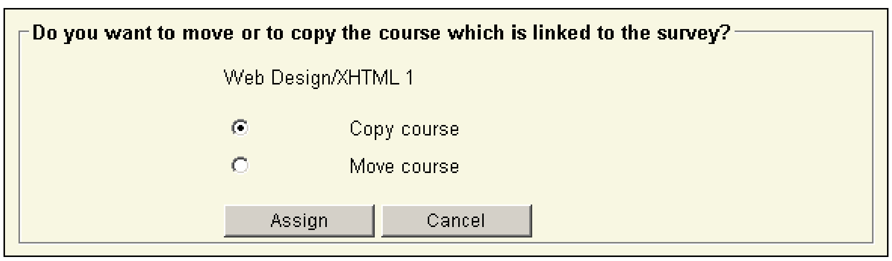


Figure 81: Selection window: copy or move the course

Click on [Assign] to complete the procedure.

If there are several surveys for one course, the course will always be automatically copied, since it has to remain with the original instructor for the assignment to other surveys.

Editing/displaying notes

The notes function supports the communication between the different user roles in Class Climate. A user can link a memo with a survey. Notes always refer, therefore, to a particular survey and their history is accessible to all users. All notes can be edited or deleted by the authors at any time.

This function is particularly useful in regard to the QM screens. The instructors can thus comment on the determined results. Deans or department heads can then inspect these notes as well as add their own.

To add a note to a survey, call up the survey details through a click on the survey name. Click on [Edit/Show notes]:

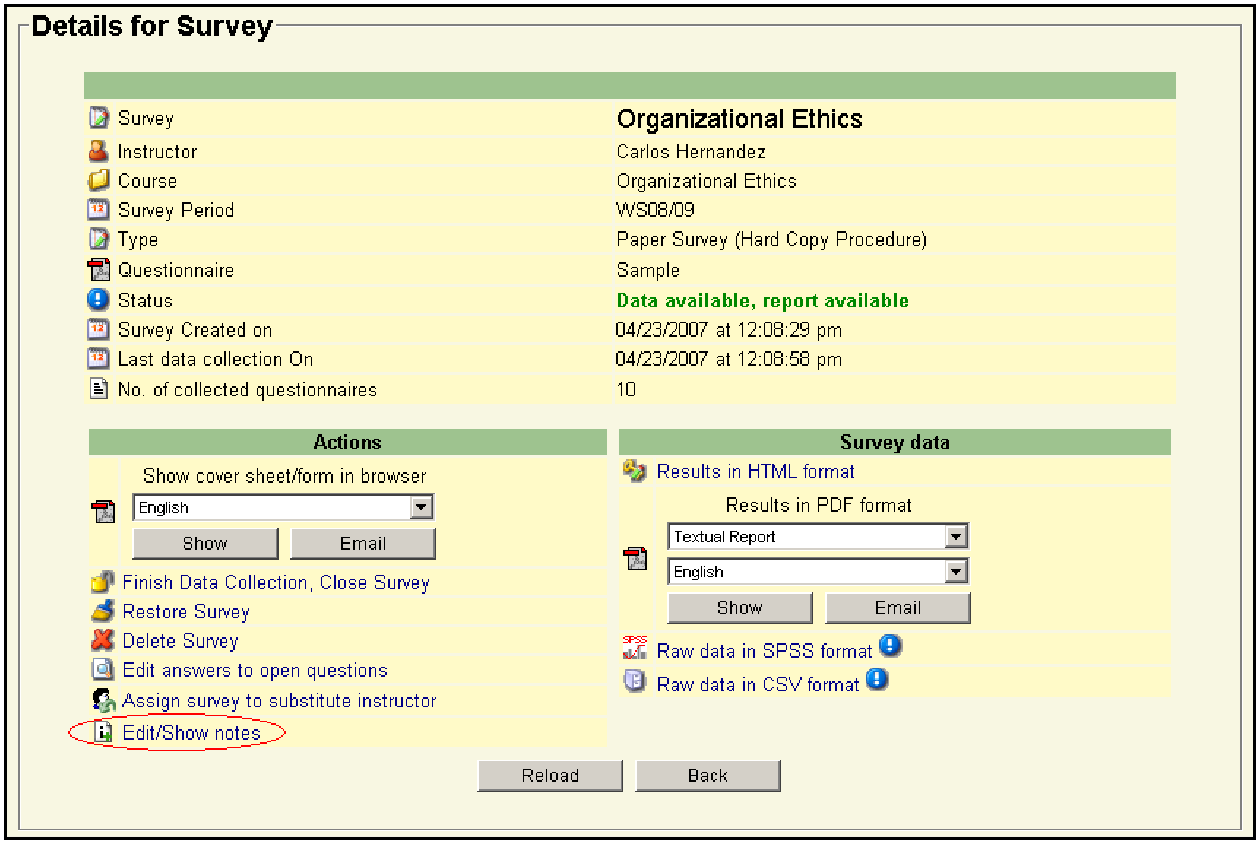


Figure 82: Survey details: Add note

Then click on [Add note]:

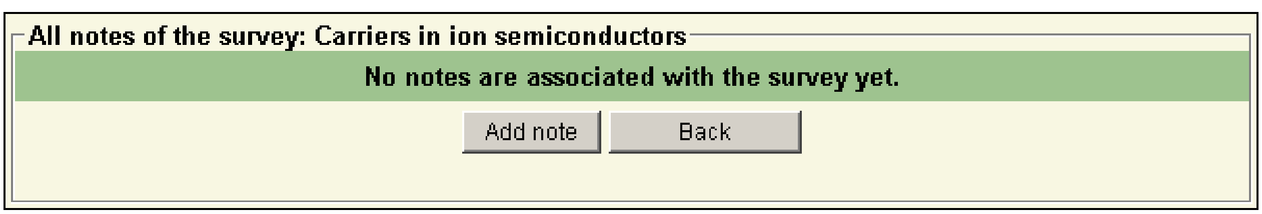


Figure 83: Add note

An input window appears with which, text can also be formatted:

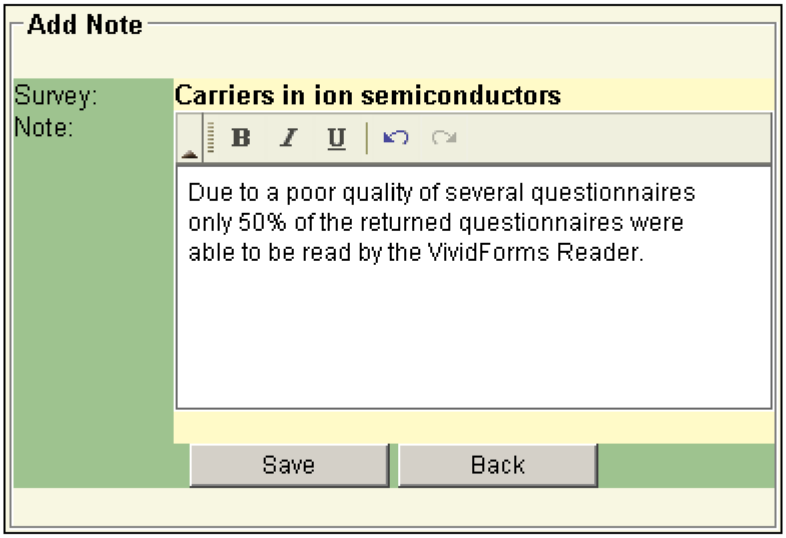


Figure 84: Add a note

After a click on [Add note] the entries are saved. In the survey overview, the symbol now appears next to the survey name. When the mouse is moved over the symbol, the most recently entered note appears in a window next to the cursor:

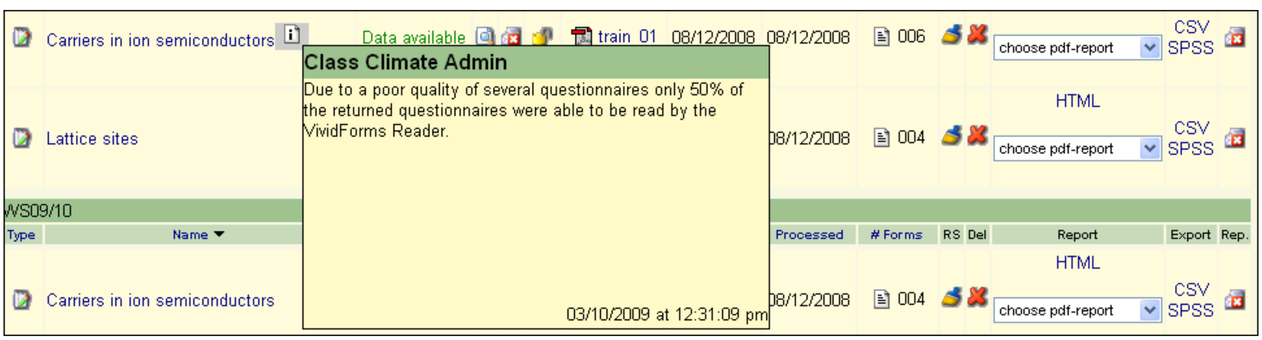


Figure 85: Course with note

In the case of the QM screens, two types of symbols can appear next to the survey name:

- - symbol Notes exist
- - symbol Notes do not yet exist

Editing notes later is only possible for the respective authors.

Additionally, these notes can be displayed in the PDF report. To do this, activate the option “Show notes in the PDF report” under “System Settings/PDF Report Settings/Configuration”.

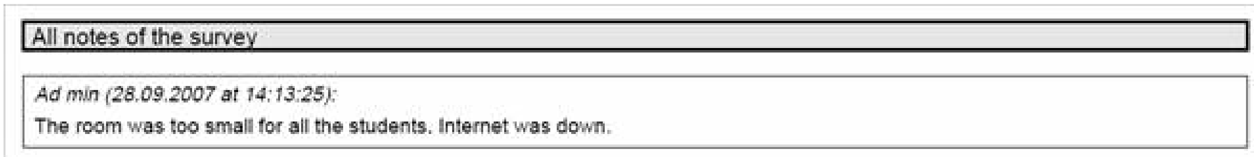


Figure 86: All notes of the survey in the PDF report

3.2.4. Delete survey

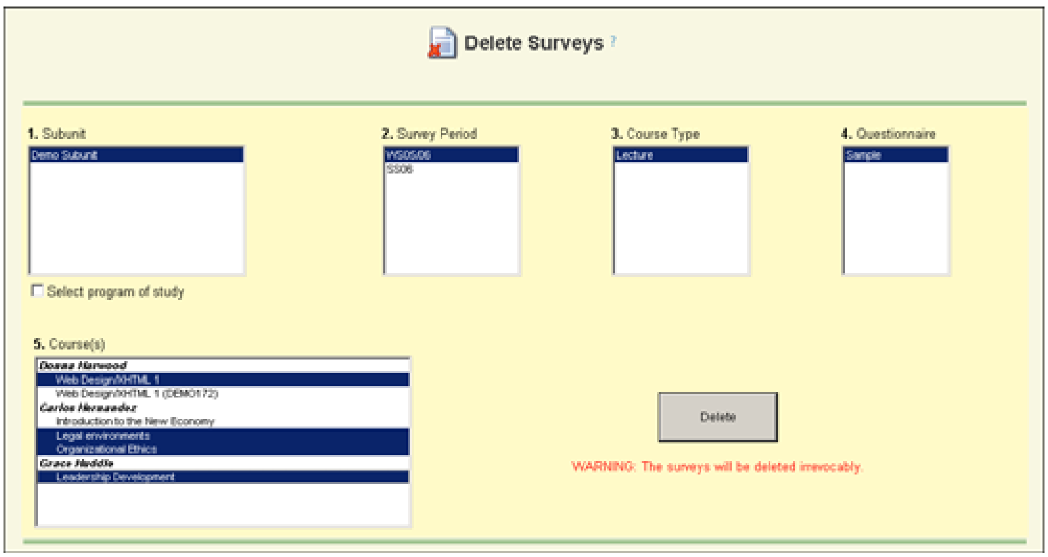


Figure 87: Deleting surveys

This function allows you to delete large numbers of surveys.

As with all other dialogs you have an “intelligent“ option which only displays the valid options.

Select:

1. One or more subunits.
2. One or more survey periods
3. One or more course types
4. One or more questionnaires
5. One or more courses

After clicking on [Delete] the data will be deleted from the system.

The deletion process may take between a couple of seconds and a few minutes, depending on the amount and size of the surveys selected.

Please keep in mind that this cannot be undeleted and that the deleted data is lost forever.

In order to save the raw data before deleting surveys use the archiving function.

3.2.5. Conducting a Paper Survey

Production of Questionnaires

When using the cover sheet procedure, questionnaires are given to a printing company for production and are then used as needed for surveys. The cover sheets can be centrally produced and distributed to the instructors. Alternatively the cover sheets can be sent to the instructor by email.

In the hard copy procedure the questionnaires adapted for specific surveys are either produced centrally or by email delivery to instructors.

Document Quality

The quality of the paper and the print image is critical for the scanning and processing stages.

We discourage the use of gray recycled paper due to the gray shadows which can appear.

Note that when producing questionnaires using private printers or copiers the printer driver is set up for A4 size paper and the copies should vary, due to tilting or enlargement/reduction, only marginally from the original. The tolerance range for such image discrepancies is about 10% of an edge length. The general rule is that clearly visible changes to the original document should be avoided.

3.2.6. Effective management and conduction of online surveys

Preview Online Survey

You have the possibility of displaying a preview of your online survey, either in the details of a survey or in the questionnaire details.

In the details of a survey, as you can see in the following graphic, click in the area “Actions” on “Preview online survey”.

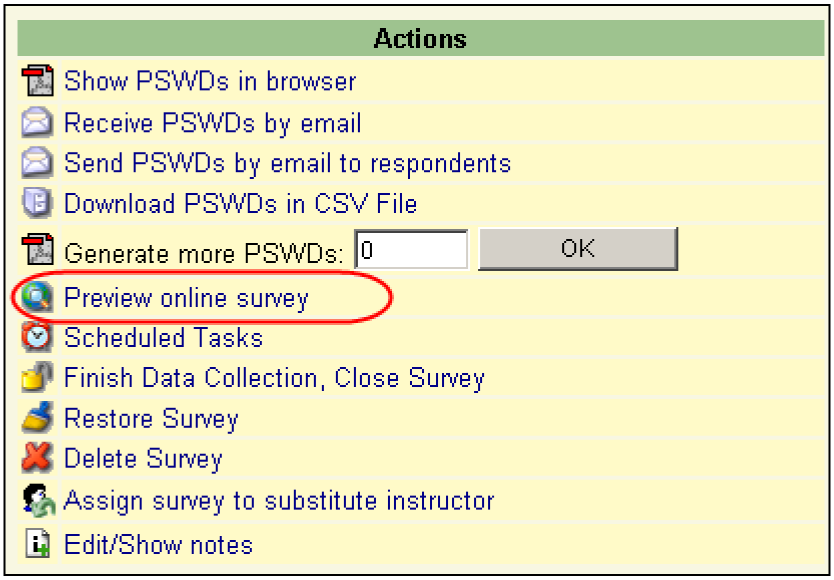


Figure 88: Preview of an online survey in the survey details

You can also display a preview of your online survey in the details of a questionnaire by clicking on “Preview online survey”.

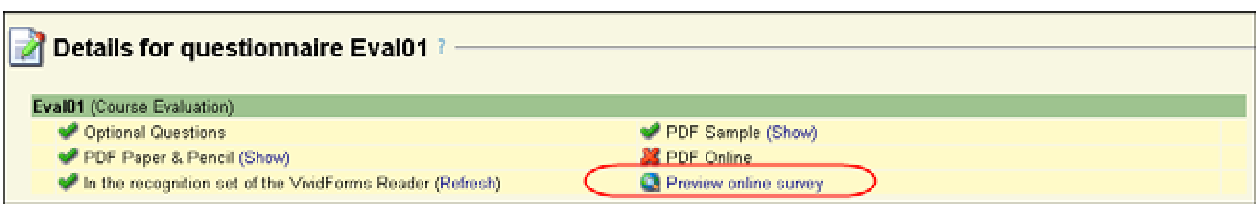


Figure 89: Preview of an online survey in the questionnaire details

Please note, that the option to preview your online survey in the questionnaire details is only available if you have created an online survey with that questionnaire

In both cases (calling up the preview of your online survey in the survey details or questionnaire details) you will receive the following warning:

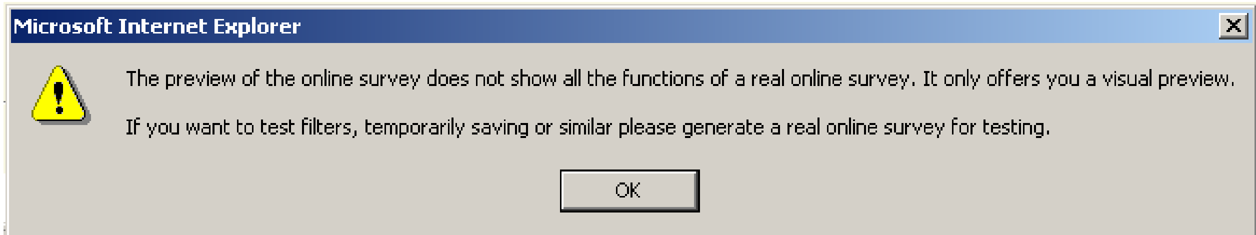


Figure 90: Warning message of a preview of the online survey

This warning makes you aware that the preview of your online survey is not a real online survey, but solely offers you a visual preview.

In order to test filters, matrices/cross tabulations or temporary saving, we recommend that you create a test survey with your questionnaire. When you have created the test survey, display the PSWDs in the browser and fill out the survey once. This procedure allows you to fully test your online survey. On successful completion, you can delete this test survey and create your regular online survey.

Generating and managing time-scheduled online surveys

Class Climate provides the option to run time-controlled surveys.

The following actions can be controlled:

- Starting the survey and dispatching the PSWDs by email to the respondents
- Reminder to respondents per email (with PSWD)
- Closing the online survey and, if necessary sending an email with evaluation report to the instructors.

These actions are managed separately in the so-called “Planned Operations“.

The activation and settings of the time-triggered control system are dependent on each survey. That means that the process of each online survey can be separately controlled. An overview of all planned operations can be found in the menu item [Settings/Planned Operations].

Tip:

Because you can set the time-triggered control at any time you can send emails at a time when there is relatively little traffic (usually at night).

Activate Time-triggered Control

To activate the time-triggered control when generating an online survey put a checkmark in the box. You can always activate the time-triggered control at a later date by using the menu item in the survey detail view.

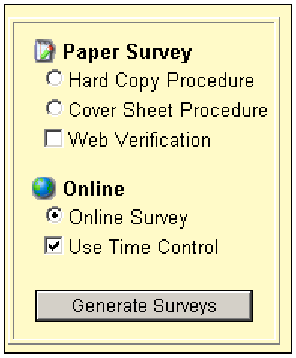


Figure 91: Time trigger

After generating the survey you can define the planned operations for the survey in the following view.

In the header is the name and number of the survey. By clicking [Next] and [Back] you can navigate between the surveys.

In the view beneath the header there are three actions which can be activated and controlled separately. Clicking on the button [Edit] will take you to the action you want.

After generating the survey all actions are deactivated by default. By clicking on [Activate] you can activate the operation.

The next sections give a detailed description of the individual actions/operations.

Operation “PSWD to Respondent”

The “PSWD to Respondent“ operation starts the online survey. That means that the participants to the survey receive an email with the login information.

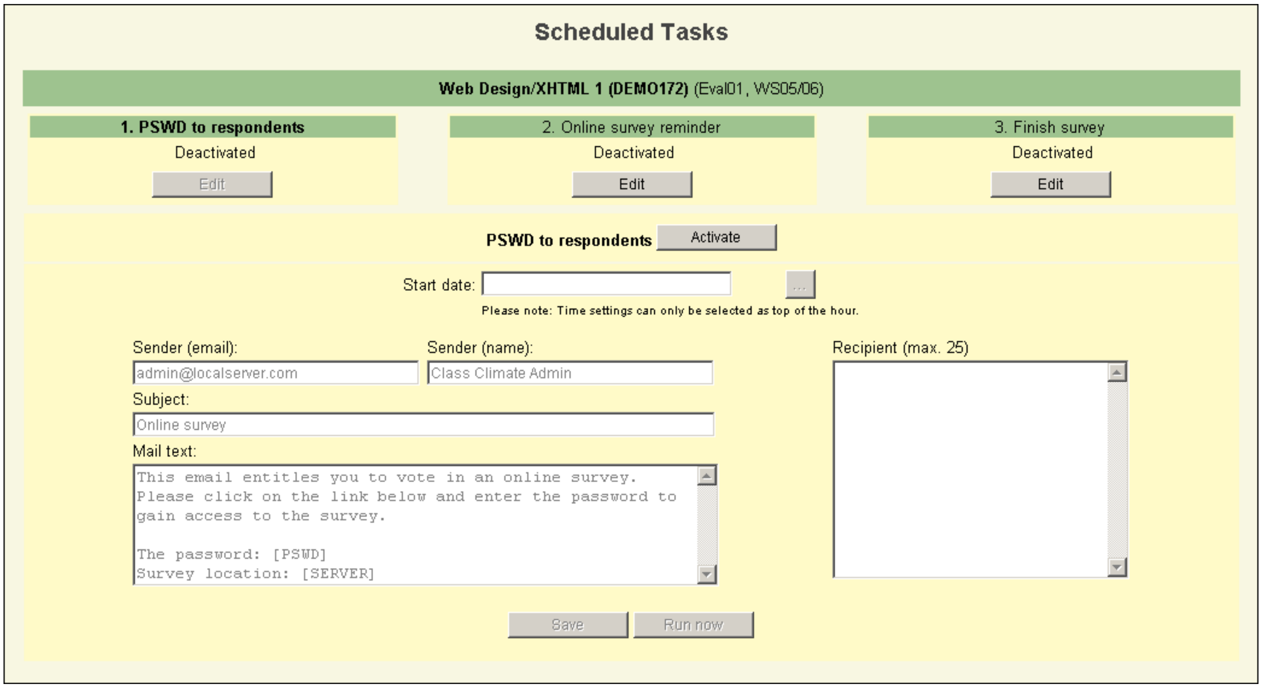


Figure 92: Task "PSWD to respondents"

For this email you can define the following details:

- Sender email (Default: Email address from the system settings)
- Sender name (Default: Email address from the system settings)
- Subject Line of email (Default: Subject line from the setting “Text Template”)
- Text of email - The email text can have placeholders (Default: Mail text from the setting “Text Template)
- Mail addresses – List of the mail addresses of all respondents

The number of email recipients is limited by the number of available transaction numbers.

The time of the email operation can be defined in the field “Start Date”. A click on the button with three points opens the calendar. The use of the calendar is explained in the last point of this section (see Use of Calendar)

All settings can be saved by clicking on [Save]. Before saving check syntax of the email addresses (e.g. @). Technical limitations mean that the actual existence of the email addresses cannot be checked. Undelivered mail can be found in the Class Climate logbook. The email addresses are saved in the system for reminder emails at a later time.

As soon as the PSWD is used by the survey participant to return their responses, both the PSWD as well as the email address is deleted from the system.

In general it is possible to assign the date/time and status for all selected surveys using the [Apply] button.

Operation "Online Survey Reminder"

The operation "Online Survey Reminder" is the dispatch of a reminder email to all respondents who have not yet taken part in the survey.

In the reminder email you can send the login information once again.

Optionally, more than just one reminder email can be sent. In this case, select the "Multiple reminders every x days". The system will then keep re-sending reminders until the survey is closed.

After activating this operation, the fields sender email, sender name, subject line and email text can be edited.

The recipients are automatically read out of the system, so that all participants who have not responded receive an email.

After defining the start date, you have to save the settings of the operation.

In general it is possible to assign the date/time and status for all selected surveys using the [Apply] button.

Operation "Close Survey"

This operation serves to close the online survey.

When the survey is closed then no more returns are possible. Unused PSWDs are then invalid and cannot be used anymore. Survey participants are not informed of this operation.

The evaluation report can be sent directly to the survey owner. When this is the case then the owner of the survey (i.e. the user allocated to the survey in the system) receives an email of the results of the online survey automatically.

This operation is terminated by a start date and saved with [Save].

In general it is possible to assign the report delivery date/time, activation status and setting for all selected surveys using the [Apply] button.

Use of Calendar

The calendar is used for selecting the date and time for a planned operation. All changes in the calendar are adopted by the enter templates behind the calendar. The calendar does not need a save button as it can be closed by “x” after selecting the date and time.

With a click on “?” a help function for the calendar is displayed.

Using the arrow you can change the year and month. Then select a day and in the line beneath a time. The time is increased by 1 hour/minute with each mouse click. By pressing Shift and making a click the time is decreased by 1 hour/minute.

Please note that the email operation will only be executed on the hour. The minute entry is ignored by the system.

Display of time-scheduled online surveys

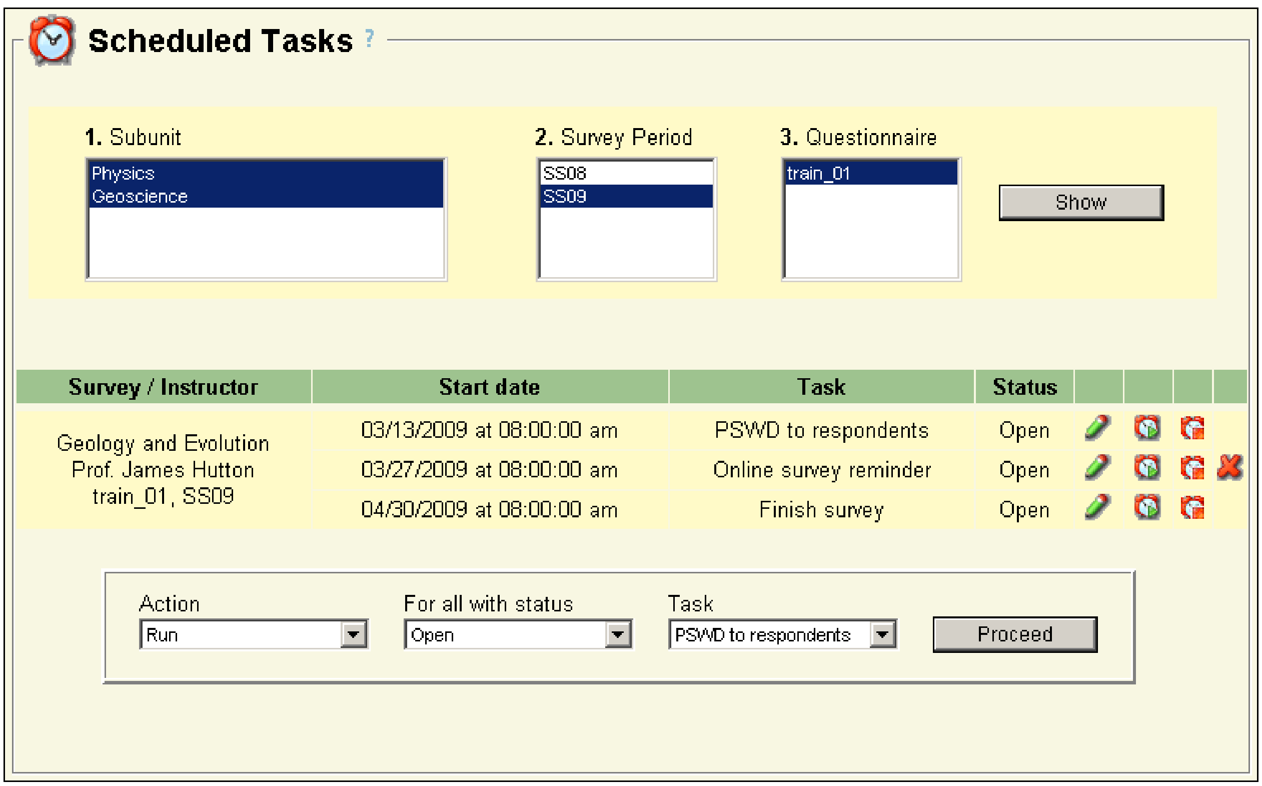


Figure 93: Overview scheduled tasks

Using an option template you can restrict viewing to subunit, survey period and questionnaire.

For every survey three tasks are shown in a row. In the column “Status” you can see the status of the operations.

The following states are possible:

- Open – The task is activated and not yet carried out
- Running – The task is now running, emails are being sent.
- Deactivated – The task is deactivated
- Finished – The task has been successfully completed
- Finished with error – The task was completed with error
- Completed with warning – The task was completed but with a warning (e.g. “report could not be created as data was not available”)
- Not completed/with error– The task is not correctly defined and the settings should be checked

You can use these action icons to control the operations you have planned:

- Modify planned task

- Immediate execution of task

- Deactivate task

- Delete all planned tasks in survey

Online surveys: Sending PSWDs

In online surveys the Class Climate administrator either sends the PSWDs by batch email to the survey participants or sends emails with PDF files containing the PSWDs to the instructors so that they can distribute the PSWDs to the participants directly.

Participation Tracking

Participation tracking enables you to create a CSV file where all of the used and non-utilized PSWDs of your online surveys are listed.

In online surveys whose PSWDs have been sent by email to the respondents, the participation tracking allows for easier identification of those participants who haven’t taken part in a survey. Whilst preserving the anonymity of survey participants who have already completed their questionnaire, participants who, in spite of their invitation, have not yet used their PSWD, can be identified by their email address. In the menu “System Settings/ClassClimate Settings/Survey Online/Participation tracking (online surveys): Protection of anonymity” you can define the minimum return. The minimal return defined here must be reached, in order for specific survey information on participation and non-participation to be released.

To access participation tracking, click in the menu “Subunits” on “Participation Tracking”. A window opens automatically in which you can select any number of subunits, survey periods, course types, questionnaires and courses. Subsequently, click on [Request] to trigger the participation tracking. A "Save as…" dialog appears. Select a folder and click on [Save]. Then, open the saved CSV file to call up the information on participation and non-participation:

Survey	PSWD	email	Participation follows
Time Management	XQ9QW	user01@email.com	No
Time Management	TUMPM	user02@email.com	Yes
Time Management	1HFUR	user03@email.com	Yes
Time Management	CWUQN	user04@email.com	Yes
Time Management	4PT95	user05@email.com	No
Time Management	NV1CW	user06@email.com	No
Time Management	R6G5E	user06@email.com	Yes
Time Management	MUSQS	user07@email.com	Yes
Time Management	VCPZT	user08@email.com	Yes
Time Management	YHGKV	user09@email.com	Yes
Time Management	R9CUW	user10@email.com	Yes
Time Management	7HPTV	user11@email.com	No

Figure 94: Example CSV file of participation tracking

As soon as you call up the participation tracking for online surveys for which you distributed PSWD cards instead of sending the PSWDs per email, the email column remains empty.

Online surveys: Customization of languages

If additional languages for system messages are to be made available to online survey participants, you can integrate them in Class Climate. For online surveys, this refers to short messages such as [Continue], [Send] and [Save temporarily], but also to longer texts such as "The red marked multiple-choice questions have more options selected than allowed. Please reduce the number of selected options accordingly.". (Please note: here we are talking about elements that do not directly originate from the questionnaire, because you can directly translate all elements of a questionnaire. To do this, select the option "Languages" in the respective questionnaire's details).

The internationalization of online surveys is achieved by language sets. Because, for online surveys, particularly those with an international approach, many more languages need to be translated than is possible with linked system languages, the language sets enable internationalization beyond integrated system languages.

The expedient use of language sets requires two steps:

- Step 1: General definition of a language set

  Via the language sets you can define text elements for online surveys and thus include them in your Class Climate system.

- Step 2: Linking a language set with a questionnaire

  If you wish to use a particular questionnaire for online surveys and additional languages are relevant, specify the relevant language sets for this particular questionnaire. Of course you can link a language set with any number of questionnaires.

Step 1: General definition of a language set

You will find the language sets in the submenu of the main menu “System Settings” (on the left-hand side). After clicking on the menu point “Language sets”, a list appears with the language sets that are already in place. If you haven’t yet added any language sets, they will correspond with the system languages available:

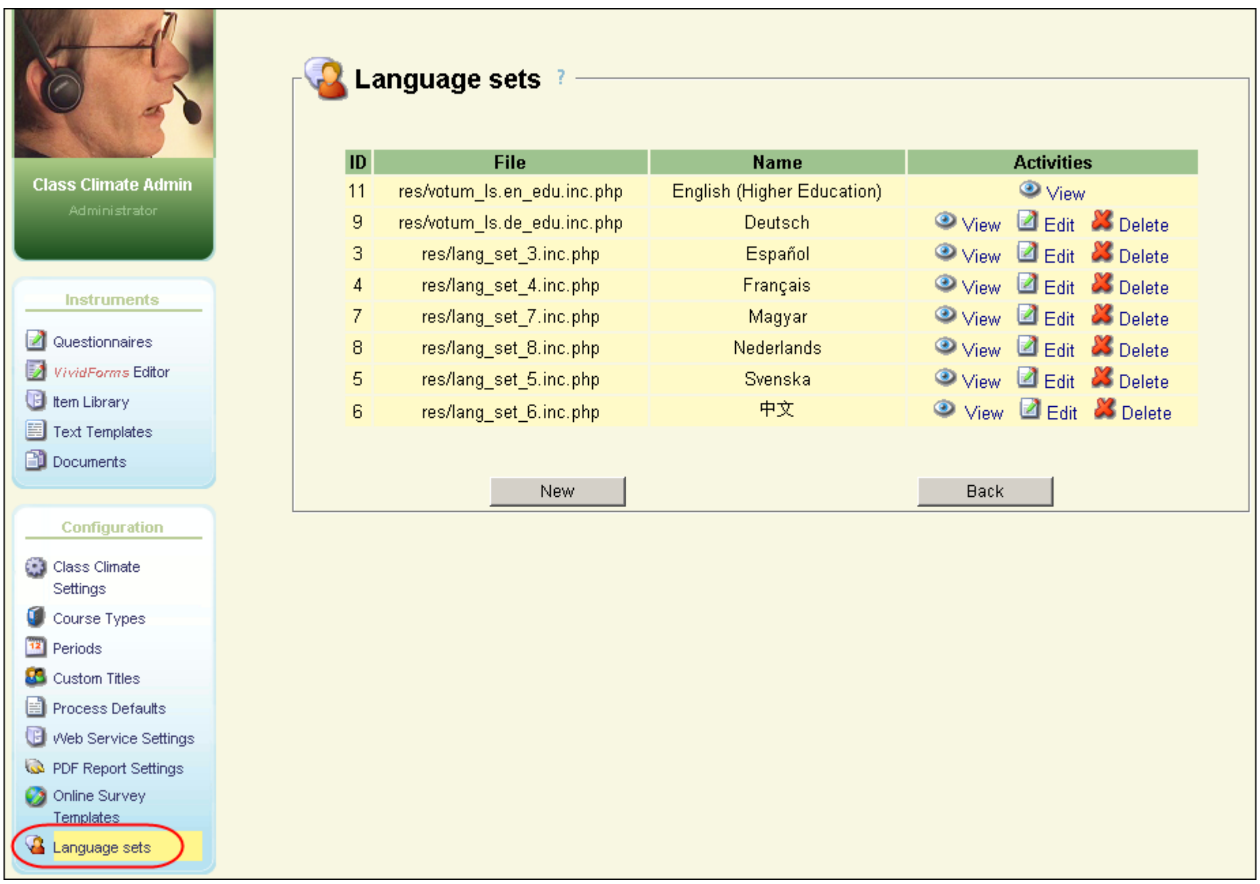


Figure 95: Overview of the language sets

To view an existing language set, click in the column “Activities” in the line of the respective language set on “View”. An overview of the language messages with the current translation will be displayed. In the following example you can see the translation from the system language English into Spanish:

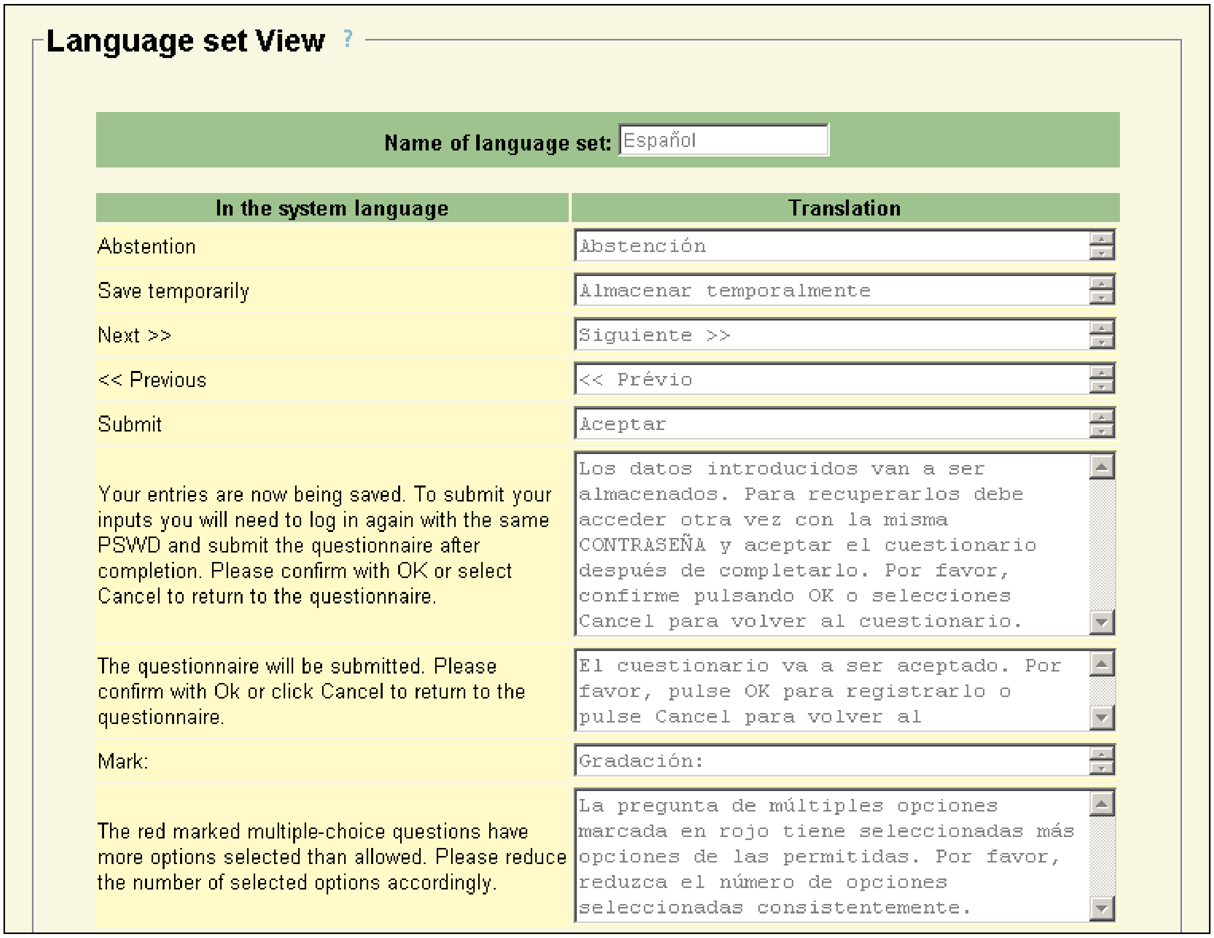


Figure 96: A language set (here: Spanish) in detail

The listing contains the text elements that appear in online surveys, along with their respective translations.

Click on the bottom of the screen on [Back] to return to the start menu.

To create a new language set, click on [New] below the list of existing language sets.

Name the language set and then translate all elements:

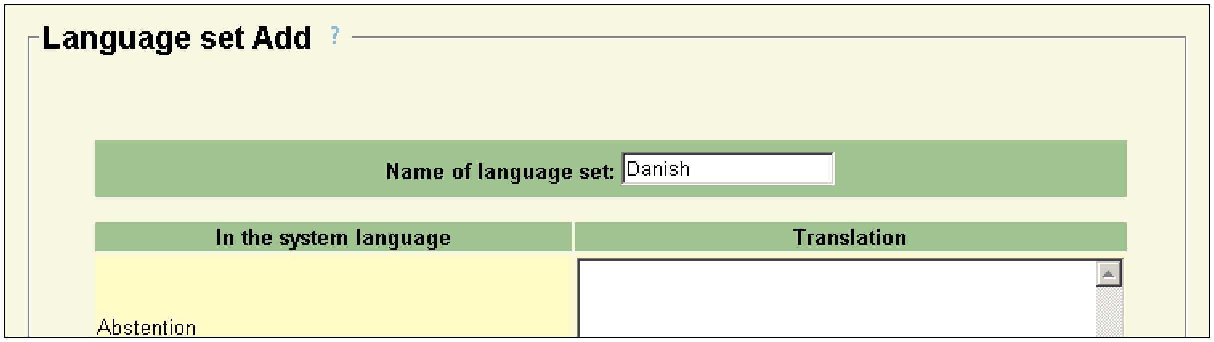


Figure 97: Defining a language set

Please note: The language set can only be saved when all elements have been translated!

Once saved, the language set appears in the list of existing language sets. Unlike language sets linked with system languages, here you have the possibility of editing or deleting the language set. This option is also recognized by the additional buttons in the list.

Step 2: Linking a language set with a questionnaire

In order to use a language set for online surveys, you have to link it with the questionnaire with which you conduct the respective online survey. This is possible in a questionnaire's details. You reach these via the main menu "System Settings". There you will find in the list of questionnaires on the right-hand side in the drop-down menu the option "Details". Select this option and in the following window click on the right-hand side on [Languages].

If you have not yet defined a language, you first have to define the questionnaire's standard language.

The following figure shows that the language set "English" is linked with the system language "English" (here the main language) and the language set "English".

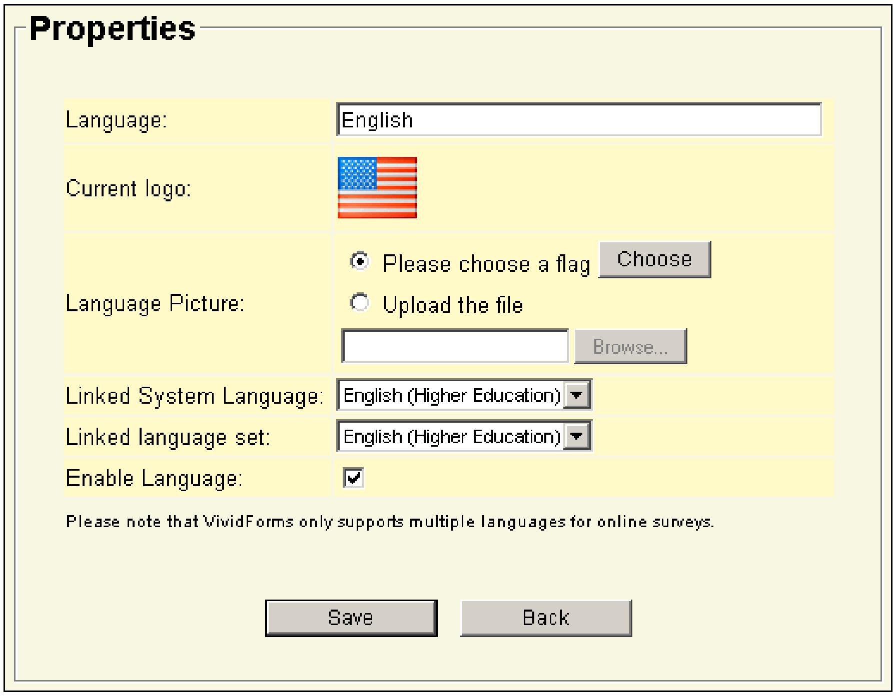


Figure 98: Defining the questionnaire's main language

After defining the main language you can add a further language:

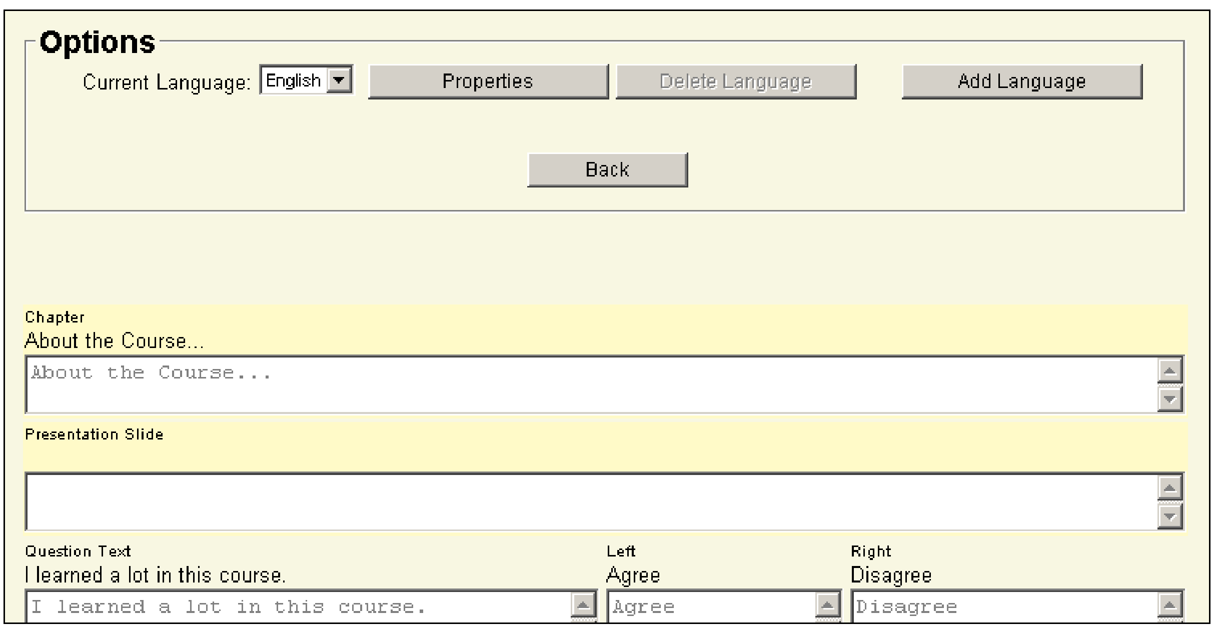


Figure 99: Adding a new system language

As you do with the main language, you define their properties and can link your language set with the questionnaire here. For example, it makes sense to use the language set “Danish” for the questionnaire’s Danish translation:

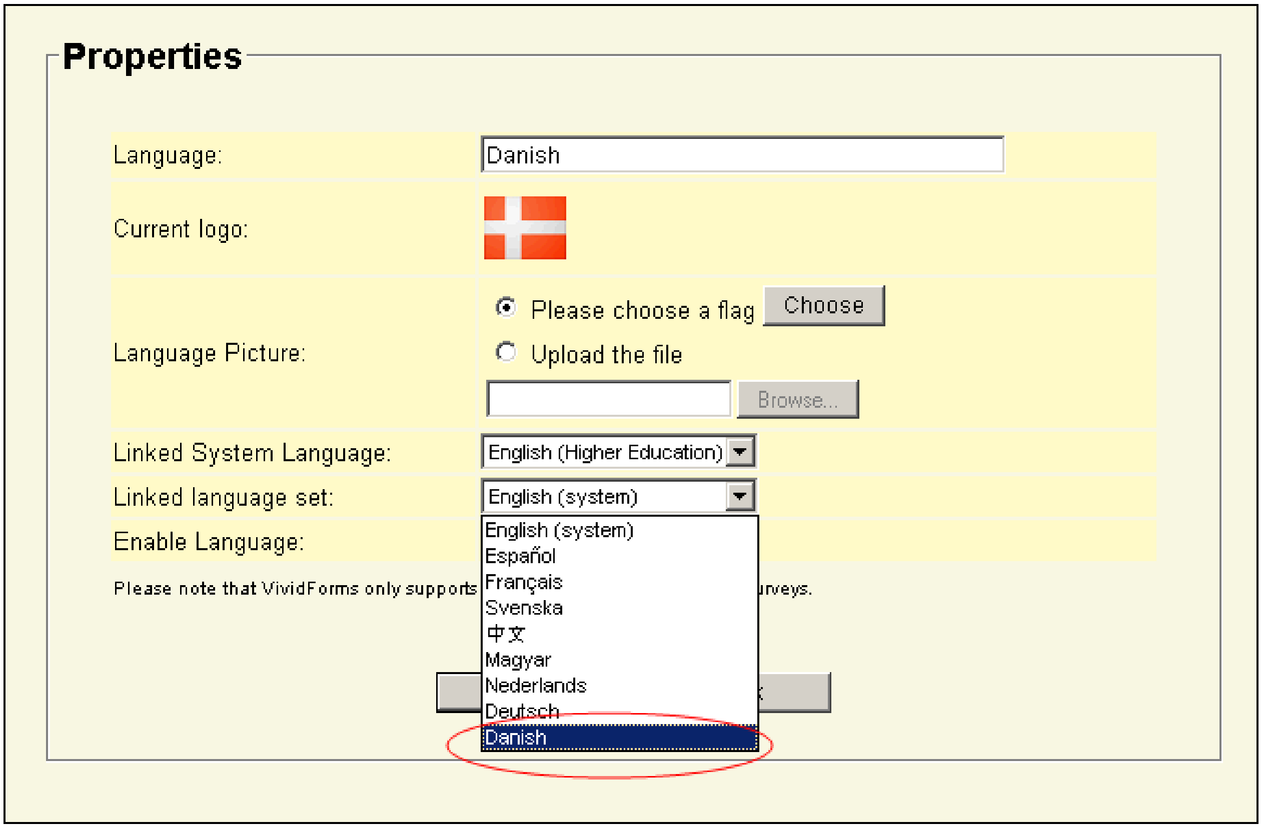


Figure 100: Linking the language set with the translated questionnaire

Please note: the definition of language sets applies to the system messages, not to the questionnaire. You have to translate the questionnaire additionally.

Online surveys: Customization of layouts

The layout of online surveys in Class Climate is handled by online survey templates. A template is a sample that, for example, controls the color, the insertion of logos or the questionnaire display.

In Class Climate there are four types of online survey templates:

- Predefined standard templates

  The predefined standard templates are firmly integrated in Class Climate and are used as default for online surveys.

- Customized online survey templates

  The customized online survey templates can be created in Class Climate without any previous technical knowledge or knowledge of programming. You can create any number of customized online survey templates by simply defining colors according to your corporate identity.

- CSS Editing

  Use CSS editing to modify colors, positions and rendering of each element of your online survey (requires advanced knowledge in CSS edition).

- Advanced Template Editing

  Use the whole set of files to change absolutely anything in the layout of your online survey (requires advanced object oriented PHP programming and extended knowledge of accessibility requirements).

All kinds of templates are organized in the menu “System Settings/Online Survey Templates”. Here you can view and edit existing templates or create and upload new ones.

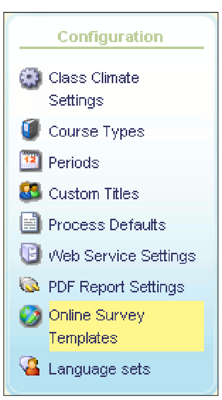


Figure 101: Menu “Online Survey Templates”

In the properties dialogue of a subunit you can select one of the online survey templates available and thus individually define the layout of this subunit's online surveys.

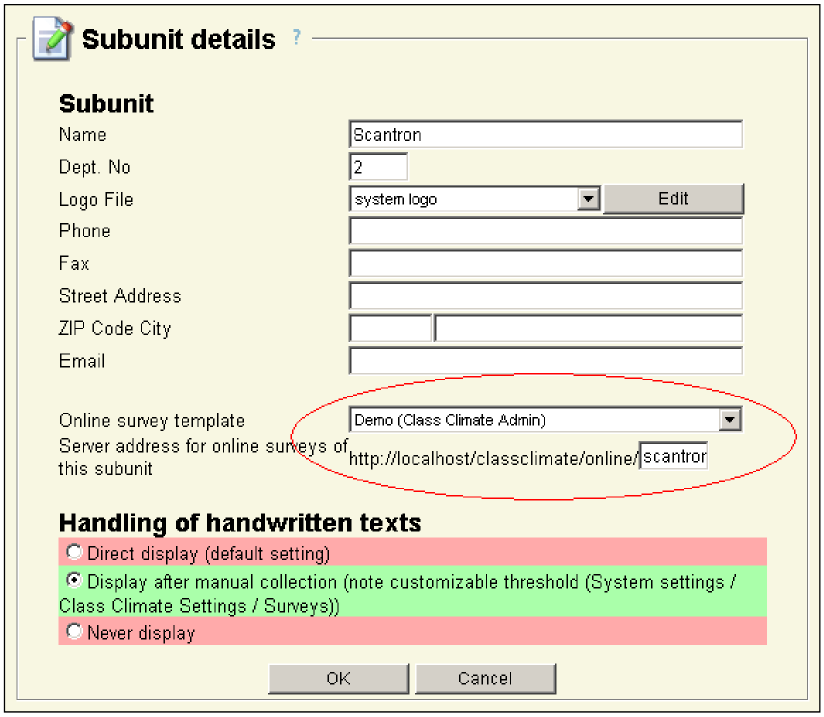


Figure 102: Linking the online survey template with a subunit

Select an option from the list next to "Online survey template". As well as this, an individual addition to the online survey's web server address can be defined for the subunit.

Creation of a customized online survey template

To create a so-called customized online survey template, click in the main menu on "System Settings" and on the submenu's left side on "Online Survey Templates". There you will see the administration for online survey templates.

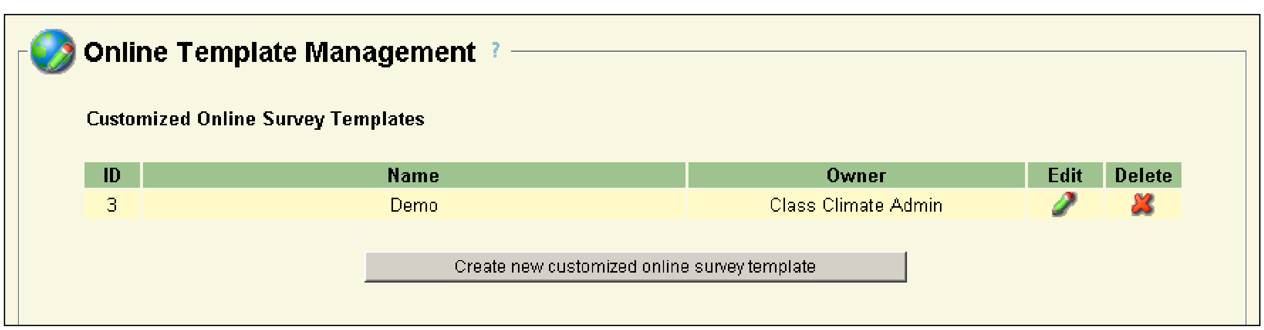


Figure 103: Customized online survey templates

Click on [Create new customized online survey template]. The following window appears:

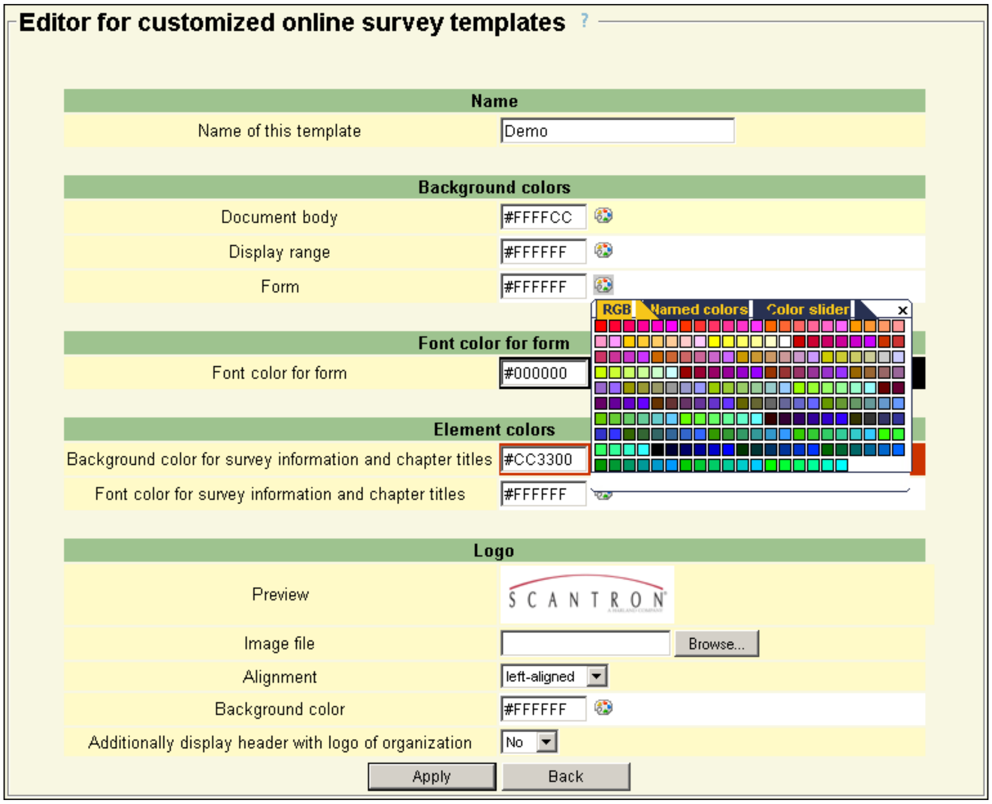


Figure 104: Customizing an online survey template

Name the template that you are defining new and define the various color values. After clicking on the color palette symbol a color selection dialogue becomes available.

In the lower area of the configuration dialogue you can upload an image file as well as define its positioning.

Click on [Apply] to create the customized online survey template. The template just created now appears in the overview (see Figure 103).

It can be edited at any time by clicking on the pen symbol or deleted by clicking on the icon .

After having created the template, link it to the subunit in question. When you open an online survey of this subunit and via the survey details the preview of the online survey, you see the amended layout:

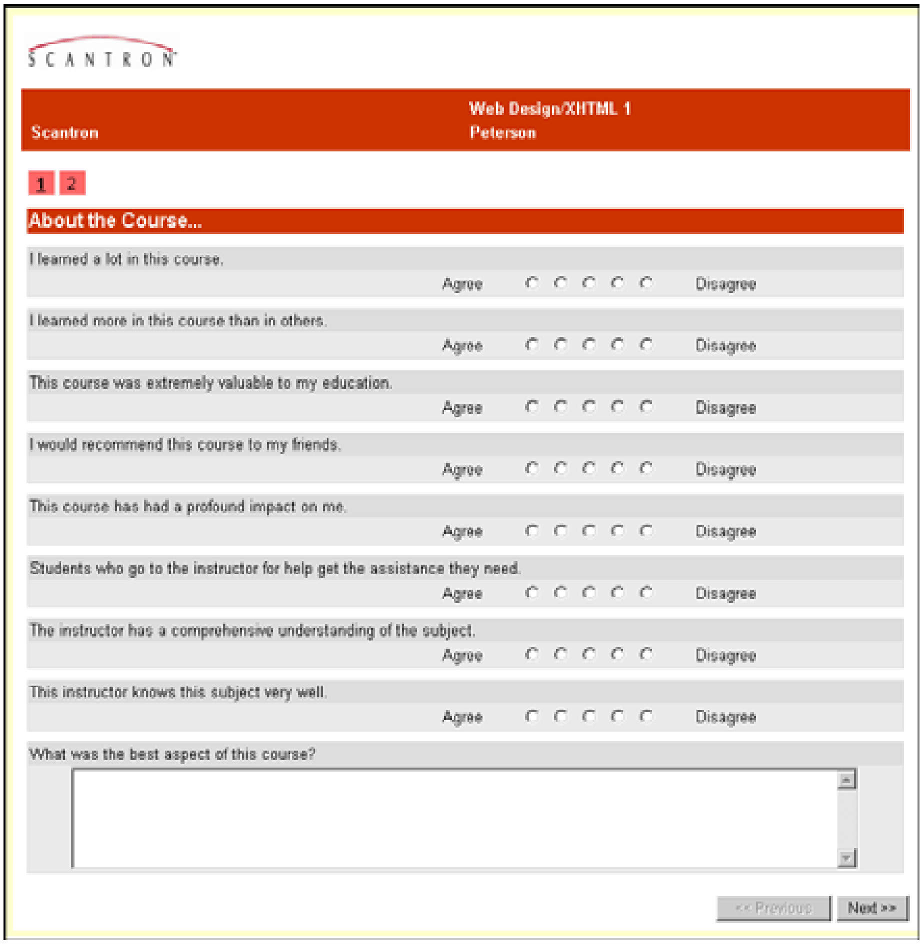


Figure 105: The new layout in preview

If you want to see the effect of your changes immediately, leave the window of the online survey preview open and return to the administrator interface to the settings of the customized online survey templates. After changing the template you can again click on the window of the online survey preview and make the just effected changes visible by using the refresh key F5.

CSS Editing

If you wish to modify other elements of design, as, for instance, the way buttons or dropdown menus are displayed, and if you have some knowledge of CSS styles edition, you can build your own online template.

The easiest way is to copy the file “onlinesurvey.css” you find in: C:\Apache\htdocs\classclimate\application\modules\online\templates\onlinedefault.

Zip this file, go to the menu “System Settings/Online Survey Templates” and upload the ZIP-file you created.

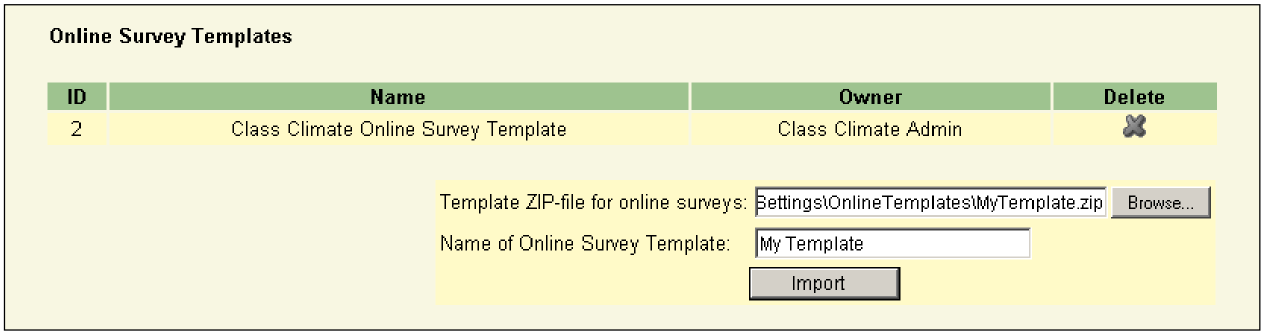


Figure 106: Upload ZIP-files for online surveys

Afterwards, use a CSS editor to modify the file that is now in a folder named like your template (in this case: “My Template”), in: C:\Apache\htdocs\classclimate\data\templates\MyTemplate.

To display the modifications you have made in the style sheet, you need to remove the content of the folder: C:\Apache\htdocs\classclimate\data\tmp and restart the system service “memcached Server”. To do this, select the option “Administrative Tools/Services” in the Control Panel and search the list for the entry “memcached Server”. If you right-click on the entry a context menu opens where you can choose the option “Restart” by a left click. Here is an example of what can be changed by simply editing the styles in CSS:

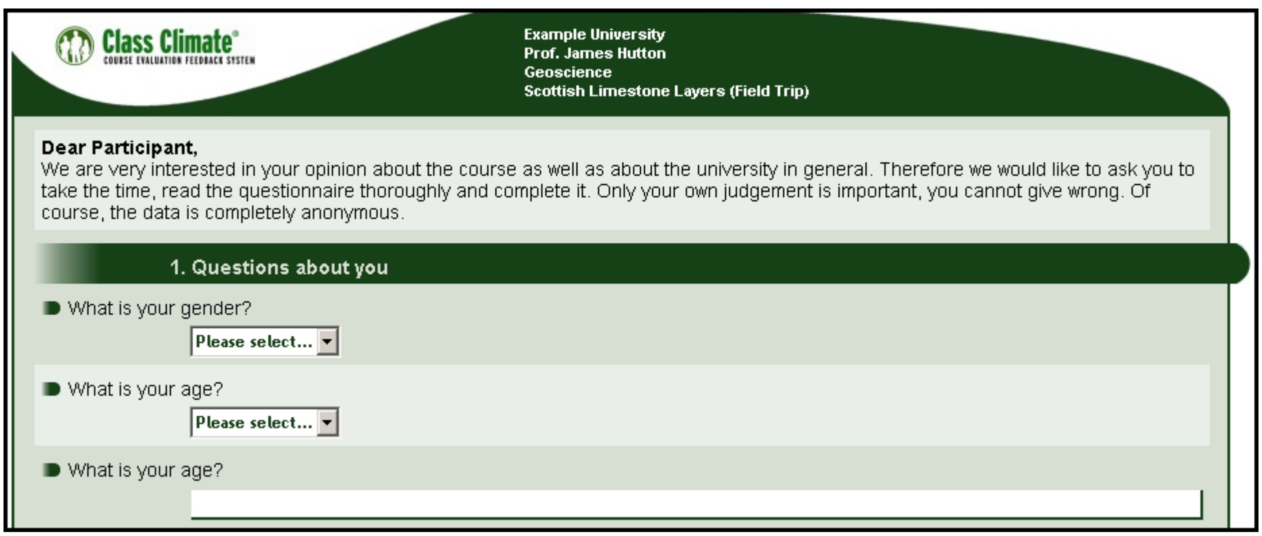


Figure 107: Example CSS Editing

Advanced Template Editing

The way online templates are programmed in Class Climate allows you to modify many aspects such as colors and location, but also each detail of how the single elements will be displayed. You can, for example, include flash-interaction into your survey, create a picture-based survey (e.g. displaying pictures as multiple-choice options), and so on. Working at this level of customization requires advanced object oriented PHP programming and extended knowledge of accessibility requirements.

To access these functionalities, start by copying the whole online default template you find in folder C:\Apache\htdocs\classclimate\application\modules\online\templates\onlinedefault. Here are the objects in this folder (files, and subfolders):

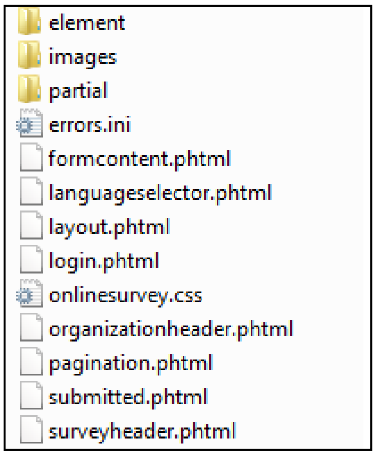


Figure 108: Content of the folder “onlinedefault”

Each part of your online survey is available for you to modify it (the login screen, the way pagination is dealt with, the header, the content of the form etc.). Most important, the CSS style sheet “onlinesurvey.css” allows you to modify almost everything, as each object of the online survey layout is described by a style.

In the subfolder “element” you find files describing how each question type (single choice, scaled question, multiple choice question, and so on) will be displayed.

In the subfolder “partial” you will find how errors and warnings (such as “please fill in this required field”, or “only numbers are allowed in this field”) will be displayed. You can add further files you would like to integrate into your template.

You can also create several other folders here, like for instance the folder “images”, where you can save files specifically needed for your template.

You might just modify some of the files and not all of them. When a file is missing in your custom template folder, Class Climate is using default instead, so you do not have to import files you did not edit.

To have Class Climate load your template, zip the content of your folder. Please note: The ZIP-file has to contain the content of the folder, and not the folder itself. Go to the menu “System Settings/Online Survey Templates” and upload the file (see Figure 106). You can then modify the template directly in the folder where it has been created (in C:\Apache\htdocs\classclimate\data\templates).

Please, if you make modifications to the CSS-file “onlinesurvey.css”, do not forget to remove the content of C:\Apache\classclimate\htdocs\data\tmp and to restart the system service “memcached Server”.

As a general concept, the form is available as an object, the methods of which will provide you with all information you need in order to choose the way you wish to display each element on the page.

Here are some of the functions that you might regard as useful when starting to work with Class Climate advanced template editing. You will find examples of other functions, methods and classes used to get information about items you are editing and willing to modify, in the files that are available in this folder.

Function	Description
$this->getLabel()	returns the label of the current question
$this->getValue()	returns the value of the current question (very useful if you wish to create javascript reaction to a value for example)
$this->getMultiOptions()	returns all options of a question (if existing)
$this->getCSSClass()	returns the whole class attribute of the element (multiple classes get separated by space); it will also give you some information about where you are in the code (even or odd item, for example), which you might use to create action according to this information
$this->addCSSClass($sClass)	adds an additional class to the current element: you might decide that you won't display a question in the same way if the label is short or very long ; so you could define a specific class in your CSS file for long labels and insert this class after having tested for the length of the label
$this->getTemplatePath()	returns the URL to the template directory of the current template. Useful for routing to images or extra CSS files.
$this->placePartial($sName)	inserts a partial-template at the calling-position. Name should not contain a path or an extension. This is typically used for mentioning required questions or validation rules specific to some questions
$this->getErrors()	returns an array of error-objects for the user, like “this question was required but not filled in”, or “this field should be completed only with numbers” (rules that are defined through the VividForms Editor).

Table 6: Functions for advanced template editing

The creation of advanced design templates is also offered as a professional service, so that all our customers can benefit from the advantages of a fully customized online survey template. For further information, please contact your vendor.

Example of CSS Editing

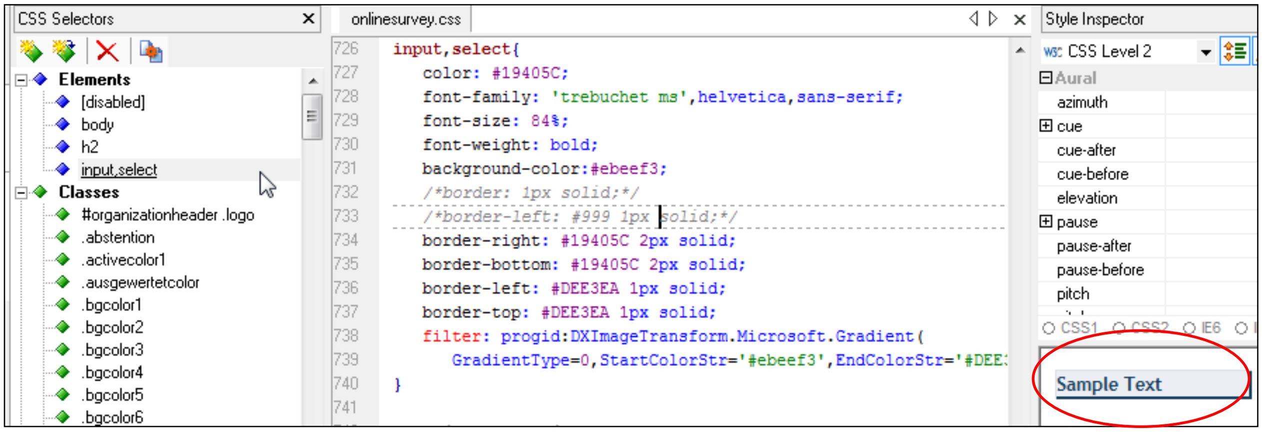


Figure 109: CSS Editing

In this example, a button is defined with a light blue background and dark blue border and text (sample of how it will look like on the right of the example image).

Example of PHTML Editing: scala.phtml

Scaled questions are used a lot in surveys. While you cannot choose how you want them to be displayed in paper-based surveys, in online surveys you can. By means of editing the scala.phtml file located in the element folder of a template you can define it for your own use.

As you can see in Figure 110, lots of information, like the label of the question, the definition of left pole, right pole and abstention or details of options are available through simple functions of the current object (getLeftPole, getRightPole, and so on). Code is commented so that you will clearly see what is done at each step. You can decide to display the radio buttons in a table or in a div element, you can choose to have them to the right of the label or under the label (this can also be defined in the CSS file), you can add your code for extended validation rules, put images instead of poles each time the left pole is defined as “do not agree” and the right pole as “totally agree”, and other images for other types of poles, for example.

In this example, you also see some code resulting from functions as “getADAOptionText”. These functions are very important. Please bear in mind, that Class Climate has originally been designed to ensure accessibility. Therefore many requirements have been met, for example to guarantee the accessibility of the content for people of all abilities and disabilities, mainly blind or poor sight users). Consequently specific functions were created that would help you to create code that makes your online surveys available for all people.

```
<?php
        // global pole def &
        // abstention fehlen
        $value = $this->getValue();
        $name = $this->getName();
        $label = $this->getLabel();
        // preapare inputfields and abstention
        $sAbstention = '';
        $sInputarea = '';
        $sLeftPoleText = $this->getLeftPole();
        $sRightPoleText = $this->getRightPole();
        $sAbstentionText = $this->getAbstention();
        $sQuestionText = $this->getLabel();
        $g_asPoleDefExtended = array();
        $aOptions = $this->getMultiOptions();

        foreach($aOptions as $optionValue => $sOptionCaption)
        {
                $checked = '';
                if (!is_null($value) && $value == $optionValue)
                {
                        $checked = ' checked="checked"';
                }

                $sOptionname = $name . '_' . $optionValue;
                $sInput = '<input type="radio" id="' . $sOptionname . '" name="' . $name . '" va

                $sADAOptiontext = $this->getADAOptiontext($optionValue);
                $sInput .= '<label for="' . $sOptionname . '" class="hidden">' . $sADAOptiontex

                switch($optionValue)
                {
                        case -1:
                                $sAbstention = $sInput . $this->getAbstention();
                                break;
                        default:
                                $sInputarea .= $sInput;
                                break;
                }
        }
        $this->placePartial('errormessages');
?>
<div class="item <?= $this->getCSSClass() ?>">
        <label><?= $label ?></label>
        <div class="content">
                <div class="leftpole"><?= $this->getLeftPole() ?> </div>
                <div class="inputarea"><?= $sInputarea ?></div>
                <div class="rightpole"><?= $this->getRightPole() ?> </div>
                <div class="abstention"><?= $sAbstention ?> </div>
        </div>
</div>
?>
```

Figure 110: PHTML Editing

Access rights to online survey templates for subunit administrators

You as the administrator define within the user properties the of subunit administrators whether a subunit administrator has the right to create or modify online survey templates. In the drop-down menu next to “Online survey templates” you can choose between following rights:

- Defined by Administrator (No access)
- Templates only (meaning the subunit administrator cannot create his own templates)
- Unrestricted

This option of assigning rights can be seen in the following figure:

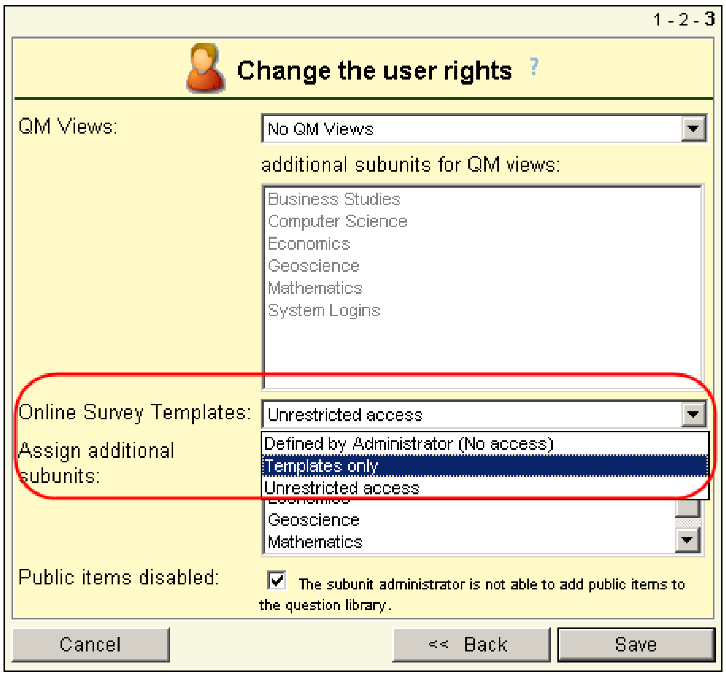


Figure 111: Creation of templates by subunit administrators: Assignment of rights

Viewing of the results for online survey participants

The implementation of comprehensive online surveys offers some organizational advantages compared to paper surveys.

In comparison to paper surveys, implementing comprehensive online surveys offers some organizational advantages. But the often lower number of returns poses a significant disadvantage which can only be partly compensated for through motivational measures aimed at the survey participants. Along with the participants’ obligation – possibly entailing queries regarding the regulatory framework or the quality of resulting data – quite often rewarding motivational procedures are also followed. These, in turn, entail organizational effort.

Class Climate, therefore, offers the alternative of survey participants accessing the survey results. Of course, access is granted only to those survey participants who have in fact participated in the survey.

Access to survey results is enabled in the questionnaire details, so access is individually controlled per questionnaire. You will find the area “Evaluation for participants” in the field “Usage” (details of a questionnaire):

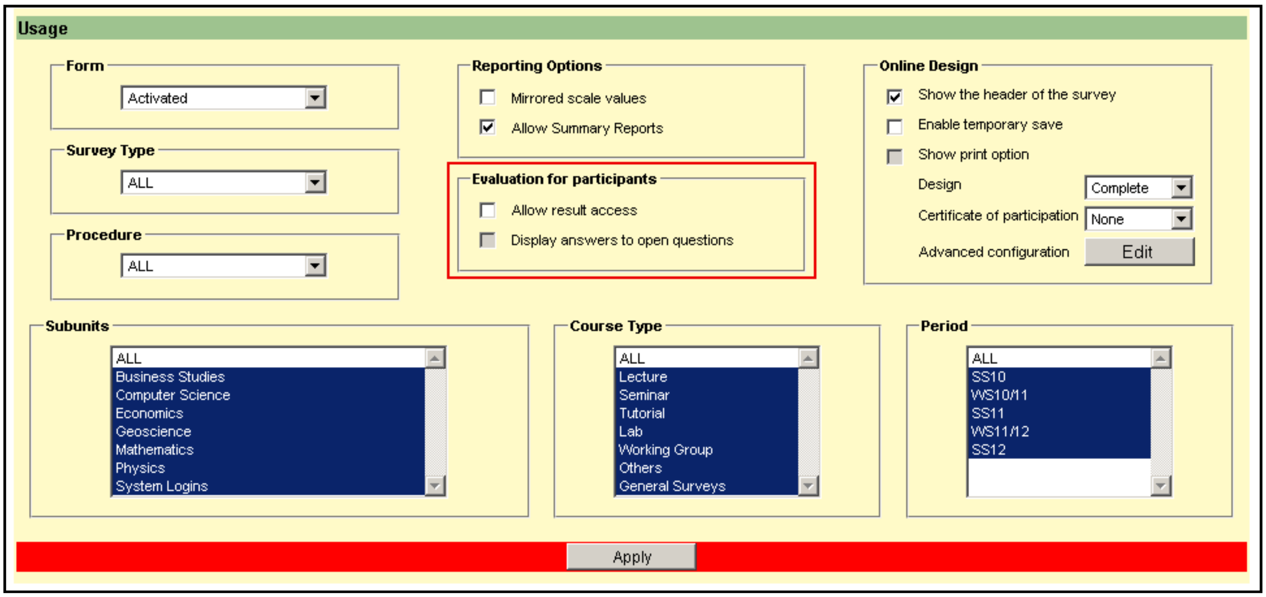


Figure 112: Result for online survey participants: authorization in the questionnaire

There you can authorize the viewing of results. As, in this case, only access to results of closed questions is authorized, the option “Display responses to open questions” can be additionally selected.

If you authorize the viewing of results, the online survey participants have access to the HTML report as soon as the survey has been closed. Each participant can use his PSWD to again log on to the same page on which the questionnaire was previously available. Instead of the questionnaire now the HTML report is accessible.

Important: Only those participants who were logged-in during the survey can now log in again to download the report. The system verifies that the PSWD has already been used for this. This ensures that nobody can log-on who has received a PSWD but has not yet participated in the survey.

The information on the accessibility of results can be communicated to the participants via email once the survey has been closed. It is, however, not a condition for accessing the results using the PSWD. The email on the report accessibility will be sent out either manually or by using the time control of online surveys.

If you wish to send out the information manually, click in the details of a survey on “Send result access information to participants”:

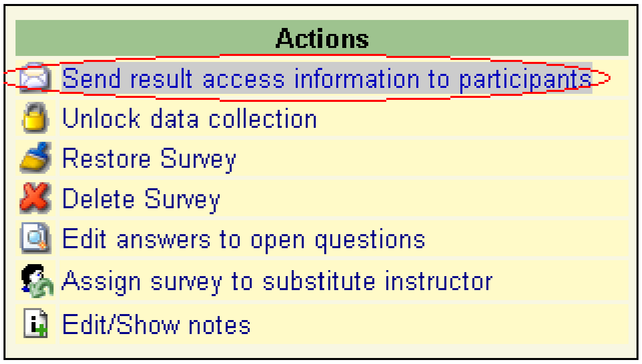


Figure 113: Manually send an email on the accessibility of the report

Upon confirmation of the recipient list the email is sent. Please note that this function is only available after an online survey has been closed.

The automated dispatch of the access information is accomplished through the time control. The time control can be reached either through the survey details (provided that the survey is still running) or via the checkbox “User Time control” straight after the generation of online surveys:

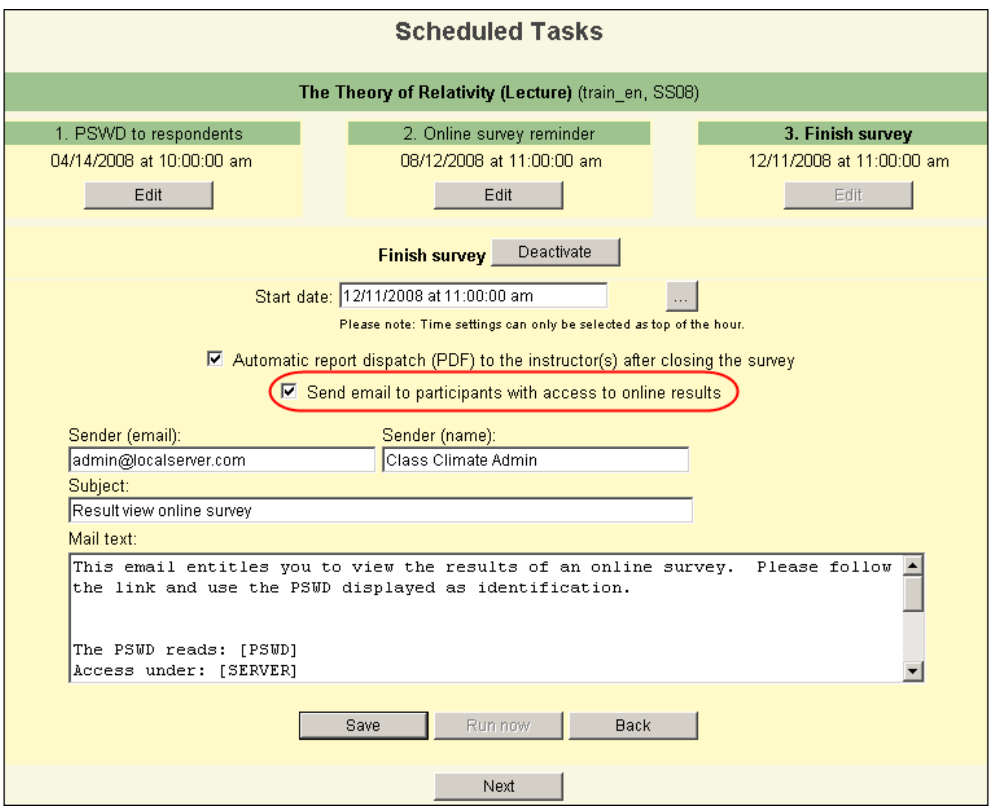
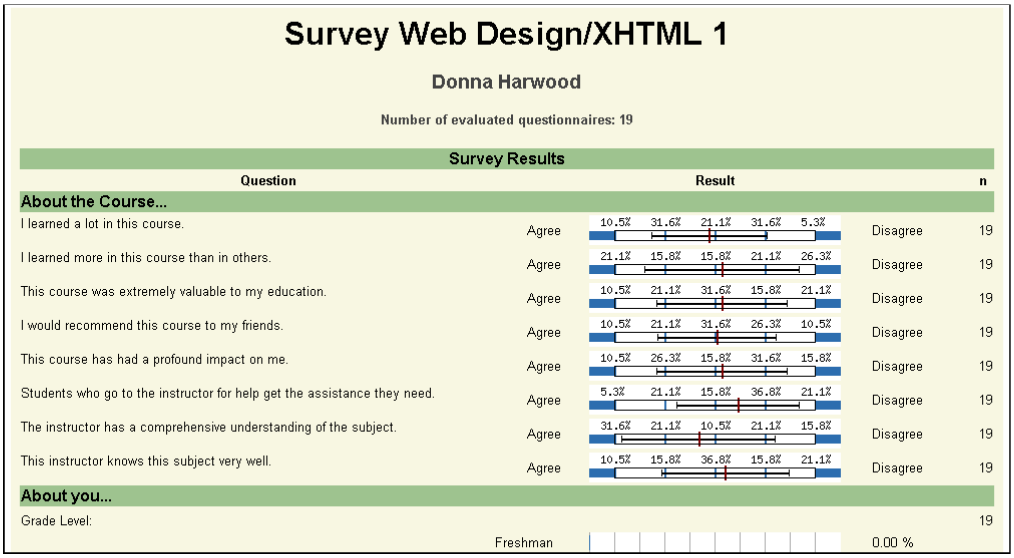


Figure 114: Send email to participants via time-controlled online surveys

After activating the procedure “Close survey” the option “Send result access information to participants” appears. This way the dispatch of accessibility details is directly linked with the automated closure of the particular survey.

Upon entering their PSWD, the authorized survey participants receive access to the HTML report:



Survey Web Design/XHTML 1

Donna Harwood

Number of evaluated questionnaires: 19

Question		Result		n
About the Course...				
I learned a lot in this course.	Agree	10.5% 31.6% 21.1% 31.6% 5.3%	Disagree	19
I learned more in this course than in others.	Agree	21.1% 15.8% 15.8% 21.1% 26.3%	Disagree	19
This course was extremely valuable to my education.	Agree	10.5% 21.1% 31.6% 15.8% 21.1%	Disagree	19
I would recommend this course to my friends.	Agree	10.5% 21.1% 31.6% 26.3% 10.5%	Disagree	19
This course has had a profound impact on me.	Agree	10.5% 26.3% 15.8% 31.6% 15.8%	Disagree	19
Students who go to the instructor for help get the assistance they need.	Agree	5.3% 21.1% 15.8% 36.8% 21.1%	Disagree	19
The instructor has a comprehensive understanding of the subject.	Agree	31.6% 21.1% 10.5% 21.1% 15.8%	Disagree	19
This instructor knows this subject very well.	Agree	10.5% 15.8% 36.8% 15.8% 21.1%	Disagree	19
About you...				
Grade Level:				19
	Freshman		0.00 %	

Figure 115: The HTML report

The text templates (main menu “System Settings” / submenu on the left-hand side “Text Templates”) contain the text “E-mail: Information about result access to participants”. Here the standard text that is sent to the participants of a survey can be deposited as soon as the survey has been closed:

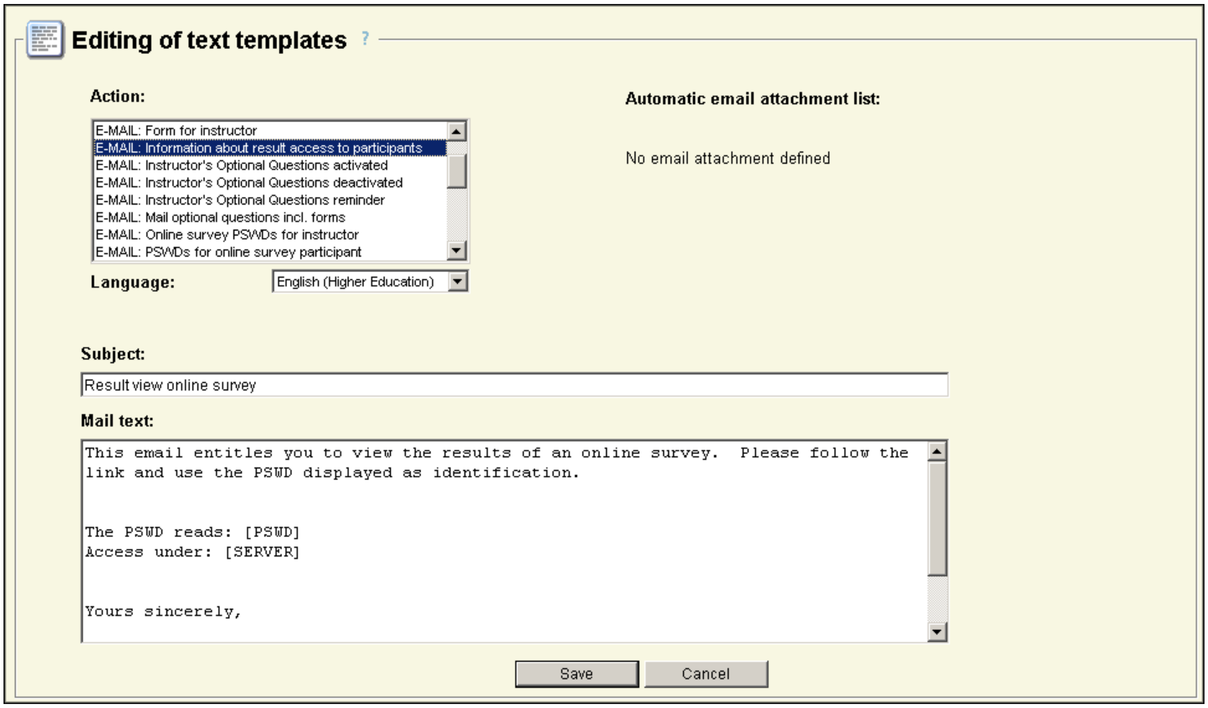


Figure 116: Editing the email text on information for online survey participants

3.2.7. Adding questions using the instructor's optional questions

The function "Instructor's Optional Questions" was developed in order to give instructors, also in the Central Evaluation, the opportunity to create their own individual questions for the questionnaires for their courses.

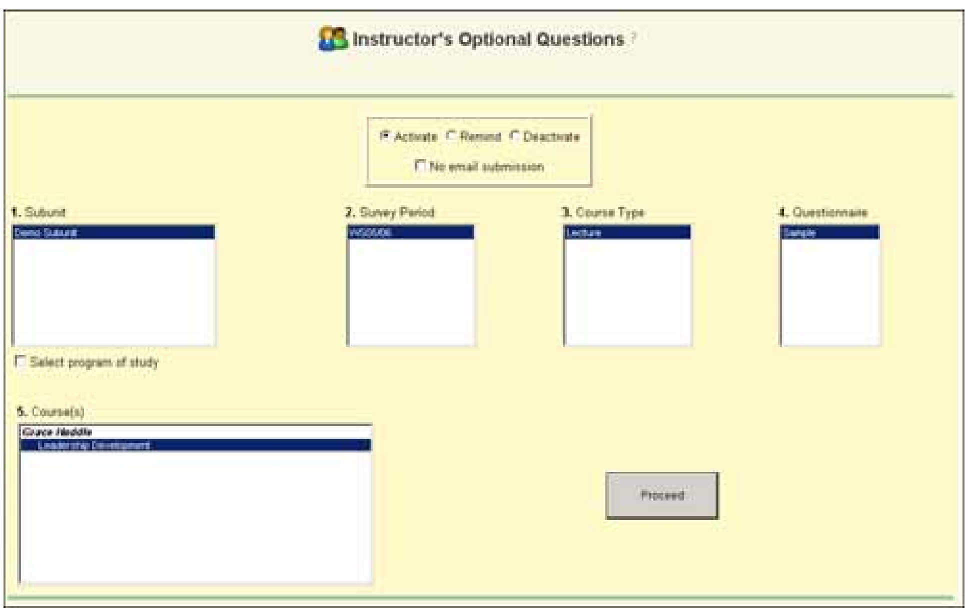


Figure 117: Activate instructor's optional questions

The precondition is that on the one hand the instructor has got a valid email address and on the other hand that surveys have been already created. (If you define the questionnaire as template you can limit the number of optional questions.)

Activate instructor's optional questions (Administrator Account)

After the creation of surveys with questionnaires that provide optional questions, the administrator can activate the Instructor's Optional Questions (Class Climate settings / survey / Instructor's Optional Questions: activation status), which offers access to a website.

On this webpage instructors can enter their questions. The Class Climate question library can be made use of as it offers a collection of valid items (Class Climate settings/ survey / Instructor's Optional Questions: question library -> activated).

Changes to the course data can be either authorized or blocked. (Configuration/ Survey / Instructor's Optional Questions: Changes to Course Data -> Activated).

This procedure offers the opportunity to send instructors the personalized PDF questionnaire for printing once they have completed the Instructor's Optional Questions. Alternatively these emails can be sent to the addresses of those responsible for the production of the questionnaires.

(Class Climate settings / survey / Instructor's Optional Questions: questionnaire direct mailing or Class Climate settings/ survey / Instructor's Optional Questions: group address).

To configure the Instructor's Optional Questions proceed as follows:

Select 1. the subunit, 2. the survey period, 3. the course type, 4. the questionnaire and 5. the course(s). Select [Activate] now:

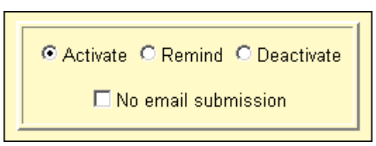


Figure 118: Configuration of the instructor's optional questions

Personalized emails are sent to all instructor accounts for all selected courses. These emails contain a link to the webpage of Instructor's Optional Questions.

Such an email could read as follows:

Dear Prof. Miller,

The Instructor's Optional Questions has been activated for you. You can enter questions for the survey or course “Cutting Technology III" by clicking on the link given below. Alternatively you can copy the complete link and enter it into the address line of your Internet browser.

Link:http://localhost/classclimate/mask.php?mode=show&tan=C7XES

Your Class Climate Administrator

After clicking on the link the Instructor's Optional Questions a new window appears where the instructor can change some settings concerning the course.

At the top the instructor can supplement or if necessary correct information concerning the course.

Use of a VividForms Questionnaire

When using a VividForms questionnaire the recipient will receive a template with options to extend the existing questionnaire using the VividForms Editor. The administrator can limit the size of the questionnaire by defining a maximum number of pages when creating the form template.

Remind

The instructor is reminded of the Instructor's Optional Questions. Again the link is entered in the email.

Optionally, the dispatch of emails can be prevented by activating the option "No email submission". In this case the instructor will not receive information on activation or deactivation of the instructor's operational questions.

Deactivate

The Instructor's Optional Questions are deactivated and can no longer be accessed. Optionally, the dispatch of emails can also here be prevented by activating the option "No email submission".

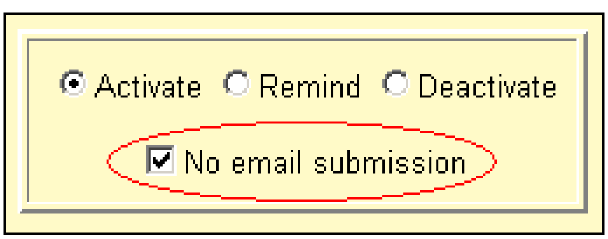


Figure 119: No submission of emails to the instructor

The text of the relevant emails can be edited in the menu System Settings/ Text Templates (“E-MAIL: Instructor’s Optional Questions activated”, “E-MAIL: Instructor’s Optional Questions reminder” and “E-MAIL: Instructor’s Optional Questions deactivated”).

The administrator can edit the surveys where the Instructor’s Optional Questions are activated by opening the list of surveys (main menu “Subunits”, there “Display Surveys”).

3.2.8. Mass production of forms, PSWDs and PDF reports

Batch events offer various process automation possibilities connected to the distribution of survey forms and survey reports. Please observe that when selecting subunits, survey periods, course types and courses, multiple selections can be made by pressing and holding down the “Ctrl” key. However, with regard to questionnaires, only one questionnaire per batch process can be selected.

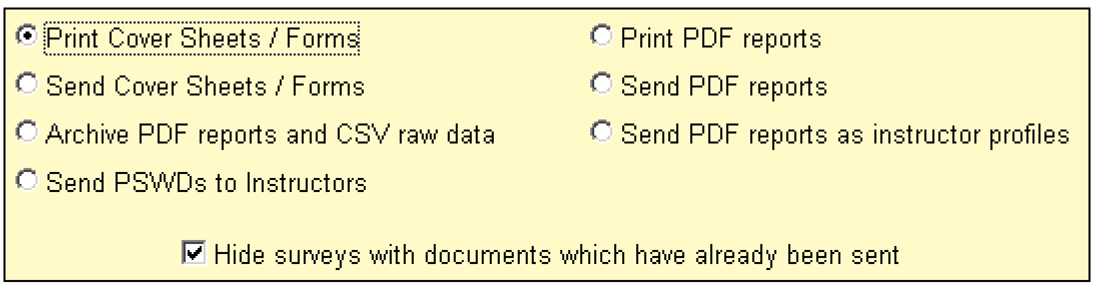


Figure 120: Select batch event

The following processes may be selected in batch mode:

Print Cover Sheets / Forms

For a selection of surveys the personalized cover sheets or questionnaires will be generated as a single PDF file. It is possible to generate either a master copy or complete sets of questionnaires based on enrolment figures. You can define the maximum number of pages in a batch event under System Settings/Class Climate Settings/VividForms/Maximum amount of pages that can be printed through batch printing of forms.

The batch printing function enables you to create a large number of personalized cover sheets or questionnaires as PDF files.

Select 1. the subunit, 2. the survey period, 3. the course type, 4. the questionnaire as well as 5. a multiple choice of courses(press Ctrl key).

Surveys in hard copy procedure have the option to include all the questionnaires needed in the PDF document and to number them serially. When each questionnaire has its own number then the consistency of each data set during scanning can be guaranteed. This is especially important when your form has a number of pages. Should the pages get mixed up when scanning a batch then the unique number on each questionnaire will allow them to correctly sorted.

The number of questionnaires for printing is based on the number of participants. If this information is missing then a default value can be entered into the entry field.

You can now use the batch print feature without needing the serial number (hard copy procedure) if you deactivate the option “Add serial number for automatic sorting”.

This is useful in case you are unable to prevent forms being duplicated during the survey process, and you need to collect all data despite having multiple identical serial number IDs.

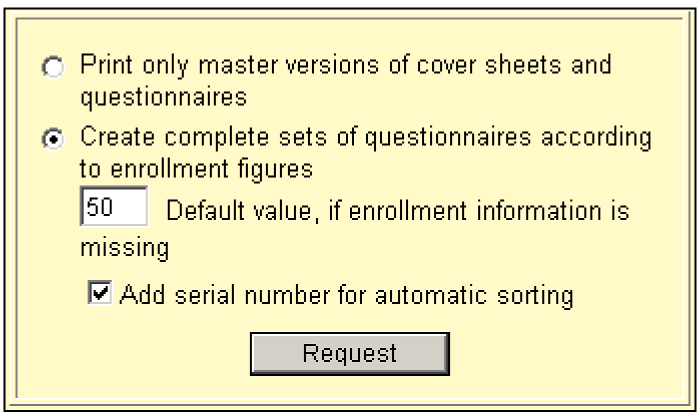


Figure 121: Select print cover sheet

Click [Download] to begin the procedure. Depending on the number of questionnaires/cover sheets that need to be created – there can be thousands of pages in such PDF documents – this procedure can take several minutes. Please wait until you have a message from the server.

As soon as the PDF file has been created a download window will appear in your browser. Save the file on your hard drive or open it directly.

Send Cover Sheets / Forms

This function emails the personalized cover sheets or questionnaires to the people who are linked to the respective surveys. Both the text of the email message and that of the attached documents can be configured in Settings / Text Templates.

After selecting the batch event, type “Send Cover Sheets / Forms“ The option boxes are completed automatically. Choose a subunit and the corresponding options. In 5. a list of courses which correspond to the selection will be displayed. Only those courses which have survey processes without response data linked to them will appear.

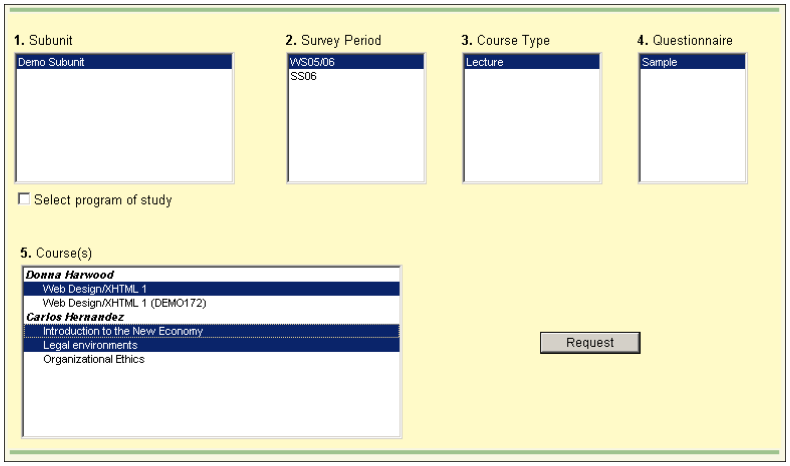


Figure 122: Send cover sheet / forms

Click on [Request] to start batch emailing. A progress bar shows the status of the email submission process.

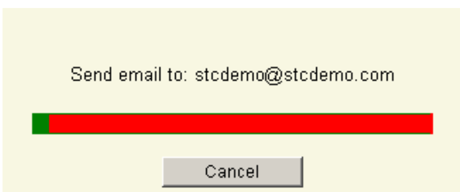


Figure 123: Email submission process

To abort the email submission click on [Cancel].

After the mailing process is complete the system will show a listing of successful and unsuccessful submissions. All outgoing email will be logged under “Deliveries“.

This function can only be used on online surveys which have no response data.

Archive PDF reports and CSV raw data

Your existing PDF reports and CSV raw data can be archived by sending them to the email address defined in the configuration (“System Settings/Class Climate Settings/Email Functions & Accounts/Email address of the archive”). In this way, legacy data can be exported with a complete audit trail and subsequently deleted from Class Climate, increasing and maintaining clarity of the system. During the export, you can determine whether just PDF reports or CSV data, or both, are to be archived.

Send PSWDs to Instructors

For online surveys the PDF files containing the PSWD codes can be sent to the survey owners by email. This option is only available if you have selected the option “2: PDF lists of PSWDs for printing and distribution are sent to the instructors (respectively trainers)” in the menu “System Settings/Class Climate Settings/Email Functions & Accounts/Delivery method PSWDs (central evaluation).

Select the courses which require the PSWD lists to be delivered to the survey owners. The submission will be started by clicking [Request].

This function can only be used for online surveys which have no response data.

Print PDF reports

A selection of completed surveys can be used to generate PDF reports into a single PDF file.

Send PDF reports

You can determine that an instructor receives all evaluations of his courses accumulated in one email. To do this, please activate the option “Reports of all courses of an instructor collected in one email”. Should this not be the case, the instructor will receive a separate email for each course. Please observe the defined maximum size for email attachments (“System Settings/Class Climate Settings/Network Settings/ Maximum document size”). In “System Settings/Text Templates” the relevant email text can be edited (“E-MAIL:Results of a survey” and “E-MAIL:Results of a survey (Summary)”).

Sending PDF reports as instructor profiles

You can send your instructor profile for surveys that have already been evaluated as a batch email. By activating the option „Include courses with secondary instructors in instructor profiles”, courses with additional report recipients are also included.

You can determine whether or not the answers to open questions are to be included in your instructor profile. To do this, please activate the option “Include answers to open questions”.

If the respective instructor, in addition to his profile, is to receive a detailed report for each of his courses, simply activate the option “Also send single PDF reports”.

Furthermore, you can determine whether profiles and PDF reports are sent solely to the respective instructor (“Send to instructors”) or only to a specified email address (“Send all to the following email address”).

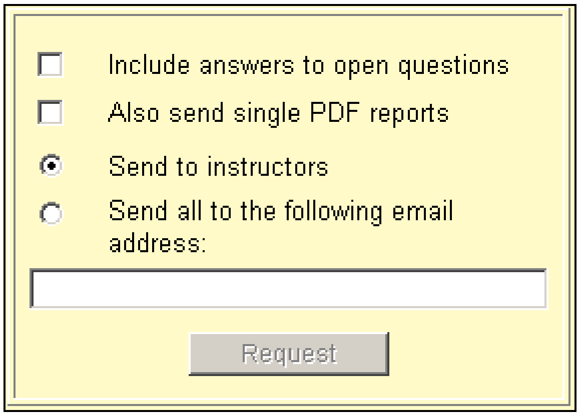


Figure 124: Dispatch PDF reports as instructor profile

The option “hide surveys with dispatched documents“ makes sure that no batch event will be used more than once on the same course.

3.2.9. Non-anonymous surveys

Surveys in Class Climate run by default assuming and protecting the anonymity of the survey participants.

Should the identities of the survey participants be required for example for address reasons as well as later for the processing of survey results, relevant participant data can be imported and used.

Please observe the following legal references when using non-anonymous surveys.

Legal references in non-anonymous surveys

Please note, that when conducting non-anonymous surveys, you are processing the personal data of the participants. The processing of personal data is subject to special stipulations of the data protection act, as well as possible regulations of other laws (i.e. campus or labor legislation).

As a rule, elements of these regulations state, that when surveying by means of questionnaires (forms), survey participants are informed of the data processing, in particular:

- of the **intended purpose** of the data processing,
- of whether the details are **voluntary** or an **obligation** exists, together with the consequences of a refusal, as the case may be.
- and of the possible **recipients** of the data.

The extent of the duty to inform as well as the admissibility of the data process itself depends significantly on the legal requirements under which your particular case is positioned. This assessment depends on a number of factors which cannot be listed here. You can normally get support from your data protection officer, and/or the data protection committee.

Class Climate provides reference texts for anonymous and non-anonymous surveys. You can find these reference texts under System Settings/Text templates/"E-MAIL: Footnote for anonymous online surveys" or "Footnote for non-anonymous online surveys". These text templates are used automatically when sending the PSWDs to interviewee's.

Conducting non-anonymous surveys

Non-anonymous surveys can only be realized by the (subunit) administrator.

Observe the following steps so that survey participant data can be used in Class Climate:

1. Firstly, import the participant data.
2. Ensure that the questionnaire used contains place holders for the participant data. Otherwise the questionnaires used later cannot be assigned to participants in Class Climate.
3. Create a survey for the relevant course.

Importing participant data

You can import the participant data similarly as how you would import the email addresses for courses: in the menu "Subunits", in the area "Central evaluation", Option "Data import":

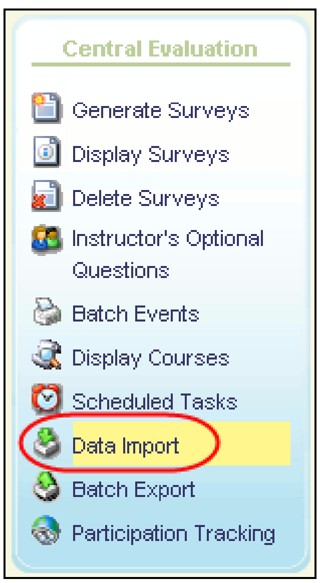


Figure 125: Data import in the area "Central Evaluation"

Click the option "Data import". The following window appears:

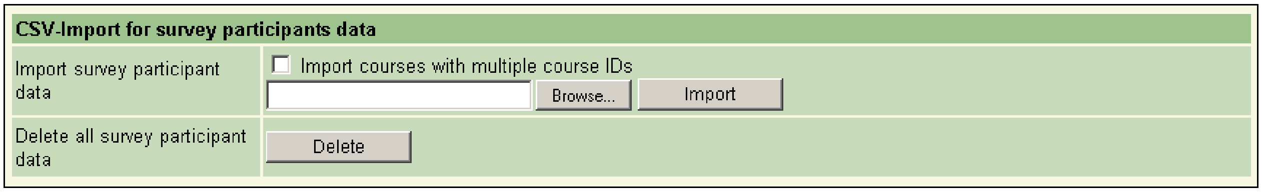


Figure 126: Data import via CSV file

User this window to import the data on survey participants – either just course ID and email in the case of anonymous surveys, or further data for non-anonymous surveys.

Prepare the survey participant data as CSV file. You can use either a semicolon or the character that you define in “System Settings / Class Climate Settings / Data Import and Export / Separators CSV import and export” serves as a separator.

Use the following data structure for importing CSV-based survey participant data:

	Course ID	Email address	Surname	Title	First name	Salutation	Address	Blank1	Blank2	Blank3
Participant 1	DEMO120	stcdemo1@localserver.com	Hardy		Amy	Mrs.				
Participant 2	DEMO120	stcdemo1@localserver.com	Smith	Dr.	Mary	Mr.				
Participant n	DEMO120	stcdemo1@localserver.com	Harrision		Pasha	Mrs.				

Table 7: Data structure for importing CSV-bsed survey participant data

Here, the text file would appear as follows:

DEMO120,stcdemo1@localserver.com,Hardy,,Amy,Mrs,,,,

DEMO120,stcdemo2@localserver.com,Smith,Dr.,Mary,Mr,,,,

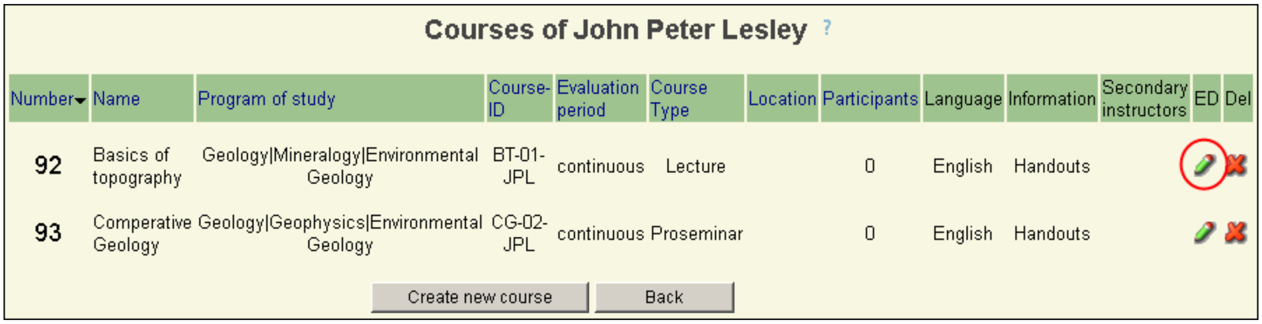
DEMO120,stcdemo3@localserver.com,Harrison,,Pasha,Mrs,,,,

The field Course ID forms the link to the courses existing in Class Climate. One import file may contain participant data for any number of courses. If, on a large scale survey, participant data is to be imported into Class Climate, it makes sense to create and import the CSV import file for survey participant data and CSV/XML files for subunits, user accounts and courses simultaneously.

Please note: As soon as you have imported participant data for a course using this method, Class Climate assumes that the course is processed through non-anonymous surveys!

Please additionally note that when importing participant data, the number of participants noted in the details of a course will be ignored, and the number of imported participants automatically saved.

There is also the possibility for you to import participant data in the details of a course. To do this, click on the green pencil in the course list:



Courses of John Peter Lesley ?

Number	Name	Program of study	Course-ID	Evaluation period	Course Type	Location	Participants	Language	Information	Secondary instructors	ED	Del
92	Basics of topography	Geology|Mineralogy|Environmental Geology	BT-01-JPL	continuous	Lecture		0	English	Handouts			
93	Comperative Geology	Geology|Geophysics|Environmental Geology	CG-02-JPL	continuous	Proseminar		0	English	Handouts			

Create new course | Back

Figure 127: Course list with the edit button (column "ED")

A window with the properties of the course opens automatically. Here you can define, also afterwards, whether this course should be conducted anonymously or non-anonymously. To do this, click in the area "Participants` data" either on "Anonymous survey participants" for anonymous surveys or "Non-anonymous survey participant (panel)" for non-anonymous surveys.

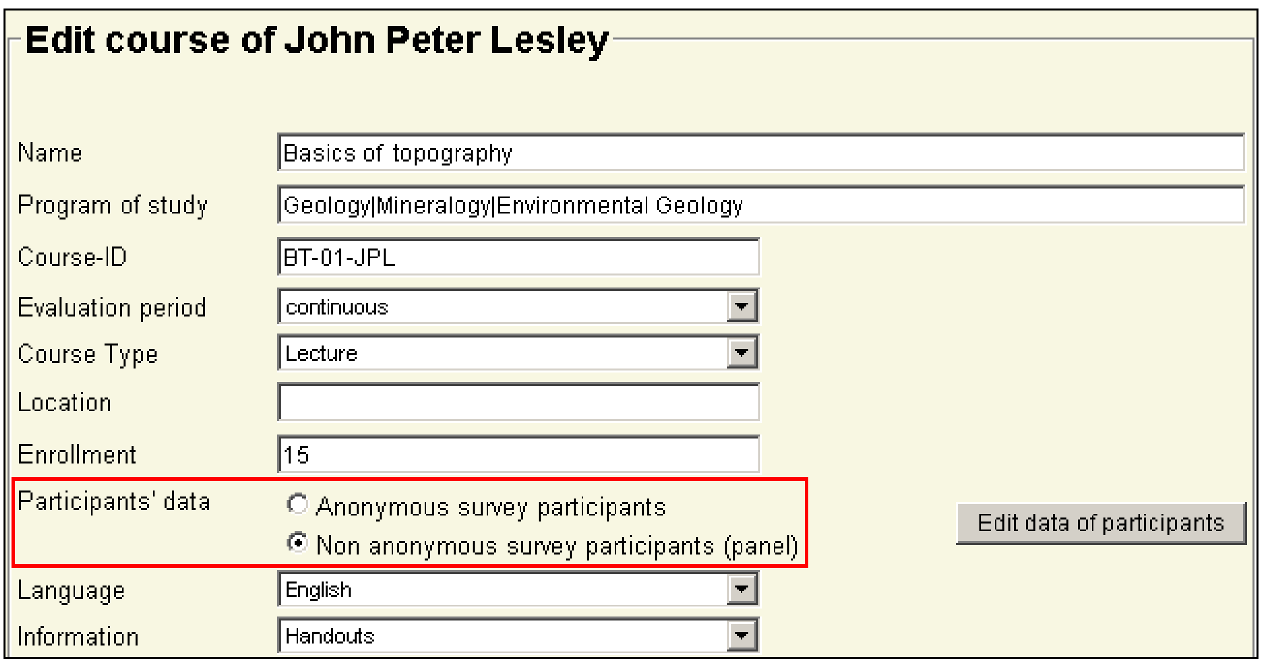


Figure 128: Anonymous / non-anonymous participants

After you have activated the option "Non-anonymous survey participant (panel)", click on the button [Edit data of participants]. In the following window, you have the now familiar option of importing the data of your participants via CSV.

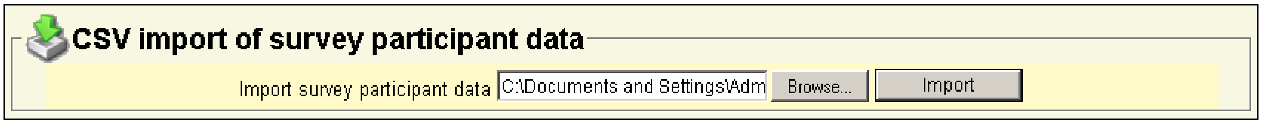


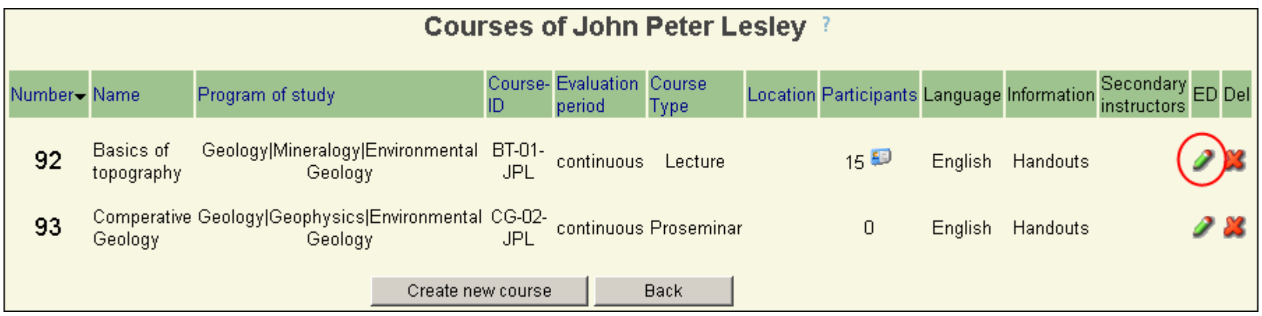
Figure 129: CSV import of participant data

The newly imported participants are added to the already existent participants of the course.

Please note: If you have in your course a participant by the name of Andrew Miller with the email address classclimate@exampleuni.com and you import, via CSV, the participant Patsy Newman who also has the email address classclimate@exampleuni.com, Class Climate will refresh the existing participant, and so overwrite the data of Andrew Miller with the data of Patsy Newman. This means, that the email address of your participants has to be unmistakably assigned to them.

Editing participant data

You have the possibility of editing the imported participant data in the properties of the corresponding course. To do this, click on the green pencil in the course list of an instructor.



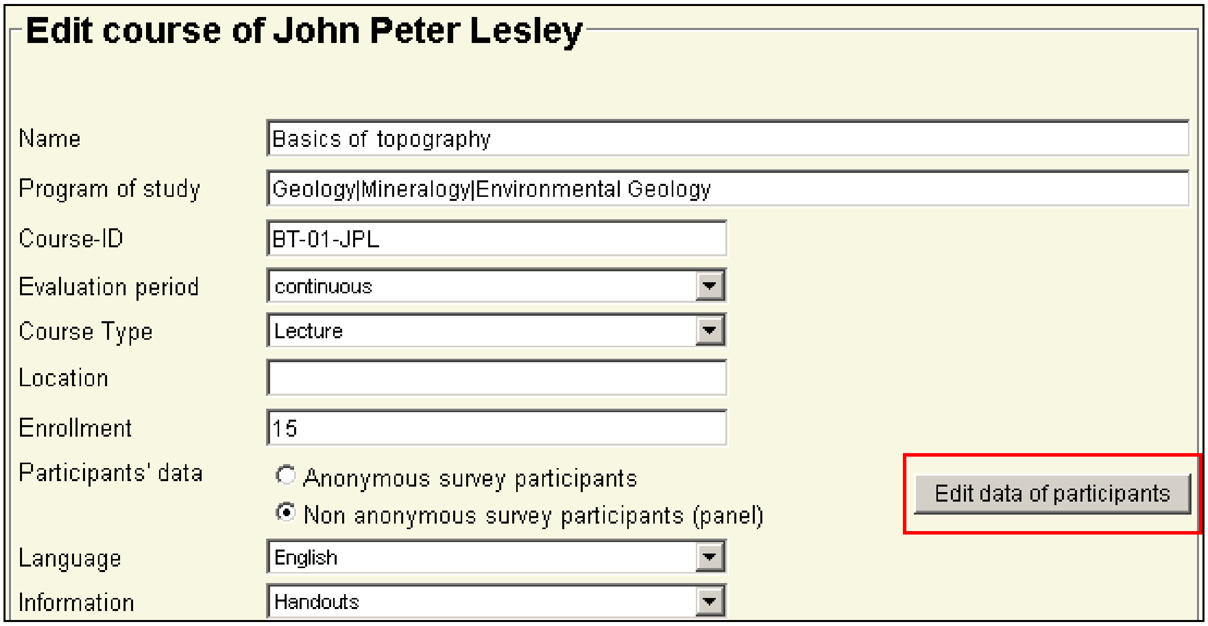
Courses of John Peter Lesley

Number	Name	Program of study	Course-ID	Evaluation period	Course Type	Location	Participants	Language	Information	Secondary instructors	ED	Del
92	Basics of topography	Geology|Mineralogy|Environmental Geology	BT-01-JPL	continuous	Lecture		15	English	Handouts			
93	Comperative Geology	Geology|Geophysics|Environmental Geology	CG-02-JPL	continuous	Proseminar		0	English	Handouts			

Create new course Back

Figure 130: Course list of an instructor with the edit button (column "ED")

A window opens automatically, displaying the properties of the course:



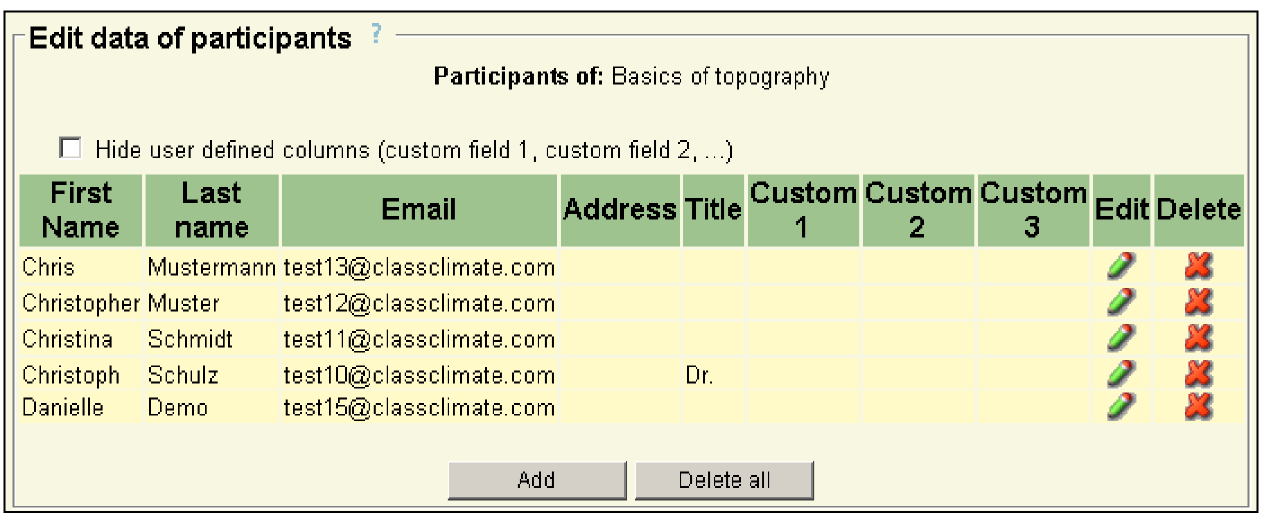
Edit course of John Peter Lesley

Name: Basics of topography
Program of study: Geology|Mineralogy|Environmental Geology
Course-ID: BT-01-JPL
Evaluation period: continuous
Course Type: Lecture
Location:
Enrollment: 15
Participants' data: Anonymous survey participants / Non anonymous survey participants (panel)
Edit data of participants
Language: English
Information: Handouts

Figure 131: Edit data of participants

If you wish to edit the imported participant data, click on the button [Edit data of participants]. In the following window you can edit (green pencil) and delete (red cross) each existing participant. You can also delete all participants by clicking on the [Delete all] button.

Please note: If you delete a participant who was assigned solely to this course, all of his data will be deleted from the system. As a result, this participant is no longer existent in Class Climate. Should he however also be assigned to another course, his data will remain existent for that course.



Edit data of participants ?

Participants of: Basics of topography

Hide user defined columns (custom field 1, custom field 2, ...)

First Name	Last name	Email	Address	Title	Custom 1	Custom 2	Custom 3	Edit	Delete
Chris	Mustermann	test13@classclimate.com							
Christopher	Muster	test12@classclimate.com							
Christina	Schmidt	test11@classclimate.com							
Christoph	Schulz	test10@classclimate.com		Dr.					
Danielle	Demo	test15@classclimate.com							

Add | Delete all

Figure 132: List of the non-anonymous participants

Additionally, you can add further participants. To do this, click on the button [Add]. The following window will open:

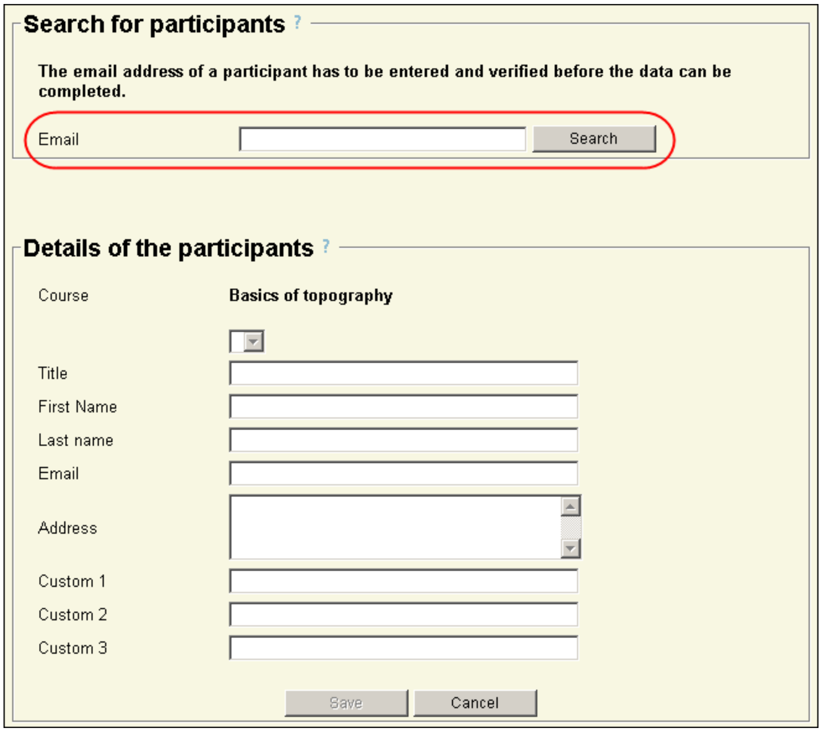


Figure 133: Add non-anonymous participants

To add a new participant, you must first enter the email address of the participant in the area [Search for Participants]. Then click on [Search]. Class Climate searches all existent participant data for this email address. If the participant is already in the system, for example for another non-anonymous course, Class Climate adopts all existing data in the area “Details of the participants”. With exception of the email address, you can change these details as and when required.

If the given email address is not yet in the system, Class Climate adopts this email address in the area “Details of the participants”, and you can add all other information.

Close the window by clicking on [Save].

Click on the button [Back] at the bottom of the page to return to the course details. Close the window of the course details by clicking on the button [OK]. This course is now saved as non-anonymous. In the list of the course, in the column Participants, it is marked as non-anonymous by the index card symbol:

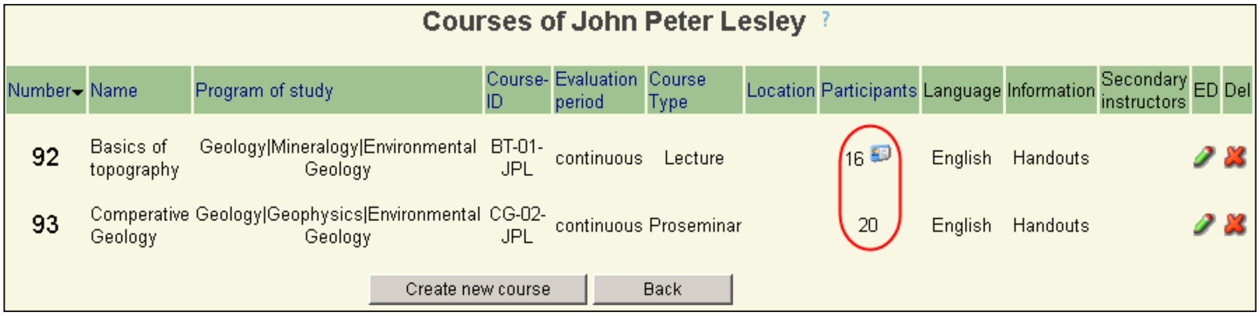


Figure 134: Anonymous and non-anonymous courses

If you create a survey for a non-anonymous course, it will be indicated as such in the survey details, that this survey is taking place with non-anonymous participants.

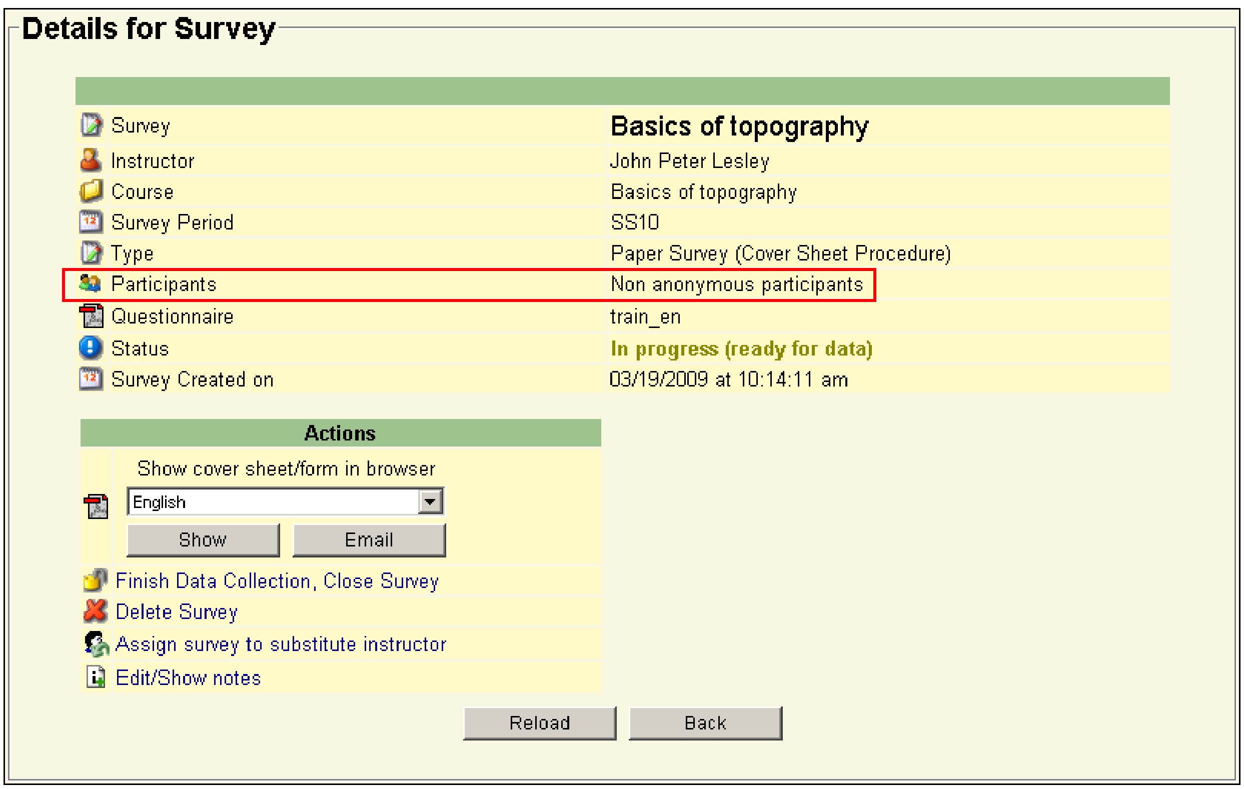


Figure 135: Reference of non-anonymous participants

With non-anonymous online surveys you also have the possibility of indicating the status of anonymity in the footnote of the email. For this, you can use existing standard texts from System Settings/Text templates.

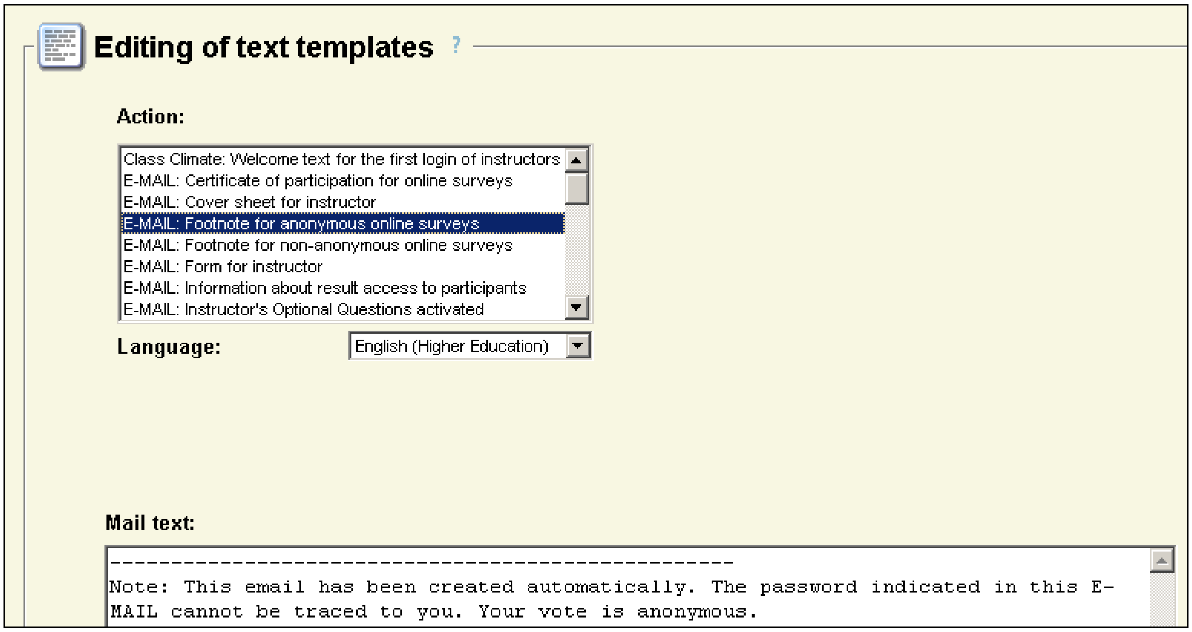


Figure 136: Reference for anonymous or non-anonymous online surveys (Text Templates)

In addition to this, you can always render a non-anonymous survey anonymous, by removing the participants' data from the survey details. You must confirm this action by clicking on [OK]. In doing so, all information on the participants in the raw data exports for SPSS, as well as in the CSV-export, is deleted.

After clicking on [OK], a message window indicates the removal of the information to you. At this point, you still have the option of aborting the process:

Figure 137: Subsequent anonymization of a non-anonymous survey

Please note, that this retroactive anonymization cannot be undone! If you remove the participant data from the survey, they are irrecoverably lost for this survey!

Customizing the questionnaire for a non-anonymous survey

With non-anonymous surveys the questionnaires are assigned to specific participants. So that these allocations can be adhered to during distribution of the questionnaires, you have to insert the relevant information of the survey participants in the header of the questionnaire. This is achieved by place holders (recognized by the continuous upper case and the angular brackets).

The VividForms Editor allows you to use place holders for participant data in the header of the questionnaire. The place holder names refer to the data structure introduced above, as follows:

VividForms Editor and text templates	CSV import file	Description
[PARTICIPANT_EMAIL]	Email address	Email address of survey participant
[PARTICIPANT_LASTNAME]	Surname	Surname of of survey participant
[PARTICIPANT_TITLE]	Title	Title of survey participant
[PARTICIPANT_FIRSTNAME]	First name	First name of survey participant
[PARTICIPANT_SALUTATION]	Salutation	Salutation of survey participant
[PARTICIPANT_ADDRESS]	Address	Address of survey participant
[PARTICIPANT_CUSTOM1]	Blank1	First user-defined field of resp. survey participant
[PARTICIPANT_CUSTOM2]	Blank2	Second user-defined field of resp. survey participant
[PARTICIPANT_CUSTOM3]	Blank3	Third user-defined field of resp. survey participant

Table 8: VividForms place holders

Click one of the place holder fields in the questionnaire's header in order to select the placeholders which you wish to insert.

The following figure shows an example questionnaire header. In the lower left-hand side the text "For:" has been inserted as well as variables for the first name and surname.

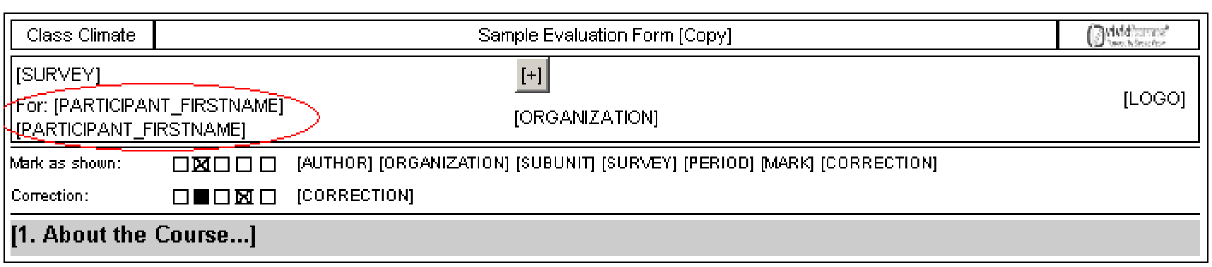


Figure 138: Customization of a questionnaire (here through the name in the header)

In the case of a survey, data of specific participants is inserted here, so that during implementation it is clearly visible which questionnaire was distributed to whom.

Implementing a non-anonymous paper survey

When you create a survey with a customized questionnaire for a course for which participant data was imported, Class Climate assumes that it is a non-anonymous survey. Therefore, for paper surveys, each questionnaire has to be personalized (for example the participant's name has to appear in header). This is why the cover sheet procedure is not suitable for non-anonymous surveys.

However, you can also use the function "Print Cover sheets / Forms" in batch procedures so as to produce personalized PDF questionnaires for all survey participants. To do this, select in the configuration of the batch procedures the option "Create complete sets of questionnaires according to enrollment figures". After a click on "Download" the respective PDF file is produced and displayed. Please note that the number of generated questionnaires is determined by the number of occupancies defined in the courses, and not by the number of imported participant data for the respective course.

✦✦✦

In the following, you will find two examples for personalized questionnaires. The text below with place holders was inserted into the header:

Example 1: The personalized questionnaire for Amy Hardy

Class Climate	Sample Evaluation Form	SCANTRON
Introduction into Computer Science		
For: Amy Hardy	Example University	

Figure 139: Questionnaire for Amy Hardy (example)

Example 2: The personalized questionnaire for Mary Smith

Class Climate	Sample Evaluation Form	SCANTRON
Introduction into Computer Science		
For: Mary Smith	Example University	

Figure 140: Questionnaire for Mary Smith (example)

✦✦✦

Now the survey can be implemented, whereby attention has to be paid to the fact that the person specified on the questionnaire is actually the person who fills it in.

The subsequently generated PDF report of the survey does not contain any information on the survey participants. If these are to be processed, this can be done through the batch export on which you find information in the following two paragraphs (paragraph on non-anonymous surveys).

Implementing a non-anonymous online survey

For online surveys it is possible to use information taken from the survey participant data for the personalization of the emails that are generated for the dispatch of participation codes.

The place holders shown in the previous paragraph can also be used for the text templates. It is advisable to use customized text templates for individual questionnaires and not to modify the standard template for the PSWD dispatch.

In this example, the recipients of the PSWD emails are addressed personally by using the place holders for first names and surnames of the survey participants:

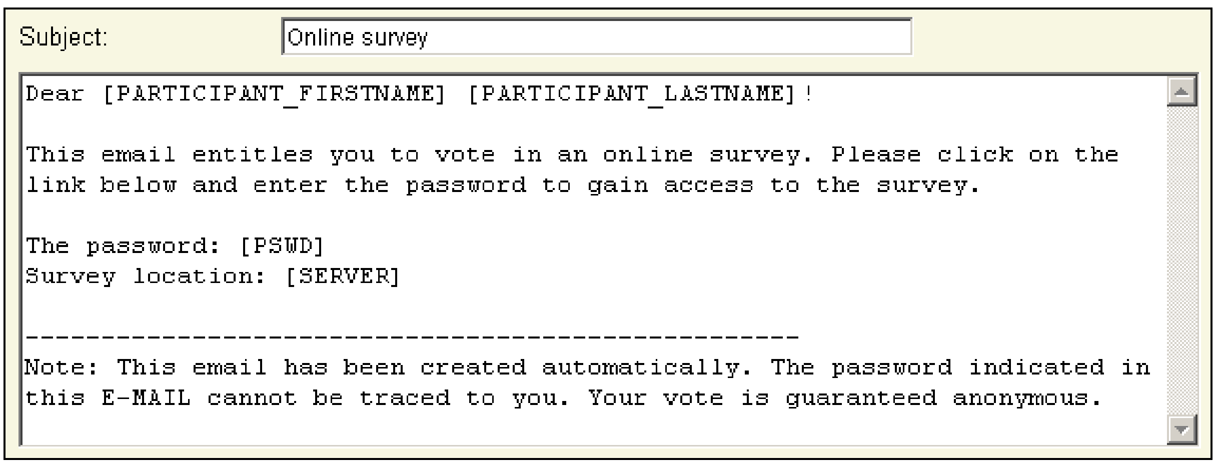


Figure 141: Personalized, questionnaire-specific (if possible) email text

The resulting email text in its personalized form looks like this:

From: Class Climate Admin **To:** stcdemo1@localserver.com
Subject: Online survey

Dear Amy Hardy!

This email entitles you to vote in an online survey. Please click on the link below and enter the password to gain access to the survey.

The password: 92TSQ
Survey location: http://localhost/classclimate/online/scantron

----
Note: This email has been created automatically. The password indicated in this E-MAIL cannot be traced to you. Your vote is guaranteed anonymous.

Figure 142: Email for Amy Hardy (example)

Processing survey participant data

The batch export function is available to create statistical reports on survey participants. The data fields for the survey participants are added on the right-hand margin to the raw data table relating to the respective surveys:

AB	AC	AD	AE	AF	AG	AH	AI	AJ
Participant Email address	Participant Salutation	Participant Title	Participant First Name	Participant Surname	Participant Postal Address	Custom 1	Custom 2	Custom 3
stcdemo1@localserver.com	neutral		Amy	Hardy				
stcdemo2@localserver.com	neutral	Dr.	Mary	Smith				
stcdemo3@localserver.com	neutral		Pasha	Harrison				
stcdemo4@localserver.com	neutral		Daniel	Soto				
stcdemo5@localserver.com	neutral		Kelly	Edwards				

Figure 143: CSV files of a non-anonymous survey

NOTE: So that all participant data fields are exported, the option "System Settings/Class Climate Settings/Data Import and Export/Raw data export contains only the ID of non-anonymous participants" has to be deactivated. Otherwise, only the email address of the participants as the sole identification feature will be exported.

Use the participant data for participation certificates

All above-mentioned place holders ([PARTICIPANT_LASTNAME], [PARTICIPANT_FIRSTNAME] etc.) can also be used for the participant certificates for online surveys.

3.3. Active instructor accounts

Instructors can also implement surveys, if they are granted authorization. The difference compared to central evaluation is that active instructors' surveys are linked neither to particular courses nor to evaluation periods.

The following provides you (as the administrator or subunit administrator) with a short overview of the options available to an active instructor. As an introduction for active instructors a brief manual is available in HTML format, called "Manual for Active Accounts" (for further information see chapter A.1.1.2 "Further manuals").

3.3.1. Creating active instructors as (subunit) administrators

To grant an instructor authorization to implement his own surveys, you as the (subunit) administrator have to ensure three things:

- The instructor (with sensible log-in data) must exist in the structure which you as the administrator have created.

  By creating instructors, you decide on the rights which an active instructor is granted. Of course, you can change these rights again at any time:

  - Is an active instructor authorized to create new questionnaires, edit the administrator's templates or can he only use central templates with which to create his surveys?

    For this purpose, you set the respective rights in the mask for Creation/Modify user data, option "Form editor". You have the options of: Unrestricted access/ Extension of templates only / No access:

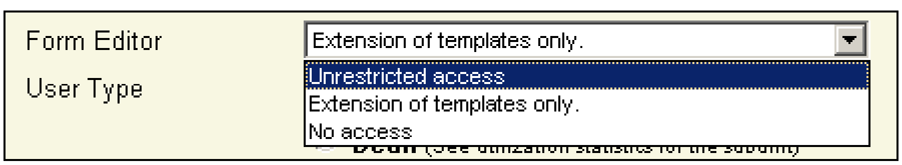


Figure 144: A user's access to the form editor

The names are relevant and describe the above-mentioned rights.

  - Is an active instructor upon completion of processing, authorized to view to which degree his surveys meet the quality guidelines – or even those of his subunit (possibly those of additional subunits) or even those of the entire system?

    You also grant these rights in the mask that serves to create and change user data. The following options can be chosen from: No QM views / Only own surveys / Only own subunit / Unrestricted access.

If you wish to authorize access to one's own subunit or extend one or more accesses, first select the option "Own subunit only". Then you can define further subunits by selecting "Additional subunits" in the gray area.

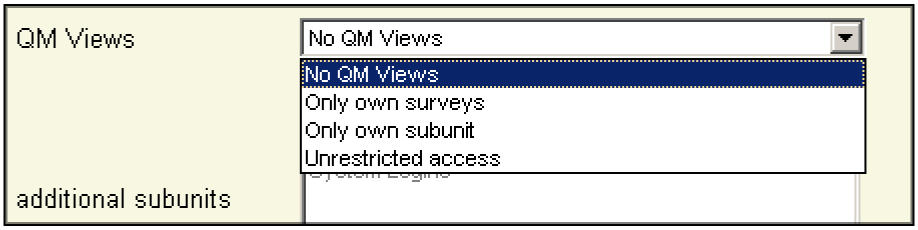


Figure 145: A user's access to QM views

Once you have assigned these rights, please remember to create an appropriate log-in name and a password.

- The instructor must be activated. From the user overview you as the (subunit) administrator can see whether an instructor is activated. A yellow padlock added to the icon of a user in front of a user name means this is a passive user, no padlock added to the icon signals an active user. To switch simply click on the icon.

Figure 146: Passive (with padlock) and active (without padlock) instructors

You can switch the instructor between active and passive at any time, for example denying access after an activated period.

- You have to pass on the access data to the instructor: log-in name, password and the link to the Class Climate homepage. Otherwise he cannot log on even if you have created and activated him.

- You as the administrator need to check that you have adapted the greeting in your system that appears automatically when an active instructor logs on. You will find the text in the main menu “System Settings”, in the submenu on the left-hand side under “Text templates”. It is titled “Class Climate: Welcome text for the first login of instructor“:

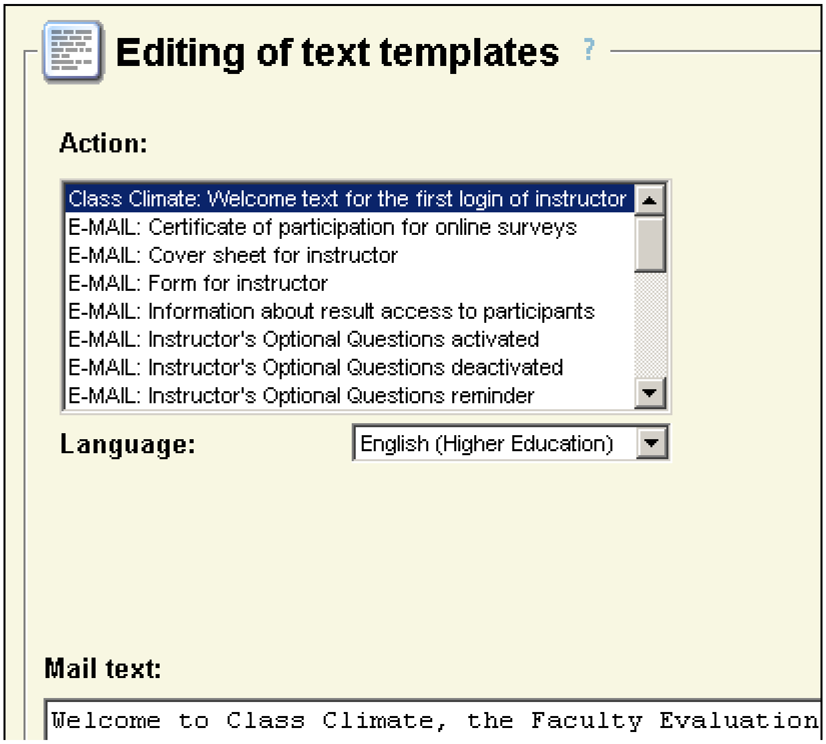


Figure 147: Editing the welcome greeting for active instructors

Modify the text as you see fit and then click on [Save].

A subunit administrator has no access to these texts, therefore, he cannot check this setting. Please consult your Class Climate administrator on this.

As soon as you have secured these details the instructor can log on with the details that you have supplied him with.

3.3.2. Log-in as active instructor

In order to log in, the active instructor calls up the Class Climate Log-in window and enters his access data here. Subsequently, a window appears with the greeting text:

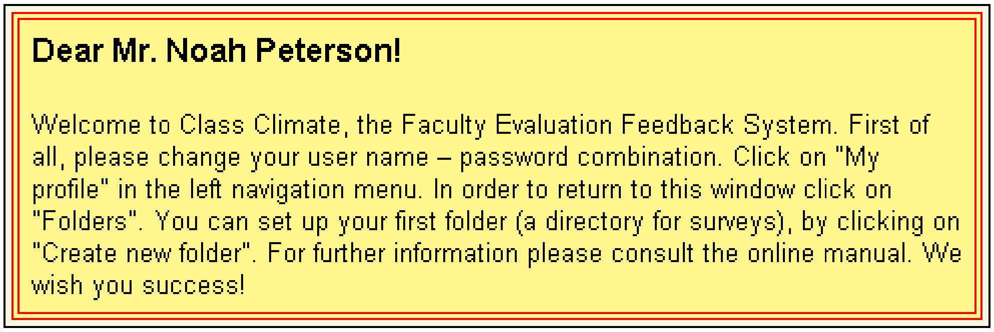


Figure 148: Greeting screen for Mr. Noah Peterson (detail)

It is important that the instructor changes his access data in the left menu under "Own profile“.

Depending on the rights granted to the active instructor, he can now create new questionnaires, amend existing templates or create surveys only with existing questionnaires. Accordingly, he sees in the left menu either “Questionnaires” / “VividForms editor” and “Templates” or only “Questionnaires” and “Templates”, or none of these options:

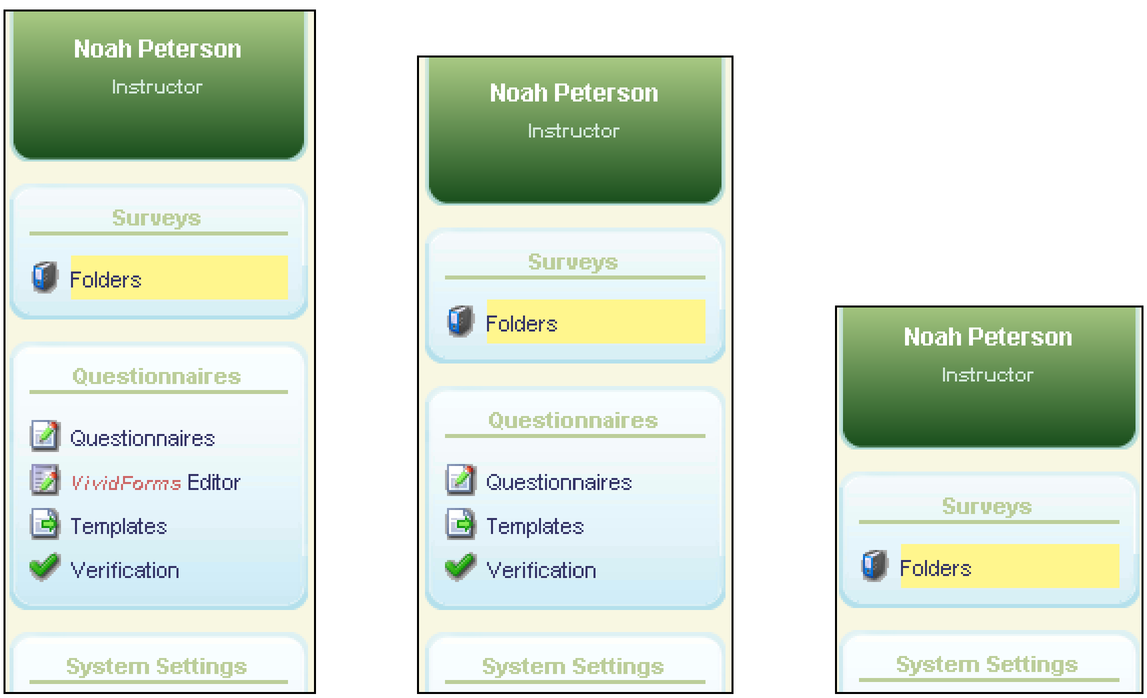


Figure 149: Access options to the questionnaire editor, to templates or no access

3.3.3. Generating and Editing questionnaires

If the active instructor wants to create questionnaires he works with the VividForms Editor – just like the (subunit) administrator(s). For this purpose he clicks “VividForms Editor” in the left hand menu. To become acquainted with the VividForms Editor the VividForms Reader Manual is to be recommended (alternatively the chapter about the VividForms Editor in this manual).

If the active instructor wants to add questions to an existing template he has to copy this questionnaire in his own form management. For this purpose click “Templates” in the left menu. A new page opens listing all the existing templates of the administrator and the corresponding subunit administrator. Click the icon in the column “Template” and the questionnaire automatically is copied in the form management of the active instructor:

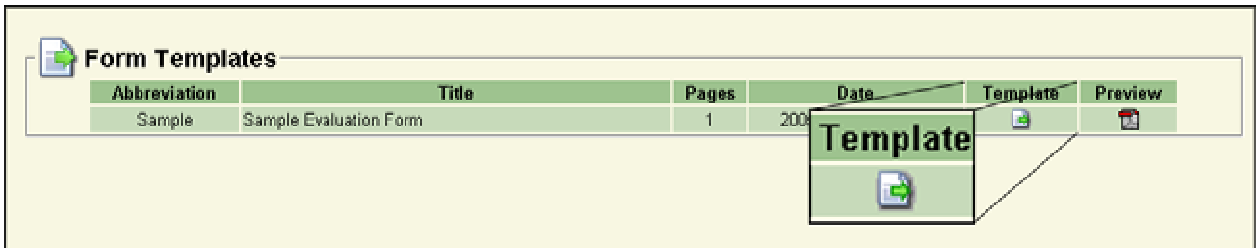


Figure 150: Copying a template in the own form management

An active instructor can find the form management in the left-hand menu when clicking “Questionnaires”. When clicking this option the list of own questionnaires opens:

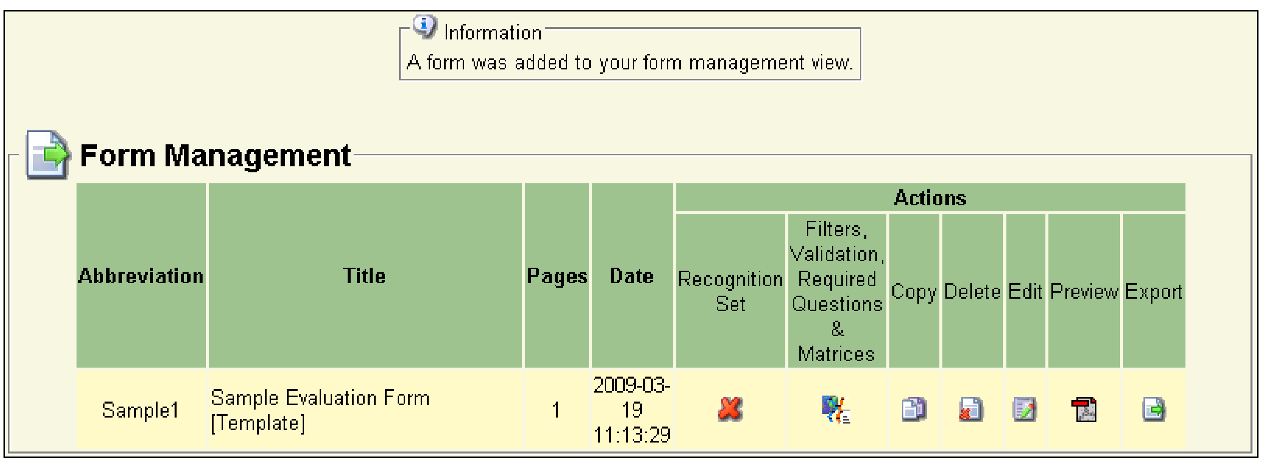


Figure 151: List of own questionnaires of an active instructor

The questionnaire that has been copied from the list of templates is contained as a template here. You can recognize the copy by the modified Abbreviation (it is counted up: Sampl1 instead of Sample).

Besides the Abbreviation and the Title you can see the number of pages here, you can see if the questionnaire is already contained in the recognition set of the VividForms Reader and when the questionnaire was copied.

Furthermore the active instructor can carry out the following actions:

- Add filters, validations, required questions and matrices/cross tabulations. Please read the relevant chapters of this manual for this purpose.
- Copy the questionnaire. Clicking the icon in the column “Copy” inserts a duplicate of the questionnaire in the list and counts up the abbreviation.
- Delete the questionnaire. Clicking the icon in the column “Delete” deletes the questionnaire – after an additional request if the questionnaire should really be deleted. If the questionnaire is based on the central template the template will not be deleted in this case, of course.
- Edit the questionnaire. Template can only be edited within the allowed limits.
- Preview a PDF template of the questionnaire.
- Export the questionnaire. By clicking on the icon in the column “Export” active users can save the questionnaire as a .vfd-file in their file system and hand it on e.g. to their colleagues. Those can read the file after importing it into Class Climate again.

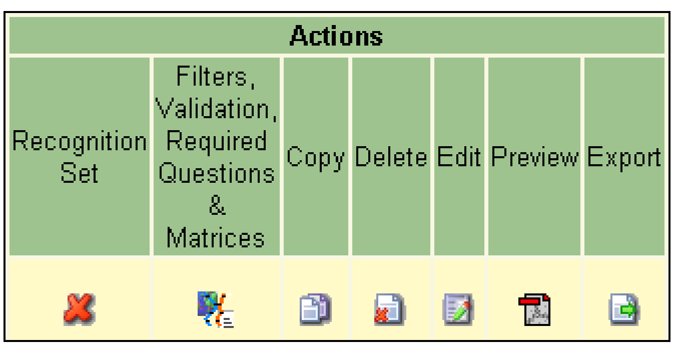


Figure 152: Actions

If the active instructor copied a template in his form management, he can edit it here. This is only allowed within the limits the (subunit) administrator has set. If e.g. the administrator created a template with three pages and 45 questions, and the questionnaire already has two pages and 40 questions, the instructor can only add one page and at the most five questions.

To add them to the template the active instructor clicks the paper and pencil-icon in the column “Edit”. The known VividForms Editor opens, but due to the limitations of the template (also indicated by the word “Template” in and above the header) the active instructor must not change the existing elements. All the question groups, questions and further elements show the annex [T], i.e. they are unchangeable.

But the instructor may add additional elements (as long as the maximum number of pages and questions is not exceeded).

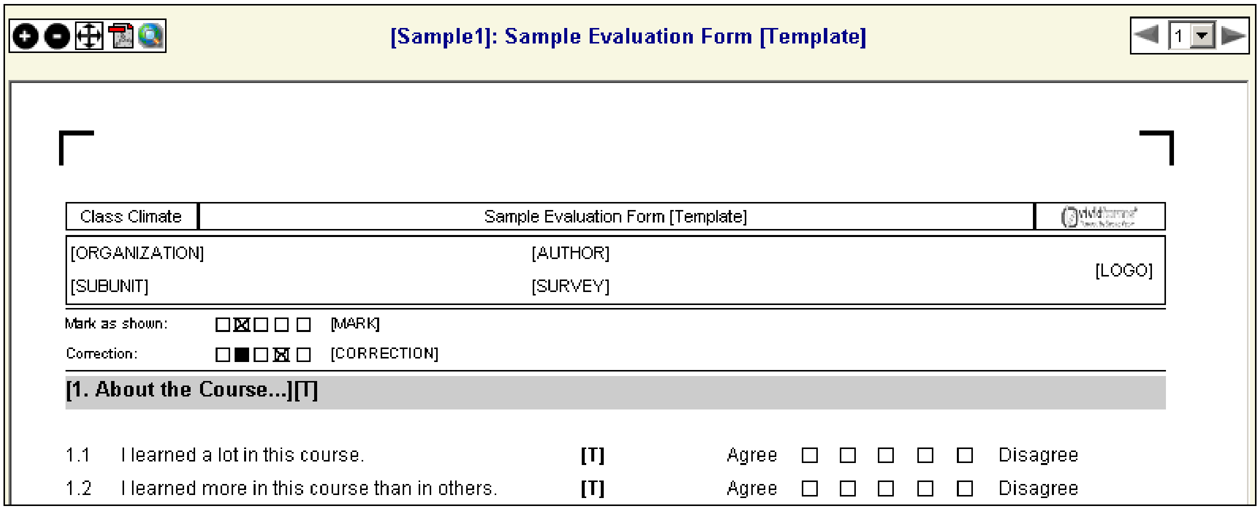


Figure 153: Edit a questionnaire template

The new elements must be added to a new question group (a sort of chapter of the questionnaire, as is usual when working with the VividForms Editor). That entails that an active instructors must first of all decide where to add a new question group. He may add the question group in an arbitrary position, not only at the end. (However, it is not possible to interleave question groups, i.e. you cannot put a question group in another one.) You can add any elements within a question group, e.g. questions, text boxes, line spaces etc.

The following graphics shows you a questionnaire that has been copied in the form management and can thus be modified. One question group (“New question group”) and one question (“New question”) was added, the remaining question groups and questions are the ones from the template (indicated by the [T]):

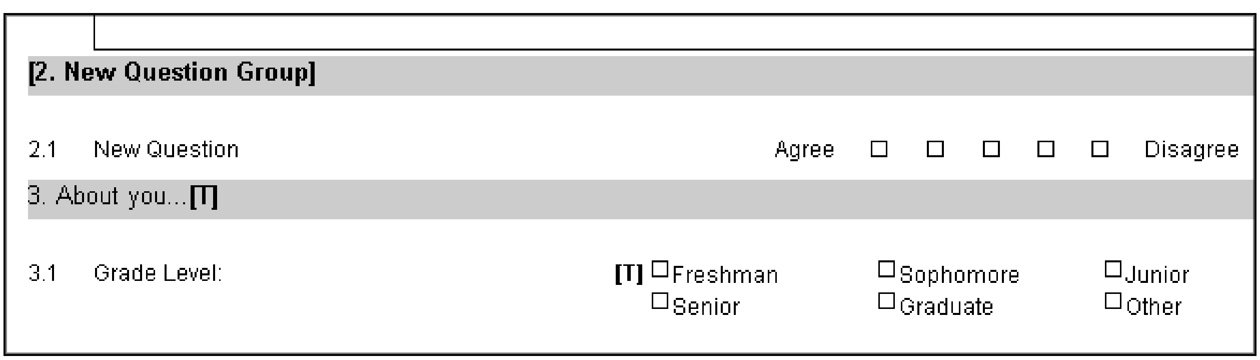


Figure 154: New question group in a questionnaire template

How many elements still can be added the active instructor can see when looking at the “Form Properties” at the bottom of the VividForms Editor menu:

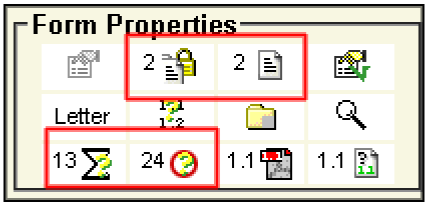


Figure 155: Form properties

The upper information tells the user that you have a template where two pages are allowed (left information) and two pages are already created (information on the right hand side).

The line below informs the active instructor about the actual number of questions (13) and the allowed number of questions (24).

3.3.4. Generating a study folder

After having changed the login data and possibly created some questionnaires, the active instructor must create a study folder to be able to work reasonably. The study folders structure the surveys of an active instructor and shall therefore be created according to the use of the user account.

In the following there are named some possibilities for structuring a user account:

- Evaluation periods (e.g. semester, if the surveys of the active instructors are repeated regularly): e.g. Surveys SS07 – Surveys WS07/08 – Surveys SS08 etc.
- Survey types (if the surveys are not repeated regularly but can be assigned to specific survey types): Survey research project XY – Survey empirical studies YZ etc.
- Student projects if you allow that access: Surveys Diploma John Doe – Surveys Master Thesis Jane Doe – Surveys PHD Thesis John Sample
- Etc.

Of course you can combine several of those examples if suitable. But please notice: You cannot generate tree structures (i.e. a folder within a folder is not possible).

To generate a new folder click the button [Create new Folder]:

Figure 156: Listing of folders

In the following dialogue the active instructor is asked for the name of the folder:

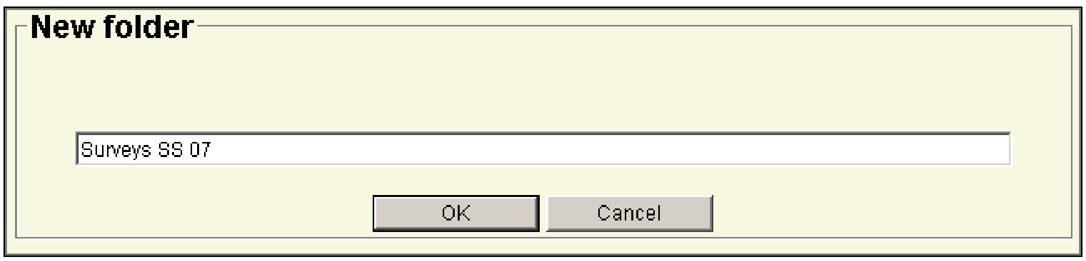


Figure 157: New folder

After clicking [OK] the folder appears in the list:

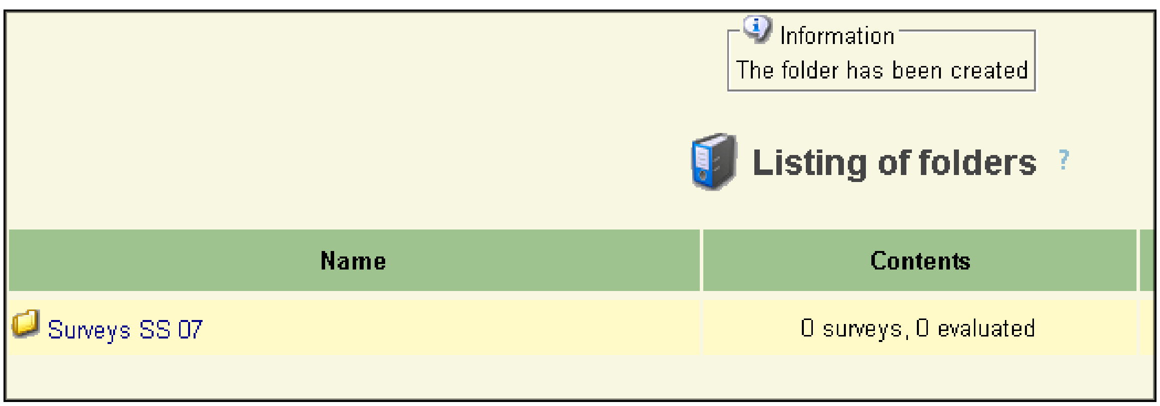


Figure 158: The new folder has been created

3.3.5. Generating surveys

After a folder has been created surveys can be set up in it. The user will be guided by an assistant who will ask the following questions:

- Selection of the questionnaire for use
- Selection of template for optional questions
- Entry of optional questions, self-formulated or from question library
- Entry of survey name
- Selection of procedure
- Hard copy procedure
- Cover sheet procedure
- Online survey and number of PSWDs
- Open online surveys with semi-public password

The survey is then "In Progress". The questionnaire and the PSWD document can be downloaded and printed or distributed. The batch mailing of emails to online survey participants is also possible.

3.3.6. Working with the active instructor's data

If data already exists for a survey of an active instructor, he – just like the report creator does with his reports – can create the survey subgroup reports. This means that single reports (for example one report each on male and female students) are created for the individual options single choice, multiple-choice or scaled questions. (These types of single reports are also known as filtering.)

The survey does not have to be closed when the subgroup reports are created, meaning that more data can yet be captured. In this case, the subgroup reports of an active instructor can be updated automatically – unlike those of the report creator. An active instructor can decide whether he wants to create a dynamic subgroup. Dynamic subgroup reports are updated automatically upon receipt of new data. This way, repeating the creation of subgroups is prevented. This function is particularly interesting when long-term surveys are running and if, over the course of the survey one wishes to follow up on reports filtered according to subgroups. (Because you can save the reports as PDF files at any time and thus keep them available even after an update.)

The dynamic subgroup reports are only available through active instructor accounts, meaning that report creators cannot use this function.

Open the details of a survey and in the area survey data click on “Evaluate subgroup”:

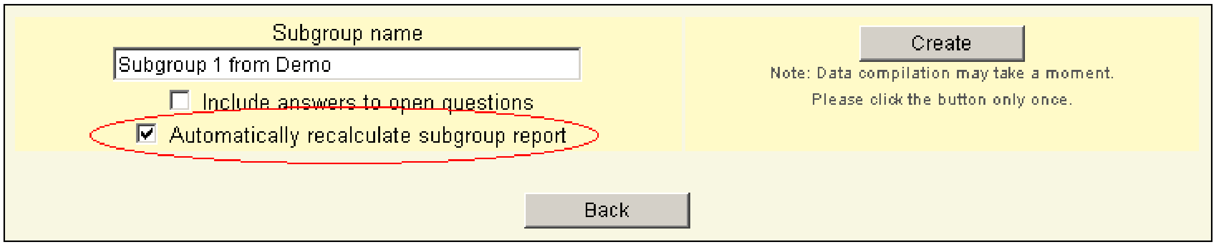
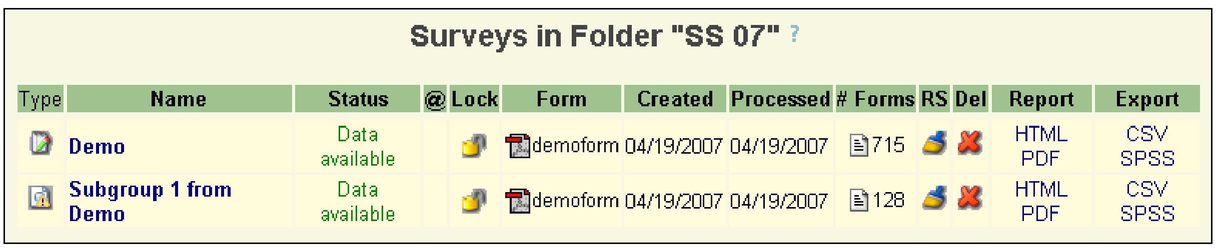


Figure 159: Creating a dynamic subgroup

(Should this option not appear, please download the HTML or PDF analysis first and then click on [Update]).

Below the name of the subgroup, the automated update can be specified by means of the checkbox "Automatically recalculate subgroup report".

Dynamic subgroups are marked with the symbol , normal subgroups with the symbol :



Surveys in Folder "SS 07"

Type	Name	Status	@	Lock	Form	Created	Processed	# Forms	RS	Del	Report	Export
	Demo	Data available			demoform	04/19/2007	04/19/2007	715			HTML PDF	CSV SPSS
	Subgroup 1 from Demo	Data available			demoform	04/19/2007	04/19/2007	128			HTML PDF	CSV SPSS

Figure 160: Dynamic subgroups in the survey list

When new data is collected during the main survey (the example showing "Demo") the subgroups are automatically updated when the study folder is downloaded again:

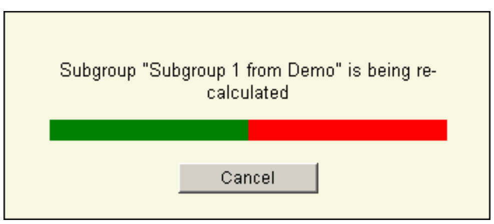


Figure 161: Updating of subgroups

When recalculations are completed the updated reports are available immediately:

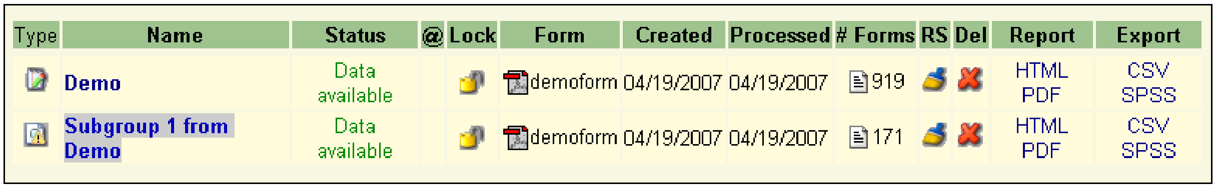


Figure 162: Updated, dynamic subgroup in the survey list

When a survey is to be deleted for which dynamic subgroups exist, an inquiry appears as to what should happen to the subgroups. The options are to either delete these reports, or alternatively to retain these reports under lack of their dynamic characteristics:

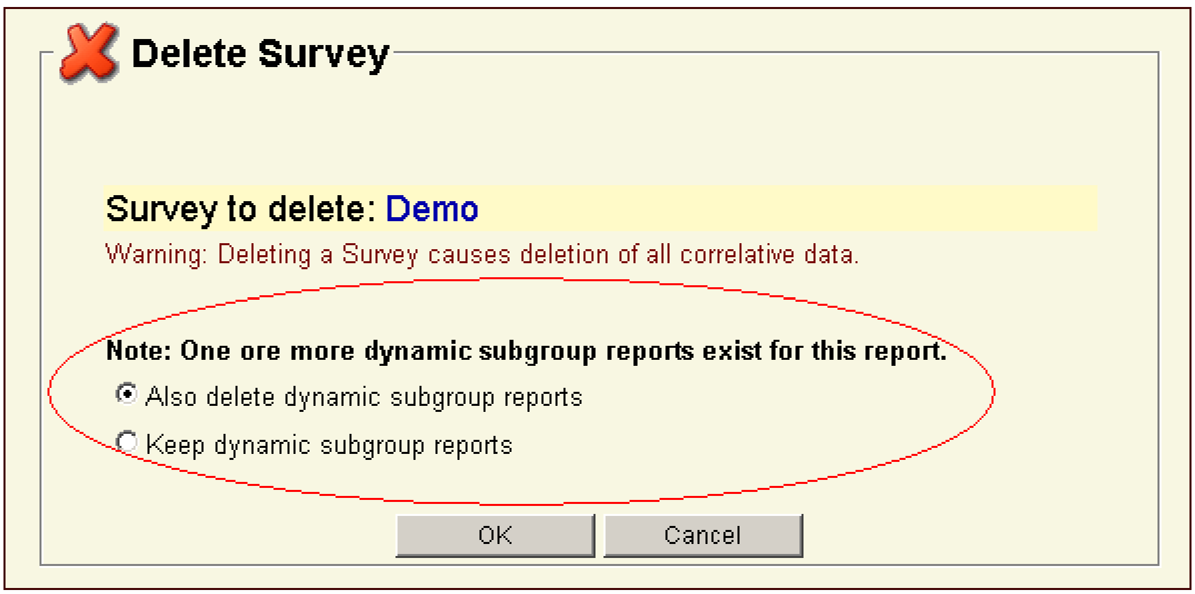


Figure 163: Deleting a survey for which dynamic subgroups exist

4. Phase 3: Capture and instant feedback

When the first questionnaires have been returned, the capture operations begin.

Make sure that the personnel who will be capturing the questionnaires are well trained in every aspect of the capture operation. The scanning procedure is a critical moment in the processing of the questionnaire. If the paper has been put in improperly or if the settings of the scanner have been unintentionally changed then further processing of the survey may be impossible.

Class Climate is set for maximum automation. A number of manual checking and correction steps which are crucial for the processing of complex questionnaires like invoices have been automated for the processing of questionnaires used in teaching evaluation surveys, which are relatively simple to read.

Before beginning a capture session we recommend testing that the operation is correct by scanning test questionnaires. If everything is ok, then, provided that the paper and print image quality remain the same, you can proceed to large scale capture of forms.

4.1. Scanning the forms

Documentation capture is carried out with the “Scanstation Manual”.

4.1.1. The Scanstation Software

This software can only be used in PCs that have a document scanner per SCSI or USB connected to it. The communication with the scanner uses the TWAIN protocol.

Figure 164: The scanstation

In the main window you will see the following buttons:

Scan

This button starts the scanning process.

Settings

After entering a password you can configure the scanstation.

Manual

A manual with important information for capture operations is displayed.

The main options of the Class Climate scanstation are explained below. (For further details see the manual for the scanstation.)

Tab Scan Destination:

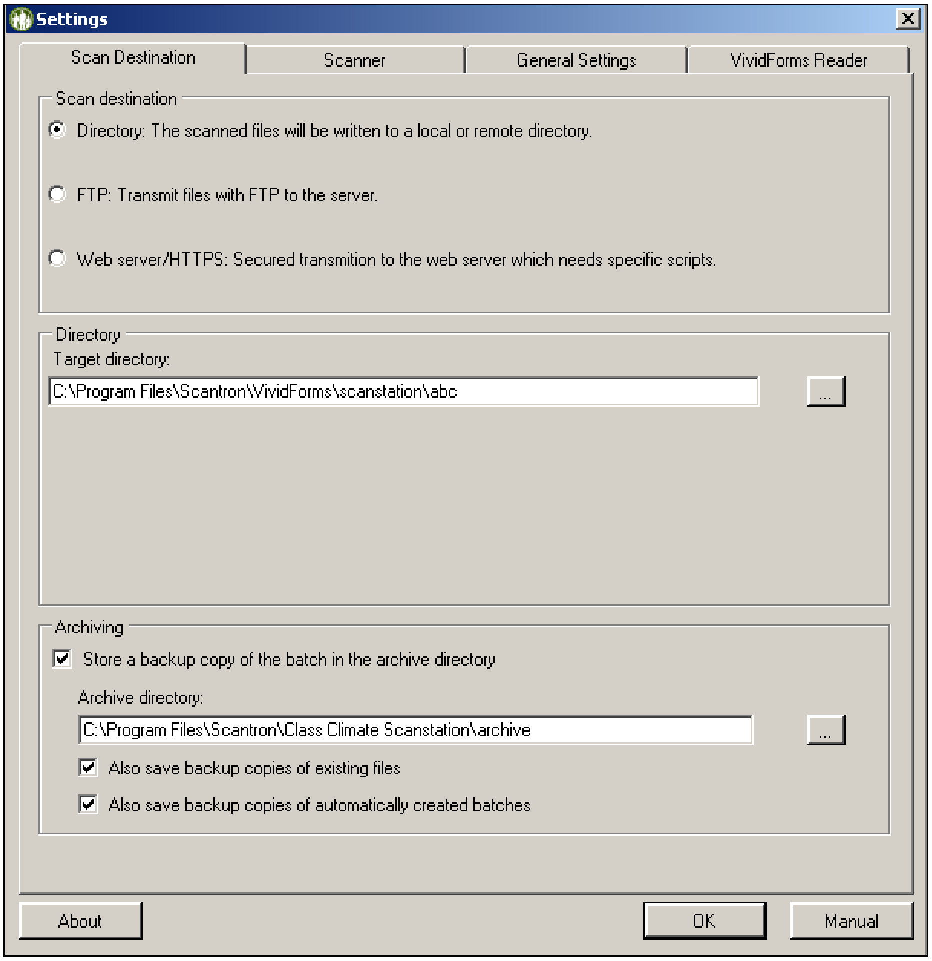


Figure 165: Tab scan destination

The following options can be set:

Target Directory (= ABC directory)

This is the ABC directory of the Class Climate server (ABC = Automatic Batch Conversion) and serves as the target directory for the transmission of scan files. The VividForms Reader uses these files for further processing.

Archive directory

Backup copies of all scanned questionnaires are kept in this directory.

Store a backup copy of the batch in the archive directory

Activates the creation of backup copies of all scanned batches.

Tab Scanner:

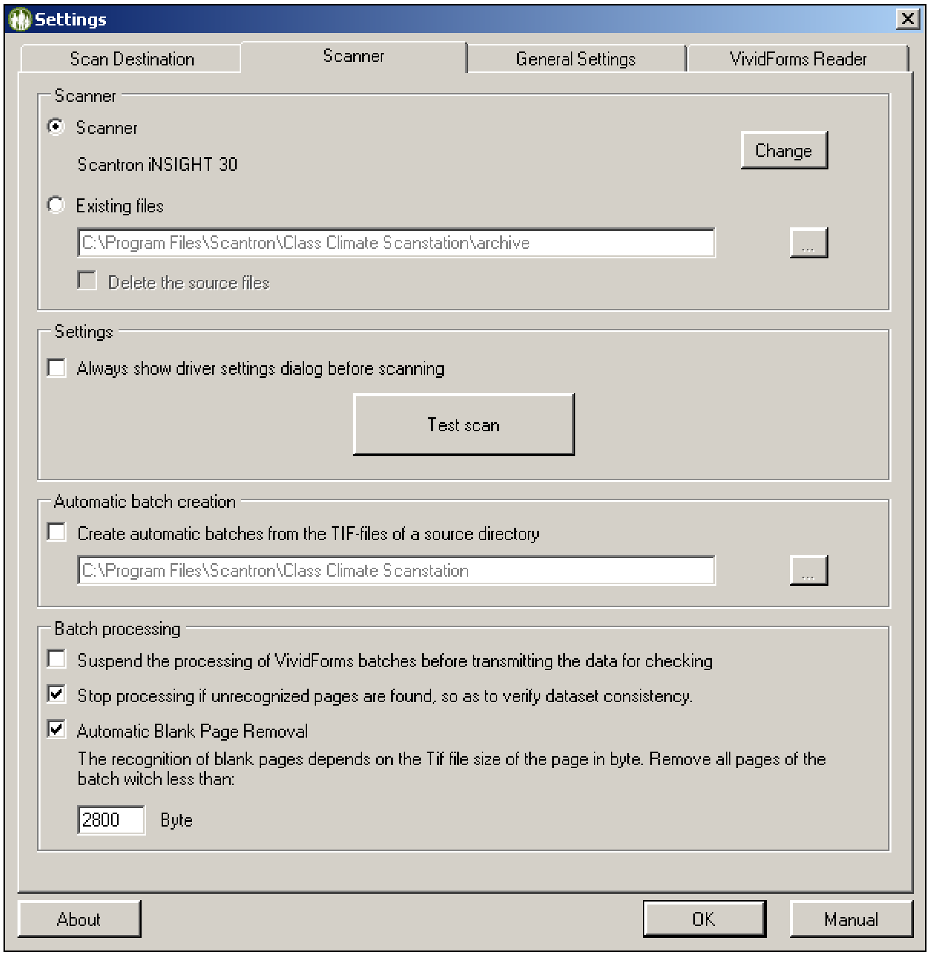


Figure 166: Tab scanner

Change

Click on [Change] in order to select a different scanner.

Test scan

Use this option in order to display the scanner driver and to initiate a test scan.

The following settings must be made for Class Climate:

- Paper format LETTER or LEGAL
- Black/white
- Resolution: 200 DPI
- Duplex (front and back side)
- Skew correction deactivated
- Brightness: threshold value a little darker than the average of 127 (i.e. approx. 114)

Click on “scan” in order to read one (!) test page. A message box will appear with a preview of the captured image. Click on “Display image with imaging” to see the results. You should see only thin black edges.

Always show driver settings dialog before scanning

Select here whether a message box should be displayed after clicking on “scan”.

Tab General Settings:

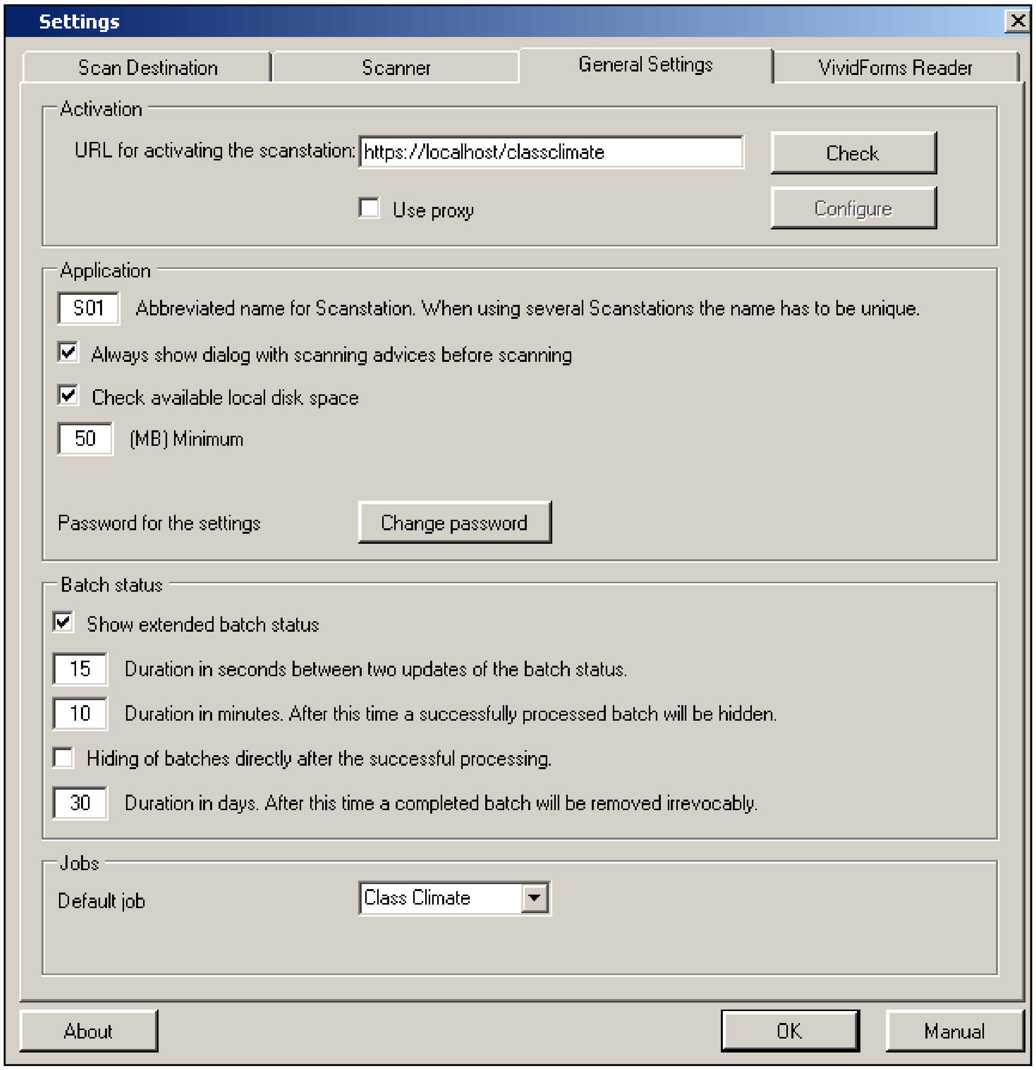


Figure 167: Tab general settings

Standard setting for job processing

Select the default job.

Show extended batch status

Activates the display of batch information. This message allows you to follow your batch as it is processed on the server.

Abbreviated name for scanstation

A three character short name for identifying the scanstation. This short name is integrated into the data transmitted to the Class Climate server and registered in the log files. This allows every batch processed by the server to be identified with a scanstation.

URL for Activation

Here you can enter the URL of the Class Climate server to activate the scanstation

Check

By clicking the button [Check], you can check the URL for the scanstation. Upon successful activation you get the following information “Activation successful. The scanstation can now be used.”.

Using Proxy

If the internet connection is made via a proxy server, this option must be activated. The settings for the proxy server must be deposited in the configuration.

Configuration

If you have activated the option “Use proxy”, you can configure this connection. You can enter the proxy as well as the proxy port in the automatically opening window.

Tab VividForms Reader:

Processing of scanned batches is done using the VividForms Reader. The VividForms Reader uses settings which are valid for all scanstations connected to the Class Climate system. In certain cases it may be required to modify those settings without affecting the other scanstations which exist in the environment. Thus each scanstation includes the ability to run specific VividForms Reader settings by overruling the standard configuration.

For further information please consult the “Scanstation Manual”.

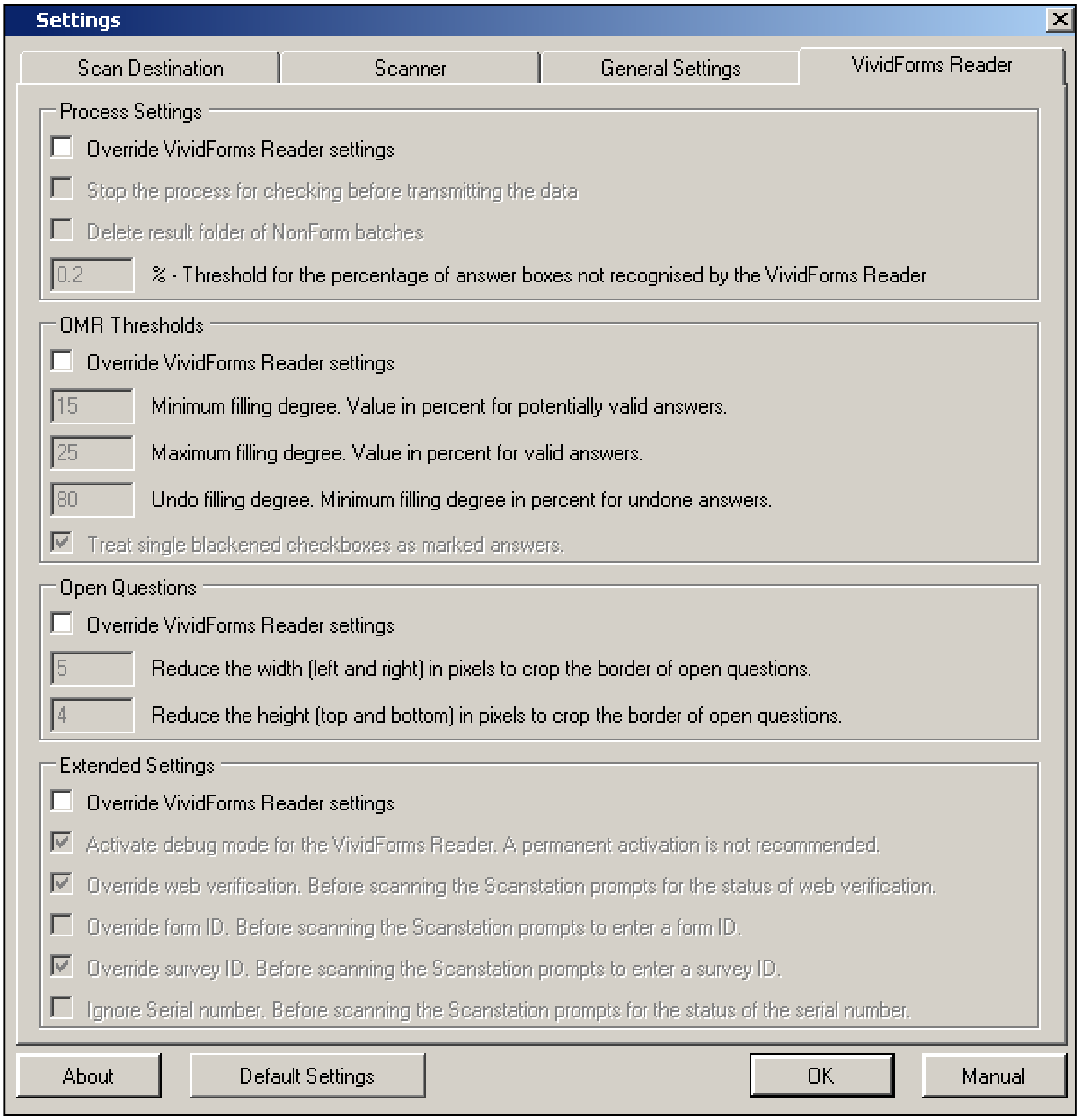


Figure 168: Tab VividForms Reader

4.1.2. Scanner iNSIGHT 30

As an example, you can see the dialog of the scanner iNSIGHT 30 here (for further information please consult the “Scanstation Manual”:

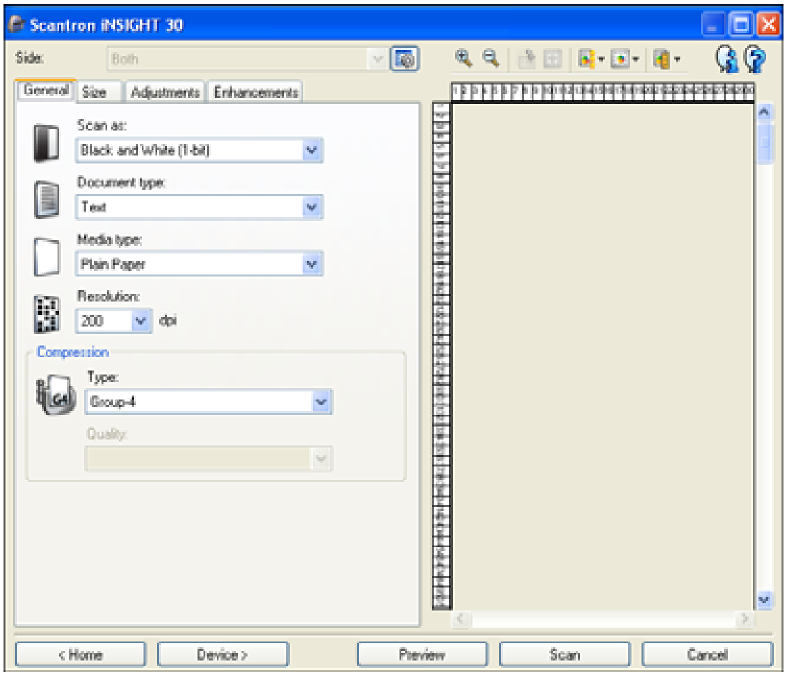


Figure 169: Configuration dialog for the iNSIGHT 30

Class Climate requires the following settings:

Source

ADF Duplex (one pass scanning of both paper sides)

Paper size:

Letter/Legal/A4

Resolution (DPI):

200 dpi

Image Type:

Black and White

Brightness:

0 (middle position)

Contrast

100 (right position)

Page Order:

Top side first

To accept the settings click on [Scan] and read one page. Check that it has been correctly scanned and then return to the main window.

Please note: When using the Clarity 120 Scanner you have to activate the checkbox “Always show driver settings dialog before scanning” (see Settings: Scanner tab in the Scanstation) as the scanner will be relegated to its original position in case of disconnection or switch-off.

If you use very big checkboxes we recommend shading the scans a little bit by changing the option brightness.

4.1.3. Other scanner models

Document scanners are, apart from the exception of some old machines, in general very suitable for use with Class Climate-Scanstation. However, a TWAIN compatible driver unit is a necessity.

In the VividForms Reader Manual you will find a list of tested scanners.

4.1.4. Important rules for scanning

Before beginning the scanning operation make sure that the following conditions have been fulfilled:

Make sure that only those questionnaires from a given survey are to be scanned in a scanning operation. The returns from one survey are called a batch.

If there are more forms than can fit in the feeder then after scanning the first partial batch the next batch is inserted and the scanning operation is continued.

Insert the paper as shown in the illustration:

Figure 170: Correct insertion of questionnaires

The survey ID (the double, seven-digit number on the cover sheet or on the first page of the questionnaire) must be on the first page of the batch.

In the cover sheet procedure the cover sheet must be scanned first.

If the questionnaires have more than one page, the questionnaire sets should be, if possible, scanned in a sorted sequence.

If multiple page questionnaires are mixed up then processing is still possible and the final results will be accurate but an analysis of subgroups cannot deliver accurate results.

Now start the scanning operation. As a rule documents are scanned on both sides of the page (duplex), which is counted as one page each. If you scan 12 pages of paper printed on one side then the message box in duplex operation will show 24 pages scanned. Afterwards empty pages will be automatically eliminated so that there will be no interference with the data capture.

Now select [Continue scanning], if you want to capture a further batch from the SAME survey.

Select [Finish batch] when the scanning is completed. The scanned forms will be transmitted to the Class Climate server and further processing is automatic. In order to scan another survey click in the main window [Scan].

If the scanning operation was not successful then click on [Discard batch] in order to destroy the data scanned from the current scanning operation and to repeat as a new scanning operation.

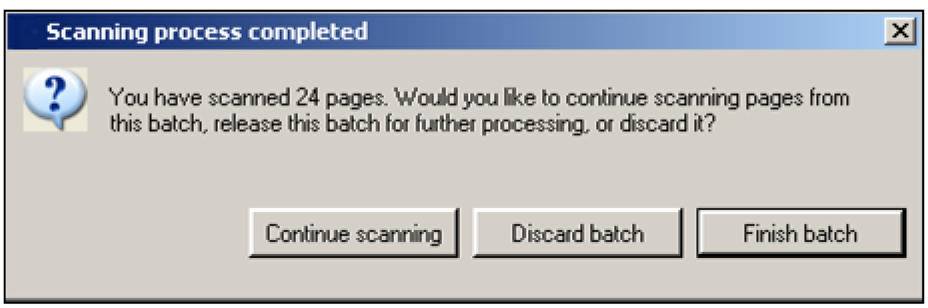


Figure 171: Scan process

4.2. Evaluation of scanned questionnaires

The processing of scanned batches is done with VividForms. In order for processing to continue the VividForms Reader must be in operation.

4.2.1. Recognition of the checked boxes via barcode and OMR

In the graphic you see two form pages, one of which is a cover sheet and the other a page from the questionnaire. The relevant capture zones have been marked in red:

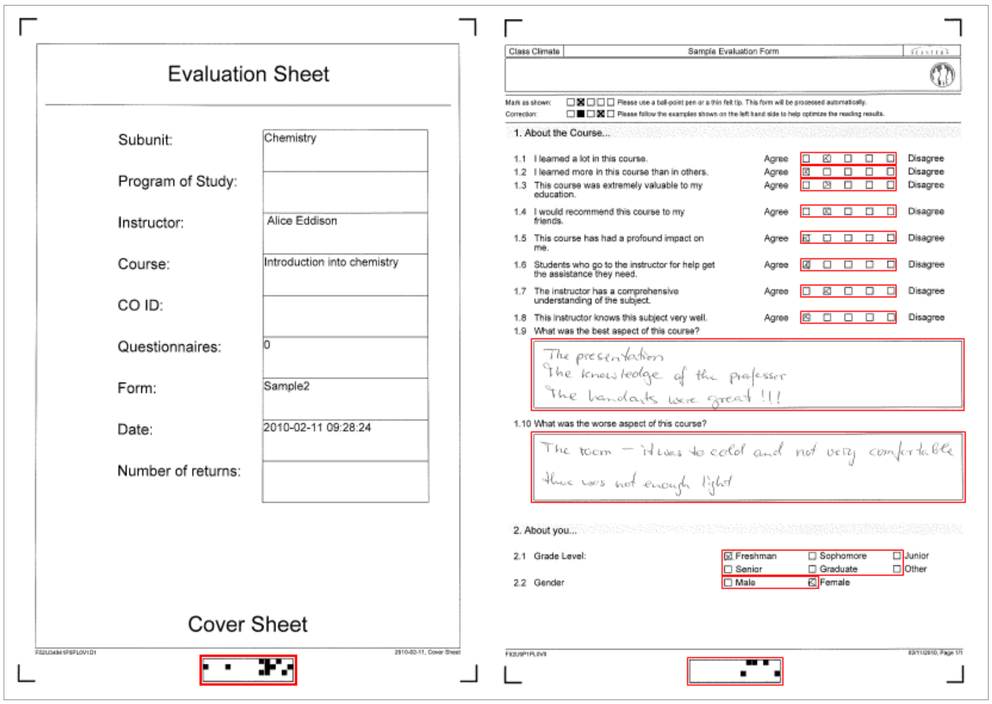


Figure 172: Barcode and OMR Recognition

Barcode recognition

On the cover sheet as well as the pages of the questionnaire there is a process number in the form of a 2D barcode. The barcode also contains information about the type of form being used.

OMR Recognition

Checkbox fields as well as open questions are processed using so-called OMR Recognition (OMR = Optical Markup Recognition). In a defined capture zone the mark is scanned. Using a predefined threshold the system decides whether a checkmark is valid or not or whether a completely filled in box is to be considered a correction or not. Open question fields are also searched for a significant marking and then saved as an image file. These image files are later integrated into the PDF reports.

Interpretation Rules for Automation

In the interest of maximizing automation there are decision rules to handle exceptional cases which would normally require user interaction via Vivid-Forms WebVerifier. These are:

If more than one check has been made, where only one is permitted then the check will be interpreted as a NO OPINION.

If a check was detected but is under the threshold, (e.g. because the box was unintentionally marked) then it is considered a no opinion.

Even if you were to view questionnaires by sight it would not always be possible to determine in every case where two checkmarks were made which was intended as the correct response by the respondent.

4.2.2. Processing in VividForms Reader

Processing with VividForms Reader is explained in the manual "VividForms Reader".

4.3. Correction of checkboxes not clearly read: The VividForms WebVerifier

The VividForms WebVerifier is used in order to correct sheets (that is check-boxes) that have not been clearly read.

In order to use the WebVerifier, log in with the user type "Verifier".

You now have three different views which can be changed with a click on the symbol: Batch View, Survey View and Form View.

4.3.1. Batch view

All batches needing to be verified are shown in a table.

The table is made up of the following columns:

- Batch ID – Serial number of the batch
- Time – Scan time of the batch
- Duration – Processing time of the VividForms Reader in seconds
- NonForms – Number of unidentified pages in a batch
- Scanstation – Name of the scanstation
- OMR errors – Number of checkboxes not found
- Sheets – Number of all pages

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- In progress – Shows whether other users are already processing the batch
- Status – Corrections already processed / Total corrections

In the last column you will see up to six icons for the following actions:

- Display cover sheets
- Delete all NonForms
- Display NonForms
- Process batch
- Verify automatically
- Delete batch

The following figure shows you current batches in the WebVerifier.

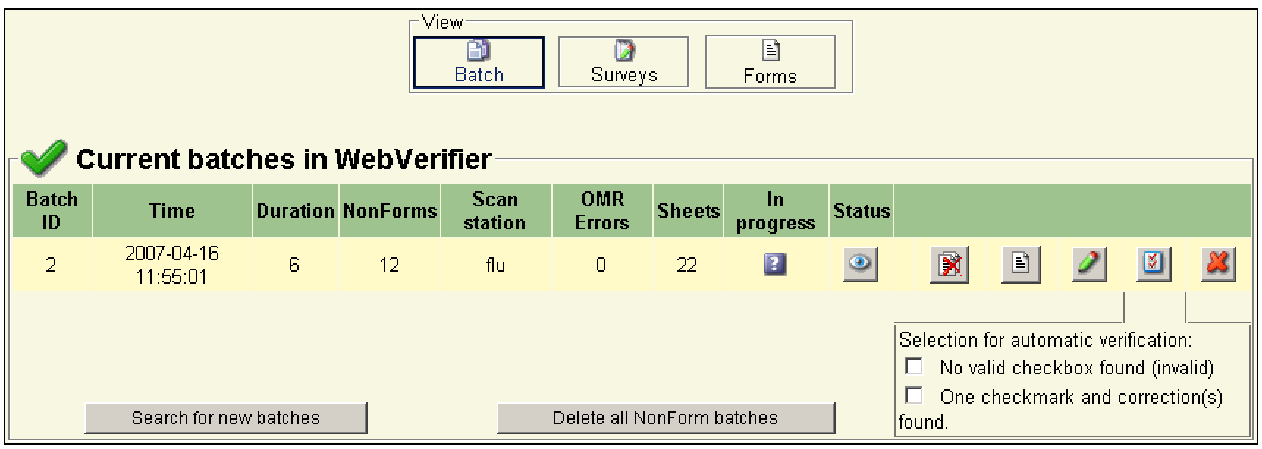

Figure 173: Batch view

4.3.2. Survey view

In this view you will see all of the surveys that still need to be verified. Because surveys can be scanned in a number of batches and a VividForms batch can have a number of surveys in it the number of surveys is rarely identical with the number of batches.

The table is made up out of the following columns:

- Survey – Name of the survey
- Form – Short name of form
- Sheets – Number of recognized forms

- In progress – shows whether other users are already processing the batch
- To verify– Number of corrections

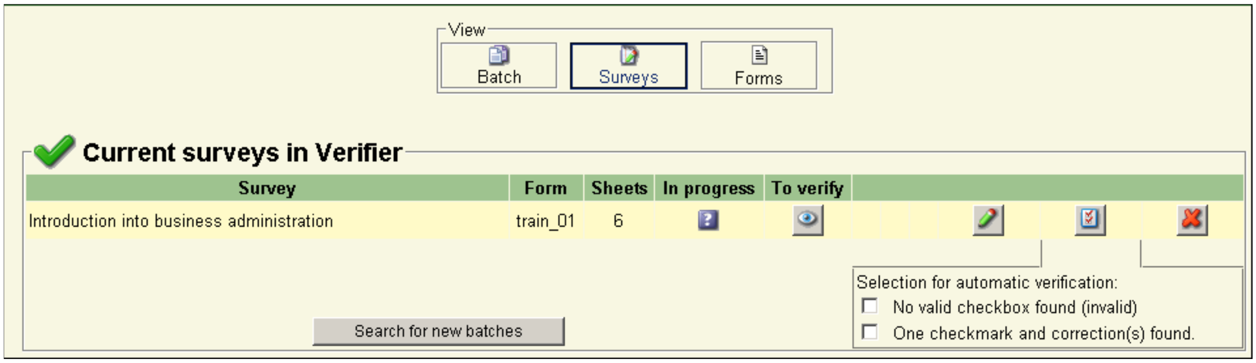

Figure 174: Survey view

In the last column there are up to six icons for the following actions:

- Display cover sheets
- Delete all NonForms
- Display NonForms
- Process batch
- Verify automatically
- Delete batch

4.3.3. Form view

The form view gives you an overview of the questions that remain to be corrected at the form level. A form is normally made up of a number of surveys, which are scanned in a number of batches.

The table has the following columns:

- Form – Short name of the form
- Description – Title of the form
- Pages – Number of pages of the form
- Sheets – Number of recognized forms
- In progress – shows whether other users are already processing the batch
- To verify– Number of corrections

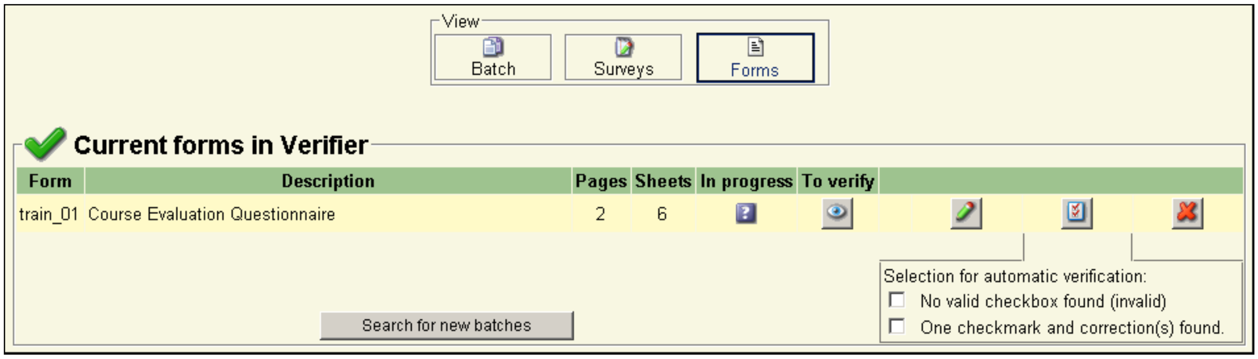

Figure 175: Form view

In the last column there are up to four icons for the following actions:

- Display cover sheet
- Process forms
- Verify automatically
- Delete all sheets of this form

4.3.4. Correction view

As soon as you click on the “Process” symbol (green pencil) in a view you will be automatically taken to the correction view. In the correction view there is always a question to be verified. You work through the questions one by one until you are finished verifying all the questions in the batch (or in the survey or in the form).

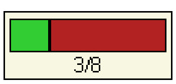

Figure 176: Processing Status

The current processing status is shown in a bar in the upper left corner of the screen. The green area symbolizes the questions that have already been corrected, while the red area shows the number still to be corrected. The number of questions is also shown.

Left of the bar graph you can see the status messages from VividForms Reader.

The three most common alarm signals are:

- The fill value of the response field is borderline.
- The checkbox field is invalid. It was already checked.
- The fill value of the checkbox field exceeds the upper fill value (cancel checkmark)

Below the header you can see the original image box and below that the correction view. In the correction view you can see the solution VividForms Reader suggests. A click on the image box enlarges it in a separate window.

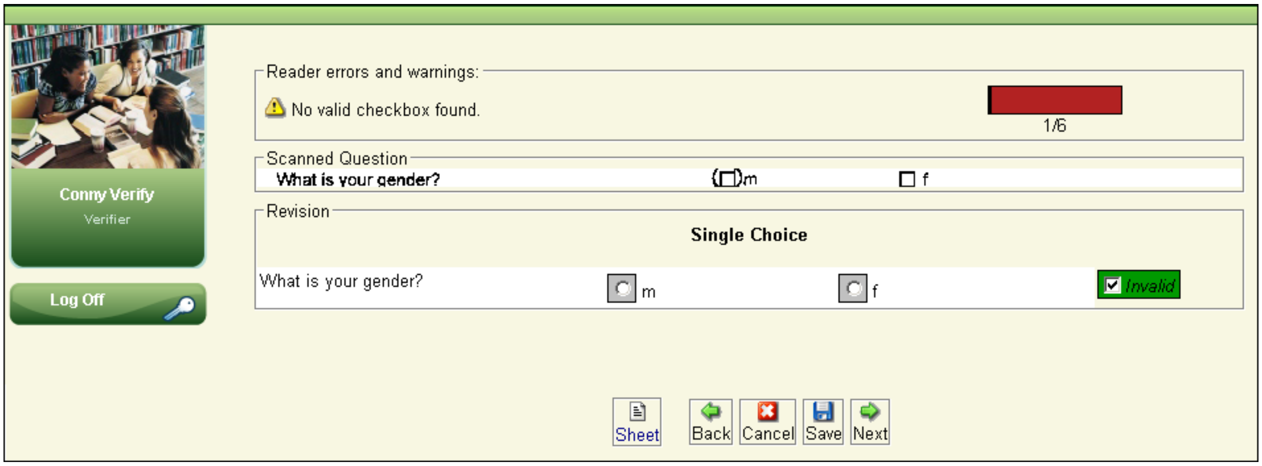

Figure 177: Correction of a Single Choice question – no valid checkbox

The following figure shows you the correction of a single choice question.

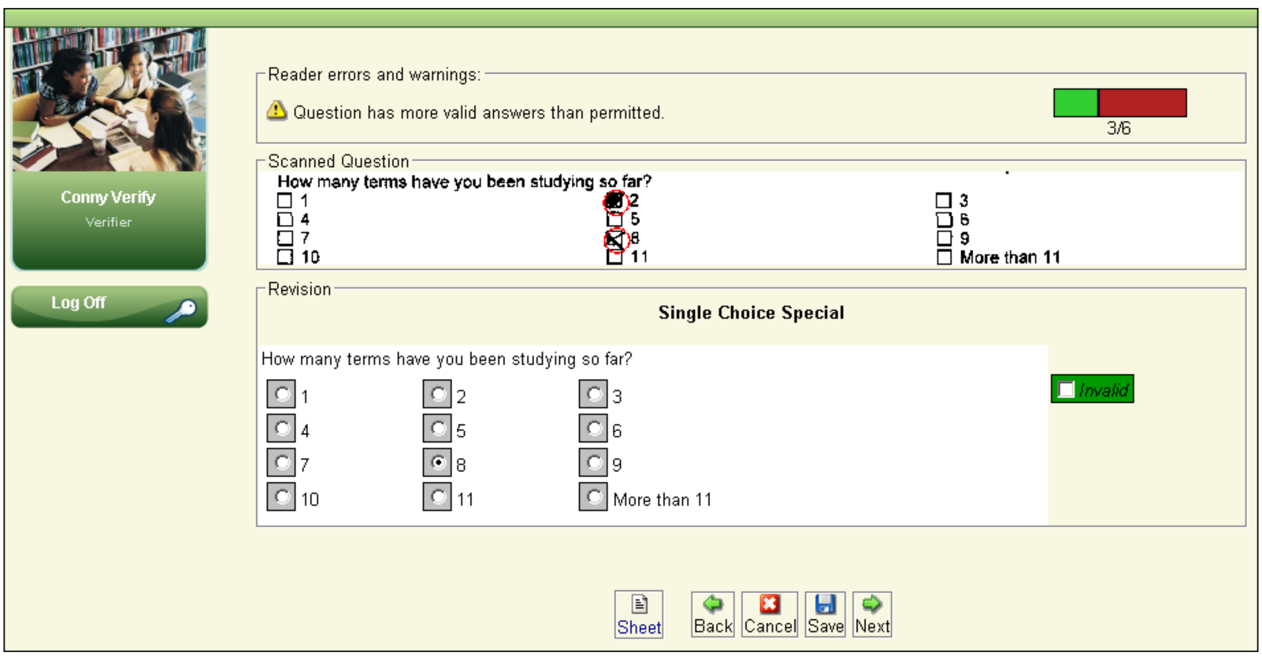

Figure 178: Correction of a scaled question – more valid answers than permitted

In the figure above you can see a single choice question with more valid answers than permitted. The checkmarks were then displayed for verification. You can now correct the recommendation by selecting a different box or marking the answer to this question as “invalid”.

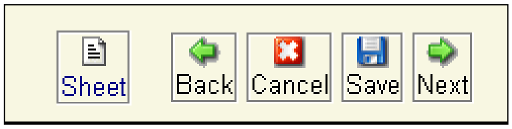

Figure 179: Navigation of the verifier

By clicking on [Next] at the bottom of the view the correction is adopted and you are taken automatically to the next question.

By clicking on [Back] you can move backwards within a verification batch, so as to edit a verified question again.

In addition, the following buttons are available:

[Sheet] – Displays the complete sheet in a new window. The question being processed is circled in red. This view can be helpful for seeing the whole context.

[Cancel] – The correction is cancelled. Please note that all corrections made since the last save will be lost.

[Save] – The current corrections including the open view are saved. Then you will be automatically taken back to the view you were in before going to the correction view. The verification can be continued immediately or at a later date.

Saving the verification is necessary, for example, when you interrupt your work. When you have finished verifying a batch the results are automatically saved and the overview is displayed.

The verification is however completed when the NonForms in a batch have been deleted. You can do this by using the NonForms view or the button [Delete NonForms]. When the NonForms are deleted after completing the manual verification then the verification must be completed by clicking on the button [Process batch]. Now all the results of the batch are submitted to the database and the evaluation can be downloaded from Class Climate.

4.3.5. Automatic Verification

To accelerate the process of verification, a number of cases can be verified automatically in the WebVerifier. The prerequisite for automatic verification is that the relevant option in the systems settings is activated (“System Settings/ Class Climate Settings/Functions/Automatic Verification”).

In all three display modes (batch, survey, and form view) a column with the icon (Verify automatically) is displayed. Beneath the column there is a checkbox to select which event is to be verified automatically.

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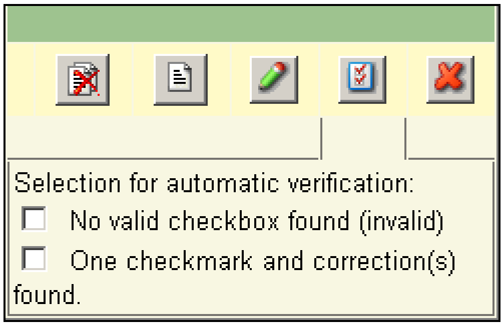


Figure 180: Selection of options for automatic verification

The following options are available:

- No valid checkbox found (invalid): All cases, in which no valid checkbox is found for a question, are determined invalid.
- One checkmark and correction(s) found: All cases, in which a checkmark and one or more corrections is found are automatically determined valid with the corresponding checkmark.

With one or both of the options selected, the verification is initiated by clicking on the icon , the relevant cases are then filtered out of the list of elements to be verified.

4.3.6. Responses to open questions

Responses to open questions are only displayed in the WebVerifier when the option “Handwriting recognition” was activated on creating the open question (for information on handwriting recognition in open questions see chapter 3.4.3). In this case, the results of the ICR analysis can be controlled and, if necessary, corrected with the help of the WebVerifier.

Open questions without handwriting recognition are directly transferred to the database in form of an image and, if desired, can be further processed by the data entry assistant.

4.3.7. Keyboard control in WebVerifier

There are a number of keyboard shortcuts that allow you to use WebVerifiers without a mouse. The shortcuts function in most current web browsers. The actions are done by pressing the ALT key and a further key. Please note that some keyboard shortcuts may be missing from some views.

Shortcut	Action
ALT+B	Batch View
ALT+Y	Survey View
ALT+R	Form View
ALT+N	Search New Batch
ALT+Q	Enlarge Image Box
ALT+U	Mark Question as Invalid
ALT+P	Display Sheet
ALT+C	Cancel
ALT+S	Save
ALT+F	Next

Table 9: Keyboard Shortcuts in WebVerifier

4.4. Manual entry of handwritten comments

If handwritten responses to open questions should be anonymized then for each subunit concerned the option “display after manual collection” in the section “handling of handwritten texts” must be activated. You can change this in subunit details. For subunit details click on the subunit overview in column “Edit” on the icon.

The option “display after manual collection” will hold back the answers of open questions until the captured images of the open questions have been anonymized. Until then, the PDF report only contains the answers to closed questions.

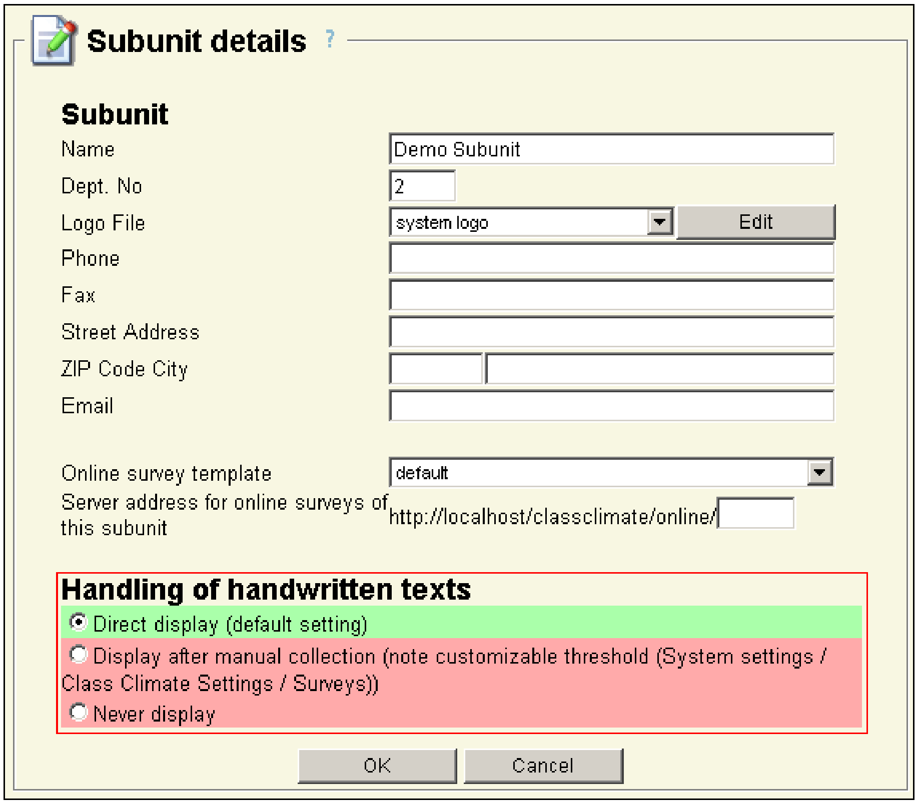


Figure 181: Subunit details

Set up a user account of the typed “data entry assistant”. After logging in with this user type a list will appear with all the surveys for which there are images.

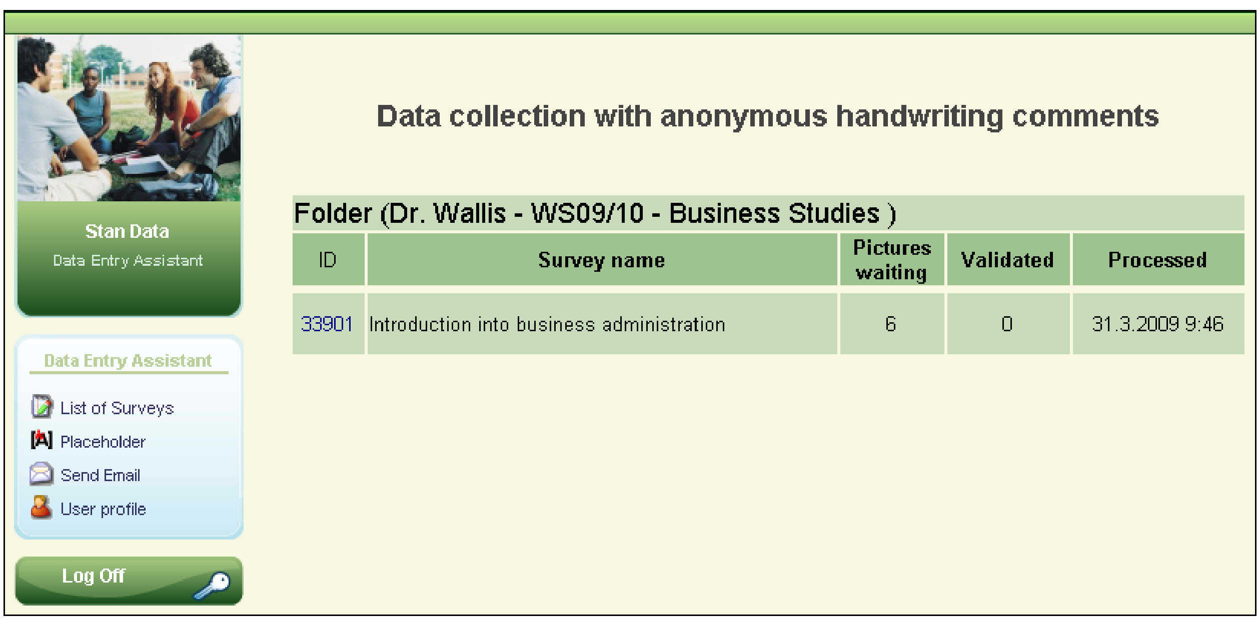


Figure 182: Data collection with anonymous handwriting comments

After clicking on the corresponding operation number the first image will be displayed. The contents can be entered into the text window.

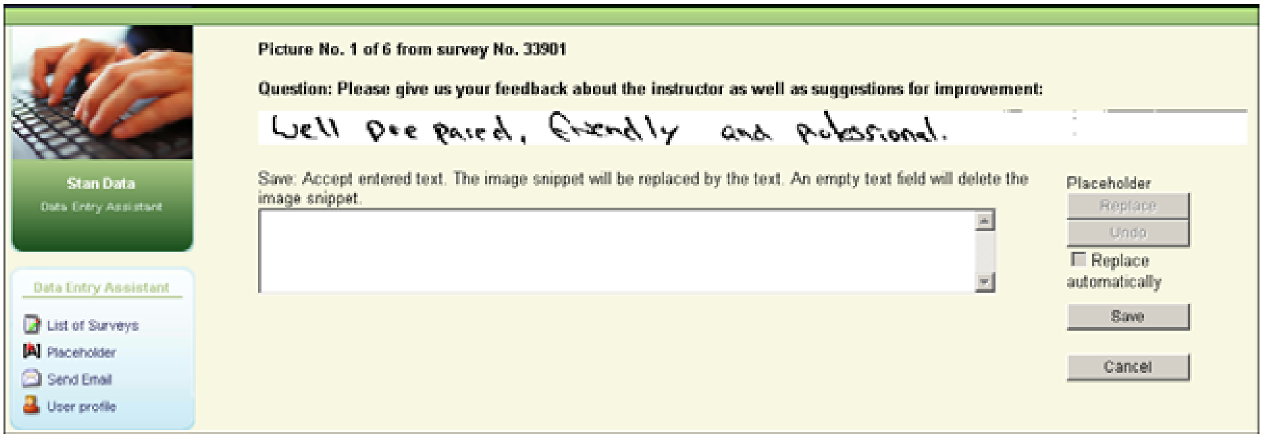


Figure 183: Entry of handwritten comments

After each text has been entered, the next image will appear and a table of comments will be built up. Next to each comment there is the response frequency.

If a comment is essentially repeated, then instead of entering it again it can be highlighted, which will increase the response frequency.

If a text has been entered with a typing error then each line can be corrected by clicking on .

To significantly speed up the data entry process, shortcuts are available. The following shortcuts can be used: Alt+S (to save), Alt+C (to cancel) and Alt+R (to replace).

If the data entry assistant has already entered answers to open questions, the system will only display those answers again that are relevant to the question currently being displayed. For this reason, not all of the answers already entered are displayed.

If necessary, the data entry assistant can display the whole page of a questionnaire for each image. In this way, texts can be captured in their entirety, even when survey participants have written over the line of the box. If necessary, you can zoom in on the questionnaire, making the texts more legible.

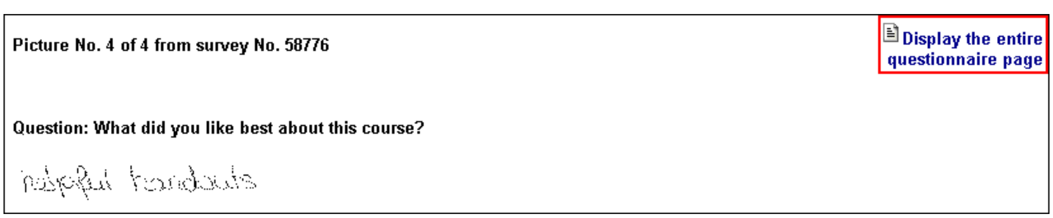


Figure 184: Access to entire page

To avoid having to type often recurring words such as for example course or lab course, you can create a list of placeholders and extend it as needed.

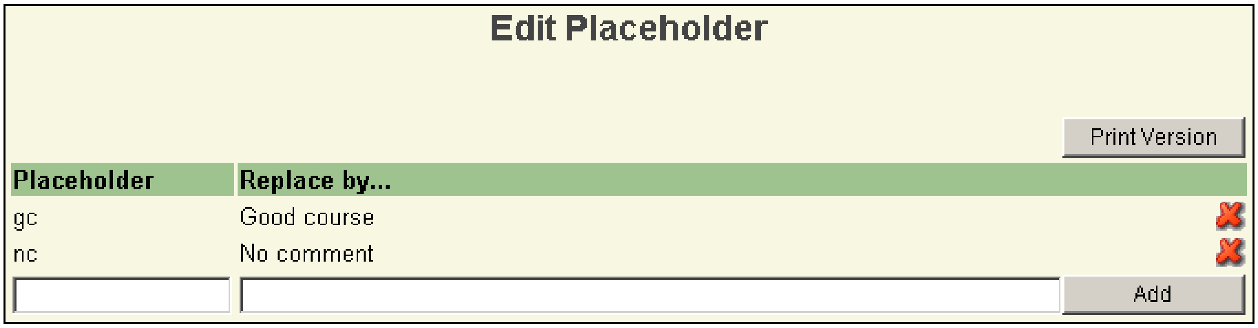


Figure 185: Edit placeholder

If a statement that has already been classified is entered along with a new statement, then the existing statement can be marked with a checkmark and only the new statement need be entered. Both statements will be registered and counted.

After the last image has been entered, the report, which is now completely anonymized, can be sent to the instructors by a click on [Notify].

Figure 186: Sent anonymized report

Any single survey, whose answers to open questions have already been entered by a data entry assistant is protected, and cannot be simultaneously edited by others. In this way, disruptions caused by the unseen concurrent editing of data are avoided.

4.5. Instant feedback: The PDF report

After scanning the questionnaires (during which you may have verified unclear fields and entered open questions) you can immediately view the evaluation results.

As soon as there is data available from at least one questionnaire there are two types of reports available: the HTML and the PDF report. If you wish to get an impression of a specific type of report, (for example whilst creating particular types of reports) it suffices to create an online survey, fill in a questionnaire and send it. With this data alone, reports can be created.

Class Climate supports the PDF/A-1b Standard. This standard ensures that your PDF reports are suitable for long term digital preservation and are clearly able to be reproduced.

Please note, when using your own PDF templates your PDF reports are no longer PDF/A-1b compatible. This applies to reports whose cover letter was modified by your own templates (under SETTINGS / DOCUMENTS as well as SETTINGS / TEXT TEMPLATES). PDF report definitions are only then affected when for this questionnaire or in general your own PDF templates are used. Should you want to use PDF report plugins, please discuss the question of PDF/A-1b compatibility when creating the PDF plugins.

It is important to remember that reports are never stored in the system. As soon as you click on the respective buttons, Class Climate creates the report based on the current available raw data. This means that you can scan new data in at any time and the reports are modified accordingly. If you wish to avoid the scanning of further data and so modifying the PDF report, its best to simply close the survey.

The reports give you an overview of your survey's results by means of different elements. For feedback on the evaluation results, a PDF report is usually sent by email to the relevant people. In Class Climate you can also automate this dispatch. You can of course, as with any PDF file, save the report in your file system and send it yourself through your email account. (Saving the PDF report in your system, however, this entails that upon scanning of further data the PDF report in Class Climate and your saved version will differ. Only the report in Class Climate will be automatically updated.)

Since the PDF report is clearly utilized much more often than the HTML report, you are offered various configuration options with which to customize the report according to your needs. There are the following ways to configure:

- the menu "PDF Report Settings" in the main menu "System Settings"
- the questionnaire-specific settings in the edit mode of the VividForms questionnaire (such as diagram type of scaled questions, indicators, matrices/cross tabulations)

- the questionnaire-specific settings in the questionnaire's detailed view (such as norms, quality guidelines)

The configuration's respective elements and effects are described in the following. For further information, please read the relevant chapters in this manual.

4.5.1. Components of the PDF report

So as to give you an overview of the elements that you can integrate into this report we will describe them here, in the order in which they (can) appear in the report. The report can contain the following components:

- the letter to the instructor
- bar diagrams on the indicators of the questionnaire, these, if desired, with global indicator and/or Cronbach's Alpha
- a legend for the analysis of scaled questions
- the individual analysis of the questions appearing on the questionnaire (with or without open questions, depending on the settings)
- maxi-histograms on scaled questions
- matrices/cross tabulations
- a profile line (that is displayed as a normed profile line – provided that a norm has been defined)
- a presentation template containing the indicators
- responses to open questions (handwritten or typed – the latter if it is an online survey or if the data entry assistant was used)
- notes of a survey (You can display the added notes of the different user types in the PDF report. See here chapter B 3.2.2 survey details –editing/displaying notes).

Since the report is crucial to your evaluation, here you will find a detailed description of how to (de)activate the components.

The letter

The letter is a regular type of letter and serves as courteous piece of information for the instructor on the subsequent results of the PDF report.

If you wish to add a letter to the evaluation results, please activate it in the settings of the corresponding PDF report (in the main menu "System Settings/PDF Report Settings"). Please click on the configuration icon in the column "Configuration". The PDF report configuration opens automatically. The option "Generate letter" activates/deactivates the letter.

Please note, that you have to activate/deactivate the letter for each PDF report separately.

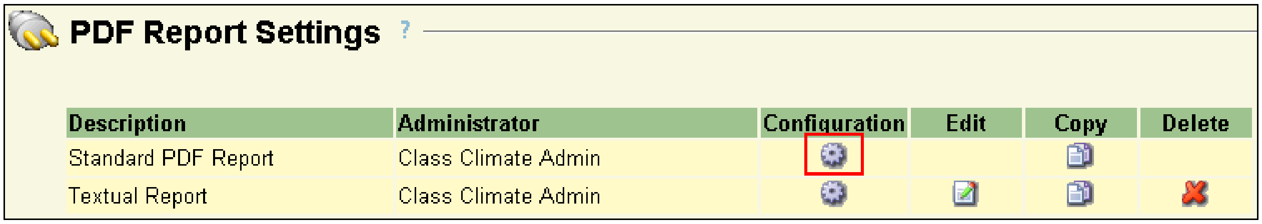
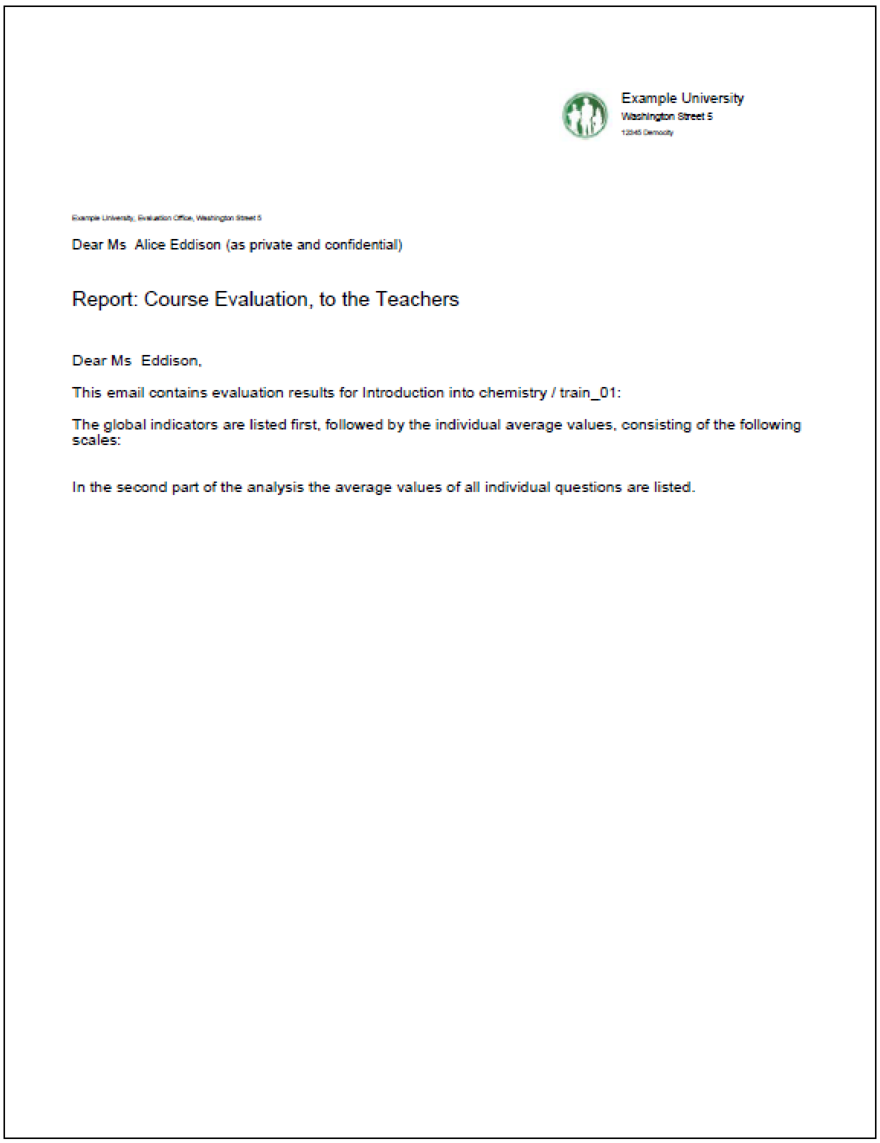


Figure 187: PDF report configuration

The following figure shows a sample letter:



Example University
Washington Street 5
12345 Democity

Example University, Evaluation Office, Washington Street 5

Dear Ms Alice Eddison (as private and confidential)

Report: Course Evaluation, to the Teachers

Dear Ms Eddison,

This email contains evaluation results for Introduction into chemistry / train_01:

The global indicators are listed first, followed by the individual average values, consisting of the following scales:

In the second part of the analysis the average values of all individual questions are listed.

Figure 188: A sample PDF letter

The letter consists of various components:

- the header with the address details of the sender and of the recipient
- the actual text of the letter (including a subject line and continuous text)
- the letter's layout (for example with the letter head of your corporate design)

The header of the letter

The address details in the header (sender and recipient) are defined at two different locations in Class Climate:

- Recipient's address:

  The first two lines specified in the user data of the respective instructor are used as the recipient's address.

  In the following example, Class Climate takes the address of Donna Harwood and inserts it below the user name:

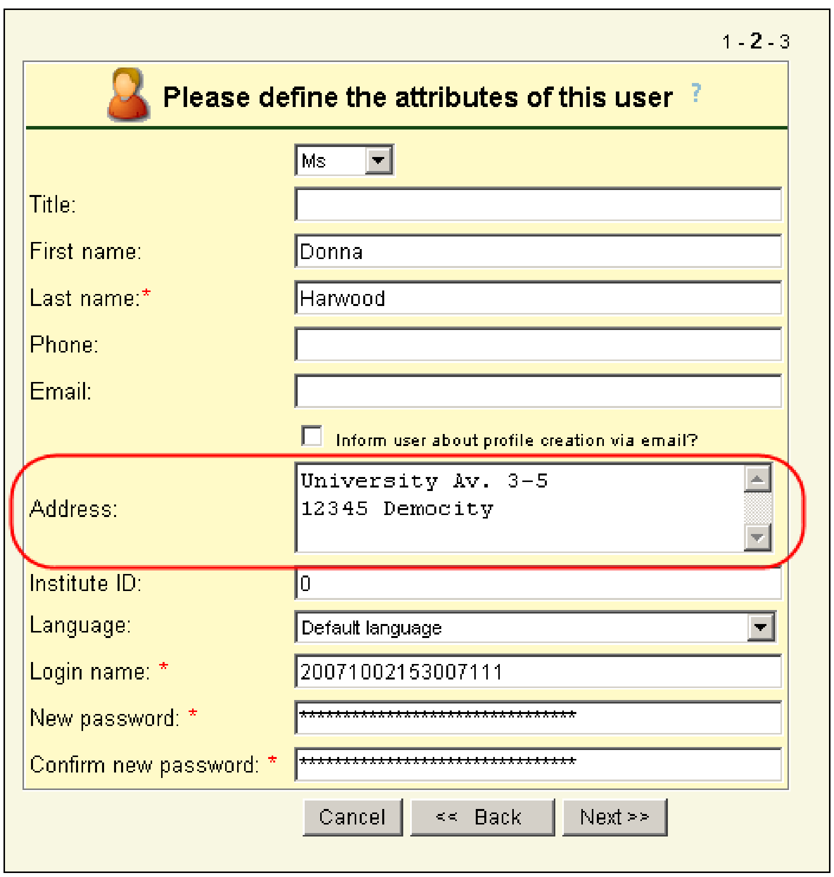


Figure 189: Specification of the recipient's address

- Sender’s address:

  The sender’s address (in the figure shown at the letter’s top right) is specified by you in the configuration of each corresponding PDF report (“System Settings/PDF Report Settings/Configuration”). You will find the options “Sender part 1” up to “Sender part 3”. Here you can insert the university’s name, your company, street and city (or whatever else you may require):

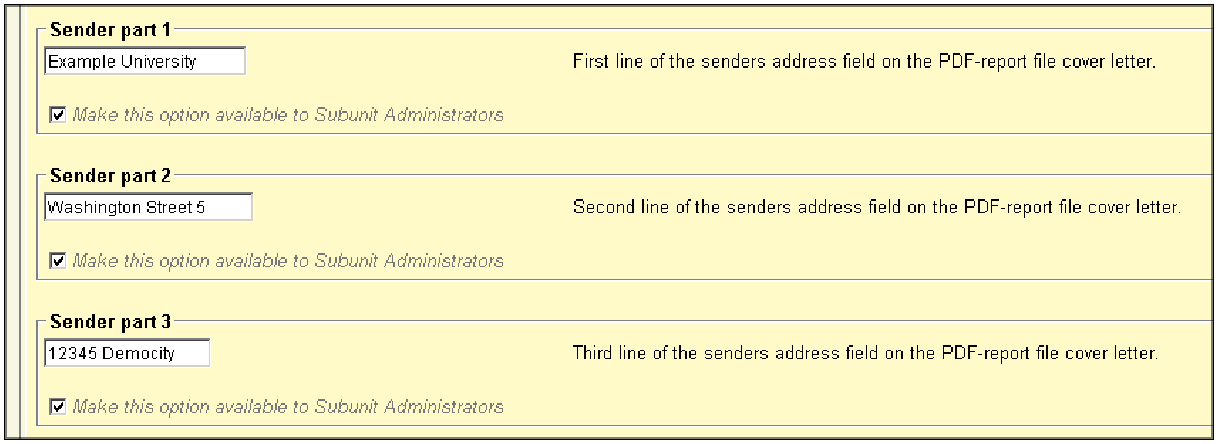


Figure 190: Sender’s address on the letter

The sender’s details – to be found above the address field – are specified by you right below it (“Sender above recipient address”.

The text in the letter

You can edit the text in the letter under the option “Text templates“ (main menu “System Settings“). When changing to this page a window appears offering numerous text templates for you to choose from. These can be customized according to your needs. One of those is the one used in the letter (“Letter: Results for instructors”).

When comparing the sample PDF letter with the text template in the following figure, you will notice that the texts are identical, apart from those areas written in capitals and set in angular brackets. This text template is automatically used as the text in the letter. The words that are written in capitals and marked through angular brackets serve as place holders and will in the case of an actual letter be replaced by the respective values. [SALUTATION] is replaced by “Dear Ms”, “Dear Mr.” (or similar), “TITLE” is replaced by “Prof. Dr.”, “Dr.” (if existent), [SURNAME] e.g. by “Harwood”.

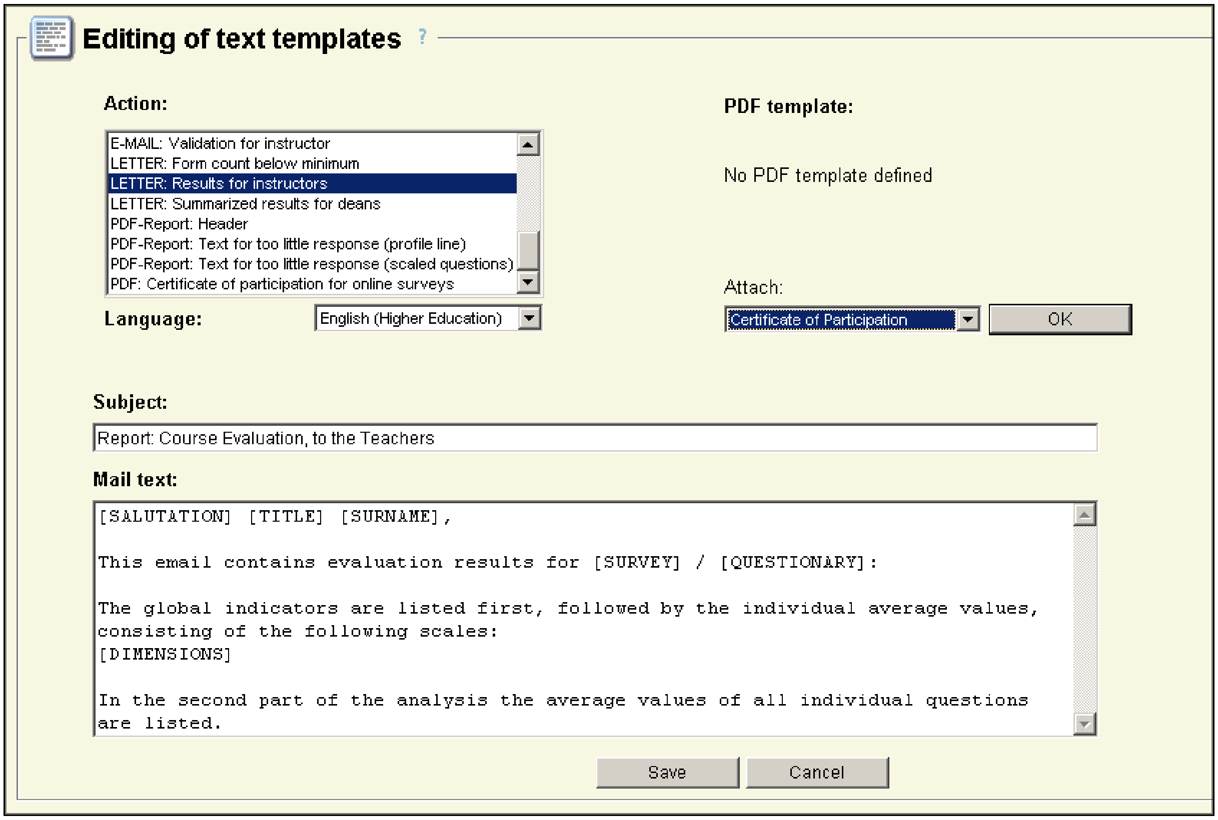


Figure 191: Text template “Letter PDF report: Evaluation to instructor“

You should customize this text according to your needs and to your questionnaire, using following the place holders:

[SALUTATION]	Salutation
Example: “Dear Mr.“ or “Dear Ms.”	
[TITLE]	Title
(is automatically replaced, e.g. by “Prof. Dr.”)	
[GENDER]	Gender
(is automatically replaced by Mr. or Ms.)	
[FIRSTNAME]	First name
(for example, for user “Donna Harwood” this is replaced by “Donna“)	
[SURNAME]	Surname
(for example, for user “Donna Harwood” this is replaced by “Harwood”)	
[SURVEY]	Survey name
[FORMCOUNT]	Number of returns

[PERIOD_NAME]	Name of survey period
[QUESTIONARY]	Name of questionnaire
[DIMENSIONS]	Name of dimensions / question groups
[SUBUNIT]	Subunit name
[ADDRESS]	User’s address
[COURSENAME]	Course name
[COURSEID]	Course ID
[PROGRAMOFSTUDY]	Course’s program of studies
[COURSEROOM]	Room / location of course
[COURSEENROLLMENT]	Number of course participants
[COURSETYPE]	Type of course
[CUSTOMFIELD_X]	Course’s user-defined fields (X=1 to 5)
[CURRENTDATE]	Current date
[SURVEYCREATIONDATE]	Date of survey creation
[LASTCAPTUREDATE]	Last capture date (paper = scan date online = last return)
[SEC_TITLE_X], [SEC_FIRSTNAME_X], [SEC_SURNAME_X]	Title, first name and surname of secondary instructor (X has to be an integer)

The layout of the letter

You design the letter using a PDF template which you can upload in “Documents” (in the main menu “System Settings”):

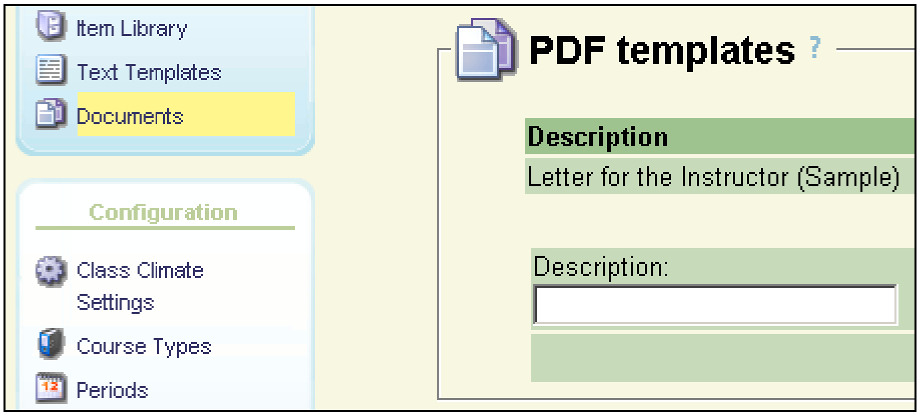


Figure 192: Uploading letter template (for designing the layout), menu view

You choose the template via the button [Browse]. In the field “Description” you can enter an appropriate name that will be displayed whilst you work in Class Climate with this letter:

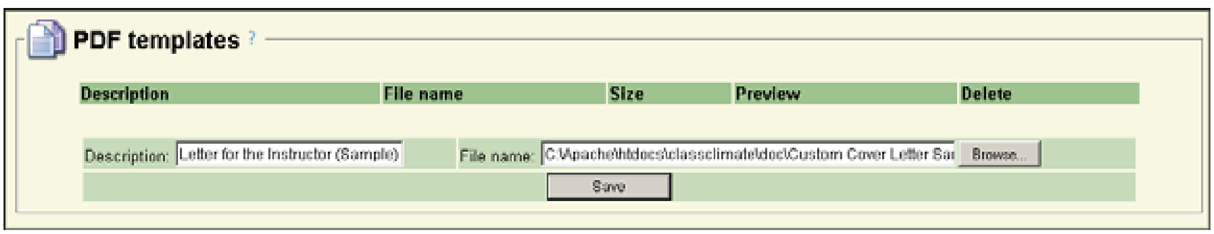


Figure 193: Upload letter template (for designing the layout), selection of the letter

These PDF templates have to adhere to particular design settings that you will find in chapter D.2.2.2 PDF templates.

Here for instance, you can, deposit your company’s letter head as a PDF template. After doing this, please remember to link this template with the text of the letter. To do this you return to the field “Text templates” where the text of the letter is defined. There you add your PDF template by selecting the respective letter on the right-hand side and then clicking on [OK].

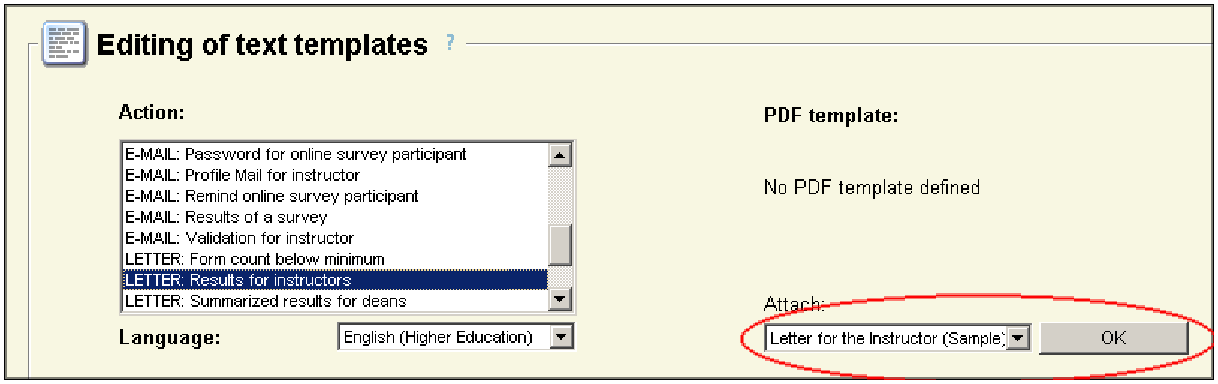


Figure 194: Selecting the PDF template in the field "Text templates"

The selected PDF template is then assigned to the letter text:

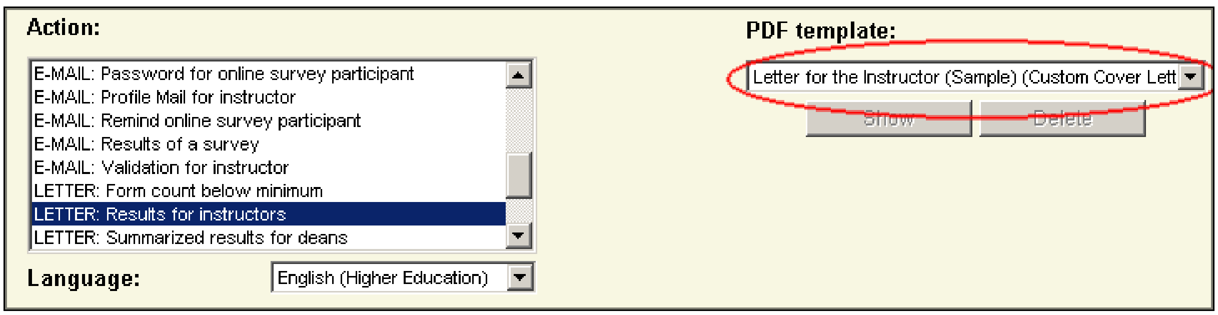
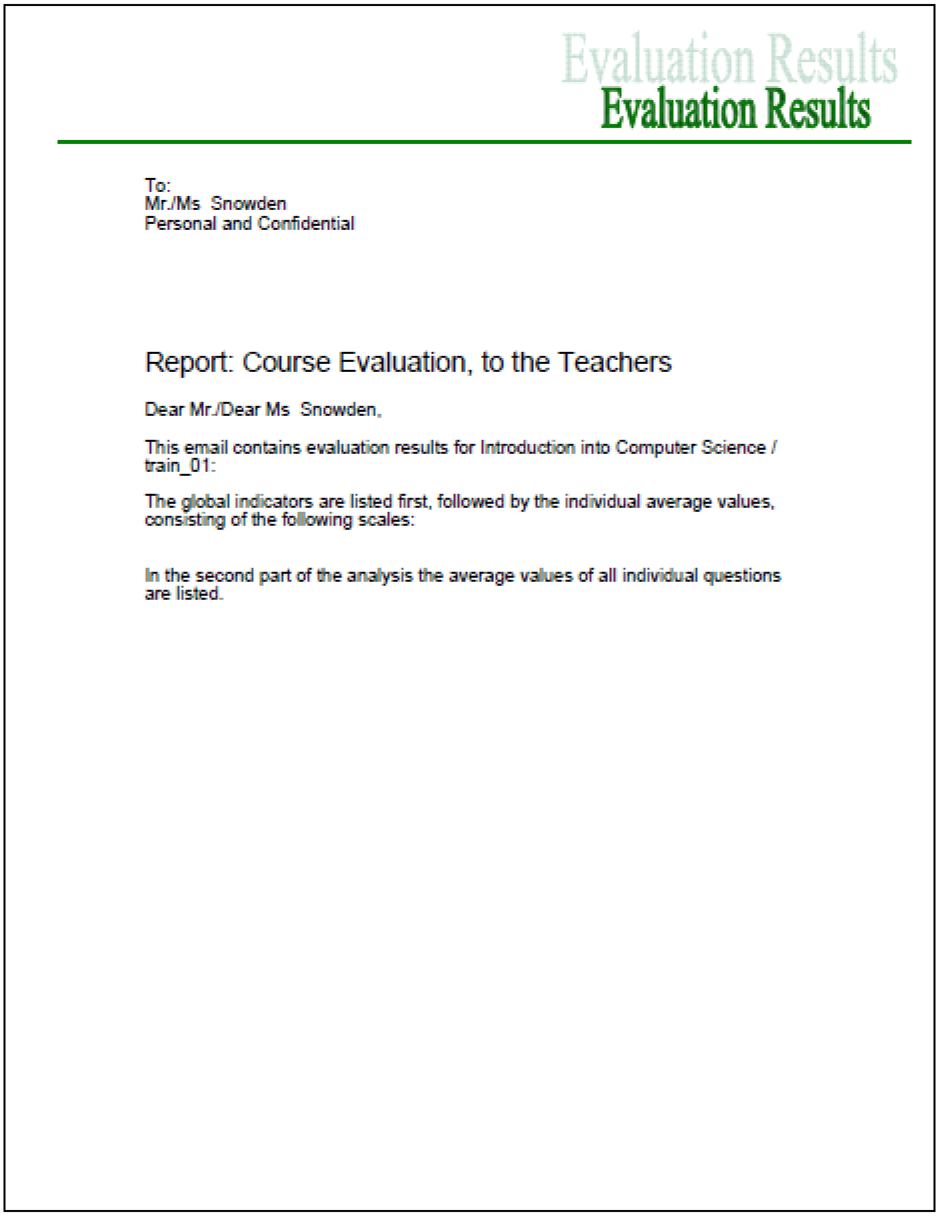


Figure 195: A letter linked with a text template

The results in the defined text elements (continuous text, address) being placed over your desired layout. Instead of the standard letter you get a letter which contains the corresponding elements – text and layout.

As an example, you can see the PDF letter to Donna Harwood with the Class Climate sample template as layout:



Evaluation Results

To:
Mr./Ms. Snowden
Personal and Confidential

Report: Course Evaluation, to the Teachers

Dear Mr./Dear Ms. Snowden,

This email contains evaluation results for Introduction into Computer Science / train_01:

The global indicators are listed first, followed by the individual average values, consisting of the following scales:

In the second part of the analysis the average values of all individual questions are listed.

Figure 196: A sample PDF letter – with a new layout

If you do not wish to use this layout system-wide but only for surveys that are conducted with a certain questionnaire, you can also upload documents for a particular questionnaire.

To do this, you go to the details of the relevant questionnaire (via the menu "System Settings", on the left-hand side of the menu "Questionnaires". In the list that appears, you select a questionnaire and navigate by clicking on the name of the details of the questionnaire). In the area "Advanced Settings" you see a drop-down list with four options to choose from:

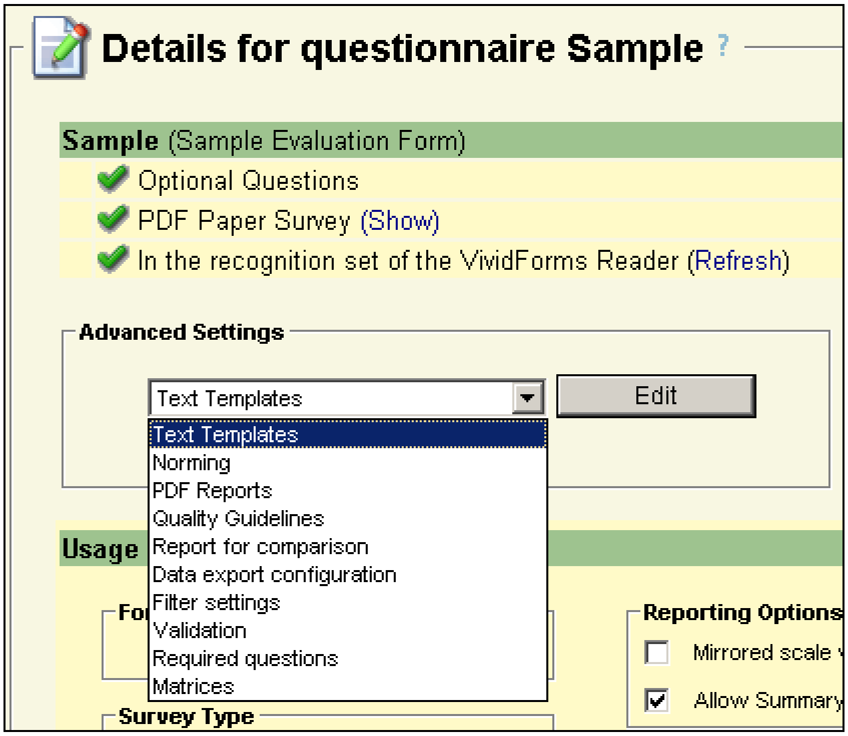


Figure 197: Modifying text templates for a specific questionnaire – questionnaire details

A click on the top option opens the window for the “Text templates" whose screen resembles the one for global text templates:

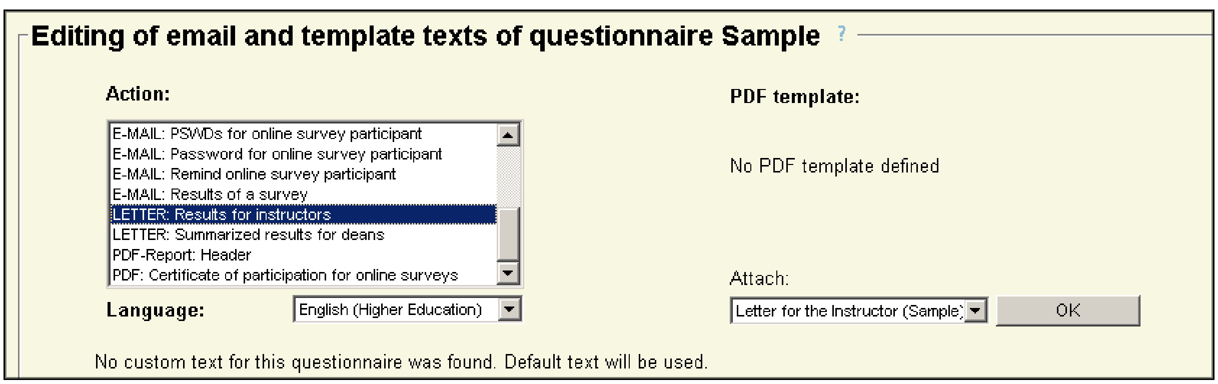


Figure 198: Modifying text templates for a specific questionnaire - template view

However, all templates that you upload here and all texts that you change here are only used for the reports that are associated with this questionnaire's survey.

This way you can design the letter according to your particular requirements.

✦✦✦

This example should clarify the use of different templates and text designs for you:

You have a general letter template which can be used throughout the entire university (or throughout the entire company). You use this as layout template for the system-wide PDF letter, design it according to the rules and upload it into the general text templates.

You also adapt the text for this general letter in a way so that it applies to all subunits (or all departments) and can be put to general use.

All reports are now introduced by the general letter with its adapted text.

A questionnaire, however, is used for a special further education center which on the one hand belongs to your university (or your company) but on the other hand holds a special position and, therefore, uses a different layout. Thus another letter template is linked with this questionnaire and additionally the text is changed. The reports of this center are, therefore, no longer introduced by the general letter but rather by a questionnaire-specific letter with the special text (as long as the respective surveys are carried out with this questionnaire).

After an evaluation period a research department of your university (or your company) is interested in using Class Climate for certain surveys in the field of research and development. The reports have another purpose and, therefore, do not use the central letter text, rather, they require a different one. Initially, the layout remains the same as the system-wide layout until it is changed later. Therefore, you change the letter text in the details of the questionnaire; however, you do not yet upload any specific PDF template. You make up for this a year later when the layout is created for the research department.

These examples are supposed to show you a few possibilities as to the individual arrangements and to give you hints on how to use the texts and letter templates for adaptation of your reports.

✦✦✦

If you do not need an accompanying letter, you can switch it off. For this purpose just deactivate the option “Generate Letter" in the configuration (in the menu “System Settings/PDF Report Settings/Configuration").

PDF report header

The evaluation report is introduced by the header of the PDF report. The head contains some identification data on the current survey.

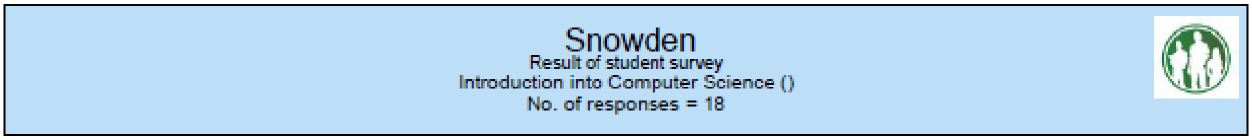


Figure 199: The PDF report header

The contents of the PDF report header can be adapted individually under System Settings/Text templates/PDF report: Header.

Indicators

The indicators are an average made up out of the averages of scaled questions belonging to the indicator. As an aggregate value a global indicator for all indicators is supplied.

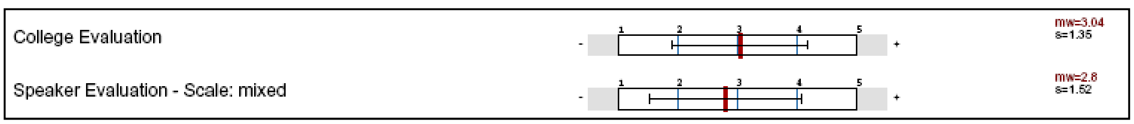


Figure 200: Indicators for scaled questions

The calculation of the indicators is activated or deactivated at “System Settings/PDF Report Settings/Configuration/Calculate indicators”. In addition these indicators must be defined in the questionnaire editor for the relevant questionnaire.

If “Calculation of Cronbach’s Alphas” has been activated, then the calculated value of Cronbach’s Alpha will be displayed behind the indicator names. (“System Settings/PDF Report Settings/Configuration/Display Cronbach’s Alpha”).

This value is a measure of reliability and shows the internal consistence of the question group. The value scale goes from -1 to 1, whereby in general with a value above 0.7 the scale (question group) is considered to be reliable. Class Climate uses the regular, non-standardized Cronbach’s Alpha, which is calculated from the variances and covariances of the questions within a question group.

Norm profile lines

As an alternative to averaged indicators, you can show norm profile lines. In addition to the setting discussed above “calculate indicators” you must activate the option (“System Settings/PDF Report Settings/Configuration/Show norm values”). You must also specify the norm values in the questionnaire administration.

Global Values

Dimension	Value	Norm value
Planning and Presentations	2.4	70
Interaction with Students	2.5	70
Arousing Interest & Relevance of Course	2.6	89
Subjective Success in Learning	2.7	80
Grade (Course)	3.1	117
Grade (Instructor)	3.6	130

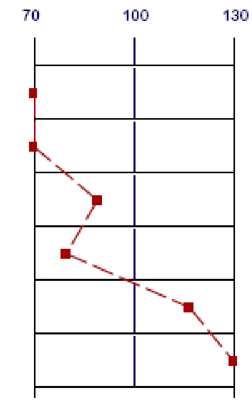


Figure 201: Norm profile line in the PDF preview

If the alignment of the poles is different for different questions (i.e. positive answers are not always on the same side, negative not always on the other), you can despite this enforce a standardized display of the norm profile line. For this purpose activate the option “Pole reversal of scales when taking norms”. You can find this option in the system settings of the PDF report. If you activate it, the scales of those dimensions/items where smaller values are considered as positive and bigger values as negative are reversed.

Thus if smaller values (i.e. values left of the norm) are positive, the values are reversed. All amplitudes of the normed profile line on the right side of the norm can be interpreted as positive evaluation results. Accordingly the values left of the center are negative. Please note: The reversed values are also taken for the calculation of the mean values.

Detailed Report

Includes an analysis of all closed questions:

- Scaled questions with 2 to 11 options
- 1 of n – questions with any number of options
- m of n – questions with any number of options

with

- graphic display of histogram, arithmetic or trimmed mean (am/tm) and standard deviation
- numeric value of absolute or relative response frequency, arithmetic or trimmed mean (am/tm) and/or median with 10% or 25% quintile levels, s, n total

- If the quality guidelines have been defined and the traffic light symbol has been activated then next to the evaluation graphic you will see to the right a traffic light symbol.

The following figure shows you the detailed report in the PDF preview.

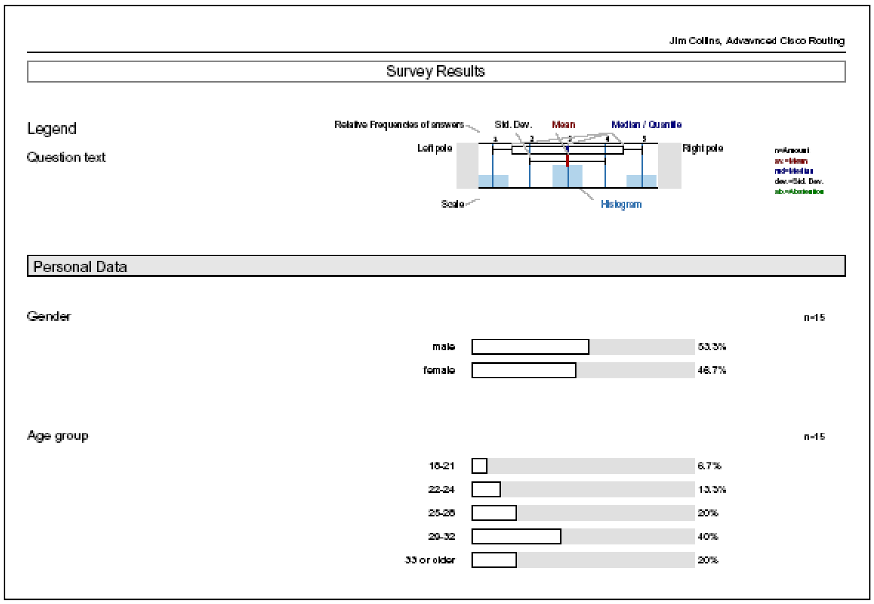


Figure 202: PDF preview

This is the main part of the PDF report and cannot be deactivated. It is possible to remove single questions from the report using the PDF report definitions.

For scaled questions the following graphical representation styles can be selected:

Standard Histogram:

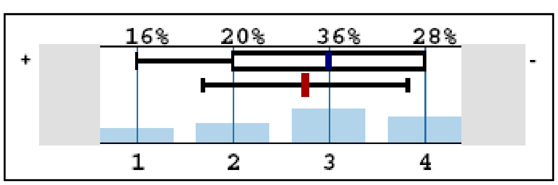


Figure 203: Standard histogram

Bar Diagram:

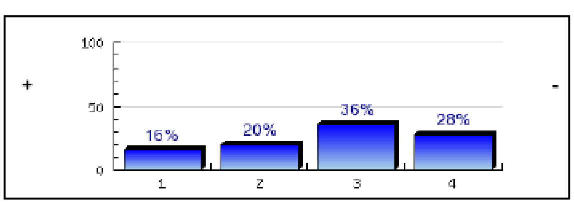


Figure 204: Bar diagram

Line Diagram:

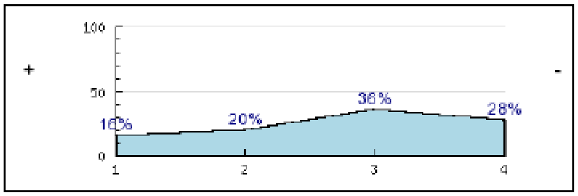


Figure 205: Line diagram

Ring Diagram:

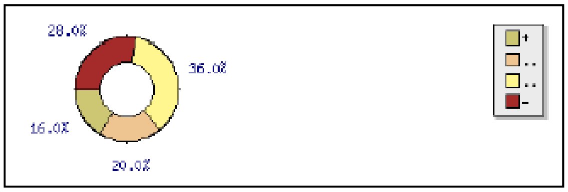


Figure 206: Ring diagram

Pie Diagram:

Figure 207: Pie diagram

The diagram type can be selected for each scaled question using the VividForms Editor.

Maxi-histograms

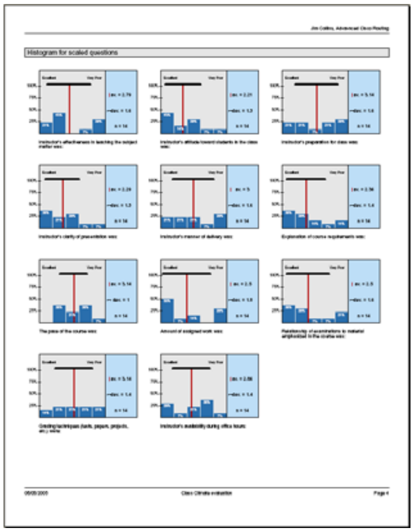


Figure 208: Maxi-histograms

Maxi-histograms do not contain, except for their size, any differences in comparison with the description in Part 3. You can activate the creation of this part of the analysis at "System Settings/PDF Report Settings/Create maxi-histogram".

Matrices/Cross tabulations

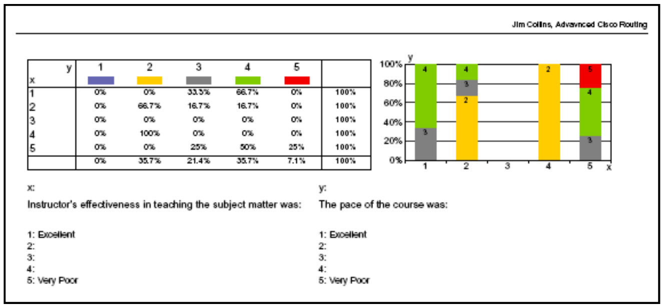


Figure 209: Matrices/cross tabulations

Scaled as well as single choice (1 of n) questions can be correlated and put into matrices/cross tabulations. The creation of matrices/cross tabulations can be activated in the Editor Control of a questionnaire under "Form Properties" "Filters, Validation, Matrices, required questions".

In order to activate the creation of matrices/cross tabulations use the function "System Settings/PDF Report Settings/Create matrix".

Profile Line

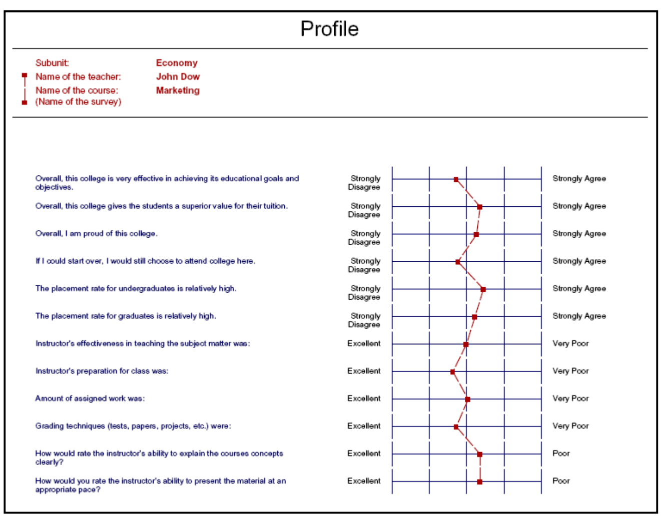


Figure 210: Profile line

The profile line is a dashed line along the averages of scaled questions. The average will also be displayed as a numerical value.

At the end of a survey period two further lines can be drawn for comparative purposes, e.g. the average of the program of study and of the department.

In order to activate the profile line, use the function “System Settings/PDF Report Settings/Create profile line“.

Detail norm profile line

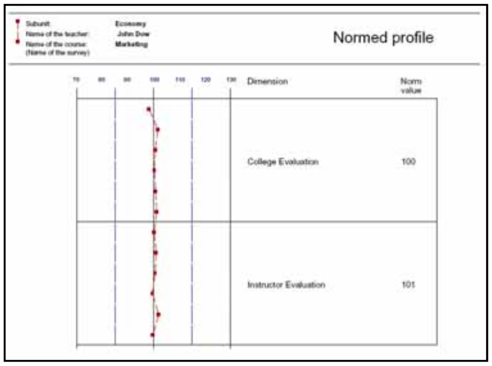


Figure 211: Detail norm profile line

The detail profile line shows all of the norm values of the questionnaire. In addition to the option mentioned above “Create profile line” you must activate the option (“System Settings/PDF Report Settings/Configuration/Show norm values). You must also specify the norm values in the questionnaire administration.

Presentation template

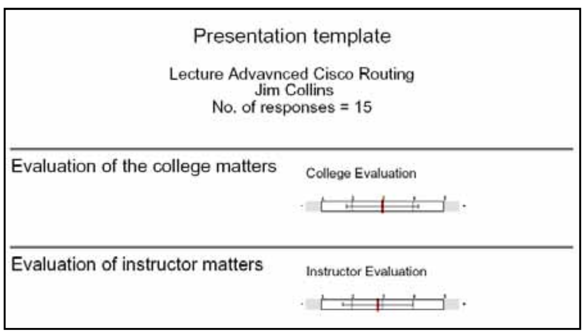


Figure 212: Presentation template

This part serves to facilitate a discussion with the students about the results of the survey. All indicators (see Part 2) are shown with an explanatory text.

This explanatory text has to be activated first. In order to activate the presentation template use the function “System Settings/PDF Report Settings/Create presentation template”. Subsequently the text can be entered in the entry field at “System Settings/Questionnaires/Edit” under the title of a chapter (“Presentation Slide Text”). Each time you change the text length check to make sure that it fits in the field. You can do this by opening a PDF report from a survey with the corresponding questionnaire.

Responses to open questions

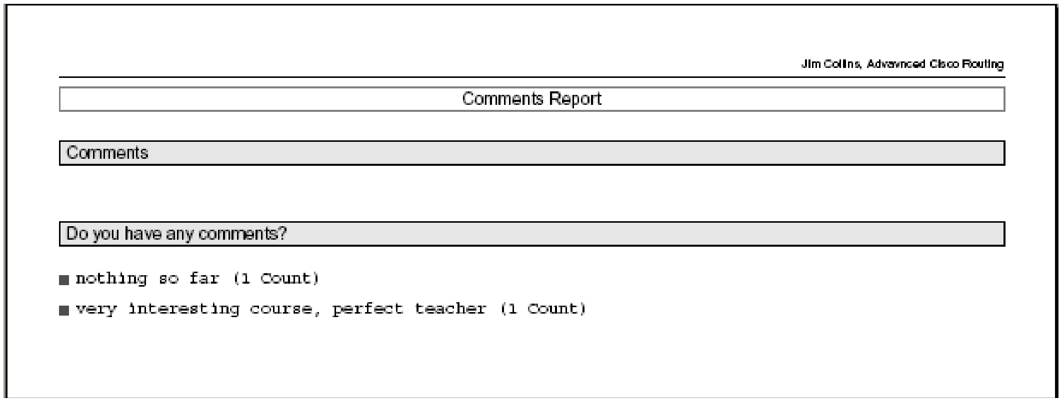


Figure 213: Responses to open questions

The responses to open questions are shown as image box sorted according to question.

If an online survey was carried out, then the answers will be displayed in machine print.

If there are high return rates then this part of the report can be extensive, depending on the amount of space given in the questionnaire.

You can separate the output of the responses to open questions from the part of the report with closed questions by activating the function “System Settings/PDF Report Settings/Configuration/Separate close/open questions“. This is especially recommended when there are high return rates in order to, for example, print out only the part of the report with closed questions. The part with open questions can take up a great number of pages.

Notes of a survey

You can display the notes of a survey in the PDF report, by activating the option “Show notes in the PDF report” under “System Settings/PDF Report Settings/Configuration”. This option is deactivated by default.

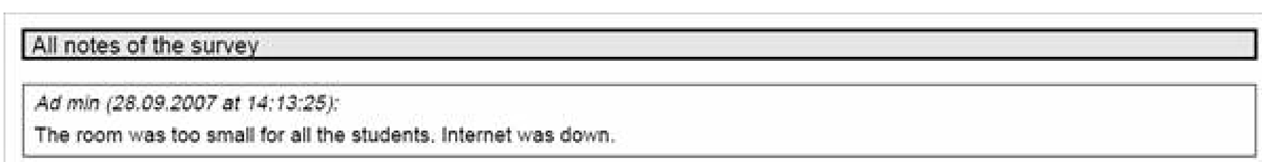


Figure 214: Displaying all notes of the survey in the PDF report

Additional information on adding, editing and displaying notes can be found in chapter 3.2.3 Survey details – Editing/displaying notes.

General configuration

The PDF report settings in the menu “System Settings/PDF Report Settings” have to be configured for each PDF report. In the details of the questionnaires you can define a default PDF report for each questionnaire. Thus you can configure an individual PDF report for each questionnaire.

Generate letter

Creates a letter for the PDF report. The letter contains the senders address (defined in the section "sender part 1") as well as the logo of the system (taken from the setting in the organization profile), and a predefined text which is personalized using placeholders. This text is deposited in “Text Templates”.

Calculate indicators

If the questionnaire supports the calculation of indicators these can be displayed at the beginning of the report. There is a general average value, which summarizes the general values again to an indicator (the latter can be activated at “hide overall indicator”. This function should only be used with questionnaires which have been developed for the averaging of individual questions in a category.

Show norm values

If there are norm values then both indicators and the profile line in the PDF report will be normed.

Analysis of single questions

Activates the detailed analysis of single questions (main part of the PDF report).

Create maxi-histogram

After the detailed analysis part of a PDF report, large histograms of scaled questions can be created using this function. The bar for the response distribution, the question text, the pole identifiers, the average, the standard deviation and the total response percentages will appear as well.

Create profile line

Activates the display of the profile line in the PDF report.

Show normed profile line

When normed data exists for the questionnaire the normed profile line will be shown in the PDF report.

Create Profile Line for indicators

Activates the display of the profile line for indicators in the PDF report.

Create matrix

Activates the display of matrices/cross tabulations in the PDF report. They are defined in the details of a questionnaire (“Advanced Settings/Matrices”).

Create presentation template

Once the indicators for a questionnaire have been defined they can be displayed together with a short descriptive text at the end of a PDF report as a presentation template. The presentation slide can serve as a discussion aid to discuss the results with the course participants.

Show notes in the PDF Report

This option activates the display of survey notes in the PDF report. For example, the notes of a survey of the Instructor, the dean or the administrator are displayed in the PDF report.

Left/ Right/ Top/ Bottom margin

Left/ Right/ Top/ Bottom margin for all pages on the PDF-report

Show internal question number

Shows the internal question numbers.

Relative values

The PDF reports show the distribution of the responses to closed questions with relative (activated) or absolute (deactivated) values.

Minimum percentage for display (%)

Defines the minimum percentage response frequency to a question in relation to the total number of returns needed in order to display the question in the HTML/PDF report. For example: with 50 returns the value is set at 20%. As a result only analyses of questions that have been answered by at least 10 persons will be shown. If the value is set to "0", all questions of the reports will be displayed. Please also consider the setting "Show notice for suppressed report".

Minimum response frequency for display (absolute)

Defines the minimum absolute response frequency to a question required in order to display the question in the PDF report. Please also consider the setting "Show notice for suppressed report".

Procedure to calculate the mean value

The procedures to compute the mean value for the PDF report are defined here.

1 - standard procedure

2 - trimmed mean

Decimal point precision average/standard deviation

Number of digits after the decimal point for averages and standard deviation.

Sender part 1, 2 and 3

Organization name (part1), mail address (part2) and footer (part3, below the mail address)

Sender above recipient address

Sender name on cover letter in PDF report

Background color report heading

Color setting in order to adjust logo background color

Alignment of subunit logo

Defines whether the subunit logo will be at the left or right in the PDF report.

Hide overall indicator

If this option is activated the overall indicator will not be displayed.

Left Pole for Indicators

Text for the left pole of the indicators. Default value of the left pole is “-“. The pole is also displayed in the presentation template.

Right Pole for Indicators

Text for the right pole of the indicators. Default value of the right pole is “+“. The pole is also displayed in the presentation template.

Display Cronbach’s Alpha

Activates/deactivates the computation of Cronbach's Alpha (internal consistency) for indicators. Please note that "Calculate indicators" must be activated!

Show legend

Display legend in PDF report.

Values legend

Values given in the legend. The number of values must match the scale divisions.

Divisions legend

Scale divisions of the legend

Show bar diagram with histogram

Advanced results bar for scaled questions. When bar diagram is activated, the mini-histogram should be deactivated.

Separate closed/open questions

When activated the results for open and closed questions in the PDF reports are displayed separately. This results in better readability particularly of those reports created with a mix of open and closed questions.

Show text boxes

If activated the text fields of VividForms forms will be shown in the PDF-Report.

Show Quality Indices (traffic light view)

When activated, the quality indices of the items will be shown as a traffic light symbol in the PDF report. Please note that indices will only be shown for items used in quality guidelines.

Show standard deviation as number

Activates the display of the standard deviation.

Show average/median

You can display the following values in the PDF report:

1 Average value

2 Median

3 Average value and median

Show quantile

You can display the following quintiles in the PDF report:

1 No quantile

2 10% quantile levels (Dcentile)

3 25% quantile levels (Quartile)

Show standard deviation in graph

Show the standard deviation in the graph of scalar questions.

Show scale divisions for bar diagrams

Activates the display of the export values for response options as scale under the graphic report bar.

Show notice for suppressed report

Activates the display of a notice instead of the question summary when the minimum response is not reached. The content of the text can be changed in the text templates (Action "PDF Report: Text for too little response"). If deactivated; the respective question does not appear in the report.

Font size question texts

Font size of texts in the PDF reports.

Font size pole texts

Font size of pole texts in PDF reports.

Font size for numerical data

Font size for average (av), standard deviation (s) and frequency (n) in the PDF report.

Font size for presentation slides

Font size of texts in PDF reports/presentation slides

Bar Mean Value

Line thickness for mean value.

Bar standard deviation

Line thickness for standard deviation.

Show recommendation text

When activated, a link for generating a recommendation document will be placed after the detailed norm profile line.

Mode of calculation for norming

1 - Mean value of the dimension = Mean values of all datasets
2 - Mean value of the dimension = Mean value of the mean values of the data sets. Please note: In this case in each dataset the number of answers for each item must be at least as high as a defined minimum value (see also Configuration of Norming).

You can choose between two ways of calculating the mean value here.

When choosing the first one, the raw data of all given answers to the questions is taken into account for calculating the mean value.

When choosing the second one, the mean value is calculated from the already computed mean values for the questions (those in turn have been calculated from all the answers of the interviewees).

Minimum percentage of given answers to enable norming

Percentage of answers, which must have been given for the norming. If less answers than this percentage have been given, the norming for the dimension cannot be conducted.

Attention: The setting is only taken into consideration when the "Mode of calculation for norming” is set to (1).

Pole reversal of scales when taking norms

If activated, the poles of those dimensions/ items are reversed, in which small values are judged as positive and large values as negative.

This option is decisive if you use different alignments of scales in your questionnaires. That means that positive evaluation results are on the left side of the scale for some questions (i.e. smaller values are positive), but for some questions you can find positive results on the right side of the scale (i.e. bigger values are positive). If you do not activate the option “Pole reversal of scales when taking norms” you have to take those differences into account when interpreting the norm profile line.

When activating the option the norm profile line is standardized and thus can be interpreted more easily. If smaller values are positive (i.e. left of the norm), those values are reversed. Furthermore the reversed values are used for the calculation of the mean values. Thus all the amplitudes on the right hand of the norm can be interpreted to be positive. Accordingly, values on the left side are negative.

Those questions where the center is the best value, are an exception to the explained rules (e.g. with the question “Was the number of presentations adequate?“ and the answers “too few – just perfect – too many“).

Permit listing of open questions

Listing and counting of individual comments in the report.

Dual scale profile line

When activated critical values of dual scale questions are highlighted by means of a color gradient.

0 = deactivated

1 = critical values on the left side of the scale

2 = critical values on the right side of the scale

4.5.2. PDF Report Settings

The evaluation reports in Class Climate can be influenced in two places.

The configuration of each PDF report can be edited under „System Settings/PDF Report Settings”. Please click on the configuration icon in the column “Configuration”. The PDF report configuration of the corresponding questionnaire opens automatically.

Furthermore you can edit, copy and delete the existing PDF reports in the menu “System Settings/PDF Report Settings”. Please note, with regard to the standard default PDF report (“Standard PDF Report”) present in the system, you are only able to change the configuration (see chapter “General configuration, page 218). This PDF report can neither be edited nor deleted. You can copy this PDF report so as to create a new PDF report.

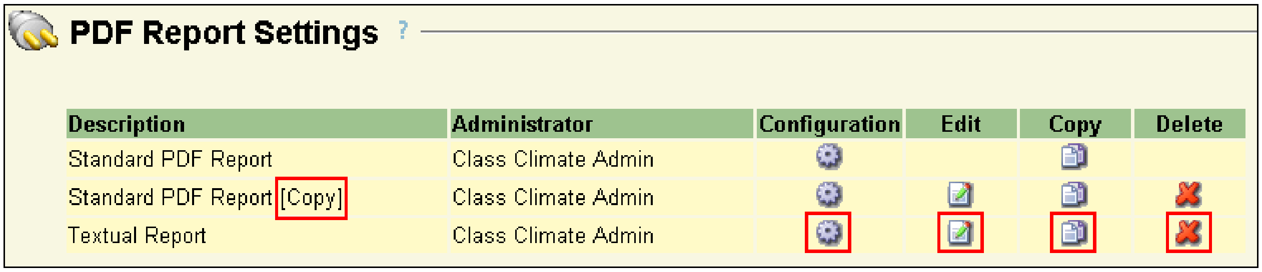


Figure 215: PDF Report Settings

To copy a PDF report, click in the column “Copy” on the copy icon. A new PDF report is created. You can recognize the copy of the PDF report by the name extension [Copy]. To edit a PDF report, click in the column “Edit” on the edit icon. A window automatically opens, in which, in the area “Description”, you can enter a new name for the PDF report. In the area “Questionnaires”, you can allocate for which questionnaires the PDF report is to be valid. A multiple selection can be made by pressing the [Ctrl] button. In the details of each questionnaire you define the PDF report with which the corresponding questionnaire will be displayed later (also see the following paragraphs).

Save your changes by clicking the [OK] button. Clicking the [Cancel] button closes the window without saving any changes. You can delete the respective PDF report by clicking on the red cross in the “delete” column.

The second way is by restricting the content of the PDF report as well as defining the subreports and special report recipients.

If you have a questionnaire built up out of modules you can use report definitions to automatically create PDF reports for each module. These partial reports can also then be sent automatically to one or more recipients by email.

PDF report definitions are always defined for each questionnaire and then are valid for every survey created with this questionnaire.

Just choose the option “PDF Reports” in the drop-down list in the details of the corresponding questionnaire (area “Advanced Settings”). Subsequently click on [Edit]. The following window opens automatically.

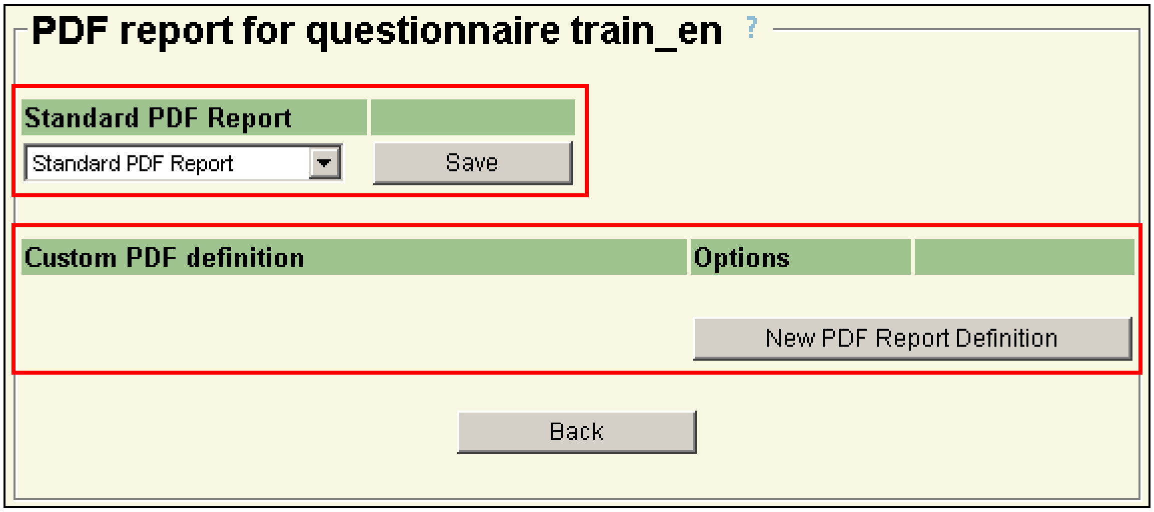


Figure 216: PDF report settings for a specific questionnaire (here: train_en)

In the area “Standard PDF Report” you can define the PDF report with which the corresponding questionnaire will be displayed by default. Select the corresponding PDF report in the drop-down list and save your changes by clicking on [Save]. Please note, that the Standard-PDF-Report is selected by default.

To create a new custom PDF definition click on [New PDF Report Definition]. If required you can create more than one report definition for one questionnaire. In the window now open you have the following settings:

- name of the report
- selection of the basic report (The configuration settings are adopted from the basic report.)
- description of the report
- recipient list for automatic email delivery
- activate recalculation of indicators (only available if you have defined indicators for the corresponding questionnaire).

Entering “course lecturer” means that the evaluated lecturer will receive the report defined here by email. If a special report has been defined then this will always have priority over the default report. You can now enter further recipients in this report definition. Further recipients could include, for example, the dean of studies or a head of technical services, if a section of the questionnaire deals with the technical infrastructure of the university.

The recalculation of the indicators causes the average values of the indicators to be recalculated independently of the questions used.

A click on [Save] saves the settings.

Select / Eliminate Questions:

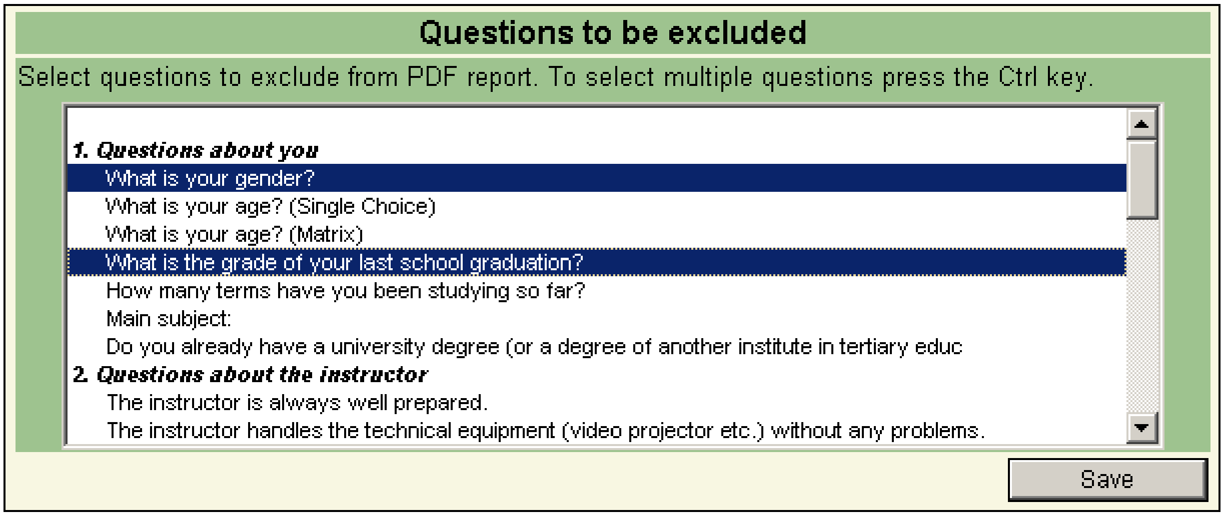


Figure 217: Excluded questions

After saving the basic settings you now have the option to define the contents of the report. Select from a list all the questions that should not appear in the report. By pressing the CTRL key you can select a number of questions simultaneously.

By pressing the button [Save] at the bottom of the list your selection of questions to be eliminated will be saved. You can see this by the blue background behind a selected question.

Automatic subgroups:

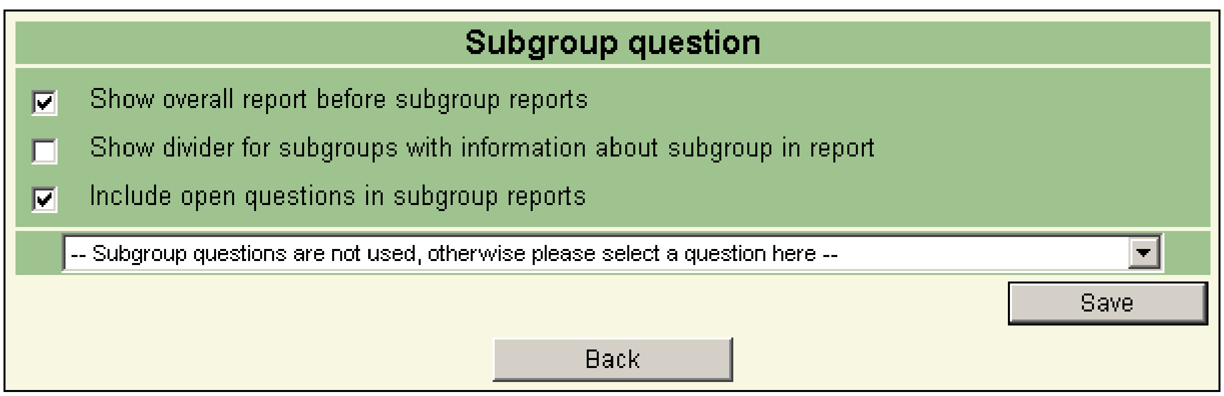


Figure 218: Build automatic subgroups

In the section “subgroup questions” you can define a question for which automatic subgroups are built for each option in the report. The question has to be a single choice or a matrix question. Subgroups allow you to take advantage of, for example, automatic filters according to the program of study.

For each response option to this single choice or matrix question the answers are filtered and the subgroup report is attached to the standard report. Please bear in mind, that the standard PDF report is only attached to the subgroup reports if you have activated the option “Show overall report before subgroup reports”. This is of course done only for options that have been marked and that exceed the minimum number of returns. The minimum number of returns can be influenced by three configuration settings:

- System Settings/Class Climate Settings/Survey/Minimum number of returns for reports
- System Settings/PDF Report Settings/Configuration/Minimum response frequency for display (absolute)
- System Settings/PDF Report Settings/Configuration/Minimum percentage for display (%)

As well as selecting your desired question for a subgroup analysis, you can also choose between three different settings of how the subgroup reports should be displayed:

With the help of the first option, you can select whether or not the overall report should precede the subgroup reports.

With the option “Show divider for subgroups with information about subgroup in report” you activate the use of a separator between the subgroups. The following information is shown on the separator:

- The question to be filtered
- The option the subgroup was constructed for
- The number of returns for this subgroup

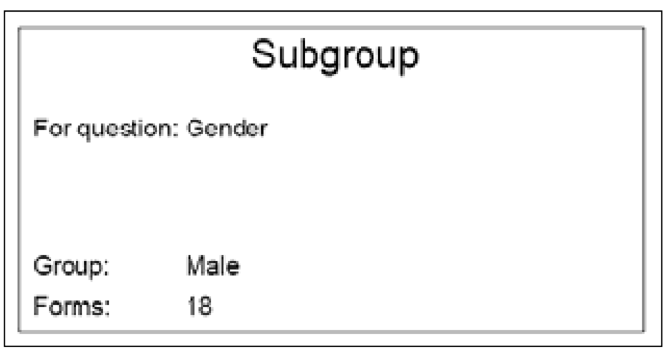


Figure 219: Subgroups

With the last configuration option “Include open questions in subgroup reports” you can define the use of open questions in the subgroups.

4.5.3. Individually designed reports: PDF Report Plugins

Class Climate generates survey evaluations in the form of standardized PDF reports. You can adjust these reports in different ways according to your needs.

If you require a completely adjusted PDF report, you can also include a so-called PDF Report Plugin into Class Climate. A plugin is normally a small program which is inserted into a larger program and provides additional functionality.

In this case it is not a software, but special report types that you can import into the Class Climate system. These report types can define the reports for one, several or all questionnaires available in the system. Also an imported PDF report plugin can replace the standard PDF report that is firmly integrated in Class Climate.

In order to integrate a PDF report plugin into the Class Climate system, you click in the main menu “System Settings” in the menu point PDF Report Settings. You will then see the following window:

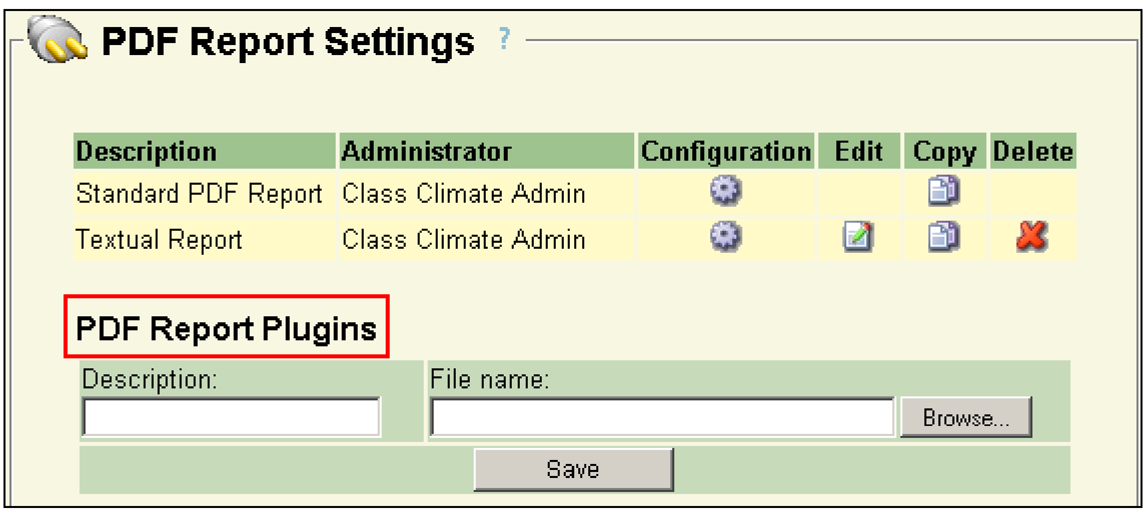


Figure 220: Inserting a PDF Report Plugin

Via [Browse] you can choose the PDF report plugin file. In the following example, this file is called CTextualReport.php. Then enter a description text and click on [Save].

In this way several PDF report plugins can be integrated into the Class Climate system:

In order to change the setting of a PDF Report Plugin, click on the symbol for editing (Paper and Pencil-Icon).

In the following dialogue the description text can be changed.

From the selective list next to “Questionnaires" you can now select the questionnaires for which the PDF Report Plugin should be available.

Please note that a PDF Report Plugin may not support all question types and may thus only be useful to certain types of questionnaires.

With a click on [OK] the changes are saved.

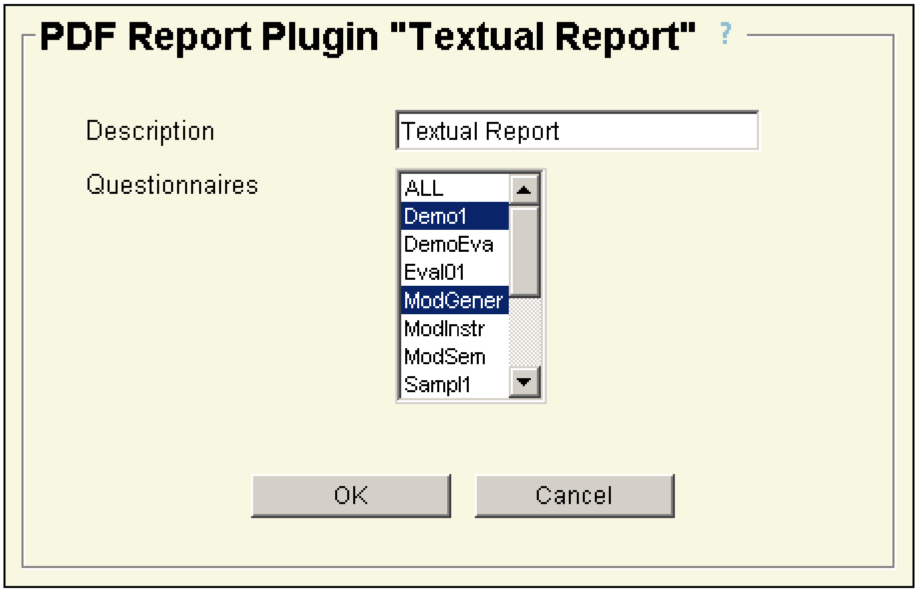


Figure 221: Dialogue for editing a plugin

If you go back to the main menu "Subunits" and access surveys, a drop down-menu appears in the column "Report" of the survey overview. Through these you can access the available PDF report types and have the respective survey evaluated through the chosen report type:

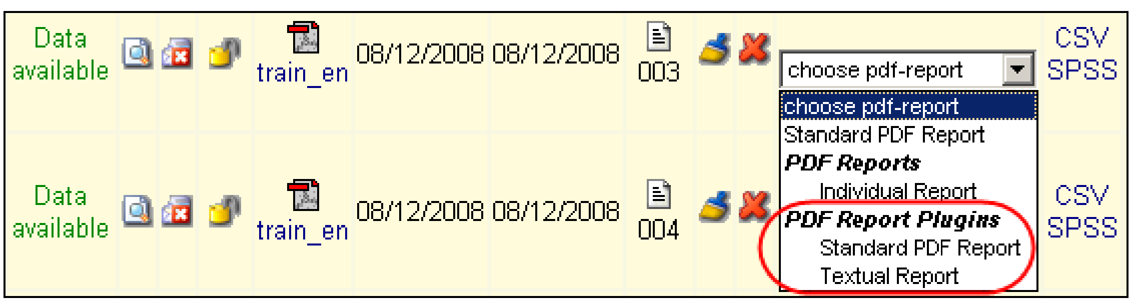


Figure 222: Selecting the adapted report from the list of surveys

4.5.4. Designing an individually configured letter for sending reports

You can add a letter to the automatically generated report – either a standard letter or a customized one, e.g. a letter according to your corporate design.

To change the design you will need a PDF file with the appropriate letter head. Then three text fields are applied with Acrobat:

address

For the name and address of the recipient. You can use placeholders from the email texts (“System Settings/Text Templates”).

subject

For the subject line. The content of this line is defined in “System Settings/Text Templates”.

text

For the body text of the letter. The content of this text as well as the placeholders used in it are defined in “System Settings/Text Templates”.

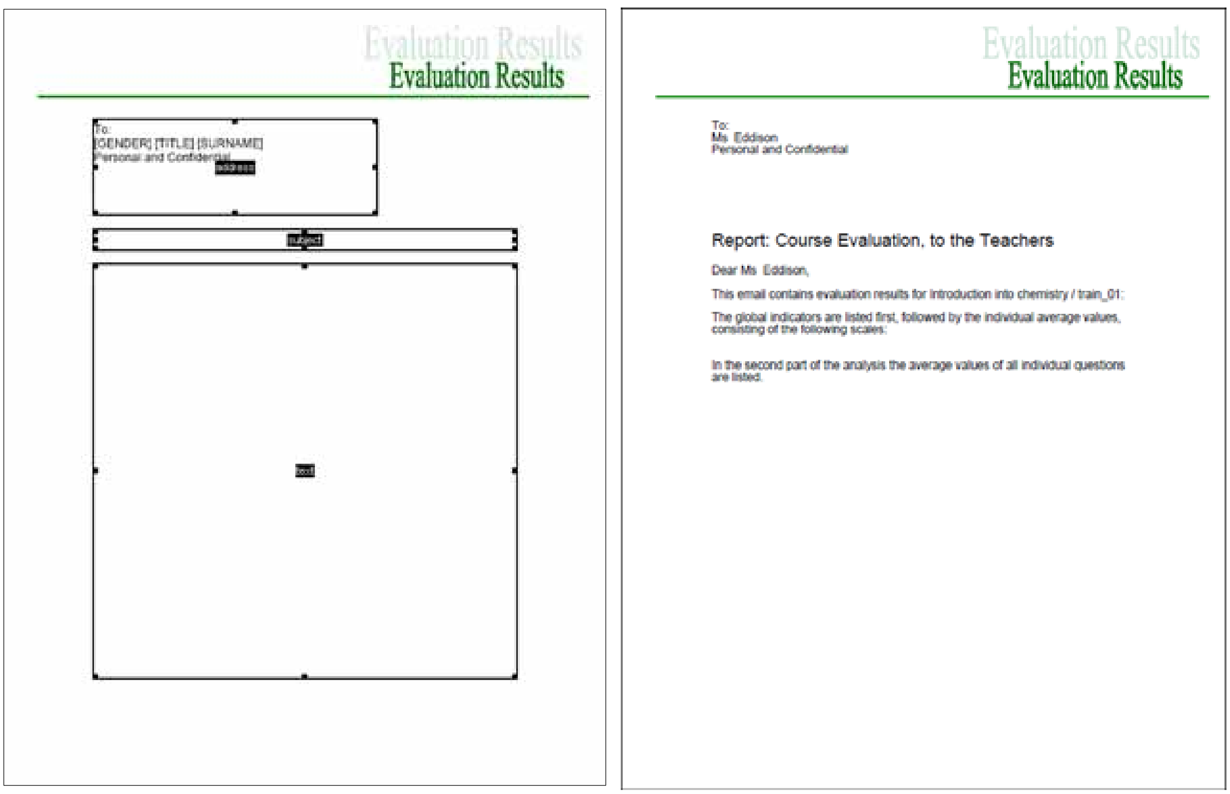


Figure 223: Designing an individually configured letter for sending reports

This special letter can either be used for all reports or defined only for special questionnaires. You can limit it to a single questionnaire if you click on “Text Templates” in questionnaire details.

4.5.5. Download and sending of reports

Manual download of evaluation reports

When the reports are not to be sent to the instructors by email (“Configuration / Email Functions & Accounts / Attach PDF Report”) you can configure Class Climate so that instructors can login to the system and then manually download their PDF reports from the Central Evaluation.

Passive Instructors

Passive instructors automatically see their surveys from the Central Evaluation. In order to allow this option activate the access in the menu “System Settings/Class Climate Settings/Central Evaluation/Passive Instructor: Access to Download Reports”.

After authentification of the instructor he can select the survey period and all the surveys from this period are displayed with type, name, questionnaire, creation date, and number of returns.

For each survey the instructor can now download the PDF report, if the questionnaire is multilingual then in a number of languages.

The passive instructor can change his access data by clicking on the menu point "My profile".

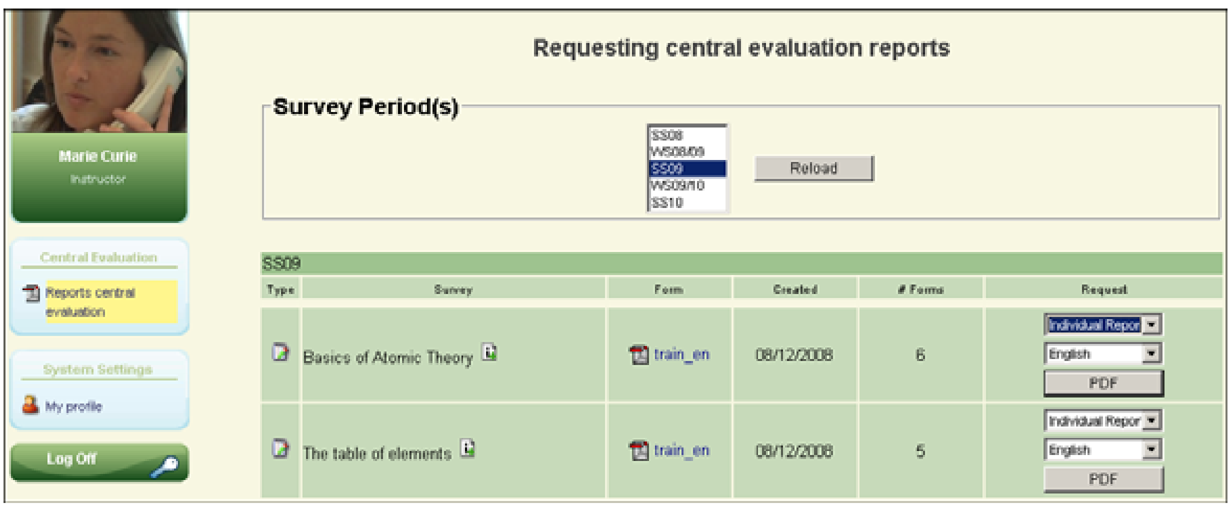


Figure 224: Downloading reports by passive instructors

Active Instructors

Active instructors have in their menu view a link to the reports of the Central Evaluation. To set this up simply activate the link in “Configuration / Central Evaluation / Active Instructor: Download Reports from the Central Evaluation”.

After authentification of the instructor, he can click on the link “Central Evaluation Report” and then receive the same view as the passive instructor. After selecting the period he can download the reports from the survey.

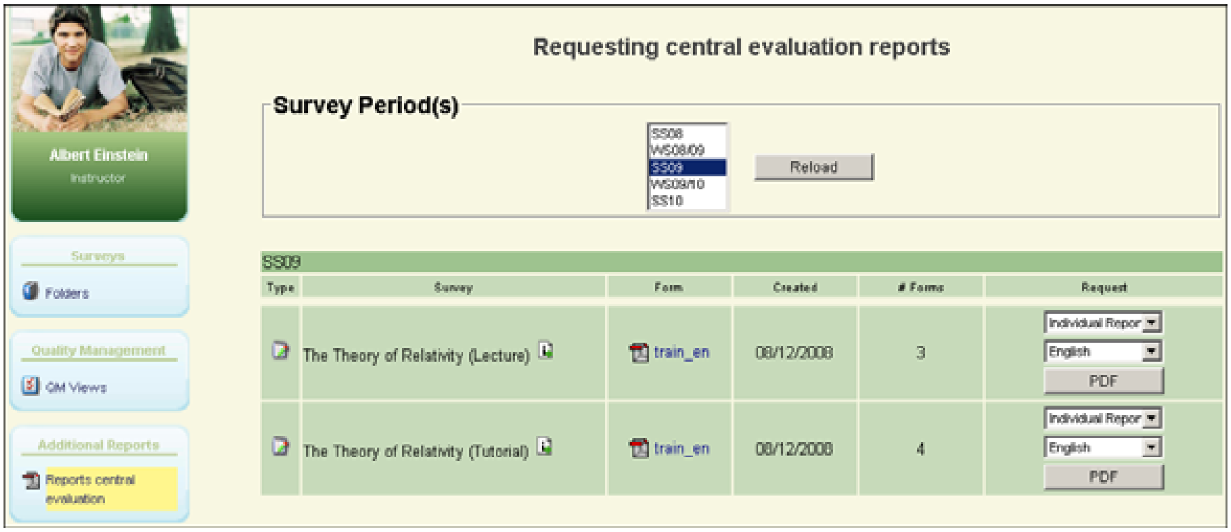


Figure 225: Download of reports by active instructors

In order for the instructor to receive a message that he can download new reports, the automatic dispatch of emails should be activated after scanning.

At the same time the dispatch of the PDF reports or CSV data must be deactivated at “Class Climate Settings/Email Functions & Accounts”. The email text “E-MAIL: Report for Survey” can be modified and, for example, describe how the instructor should login to the system.

The settings for email delivery do not only affect the automatic email dispatch but also the manual delivery of reports by the administrator using the survey view.

Mass Production and Sending of Reports

You can use the batch events for the mass production and sending of reports. For further information please consult the chapter “B 3.2.8. Mass production of forms, PSWDs and PDF reports”.

5. Phase 4: Advanced reporting

As soon as you have implemented surveys and scanned data, you receive the automatically generated reports. If you wish to process this data further, for example to summarize and/or compare it, there are extensive and flexible options in Class Climate available to you, as well as the export facilities into other programs. In the phase model this is the fourth of the five phases.

In this chapter, you initially learn what indicators are and how you can create them in Class Climate – since they form the basis for a certain type of summary reports.

You will then receive a comprehensive introduction to the options in producing summary reports. The creation of reports does not occur via the administrator access, but rather you must be logged in as a report creator. Often this role, however, is carried out jointly with that of the Class Climate administrator.

For expanded evaluations you can export the captured data from Class Climate. For this purpose, the CSV format as well as a specific format for import into the statistics program SPSS are available to you. The explanations of these export options bring us to the end of the chapter.

5.1. Indicators

5.1.1. The principle of the indicator

In the automatically generated PDF reports you receive an average value for all your scaled questions as an expression of how the respondents replied to this scaled question. In this example you see a question referring to the quality of the course:

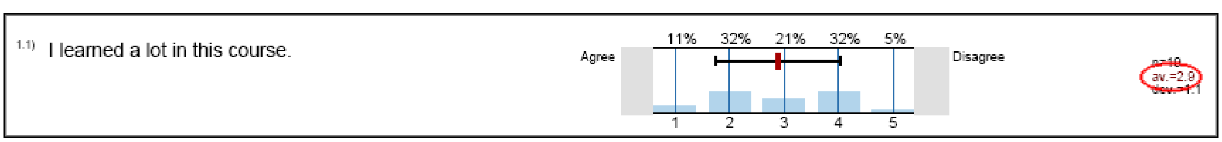


Figure 226: Evaluation of a scaled question with specification of the average (diagram type: histogram)

With regard to the thematic direction and your own requirements, you will have divided the questions on your questionnaire into question groups. For example, one could assign all questions regarding the quality of the course to the question group "About the course". You will then receive an average value for each of the scaled questions:

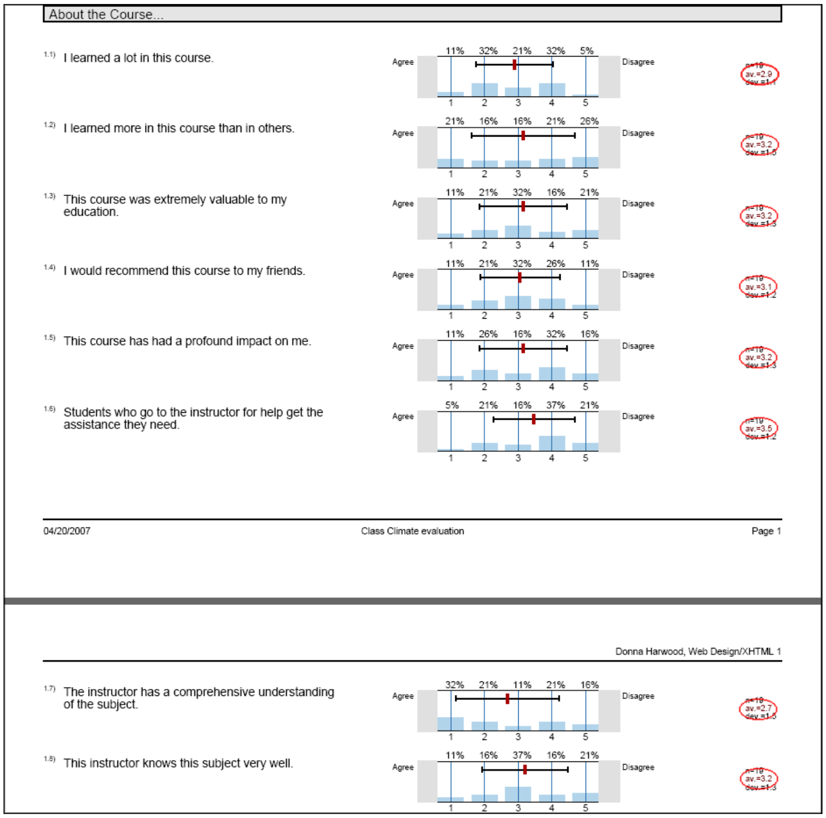


Figure 227: Evaluation of a scaled question of an entire question group

If you (or for example deans, department heads, etc.) wish to obtain a quick overview of the results of the survey, often not every single question may be of interest. One rather needs summary statements. If, therefore, you do not wish to view all questions separately, it is possible to calculate an average for the scaled questions of an entire question group, the so-called indicator. The indicator in Class Climate thus forms a question group average.

Generally indicators can be regarded as kind of identification numbers which make a statement about the summarized items. (In Class Climate, for example, one question would correspond to one item.) This way the questioned values (for example quality of the course) are measurable and comparable. Of course, an indicator can only give an accurate over-all statement when the single questions can actually make a contribution to the statement.

For the calculation of the indicator in Class Climate all results of the scaled questions are added. The sum of them is divided by the number of responses. (Thus, the already calculated averages of the single questions are not used for this!) This means that questions with a smaller number of valid responses (for example with abstentions or invalid responses) have a smaller influence on the indicator than questions with a higher number of valid answers.

✦✦✦

Example:

Your questionnaire contains a question group "Instructor" with the following three scaled questions (for clarity reasons, fewer questions than displayed above are used):

Question 1: The instructor masters his field.

Question 2: The instructor openly takes on board questions and comments.

Question 3: The instructor knows how to present the topic interestingly.

You hereby use a scale with six response options with the bad values lying to the left and the best values to the right.

To question 1 the following five valid responses are given (here, for clarity reasons, also an unusually small number):

3, 4, 2, 5, 4 Average of this question = (3 + 4 + 2 + 5 + 4) / 5 = 3.60

For question 2 a respondent put two crosses, this answer is, therefore, invalid. The following four valid responses remain:

1, 4, 2, 4 Average of this question = (1 + 4 + 2 + 4) / 4 = 2.75

Question 3 was ticked only three times, the other two respondents did not give a response. These three answers are valid and read

5, 6, 5 Average of this question = (5 + 6 + 5) / 3 = 5.33

Now an indicator is calculated for this question group. Class Climate needs the responses to the corresponding scaled questions for that, adds them and divides them by the total number:

Indicator = (3 + 4 + 2 + 5 + 4 + 1 + 4 + 2 + 4 + 5 + 6 + 5) / 12 = 3.75

If one adds the three averages and divides them by the number of averages – which does not correspond to the calculation of the indicator! - one receives another value:

(3.60 + 2.75 + 5.33) / 3 = 3.89

✦✦✦

One recognizes clearly that the calculation of the indicator which is weighted according to the number of answers given, produces a very different result than the calculation through the averages that are available (which does not take into account the number of the responses, but which rather counts the questions each as "1").

Only through taking into account several indicators you receive an overview of the entire survey. The summary of several indicators produces an index. In Class Climate all indicators of the questionnaire (meaning this index for the total questionnaire) are calculated into the so-called global indicator that thus forms a type of "grade" for the total survey.

The global indicator is not formed – unlike the individual indicators – from the individual results. The global indicator is calculated by adding the individual indicators and dividing them by the number of indicators.

✦✦✦

Example:

On your questionnaire there are three question groups which contain scaled questions:

Question group "Instructor"

Question group "Course"

Question group “General assessment”.

The answers show for the first question group an indicator of 3.75, for the second question group one of 3.7, for the third group one of 2.9. (The scale consists - as mentioned – of six response options with the positive values on the right.)

The **global indicator** for this questionnaire is made up from the addition of the three indicators mentioned as well as from the division by three (number of indicators):

(3.75 + 3.7 + 2.9) / 3 = 3.45

The global indicator is therefore 3.45.

It is a reference to the survey's overall result. On the basis of your scale – a scale with six options – and the assessment (positives on the right) you can now recognize, for example, that the result sits to the right from the middle, therefore, it is relatively good.

✦✦✦

You can recognize from this example how important the division and alignment of the scale is for the interpretation of the results. Since the values on which the scale is based form the basis for the calculation of the indicator, you must be sure to use absolute standardized scales on the questionnaire. Within a question group only the questions of a defined scale can be used for the calculation; a comprehensive change in the question group scale (for example from a 5er-scale to a 6er-scale) would make a global indicator hard to interpret.

In order to really be able to interpret the indicators produced, one must know how other surveys turned out. For this you can fall back on norming.

5.1.2. Activating the indicators in the configuration

If you wish to utilize the calculation of indicators, you must first activate them in the configuration.

For this purpose, you call up the option “Configuration” in the menu “System Settings/PDF Report Settings”. Please bear in mind that you have to define the configuration for each of your PDF reports.

There you find the setting "Calculate indicators" which you can activate and deactivate.

If you activate the calculation of the indicators here, the indicator and standard deviation are displayed at the beginning of the PDF report as a bar diagram.

On the margin you can also see both of them as numerical data:

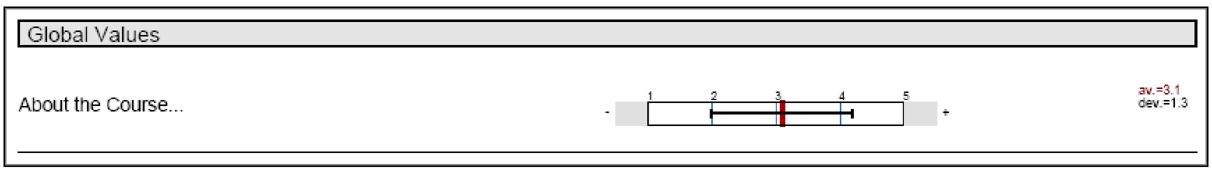


Figure 228: Display of indicators in the PDF report (without global indicator)

The option "Calculate indicators" from the configuration refers only to this calculation of the indicators at the beginning of the questionnaire. The other display options which are presented in the following are not affected by it!

In the configuration you can also find some further settings which influence the display of the indicators in the PDF report (“System Settings/PDF Report Settings/Configuration”).

- The setting "Create profile Line for indicators (some lines above "Calculate indicators“) subsequently adds to the usual profile line for individual questions a profile line for the indicators defined in the questionnaire:

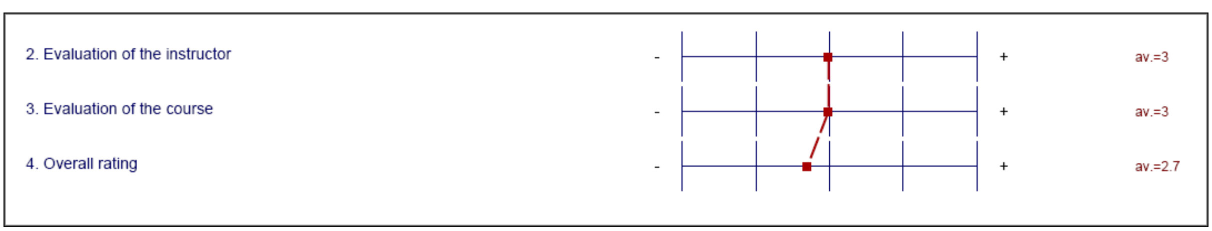


Figure 229: Profile line for indicators in the PDF report

Here you see the profile line for the three indicators "Evaluation of the instructor”, "Evaluation of the course" and "Overall rating".

- In addition to the display of the indicators that you chose, you can add the global indicator of the survey. Deactivate the setting "Hide global indicator" in the configuration. In addition to the other indicators the global indicator is displayed at the beginning of the report:

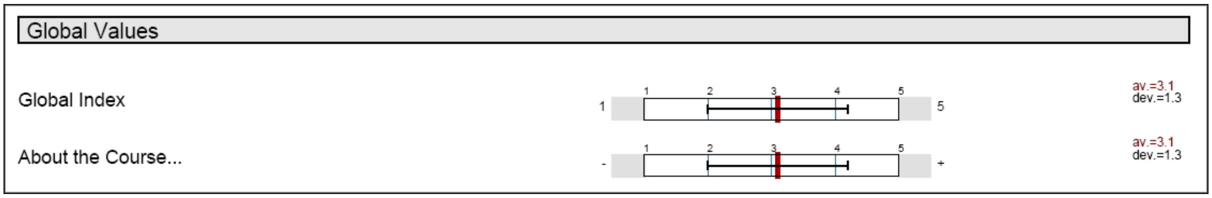


Figure 230: Display of indicators in the PDF report (with global indicator)

- The options "Left pole for indicators" and "Right pole for indicators" define the texts that label the scales' left and right margins in the report and in the presentation template:

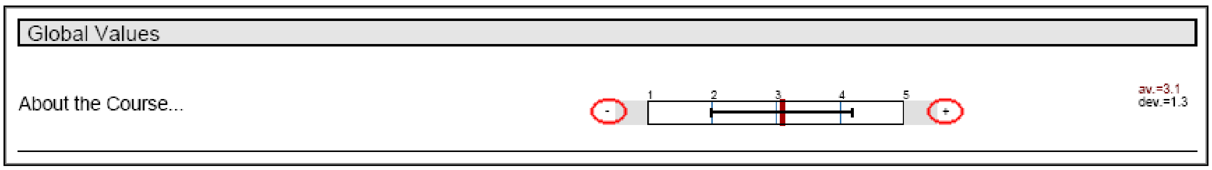


Figure 231: Left/right pole of the display of indicators in the PDF report

Please note:
These pole texts in the configuration have no influence on the calculation of the indicators or the actual alignment of the scales! You only define the texts which serve the users orientation.

5.1.3. Creating the indicators for a questionnaire

Since the indicators form the averages of particular question groups, they are also activated for particular question groups in the relevant questionnaire.

As you know, you can no longer change a questionnaire once you have created a survey with it. You can, however, create the indicators at any time, even after the creation of surveys!

To do this, navigate as usual to your questionnaire and open the editing screen (in the main menu "System Settings", select "Questionnaires" in the left submenu, select in the drop down-menu below “Action” the option "Edit").

Open the editing window of a question group (by double-clicking on the question group or by clicking on the question group and selecting the option "Edit Question group" in the menu "Edit"). As described above, for the indicator only scaled questions are used, meaning that the definition and calculation of an indicator only makes sense for group questions that indeed contain scaled questions.

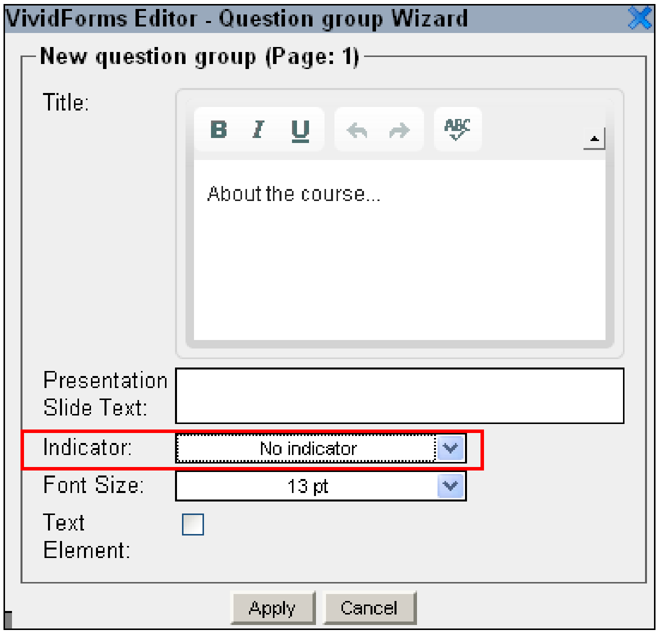


Figure 232: Editing window in the question group

The first specification of the window refers to the heading of the question group, this, however, is possibly grayed in, since you can no longer change it once the surveys have been created.

Below it you find information on the indicator. If no indicator has been created so far, it reads "No indicator". When you open the drop-down menu, you see that you can also select an indicator for all kinds of scales:

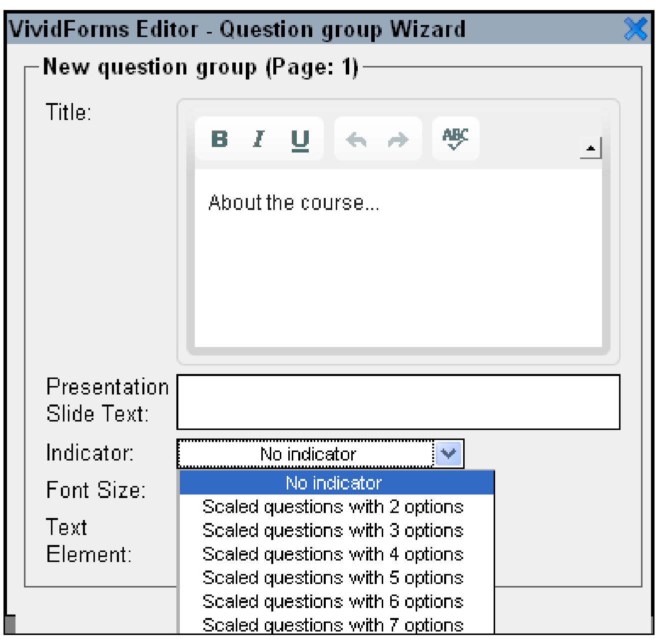


Figure 233: Definition of an indicator: selection of the scale

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Make your desired selection here – according to the scale of your scaled questions – and close the window by clicking on [Apply].

5.1.4. Internal consistency of the question group: Cronbach’s Alpha

The so-called Cronbach’s Alpha is a measure of statistics. It reproduces how the single questions of a question group are associated with one another and contribute meaningfully to a value. Thus Cronbrachs Alpha is a measurement for the internal consistency of a question group and the significance and reliability of the respective indicator.

The value range of Cronbach’s Alpha spans from -1 to 1. A value of 0 means, that the items (meaning the questions) are not connected at all. A result of 1 would signal the greatest possible connection between the questions. -1 is to be regarded similarly, whereby in this case one question's high value carries a small value of the other question. Generally, from a value of 0.7 the scale (question group) can be regarded as reliable.

For each indicator in the report you can in addition display the corresponding Cronbach’s Alpha. To do this you must activate the option "Display Cronbach’s Alpha in the menu “System Settings/PDF Report Settings/Configuration”.

In the PDF report, the values for the indicators are now completed in the beginning by the value of the respective Cronbach’s Alpha. You see the Cronbach’s Alpha directly behind the name of the indicator (meaning behind the name of the question group):

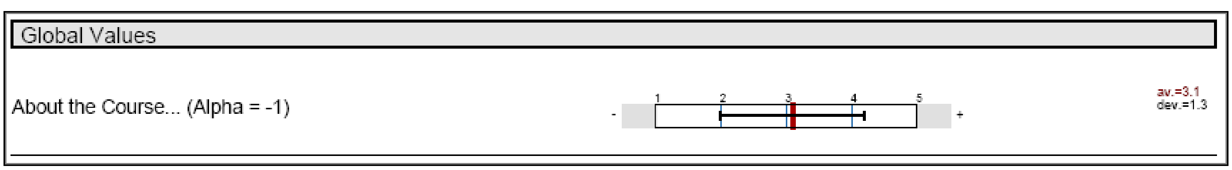


Figure 234: Cronbach’s Alpha in the report

Please note: In Class Climate the regular, non-standardized Cronbach’s Alpha is used, which is calculated from the variances and co-variances of the questions within a question group.

Hereby the following formula is used to calculate Cronbach’s Alpha in Class Climate:

$$\alpha = \frac{N \cdot \bar{r}}{(1 + (N - 1) \cdot \bar{r})}$$

Figure 235: The formula used for Cronbach’s Alpha, whereby N = number of the items (meaning in this case questions) and r = relation covariance: variance (average correlation between the items)

5.1.5. Free Indicators

So far the question groups on the questionnaires and the questions contained therein automatically form the basis for calculating the indicators, i.e. question groups and indicators matched with regard to questions included. It is also possible to define independent indicators so that questions of different question groups can serve as the basis for the calculating of an indicator. The elements of an indicator can thus be independently distributed throughout the questionnaire.

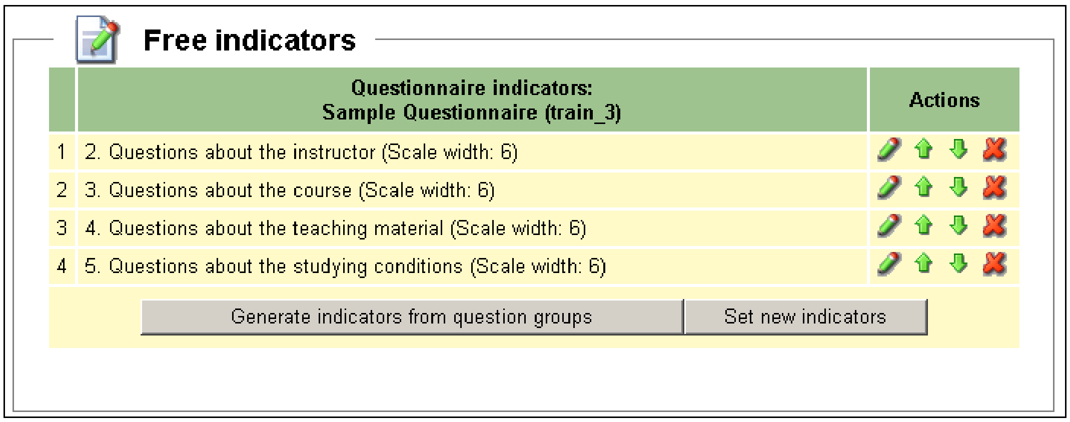


Figure 236: Free indicators

Via the menu item “Free Indicators” in the questionnaire details (drop down list in the area “Advanced Settings”), question groups can be converted to indicators as well as your own indicators being freely defined for each questionnaire.

After clicking on the button [Edit] the window for defining the indicators opens automatically. By clicking on the button [Generate indicators from question groups] the indicators are configured from the question groups on the questionnaire and the scaled questions contained therein. This combination can be retrospectively changed using the “green pencil” icon, so that the questions of an indicator can be freely distributed over the questionnaire.

With the green arrows, the indicators can be moved up or down. The applied indicators can be deleted at any time by clicking the red “X”.

After clicking the button [Set new indicators], the questionnaire is displayed in an overview. First, the indicator name has to be defined. If your questionnaire is made available in different languages, the indicator name must also be defined for the corresponding languages. You have the possibility of hiding all question types which are not of the scaled question type so as to achieve greater visual clarity. Now the questions relevant to the indicators can be selected. Please save your changes by clicking on [Save] at the end of the page.

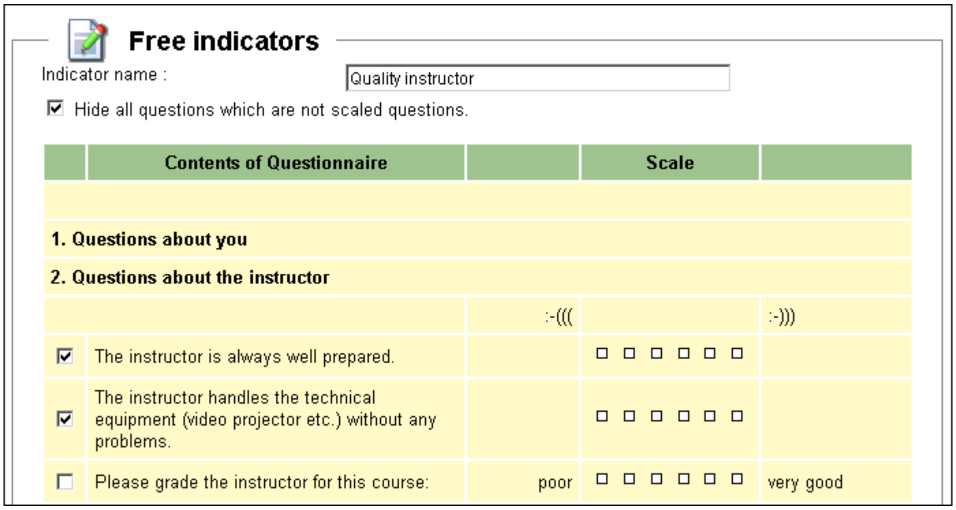


Figure 237: Defining a free indicator

If the calculation of indicators in the configuration of the “PDF Report Settings” is activated, the freely defined indicators will be displayed in the PDF report.

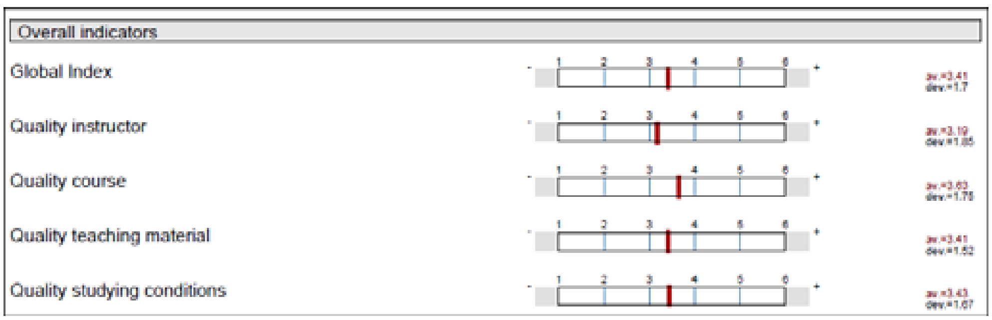


Figure 238: Free indicators shown on the PDF report

Please note: When using free indicators for a questionnaire, Cronbach’s Alpha cannot be calculated.

5.2. Creating reports and comparative profile lines

As soon as you have scanned data into Class Climate for a survey and/or received data during online surveys, a PDF report is generated automatically with this data. The more data you scan, the more important it is to be able to compare and summarize this data. For these purposes there are several aids available in Class Climate. One of these is the functionality of the so-called report creator which is presented in the following.

5.2.1. The user role of the report creator

The report creator is a user created by the Class Climate administrator in order to produce summary reports for the captured data and to send comparative profile lines. In practice, the person in charge of the system's administration often also takes on the function of the report creator, too. In order to be able to separate these, if required, they are separate user roles in Class Climate.

The reports which the report creator produces are based on the data already captured. That means that first you must implement and evaluate surveys before you can use the report creator.

Fundamental considerations and settings

First of all it is important that you carefully consider what insight the report creator should be permitted to have or must have:

- Is the report creator supposed to summarize the data of the entire system? In this case, please note that he can then also view this data.

If you decide on this option, you need a system-wide report creator.

- Or, he should only view data subunit-wide? That also means, however, that he cannot produce subunit-comprehensive summary reports, or comparisons, respectively.

In this case you should define subunit-wide report creators.

- If your report creator may access several subunits please choose the option “own subunit” in the area „Data access“. Subsequently mark all necessary subunits in the area „Assign additional subunits“. Thus your report creator accesses several subunits. Multiple selections of subunits can be made by pressing and holding down the “Ctrl” key.

As an Administrator, you set this value when creating the relevant user account. As soon as you create a report creator, a particular setting in the user rights (step three of three) allows you to define the report creator as system-wide (system level), subunit groups (own subunit and selection of further subunits) or only subunit-wide (own subunit):

It is crucial to consider what exactly the report creator should be able and allowed to do, in order to subsequently know where and how the report creator be created or whether several are required.

Creating a report creator

Just like any other user, a report creator is a user that is created in a subunit.

If your report creator is supposed to work only subunit-wide, you create him in the subunit for which he is to produce summaries. If the report creator works globally, you can create him in any subunit at all since he has insight into all data anyway. For example you can create a subunit "System users" where you put all users, such as the report creator, the data entry assistant, the verifier etc. so as to find them again fast.

Go to the respective subunit and click on [Create New User].

The input window which opens should be familiar to you from creating instructors and other users. In the way you are accustomed, enter the data for the person who will act as report creator. It is crucial that you choose the user type “report creator” (instead of “instructor” and the like):

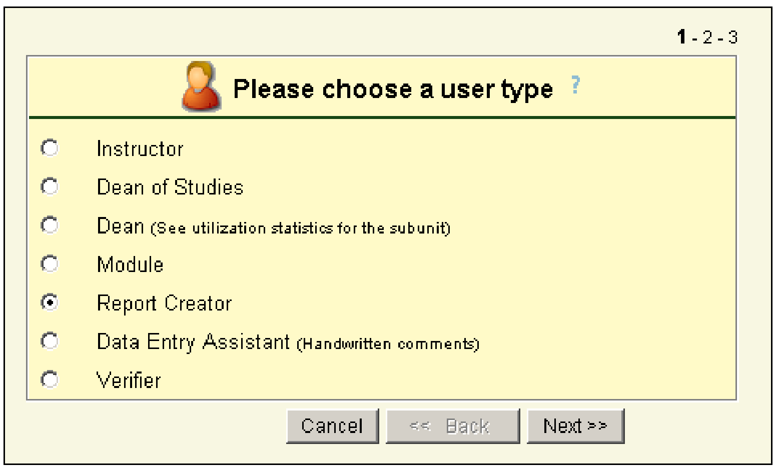


Figure 239: Creating a report creator – Step 1

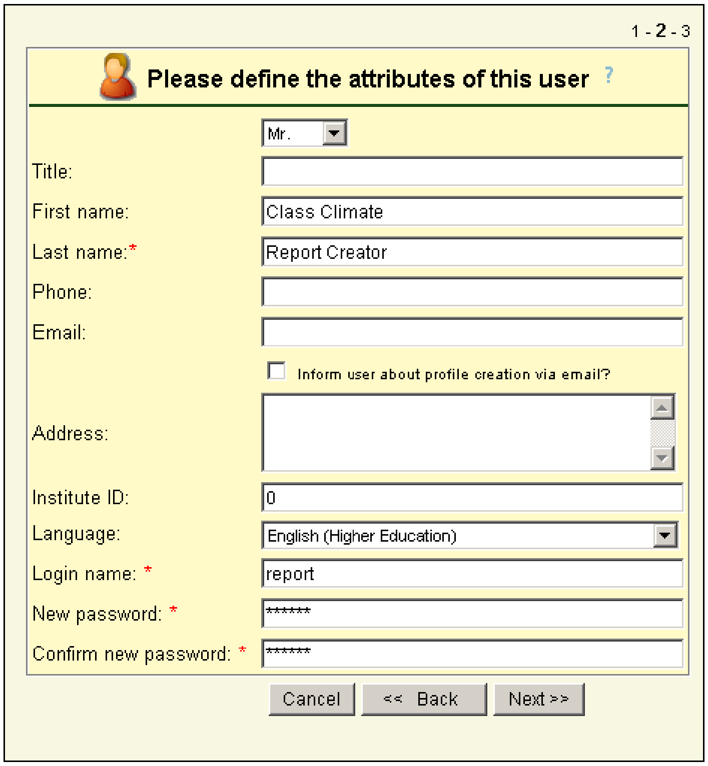


Figure 240: Creating a report creator – Step 2

In the third step you define the data access of your report creator. By default the report creator only has access subunit-wide. To change the standard setting, choose, at this point, “system level”:

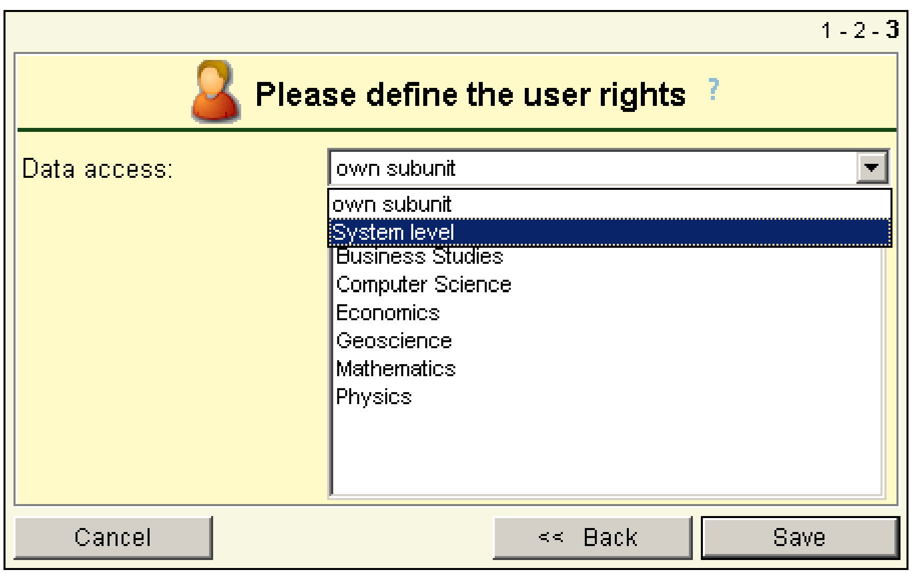


Figure 241: Creating a report creator – Step 3

Please note, that as a subunit administrator, you can only assign subunit-wide access to your Report Creator.

As soon as you confirm your input by clicking on [Save], the report creator appears in the user list.

Users in subunit Business Studies

	Name	CO	Surveys	Created	Edit	@	Del	Mov.
	Subunit Admin (Subunit Administrator)			04/17/2007				
	Prof. Julian Berkin	[0]	0 / 0	10/02/2007				
	Dr. Sam Calavicci	[0]	0 / 0	10/04/2007				
	R Creator (Report Creator)		0 / 0	06/04/2007				
	Donna Harwood	[2]	0 / 4	07/12/2005				
	Donna Harwood	[0]	0 / 0	04/27/2007				
	Carlos Hernandez	[6]	8 / 8	07/12/2005				
	Grace Huddle (Dean)	[3]	0 / 0	07/12/2005				
	Richelle Meyer	[3]	0 / 0	07/12/2005				
	Noah Peterson	[2]	6 / 6	07/12/2005				
	Class Climate Report Creator (Report Creator)		0 / 0	10/04/2007				
	Jasmine Sadhi	[6]	0 / 1	07/12/2005				
	Julian Sirapandji (Verifier)			10/04/2007				

Figure 242: The report creator in the list of all users in the subunit Business Studies

If you wish to work as a report creator, subsequently log out as administrator and log in again with the report creator's log-in that was just assigned.

Otherwise, pass on the log-in name and the password for the report creator to the person who will act as the report creator. He can then log on.

Log-in and first steps

In order to be able to log on as report creator, open the usual Class Climate start page. It looks just like the one shown in the following:

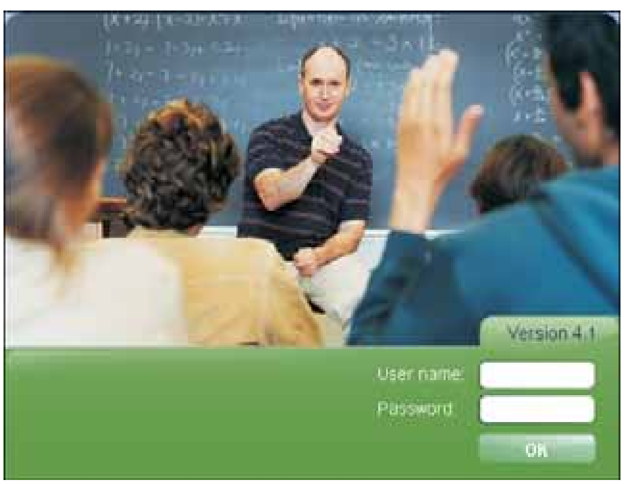


Figure 243: Class Climate log-in window

As soon as you have logged on here, the start screen of the report creator appears, offering you on the left-hand side a menu with various options:

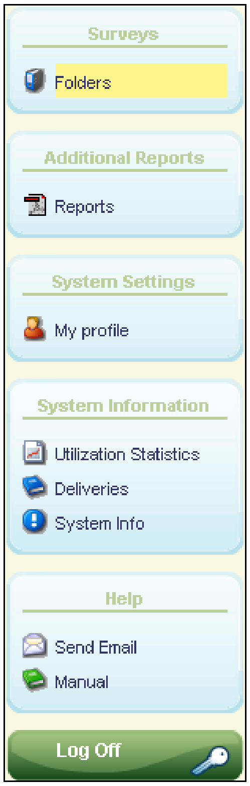


Figure 244: The report creator: Main menu

- The option "Reports" allows you to download reports on indicators which give the university management and/or the management of your company an overview of the assessment the courses.
- By the option "My profile" you can change the user data of this report creator access (for example password, language, etc.).
- The utilization statistics give you an overview of the activities of this report creator (for example the number of the log-ins, the created folders, etc.).
- "Deliveries" informs you how many emails the report creator has already sent.
- The field "System Info" gives you an overview of the address data of the organization as well as of the individual subunits.
- Clicking on the option "Send Email" opens a page that enables you to send an email to any address.
- The option "Manual" below provides you with further information on Class Climate and the use of the program. Here you have access to the

online user manual for all active Class Climate users (explaining the essential points on the user access in a much more compact fashion than the Administrator Manual at hand does.)

If you wish to create summary reports or send out profile lines, this is not possible without a folder. Therefore, you should initially create a new folder by clicking on the button [Create new folder]:

After clicking on the button, a window appears in which you can name your folder:

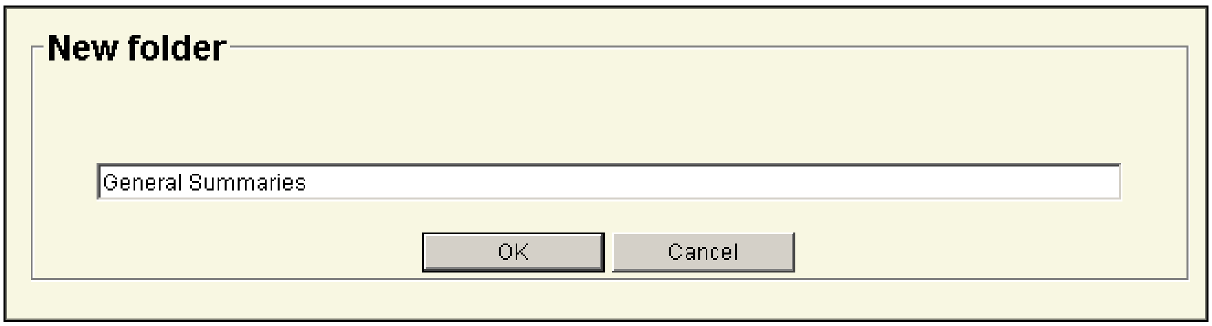


Figure 245: Creating a folder – naming the folder

Here a neutral name was chosen ("General Summaries"). However, according to the type of your summaries planned, you should choose a suitable structure for your folders. You could, for example, arrange the reports according to years and choose names such as "Surveys 2007", etc.:

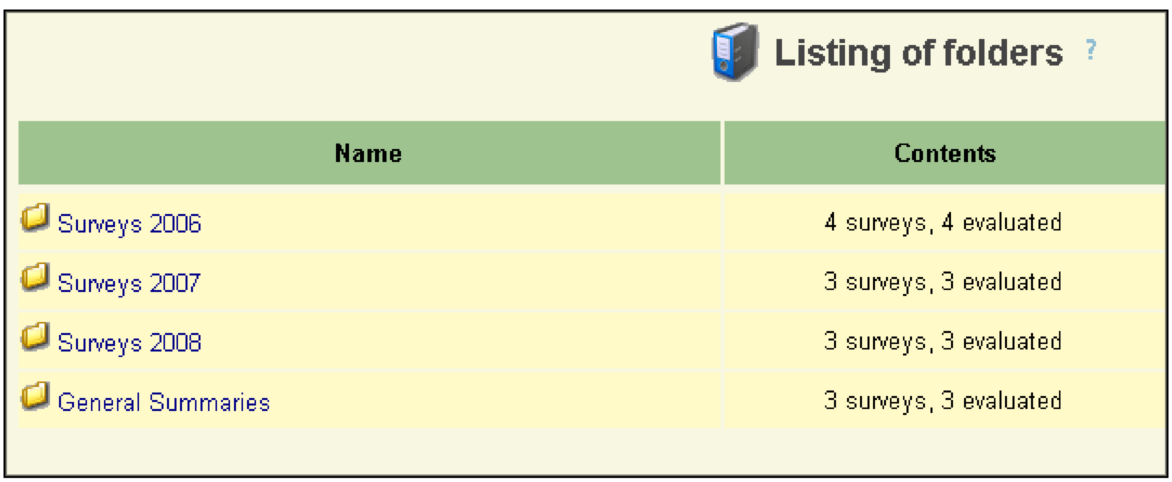
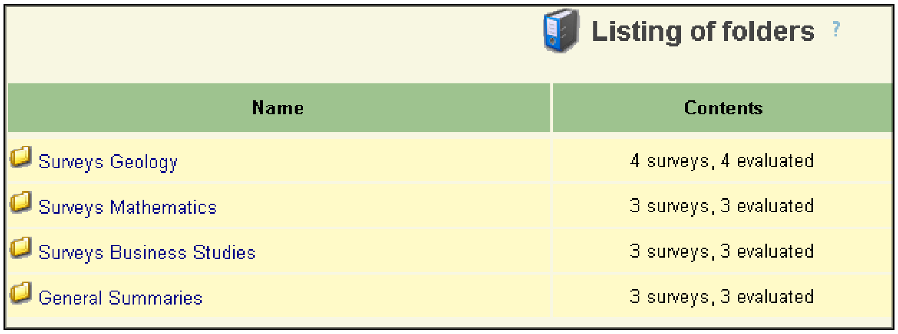


Figure 246: Creating a folder – structure example according to years

The university's or company's structure also makes for a possible organizational criterion for your folders. It suggests names such as "Reports Business Studies" or something similar:



Listing of folders

Name	Contents
Surveys Geology	4 surveys, 4 evaluated
Surveys Mathematics	3 surveys, 3 evaluated
Surveys Business Studies	3 surveys, 3 evaluated
General Summaries	3 surveys, 3 evaluated

Figure 247: Creating a folder – structure example according to subunits

Only in a study folder can you use the possibilities of the report creator, for example to summarize reports.

The report creator can always move existing reports from one folder to another. To move a report, click on the folder containing the report to be moved. Then, click on the name of the report to be moved. You are automatically switched to the details of your report. Here, click on “Move Compilation”. Now the report can

- either be moved to an existing study folder, by selecting the relevant folder in the drop-down list in the area “Folders”
- or you create a new folder. Enter the name of the folder in the area “Create in a new folder”.

In both cases, confirm moving the report by clicking on the [OK] button.

Options during report creation – general

The options during report creation are presented to you as soon as you wish to create a report. You can see them in the figure below the report name (which here reads "Show_Options"):

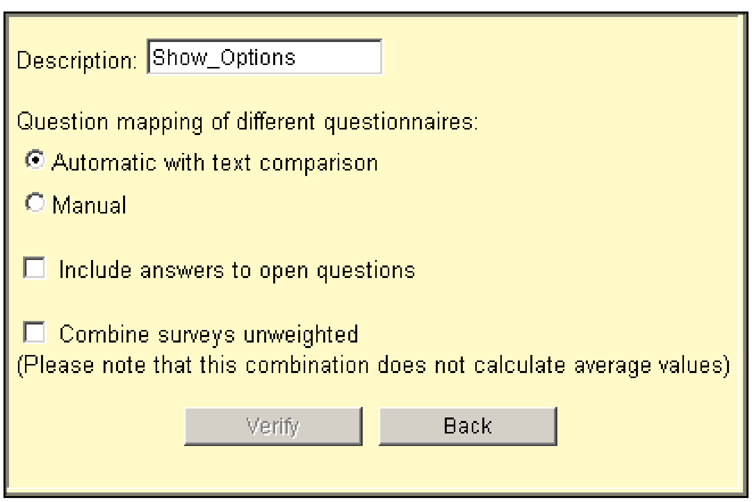


Figure 248: Options during report creation

The following options are offered to you:

- Question mapping of different questionnaires: Summary of surveys that were carried out with different questionnaires
    - Options: Automatically with text comparison and manual assignment
    - Condition: the questionnaires are similar and therefore comparable.
- Include answers to open questions
    - Should all responses to open questions be displayed in the summary?
    - The responses to open questions are not always of interest in more extensive summaries since they do not serve the quick overview, but rather they provide details. Furthermore, they may possibly lead to very long reports.
- Selection between weighted and unweighted
    - By default, the reports are summarized weighted, meaning that the calculation is effected according to the number of returns.
    - This means for example: If you summarize a survey with 100 return questionnaires and one with 10, the survey with 100 questionnaires counts for more than the one with 10.
    - Mathematically expressed: All individual results are each summed up for each question (each single value that was ticked off) and divided by the total number of results (in this example: 110).
    - You explicitly have to decide on an unweighted compilation whilst creating a report. It is to be noted that this type of calculation removes the possibility to adequately undertake further processing in statistics programs.
    - Because with weighted compilations, each survey counts as 1, regardless of how many questionnaires have been processed for it.
    - Mathematically expressed: You add the respective averages of the questions and divide these by the number of the surveys/reports that you are summarizing (in the example above, therefore, by 2).

Since the questionnaire comparison represents a very important option, whose possibilities can facilitate your work, this is outlined more precisely in the following.

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Options during report creation – questionnaire comparison

There are often cases in which it becomes necessary to modify an existing questionnaire.

✦✦✦

Example 1:

You have been evaluating with one questionnaire for three years. The computer center would like to use the general evaluation and to integrate a question to your questionnaire regarding the equipment of the computer rooms.

Example 2:

For three years you have been evaluating with one questionnaire and now the corporate identity of your university changes vastly. This also affects names such as "Technical University of Sample City" which is renamed in "University of Applied Sciences Sample City". Furthermore, the subunits and graduation titles now carry other names (for example "Department Electrical Engineering" instead of "Faculty Electrical Engineering", "Master" instead of "Diploma" and so on).

These linguistic changes affect of course the questionnaire which must be clearly adjusted.

✦✦✦

A questionnaire which has been evaluated can no longer be changed. In these cases you have to copy an existing questionnaire and work on the copy.

In VividForms this is particularly simple. In the list of questionnaires, click on the drop-down menu on the right and select “Copy”:

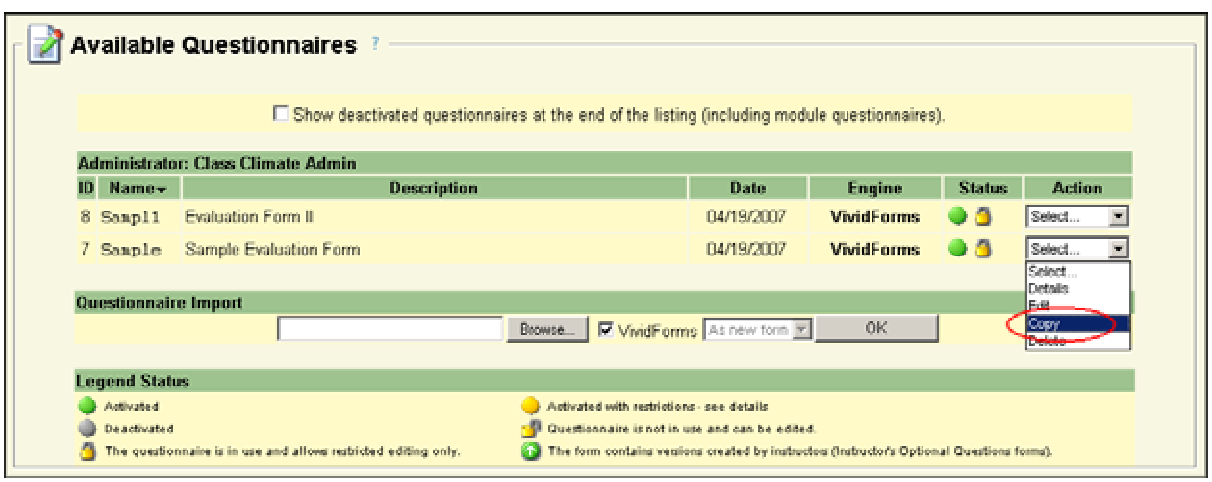


Figure 249: Copying a questionnaire in VividForms

After clicking, there will be a copy of your questionnaire in the list, meaning that the questionnaire looks exactly like the one used. The word "Copy" is automatically attached to the questionnaire description, the short-name is counted up. The fundamental difference to your previous questionnaire is: this copy can be changed since no surveys have yet been carried out with it. Just this change is the objective of the action. When you call up the VividForms Editor (for example by choosing the option “Edit” in the column "Action") you can edit the questionnaire as you see fit, for example adding a question. To change the description and the short name accordingly, click in the menu "Form Properties" on the option "Form Properties".

In the following window you can remove for example the word "Copy":

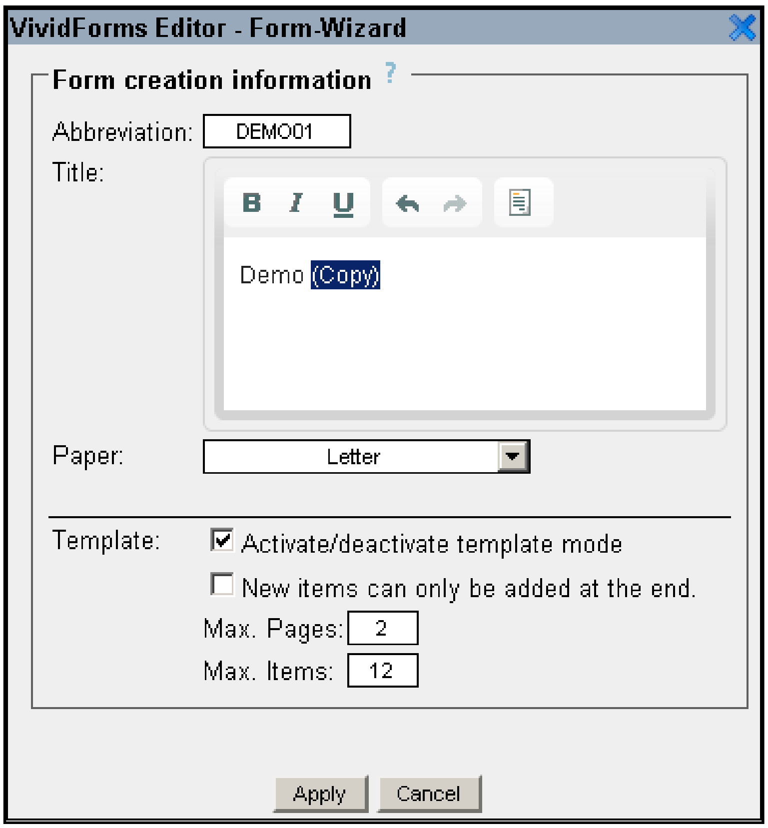


Figure 250: Editing the copied questionnaire

After the evaluation with the new questionnaire consideration has to be given as to how one can compare the results with the old reports and/or compile the results of the different reports. The solution is the questionnaire comparison via the option “Question mapping of different questionnaires" in the report creator:

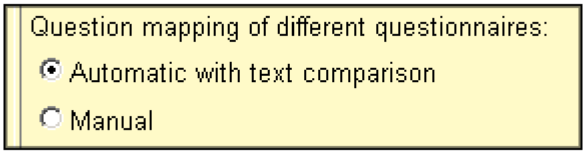


Figure 251: Question mapping of different questionnaires

Whenever you compile reports that are based on different questionnaires, here you must select whether to have the questionnaires compared automatically or want to assign them manually. In either case it is important that the questionnaires are comparable, meaning that they are similar:

- The automatic assignment is advisable when the questionnaires are nearly identical – for example when only one question was added (such as in the first example).
  - The questionnaires are compared with each other by pure string comparison. (In computer science, a "string" is a sequence of letters and special characters, i.e. a character string.) Class Climate thus lays the character strings over one another and checks them for identity. Decisive is, therefore, the number of different characters in the questions and the level of marking.
  - When you choose “Automatic with text comparison“ a page opens where you can view the result of the text comparison. The left questionnaire is the “basis questionnaire”, the wording of which is carried over into the report.

Figure 252: Automatic questionnaire comparison - overview

- On the bottom of the page you can change the basis questionnaire.
- Furthermore, you can specify by how many characters the questions and/or the modality text (texts describing the checkboxes) can vary.

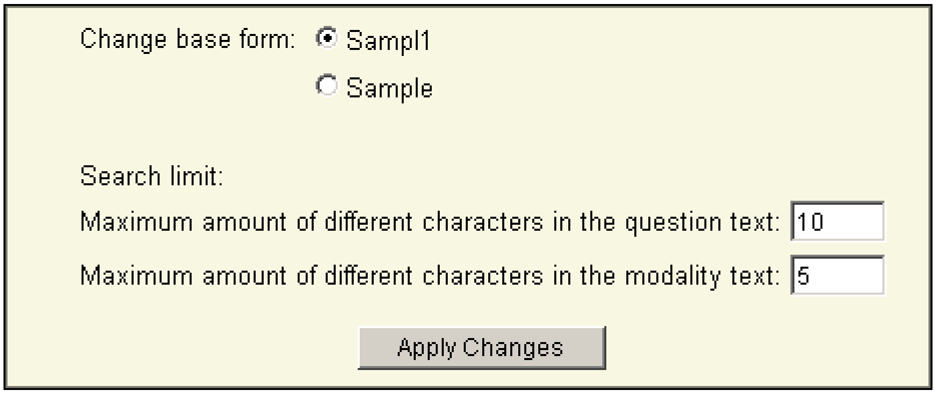
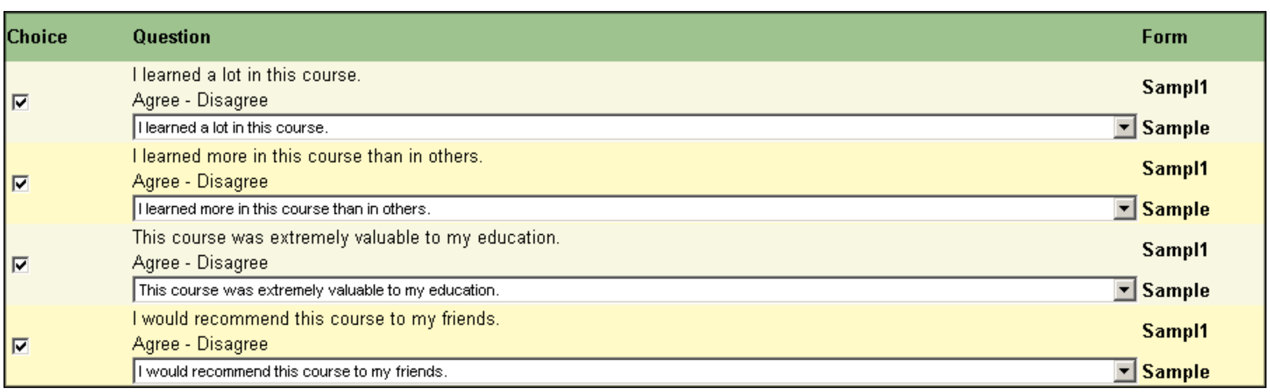


Figure 253: Automatic questionnaire comparison – base questionnaire/Number of different characters

- Please note: Additional questions are of course not included in the total report because they cannot be compared to questions from the comparative questionnaire.

- You should opt for manual assignment when the questionnaires differ greatly, so that a string comparison cannot turn out any similarities (as in the second example).
  - If you choose this option, the questions on the manual assignment are presented to you in the following screen. The drop-down menu of each question presents you with the possible questions which you could select as an appropriate counterpart:



Choice	Question	Form
☑	I learned a lot in this course. Agree - Disagree I learned a lot in this course.	Sampl1 Sample
☑	I learned more in this course than in others. Agree - Disagree I learned more in this course than in others.	Sampl1 Sample
☑	This course was extremely valuable to my education. Agree - Disagree This course was extremely valuable to my education.	Sampl1 Sample
☑	I would recommend this course to my friends. Agree - Disagree I would recommend this course to my friends.	Sampl1 Sample

Figure 254: Manual questionnaire comparison

- Here you can also define a base questionnaire at the end of the page.

5.2.2. Creating summary reports

The report creator has several options to process data. One of them is the creation of summary reports. This report creation is extremely flexible, you can create reports according to all imaginable criteria, summarizing these afterwards again and also taking the created reports apart again according to criteria defined by yourself. You will see that in this way the report creator answers many questions and accommodates numerous requirements.

It is important to know that the reports of the report creator have the same properties as the reports which you are familiar with from the automatically generated PDF reports:

- The analyses on the single questions of your questionnaire look the same, for example a bar diagram for the single choice and multiple-choice questions, (depending on the setting) a histogram for the scaled questions, the handwritten and/or typed comments on the open questions and so forth.
- The elements which the administrator has set in the menu “System Settings/PDF Report Settings/Configuration” also appear in these reports. Exceptions are the letter which the report creator does not produce as well as the header area of the report which can be modified in the text templates section under “Settings” in the Administrator interface.
- If for relevant questionnaires extended PDF report definitions or multilingual questionnaires exist, these settings also apply to the summary reports (that are produced for the respective questionnaire). This means that you can also download an adjusted and/or multilingual report.

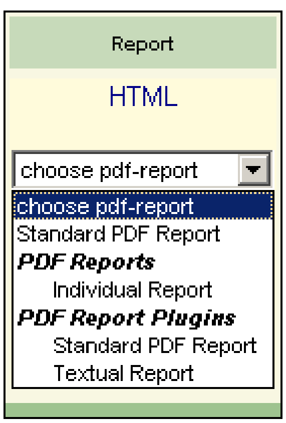


Figure 255: Report selection

The following figure shows you the possibility of multilingual reports.

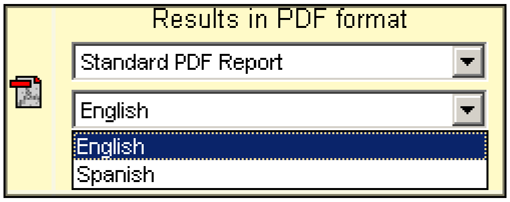


Figure 256: Report selection – multilingual reports

- Also the usual export options are available (CSV and SPSS).

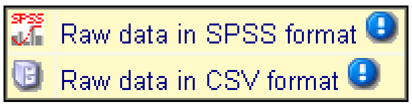


Figure 257: Export options

The summary reports give you – unlike the usual automatically produced PDF reports – an overview of your evaluated data. Because depending on your choice, a summary report is generated for a subunit, for an instructor, for a course of studies etc. This report looks just like the automatically produced PDF report, yet it provides you with information on the corresponding assessment results of entire subunits, etc.

Summary reports – an overview

There are four different types of summary reports available to you:

- Subunit reports
- Program of study reports
- Reports for particular instructors (“Instructor profile“) and
- Reports that you can put together as you see fit (“Any Compilation“).

You see these options as soon as you click on the folder (and thus open it):

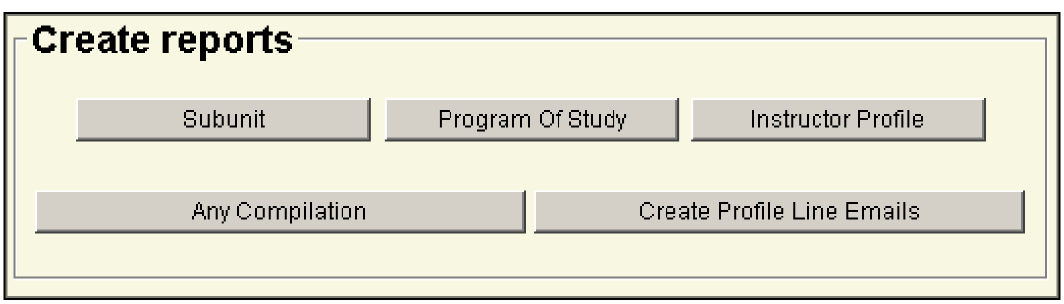


Figure 258: Summary report types

The batch profile line dispatch is dealt with in the chapter on summary reports. It is not a type of report.

For the creation of the different reports you must make a selection in several fields. This affects report-specific fields, also for all of them the type of course and the questionnaire must be selected (multiple selection is possible).

Please note that for reasons of search comfort, only the values for which surveys exist in the system are displayed. For example, the subunit "Business Studies" is only then offered for selection if you have already created a survey in this subunit and have scanned data.

Subunit report

A subunit report is the summary of the survey results for a specific subunit and a specific semester:

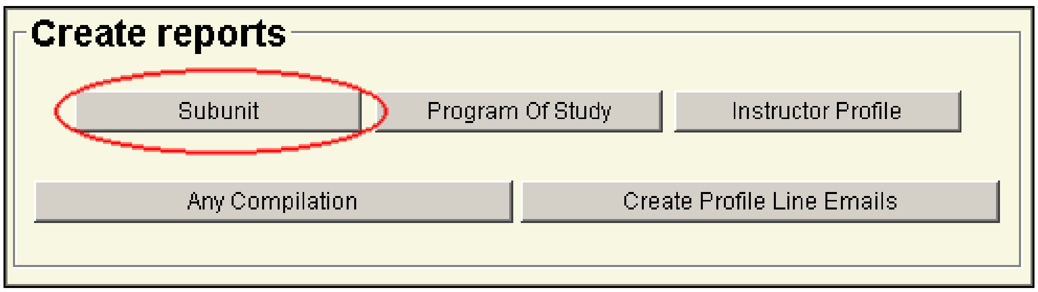


Figure 259: Create subunit report

If you click on the button [Subunit], four fields are presented to you in which you can select a subunit, a survey period, a course type (or even several types) and a questionnaire (or several questionnaires):

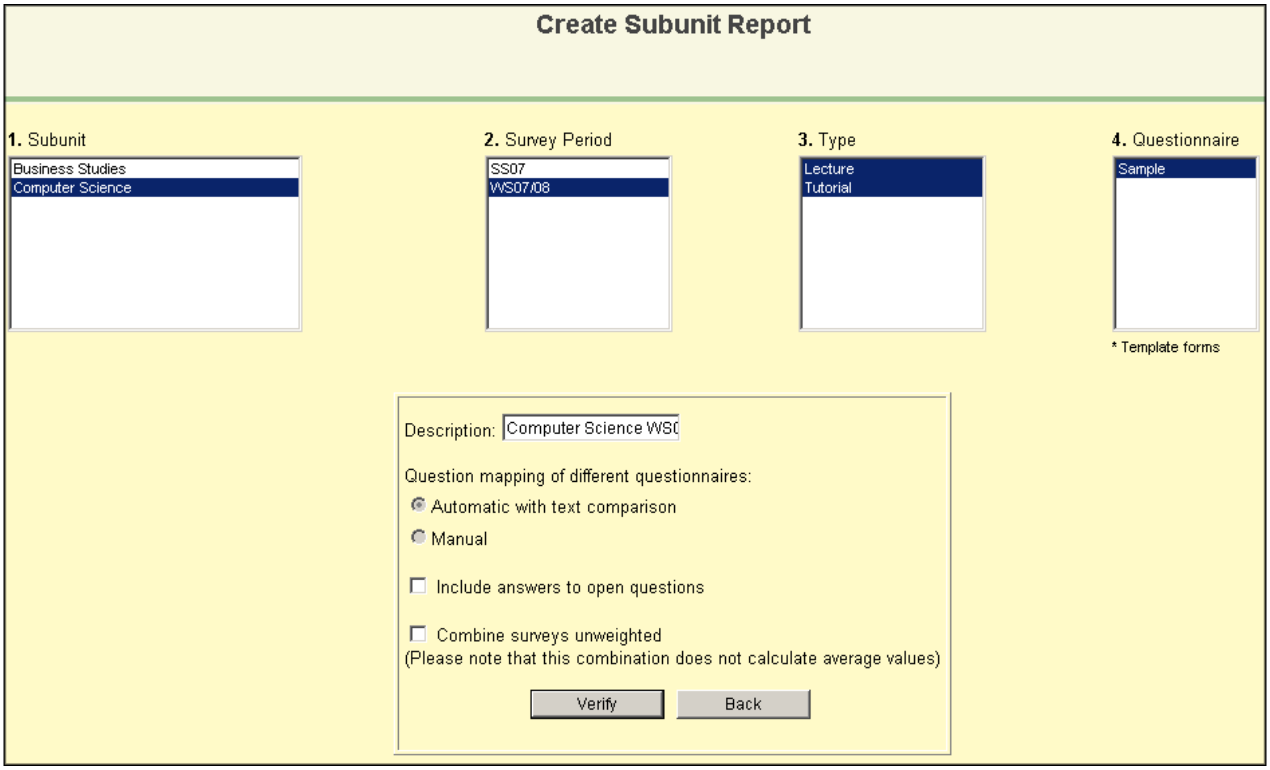


Figure 260: Creating a subunit report – selection of elements and properties

In the figure, the subunit report is created based on one questionnaire. If several questionnaires are displayed for the selection in the list, you can mark these; then, however, you must decide to either go with the automatic text comparison or with the manual assignment, in order to combine the reports.

Give the report a relevant name so that later you are able to relate to what was summarized and make a selection regarding the open questions and the weighting of the surveys that you compile.

As soon as you click on [Verify], Class Climate calculates how many surveys suit your selection. In another window you are again informed of the details of the summary before you actually produce the report.

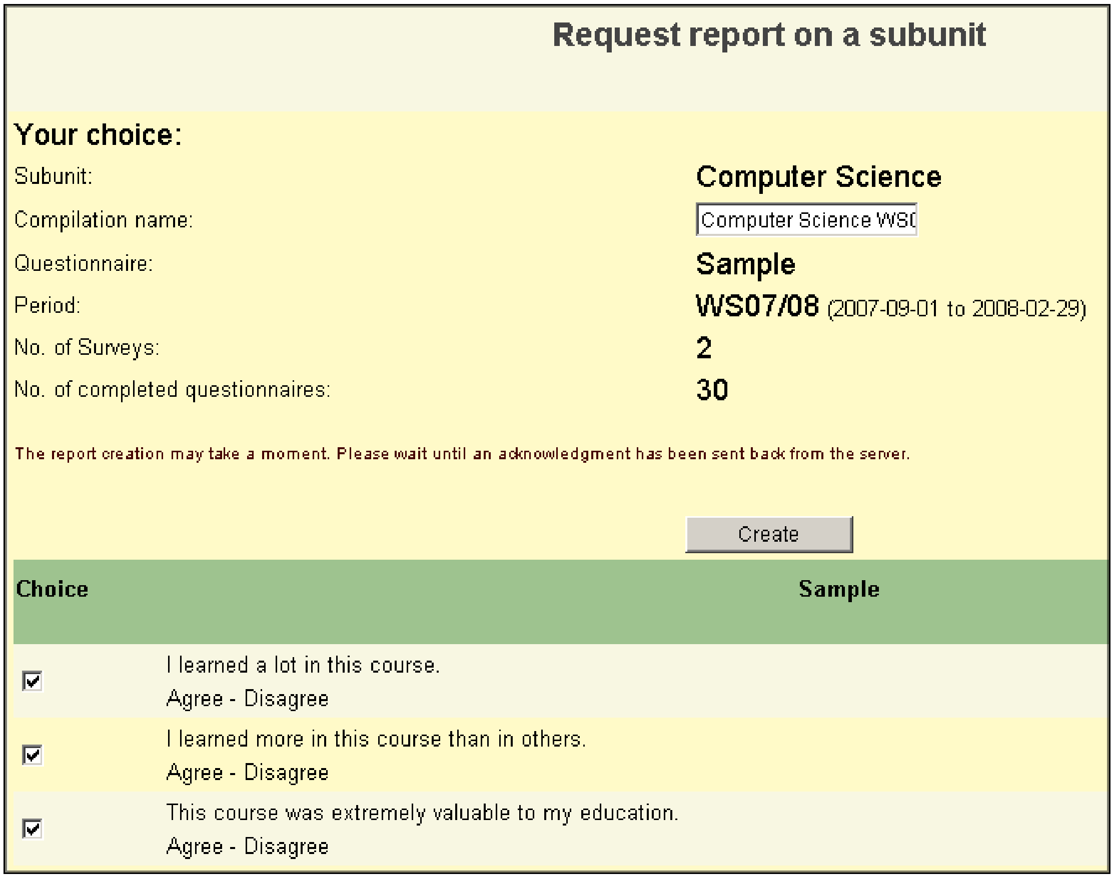


Figure 261: Creating a subunit report – final overview

Here you can check once again which subunit you selected, what the report will be called, and based on which questionnaire it will be created. Furthermore, the selected survey period appears here again with the precise data defined by the administrator. You can see how many surveys meet your selected criteria and to how many return responses it applies (meaning completed questionnaires).

If you would like to test the report creator and have only very few surveys running in your system, a warning message may appear here and you do not have the possibility to produce a summary report:

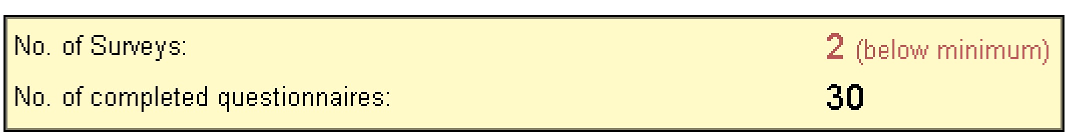


Figure 262: Number of surveys below the minimum number

In case the number of surveys is below the minimum number, please inform your Class Climate administrator. For testing purposes, he can change in the configuration under “Settings / Configuration / Functions” the option “Minimum survey number report creator” (by setting it to 0):

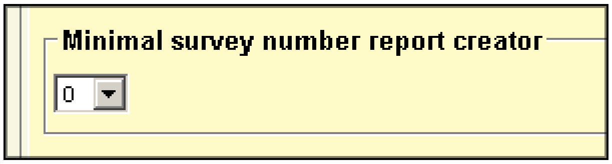


Figure 263: Administrator log-in: System Settings / Class Climate Settings / Functions – “Minimal survey number report creator“

This way the message no longer appears and you can create the test reports.

Amongst the general information on the summary report you will find a listing of the questions of the related questionnaire. Here you can deactivate selection boxes as required and thus exclude questions from the summary report.

When all properties are selected correctly, you click on the button [Create] and the report is produced. Please note that depending on the data quantity the processing may take up to several minutes.

After the creation of the subunit report the folder view appears again, the list of the reports is however now complemented with the subunit report:

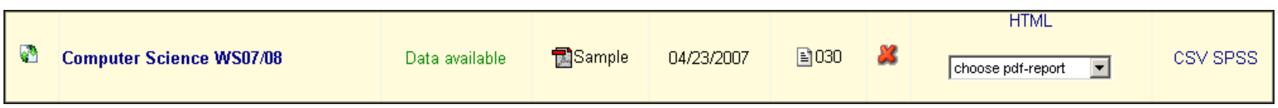


Figure 264: The subunit report "Computer Science WS07/08” in the overview

Program of study report

In the same way you can produce a summary for a program of study, a particular semester and selected course types and questionnaires.

Just a little reminder: A program of study differs from the usual structure of the subunits and interviewer and/or instructors. Because it is positioned perpendicular to the subunits and allows you to assign courses, that are created in a subunit, additionally to a program of study. So you could for example assign courses of the departments of chemistry and physics (additional) to the program of study "nuclear physics".

To produce a program of study report, click on the button [Program of Study] in the selection of the reports:

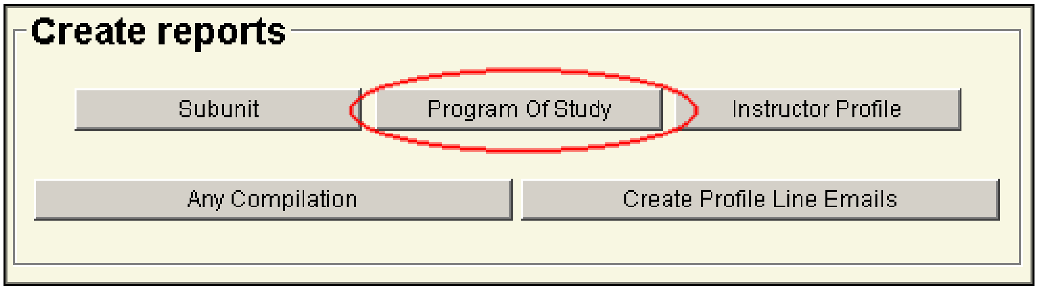


Figure 265: Creating a program of study report

Choose the program of study, the period, the course type as well as the questionnaire in the window that appears. Also the usual options - questionnaire comparison, display of open questions, creation of an unweighted report - are available to you:

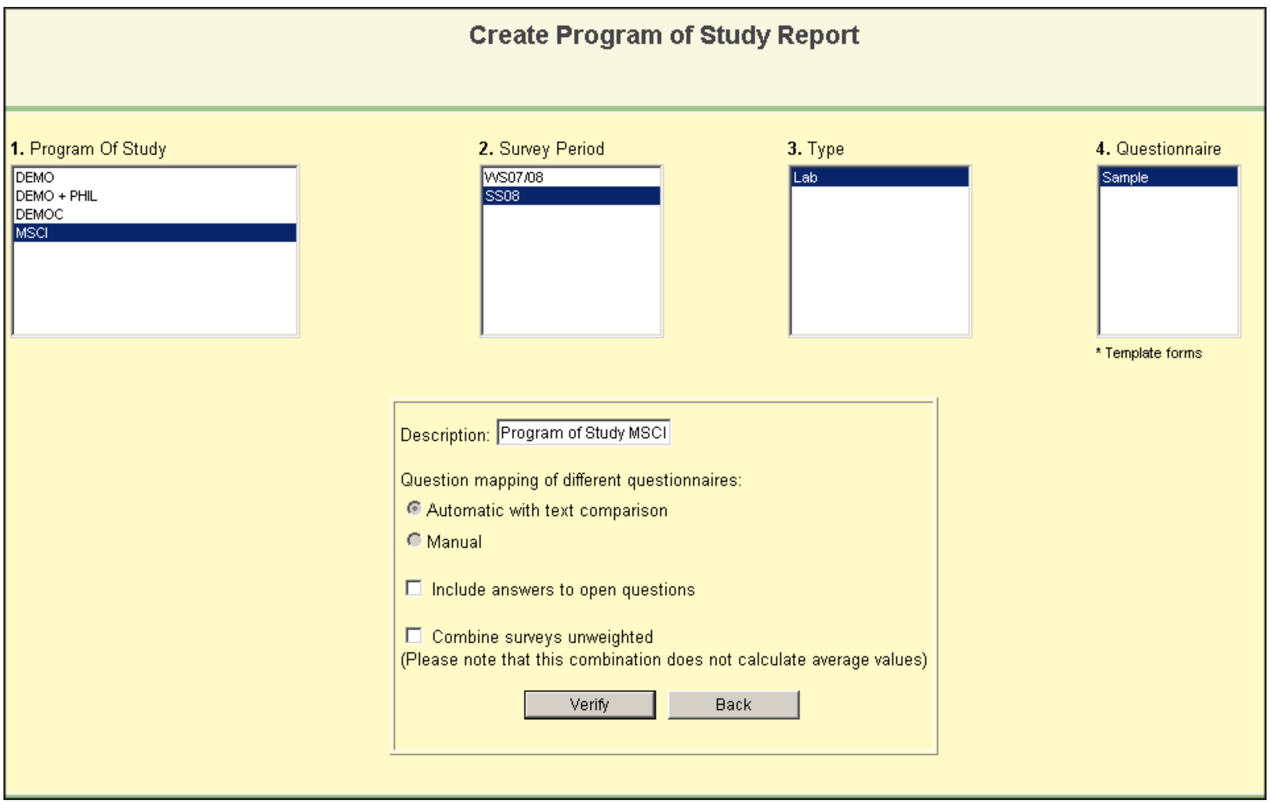


Figure 266: Creating a program of study report – selection of elements

You see that except for the selection of the program of study this window largely corresponds to what is presented to you during the creation of a subunit report.

In the same way the information windows resemble one another prior to the actual generation of the report. Here you once again receive detailed information on the report that you create, you can again exclude single questions from the report and create the report via [Create].

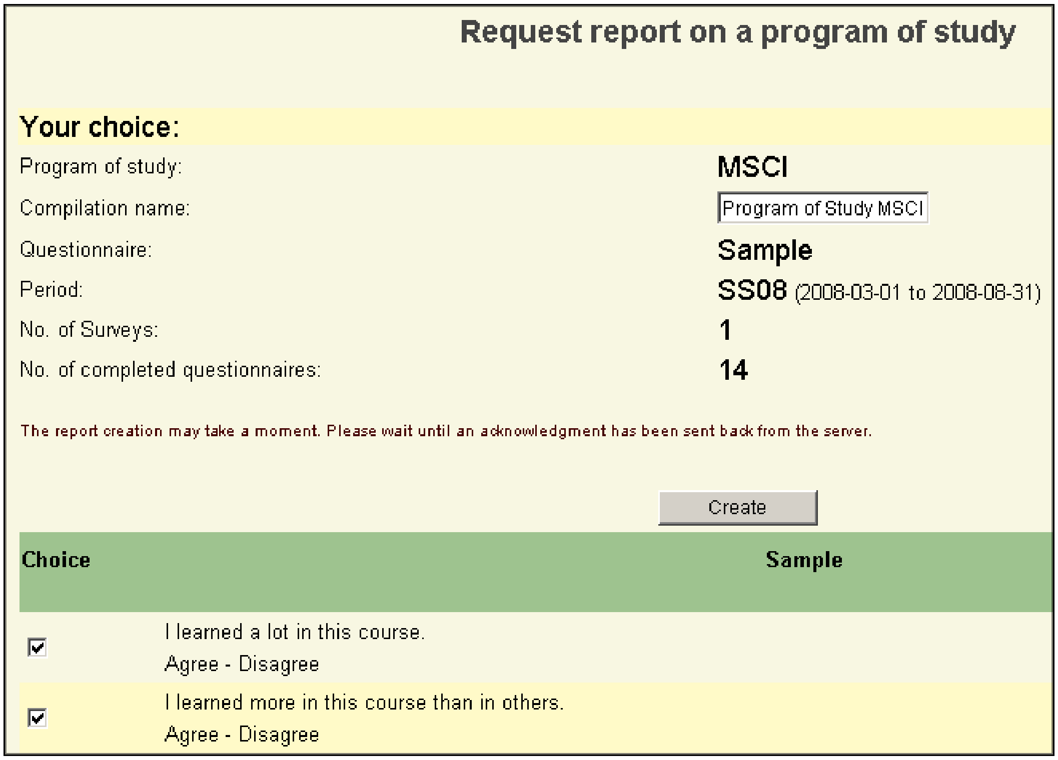


Figure 267: Creating a program of study report – overview of the selection made and the questionnaire

Then the report is added to the report list:

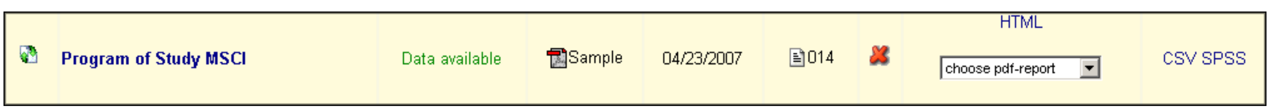


Figure 268: The program of study report in the list of reports

Instructor profile

The option "Instructor profile" allows all surveys of an instructor to be periodically summarized into reports. For the creation of an instructor profile click on the button [Instructor profile in the report selection:

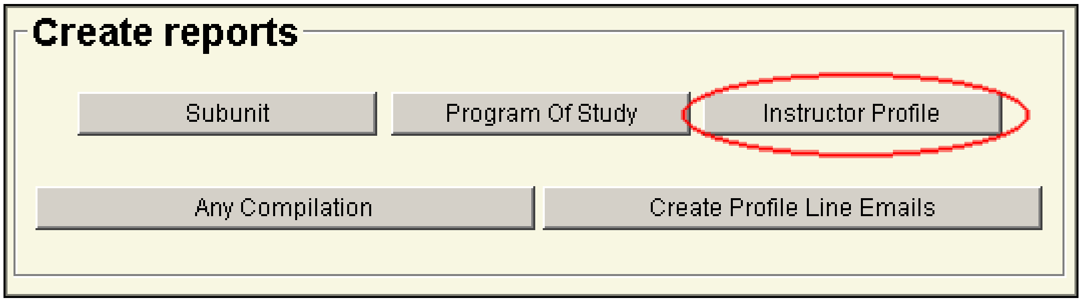


Figure 269: Creating an instructor profile

From the instructor list sorted according to subunits, select an instructor and a survey period as well as the required course types and questionnaires. Then you should enter a relevant name (in the example “Hernandez WS08/09”), activate the usual options as per your wishes and click on [Verify]:

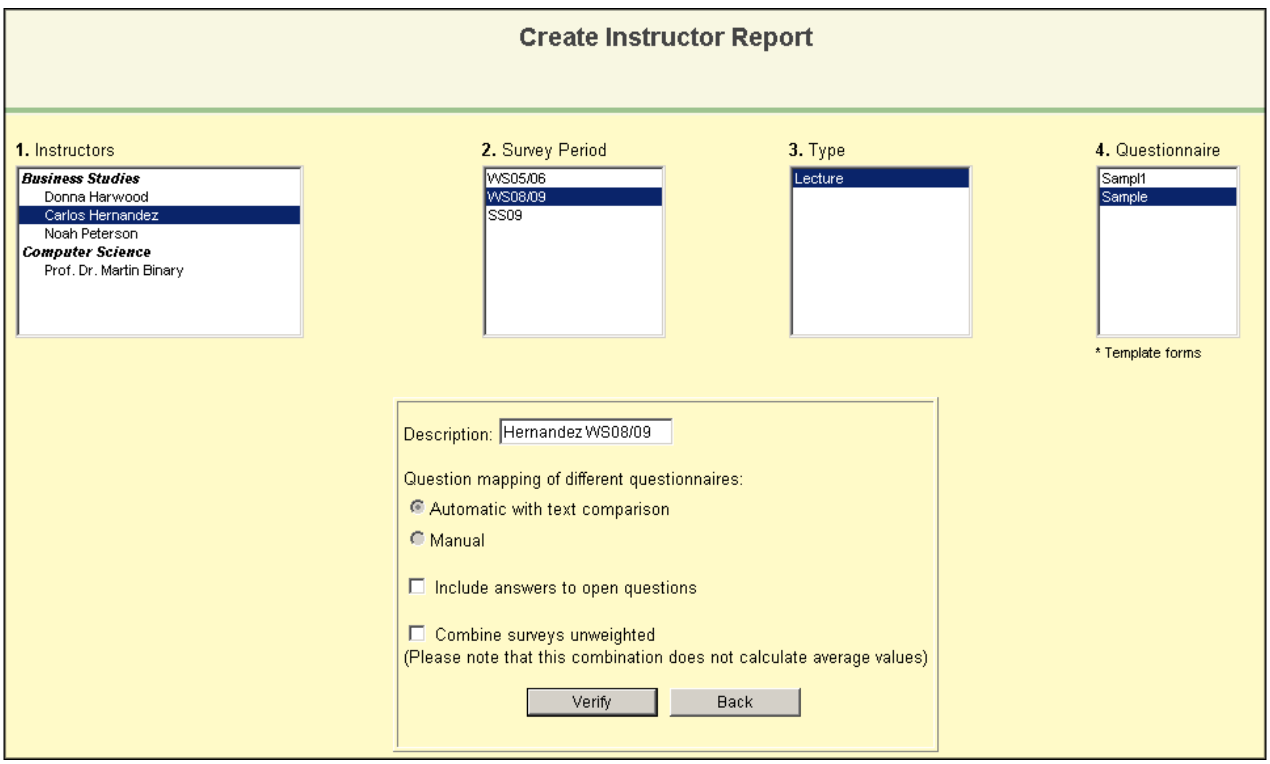


Figure 270: Creating an instructor profile - selection of elements

The window known from other report types opens for the overview of the report that you create:

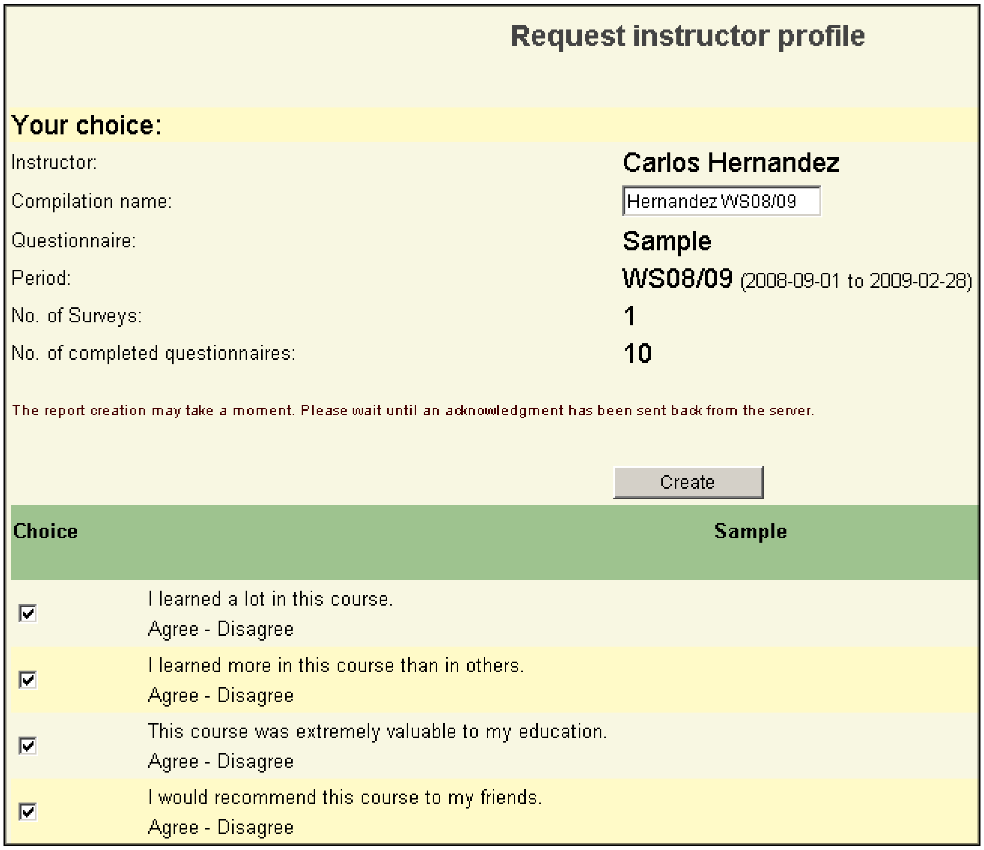


Figure 271: Creating an instructor profile – overview of the selection made and the questionnaire

Here you deactivate the questions that you do not need in the instructor report and click on [Create]. In turn, this report also appears in the list:

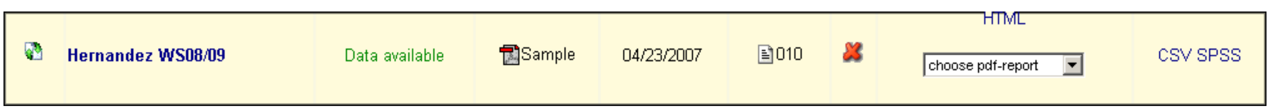


Figure 272: The instructor profile in the report list

Any compilation

The option "Any Compilation" is completely flexible, you can freely select which elements you wish to combine. Unlike the other report types it is therefore possible to make a multiple choice in the individual selection fields such as subunit, period, etc.

✦✦✦

Example:

You could, for example, summarize the reports for two courses that are held by two different instructors, for example for Donna Harwood the lecture on Web Design, and for Carlos Hernandez on the New Economy. Of course the courses can also belong to completely different subunits.

Or you summarize everything that you have ever evaluated in order to receive an overview of the assessment of your university or your company.

Or you summarize the reports of all courses assigned to the course type "Excursion" in order to receive an overview of the assessment of the study excursions.

These are only a few possibilities – as previously mentioned, in the central evaluation you can freely combine options. For technical reasons, surveys of active users cannot be summarized by means of "Any Compilation".

✦✦✦

General

To create a report that combines various elements, click on the button [Any Compilation] in the report selection:

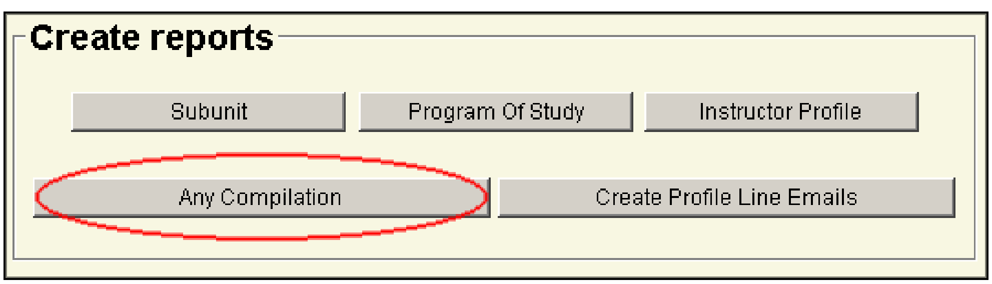


Figure 273: Create any compilation

The window which then opens offers you the usual selection. Here you can mark several elements by simultaneously pressing with the mouse and the [Ctrl]-key. In the following example a "ReportOfAll" is produced, which is a summary of all surveys that have been conducted so far. The questionnaires "Sample" and "Sampl1" do not differ considerably from one another and are, therefore, suitable for such a compilation (here the manual compilation is activated):

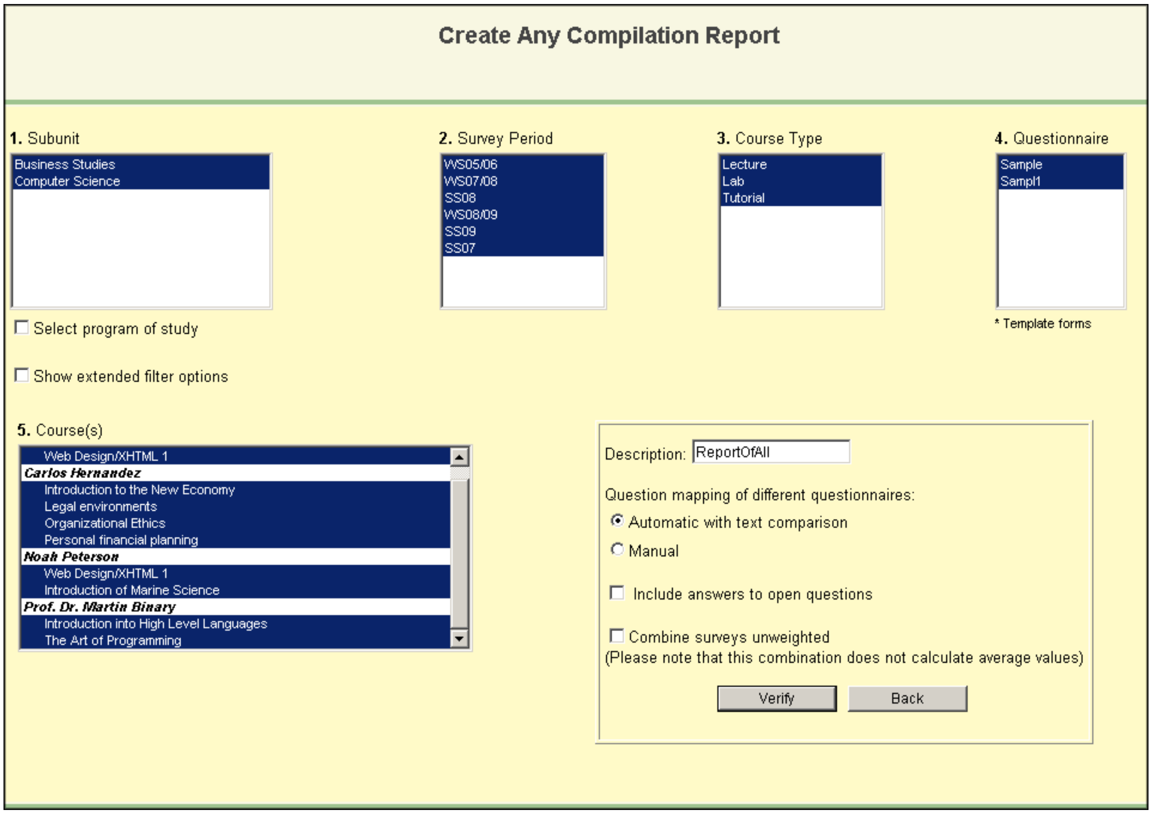


Figure 274: Any compilation – selection of elements

If you wish to additionally filter the courses according to programs of study activate the option "Select program of study". In addition to the existing selection fields (subunit, survey period, course type, questionnaire and course(s)), the field "Program of study" appears in third place. In this field you can select one or several programs of study:

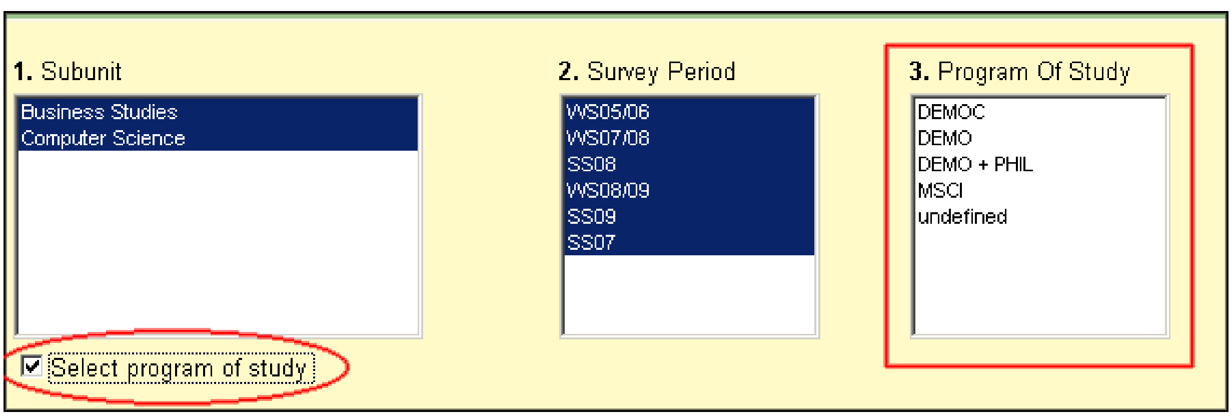


Figure 275: Any compilation – selecting the program of study

When you click on [Verify] after selecting the elements, a small overview of the questionnaire is provided - or, if there are several questionnaires as in this case, an overview with a questionnaire comparison is provided:

Scantron Corporation – 34 Parker – Irvine, California 92618 1-800-722-6876

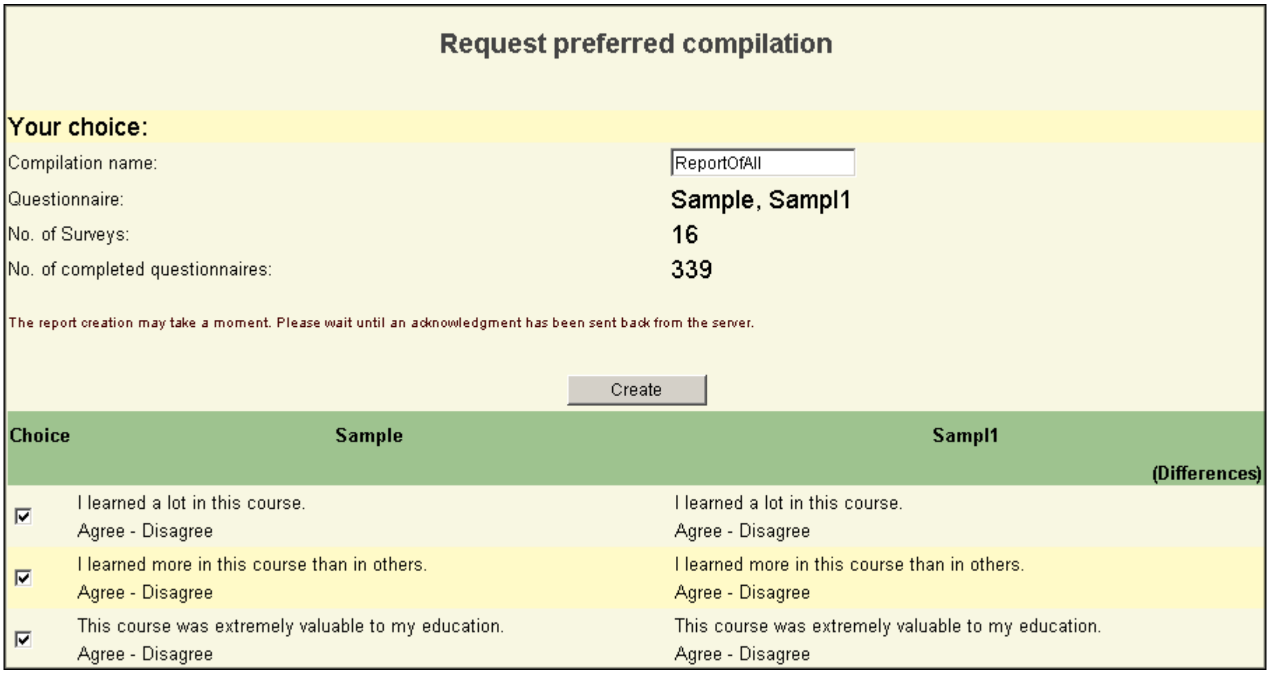


Figure 276: Any compilation – Overview over the selection made and the questionnaire

Click on [Create] (or first assign the questions correctly). Also this report then appears in the list:

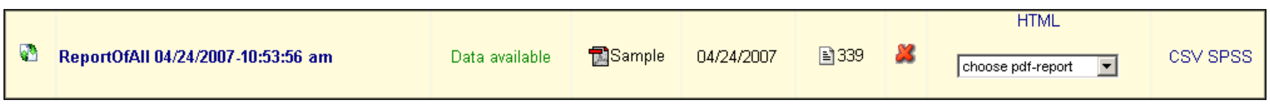


Figure 277: "Any compilation" in the report list

Filtering according to the properties of courses

In addition to the selection criteria described so far, you have the possibility in "Any Compilation" to filter according to the courses' properties.

Meaning, you could, for example, have displayed all courses with less than 15 participants and draw your selection from that. Or you filter according to the room. Or according to the Course ID...

And – something especially useful - you can also filter according to criteria defined by you. This is possible if you have created user-defined course fields.

A small reminder: If the set fields (name, Course ID, room etc.) do not suffice for the description of your course, the Class Climate administrator can create additional fields.

For this purpose he or she defines a number of additional fields in the configuration on the side "course user data fields", their names and contents.

As soon as the administrator inserts these fields in the configuration, they are displayed in all courses and in addition to the standard information (selection of the set contents from a drop-down list) further details can be entered.

Please note: You can create a maximum of five additional course fields which inform you and your colleagues of the properties of the courses. These five are then valid for **all** courses of your system! You cannot define two properties for one group of courses and three properties for another group.

Small Hint: Filtering according to language and location, Part 1

If for example you have courses held in several languages and at different locations, you can provide this information through the user-defined fields in Class Climate. First, as administrator you go to the screen "Course Use Data Fields":

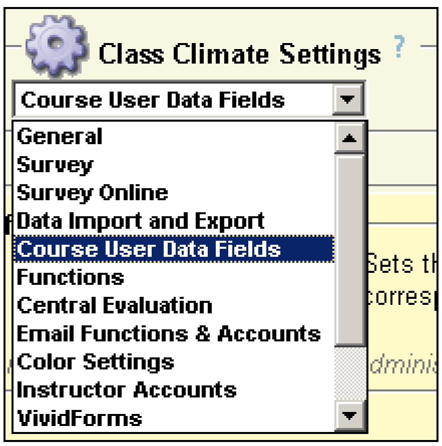


Figure 278: Administrator, configuration – creation of user-defined course fields

In the first line you specify how many user-defined fields you are going to create. Only the number of fields that you specify here will be added in the courses. If, therefore, you fail to set this number high enough, nothing will change despite all other information!

In the following five lines you enter the titles for up to five new fields which are added to the courses.

In the following five lines you outline the possible contents. They are separated by a straight line. (This is easily found via the key combination [Alt Gr + <]):

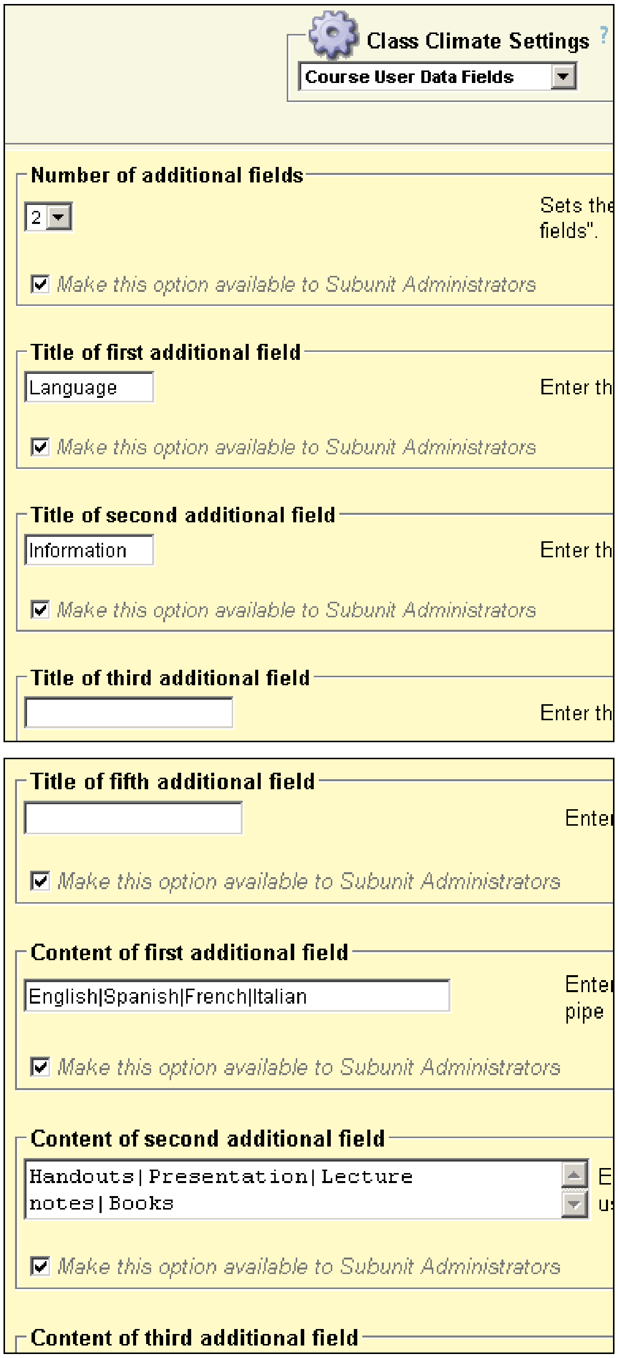


Figure 279: Administrator, configuration – entering the contents for user-defined course fields

As soon as you save your changes, the new fields are added to all courses. No selection is made as yet, you must still complete these. You see the additional fields both upon opening the already existing fields as well as while creating new courses.

The entered contents are presented to you for selection as a drop-down list. Therefore, it is not possible to amend them again here:

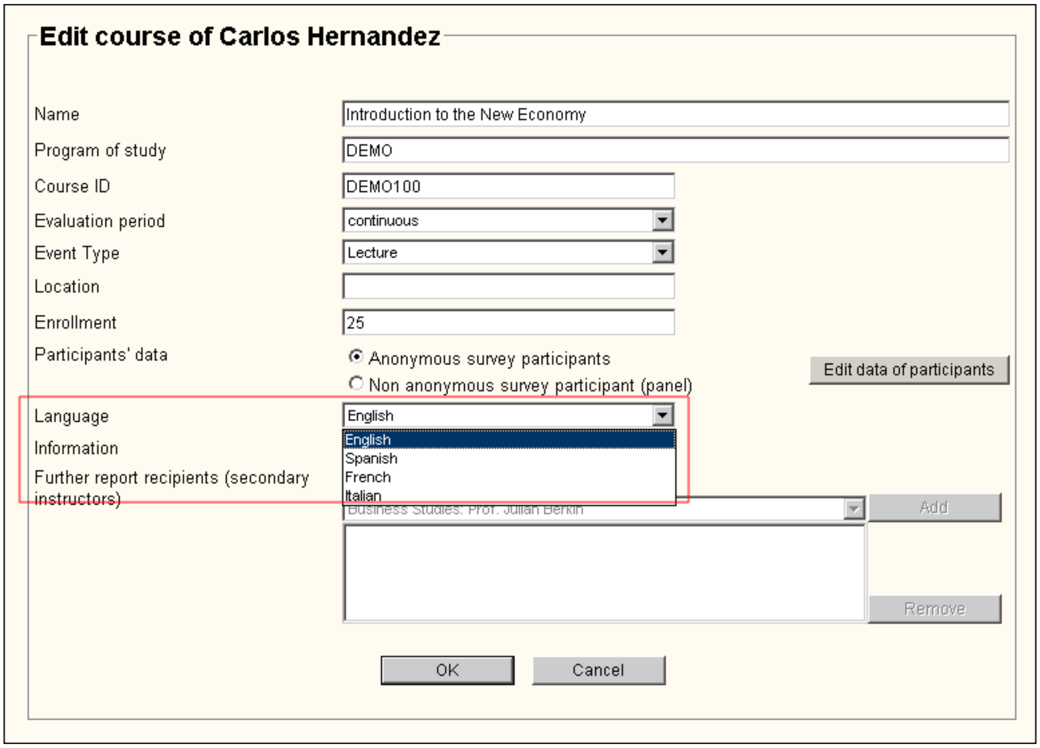
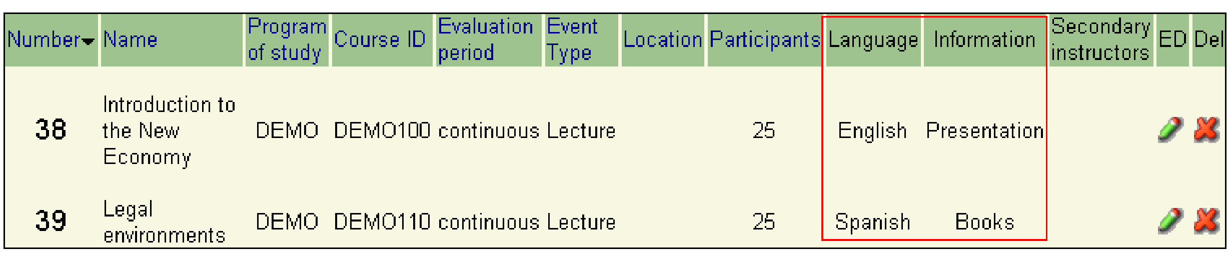


Figure 280: Administrator – user-defined course fields in the details of a course

Of course, whatever you select here will be displayed to you in the overview of courses:



Number	Name	Program of study	Course ID	Evaluation period	Event Type	Location	Participants	Language	Information	Secondary instructors	ED	Del
38	Introduction to the New Economy	DEMO	DEMO100	continuous	Lecture		25	English	Presentation			
39	Legal environments	DEMO	DEMO110	continuous	Lecture		25	Spanish	Books			

Figure 281: Administrator – user-defined course fields in the details of a course

This data complements a course's standard data and can in the same way serve as a filter criterion for “Any compilation” reports.

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If you select the "Any compilation" as a report type, you can activate the option "Show extended filter options":

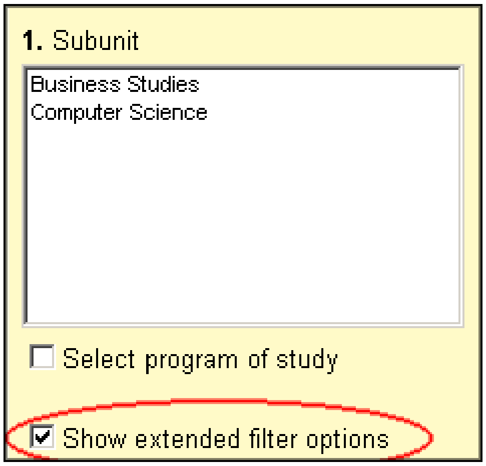

Figure 282: Report creator: Activate extended filter options

If you activate the filter options here, you can further limit your selection and choose all properties of a course (multiple selections possible):

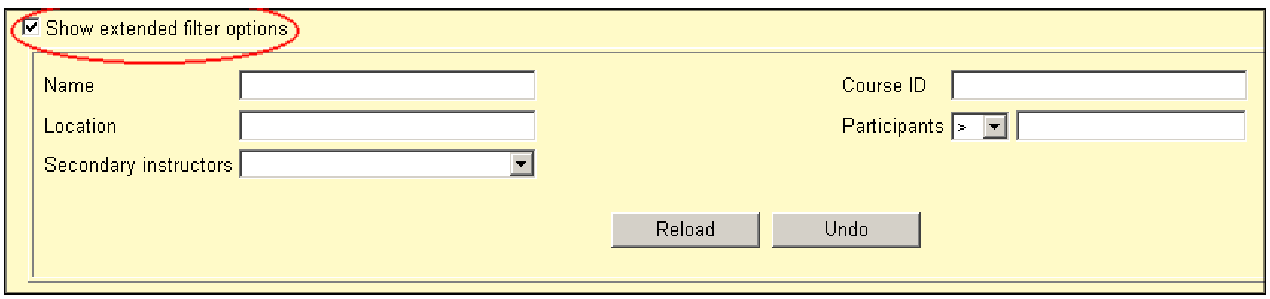

Figure 283: Selection of course properties during creation of an "Any compilation"

The following filtering criteria with the following values are possible:

Criteria	Search type
Name	Simple text search
Identification	Simple text search
Room	Simple text search
Participant	Smaller, equal or larger of particular number
Secondary instructor	Selection: Available/Not available
Additional course user data fields (if defined up to 5 items)	Selection dependent on defined values

Table 10: Filter criteria for "Any compilations"

Entries in several search fields are linked with an AND-conjunction, meaning that only those courses are displayed that meet all criteria.

When you have defined all necessary restrictions, click on the button [Reload]. Only then will the courses that meet your criteria be displayed to you:

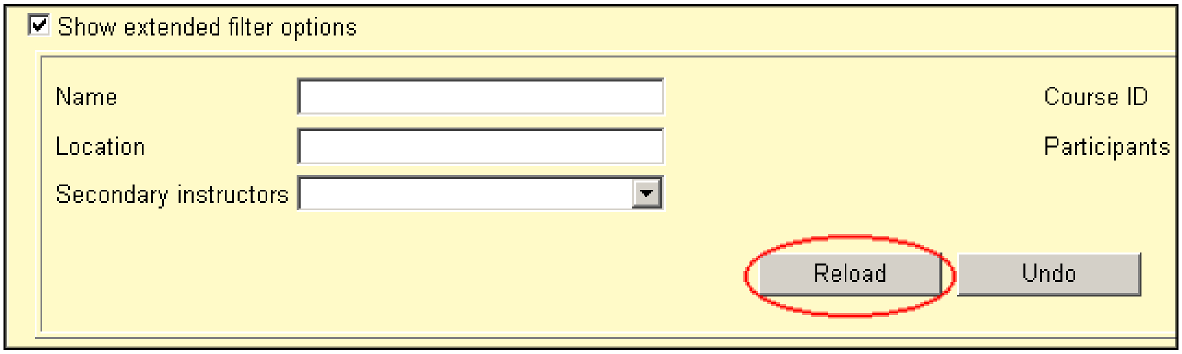

Figure 284: Extended filter options – Update course list

With [Undo] all entries are being deleted from the search mask and the course view is updated likewise.

Small hint: Filtering according to language and location, Part 2

If you have created the user-defined course fields "Location" and "Language", these are also presented to you for selection as soon as you activate the extended filter options:

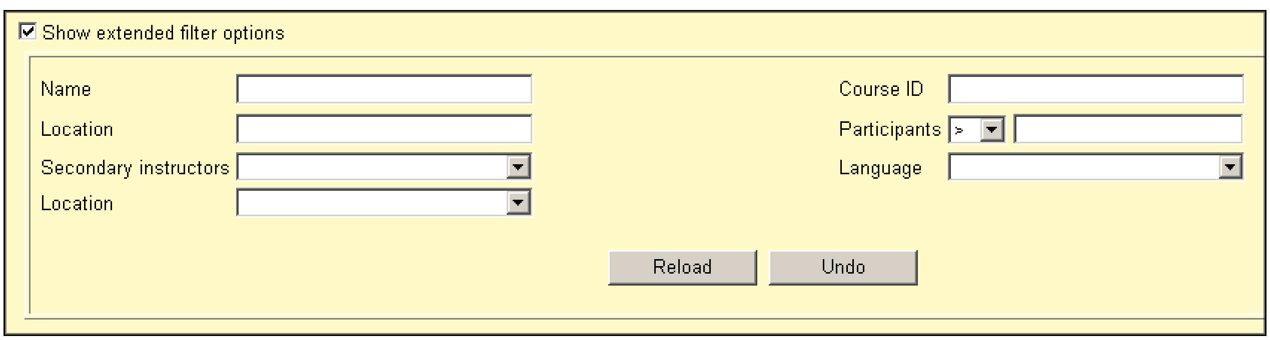

Figure 285: Filter options: Properties of courses with user-defined fields

Here you can select for example "English" as the language so that only the courses held in English are displayed to you.

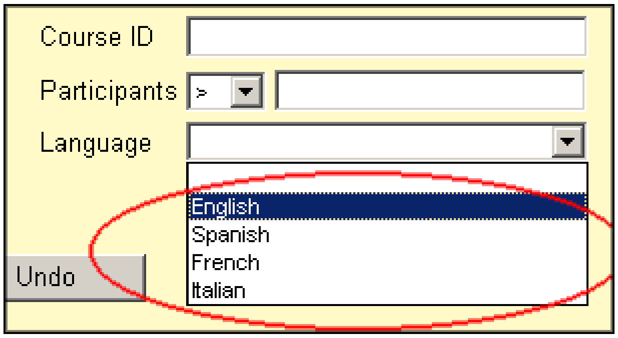

Figure 286: Selection of all courses that are held in English

Or you choose the "Central campus" as a location - or of course you can also choose both, etc.

Combinations and subgroups

The previous chapters show that the report creator allows the generation of reports according to very flexible criteria. So far, however, only the compilation of data according to specific criteria was explained. How to summarize these compiled reports again or evaluate the reports according to different criteria is the topic of the following chapter.

For these two needs mentioned - the combining as well as the taking apart of existing reports - there are two options in the details of a report. Just a small reminder: You will find the details of a report by clicking on the name of this report in the report list.

Combining reports

First of all, the combinations are dealt with here. This option enables you to summarize several created reports. If you go to the details of a created report you see at the bottom right the second to last point "Merge evaluations":

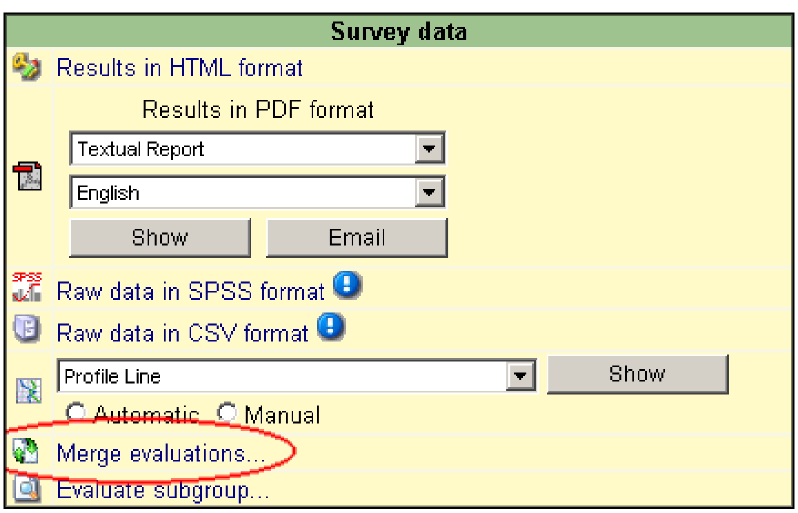

Figure 287: Report details – Merge evaluations

If you wish to summarize several reports click on this option. A new window appears in which you can mark all reports that you wish to combine with the current report. In this figure two instructor profiles are united in one report - of Prof. Harwood and Prof. Hernandez from 2008:

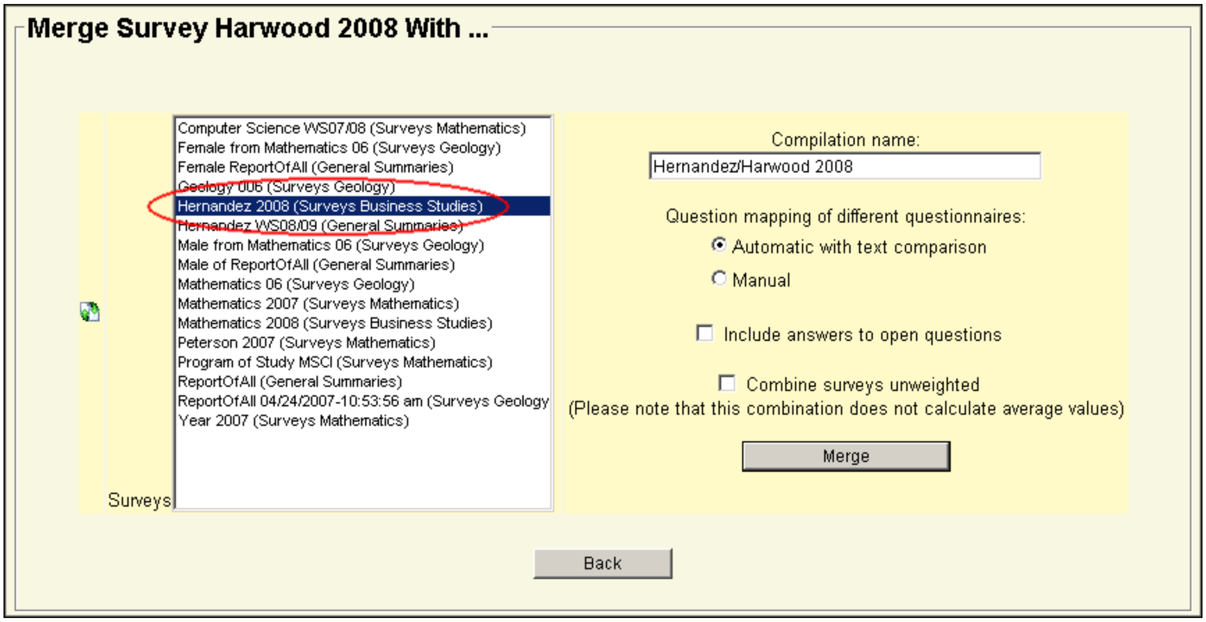

Figure 288: Merge evaluations – selection of reports

Since these are combinations, too, the usual options are available to you (questionnaire comparison, inclusion of responses to open questions as well as the unweighted combination). Choose the options that you wish here and click on [Merge]. Then a new report is added to your report list, the combination of reports you chose:

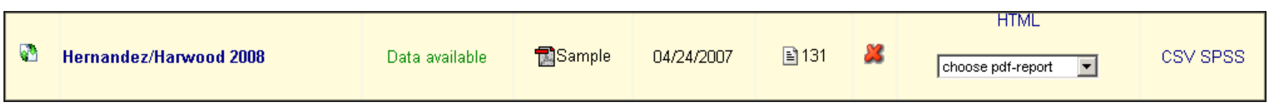

Figure 289: Merged instructor profiles "Harwood“ and "Hernandez“ of 2008

The properties of these merged reports correspond exactly to those of the other, existing ones. Here you also obtain the information through the details in the list or through a click on the name. There you have the option to merge further reports.

Forming subgroups

Not only can you merge existing reports with others, but you can also form subgroups from all reports created, meaning the reports can be evaluated according to certain criteria (age, gender, subject etc.).

These criteria are specific groups of returns (meaning completed questionnaires) and these you determine yourself - through the creation of your questionnaire. You can form these groups according to your

- single choice questions,
- single choice special questions,
- multiple-choice questions and
- scaled questions.

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This, for example, means:

Your questionnaire contains a single choice question regarding the gender with the answers "female" and "male". You can then create for all summarized reports each a subgroup report "Female" and "Male" based on this questionnaire. These reports could give you information on whether women and men answered differently.

Your questionnaire contains a single choice question regarding the age – e.g. you ask for the groups of those aged 18 to 29, for the students aged 30 to 39, those aged 40 to 49 etc. If you evaluate reports - which are based on this questionnaire - according to subgroups, this age question is presented to you as a criterion. Then you could, for example, create a subgroup report for all mentioned age brackets and compare the results. Following this, it would also be possible to combine the reports for the first three groups and for the last three groups and thus compare the age group of 18 to 49 with the age group 50 and over.

Your questionnaire contains a multiple-choice question (or a single choice or single choice special question, respectively) on the subject with the responses "Geology", "Chemistry", "Physics", "History" and so forth. Then you can create corresponding subgroup reports for all summarized reports based on this questionnaire: subgroup report "Geology", subgroup report "Chemistry" and so forth. This way, you can structure courses that are attended by students of various disciplines according to subjects and make the results (meaning the subgroup reports) available to those in charge of each discipline. It could, for example, be that the dean of "Chemistry" is not interested how the course "Nuclear Physics" was generally assessed as it belongs to the field of "Physics". How the Chemistry students assess the course could, however, be of great interest to him.

If your questionnaire contains a single choice question regarding the grade level, you can then evaluate subgroups regarding the grade level.

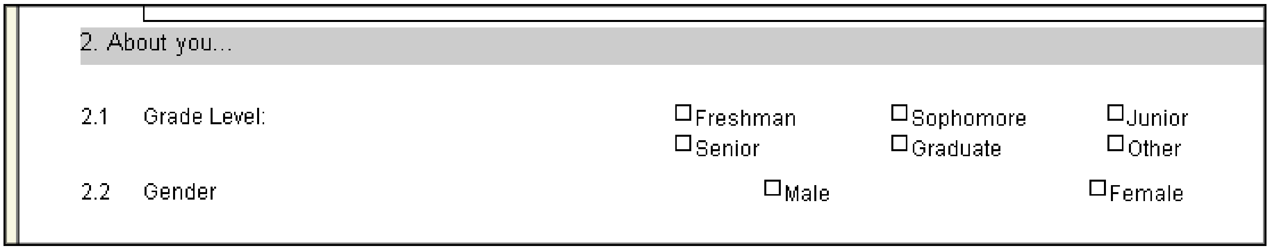

Figure 290: Single choice question regarding a respondent's grade level

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In order to produce a subgroup report, click in the details of a report on "Evaluate subgroup" (the last option on the bottom-right):

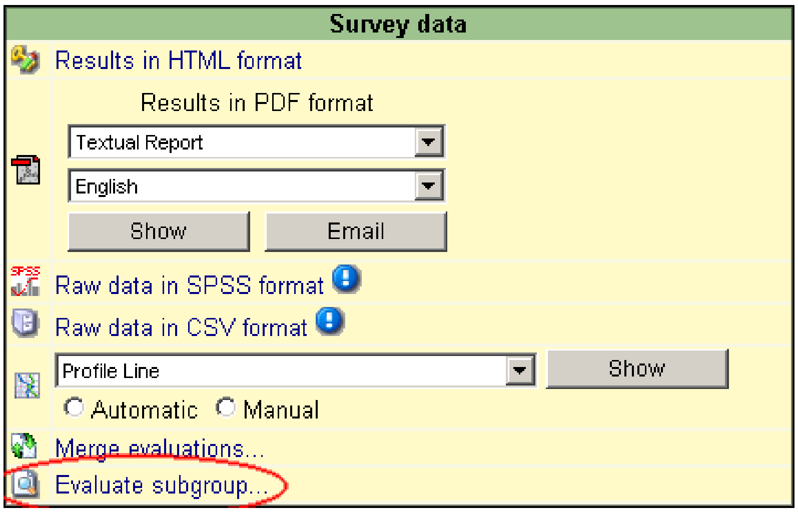


Figure 291: Report details – evaluate subgroup

In turn, another window opens that presents you with all possible types of questions on which you can evaluate subgroups:

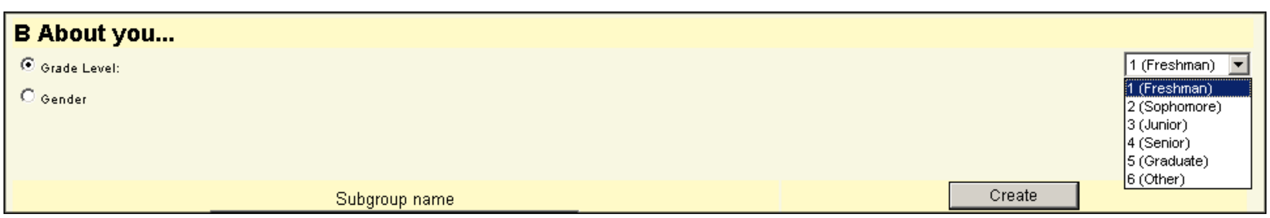


Figure 292: Evaluate subgroup – selection of a criterion

In order to create a subgroup report, here you choose a criterion (that is a question), for example the indicated main subject, and a value for the criterion (meaning the corresponding response option to the question), here for example "2 (Chemistry)". Then you assign a relevant name, decide for or against the inclusion of the open questions in the subgroup report and click on the button [Create]. The subgroup report now appears in the list of reports:

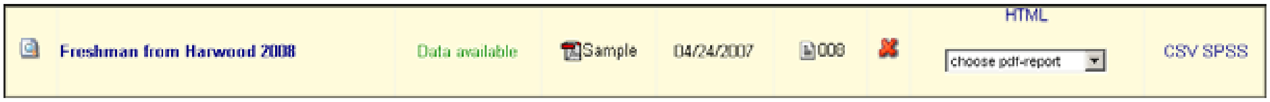


Figure 293: The subgroup report "Freshman from Harwood 2008"

Please note: Subgroup reports are identified by a logo different from that of the other reports, the remaining options are, however, identical.

So you could again create, for example, subgroups from this report (for example female/male) and/or merge this report with further evaluations.

Combining multiple criteria

In order to summarize the results of different criteria, such as "Gender", "Registered Major Subject" and "Target Degree", in a subgroup report, you can use criteria combinations. These offer you the possibility of creating a subgroup report with several criteria (i.e. with multiple questions).

To create a subgroup report with several criteria, click, as you are accustomed, in the details of a report on "Evaluate subgroup" (the last option on the bottom right). Subsequently a window opens, offering you all possible questions with which you can evaluate a subgroup. In this window, you can click on the link "Choose several criteria for subgroup reports". This allows you to select multiple criteria for your subgroup report.

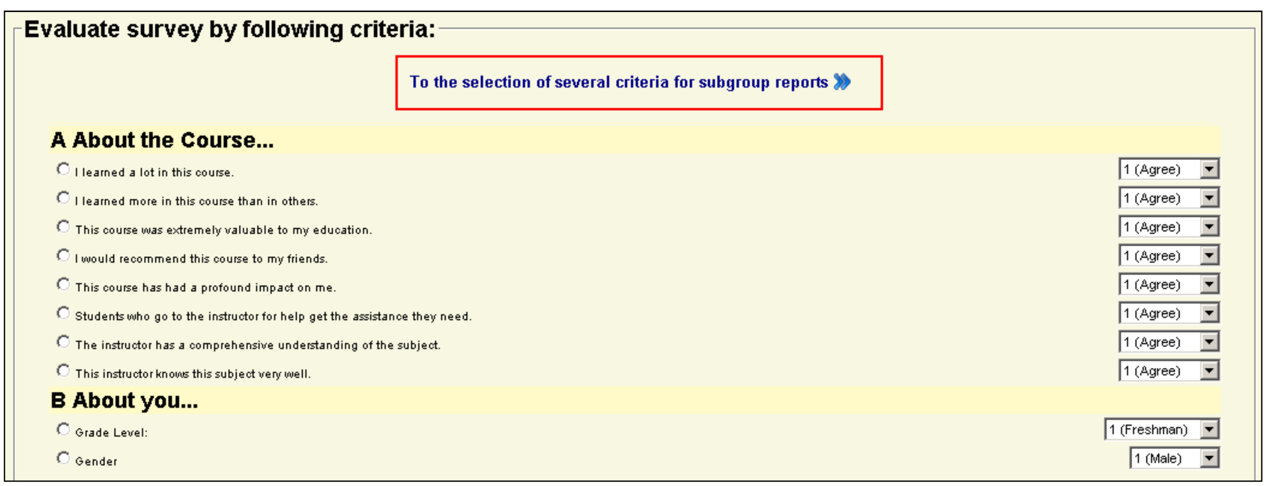


Figure 294: Selection of several criteria for subgroup reports

After that, the following window opens:

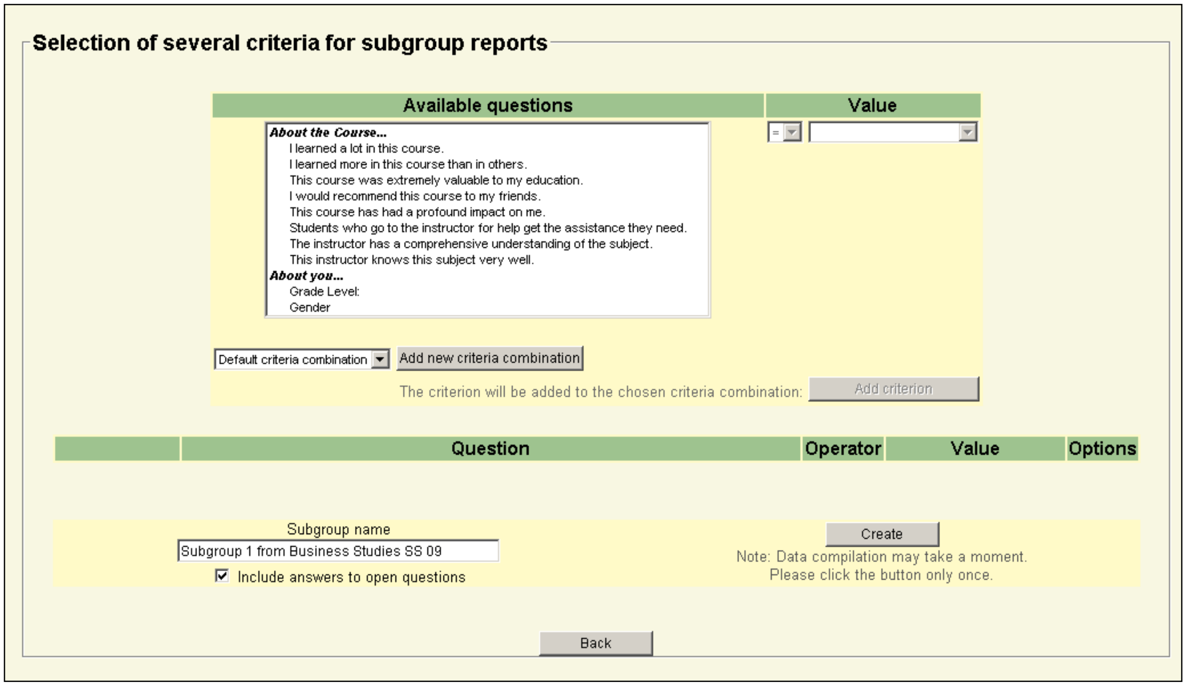


Figure 295: Selection of several criteria (questions) for subgroup reports

In this window, for example, you can select all female interviewees as the first criteria. To do this, click in the area "Available questions" on the criteria "Gender". Choose, on the right hand side the value of the criterion, i.e. the desired answer for this question. In this example, you would choose "female".

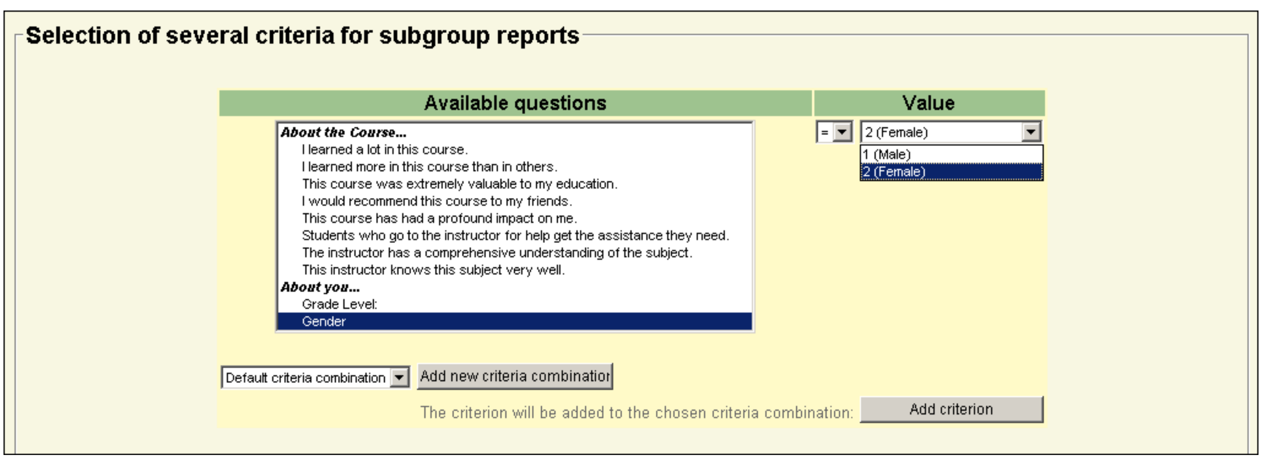


Figure 296: Selecting the first criterion "female" for the subgroup report

Finally, click on the button [Add criterion]. The criterion then appears in your "Default criteria combination".

In this case, the criterion “Gender” with the value “female” was added. The condition being, that exactly this value must be fulfilled (indicated by the “=“ character in the “Operator“ column):

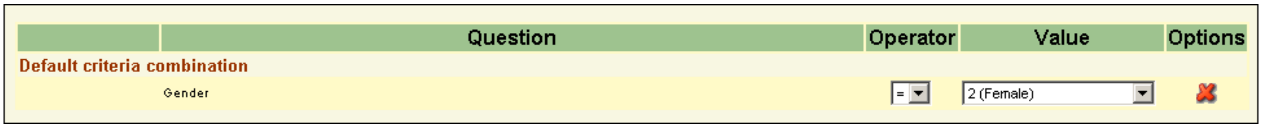


Figure 297: The criterion “female“ was successfully selected

Depending on which question type the selected question is related to, you can select a “=” operator, or other operators. With regard to scaled questions and matrix questions, as well as the “=” operator, the “<”, “>”, “≤”,“≥“ and “<>“ are available.

In case of open questions a text string can be defined as filter criteria based on either “contains” or “does not contain” operators. Please note that this kind of filter criterion is only available to online surveys or to paper based surveys which went through the anonymization process (data entry).

You can change the value of a criterion at any time here. This means, you can choose for example all male interviewees instead of all female ones. To do this, click on the arrow of the drop-down menu for the value of your chosen question.

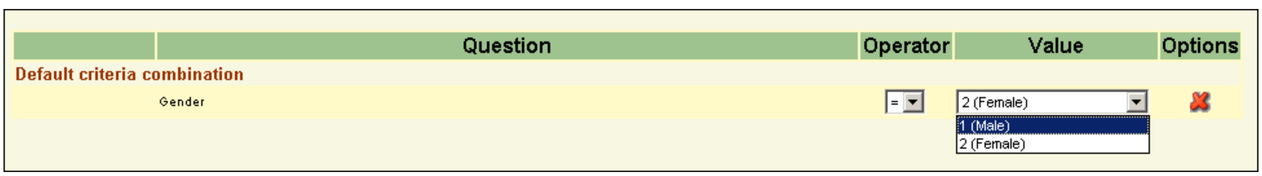


Figure 298: Changing criteria from “female“ to “male“

Furthermore, you can delete a selected criterion at any time, by clicking under “Options” on the red cross.

You can also create a subgroup report for all female interviewees via a simple subgroup, you do not need a criteria combination to do this. You can however combine this criterion with others, for example with the grade level. In this way, you can create a subgroup report for all female interviewees who have the grade level “freshman”. As described above, first select the criterion “Gender” with the value “female”. In a second step, select the criterion “Grade Level” with the value “Freshman”. Your “Default criteria combination” now contains two criteria:

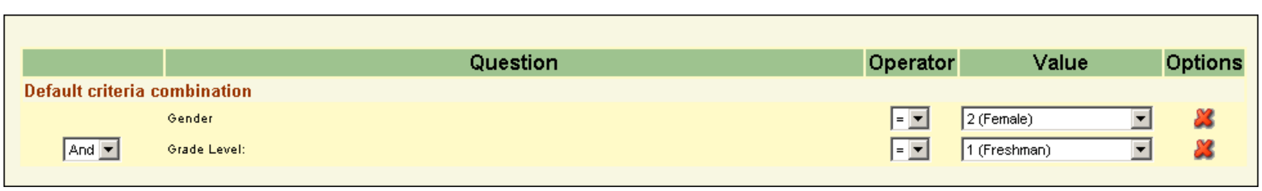


Figure 299: Criteria combination of al female interviewees with the grade level “freshman“

In this example, you wanted to consolidate all female students with the grade level freshman in your subgroup report. This means, that both conditions must be met at the same time (i.e. the student is female AND his grade level is freshman). For this reason, both of the selected criteria are connected with the logical operator “And” (for computer scientists amongst you, you can select the Boolean operators here).

On the other hand, if you want to create a subgroup report containing the results of all interviewees, who are either female OR having the grade level freshman, select here the “Or” operator. Your subgroup report would then contain the results of all female students – as well as the results of all other students who have the grade level freshman. This means, that this subgroup report also contains the results of male students who are freshmen.

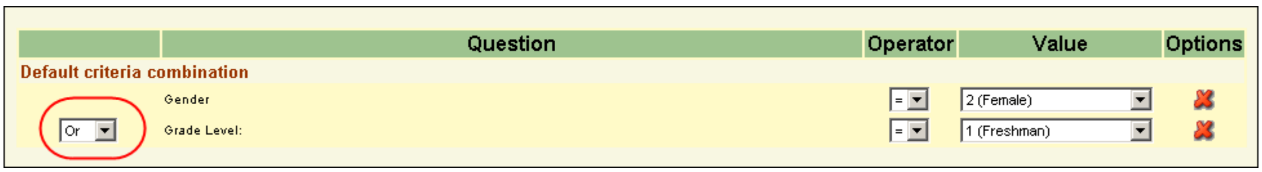


Figure 300: Two criteria with the operator „Or“

Finally, as you are accustomed, allocate a descriptive name, decide for or against including open questions in the subgroup report and click on the [Create] button. The subgroup report now appears in the list of reports:

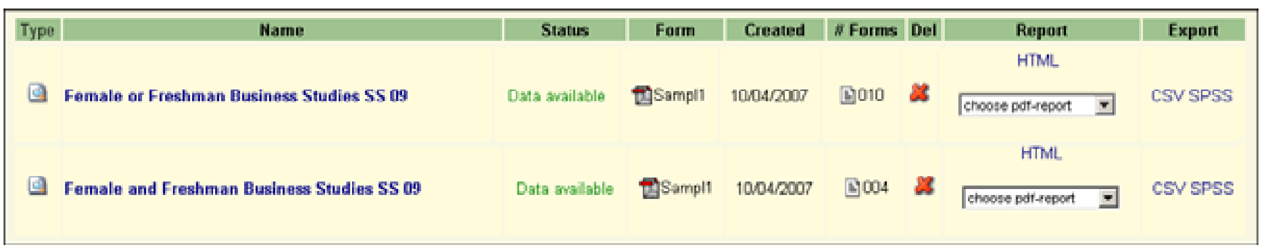


Figure 301: The created subgroup reports a) “Female or Freshman from Business Studies SS09” b) “Female and Freshman from Business Studies SS09” appear in the list of reports.

You also have the possibility of creating several criteria combinations. If, for example, you wish to summarize the results of all female students who are freshman or the results of all male students who evaluated the question “I would recommend this course to my friends” with a “2”, proceed as follows.

In the default criteria combination, as you are accustomed, set the criteria to “female” and “freshman”. Then click on the button [Add new criteria combination] so as to create a second group.

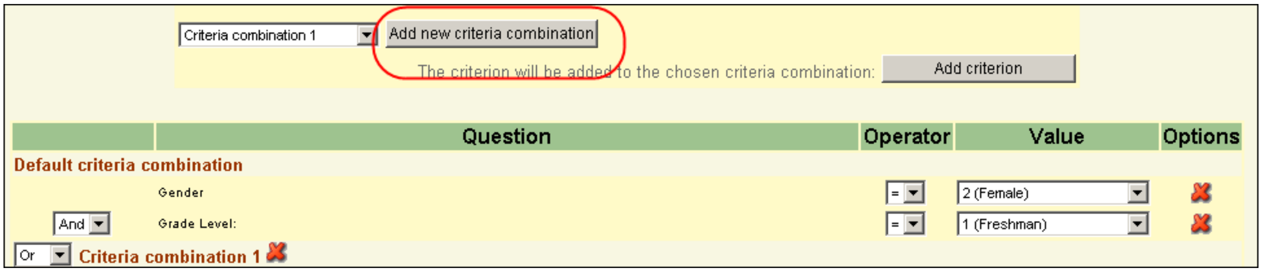


Figure 302: Add new criteria combination

This second group automatically receives the name “Criteria combination 1”. Add the criteria “I would recommend this course to my friends” (with the value 2) and “Gender” (with the value male) to this criteria combination.

This report will contain all results of those interviewees who fulfill the following conditions: the interviewee is either female with the grade level freshman OR the person evaluated the question “I would recommend this course to my friends.” with a “2” and is male. For this reason, link both criteria combinations with the “Or” operator:

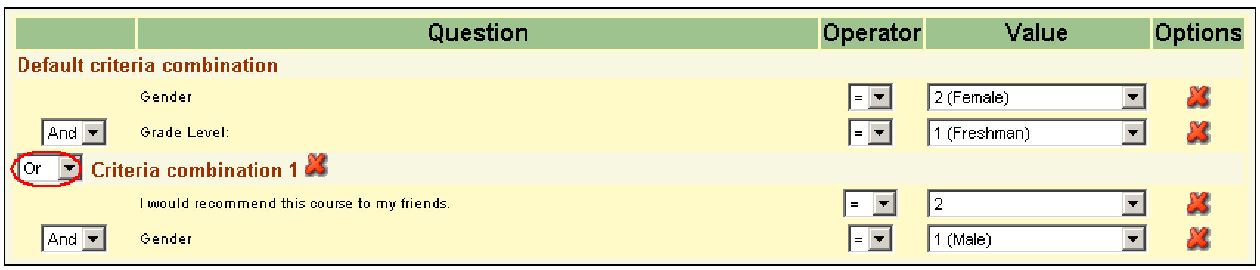


Figure 303: Two criteria combinations

Finally, as you are now familiar, allocate a descriptive name, decide for or against including open questions in the subgroup report and click on the [Create] button. The subgroup report now appears in the list of reports.

When you have created several criteria combinations, using the drop-down menu, you can select the criteria combination to which the criteria combination of the chosen question is to be added.

In the following graphic, you can see the results of the criteria “Gender”, with the value “male” and which is linked with criteria combination 3. In the drop-down menu of the criteria combinations, select the criteria combination 3 and click subsequently on [Add criterion]:

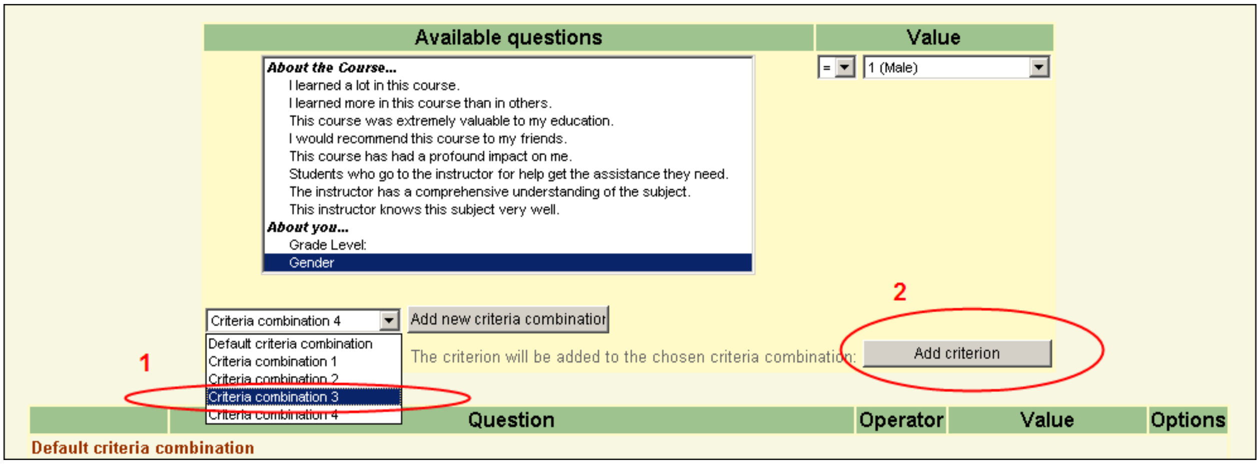


Figure 304: Selection of the criteria combination for the new criterion

Subsequently, this criteria (= this question with the selected answer) is added to the selected criteria combination.

Information on a report - report list

The list of the reports of a folder provides you with an overview of the properties of the reports:

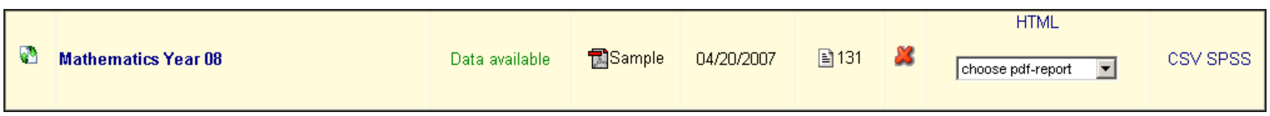


Figure 305: The subunit report "Mathematics Year 08" as overview

This view provides you with following information:

- **Type of the weighting**:
  - o If it is a weighted, summarized report, the symbol as here at the top of the column, shows two leaves with green arrows.
  - o For unweighted reports an orange symbol appears here. For an unweighted report, choose the respective option whilst creating a report:

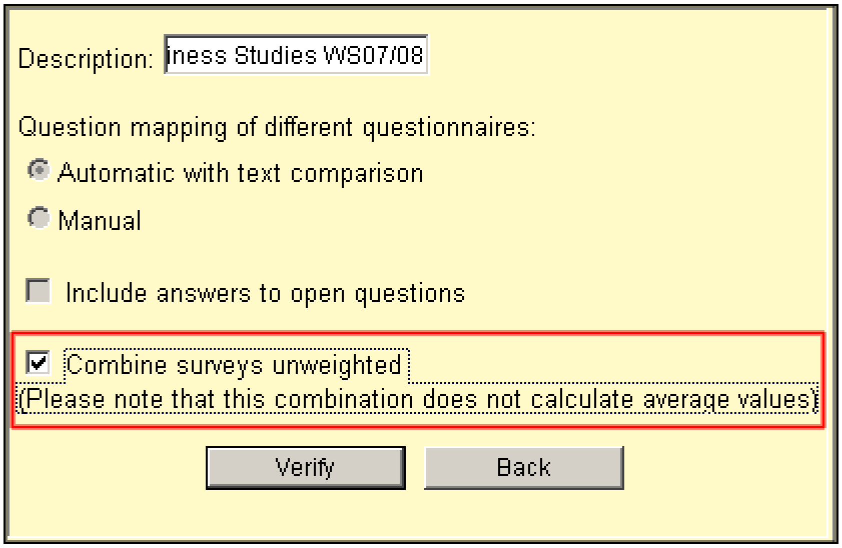


Figure 306: Create unweighted report

- o The report that is then created shows a symbol with paper and a warning triangle:

Figure 307: Unweighted report “Business Studies WS07/08”

- o Hint: Here the date was added automatically to the name of the report because, within this report creator access, a report with exactly the same name already exists. (This is determined not by the folder level, but rather by the report creator as a whole!)

- **Name:** The name of the report corresponds to the name which you assigned during creation.
- **Status:** The status here always says "Data available" since in the report creator you can only summarize surveys for which data already exist, and therefore only produce surveys (meaning report) with the status "Data available".
- **Form:** In the column "Form" you can call up the questionnaire sample and thus gain information as to which questionnaire this compilation is based on.
- **Created:** Here you can see when this report was produced.
- **Processed:** This column informs you of the number of returns (= filled-in questionnaires), in this case 131.
- **Del/Red cross:** By clicking on the red cross you can delete the report:

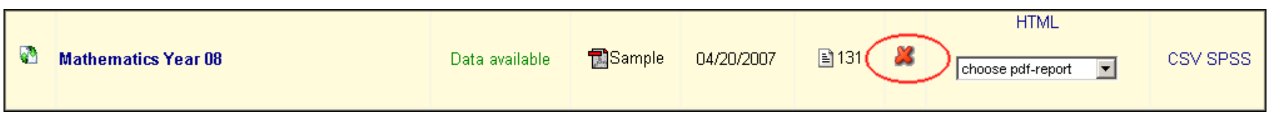


Figure 308: The subunit report “Mathematics Year 08” in the overview – Delete

Please observe the following details:

- o Class Climate does not hold any completed reports in memory. The automatically generated PDF reports for single surveys are also produced "on the fly", when you click on [PDF] in the column "Report".
- o The report creator combines this data according to your reports and keeps it ready. When you click on [PDF], Class Climate produces the summarized report and displays it.
- o This means that here you only delete the compiled data, however, you can reproduce the compilation again from your surveys at any time.

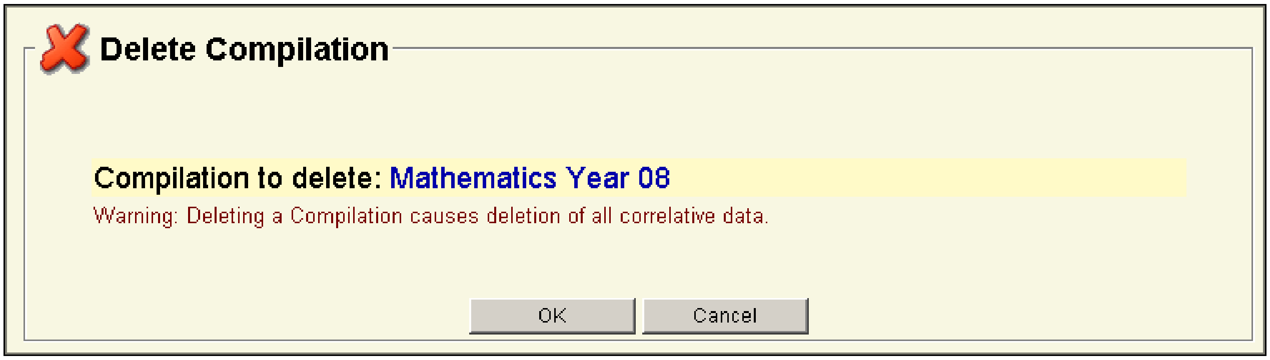


Figure 309: Delete report – Confirmation

- **Report:** Here you can download the HTML and the PDF report. Either you only see the lettering "PDF" for the download of the PDF report or - as in the screenshot - a drop-down list. The latter is the case, if several PDF report definitions exist:

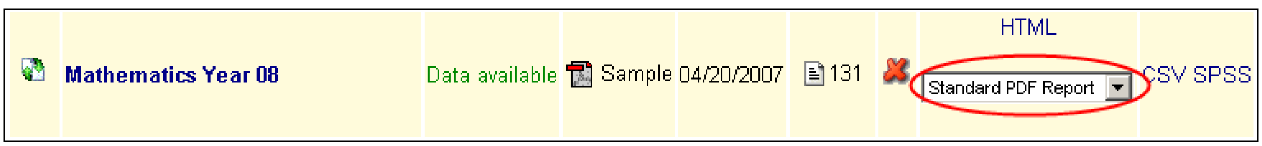
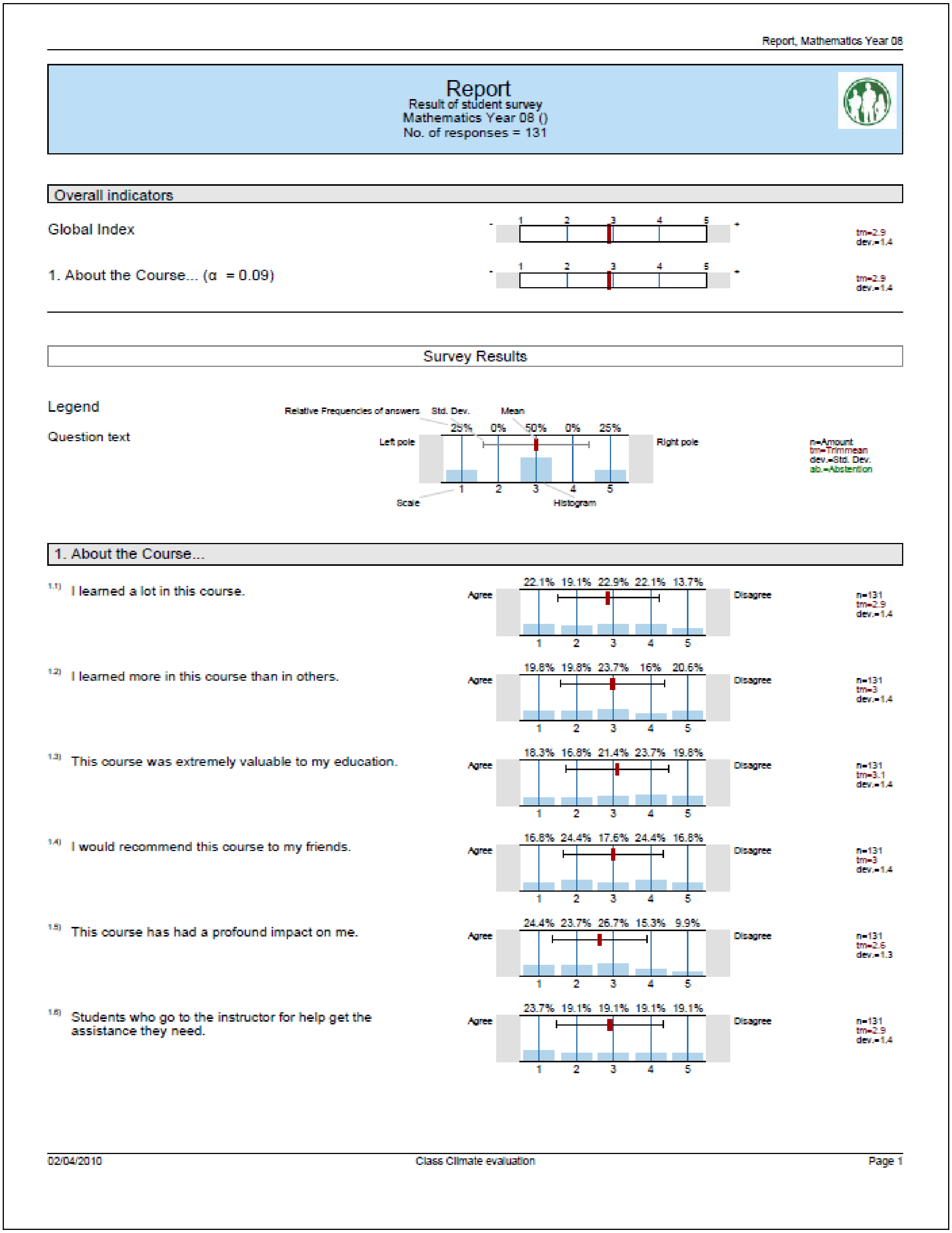


Figure 310: The subunit report “Mathematics Year 08“ – download reports

- o The PDF report looks just as you are familiar with it from the automatically generated reports for single surveys (except for the letter).
- o In the following figure, the first page of the subunit produced report gives you an overview of the appearance of the PDF reports of the report creator.
- o As usual, the report header informs you of information on the interviewer related to this report (here: Maria Report). This is the report creator since she produced the report. In addition you see the report name (Mathematics Year 08) as well as the number of the returns (131).
- o According to the setting defined by the administrator, the details of the report are then displayed to you, here for example an overview over the indicators of the questionnaire. Following you will see the legend for the scaled questions as well as three diagrams for the first three questions of the questionnaire.



Report, Mathematics Year 08

Report
Result of student survey
Mathematics Year 08 ()
No. of responses = 131

Overall indicators

Global Index		tm=2.9 dev.=1.4
1. About the Course... (α = 0.09)		tm=2.9 dev.=1.4

Survey Results

Legend

Question text — Relative Frequencies of answers: 25% 0% 50% 0% 25%; Std. Dev.; Mean; Left pole; Right pole; Scale 1 2 3 4 5; Histogram

n=Amount
tm=Trimmean
dev.=Std. Dev.
ab.=Abstention

1. About the Course...

		Left pole	1	2	3	4	5	Right pole	
1.1)	I learned a lot in this course.	Agree	22.1%	19.1%	22.9%	22.1%	13.7%	Disagree	n=131 tm=2.9 dev.=1.4
1.2)	I learned more in this course than in others.	Agree	19.8%	19.8%	23.7%	16%	20.6%	Disagree	n=131 tm=3 dev.=1.4
1.3)	This course was extremely valuable to my education.	Agree	18.3%	16.8%	21.4%	23.7%	19.8%	Disagree	n=131 tm=3.1 dev.=1.4
1.4)	I would recommend this course to my friends.	Agree	16.8%	24.4%	17.6%	24.4%	16.8%	Disagree	n=131 tm=3 dev.=1.4
1.5)	This course has had a profound impact on me.	Agree	24.4%	23.7%	26.7%	15.3%	9.9%	Disagree	n=131 tm=2.6 dev.=1.3
1.6)	Students who go to the instructor for help get the assistance they need.	Agree	23.7%	19.1%	19.1%	19.1%	19.1%	Disagree	n=131 tm=2.9 dev.=1.4

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Figure 311: The PDF report “Mathematics Year 08“, Page 1

- **Export:** Here you can create export files for the subsequent processing in statistics programs:

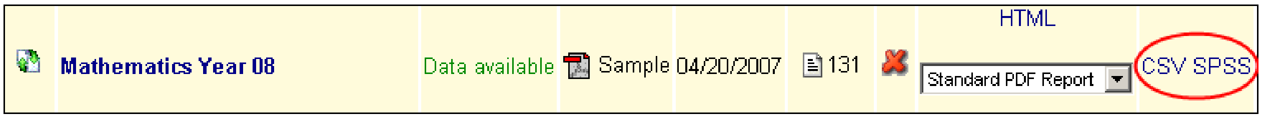


Figure 312: The subunit report "Mathematics Year 08 " in overview – export options

  - o You always have the option of the CSV and SPSS export.

Information on a report - detailed view

If you click on the name of a report, the detailed view is displayed to you:

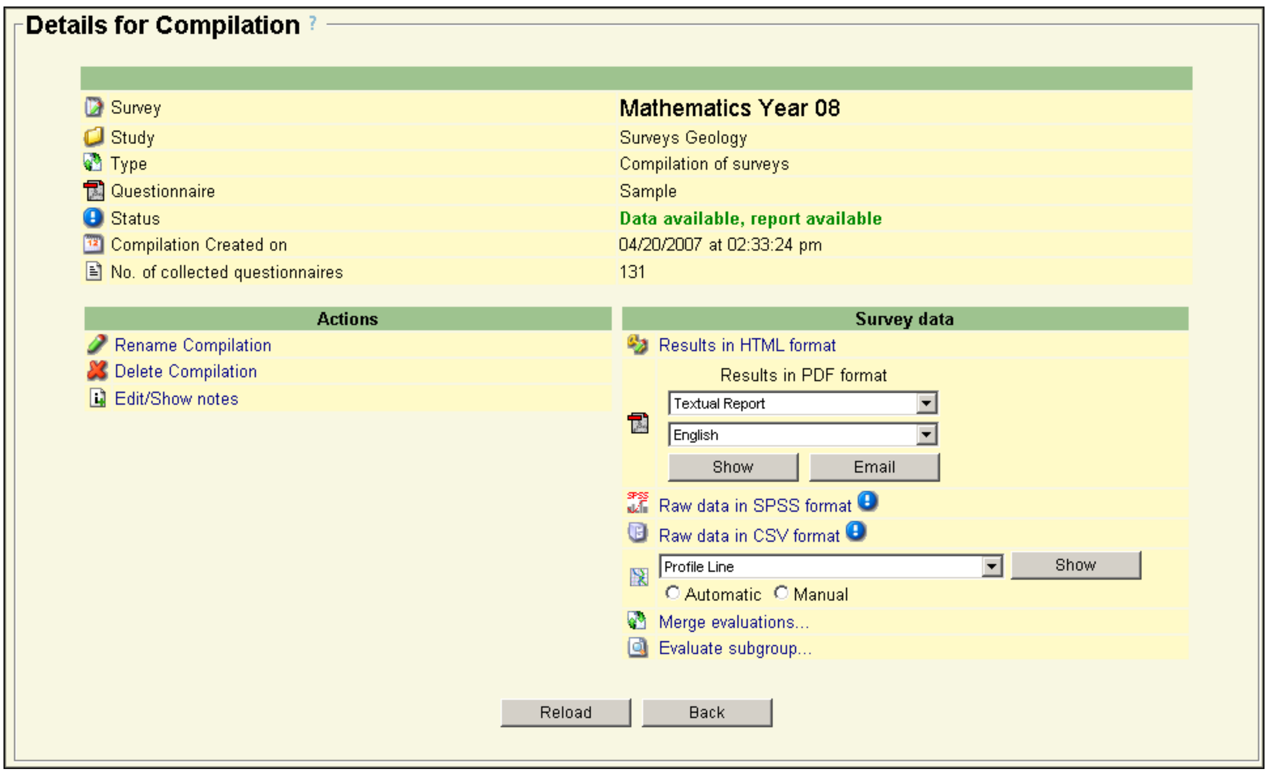


Figure 313: Detailed view of a report

Here you receive information on the name, the folder (= "Study") and the type of the report created and, just like in the overview, you can call up the questionnaire template. The status, the creation date and the number of returns are also indicated here.

In the left part of the window in the area "Actions" you can rename the report - if for example you realize that you have produced a report bearing the same name as an existent one and, therefore, the date was added automatically at the end. Furthermore, you have the possibility of deleting the report.

In the right part of the window under "Survey data" you can download the evaluation in HTML and PDF format. If any user-defined PDF report definitions are associated with this questionnaire and/or if the questionnaire was translated, you can download the user-defined report or reports in other languages here.

In the following figure you can recognize, for example, that besides the standard PDF report a user-defined report was produced automatically for the computer center. It contains, for example, only the questions which are important to the employees of the computer center:

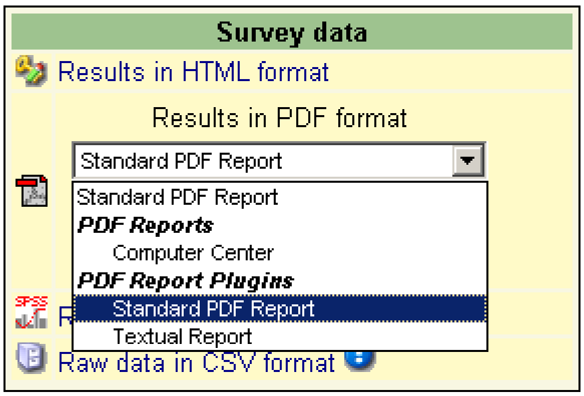


Figure 314: Detailed view – downloading user-defined PDF reports

If your questionnaire was translated, you can decide here on the language in which to download the standard or the user-defined report. Here a selection is possible between "Spanish" and "English":

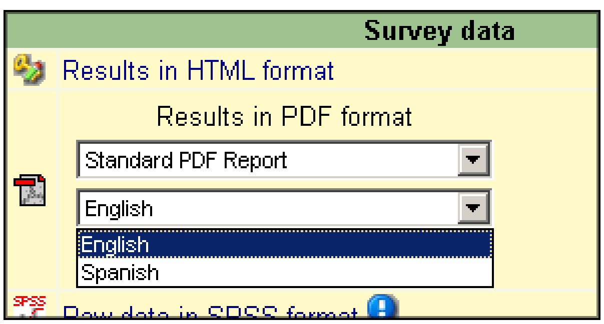


Figure 315: Detailed view – downloading multilingual reports

So in this example you could download four different reports:

- the Spanish standard report,
- the English standard report,
- the Spanish user-defined report and
- the English user-defined report.

Below these options you have the possibility to export the raw data into the formats of SPSS and CSV:

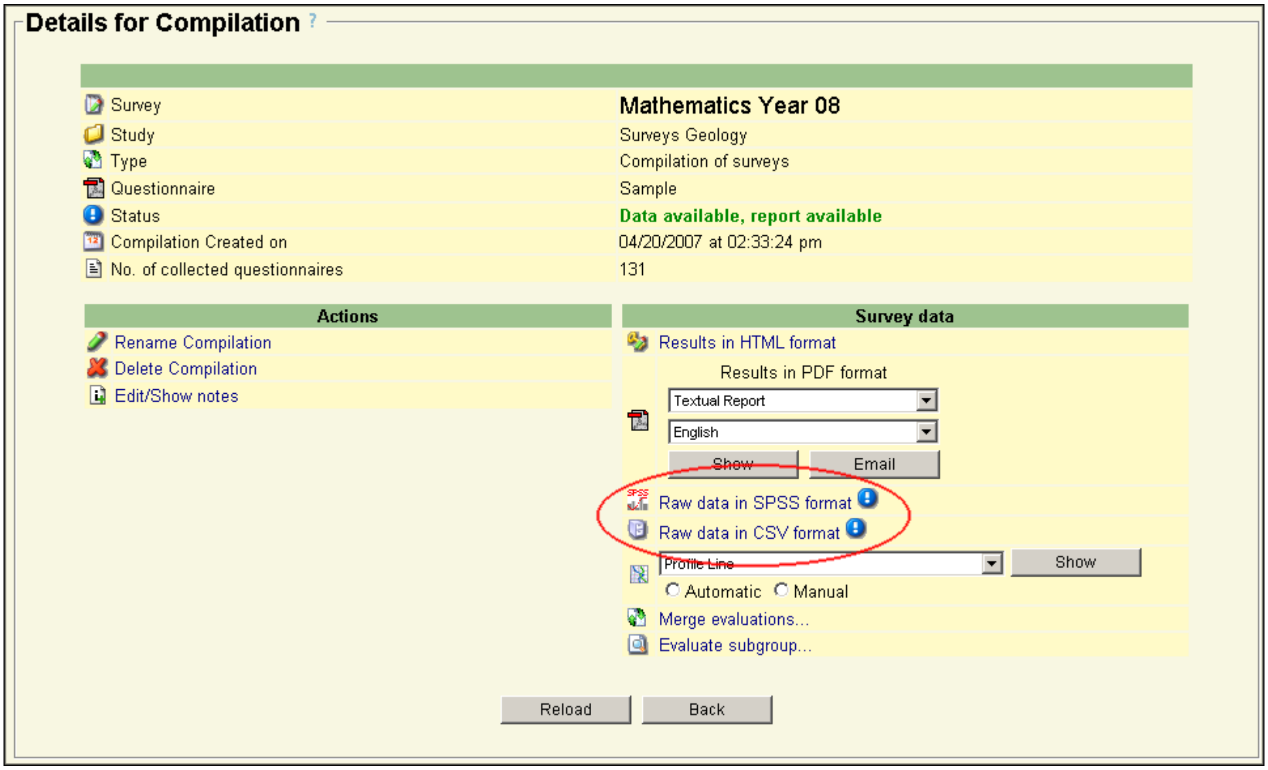


Figure 316: Detailed view – export raw data

The option "Profile line" allows you to have the profile lines of this report displayed separately:

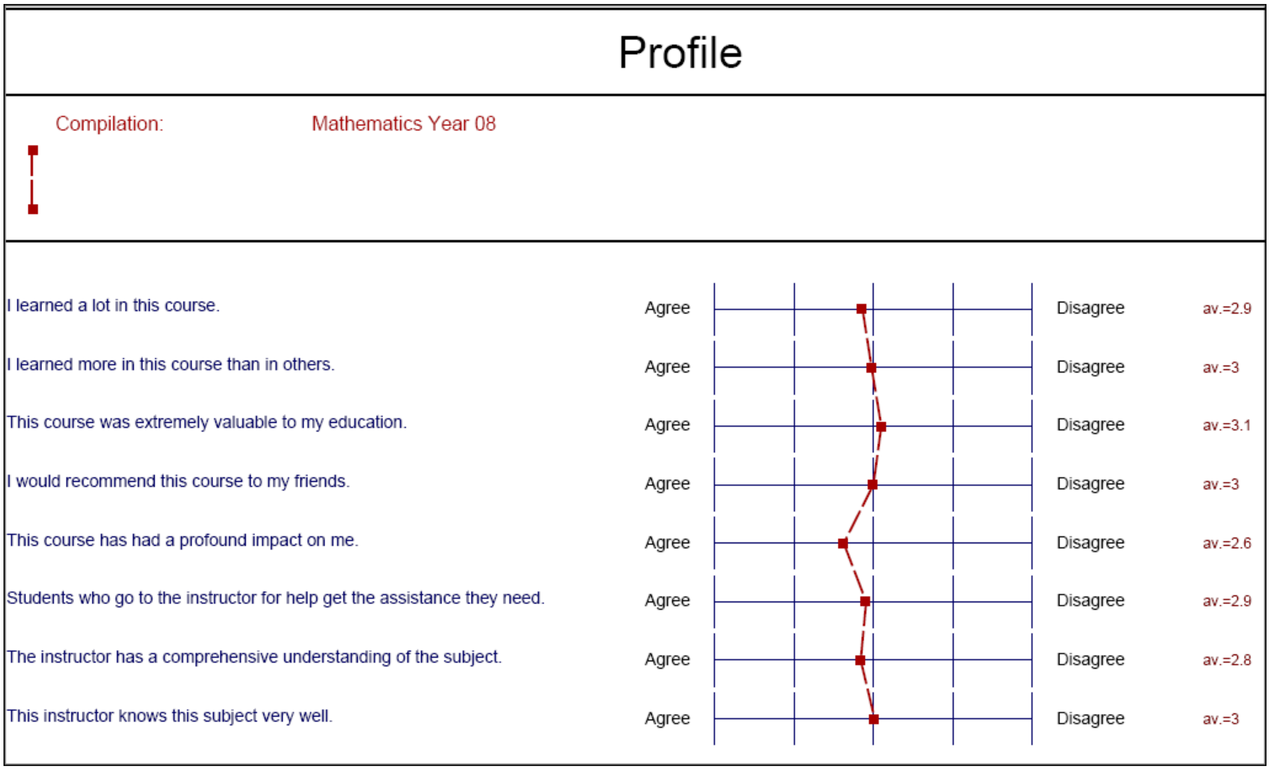


Figure 317: Detailed view – profile line of the report

Furthermore, Class Climate can add a further profile line which you can select in the drop-down menu:

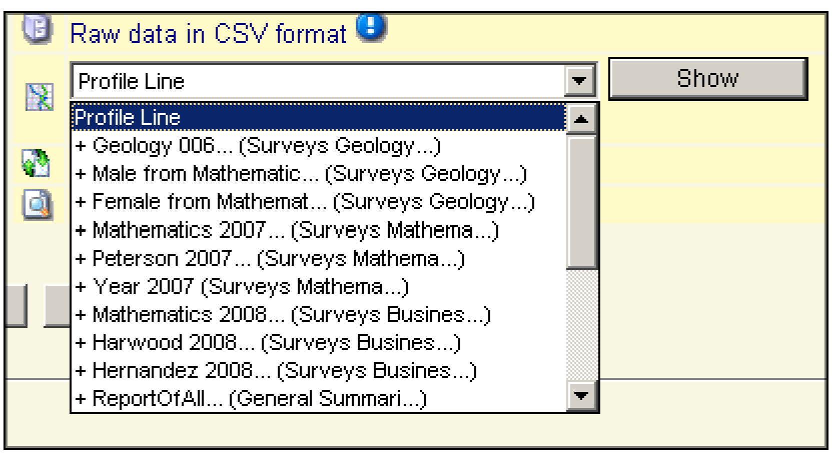


Figure 318: Detailed view – selection of a comparative profile line

Via the option "Merge reports" the report can be combined with further reports, and via the option "Evaluate subgroup" it can be filtered according to a specific aspect. You can obtain further information on this topic in the chapter on combinations and subgroups.

Please note: The options "Combine reports" and "Evaluate subgroups" as well as the raw data exports are not available for reports with unweighted averages.

Further possibilities of comparison are described in the following chapter.

5.2.3. Dispatch of comparative profile lines

You are already familiar with profile lines from the automatically generated PDF reports. They give a graphic overview on the results of your evaluation.

You can download these profile lines in the report creator for all surveys and all reports produced by the report creator and lay them over one another. This way the report creator compares completed surveys with one another and/or with the created reports. Since this comparison provides at a glance a comfortable and expressive overview of surveys, it is conducted often. A popular application is the comparison of a survey with the subunit report as well as the total evaluation.

Before you can create comparison lines, the necessary surveys and reports must of course be available.

Creating and downloading comparative profile lines

When you have created these, click in the report creator on the option [Create Profile Line Emails]:

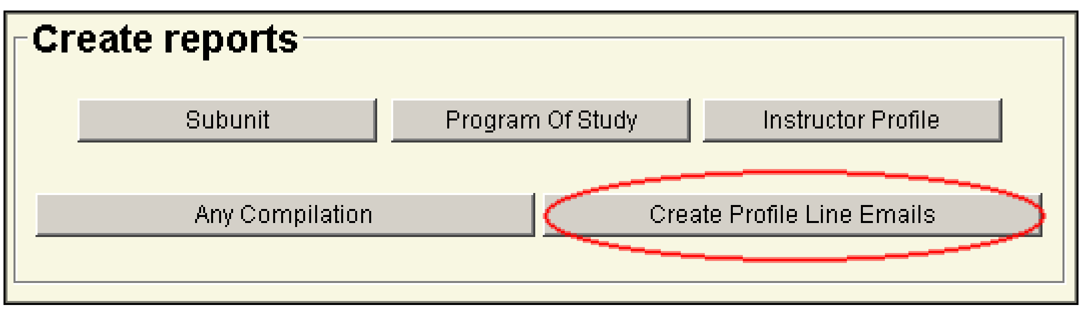


Figure 319: Report options – Create Profile Line Emails

Then the usual choices are presented to you in a new window. Select the desired subunits, the survey periods (here no multiple selection is possible), the course types and a questionnaire here. As usual, the list of courses that meet all criteria is displayed:

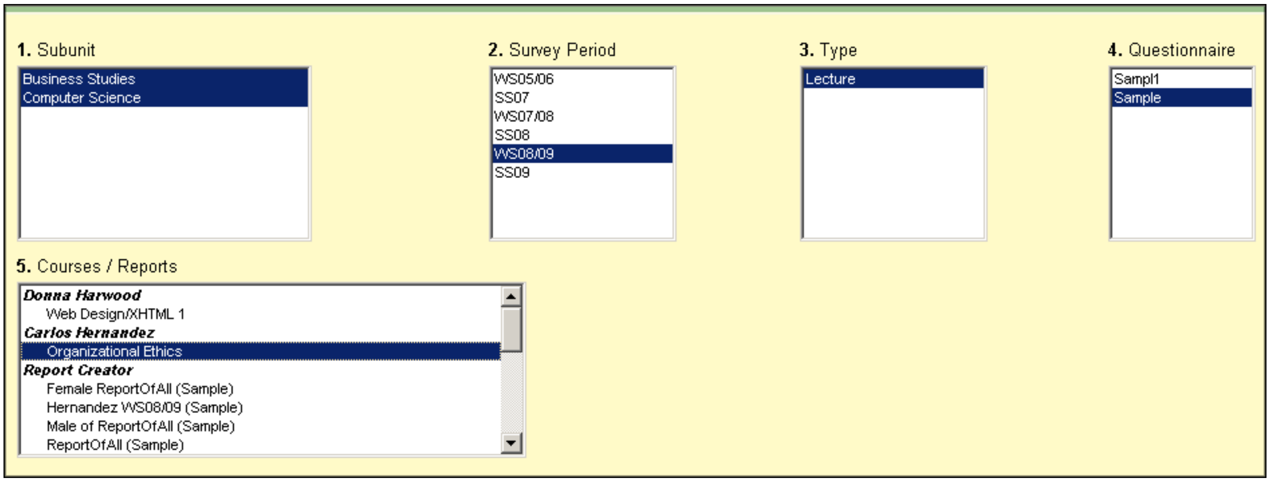


Figure 320: Create Profile Line Emails – selection of criteria

You can mark several courses/reports in the list of courses.

Additionally, you have the option to select the profile lines that every event should be compared with, under "First Comparison Line" and (as required) "Second Comparison Line":

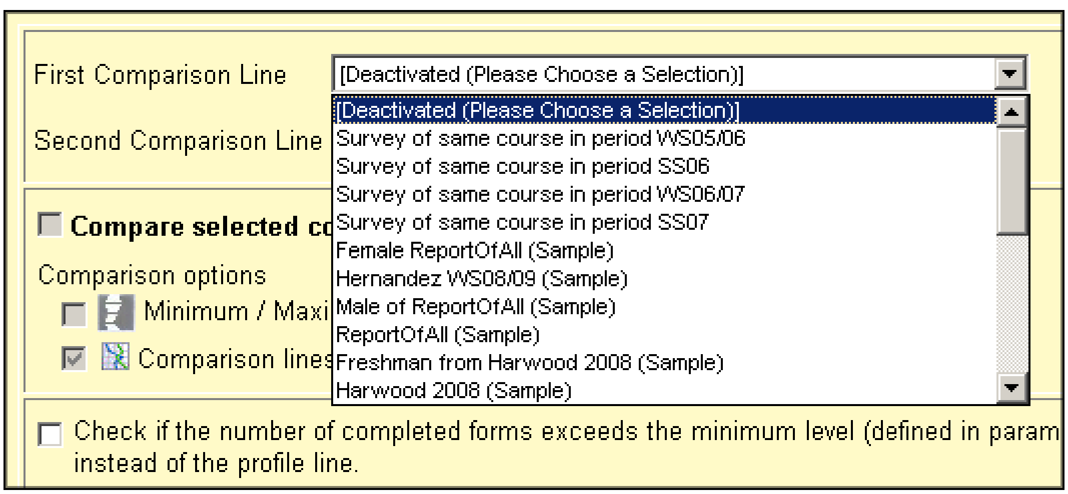


Figure 321: Detailed view – selection of a comparative profile line

Instead of a report, the option "Survey of same course in period XY" can also be selected. This selection adds the line of an earlier survey to the profile line of a selected course, if available.

If you make such a selection and then download the profile lines, a profile line is created for each selected course/report (except for those of the two comparative lines). In addition, the first profile line and, if selected, the second profile line are laid over each other. You thus receive a document which bears at least as many pages as selected courses.

After the selection you can scroll to the end of the page and choose one of the following download methods:

- Dispatch of the profile lines to the instructors of the marked courses. This option ensures that each instructor is only sent the profile line of his or her course (if selected, with the first and second comparative lines that are inserted into the graphic). If you mark the option "Additional recipient", you are presented in a further field with the possibility to enter further email addresses (separated by a semicolon):

Figure 322: Send a comparative profile line

- Dispatch of the profile lines to defined recipients. As described above, enter the email addresses of the desired recipients. In this case, however, the instructors of the selected courses do not receive your email:

- Download of the profile lines. If you choose this option, you can subsequently open and view the profile line directly or save it.

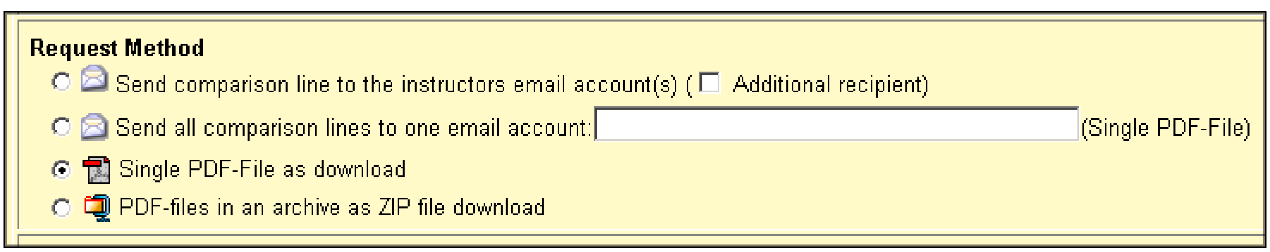


Figure 323: Download a profile line as PDF file

- Download of the profile lines (zipped). Corresponds to the version just described with the difference that here you can download a zipped file.

Thus you download - except for the first option - a document containing the profile lines of all selected courses.

✦✦✦

Example 1: Compare the course "Web Design/ XHTML 1" with the subunit report "Business Studies WS 08/09".

Here the course "Web Design/ XHTML 1" (instructor Donna Harwood) is selected from the list of courses, and as the first comparison line "Business Studies WS 08/09" (the name of the subunit report):

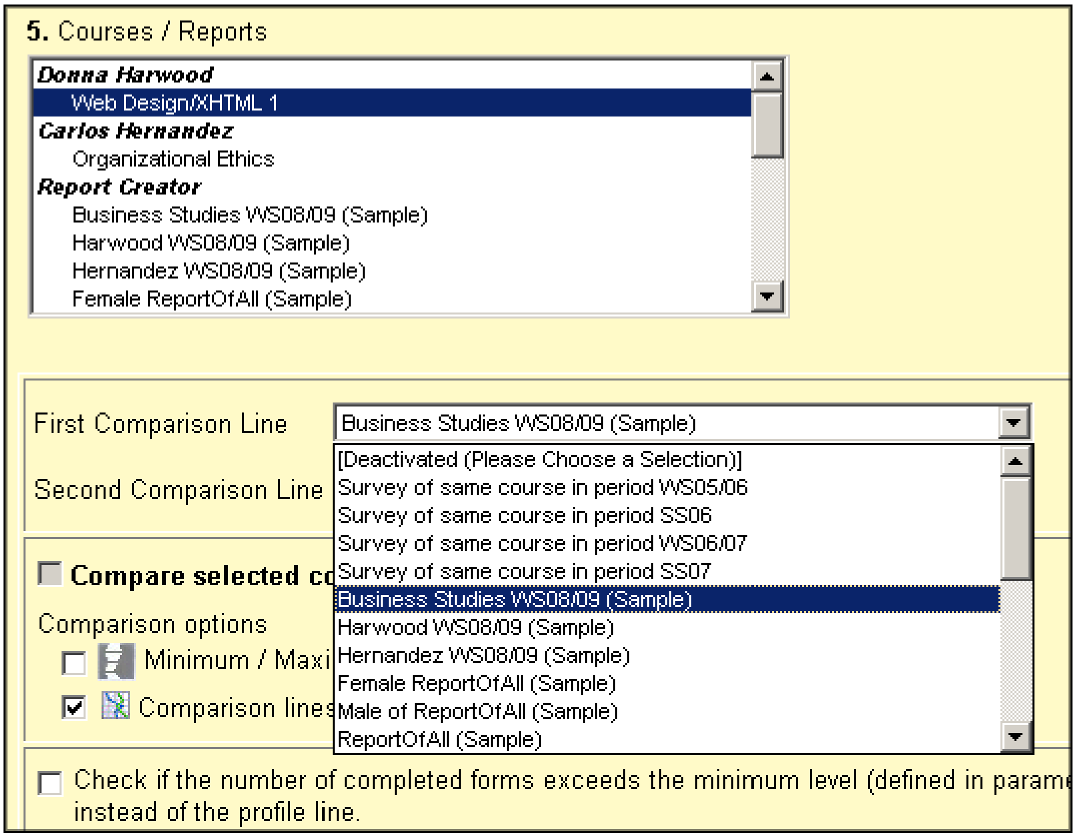


Figure 324: Selection of the profile line for "Web Design/ XHTML 1" (WS 08/09), compared to the subunit report "Business Studies WS 08/09"

When you download with this selection the batch the following profileline appears:

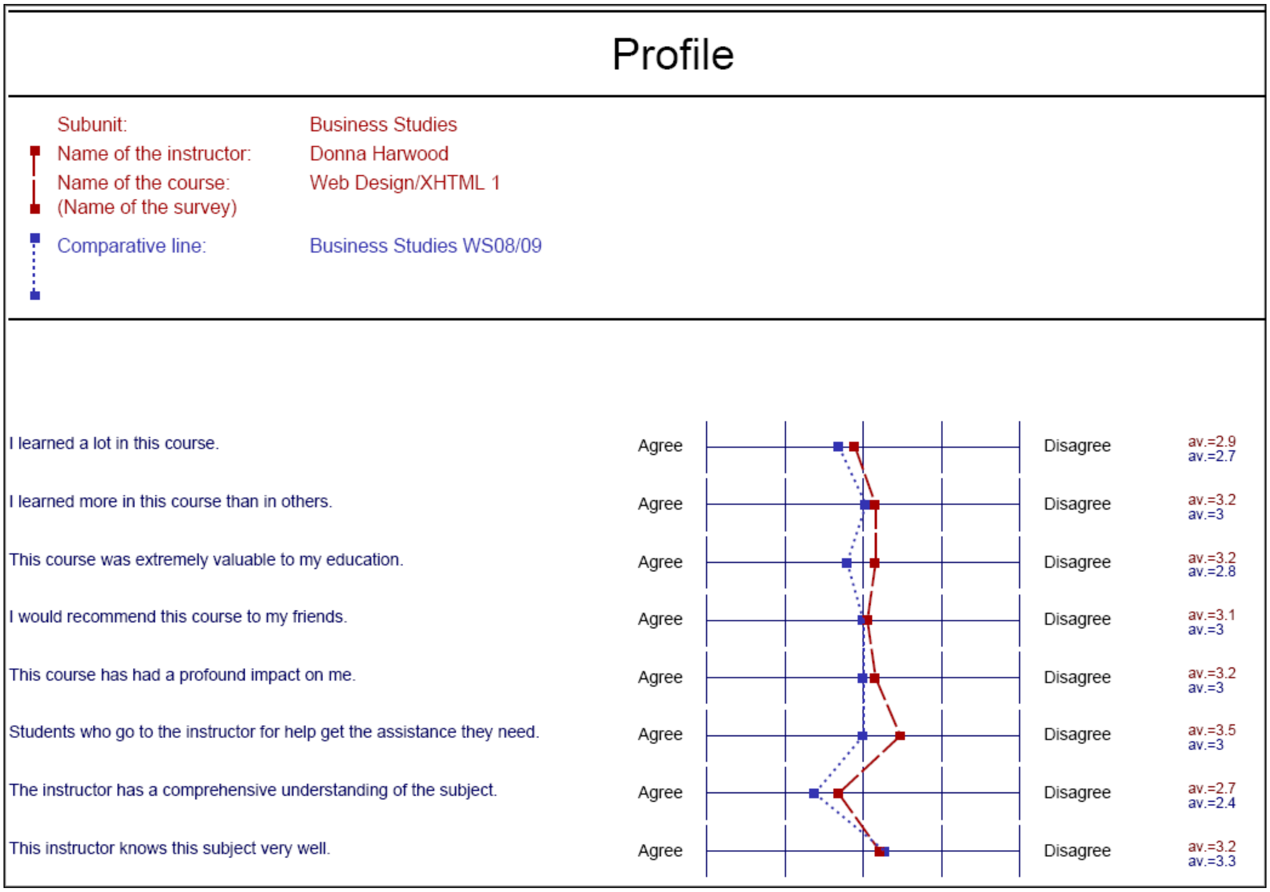


Figure 325: Comparative profile line “Web Design/ XHTML 1”/ “Business Studies WS 08/09”

In the header you first see all of the information on the selected courses and/or reports, followed by the list of questions on the left which are complemented on the right by the two overlaid profile lines as well as averages.

As usual with the profile lines, only questions regarding the standard value and scaled questions are displayed here.

Example 2:

In addition to the course "Web Design/ XHTML 1" by Donna Harwood you also mark the course "Organizational Ethics" of Carlos Hernandez, and again choose as comparative profile line "Business Studies WS 08/09". You leave all other options at their default value:

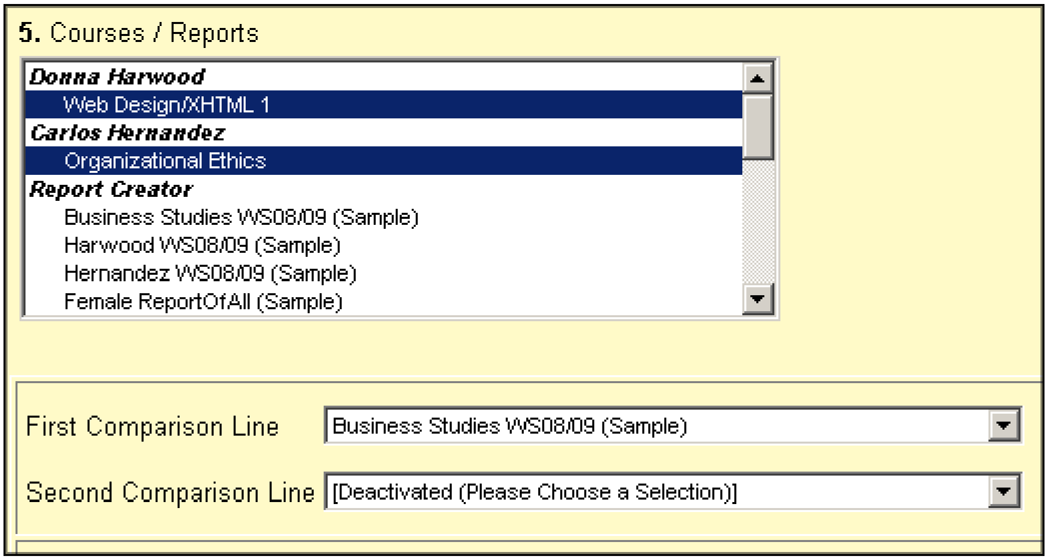


Figure 326: Batch profile line dispatch for “Web Design/ XHTML 1“/“Organizational Ethics“/“Business Studies WS 08/09“

In this case in the PDF you first see the profile line comparison shown above. On a new page the next comparison begins in which the profile line of the course of Mr. Hernandez is compared to the first comparative line (Business Studies WS 08/09). (Exception: you send out these comparative lines, then Donna Harwood and Carlos Hernandez each receive their profile line compared with the subunit report.)

✦✦✦

Comparison options during the batch profile line dispatch

Below the selection of the comparative lines you have the option to modify the presentation of the profile line comparison through a number of options, or to integrate additional comparative lines:

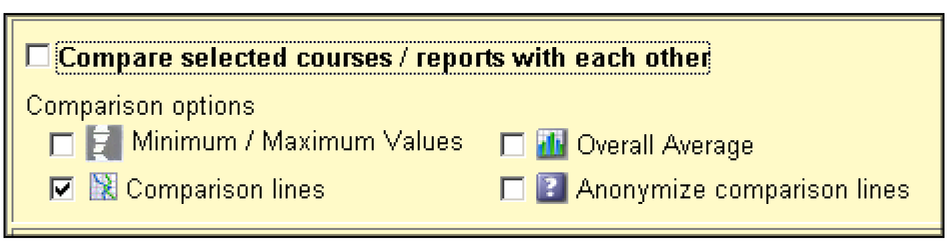


Figure 327: Create Profile Line Emails – options

Comparison of the selected courses / of reports to each other

Activate this option if you wish to compare the selected courses/reports not only with the respective comparative lines, but also with one another.

Though in this case a profile line comparison is created for each course/report, the profile lines of ALL selected courses/reports are contained in each graphic.

Example 2, continuation:

In the upper example 2 this would mean that in the graphic for Donna Harwood (Web Design/ XHTML 1) additionally the profile for Carlos Hernandez (Organizational Ethics) and the profile for the Business Studies WS08/09 will be available.

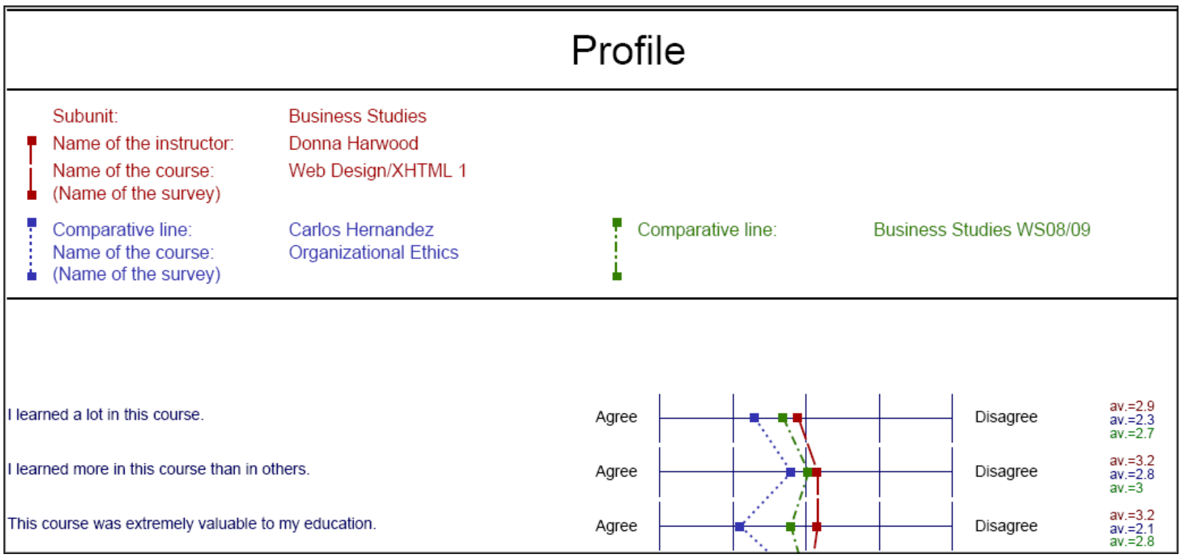


Figure 328: Comparative profile line "Web Design/ XHTML 1"/"Organizational Ethics"/"Business Studies WS 08/09"

✦✦✦

Please note: You can compare a maximum of eight courses/reports with each other.

If you do not activate the option "Comparison of the selected courses / of reports to each other", the number of eligible courses is unlimited. (But then the profile lines will not be shown in one and the same diagram.)

Minimum/maximum values

The worst or the best value within a comparison group determines the margin of the presentation area. If the option "Minimum/Maximum Values" is activated, the space between these worst or best values and the scale edges is grayed in:

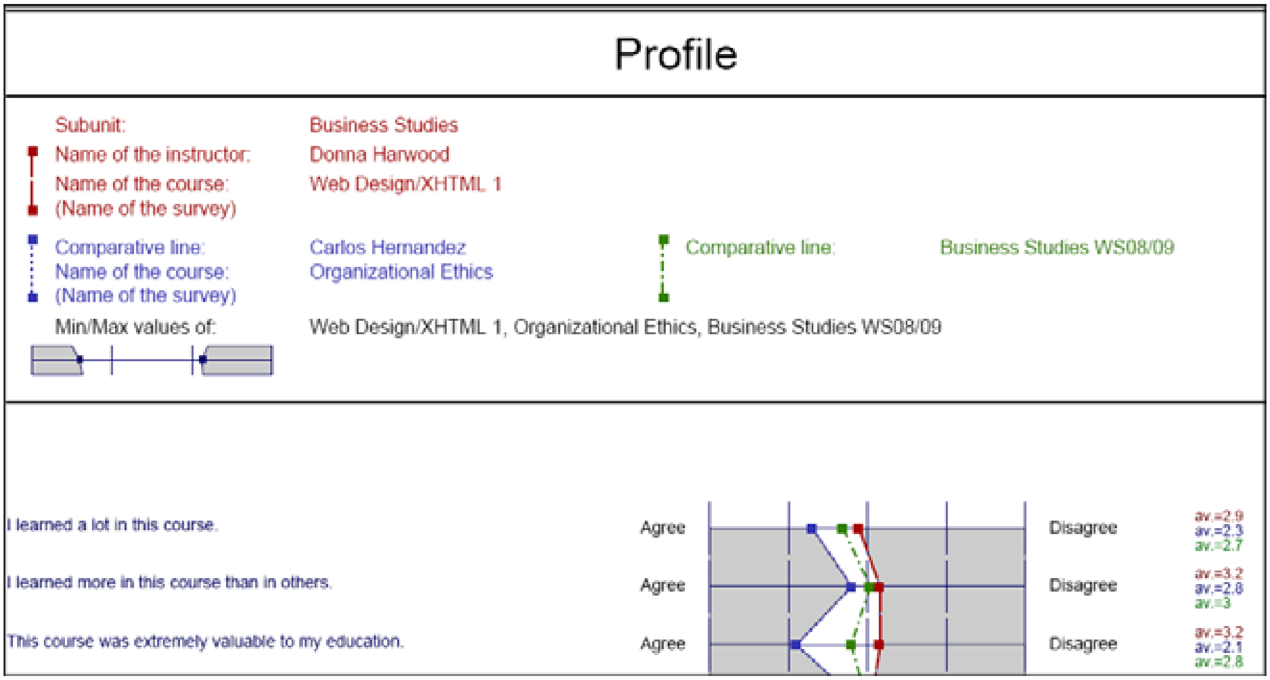


Figure 329: Create Profile Line Emails – options: minimum/maximum values

Overall average

In addition to the profile lines of the courses/reports you selected you can have their overall average displayed (as a thick black line). For this, activate the option "Overall Average" in the comparison options. Here you see an example:

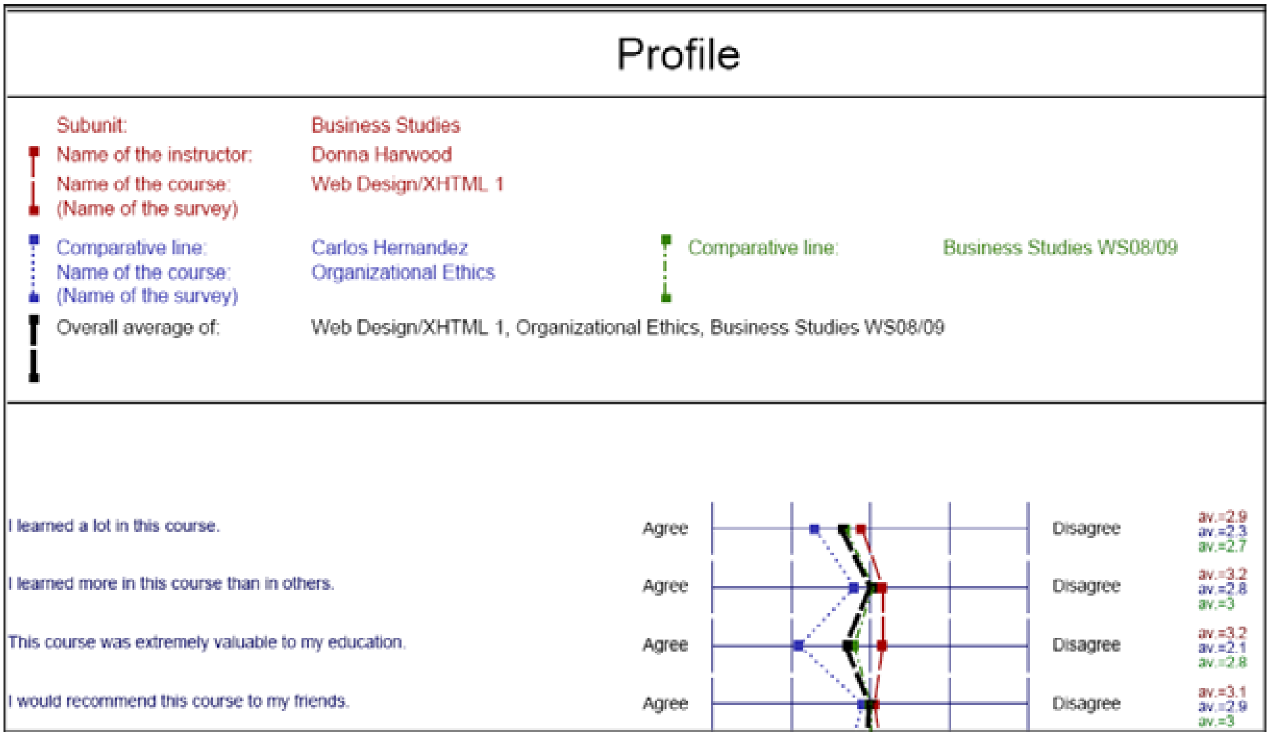


Figure 330: Create Profile Line Emails – options: "Overall average"

Comparative lines

This option is activated as default. Because it ensures that all comparative lines are displayed.

If you deactivate the "Comparison lines", the graphic only contains the profile line of the selected course/report, all others are not displayed.

So that you can use this function meaningfully in its deactivated form, you should bear in mind the following two points:

If this option is deactivated, you must select either "Minimum / Maximum Values" or "Overall Average" instead (or, of course, both). Since through the deactivated function you do not display anything but the current course, a comparison is otherwise not possible.

Do not activate any first or second comparative line, as then you would restrict yourself to "5. Courses / Reports", in order to select profile lines.

If you activate the "Minimum / Maximum Values" and/or the "Overall Average" but deactivate the "Comparison lines", only the respective current profile line will be displayed to you; the values of further courses/reports, however, flow into the calculation the minimum/maximum values and that of the total average.

✦✦✦

In practice, this looks, for example, as follows:

Under "5. Courses / Reports" you select "Web Design/ XHTML 1” and “Organizational Ethics“ as well as the report “Business Studies WS 08/09". The first and second comparative lines remain deactivated.

Now tick "Comparison of selected courses/of reports with each other" (no necessity, but is advisable).

In the comparison options the "Minimum / Maximum Values" are activated, and “Comparison lines” and the two other options are deactivated.

Everything else remains the same. The graphic contains only one course each in this example, but the values of the others are taken into account, clearly proven by the grayed zones.

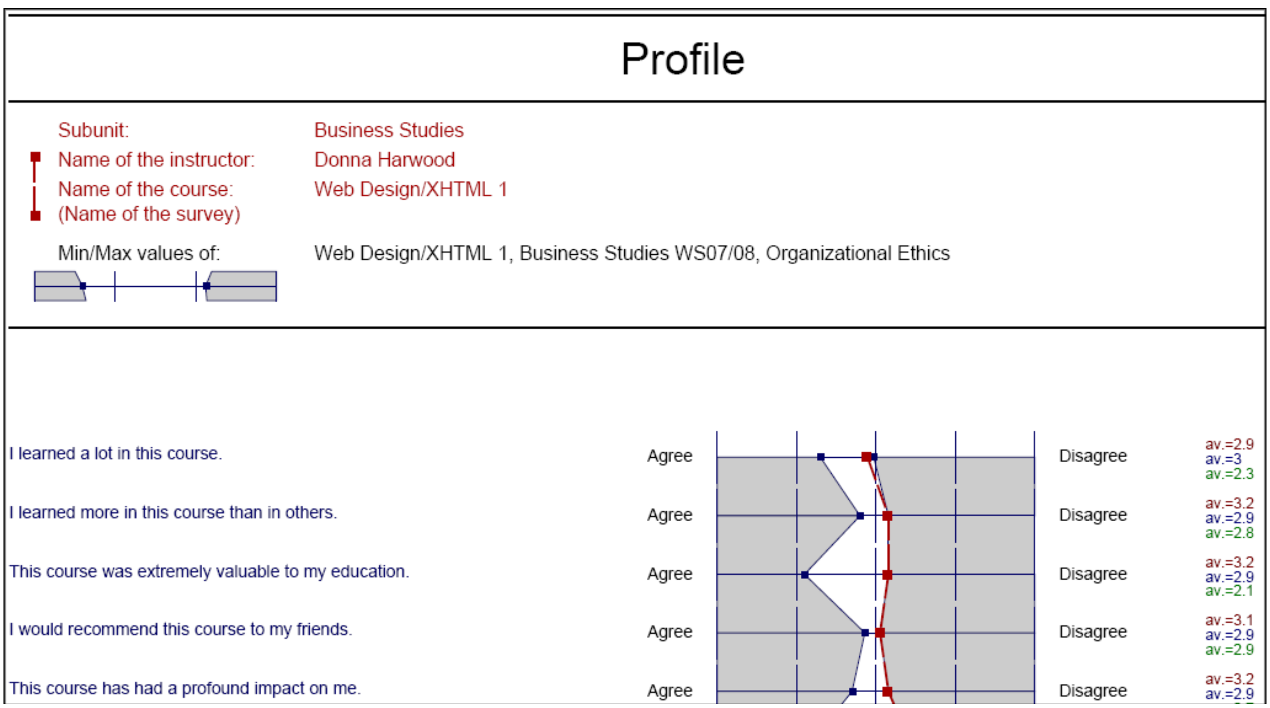


Figure 331: Create Profile Line Emails – options: ”Comparative line” (deactivated) with minimum and maximum values

Here you only see one profile line (in this case for the first selected course). The gray zones show, however, that the calculation of the minimum and maximum values includes further values.

If you activate the total profile line instead of the minimum and maximum values, this profile line appears in addition to the profile line of the current course:

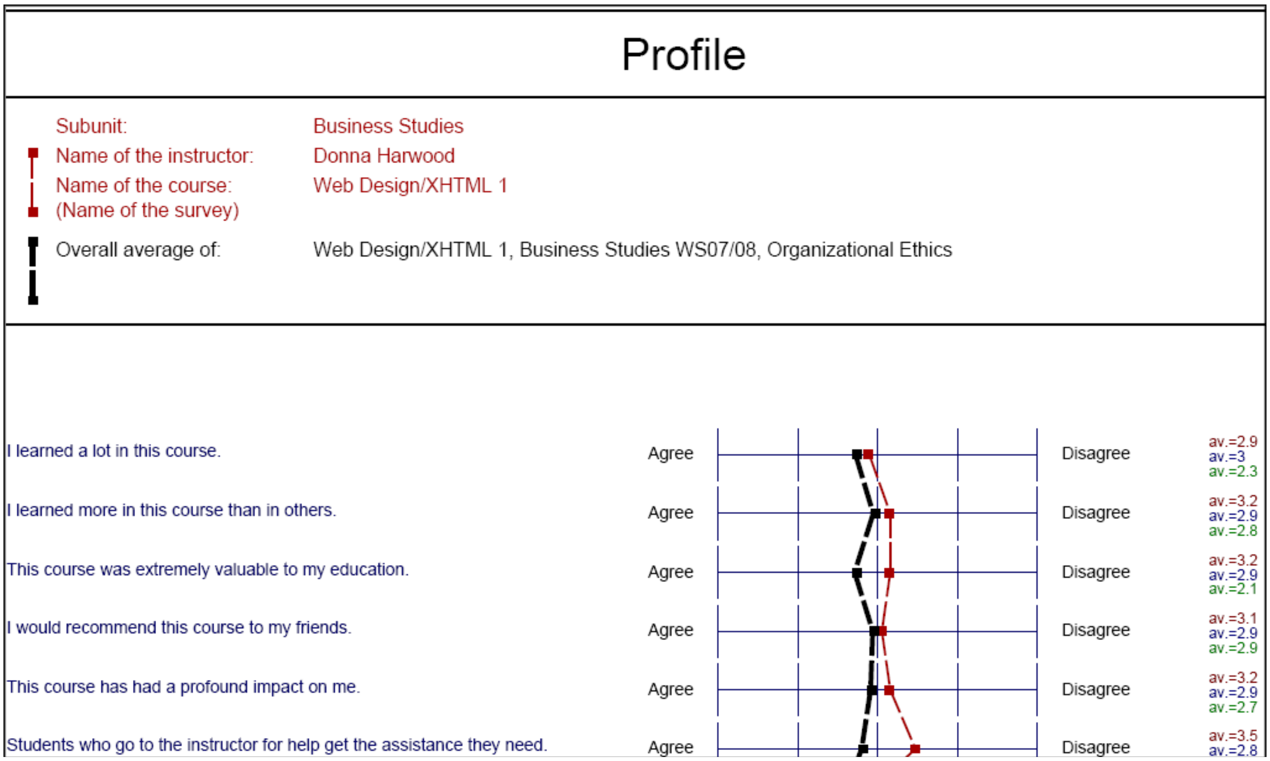


Figure 332: Create Profile Line Emails – Options: "Comparative line" (deactivated) with the total profile line

✦✦✦

Anonymizing comparative lines

With the comparison of several events/reports to each other it is possible, for data protection reasons, to anonymize the names of all comparative lines. So the instructor to whose course it relates, only sees the name of his course, the rest is anonymized (“Comparative line (Course1)”/”Comparative line (Report 1)”).

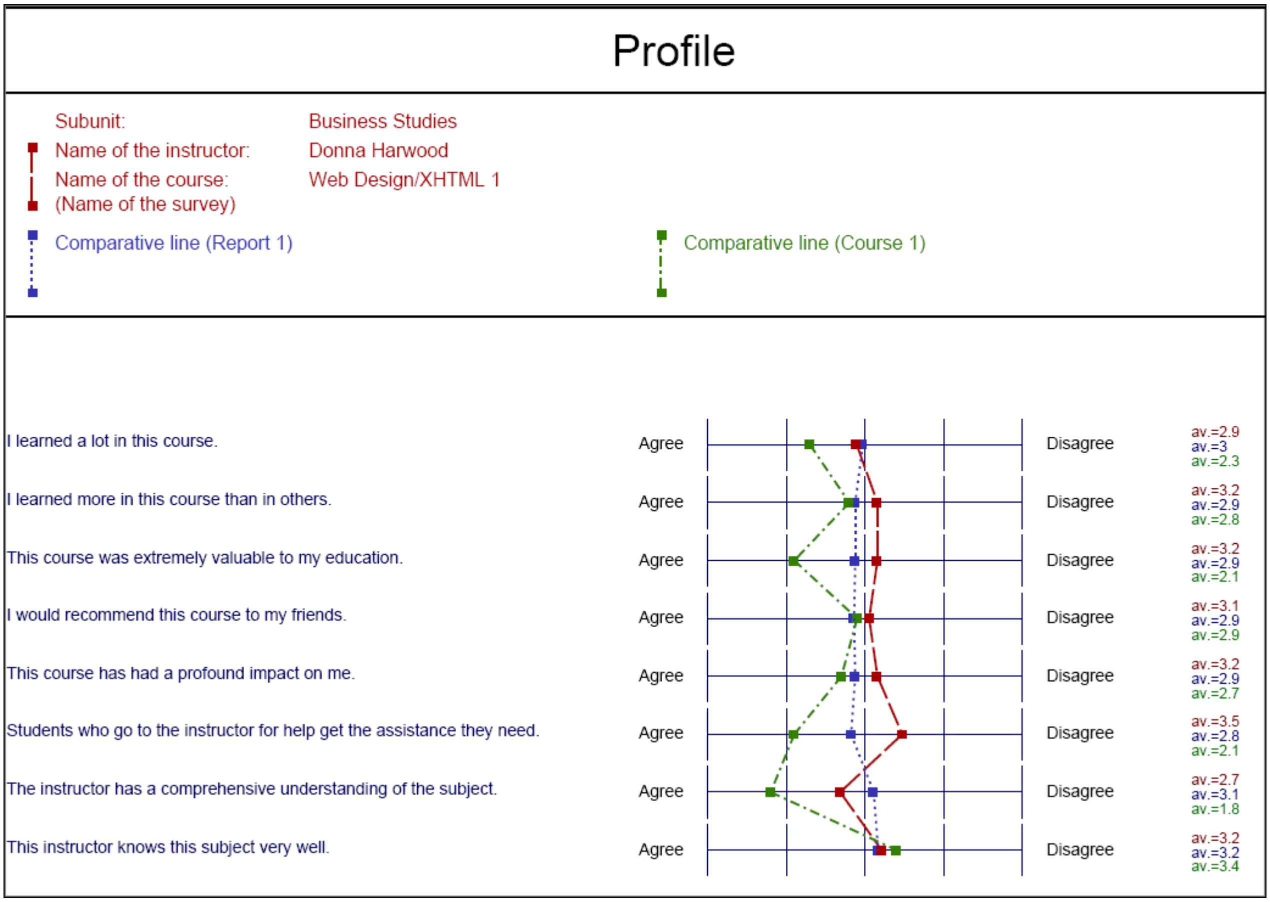


Figure 333: Create Profile Line Emails – option: “Anonymize comparative lines”

Of course these options can also be combined. You could, for example, have a profile line comparison displayed to you in which you mark the minimum and maximum values with gray, add the total average to the graphic and anonymize the comparative lines.

Hint on falling short "Short number of minimum responses"

If you wish to display the profile lines only for the surveys that achieved a certain level of participation you can freely define this through "Check if the number of completed forms exceeds the minimum level (defined in parameters).". If this option is activated, the limitation applies which the administrator has set in the menu “System Settings/Class Climate Settings/Survey/Minimum number of returns for reporting”. If the number of returns to a survey lies below this value, instead of a profile line a corresponding message is displayed:

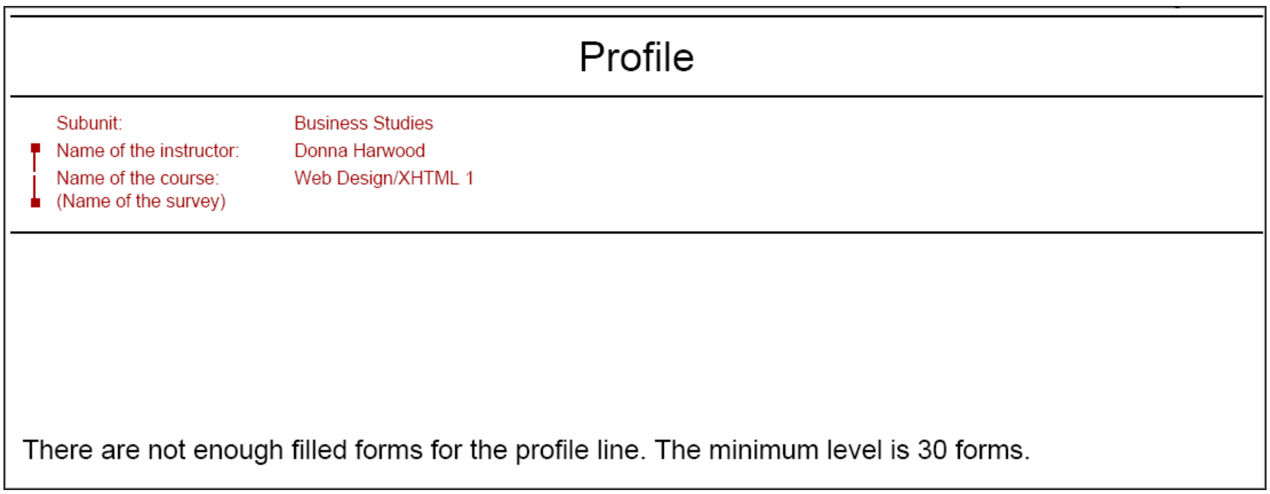


Figure 334: Create Profile Line Emails – options: “Check if the number of completed forms exceeds the minimum level (defined in parameters).”

Excluding questions from the presentation

When you activate the option "Remove certain questions from profile line(s)" and click on [Request], the questions of the questionnaire are displayed prior to the dispatch or download, so that you can exclude individual questions from the presentation of the profile line. Of course, only those questions that can also appear in the profile line are presented, meaning only questions regarding the standard value and scaled questions:

Questionnaire Comparison

Choice		Sample
☑	I learned a lot in this course. Agree - Disagree	
☑	I learned more in this course than in others. Agree - Disagree	
☑	This course was extremely valuable to my education. Agree - Disagree	
☑	I would recommend this course to my friends. Agree - Disagree	

Figure 335: Create Profile Line Emails – options: "Remove certain questions from profile line(s)"

Adding trend graphic

If you have defined indicators for the relevant questionnaire, you can display a trend graphic in addition to the profile line. For this purpose, mark the option "Add trend graphic for indicators to the profile line (as far as corresponding data is available over several survey periods).

The trend graphic shows you a course of time of the averages for indicators determined over several survey periods:

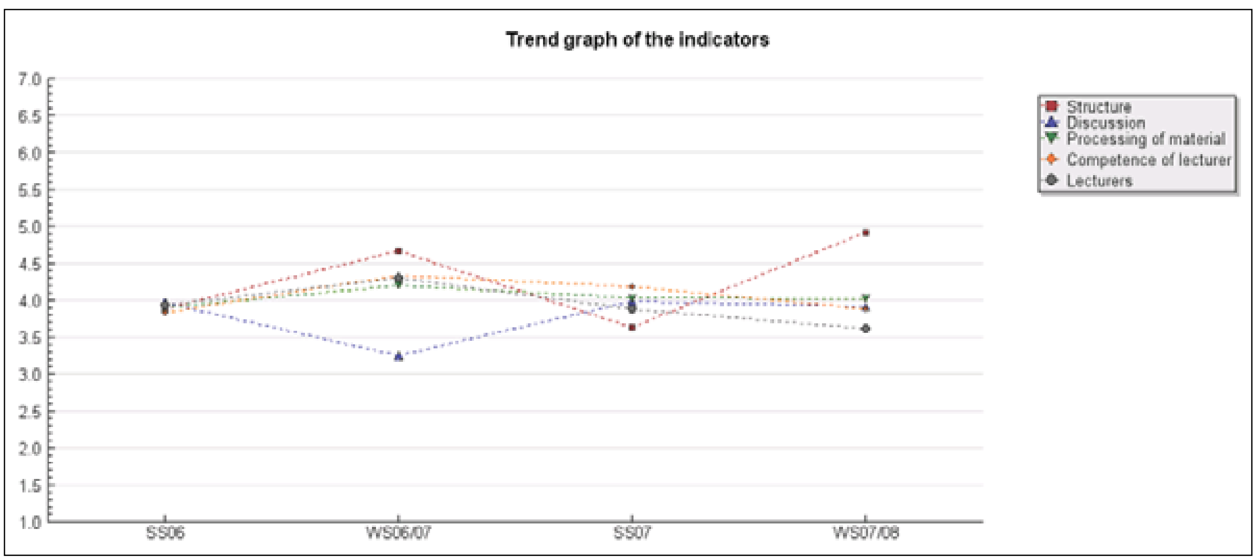


Figure 336: Create Profile Line Emails – Trend graph

Prerequisite for this is the availability of indicators on the selected questionnaire as well as captured data from several survey periods. The trend graphics each show groups of up to five indicators with a maximum of five survey periods in one graphic. If data is available from more than five survey periods, the graphics are divided up correspondingly.

Assignment of the questions in the case of different questionnaires

As you are familiar from the report creation, with profile line comparison you have the option to compare surveys that are based on different (but comparable) questionnaires. To do so, there both options are available: the automatic and the manual questionnaire comparison. Please activate one of the two options here if you use surveys with several questionnaires.

With these options you have diverse possibilities to use the batch profile lines for comparison purposes. In conjunction with the summary reports, this is a powerful tool for processing your data at hand.

5.2.4. Reports for the president, for the dean and for the dean of studies

With the report creator you can download further reports that provide an overview of survey results to the management of your institution or your company. You can find these reports in the menu “Reports” on the left hand side:

Figure 337: Result Reports – Where to find

Using this function you can create summary reports for the president, the deans of studies as well as the deans, which give them an overview of the results of the course evaluations. These functionalities are for questionnaires that were set up for the creation of summary reports.

There are three report forms for summary reports:

- **Report for the President**

  Contains a general indicator for all surveys in the past semester sorted according to subunits.

- **Report for the Dean**

  Contains a general indicator as well as individual indicators for all surveys in the past semester in his or her own subunit.

- **Report for the Dean of Studies**

  The dean of studies selects from a general list of all surveys in all subunits those which should be compiled in his report. The report has the same degree of detail as for the dean.

General Setting

First you must select a general setting. Choose a subunit, a survey period and a questionnaire and then click on [Continue >>].

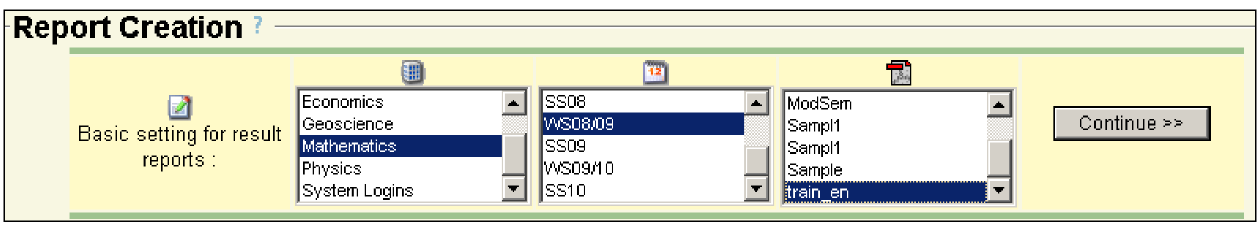


Figure 338: Generating aggregated reports

The general setting can always be selected again at the bottom of the screen “generating reports” and applied with [Next].

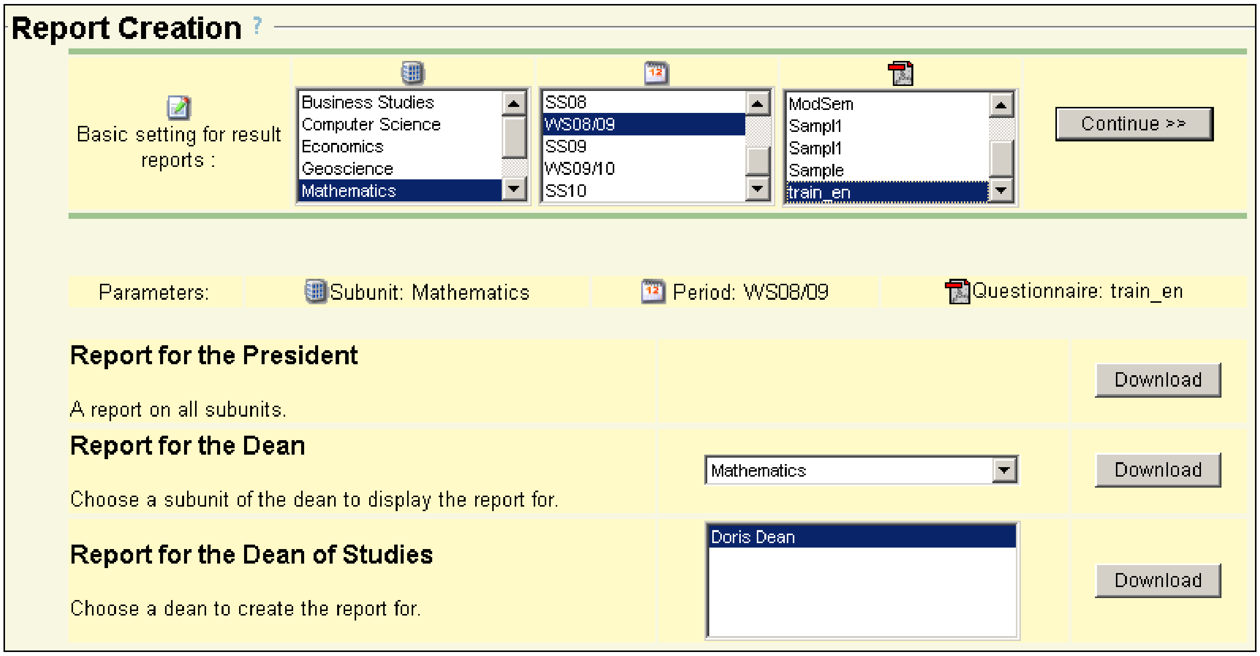


Figure 339: Report creation

Report for the President

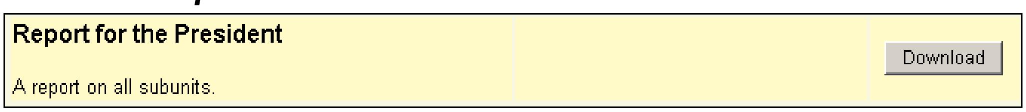


Figure 340: Report for the president

Click on [Download] to create the PDF document. You will then be able to download it shortly.

Report for the Dean

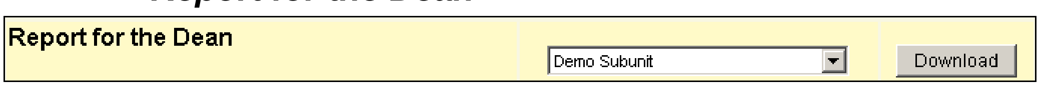


Figure 341: Report for the dean

Select the subunit. For the letter accompanying the report the address in the subunit details will be used. The dean will be addressed in neutral terms as he or she is not in the system as user. Click on [Download] in order to create the document.

Report for the Dean of Studies

Courses provided by the subunit Business Studies

	CO Name	Instructor	CO Type	CO ID	CO Location
☑	History of liberalism	Prof. Dr. Smith	Seminar	HL-02-AS	
☐	Introduction into business administration	Dr. Wallis	Lecture	BA-01-WW	
☑	Introduction into macroeconomics	Prof. Dr. Smith	Lecture	IM-01-AS	

Figure 342: Report for the dean of studies

For the report type dean of studies it is essential that the user profile of the type dean of studies has been set up.

The deans of studies can then login with user name and password and from a list of all evaluated courses select those that they would like to have in their report. The user type dean of studies cannot however create this report himself. This is done on the report creator interface.

Figure 343: Selection of deans

Select the name of the dean of studies whose report should be created. Click on [Download] to create the document.

5.2.5. Integrating profile comparison lines in the PDF report

Comparative profile lines in the PDF report – fundamental possibilities

The automatically generated PDF report of a survey shows you (if activated in the configuration of the corresponding PDF report) a profile line at the end. With regard to scaled and matrix questions, it gives you an idea of how the interviewees voted.

As report creator, you can compare the profile lines of the evaluated surveys with each other or with the profile lines of other reports available. The profile line comparison gives you one or more PDF documents in which several profile lines are placed next to each other. The following conditions are necessary in order to create these documents:

- You have already collected data.
- As a report creator, you can manually recall or send documents for the existing data
- The documents are independent of a specific PDF report and are not integrated as such.

You also have the possibility of displaying other comparison lines together in addition to the current profile lines in the automatically generated PDF report. Whereby the following comparison lines are possible:

- Comparison lines from (up to five) previous periods as well as
- A comparison line, originating from a report of a report creator.

If the relevant data is already available in the system, the relevant comparison lines will be displayed together with the profile lines of the survey in the profile line of the automatically generated PDF reports.

You specify which profile lines you would like to see in a PDF report in the details of the questionnaire (Main menu “System Settings” → questionnaire list → click on the name of the relevant questionnaire).

Please note: You should login under the Class Climate user role which created the questionnaire (Administrator/Subunit administrator).

Profile Line Comparison in the PDF report - add previous period

In the details of a questionnaire, you can define the number of previous periods which should be compared with the current period. This means: the profile line of the period of the current survey will be compared to the profile lines of the survey of the same course from the previous period.

In order to activate the profile lines for a questionnaire, go to the questionnaire details, in the area “Evaluations” and select the option “Comparison report” in the drop-down menu and click subsequently on [Edit]:

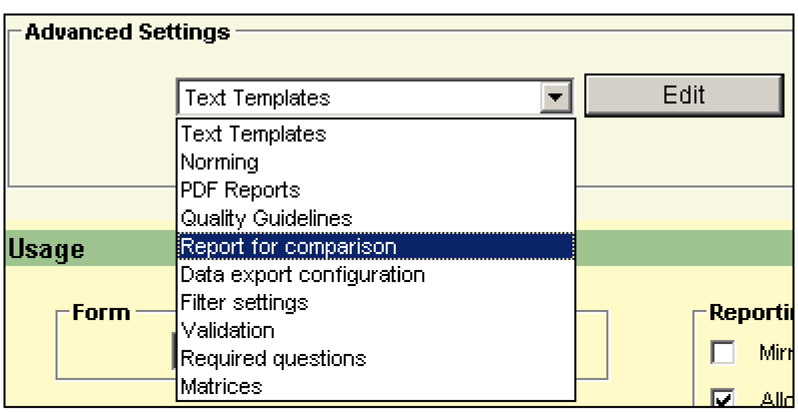


Figure 344: Selection of a report for comparison

The following window opens automatically, in which you can define the number of previous periods for the comparison lines:

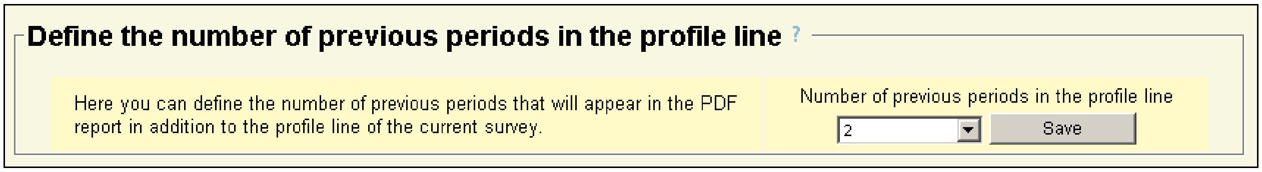


Figure 345: Definition of the number of precious periods in the profile line

In the first part, you define how many previous periods are to be considered in the profile line. Here you can choose between none and five previous periods. If, for example you wish to include two previous periods for comparison, enter the number two here.

In every PDF report for surveys, which were created using this questionnaire (here: Eval01), as well as the current profile line of the survey, you also can see the comparison profile lines of the previous two periods. This is however only valid under the premise that data for these two periods is available in Class Climate. Then this is valid not only for standard report but also the user defined PDF report.

In the following graphic, the course “Organizational Ethics” of Carlos Hernandez, from the period SS09 was compared with the results of two previous periods (WS08/09, WS05/06).

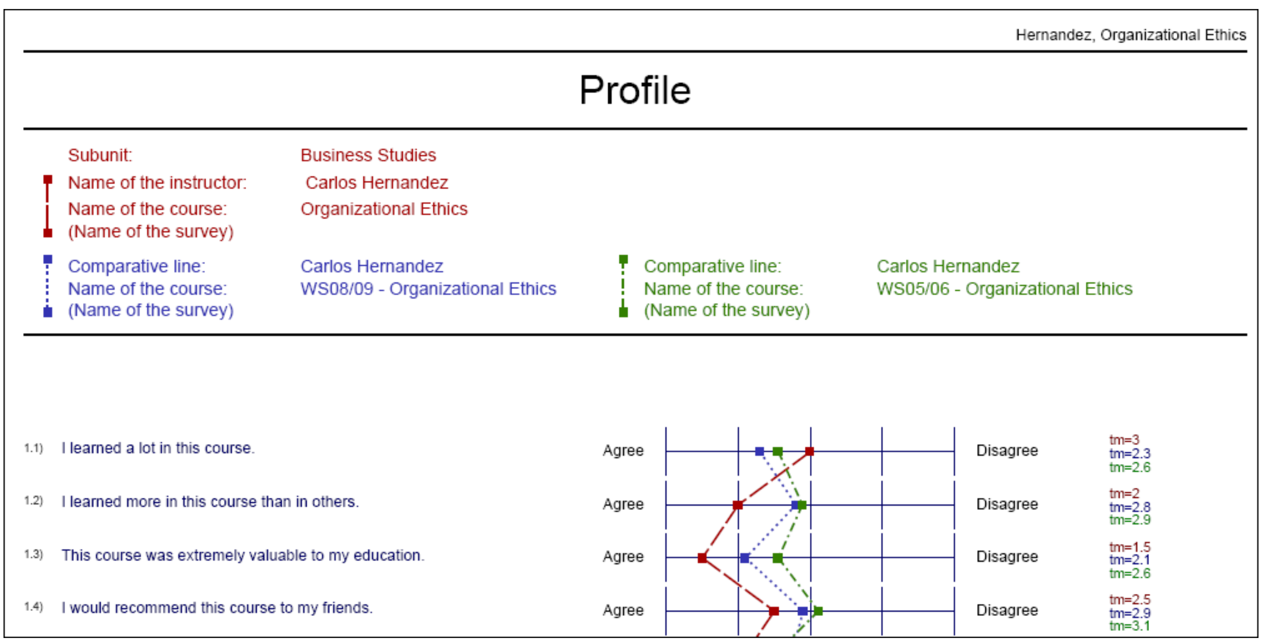


Figure 346: Example of a profile line comparison with two previous periods

Please note, that you define these settings per questionnaire as an administrator as well as a subunit administrator.

Profile Line Comparison in the PDF report - add report for comparison

As well as defining previous periods for the profile line comparison, you can also define comparative reports. Again, in the questionnaire details, select in the area “Advanced Settings” the option “Report for comparison” and click on [Edit]. In the following window, under “Define report for comparison”, you can define which report should be used for the comparison.

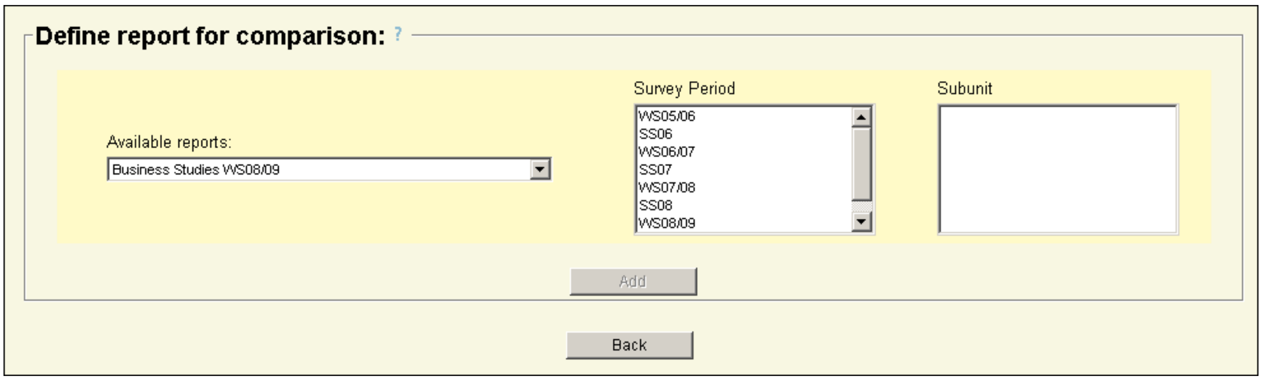


Figure 347: Define report for comparison in the details of a questionnaire (Administrator)

Under “Available reports” you will find all reports which are

a) based on the current questionnaire, and which

b) you have already created in the report creator window.

In order to display the profile lines of a comparative report in the standard PDF report, you must have previously created reports for this questionnaire in the report creator.

Let us assume, for example, you have created period reports of your individual subunits as report creator, for example, “Engineering Report SS07“, or “Physics SS07“. In addition, you have perhaps created instructor reports, like “Prof. Dr. James Hutton SS07” or “Prof. Sunny Narrow SS07“. These reports created in the report creator can be defined here as comparative reports for special periods and subunits.

In the following example the comparative report “Business Studies WS08/09” was selected. This subunit report, which was created by a report creator, contains all survey results of the period WS 08/09 for the subunit Business Studies.

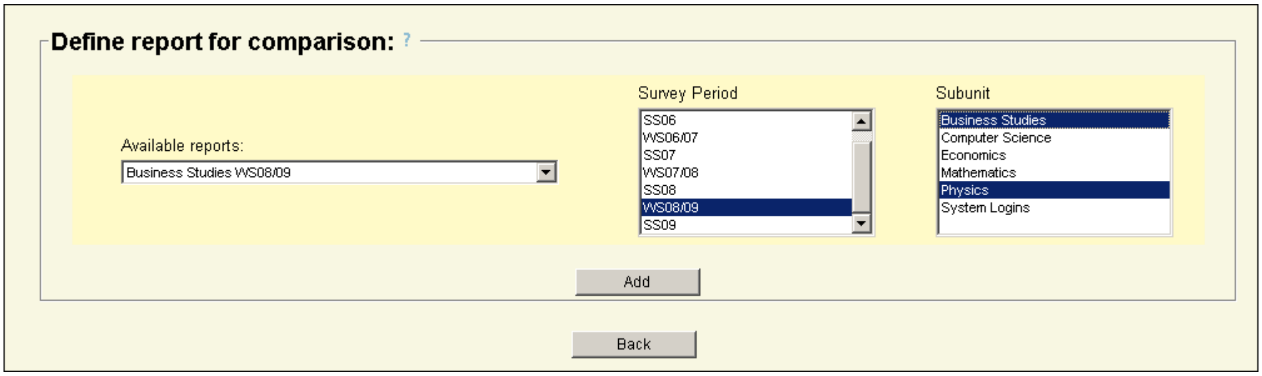


Figure 348: Define report for comparison

Once you have selected the comparative report, define in the area "Survey Period", which period it should be used for. You can only mark one single period!

If, for example, you define here the period WS08/09, in all PDF reports of the surveys which were created with this questionnaire in WS07/08 (here: Eval01), the profile line will be supplemented: they contain additionally the profile line of the subunit report "Business Studies WS08/09".

Additionally, you define for which subunits the comparative report should be used for. As opposed to the survey period, whereby only one period can be selected, in the area of "Subunits" you can define several subunits. To do this, press and hold down the [Ctrl] key and click on the desired subunits. Please note, that a subunit administrator only has access to his subunit. You can allocate subunits to a subunit administrator in his user profile.

In the following screenshot you can see that the comparative report "Business Studies WS08/09" was selected. This comparative report is to be used for all surveys in WS08/09 for the subunits "Business Studies" and "Physics", both of which were created with the Eval01 questionnaire.

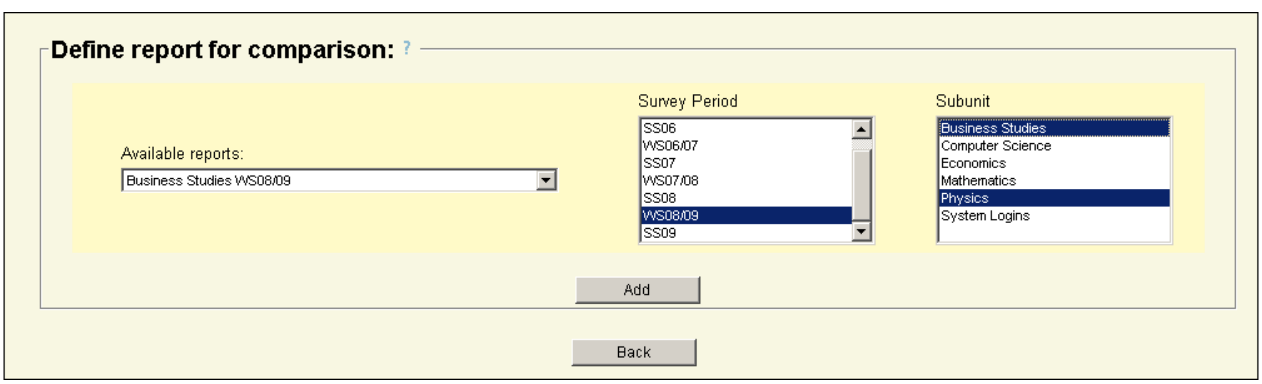


Figure 349: Definition of the report for comparison, the survey period and the subunit

Save your input by clicking the [Add] button. As you can see in the following graphic, your settings are automatically added.

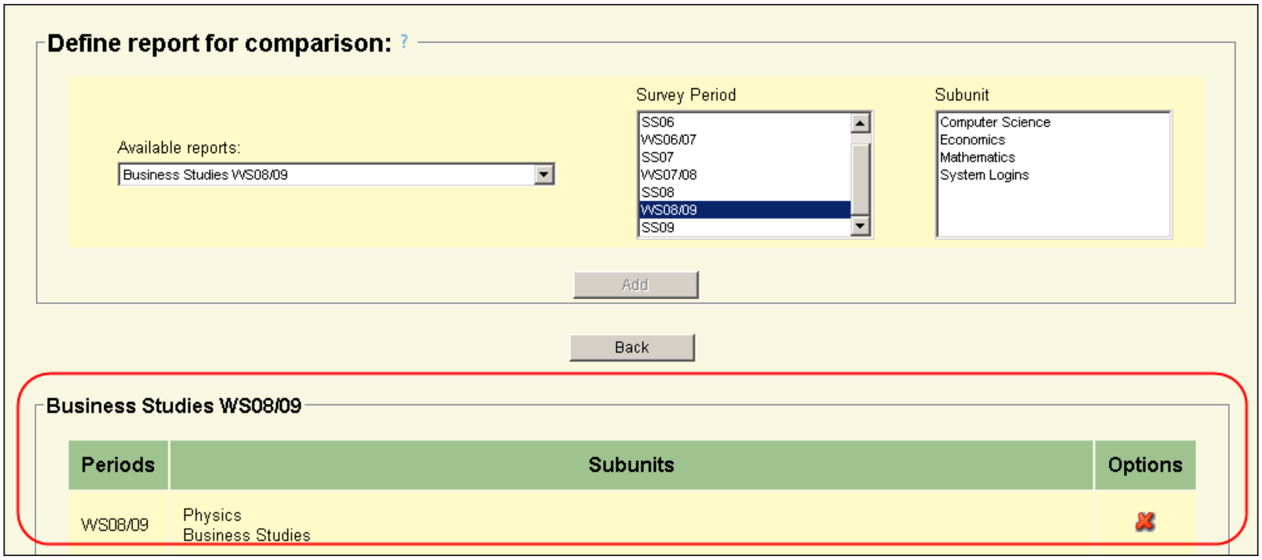


Figure 350: Report for comparison was created successfully

If you now access the PDF report for surveys for the subunits “Business Studies” or “Physics”, created in the period WS08/09 with the questionnaire “Eval01”, as well as the profile line of this survey you will also receive the comparison profile line of the subunit report “Business Studies WS08/09”.

In the following graphic, the profile line of the survey results of the course “Introduction of Marine Science” from Noah Peterson in the subunit “Business Studies” in WS08/09 is displayed with the profile lines of the comparative report (Business Studies WS 08/09) defined above.

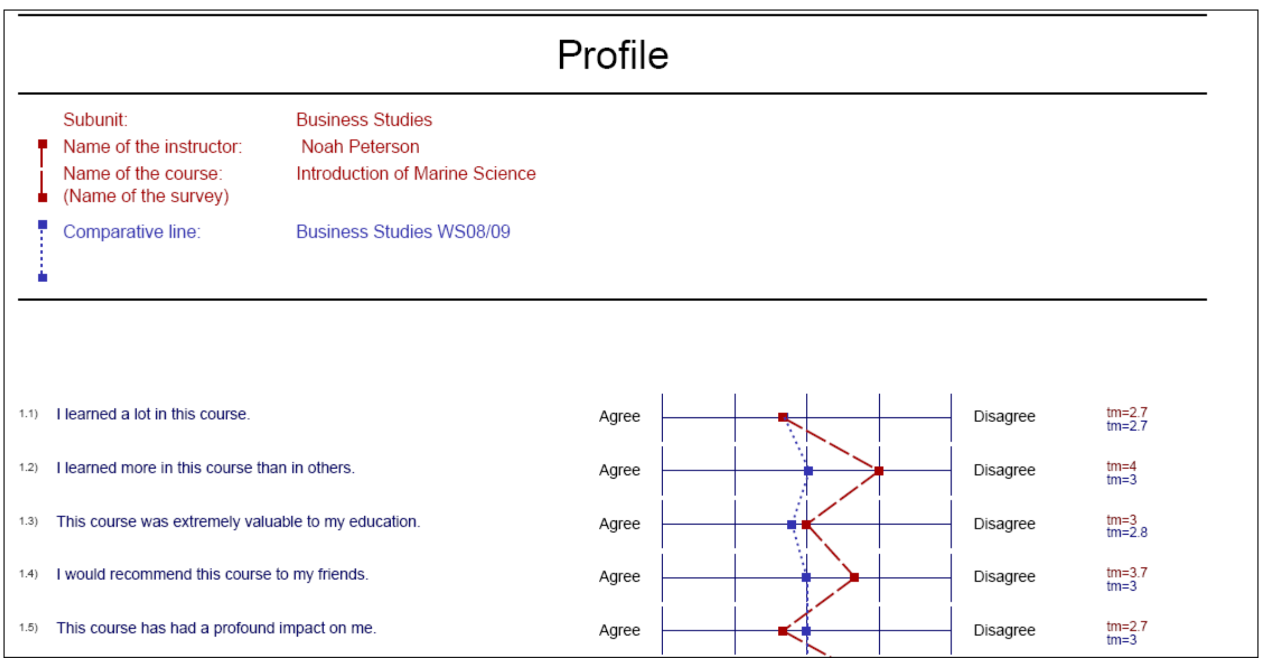


Figure 351: PDF report with the profile line of the report for comparison

In the questionnaire details, you can define as many comparative reports as you may require. In doing so, please note that you can only define one comparative report per survey period and subunit.

This means, that you cannot define any more comparative reports for the subunit “Business Studies” in WS08/09, if you have defined the comparative report “Business Studies WS 08/09” for your subunit “Business Studies“ in WS08/09. If, for example, you select “Computer Science WS07/08” together with the period WS08/09, you can no longer select under “Subunit” the subunit “Business Studies”, because you have already defined a comparative report in WS07/08 for this subunit.

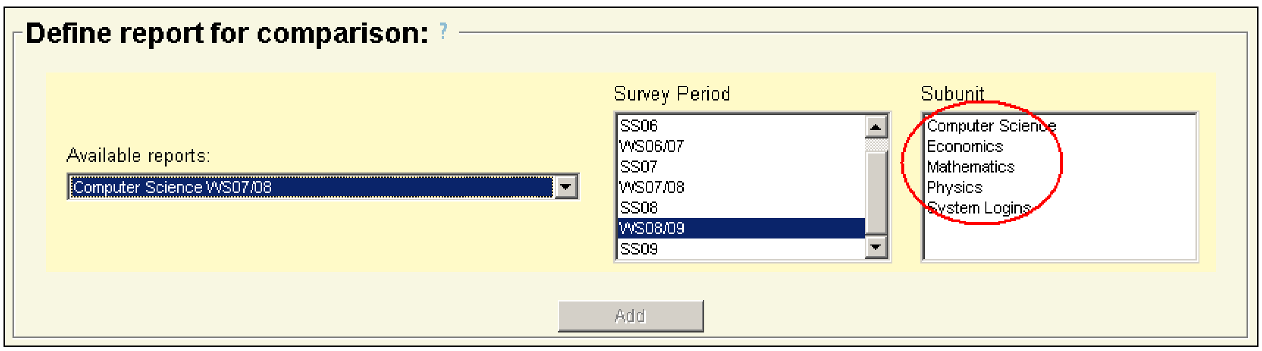


Figure 352: Report for comparison SS07 – The subunit “Engineering” is not mentioned anymore.

If you combine the settings defined above, thereby defining both the two previous periods as well as the comparative report “Business Studies WS 08/09“ for the comparison lines, your PDF reports will additionally contain these four comparison lines.

In the following graphic, you can see the profile lines for the survey results of the course “Introduction of Marine Science” in WS08/09 in the subunit “Business Studies” together with the three comparison profile lines defined:

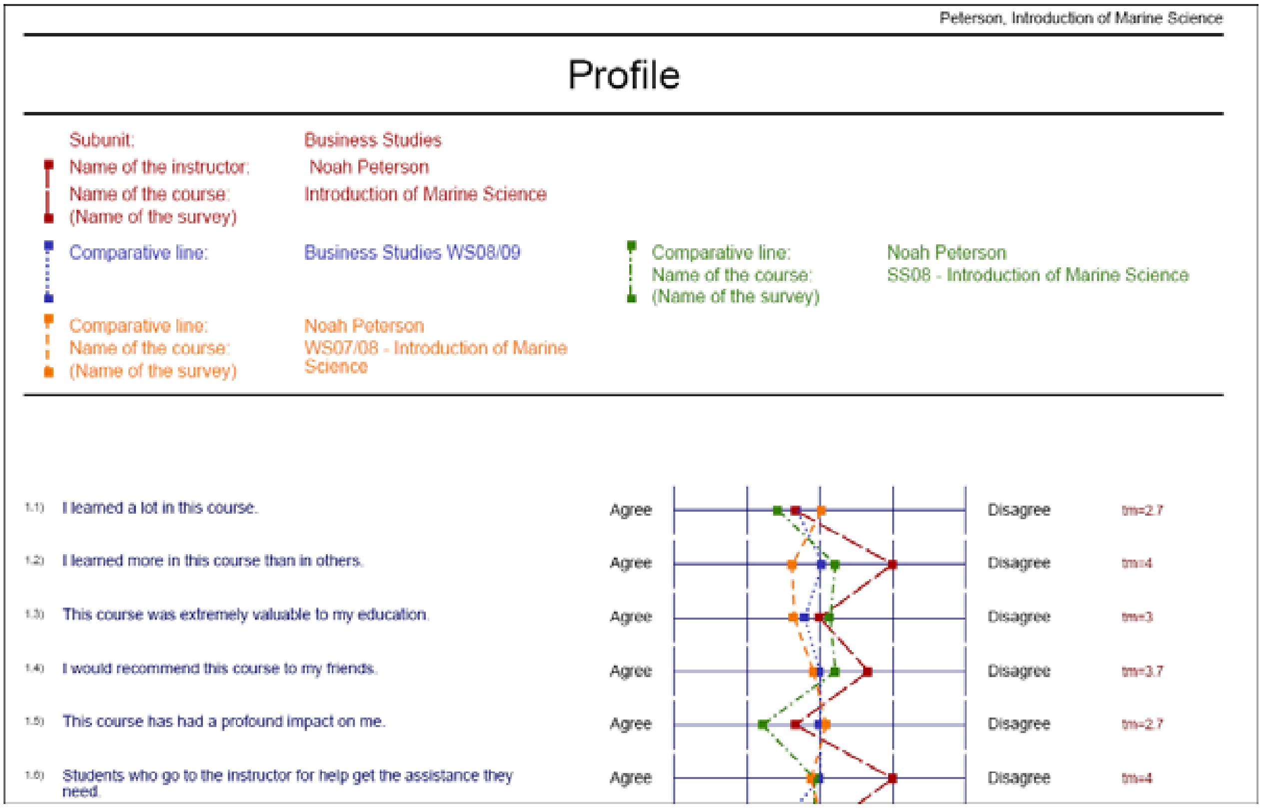


Figure 353: Combination of the various profile lines for comparison

In conclusion, it can be held, that as an/a (subunit) administrator, you can define comparative profile lines for a particular questionnaire, in the details of a questionnaire via the option “Report for comparison” in the area “Advanced Settings”. You can there

- define the number of previous periods to be included in the comparison, and
- select a comparative report which has already been created by the report creator.

5.3. Data export to Excel and SPSS

For further reports and evaluation you can export the collected data to three different formats. The export function can be used for all of the surveys and reports. In the following you can see a description of the different formats:

CSV format

CSV stands for "Comma Separated Values" and provides a free text format that is able to be read by all statistical tools as exchange format. One line of a CSV file is equivalent to the content of one questionnaire. The values are separated by a separator. You can define this separator at "settings / data import and export"; the default setting is a semicolon. A line of data contains:

[instructor name];[course name];{course additional fields};[set-ID];[variable 1]; ... ;[variable n]

In order to format the data in Excel, highlight the first column, then select in Excel "data / text in column", then select "separated" and "next", "semicolon" and "complete".

SPSS Format

SPSS is a common tool for statistical analysis and solutions.

Exporting from Class Climate creates a SAV file, which contains the format of the sheet and all the raw data of the survey/report.

Export of Time Stamps in Online surveys (all data types)

For online surveys the export data includes a time stamp showing the completion time of every record.

5.3.1. Definition of the export values and names for variables

In export, Class Climate assigns the names of the variables (=questions) automatically. In CSV-export this is unproblematic, because the question text is adopted. With export to SPSS however, no meaningful variable name appears, but an alpha/numerical combination, for example V2_A for the first variable (as question) in the second question group.

You can specify new names for all variables. These are then displayed in the CSV file (thus in Excel), as well as in SPSS, instead of the automatically assigned names

This function is intended to support you in the evaluation with statistic tools.

To rename the variables, go to the details of a questionnaire and in the area “Advanced Settings” select the option “Data export configuration”. Click on [Edit]:

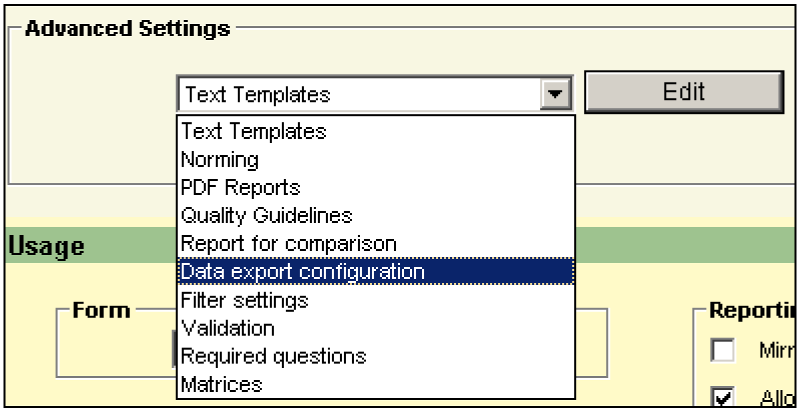
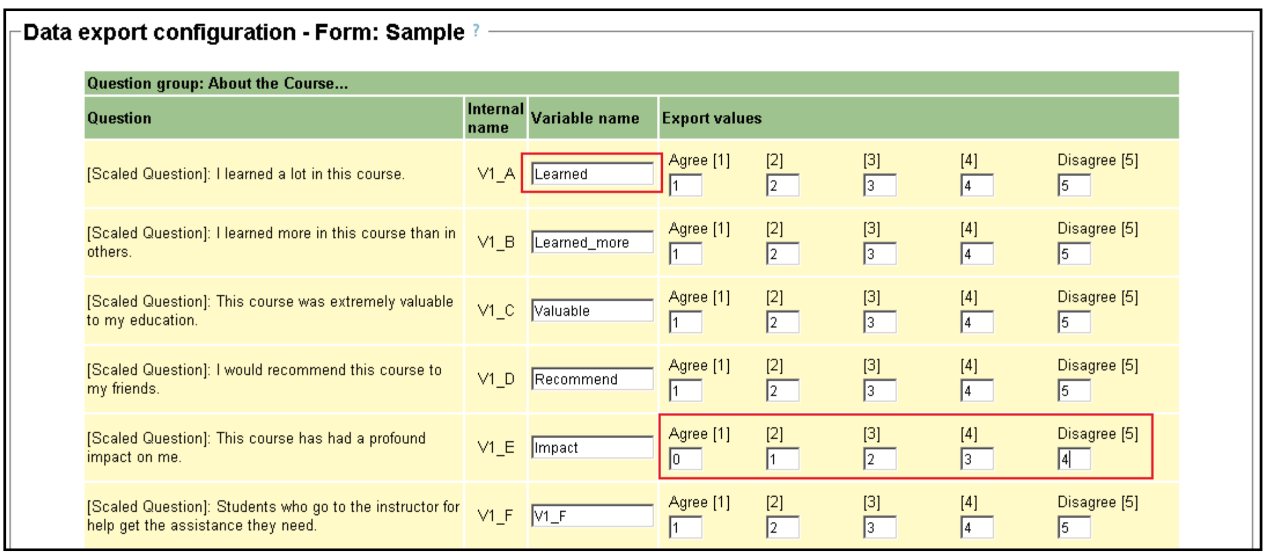


Figure 354: Data export configuration in the details of a questionnaire

Please note that the allocation of names for variables must be carried out for each questionnaire.

In the window which opens afterwards you have the possibility of defining the names of the different variables:



Data export configuration - Form: Sample

Question group: About the Course...

Question	Internal name	Variable name	Export values				
[Scaled Question]: I learned a lot in this course.	V1_A	Learned	Agree [1] 1	[2] 2	[3] 3	[4] 4	Disagree [5] 5
[Scaled Question]: I learned more in this course than in others.	V1_B	Learned_more	Agree [1] 1	[2] 2	[3] 3	[4] 4	Disagree [5] 5
[Scaled Question]: This course was extremely valuable to my education.	V1_C	Valuable	Agree [1] 1	[2] 2	[3] 3	[4] 4	Disagree [5] 5
[Scaled Question]: I would recommend this course to my friends.	V1_D	Recommend	Agree [1] 1	[2] 2	[3] 3	[4] 4	Disagree [5] 5
[Scaled Question]: This course has had a profound impact on me.	V1_E	Impact	Agree [1] 0	[2] 1	[3] 2	[4] 3	Disagree [5] 4
[Scaled Question]: Students who go to the instructor for help get the assistance they need.	V1_F	V1_F	Agree [1] 1	[2] 2	[3] 3	[4] 4	Disagree [5] 5

Figure 355: Data export configuration in the details of a questionnaire

The first column shows you the types of questions and the question text, the second displays the internal description of the variable. In the third column, you can rename the variable. Please observe the following rules when re-naming:

The name

- must begin with a letter (reason: variables in SPSS must begin with a letter).
- may only consist of letters, numbers and the underscore. This means, that other (special) characters also the space bar, are not allowed. Capital and small letters are, however, not important.
- May be a maximum of 32 characters long.
- Must contain at least one character. The field therefore, cannot be empty!

In the fourth column the export values are displayed, to which you can allocate new numerical values. Please note, that you can only use numerical values for the export value, no alphabetical characters.

After completing your changes, click at the end of the dialogue on [Save]. Class Climate informs you whether the saving of your changes was successful:

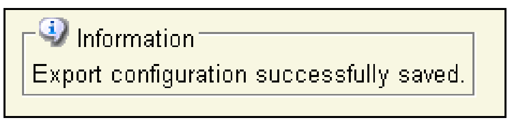


Figure 356: Export configuration successfully saved

(Should the variables not comply with the above mentioned rules, an error message will appear).

After your changes have been successfully adopted, click at the end of the window on [Close] to exit the export configuration.

The example questionnaire just processed (Sampl1) shows, for example, in the raw data export via CSV, the following result (SPSS is also possible).

	A	B	C	D	E	F
1	Sheet	Learned	Learned_more	Valuable	Recommend	Impact
2	1	1	5	2	2	3
3	2	4	4	2	5	0
4	3	5	1	4	5	3
5	4	5	3	5	4	3
6	5	4	3	2	2	4
7	6	2	2	1	4	0

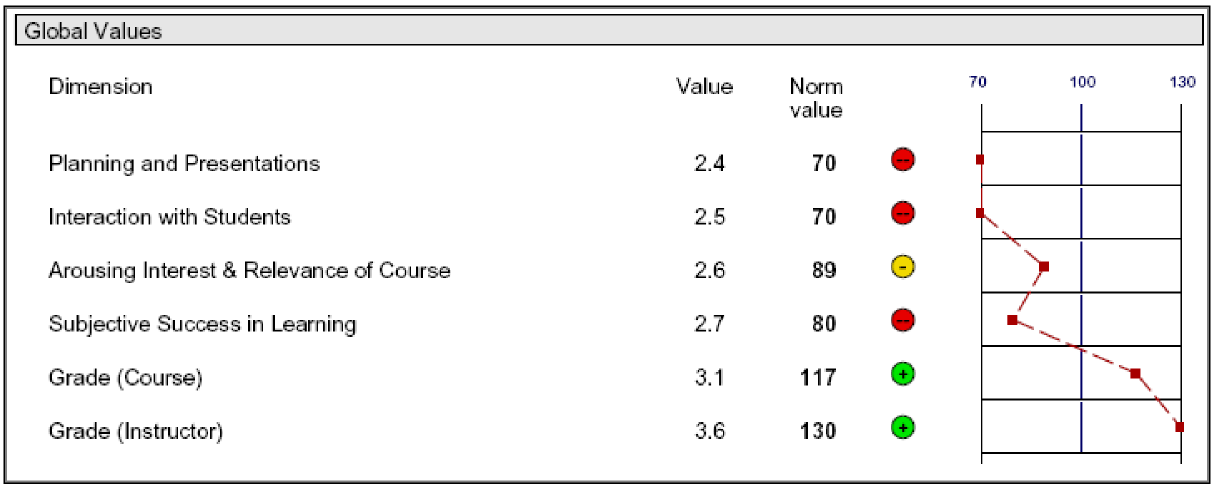
Figure 357: CSV export of the raw data with changed names of variables and export values

The variables changed by you and the export values are displayed. In the second column, instead of the usual variable description “V1_A“, the newly defined variable name “learned” is displayed. Also, the newly defined export value “0-4” in the area “Impact” is displayed here instead of the usual export values “1-5”.

6. Phase 5: Quality management

6.1. Norms

Norms allow survey results to be given simple interpretations. An average given as feedback for items or indicators is often insufficient in order to judge the quality of a result.



Global Values

Dimension	Value	Norm value
Planning and Presentations	2.4	70
Interaction with Students	2.5	70
Arousing Interest & Relevance of Course	2.6	89
Subjective Success in Learning	2.7	80
Grade (Course)	3.1	117
Grade (Instructor)	3.6	130

Figure 358: Global values with norms

The survey results are compared with the average results of a large number of surveys. This comparative data can be, for example, aggregated data from previous semesters. This makes it markedly easier to determine relative strengths and weaknesses.

The comparative data is most often used as generally valid norms in order to make comparisons between subjects. However if desirable you can use more specific norm data for different types of courses (lectures, seminars and so on) or even in order to compare departments.

The normed values are graduated as follows:

Norm value (Z)	Percent rank	Distribution	Description
<70	0-0,12	approx. 0,1%	far below average
70-84,9	0,13-6,67	approx. 6,6%	below average
85-94,9	6,68-30,84	approx. 24,2%	slightly below average
95-105	30,85-69,15	approx. 38,3%	average
Therein: 100	50	average value	average value
105,1-115	69,16-93,32	approx. 24,2%	slightly above average
115,1-130	93,33-99,87	approx. 6,6%	above average
130<	99,88-100	approx. 0,1%	far above average

Table 11: Normed values

M=100, SD=10 (not 15!)

In addition to norming survey results, individual message texts for below average, average and above average results can be added to the results. These texts can be accessed by instructors via a link in the PDF report. Text building blocks are used to create individual message texts based on the results achieved in a given evaluation.

The norm profile lines and message text functionality were developed in collaboration with Dr. Heiner Rindermann from the University of Magdeburg.

6.1.1. Definition of norm values for questionnaires

In order to use the functionality of norm profile lines, the option (System Settings/PDF Report Settings/Show norm values) must be activated.

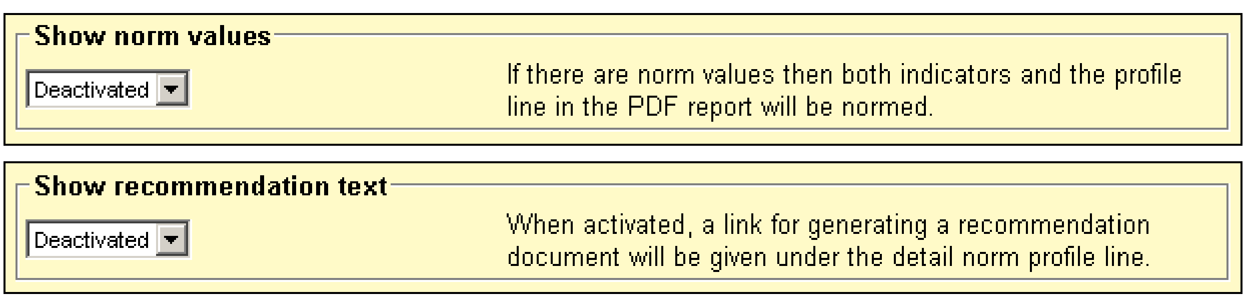


Figure 359: Definition of norm values for questionnaires

The option “System Settings/PDF Report Settings/Configuration/Show recommendation text” gives instructors the possibility to generate a recommendation document through a link in the PDF report.

In the details of a questionnaire you can choose in the drop-down-menu in the area “Advanced Settings” the option “Norming”. After marking the option “Norming” click on the button [Edit].

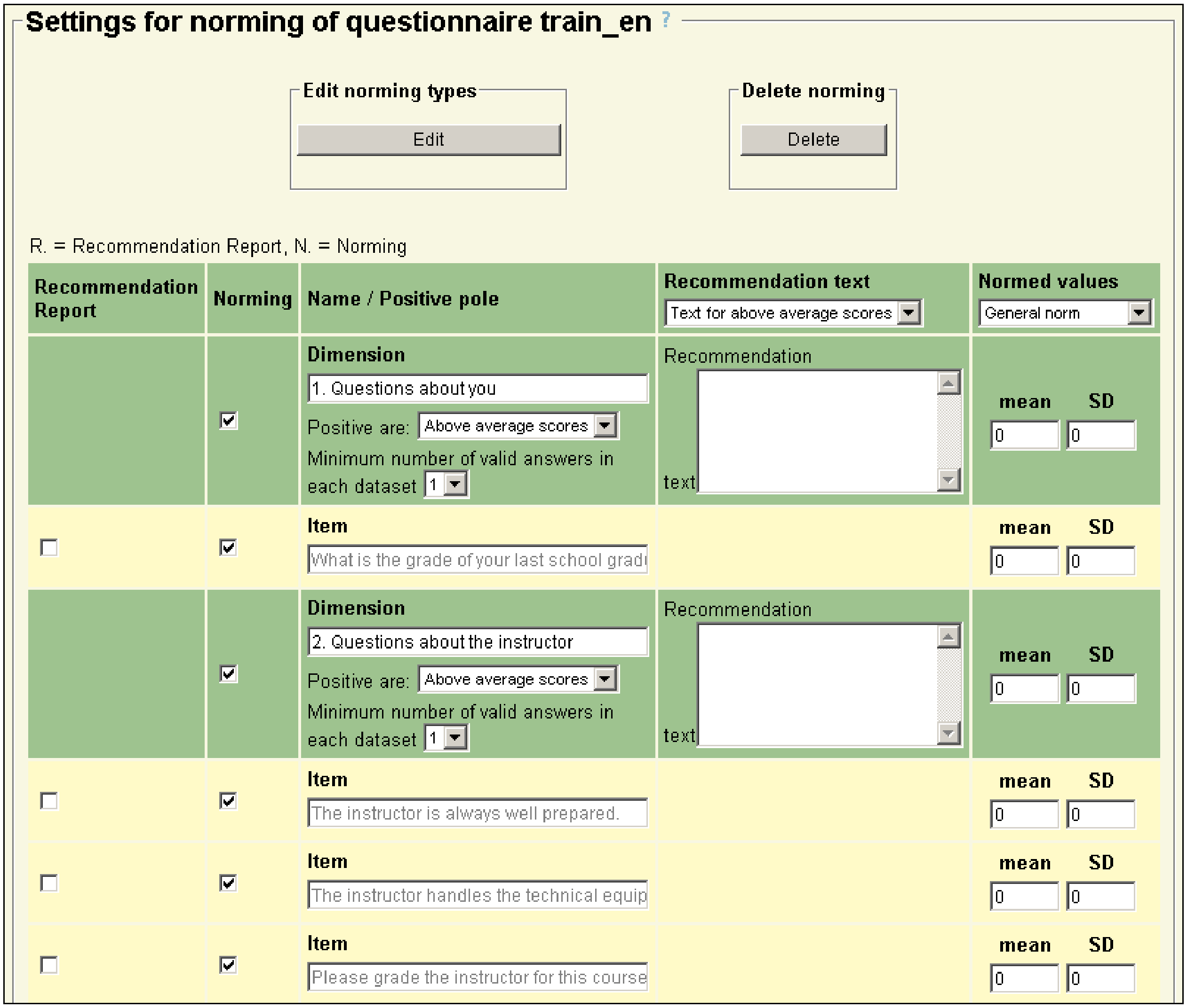


Figure 360: Settings for norming of questionnaire

A sub window appears in which the norm value can be entered. If there is not yet a norming for the questionnaire then a message will display with the button [Activate Norming].

In the table displayed you can now set for all the dimensions (indicators) as well as items (only scaled items are permissible) norm values and analysis rules.

Whether results are to be seen as positive must be set for each dimension, e.g. for methodology and structure, above average; for redundancy, average; for anomie (lack of discipline) below average.

At the right-hand side of the screen you will see the average as well as the standard deviation of the comparative group. This is repeated for the complete contents of the questionnaire.

In the column “recommendation text” three text building blocks can be placed, which should be displayed depending on whether the results are above average, average or below average.

At the left using checkboxes you determine whether in addition to the dimensions there should also be text building blocks for individual items.

Example: Atmosphere Dimension

Above average score:

Congratulation! Your course is considered by your students to have an above average positive atmosphere (friendly manner with students, cooperative, instructor is open). Particularly in courses with interactive teaching is this an important aspect.

Average score:

Average score results in teaching are not bad, since most courses have been give evaluated as good (on a raw value scale between 1 and 7 at 5). So this is at least a satisfactory score! How could you continue to improve the atmosphere as judged by students (friendly manner with students, cooperative and instructor is open)? Particularly in courses with interactive teaching is this an important aspect […]

Below average score:

Comparative norms always place 49.99% of the values under the average and 49.99% above. But for norm values below 85 you should definitely take action. It is important not to be discouraged or to make those circumstances you can’t change responsible. The best attitude would be to use this score as an impulse to continue to improve your teaching!

How can you continue to improve the atmosphere as judged by students (friendly manner with students, cooperativeness and instructor is open)? Particularly in courses with interactive teaching this is an important aspect […]

As an alternative to manual entry of norm values you can also make use of existing evaluations that you have already created with the user type report creator.

In the section “Edit norming types” click on the button [Edit].

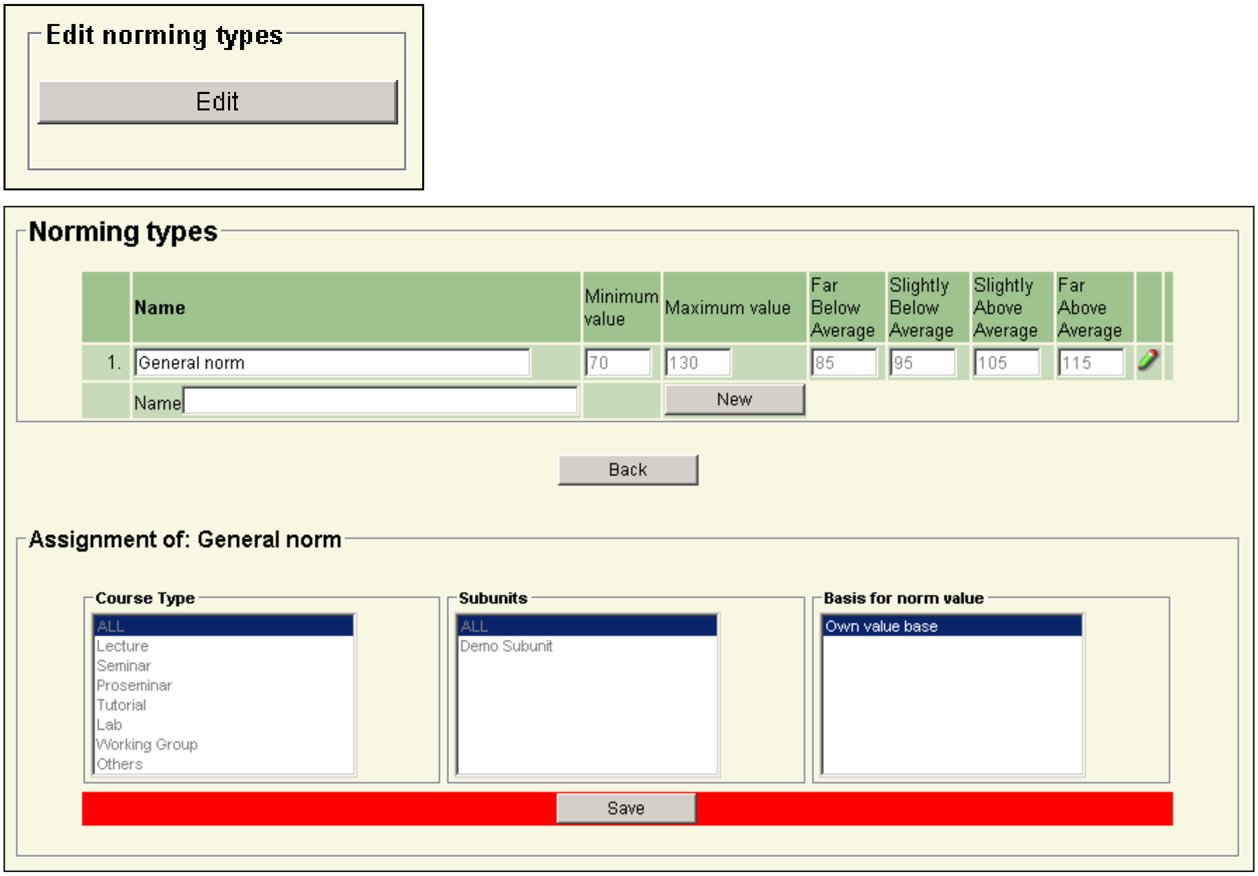


Figure 361 a+b: Edit norming types

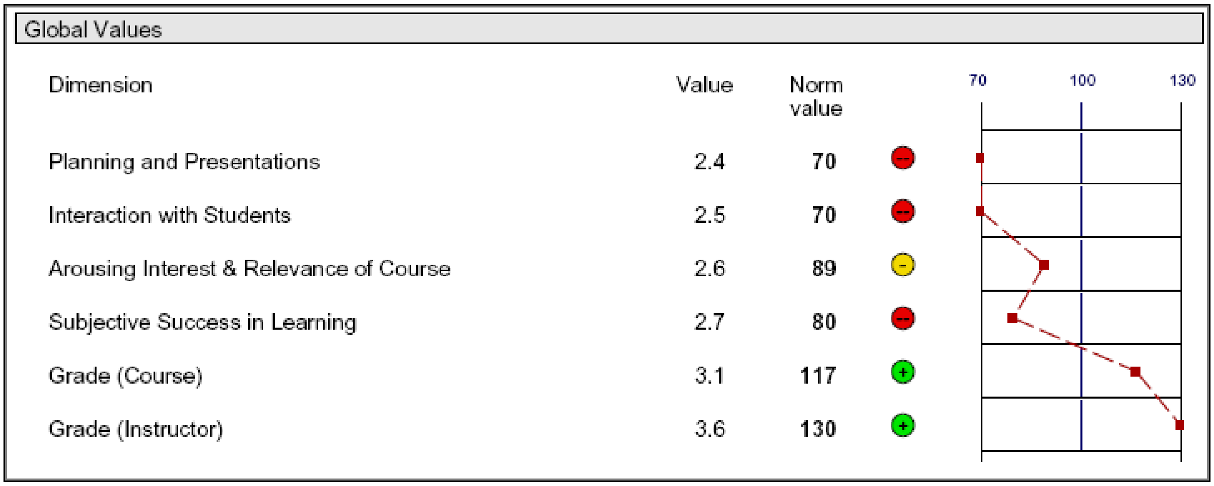
In the upper part of the screen you will see a list of the available norm types, which cannot be deleted. This total norm is generally valid unless you create a special sub-norm.

You can now give the total norm a norm value basis by selecting one of the reports shown in the list in the area “Assignment of the norm type total norm”. It is not possible to limit the total norm to courses or subunits.

In order to create sub-norms, enter the name of the sub-norm in the list “norm types” and click on [New]. The assignment area for the new sub-norm now appears. You can now select all of the course types and subunits as well as the corresponding norm value basis valid for this sub-norm.

6.1.2. Appearance of the norm data in the PDF report

The norm profile line replaces the list of indicators at the beginning of the PDF report.


Global Values

Dimension	Value	Norm value
Planning and Presentations	2.4	70
Interaction with Students	2.5	70
Arousing Interest & Relevance of Course	2.6	89
Subjective Success in Learning	2.7	80
Grade (Course)	3.1	117
Grade (Instructor)	3.6	130

Figure 362: Appearance of the norm data in the PDF report

The color symbols allow the scores to be immediately given a qualitative interpretation. The following symbols are possible:

Positive score

Neutral score

Somewhat critical score

Critical score

In the PDF report you can see the detailed profile line below the detailed analysis of all the items. The detailed profile line shows all the norm values of the questionnaire.

If the option “System settings/PDF Report Settings/Configuration/Show recommendation text” has been activated, then there will be a link at the end of the detailed profile line a link. The report recipient can click on this link in order to open a further PDF document with a compilation of the recommendation texts linked to the norm properties in the survey being viewed.

6.1.3. Converting norms in quality guidelines

When defining quality guidelines (abbreviated QR) it is often difficult to decide where to set the threshold for good and poor quality. A common approach is to use the results themselves to define the thresholds. You can simplify this step by using the function “Convert quality guidelines from norms”.

Conversion

A quality guideline is created for each dimension (= question group) of the norm. All items within a dimension are given the same weight in the QR.

Statistical approach

The norm values (norm averages and norm standard deviations) are the basis for the individual questions (items). The advantage is that the norm values are part of an extensive database and the poling of the items (questions) is already set up.

The point of conversion is link the upper and lower thresholds of the quality guideline to the norm averages and norm standard deviations. Whether the threshold is exactly the average value or a higher or lower value can be defined by using a “multiple” of the norm standard deviation (dev.). This multiple is known as granularity and can be between 3x sigma and –3x sigma, i.e. whether the threshold is above or below the norm average value. The granularity for the upper and lower threshold is defined for each item.

The threshold values for the quality guidelines are then calculated automatically.

Window

In order to open the conversion window you need to open the details of a questionnaire, select in the field "Advanced Settings" the option "Quality Guidelines" and click on [Edit]. The dialogue for the definition of quality guidelines appears. Now click on [Convert quality guidelines from norms]. Because only one set of quality guidelines can be defined for a questionnaire, the button appears only when no other guidelines were defined. This is also the case when no norms have been defined for the questionnaire.

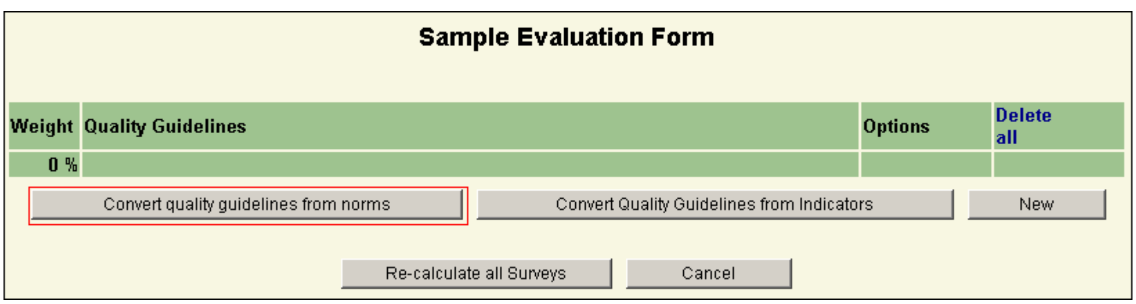


Figure 363: Button "Convert quality guidelines from norms"

When opening the window the dimensions are converted into quality guidelines. The guidelines and the related questions are displayed in a column. For each question the norm average value (=avg), norm standard deviation (=dev.) as well as upper and lower thresholds are displayed.

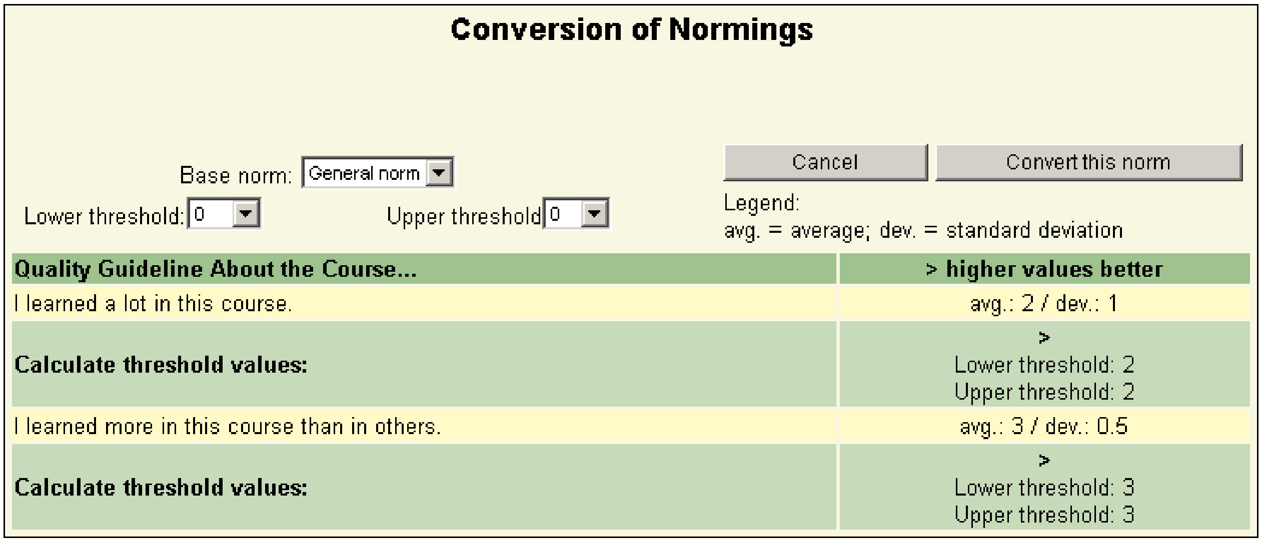


Figure 364: Granularity of the thresholds

In the header select under "Base norm" a norm set as base. There must already be a norm set for the norms of this questionnaire. In the drop-down lists you can then select the granularity for the lower and upper thresholds.

Please bear in mind that the lower threshold has to be less than or equal to the upper threshold.

Clicking the button [Convert this norm] creates quality guidelines and recalculates the quality indices for the questionnaire. Automatically created quality guidelines can be developed/modified in Class Climate at a later point in time.

6.2. Quality guidelines

The quality guidelines are a tool for visualizing a number of individual courses as well as defining minimum quality standards to be met in a particular organization.

By using such an overview, executives within an organization, such as a dean or a manager, are able to put together and assess a number of evaluated courses and access detailed reports if desired.

The administrator defines the quality guidelines for each questionnaire. Each individual question or question group receives its own weighting along with a threshold value which is used to make a quality index. The computed quality of an evaluated course can therefore vary between 0% and 100%.

6.2.1. Setting quality guidelines

Click in the detail window of a questionnaire on the button [Quality Guidelines]. A list of the defined quality guidelines will appear and, if quality guidelines have already been defined, question blocks will appear. Question blocks are one or more questions which have been given an individual weighting as a group weighting (as quality guidelines). Existing quality guidelines can be edited or deleted. New quality guidelines can be created by using the button [New].

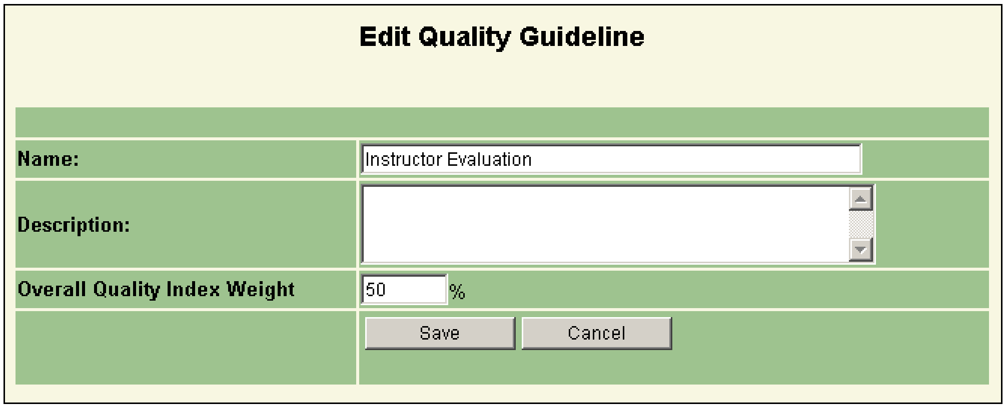


Figure 365: Setting quality guidelines

Enter a name, a description text and a weighting related to the total quality index. The weighting defines the maximum deduction in percent that this guideline can affect on the course quality index.

Now you can add questions to the quality guideline you have just created.

In general questions which are thematically related are brought together in quality guidelines.

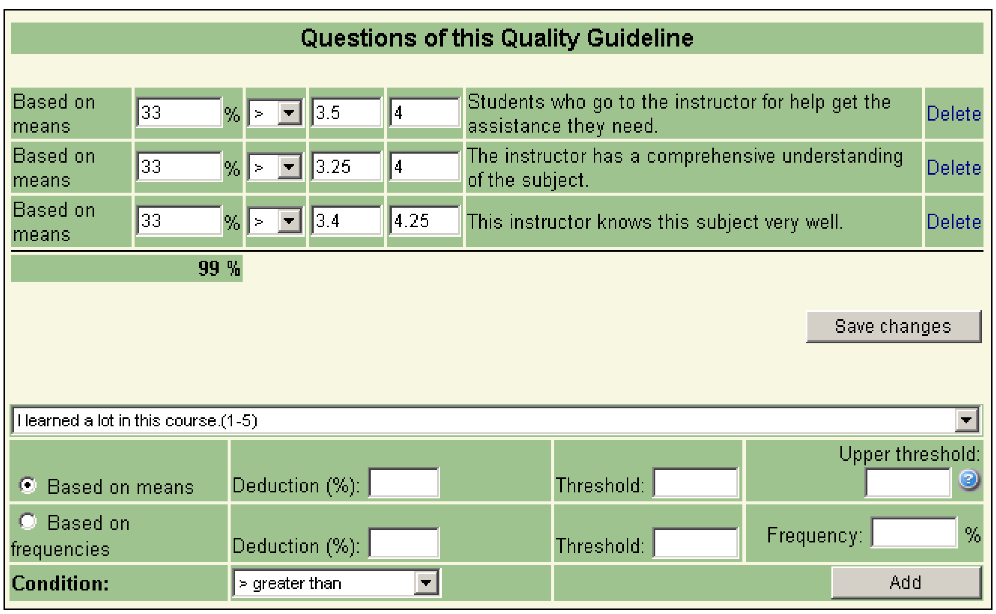


Figure 366: Questions of this quality guideline

In the example given above the question “The content of the course is structured logically/comprehensibly” was defined with a weighting of 25% as well as a minimum threshold of >2.5 and an upper limit of >3. In this case we are dealing with a scaled question which has values from 1 (strongly disagree) to 5 (strongly agree). If the average for this question is below 2.5, then 50% will be deducted. If another question is weighted with 50%, then there can be a maximum deduction of 100% which would mean that the 20% deduction from the overall quality index set for this guideline would be fully applied.

If in the questionnaire you have defined questions where the best/worst evaluation result can be found exactly in the middle (= “level questions”), you can choose them twice when defining a quality guideline.

A possible level question is “Do you think the number of presentations was adequate?“. In answer to this, the interviewees can select one of seven possible options connected with the ratings “too few” – “just perfect” – “too many”. The positive judgments lie in the middle (when the interviewees choose “just perfect”, respectively the value of 4). To integrate these questions into the quality guideline in a meaningful way, first choose a question and define the first side of the scale to be negative (“left of the middle”). For evaluation results below a certain threshold (e.g. 2.5), you have to make a quality deduction. As normal, you have to define a range of tolerance here (e.g. 2.0 to 2.5).

For the other side of the scale (“right of the middle”) you have to choose the question once again. Now you can say that results bigger than the upper threshold will also cause a deduction of quality (e.g. the upper threshold may be 6 – again with a chosen range of tolerance). In this way you ensure the level questions are interpreted in a meaningful way in regard to the quality guideline.

Please note: After choosing a question once it will be marked by an asterisk (*) in the list. Thus you will be informed that it is already in use in the quality guideline.

The thresholds and weight of single questions can be altered. Change the values in their boxes and click on [Save changes].

As an alternative to the average-based quality guidelines presented, so-called frequency-based quality guidelines can also be created.

Here, for example, you have the possibility instead of defining an average value as the decisive criterion that is influenced by all survey participants, you can define as decisive criterion a certain frequency of responses in a particular range of values.

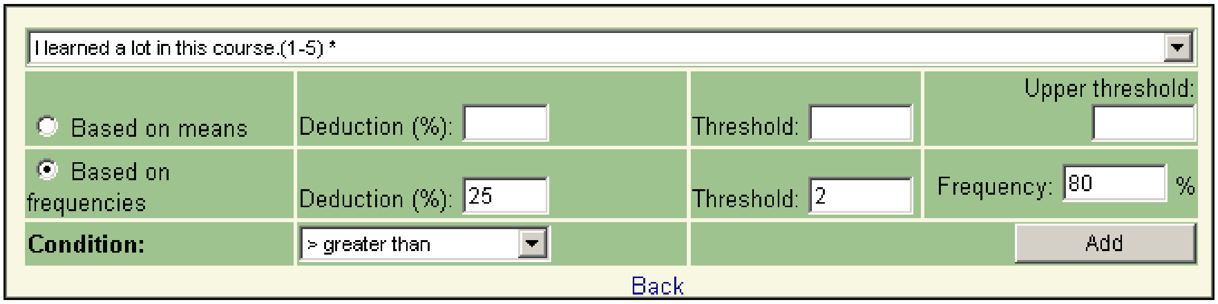


Figure 367: Definition of a frequency-based quality guideline

This example relates to a scaled question with 5 response options (higher values better). The objective is to use a 25%-deduction if more than 20% of the total responses are allotted to the negative answer options 1 and 2.

The reverse conclusion is that more than 80 % of the responses must be allotted to the other options 3, 4 and 5 so that the above-mentioned requirement is met. In order to ensure this requirement, a condition that more than 80% of the responses must have chosen an option higher than 2 is defined, in order to meet the quality guideline.

The advantage of frequency-based quality guidelines in this example is that a certain critical mass (here 20%) can, from the opinion of the remaining survey participants, independently throw over the quality guideline.

However, both guideline types can be mixed within a quality guideline for the very same question. In this case the presentation of the traffic light colors in the PDF report is valid for the worst result.

As a disadvantage, it is to be mentioned that here – as opposed to the average-based quality guidelines – no tolerance zone exists and thus full deduction takes effect immediately for not reaching the demanded value.

The application of the guidelines takes place through the granting of access rights to the QM views, which are used in phase 5 of a survey period.

6.2.2. Converting quality guidelines from indicators

If you have already defined indicators for your questionnaire, you can use these to save yourself some work while defining the quality guidelines. Class Climate can automatically convert the question groups for which you have defined indicators into quality guidelines, and assign the questions of the question group according to these quality guidelines. This function enables the structure of a questionnaire with its question groups and associated questions to be carried over directly into the quality guidelines.

In the details of a questionnaire, select in the field "Advanced Settings" the option "Quality guidelines" and click on [Edit]. The dialogue for the definition of quality guidelines appears. Now click on [Convert Quality Guidelines from indicators]:

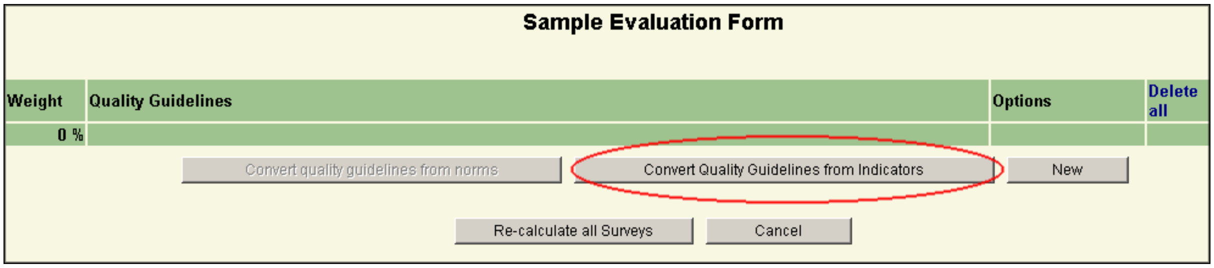


Figure 368: Convert quality guideline from indicators (button)

The following dialogue lists the contents of questionnaires with their question groups and questions:

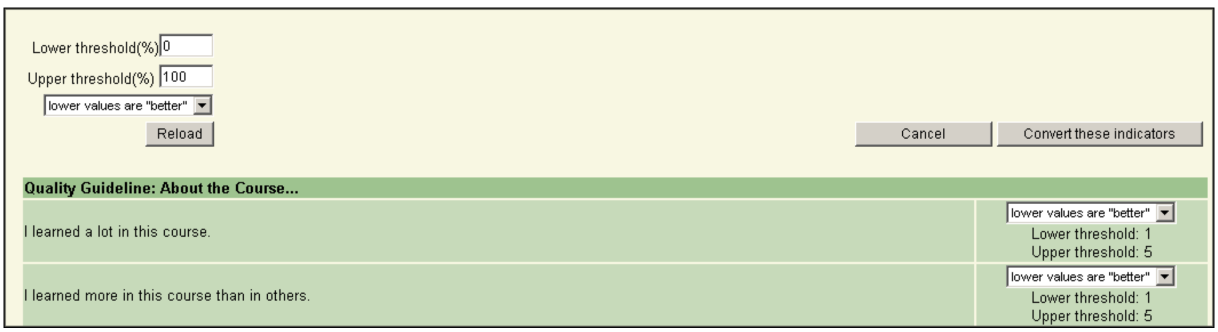


Figure 369: Convert quality guideline from indicators (dialogue for conversion)

Above, the lower and upper threshold values essential for the quality guidelines are determined, neutral in form of percentages for all scale types. Additionally, a global definition for the scales' orientation can be indicated (higher values better or smaller values better).

Furthermore, here you will see the question groups with the associated questions (left side). Particularly important here is the orientation of the scales that you define according to your needs, and that can change poles for single questions (right page). Here, the threshold values for the tolerance zone follow the length of your scale (2 to 11 options); here you can later define precise targeted values. To recreate this view after changing the values, click on [Update].

The following examples clarify some threshold values for different scales:

Scale type	Lower threshold 40%	Upper threshold 60%	Poling	Resulting quality guideline
4er-Scale	2,2	2,8	Higher values better	> (2,2 – 2,8)
5er-Scale	2,6	3,4	Higher values better	> (2,6 – 3,4)
6er-Scale	3	4	Higher values better	> (3 – 4)
7er-Scale	3,4	4,6	Higher values better	> (3,4 – 4,6)
4er-Scale	2,2	2,8	Lower values better	< (2,2 – 2,8)
5er-Scale	2,6	3,4	Lower values better	< (2,6 – 3,4)
6er-Scale	3	4	Lower values better	< (3 – 4)
7er-Scale	3,4	4,6	Lower values better	< (3,4 – 4,6)

Table 12: Some threshold values for different scales

Click on [Convert these indicators] in order to produce the quality guidelines. A calculation of the quality indexes is automatically effected for the relevant surveys. As usual, a green circle indicates a fully met quality guideline, a red circle indicates that the quality guideline was not met (with different intermediate stages):

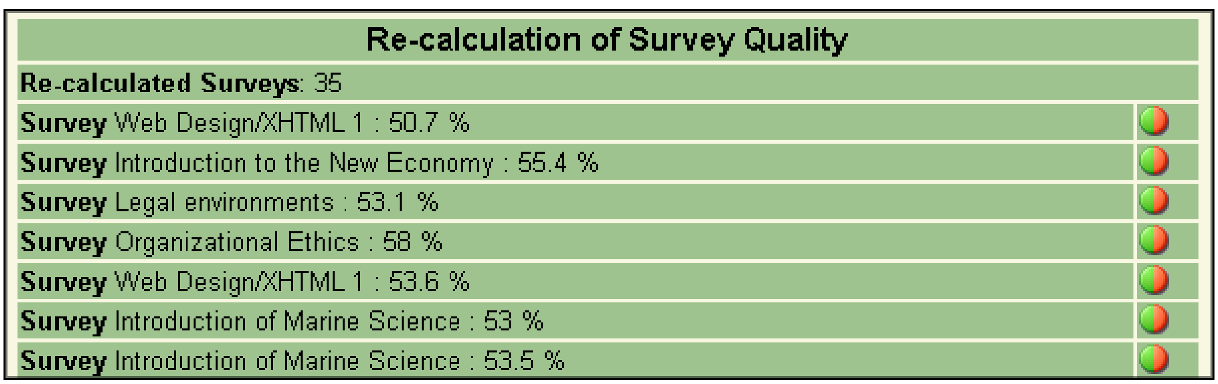


Figure 370: Recalculation of the quality indexes

In the overview of the quality guidelines the question groups are now displayed as quality guidelines:

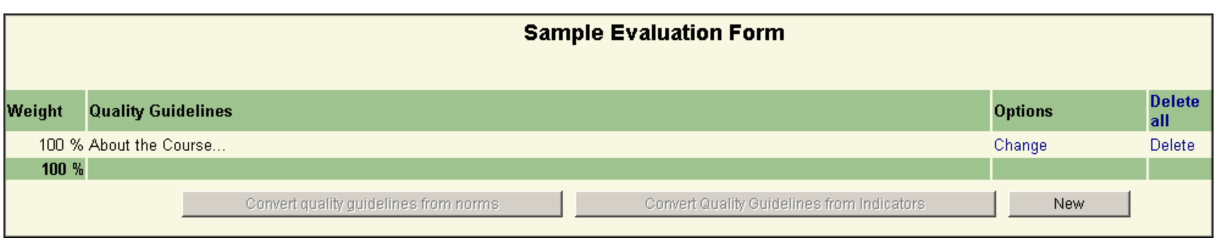


Figure 371: Overview of the quality guidelines

Each quality guideline can, of course, now be edited as usual:

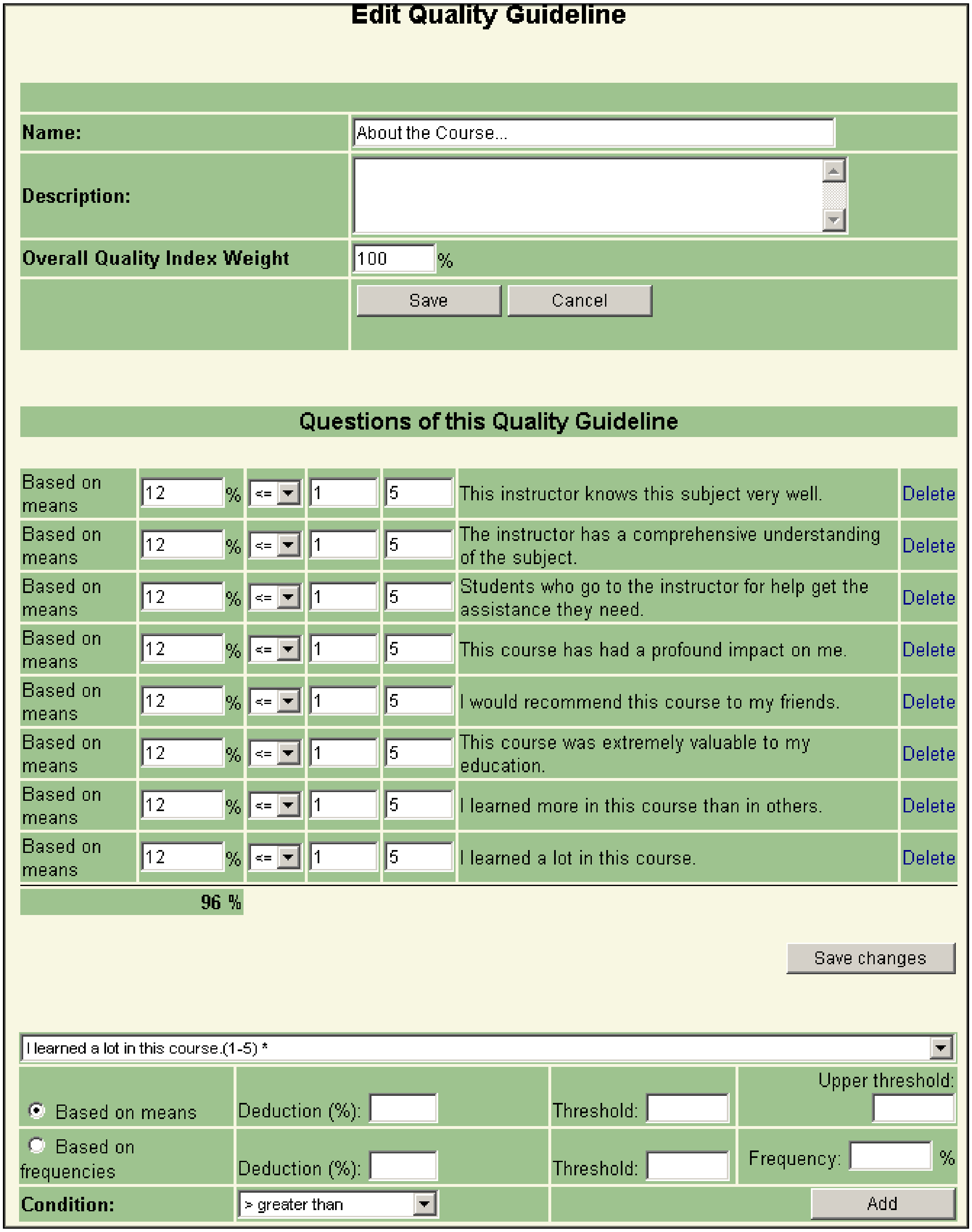


Figure 372: Edit quality guideline

6.2.3. Authorizing access rights to QM views

In order to grant, for example, a dean access to QM views, a user account must be set up in the relevant subunit. If the dean is already a user, because his own courses are evaluated, then the existing user account can be activated for QM views.

To acquire access to QM views, the user must be an active one. Activation can be effected by clicking on the symbol next to the user. The symbol appears, indicating that access has been granted. The user type “Dean” is the exception to the rule, because he also has access to the QM views as a passive user. Open the profile data of the user by clicking on his name.

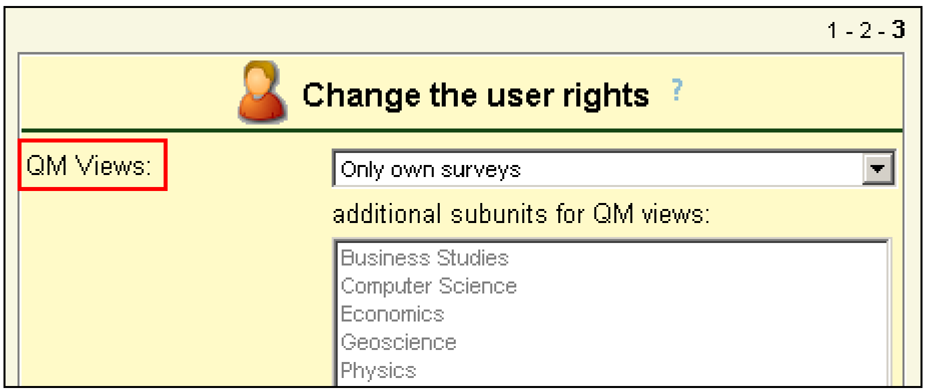


Figure 373: Access rights to QM views

In the lower area next to the field “QM views” you can define access in four different authorization levels:

No QM views

The user has no access to QM views.

Only own surveys

The user has only access to his own surveys. These are surveys that have been registered by the administrator to the user’s own user profile.

Only own subunit

This option gives the user access rights to all surveys within his own subunit.

It is possible to access multiple subunits by selecting from the “additional subunits” list. This can be done after the access level “only own subunit” has been selected.

Unrestricted access

This option grants authorization to access all existing surveys in the system.

6.2.4. Use of QM views

Displaying Course Lists

Individuals with access rights are informed through login details (user name, password, web address). To increase security you can restrict the permissible IP address domain. Consult the relevant section in the “Initial Operations”.

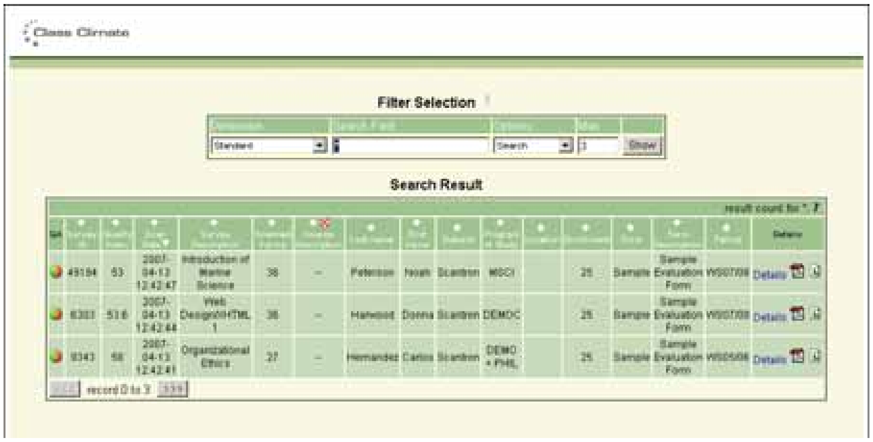
After logging in with the user name and password, the user arrives at his or her activated user account.

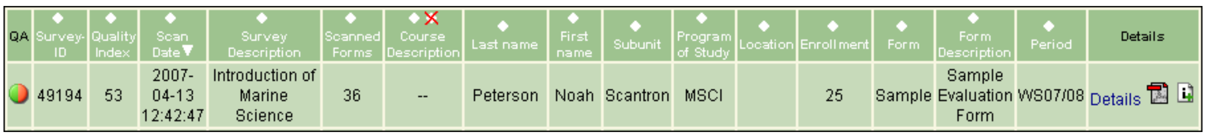
This user account is equivalent to an activated instructor account, that means it can also be used to implement “private” surveys.

With a click on the menu item “QM view” the quality overview is opened.

Figure 374: QM views of an instructor

A new window with a list of evaluated courses appears:





QA	Survey-ID	Quality Index	Scan Date	Survey Description	Scanned Forms	Course Description	Last name	First name	Subunit	Program of Study	Location	Enrollment	Form	Form Description	Period	Details
	49194	53	2007-04-13 12:42:47	Introduction of Marine Science	36	--	Peterson	Noah	Scantron	MSCI		25	Sample	Sample Evaluation Form	WS07/08	Details

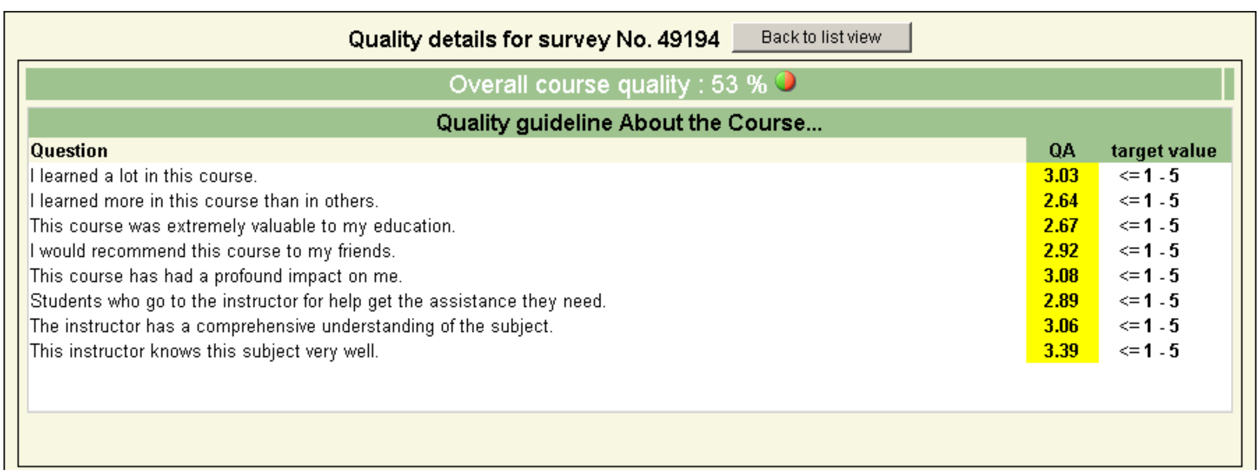
Figure 375 a and b: Filter selection

In the example the results are shown for the survey “Introduction of Marine Science” in the Department of Scantron, with a quality calculated at 53 %.

The green-red circles each represent a quality guideline, in this example teaching subject matter / structure / practical application / interest / interaction as well as methodology and sequencing. The more red area, the more questions in this quality guideline are below the targeted value. In order to receive a more precise view, click on [Details].

You will then see a detailed list of all the quality guidelines of the questionnaire as well as those questions which did not reach the target value.

In this case, the quality guideline is met in all the dimensions.



Quality details for survey No. 49194 Back to list view

Overall course quality : 53 %

Quality guideline About the Course...

Question	QA	target value
I learned a lot in this course.	3.03	<= 1 - 5
I learned more in this course than in others.	2.64	<= 1 - 5
This course was extremely valuable to my education.	2.67	<= 1 - 5
I would recommend this course to my friends.	2.92	<= 1 - 5
This course has had a profound impact on me.	3.08	<= 1 - 5
Students who go to the instructor for help get the assistance they need.	2.89	<= 1 - 5
The instructor has a comprehensive understanding of the subject.	3.06	<= 1 - 5
This instructor knows this subject very well.	3.39	<= 1 - 5

Figure 376: Quality details for a survey

If a value is marked in red, the quality guideline has not been met at all; if the color is yellow, the value is within the range of tolerance. Other colors are not applied.

In order to open the complete report of the survey, click on [To the List] and in the line of the survey you are interested in on to open the PDF report.

6.2.5. Definition of special search and table configurations

In order to build a table according to your own specifications you can define searches yourself and save them. One of these self-defined searches can then be saved as the new default search. When you next login at Class Climate, this self-defined default search will automatically be used.

To define a search use the menu “Options” to arrive at all the necessary functions. These are:

Figure 377: Search options

- Search

  This is the search mode in which you will use the table view.

- Field selection

  Here you can select those database fields you would like to use in your search.

- Sequence fields

  This allows you to determine or change the sequence of columns selected in “field selection”.

- Save search

  This function allows you to save the current search settings under a name you enter or to replace an existing search.

- Delete search

  This function lets you remove self-defined search settings.

Defining the Display and Search Fields

Using “Field selection” in the option field will display the database fields defined for the current search. In this example the fields are from the pre-set default search.

The fields appear twice. In the upper area the fields needed for the table view are marked. In the lower area those fields appear which are to be searched using the “Search” field. The selection of the search fields should include only those fields to be displayed.

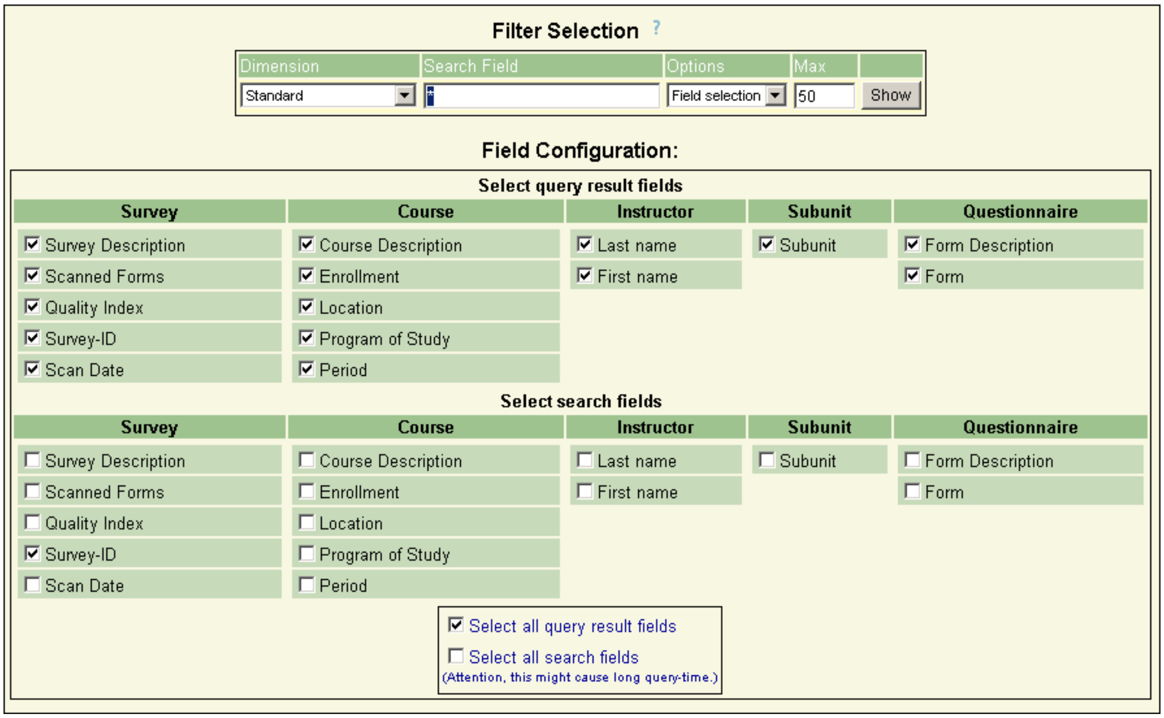


Figure 378: Filter selection – field selection

Please note that it may not be possible to completely display more than 10 fields in the screen horizontally, i.e. you will then have to scroll. Also a large number of search fields will mean greater use of the database and a noticeably longer processing time.

By clicking on “Select all fields of the search display” or “Select all search fields” at the bottom of this view you can save time if you want to activate all of the above fields.

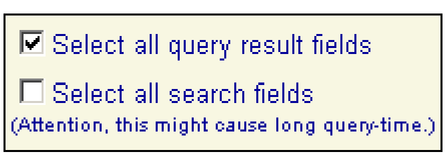


Figure 379: Select all query results / select all search fields

Defining the Sequence of the Fields

After you have selected the fields you can change their sequence by using the option “Sequence fields”. Highlight, as shown in the figure, a field name and then click on [<<] “up” or on [>>] “down”.

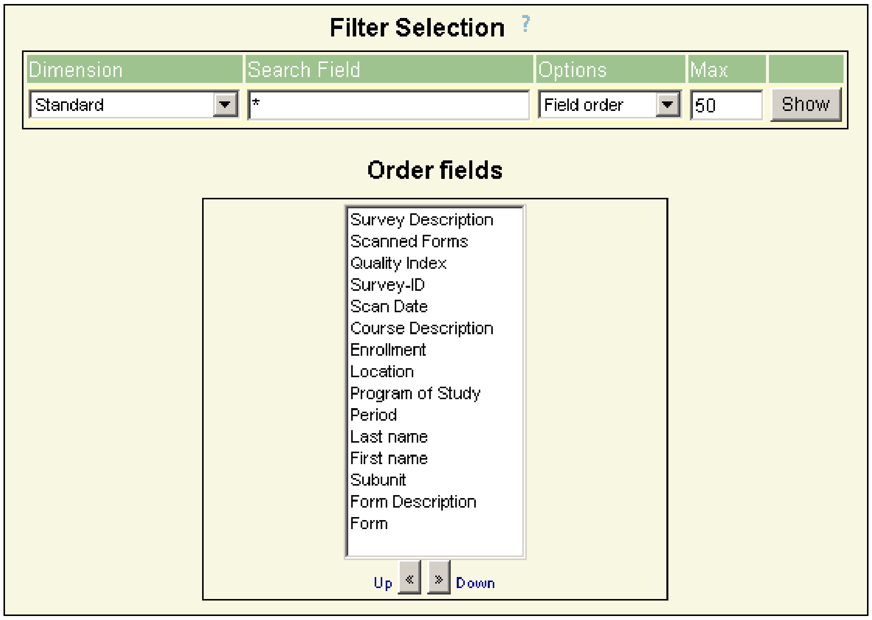


Figure 380: Filter selection – order fields

Saving your Search Settings

Now you can save your current search setting. Activate the option “Save search”. Enter a name. By highlighting “Set as default”, the current search setting will be displayed every time you login. Finally click on [Save Search].

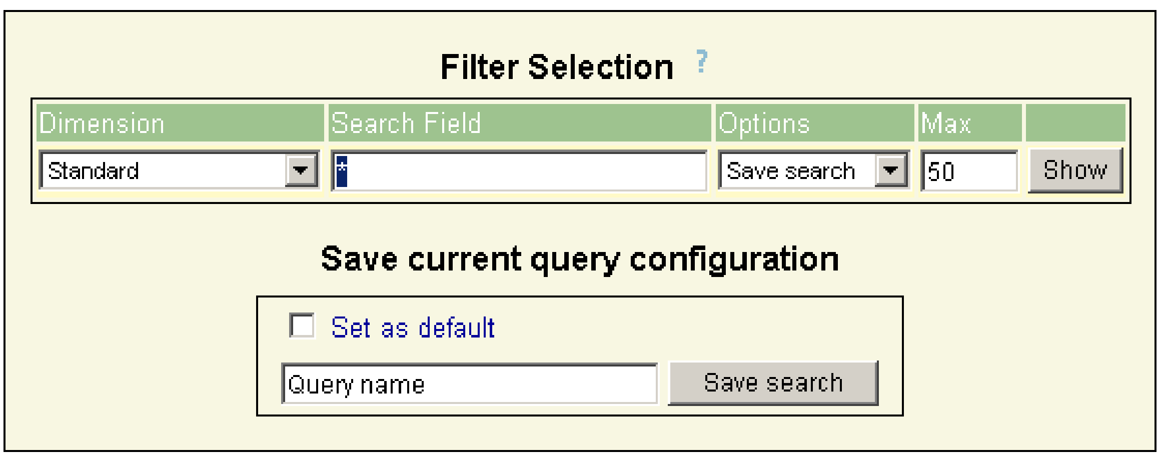


Figure 381: Save current query configuration

Deleting your Search Settings

Using the option “Delete search” brings you to a selection list in which you can select the search settings to be deleted. Then click on [Delete].

You can only delete settings you have defined yourself.

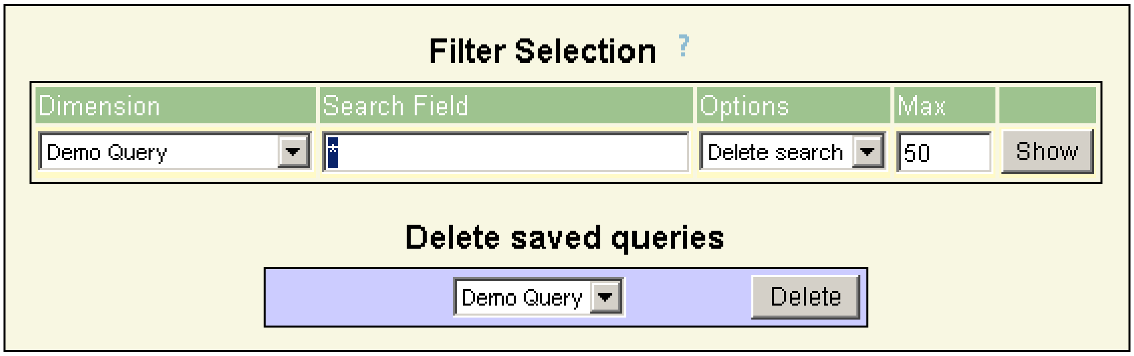


Figure 382: Delete saved queries

7. Module evaluation

The functionality “Module Evaluation” was developed to allow multiple separate surveys to be combined into a single questionnaire.

Class Climate generates a module questionnaire which contains multiple areas belonging to the individual courses in a module. After processing the module survey Class Climate generates a report for the module but also separate results for each module element. This allows separate reporting based on each part of the module survey.

7.1. Activation of module surveys

The module evaluation is activated by default.

You can change the activation by logging in as administrator and opening the menu “System Settings/Class Climate Settings”. Now select the area “Central Evaluation” and scroll down. You will find the option “Module Evaluation” where you can change the state of the module evaluation to “activated” or “deactivated”.

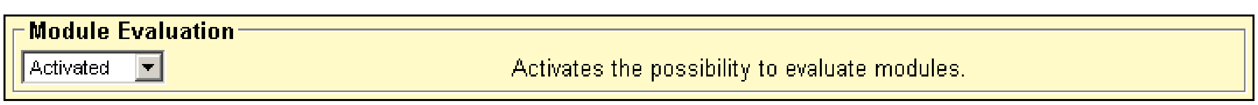


Figure 383: Activate module evaluation

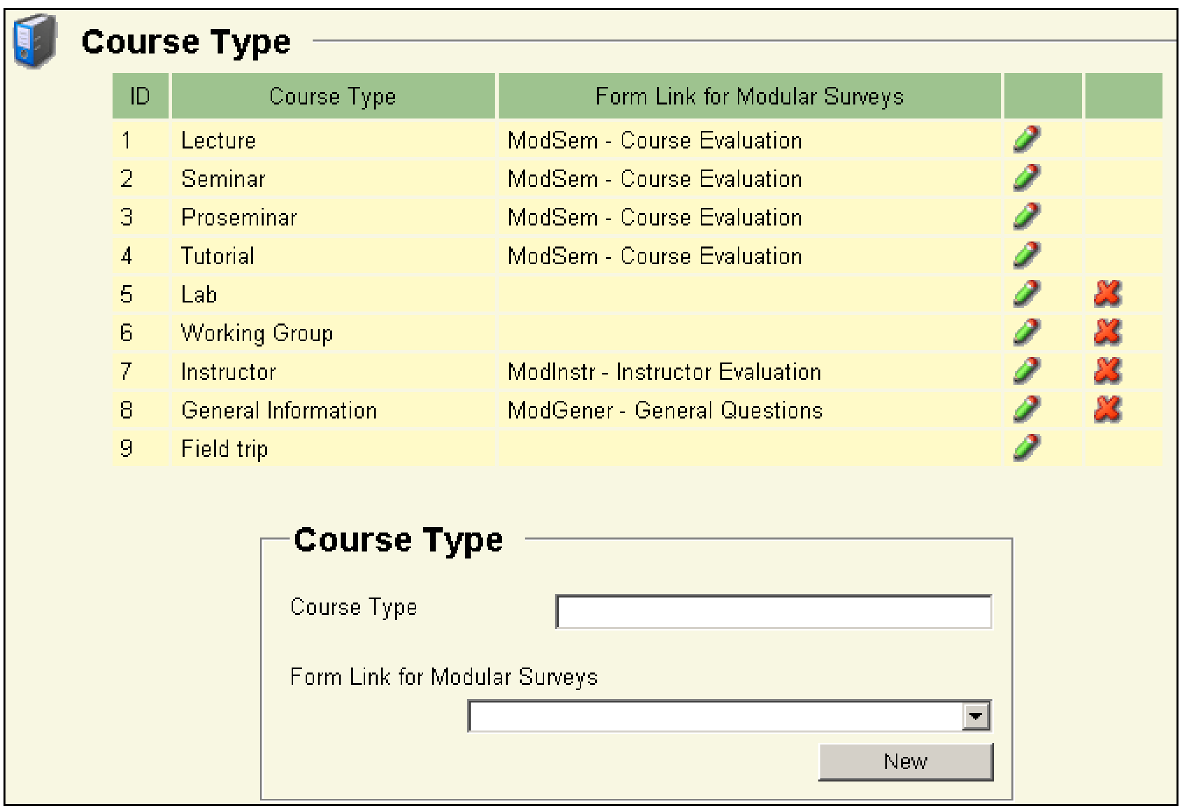
7.2. Creating of questionnaires for the module evaluation and linking them to course types

Module questionnaires consist of multiple components which are used to display general questions about the module itself or special questions related to single courses or course elements in the module.

For each of the building bricks of a module survey individual questionnaires need to be created using the VividForms Editor. E.g. one for lectures, one for seminars etc.

Remember to give the forms short relevant names so that they can later be separated.

To link the questionnaires with the corresponding course types open the dialog “System Settings/Course Types“. Due to the activation of the module evaluation, select boxes appear to the right of the course types.


Course Type

ID	Course Type	Form Link for Modular Surveys		
1	Lecture	ModSem - Course Evaluation		
2	Seminar	ModSem - Course Evaluation		
3	Proseminar	ModSem - Course Evaluation		
4	Tutorial	ModSem - Course Evaluation		
5	Lab			
6	Working Group			
7	Instructor	ModInstr - Instructor Evaluation		
8	General Information	ModGener - General Questions		
9	Field trip			

Figure 384: Link the questionnaires with the corresponding course types

Select a questionnaire for each course type intended to be used in the module surveys. It is also possible to add a new set of course types.

Apply each selection by clicking the pencil icon.

7.3. Creation of module accounts and courses

You create module accounts as you do a regular user account. Open a sub-unit and select [Create new user]: Select “Module” as the user type:

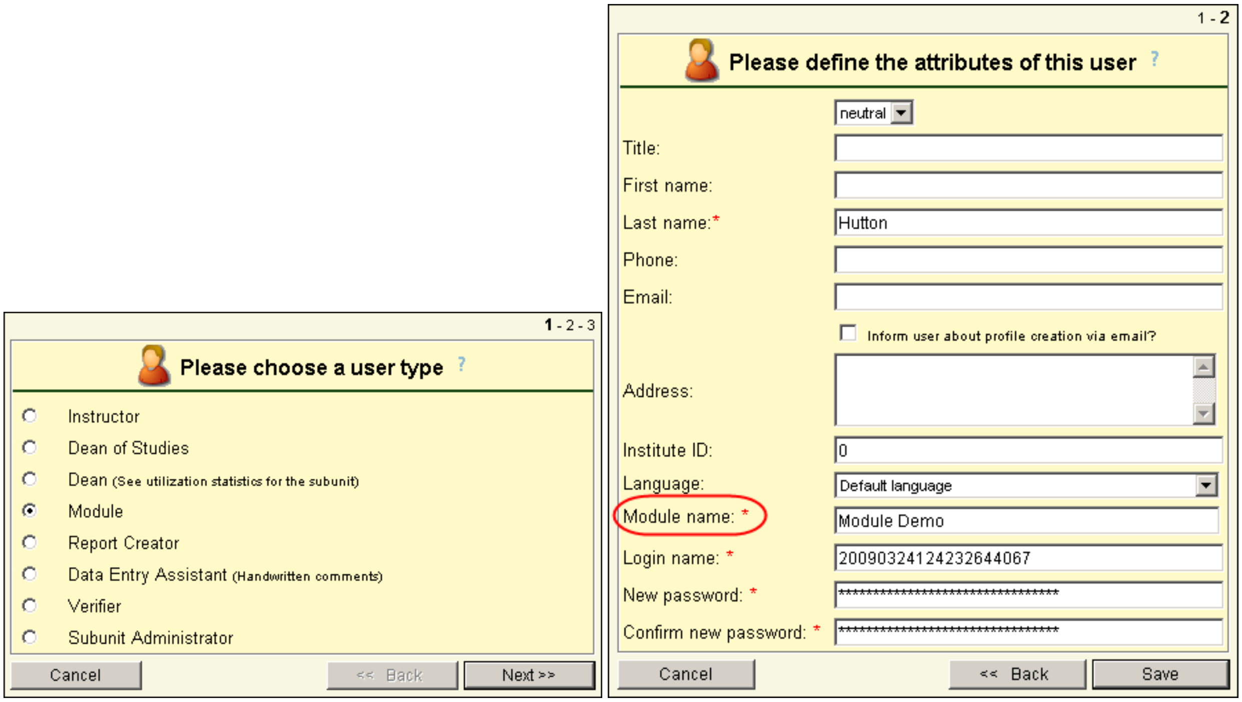
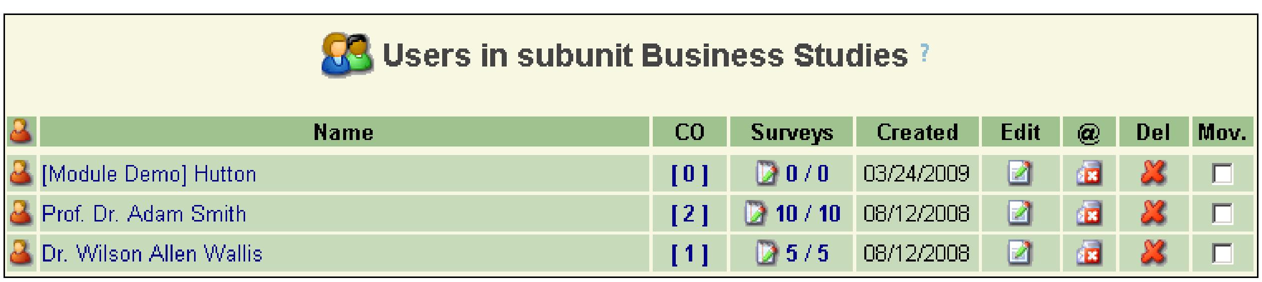


Figure 385: Create a module

Subsequently, click on the [Next> >] button. A second window opens, in which an additional input field for the module name appears. Enter the name of the module here.

The remaining address record is intended to be used for the person linked to the module, e.g. a module coordinator or the administrator.

After filling out the fields, click on the button [Save]. The module account is now created in the list of users.


Users in subunit Business Studies

Name	CO	Surveys	Created	Edit	@	Del	Mov.
[Module Demo] Hutton	[0]	0 / 0	03/24/2009				
Prof. Dr. Adam Smith	[2]	10 / 10	08/12/2008				
Dr. Wilson Allen Wallis	[1]	5 / 5	08/12/2008				

Figure 386: Created module in the user list

After the module account has been created, courses can be added to the module. Each course may be linked to one or more instructors to ensure that people linked to single courses will receive their reports. This requires the existence of standard instructor accounts in the system.

Each module uses up one user license.

7.4. Generation of module surveys

The generation of module surveys is done using the function “Subunits / Generate Surveys“. Select the checkbox “Switch to Module Surveys” to show selections for modules. You may generate either paper surveys or online surveys.

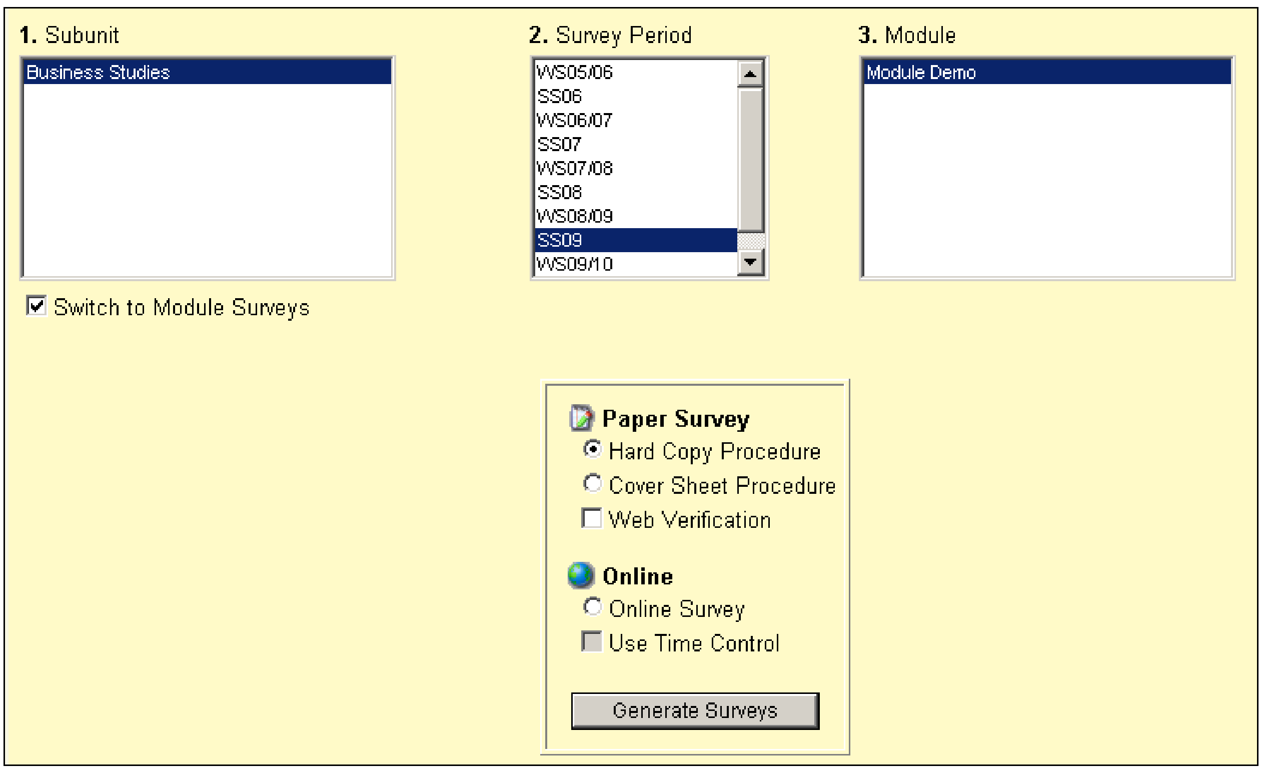


Figure 387: Generation of module surveys

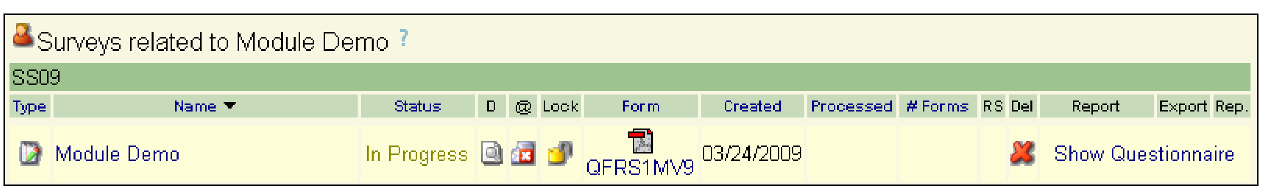


Figure 388: Module survey - paper survey

The example shows a paper survey. When the survey was generated Class Climate combined all the sections of the module into a single questionnaire.

The list of questionnaires now also shows the newly generated module questionnaire. The name of the questionnaire is random alphanumeric and eight characters long, in this example QFRS1MV9.

The following figure shows you the idea of the module survey.

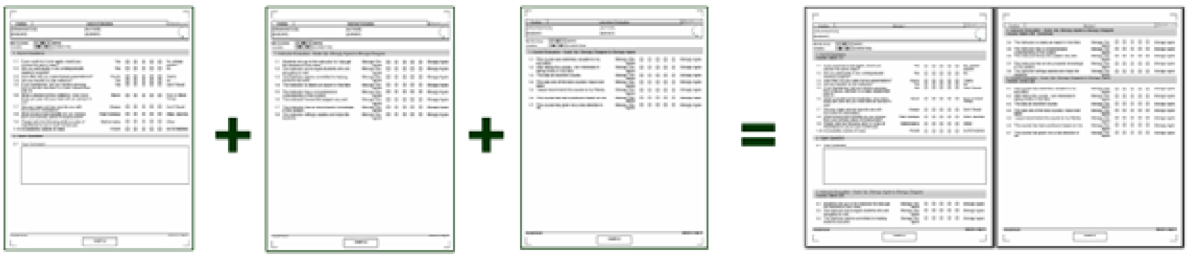


Figure 389: Creation of module survey – creation of questionnaires

Before printing, check the questionnaire by opening the PDF version. It may be that the form extends over three pages, thus only showing very few questions on the third page. In order to shrink the form to two pages the VividForms Editor is required. Since the form is in protected mode due to the existing (module) survey, a change in the line height can only be applied after enabling the edit mode. Make sure that no module questionnaire forms have yet been printed when deciding to remove the write protection.

In order to edit the questionnaire, open the form in the VividForms Editor and open the "Form Properties…" dialog. The dialog will show an "Edit Mode" option which needs to be enabled. Click [Apply]. Now the form can be edited.

Important: Don't apply any changes to the content of the module questionnaire. Please note, by editing the form, checkboxes on the questionnaire may change their position. If questionnaires are already being used in surveys, these may no longer be able to be processed.

We strongly recommend you heed this warning! As a rule, it is not advisable to edit forms which are being used in surveys. Please contact the support team before activating and using the edit mode.

The survey can be conducted just like any other paper or online survey in Class Climate.

After the response has been scanned e.g. received and analyzed (the analysis starts automatically for paper surveys, and after closing or opening the report in an online survey) Class Climate will generate reports on both the module survey and all of its components.

If a paper survey has been conducted and the automatic report submission is activated, all recipients will receive a report by email. The person linked to the module account will receive the full report, while those people linked as secondary instructors to single courses will receive both their part and the general part of the report.

The report submission can be manually repeated by clicking the email symbol in the survey list view.

C. Creating questionnaires for VividForms

With the VividForms Editor Scantron has introduced a form creation tool that is easy and quick to use. It allows you to extend or redesign existing questionnaires or design new questionnaires directly via the web interface.

The content of VividForms questionnaires can be modified as desired. Keep in mind that for questionnaires which are already in use for surveys the edition is locked.

Questionnaires can be made available as templates for further editing by a user of an activated account.

1. Overview on the three VividForms-components

The document system architecture for processing scanned questionnaires in VividForms consists of three components:

- VividForms Editor
- VividForms Reader
- VividForms WebVerifier

VividForms Editor

With the VividForms Editor you can design forms as well as define indicators and matrices/cross tabulations. For online questionnaires you can define filter rules. After creating a questionnaire you can use it either for paper surveys or for online surveys.

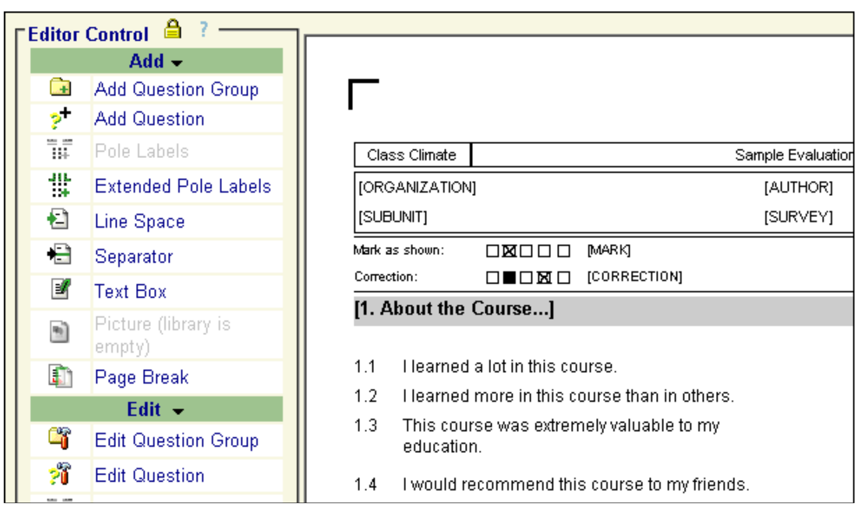


Figure 390: VividForms Editor

VividForms Reader

The VividForms Reader classifies and recognizes the scanned questionnaires. The scanned images are transmitted by the Class Climate scanstations as multi-page TIF graphic files. Geometric changes such as biases, distortions and image reduction as small as a few percentage points of an edge length are detected and compensated. They are then classified using a 2D bar code on the bottom of a page. Then the VividForms Reader searches for the recognition zone defined in the Designer and forwards the contents as raw data to the Class Climate database, where it will be statistically evaluated and reports will be created and dispatched.

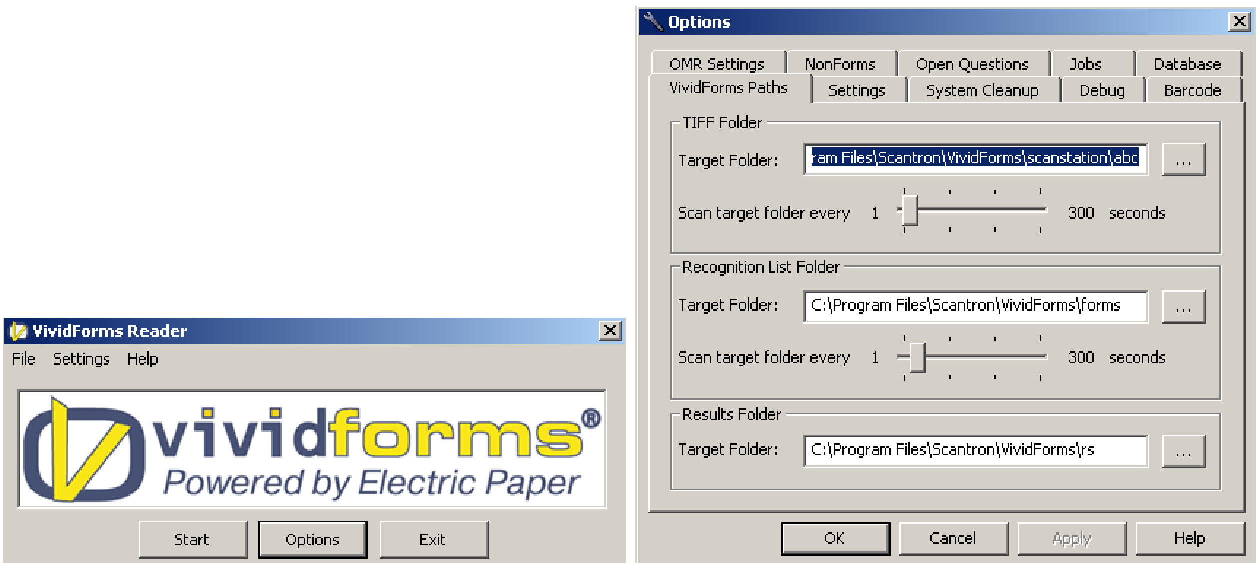


Figure 391 a+b: VividForms Reader

VividForms WebVerifier

The VividForms WebVerifier is the place where ambiguous responses and uncertain checkmarks can be manually corrected by using optimized templates. Usually questionnaires used for course evaluation contain closed questions with a set number of response options. These have accuracy rates approaching 100%. So, as a rule, the Verifier is not needed.

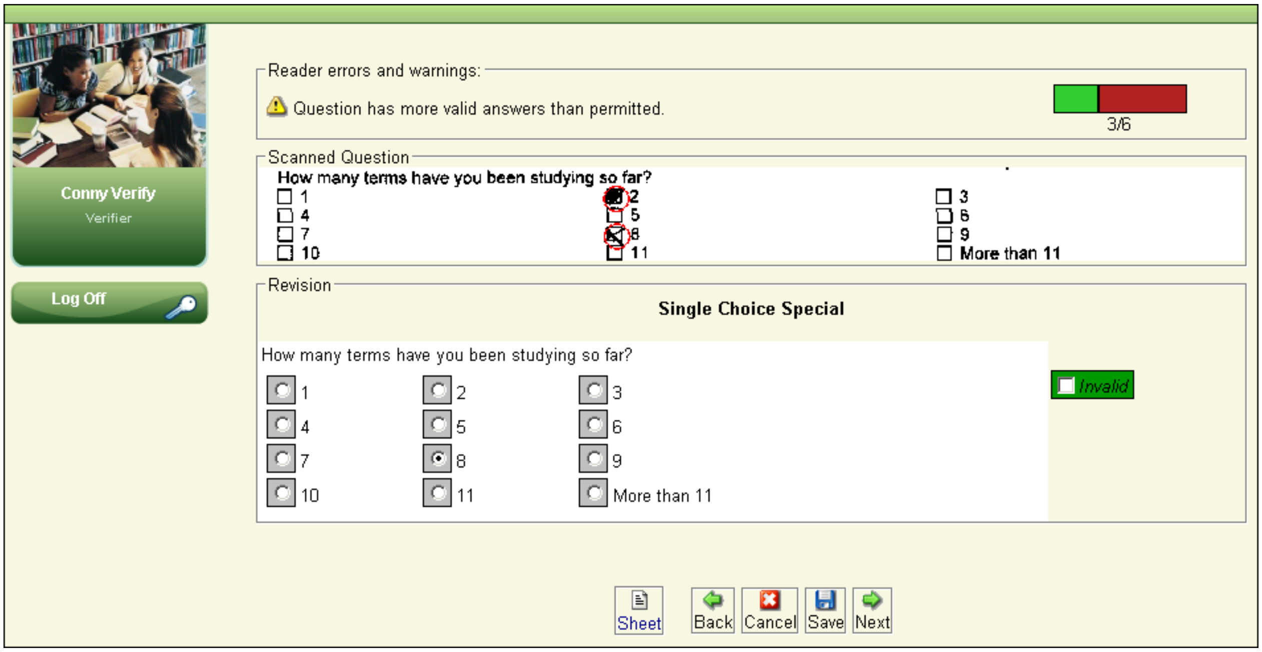


Figure 392: VividForms WebVerifier

2. Access rights

It is possible for both the administrator and instructors to use the VividForms Editor (Form Editor). For each user of an active account, the administrator can define the following settings:

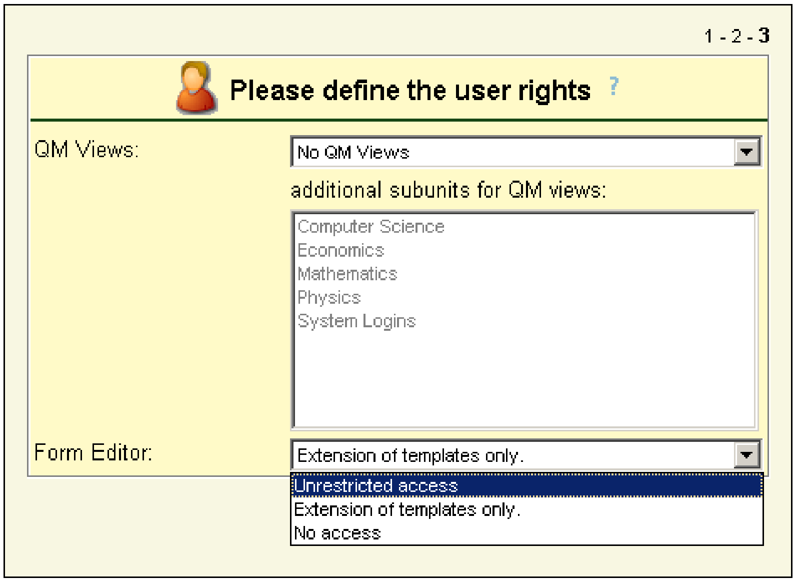


Figure 393: VividForms Editor – Access rights

- **Unrestricted access:** The user can create own questionnaires or work with existing templates.
- **Templates only:** The user can extend templates with his own questions, but cannot create his own questionnaires.
- **No access:** The user is not authorized to use the VividForms Editor to modify or create questionnaires.

3. Creating a questionnaire with the VividForms Editor

In this example a questionnaire with all different types of question types will be created using an active user account. The procedure is identical for both the administrator and the user. Only the template protection is reserved for the administrator.

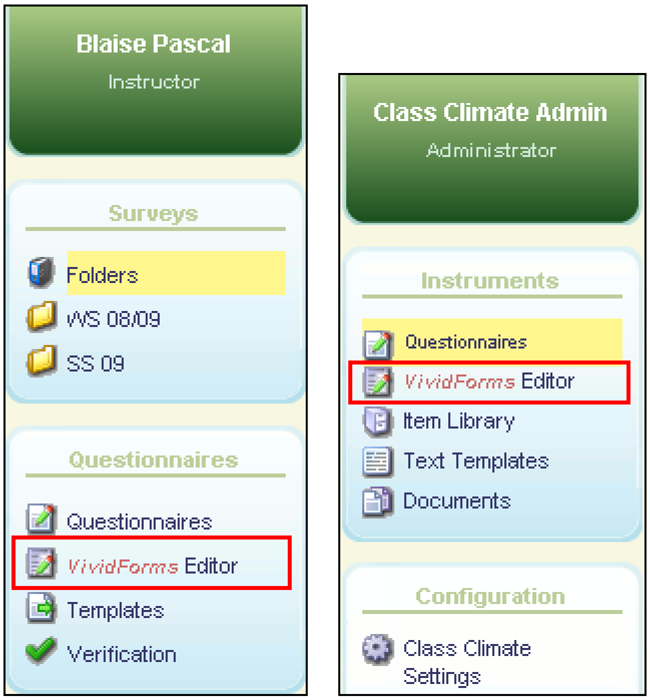


Figure 394: Creating a questionnaire with the VividForms Editor

In the menu for instructors you will see a section for questionnaires with three entries:

Questionnaires

All of the questionnaires created by the user are listed here.

VividForms Editor

Access to the VividForms Editor in order to create a new questionnaire.

Templates

Access to available templates (e.g. framework templates) in order to extend them. If the administrator activated the option “Activate template mode” in the form properties of a questionnaire, the questionnaire created by the administrator is a template for the user. The administrator as a result does not have his own “templates” section.

Click on the questionnaire editor to begin. An empty questionnaire will appear along with a control bar in the background. A small window will open in which to enter some basic data:

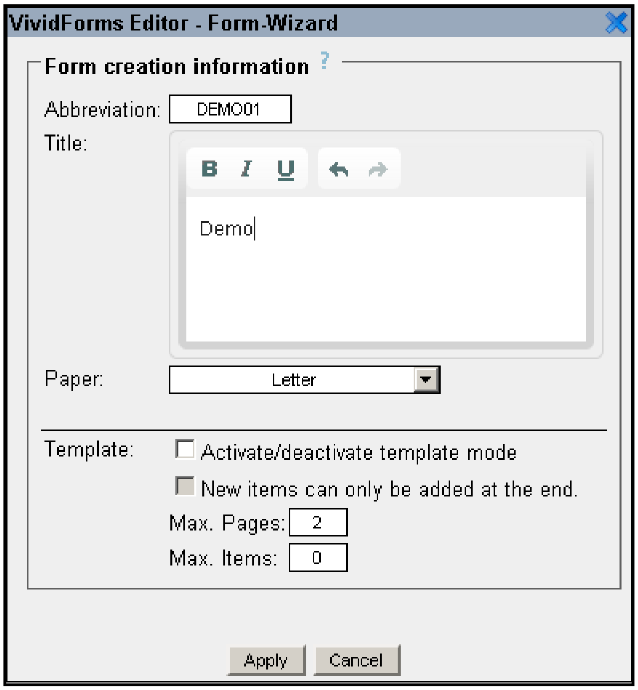


Figure 395: Creation of template

Abbreviation

A unique five to ten-place abbreviated name for the survey.

Title

Longer text describing the questionnaire.

Paper

Choose between the paper formats A4, letter and legal.

Template

Here you can choose whether the questionnaire should serve as a template. By placing a tick in the box in the area “Activate/deactivate template mode”, you have defined your questionnaire as a template.

With a questionnaire that is defined as a template, you can decide whether the new items should only be added at the end of the questionnaire. By doing so, you can ensure that the existing structure of your questionnaire cannot be changed. To do this, activate the option “**New items may only be added at the end**”.

Max Pages

Defines the maximum number of pages this form can have when being used as a template by other users. If the property “Template” is inactive, the number of pages will be limited internally to 99 pages.

Max Items

Defines the maximum number of questions allowed on the questionnaire. This enables control over the number of questions which may be added when active users take this template to add personal questions. This limitation is inactive when the form is not a template.

3.1. The Editor Control

Opens the dialog to create a new question group

Opens the dialog to create a new question

Adds the pole labels defined under form properties

Opens the dialog to add vertical scale labels

Adds an empty line

Adds a horizontal separator

Opens the dialog to create a text box

Opens the dialog to add a picture from the library

Adds a page break

Opens the properties dialog of the selected question

Opens the properties dialog of the selected question

Opens the properties dialog of the pole labels

Opens the properties dialog for vertical pole labels

Opens the properties dialog for text boxes

Opens the properties dialog for the marked picture

Undoes the last action (up to 20 in a row)

Cuts the selected object and adds it to the clipboard

Copies the selected object and adds it to the

Paste will add the contects of the clipboard below the marked object

Deletes the marked object

Exits the editor

Deletes the questionnaire

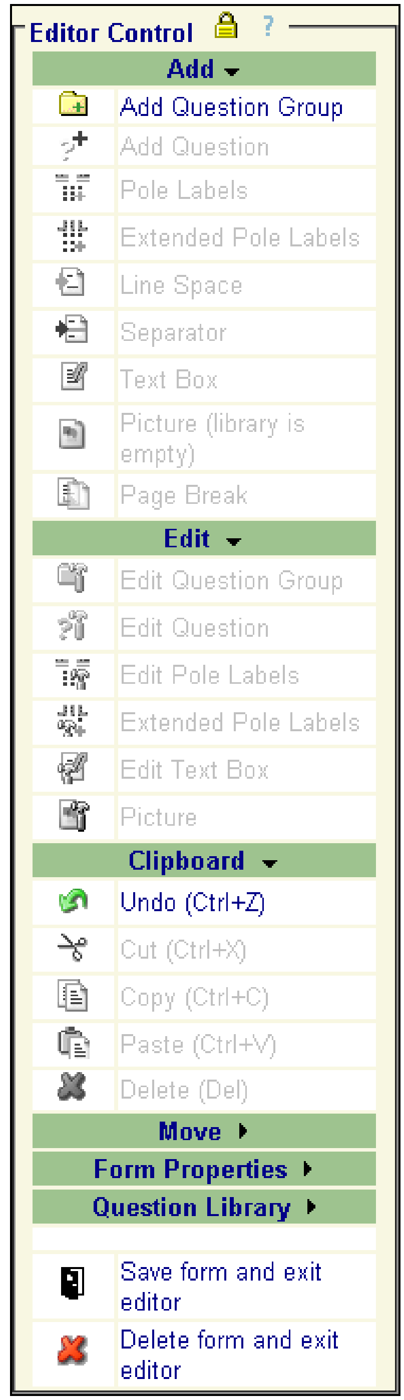


Figure 396: Editor control, part I

Moves the marked object one step up

Moves the marked object one step down

Opens the properties of the questionnaire

Opens the dialog for the layout settings

Recreates the questionnaire

Toggles the numbering of questions and question groups

Opens the dialog for the definition of pole labels

Opens the dialog for the definition of filters, validation, matrices and required questions

Shows the dialog for question shading

Shows the dialog for adding and removing pictures from the picture library

Selection of line height and overall font size on the questionnaire

Selection of the size of the answer boxes

Selection of the font type used on the questionnaire

Choose a question from the library

Adds the selected question to the library

Deletes the selected question from the library

Detaches the selected question from the library

Adds the selected question group to the library

Deletes the selected question group from the library

Detaches the selected question group from the library

Exits the editor

Deletes the questionnaire

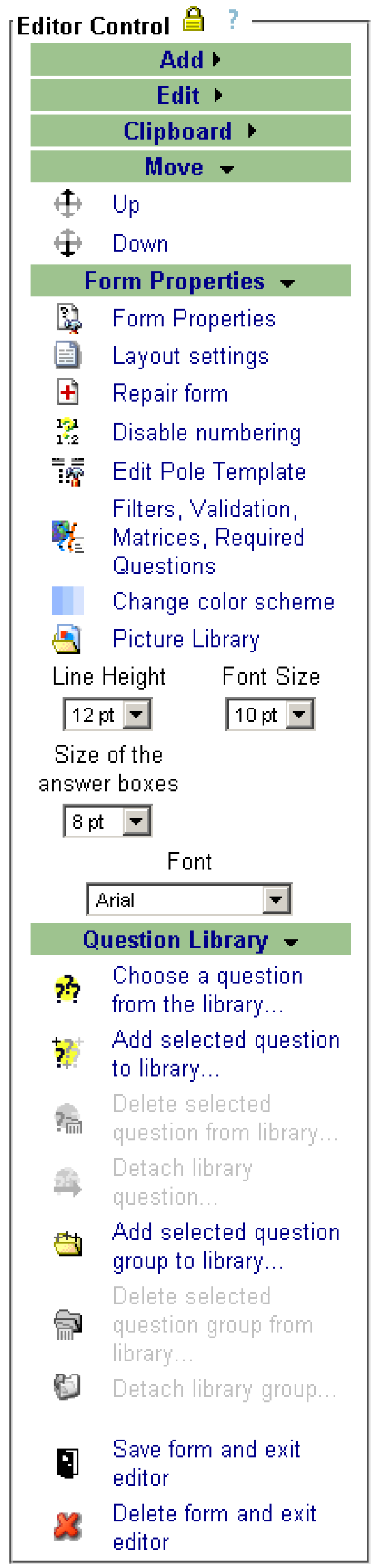


Figure 397: Editor control, part II

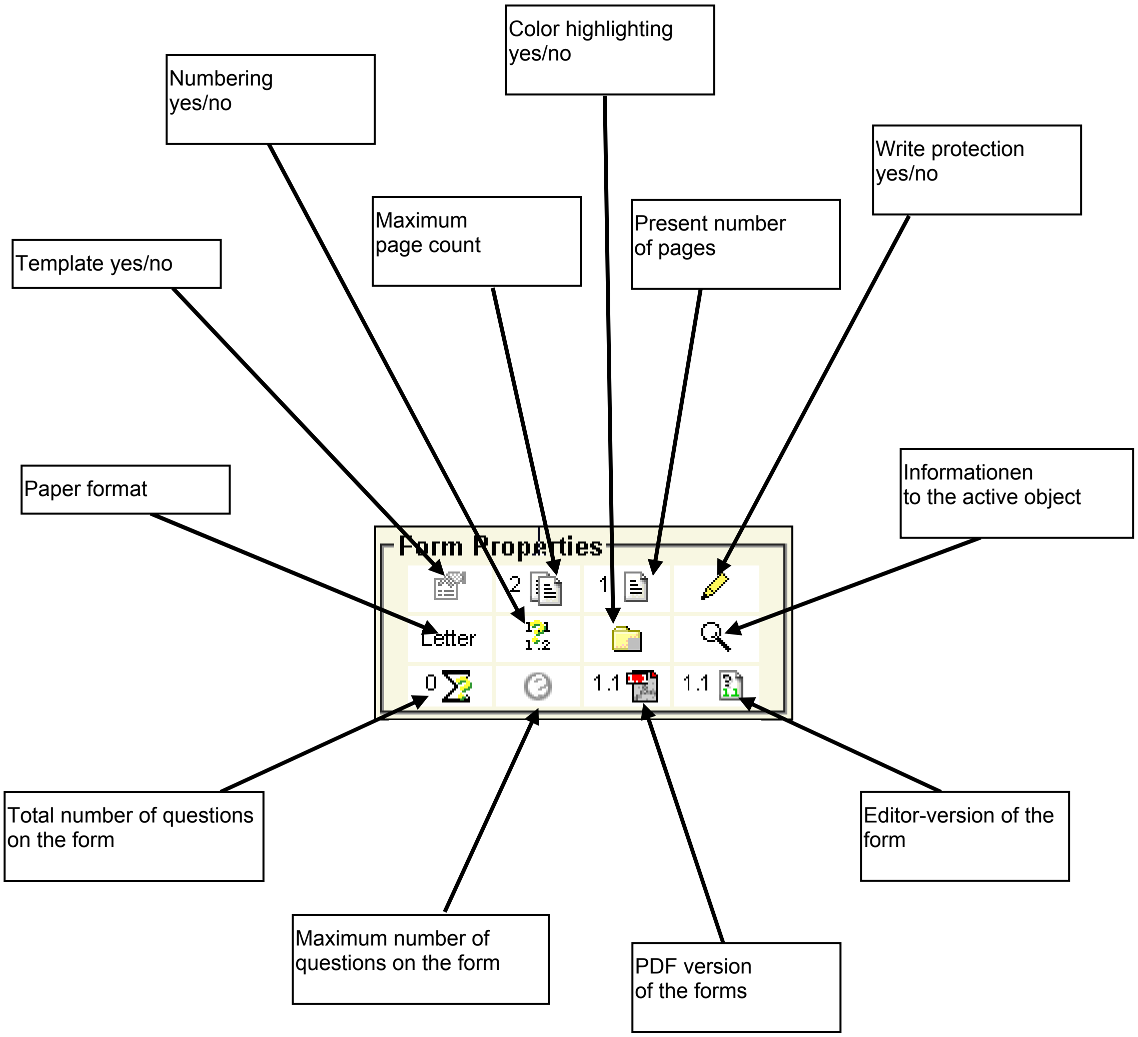


Figure 398: Form properties

3.2. Editing the place holders and images on the questionnaire header

The header area of a questionnaire contains a number of placeholders, which are dynamically filled with the information of the corresponding survey process in the later use of the questionnaire for paper and online surveys. You can recognize the place holders by their continuous capital letters as well as the angular brackets. With online surveys, you can define whether the survey header should be displayed or not.

The placeholders include, for example, the name of the subunit, the name of the course to be evaluated or the name of the instructor. Usually, the place holders which are automatically indicated during editing of a questionnaire suffice. If required, however, these can be individually adjusted.

In the following figure you can see the place holders that the header area contains by default:

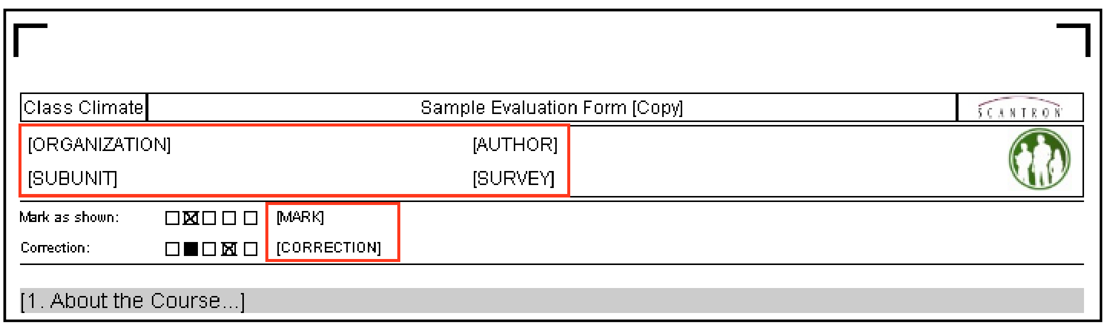


Figure 399: Place holders in a questionnaire

If you want to edit a placeholder, please click on it. A screen will appear as shown in Figure 400. You can insert different place holders in the text fields provided. To do this, click on the buttons which symbolize the relevant content with small graphics.

Following place holders are available:

[SUBUNIT]	Name of subunit
[ORGANIZATION]	Name of organization
[AUTHOR]	Name of instructor
[SURVEY]	Name of course or survey
[PERIOD]	Name of evaluation period
[COURSEID]	Course ID

In addition to these place holders, two text elements can be used to fill the box containing hints on completion:

[MARK]	Filling instructions part 1
[CORRECTION]	Filling instructions part 2

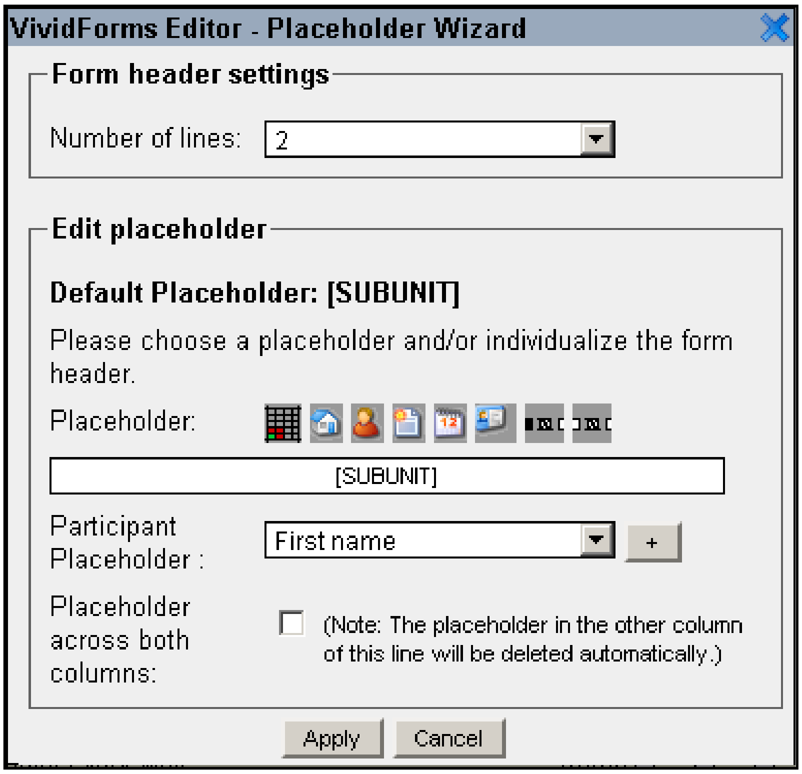


Figure 400: Editing place holders

Instead of the place holders you can enter text directly. It then becomes a static text which is not adapted to the respective surveys.

As you know, using the cover sheet procedure the header of the questionnaire remains empty because it cannot be adapted to a single particular survey. If you only want use a questionnaire in the cover sheet procedure, you can avoid this issue by inserting static texts into the header instead of the place holders.

If the questionnaire is to be used for non-anonymous surveys personalized to individual participants, other place holders can be added. For this, simply select a place holder from the shortlist in the lower area of the dialogue and click on the button marked [+]. The following place holders are available for non-anonymous survey:

[PARTICIPANT_FIRSTNAME]	Survey participant's first name
[PARTICIPANT_LASTNAME]	Survey participant's last name
[PARTICIPANT_IDENTIFIER]	Survey participant's ID
[PARTICIPANT_SALUTATION]	Survey participant's salutation
[PARTICIPANT_TITLE]	Survey participant's title
[PARTICIPANT_ADDRESS]	Survey participant's address
[PARTICIPANT_EMAIL]	Survey participant's email address
[PARTICIPANT_CUSTOM1]	Survey participant's first user-defined field
[PARTICIPANT_CUSTOM2]	Survey participant's second user-defined field
[PARTICIPANT_CUSTOM3]	Survey participant's third user-defined field

Please note the following: The fields for survey participants can only then be used in a survey when participant data for the respective course identification was imported into the Class Climate system via the relevant CSV import.

If a placeholder is to extend across two columns, click on the corresponding placeholder and activate the option "Placeholder across both columns". Please observe, that Class Climate will automatically delete the placeholder in the other column and, where applicable, you will need to insert it in another area of the questionnaire header.

The top of the dialog allows setting the number of lines to be used for placeholders in the questionnaire header. The more lines are used, the more space will be available for the logo file as well.

To integrate a custom logo into the questionnaire header, click on the existing Class Climate logo. The "Logo Assistant" opens automatically. Here you can choose whether to

- use the standard logo (subunit logo) or
- use your own logo.

Under "Use own logo" you will find all logos which you have already uploaded into the "Picture Library" in the menu "Form Properties" in the Editor Control. If you have not yet integrated any pictures (e.g. logos) into the "Picture Library", you cannot select your own logo.

In this dialog you can also determine whether the selected logo should be displayed on the left or right of the questionnaire header.

In addition, you can determine the vertical alignment of the logo in the questionnaire header. The following vertical alignment options are available:

- Top
- Middle
- Bottom

Finally, define the scaling of the selected logo as a percentage of the box width (relating to the outer third of the header):

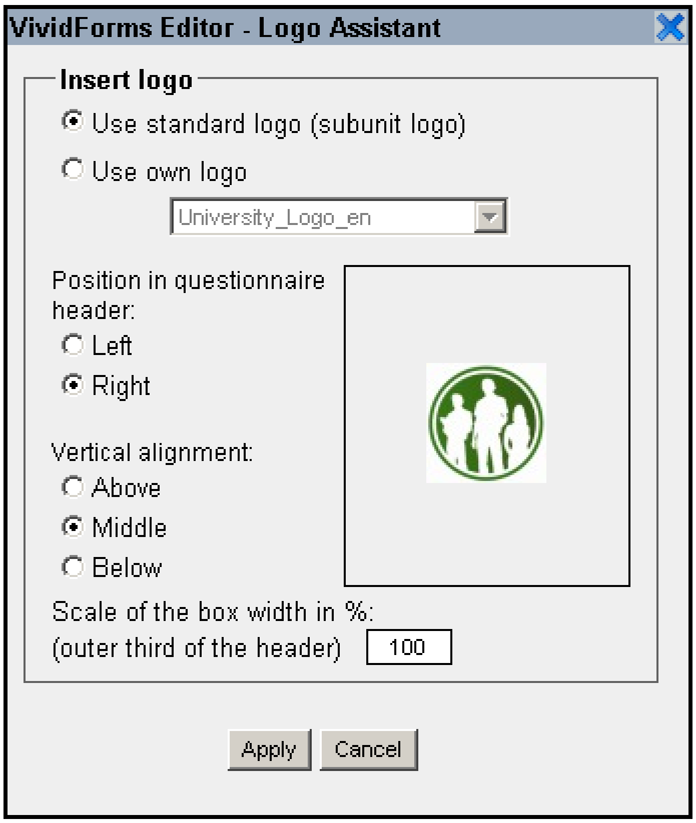


Figure 401: Logo Assistant

3.3. Adding and editing question groups

Question groups unite questions that are thematically similar under a general heading, so that, for example, indicators can be calculated.

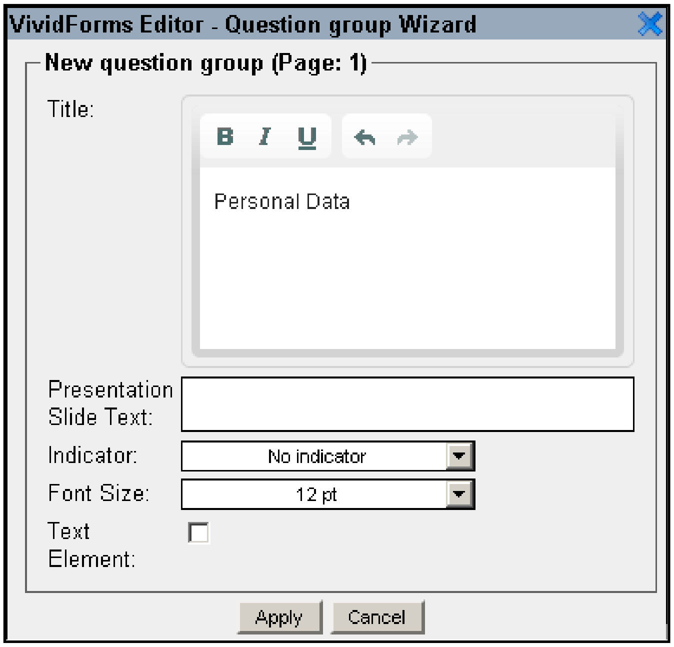


Figure 402: Adding a new question group

Text entries have the following meaning:

Title

You can highlight the title of the question group (as you can with numerous other elements) with bold or italic fonts or by underlining. For this, mark the desired element and click the buttons [B], [I] and/or [U] in the toolbar.

With the help of the buttons [Arrow back] and [Arrow forward] you can undo or redo editing steps.

Presentation Slide Text

This text appears on the presentation slide in the PDF report in order to explain an indicator.

Please note: This option is only available when the creation of a presentation template is activated in the PDF report settings (“System Settings/PDF Report Settings/Configuration”).

Indicator

Select a scale for the questions that are to be combined to an average.

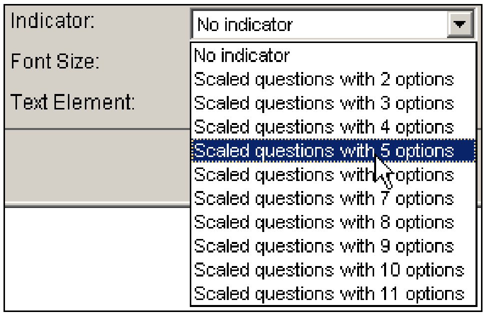


Figure 403: Indicator of the new question group

Color

Select the color that will display this group in the preview.

Please note: The color only facilitates the editing of a questionnaire in the VividForms Editor. It is not visible on the form. The possibility of highlighting the question groups is activated in the menu “Form Properties” in the VividForms Editor.

Font Size

Select the font size for the heading text from 7pt up to 20pt (default: resulting from the chosen default font size in the menu “System Settings/Class Climate Settings/VividForms/Default Font Size”)).

Text Element

If you check this box the question group will be changed into a text element. (This is only possible when adding a new question group).

Please note: When changed into a text element, the question group loses its original function and becomes mere text. You can no longer add items such as questions or design elements to this redefined group.

Having made your settings and clicking on “Apply”, the chapter title will appear in the preview.

You can open the properties of the question group again with a double click in the preview window or by using the symbol in the Editor Control menu "Edit" and the menu “Edit Question Group”.

Attention! Clicking on the symbol or on the text “Delete (Del)” in the menu “Clipboard” will delete the entire highlighted chapter as well as all of the questions in it, without any warning or confirmation.

Displaying the background colors can be switched on and off in the menu "Form Properties" with the icon / or the text "Show Colors" / "Hide Colors".

Using the arrow symbols "Up" and "Down" in the menu "Move", you can move entire chapters up or down. To move a chapter one page forwards or backwards, use the "Copy (Ctrl+C)" and "Paste (Ctrl+V)" function in the menu "Clipboard".

3.4. Adding and editing questions

Should you wish to add a question to your questionnaire, choose the option "Add question" in the Editor Control. Please note: You cannot add questions without first having created a question group!

In a question group, single questions can be moved up or down by using either the arrow symbols and in the menu "Move", or by 'drag and drop', i.e. by right clicking on the question and dragging it to the desired position. To move a question to another question group, you may either use 'drag and drop' or the cut and paste function in the menu "Move".

3.4.1. Overview on the question types

You can choose from among eight classes of questions:

Scaled Questions

Linear scales have up to 11 options. In addition to the question text there are two texts at the scale poles. Scaled questions can be grouped and averaged to indicators. Scaled questions are also available for generating matrices/cross tabulations. When needed, a ‘no opinion’ field can be added.

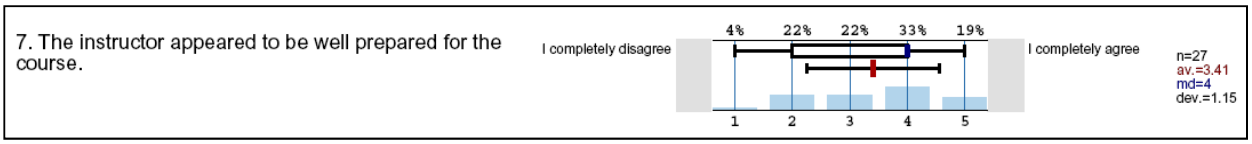
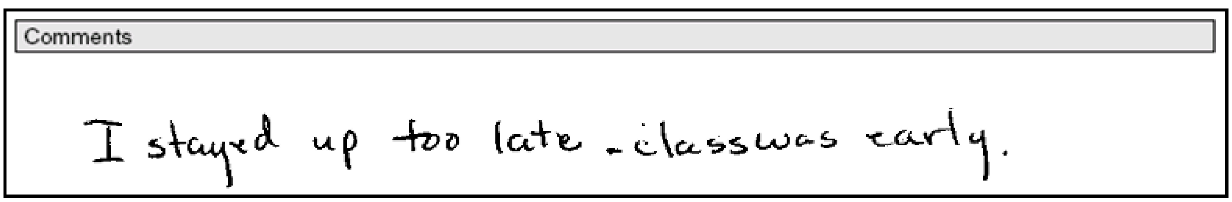
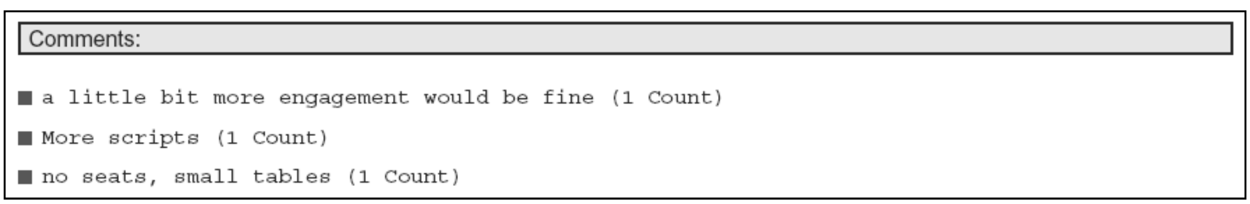


Figure 404: Analysis of scaled questions

Open Questions

Responses to open questions are automatically recognized as answered during processing and are integrated in the report document as image files. If the responses have been manually anonymized or are part of an online survey then the responses are in machine print and can be exported together with the raw data.




Comments:

- a little bit more engagement would be fine (1 Count)
- More scripts (1 Count)
- no seats, small tables (1 Count)

Figure 405: (a) Illustration of a result of an open question as image file; (b) in machine print form.

Grade Values

Survey participants check a value (paper survey) or give directly a grade value (online survey).

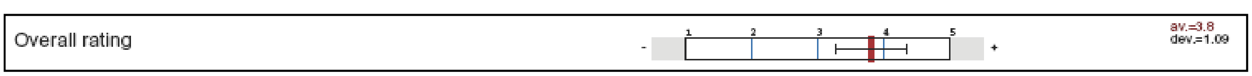


Figure 406: Illustration of a question with grade value

Single Choice (1 of n)

There are two versions of the single choice question: either with a maximum of 11 options or with unlimited options (unlimited means “as many options as fit on one page”). As a rule, the first type shows all options regardless of whether they were answered or not (see illustration). This is also available for matrices/cross tabulations. The second version shows only the bar results for the options that were selected at least once.

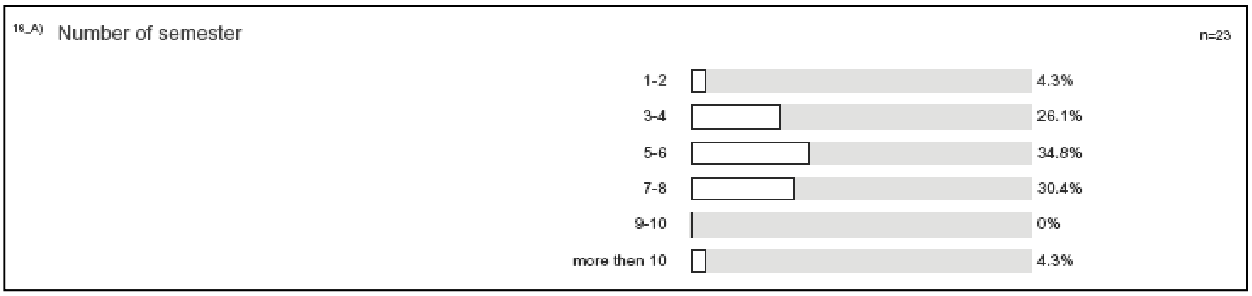


Figure 407: Illustration of a single choice question

Multiple-Choice (m of n)

A multiple choice question can have unlimited options (unlimited means “as many options as fit on one page”). The options are considered yes/no questions, i.e. not marking an option is interpreted as a “no”. The number of selections per response option is for this reason the same as the number of returns.

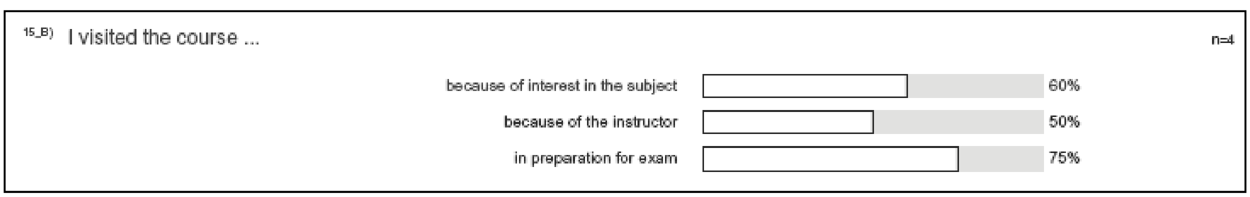


Figure 408: Illustration of a multiple-choice question

Matrix Field

The matrix field allows the capturing and evaluation of five-digit numbers (horizontal matrix question) or ten-digit numbers (vertical matrix question). Analysis of matrix fields can portray numbers in any dimension.

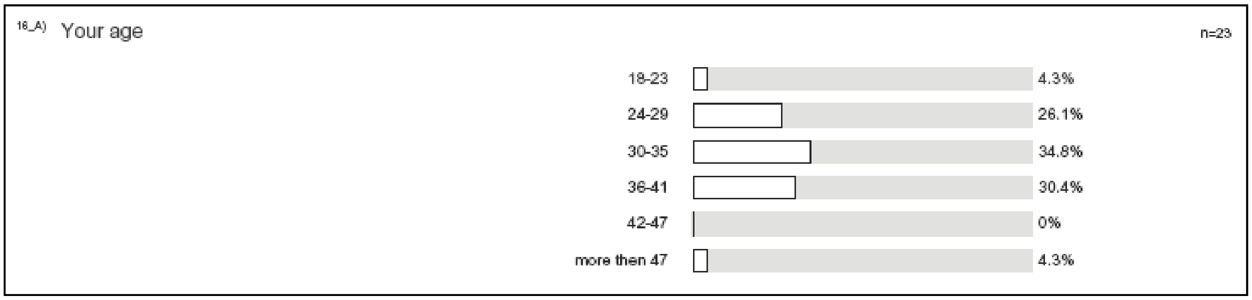


Figure 409: Illustration of a matrix field

3.4.2. Scaled question

Select the question type ‘scaled question’ and click on “Next”. In the next step enter the question text and click on [Next]:

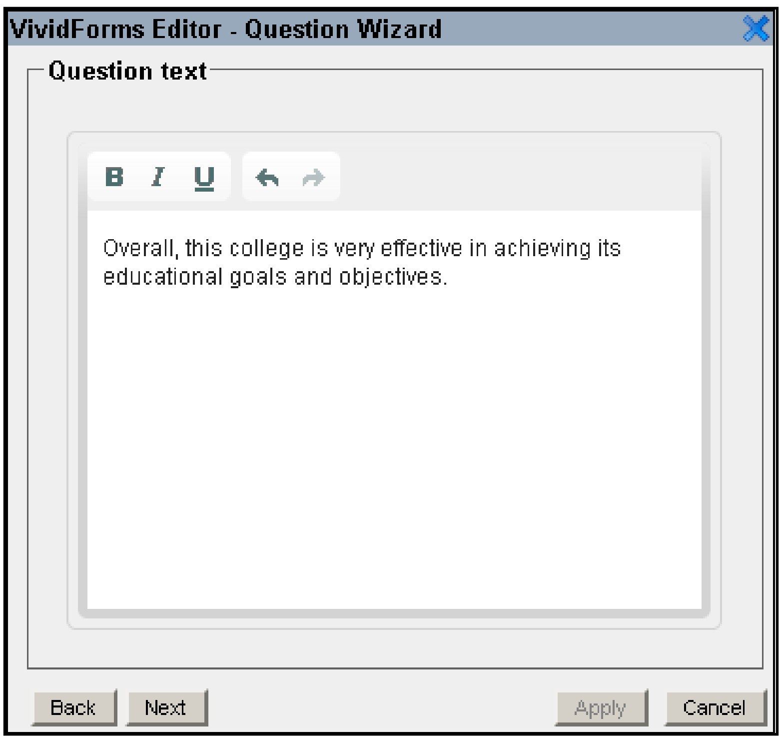


Figure 410: Type in the question text for the scaled question

Now you can enter the text of the two poles and select the number of check-boxes. The scale can comprise two to eleven boxes.

The pole labels and the optional abstention text can be defined individually after enabling the checkbox “individualize pole labels“. Otherwise these labels remain empty or will be defined by the horizontal or vertical pole labels which can be generated separately.

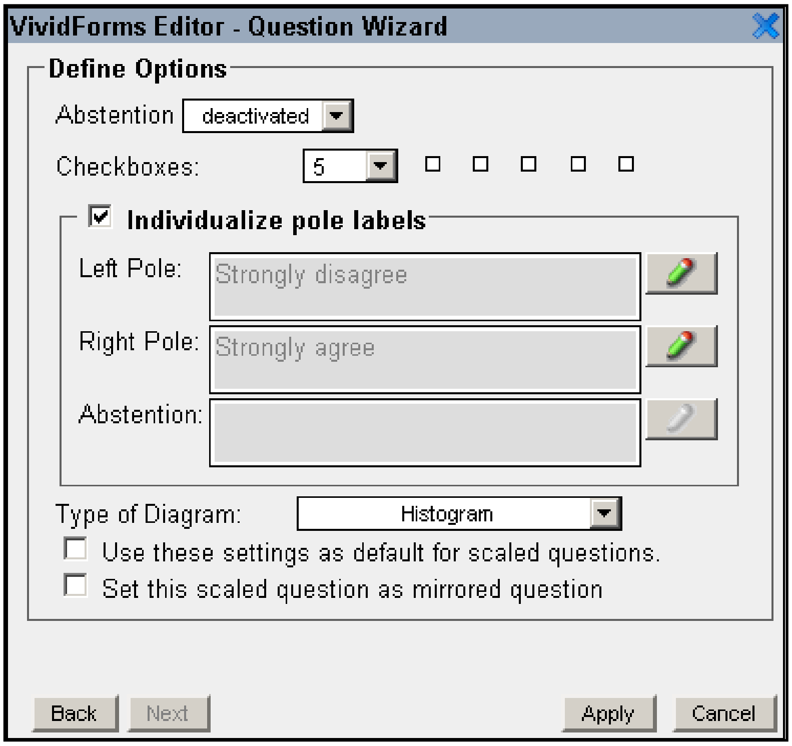


Figure 411: Edit the pole labels for the scaled question

A choice of five different diagram types to be used in the report is available at the bottom.

Note: Experts may edit the appearance of the report graphics by editing the file lib.jpgraph.php in the Class Climate email folder. Contact your support representative to receive the necessary unencoded file.

Click on [Apply].

The scaled question will now appear in the preview and will be automatically highlighted.

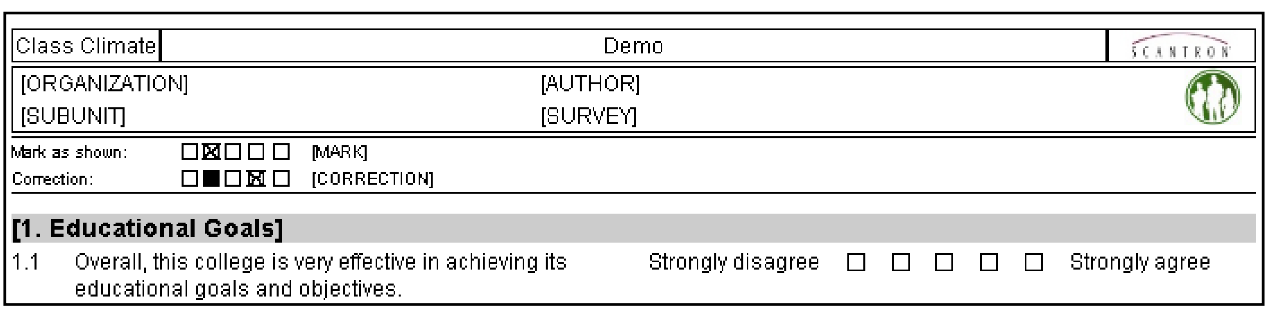


Figure 412: The scaled question in the questionnaire

Dual scale

The combination of quality and importance (dual scale) is a frequently encountered question type. The purpose of the combination is to separate the important cases from the unimportant ones. Bad and unimportant as well as good and unimportant cases should be disregarded as negligible. The dual scale is helpful, in that it separates the relevant and irrelevant areas of a survey, therefore aiding target-oriented decision making. It is also a useful function for testing new items.

To use the dual scale, insert your scaled questions with individual pole labels as you are used to in the VividForms Editor. Please note that scaled questions which are to be later linked to each other, need to have an identical scale (for example, both questions have a 6 point scale). Apart from that, the quality rating of the poles must also be consistent with each other. This means that in quality questions, if the left pole is the positive one (very good/agree), then in importance questions, the left pole has to be the positive one too (very important). Please note that the dual scale is only expedient if you have stored individual pole labels for each scaled question.

In the following example, a scaled question was first inserted on the quality of the technical equipment. Then, a second scaled question was inserted on the importance of the technical equipment. By activating the option “Combine to dual scale with previous question”, both of these scaled questions are linked to each other.

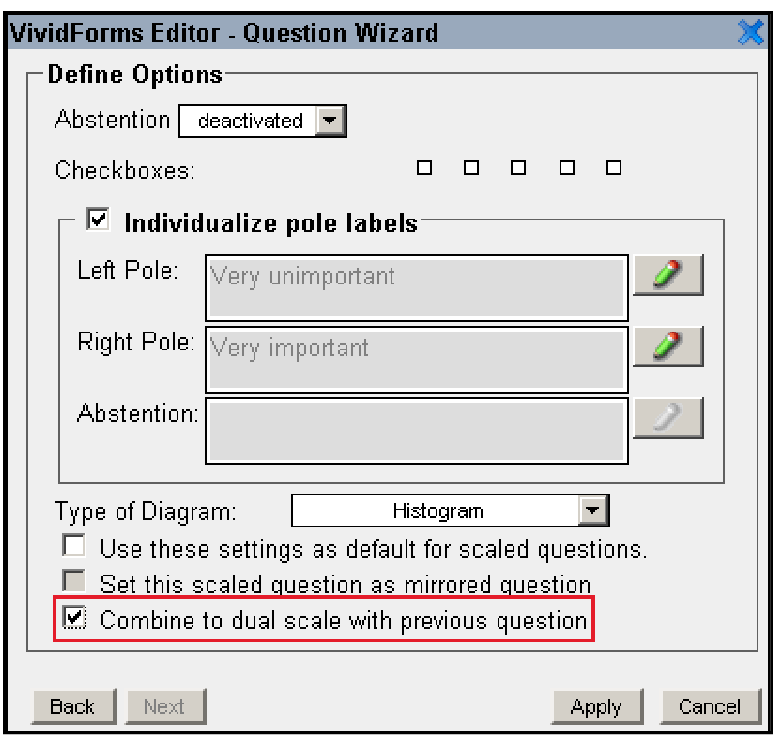


Figure 413: Combining scaled questions with each other (dual scale)

In the VividForms Editor, the activation of the dual scale, that is, the linking of a quality to an importance scaled question, is marked by a yellow bracket:

Figure 414: The marking of scaled questions in the VividForms Editor (dual scale)

Please note, moving, cutting out or deleting the scaled questions cancels the link.

Display in the PDF Report

In the menu “System Settings/PDF Report Settings” you can change the configuration settings for every PDF report by clicking on the icon in the column “Configuration”. With the configuration setting “Dual scale profile line” you can activate the display of the dual scale in the PDF report. By selecting “0” the display of the dual scale is deactivated. By selecting “1” you define that the critical values appear on the left side of the scale, with “2”, the critical values appear on the right side of the scale.

The critical values are calculated by subtracting the result of the quality question (a) from the result of the importance question (b). On a 6 point scale, the values range between -5 and +5. Values of +1 to +5 are considered critical as soon as the positive pole (agree/very important) in the questionnaire, appears on the left side. Values from –1 to –5 are considered critical as soon as the positive pole (agree/very important) in the questionnaire appears, on the right side.

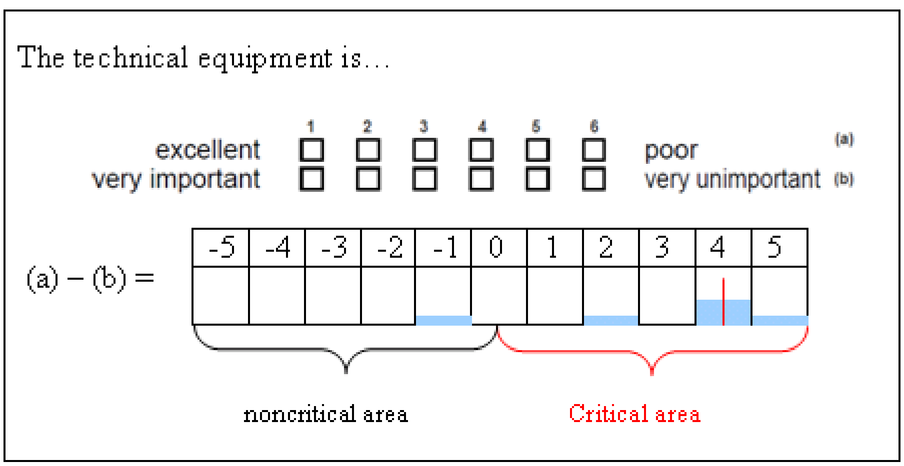


Figure 415: Explanation of the dual scale calculation

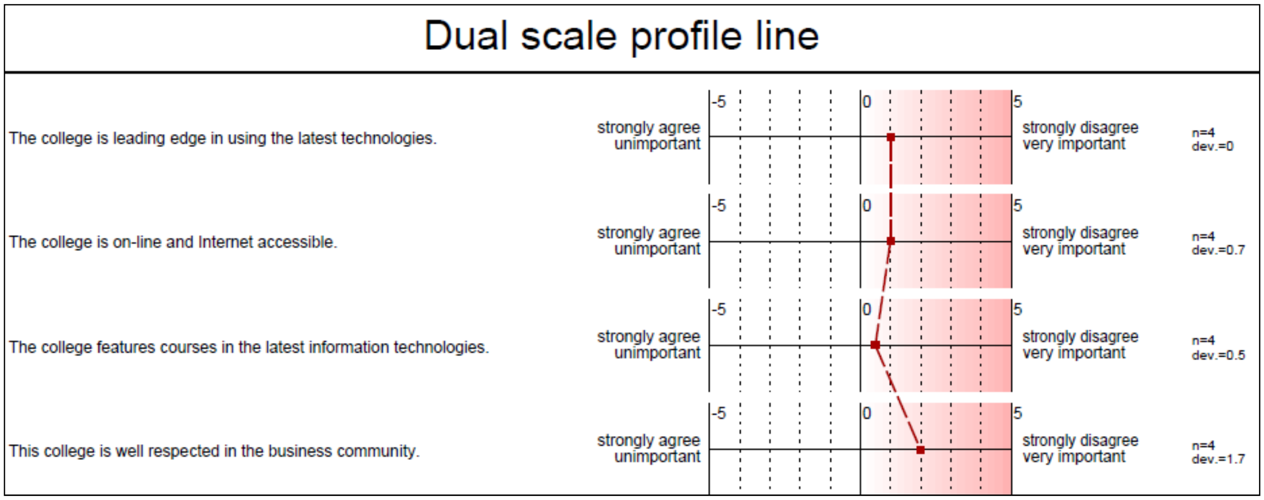


Figure 416: Dual scale profile line of the linked scaled questions in the PDF report

Mirroring of individual scaled questions

The VividForms Editor allows you to mirror individual scaled questions. Using this method, control questions can appear inverted in the survey but at the same time flow correctly into the calculation of the indicators.

To create a mirrored scaled question, click on the option “Set this scaled question as a mirrored question” whilst you are creating the scaled question. In the VividForms Editor preview, the scaled question is marked with a red arrow „“.

3.4.3. Open question

Select the question type ‘open question’ and click on [Next]. You can now enter the text of the open question.

Now click on [Next] and choose the size of the comment box depending on the number of lines needed. For paper-based surveys any number of lines up to the whole remaining page area may be selected (“Box Size”). The maximum number of characters allowed for the answer can also be defined for online surveys (“Maximum number of characters”). If you enter the value "0", the participants in online surveys can enter text of any length.

Please note: The option “Handwriting recognition” is only available when this feature is licensed. For further information on licenses consult the License Management (menu “System Information/License”). For further information on ICR see the following paragraph “Handwriting Recognition in Class Climate”.

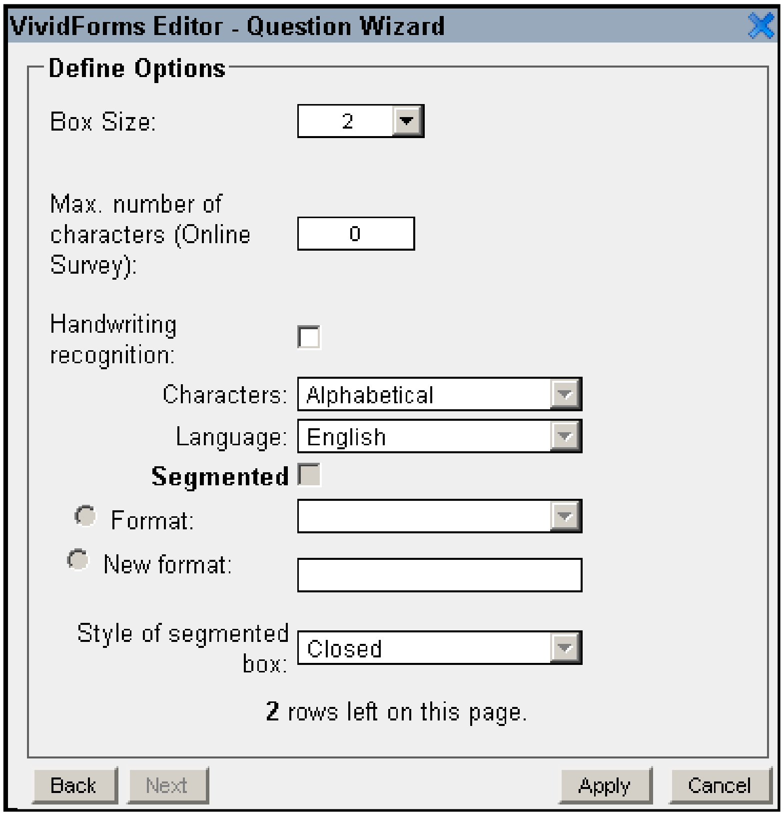


Figure 417: Define options for open question

After having defined all options click on [Apply].

The open question will now appear in the preview and will be automatically highlighted.

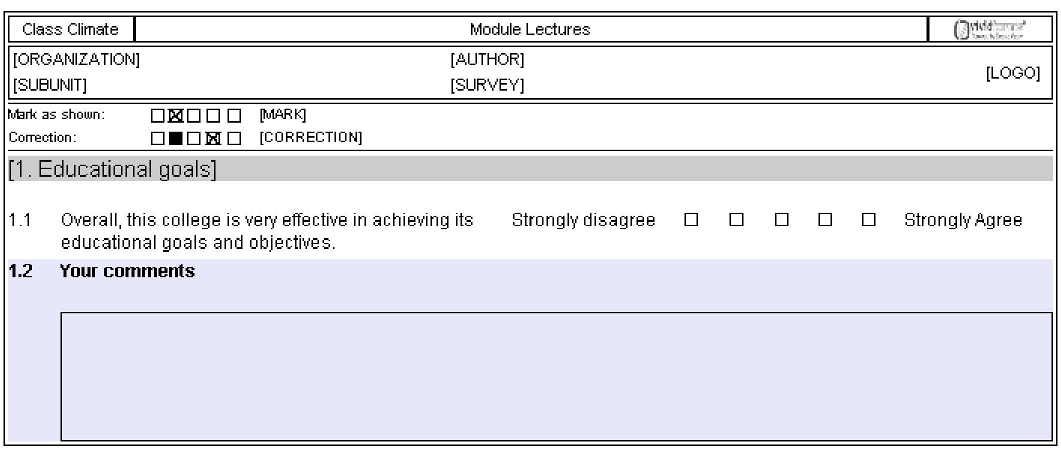


Figure 418: Open question in the preview

Handwriting Recognition in Class Climate

As from version 4.0, Class Climate supports handwriting recognition via ICR. This feature is only available when licensed. For further information please contact your vendor.

By means of handwriting recognition short handwritten texts can be read and processed automatically. For this, activate the option “Handwriting recognition” when creating an open question (see Figure 417). After activating this option, the box size is automatically set to “2”, as Class Climate can only read single-line handwritten texts (one handwritten line matches two VividForms lines).

In the first drop-down menu you can define the kind of characters to be read. You can choose between the following four options:

- Alphabetical = letters only
- Alphanumeric = letters and numbers
- Numeric = numbers only
- Numeric+ = numbers and special characters: $ / * + , - . < > = ~ @ € £ ¥ ¢ '

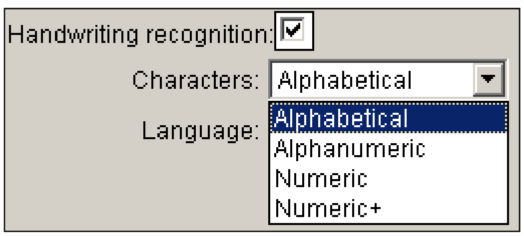


Figure 419: Selection of character types

By clicking the button [Apply] the open question is inserted into the questionnaire.

Please note: Only clear and neat entries written in block letters can be read automatically. As the available length of entries is limited, handwriting recognition is not apt for capturing elaborate comments. It is designed as a means to capture data in form of single words. Possible fields of applications could be the following:

- Alphabetical: names of persons or places
- Alphanumeric: license numbers
- Numeric: measurements
- Numeric+: prices, dates

To ensure a high reliability of results we also strongly recommend the use of verification when working with open questions and ICR (for the use of verification see chapter B 4.3). Taking into account the additional expenditure of work and time caused by the process of verification, you should always check if the data cannot be collected by means of closed question types (such as single choice or matrix questions).

Optional segmented fields can be formatted and displayed for handwriting recognition by activating the option “segmented”. By segmenting, handwritten entries appear more orderly and provide for considerably improved automatic reading. Preset formats for date specification (e.g. NN“/“NN“/“NNNN) can be selected and stored as well as your own new formats, such as for customer numbers and the like.

The following options are available for own formats

- N for numerical entries
- L for alphabetical entries
- A for alphanumerical entries as well as special characters.

Please observe, when creating your own templates the separator must be in inverted commas (e.g.: “/“), otherwise they cannot be recognized by Class Climate.

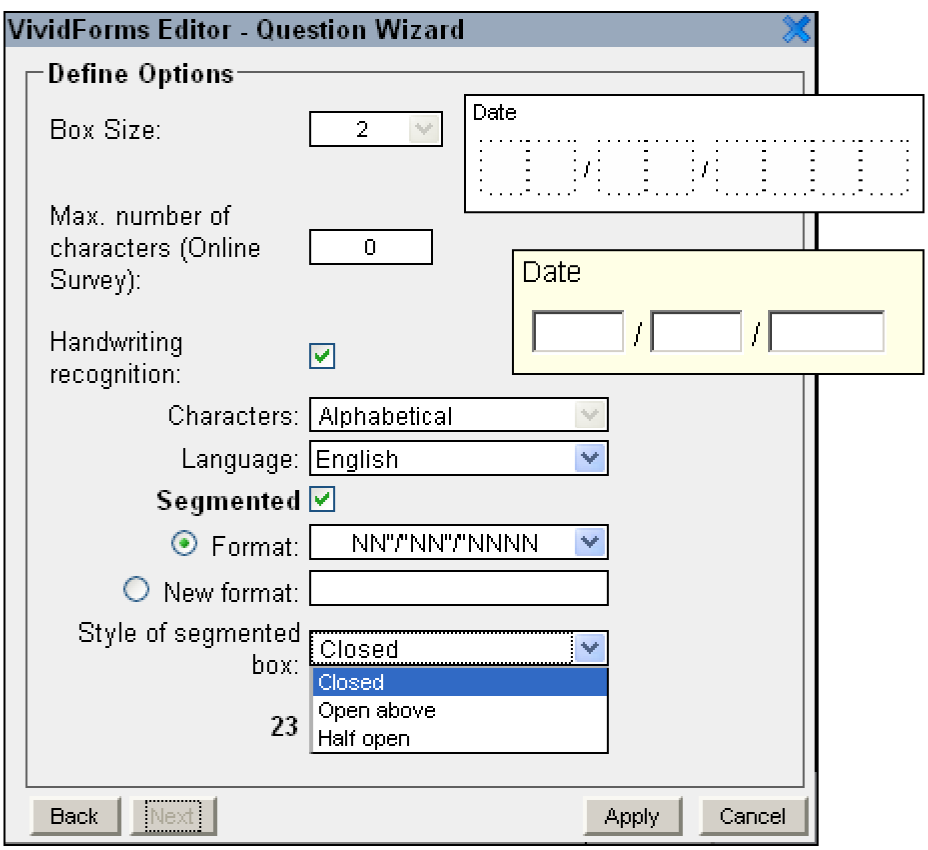


Figure 420: Setting the style of segmented ICR-fields

You can also choose between different styles of segmenting: The fields can be displayed closed, open above and half open. The segmenting is applied to paper based surveys as well as online surveys.

3.4.4. Single Choice / Multiple Choice

Select the ‘single choice’ question type and click on [Next]. You can now enter the text of the question and then click on [Next].

(The procedure is the same for all single choice and multiple choice questions.)

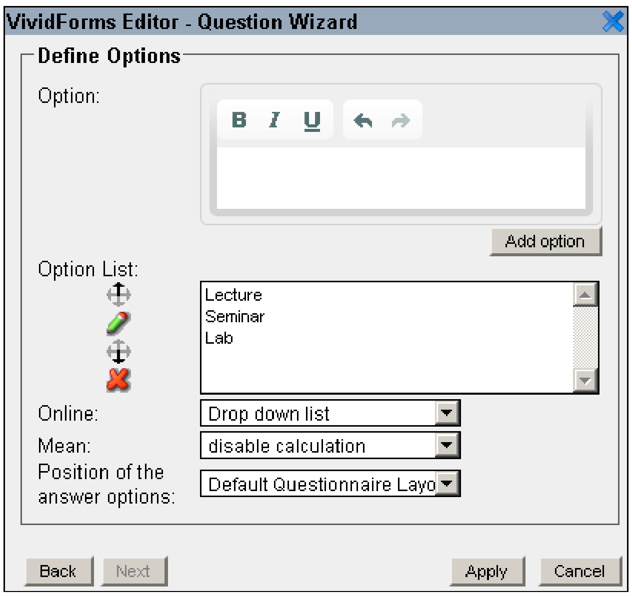


Figure 421: Define options

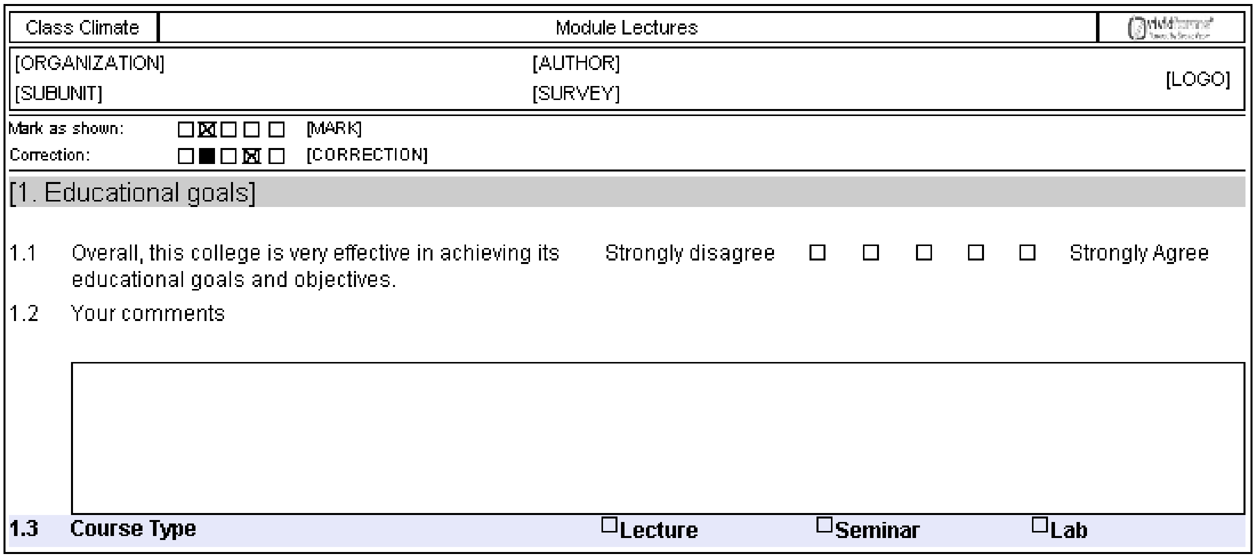
Next to “Option” enter the text for the first option and click on [Add option] or press “Enter”. The option will now appear in the option list. Repeat this procedure until you have entered all the options.

You can highlight each option, edit or change their sequence by clicking on the symbols , and .

The alignment of answer options can either be set to “next to the question text” or “beneath the question text”. In the latter case more than 11 options are permitted.

After all options have been entered, click on [Apply].

The single choice question will now appear in the preview and will be automatically highlighted.


Class Climate | Module Lectures

[ORGANIZATION] [AUTHOR] [LOGO]
[SUBUNIT] [SURVEY]

Mark as shown: [MARK]
Correction: [CORRECTION]

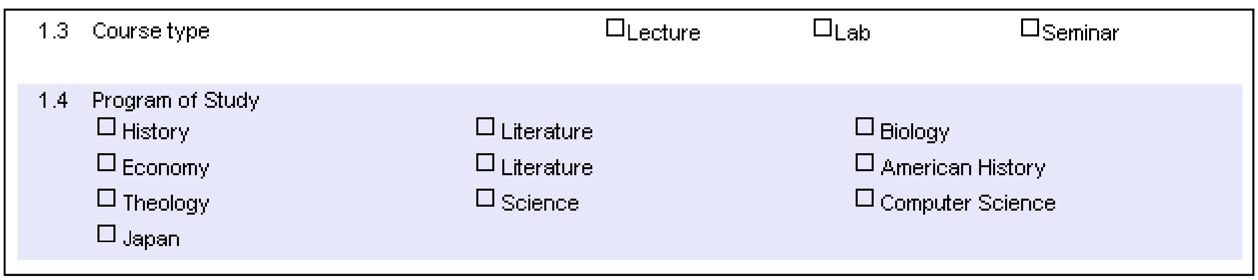
[1. Educational goals]

1.1 Overall, this college is very effective in achieving its educational goals and objectives. Strongly disagree ☐ ☐ ☐ ☐ ☐ Strongly Agree

1.2 Your comments

1.3 Course Type ☐**Lecture** ☐**Seminar** ☐**Lab**

Figure 422: Preview of the single choice question with options next to the question text


1.3 Course type ☐Lecture ☐Lab ☐Seminar

1.4 Program of Study
☐ History ☐ Literature ☐ Biology
☐ Economy ☐ Literature ☐ American History
☐ Theology ☐ Science ☐ Computer Science
☐ Japan

Figure 423: Preview of a single choice question with options beneath the question text

The ability to limit the number of possible answers is a specific feature of multiple choice questions. The value “Max” is predefined with zero which allows all options to be selected. Enter a number here to limit the available options.

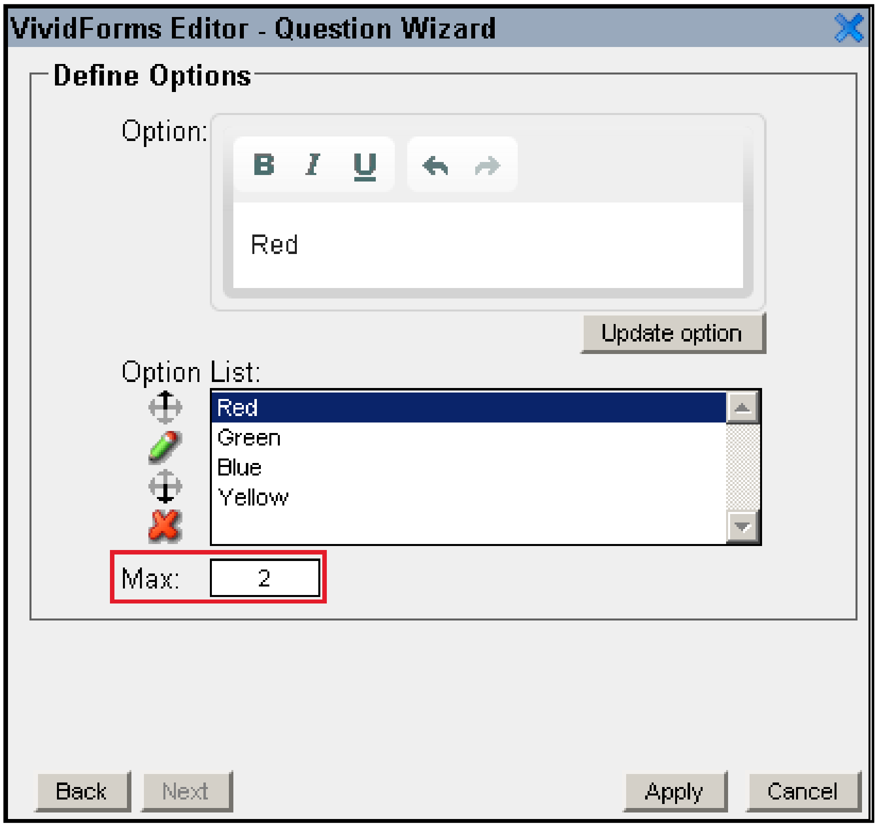


Figure 424: Limitation of possible answers

To make it easier distinguishing single choice questions from multiple choice questions a small "MC" annotation is shown next to a multiple choice question in the VividForms Editor preview.

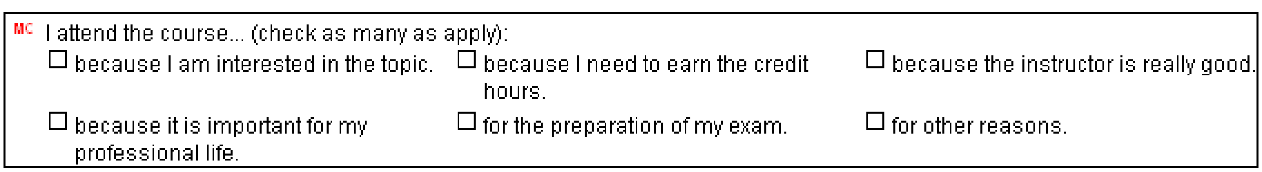


Figure 425: Multiple choice question

3.4.5. Horizontal matrix question

The horizontal matrix question enables you to inquire up to five-digit numbers.

Select the ‘matrix field’ question type and click on [Next]. You can now enter the text of the question. Then click on [Next].

In the following window, select the matrix type (horizontal or vertical), the minimum and maximum value as well as the number of groups displayed in the PDF report.

In this example the minimum value is set at 1, the maximum value at 99.

The group number refers to the number of bars that will represent the analysis of this question in the PDF report. A group number of 10 corresponds to the value areas of 1-9, 10-19, 20-29, […] 90-99.

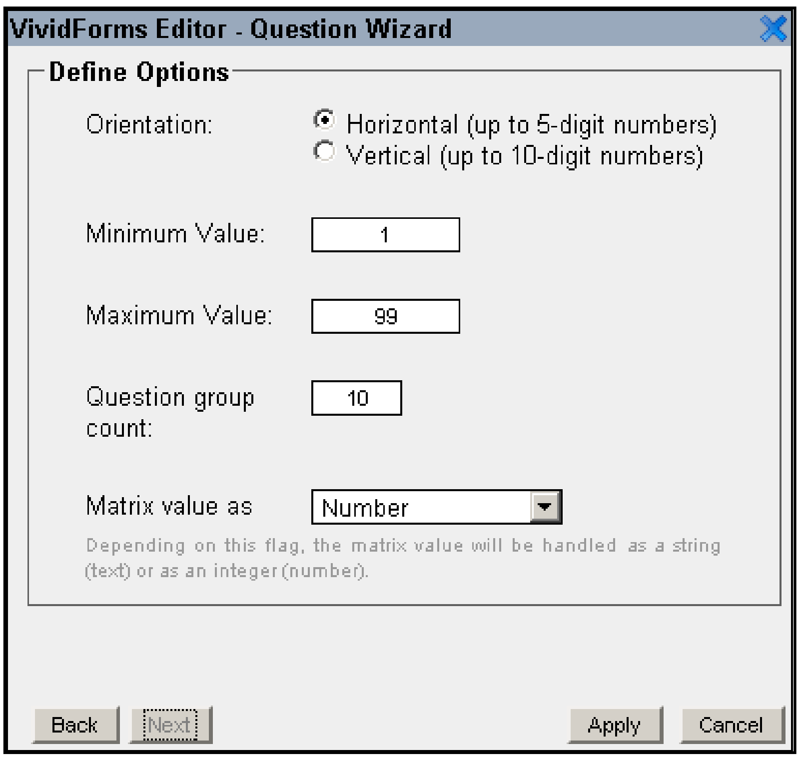


Figure 426: Definition of options of the matrix field

The survey participant checks the tens’ place and the ones’ place.

The advantage of this method is that the high accuracy of checkboxes makes it unnecessary to use ICR for handprint recognition, which would mean a considerable amount of review and correction.

The select box at the bottom of the dialogue allows defining if the data should be handled as a real number or as a character string (text). The latter allows capturing left hand zeros.

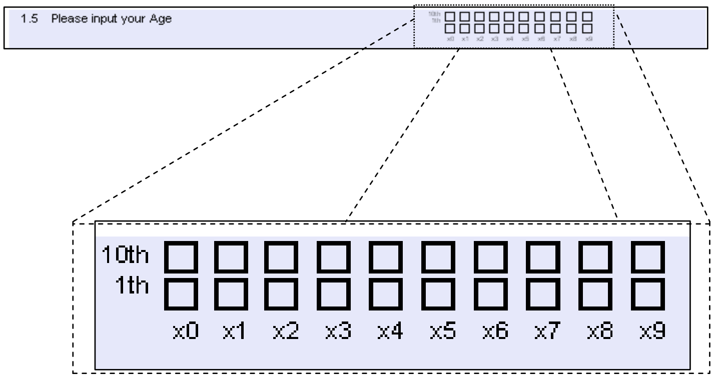


Figure 427: Preview of matrix field

3.4.6. Vertical matrix question

The vertical matrix question enables you to display ten digit numbers for example to question matriculation numbers.

Choose Matrix field as the question type and click on [Next]. Now you can enter the text of the question. Subsequently, click on [Next].

In this example, a matrix question with a minimal value of 0000001 and a maximum value of 9999999 has been selected.

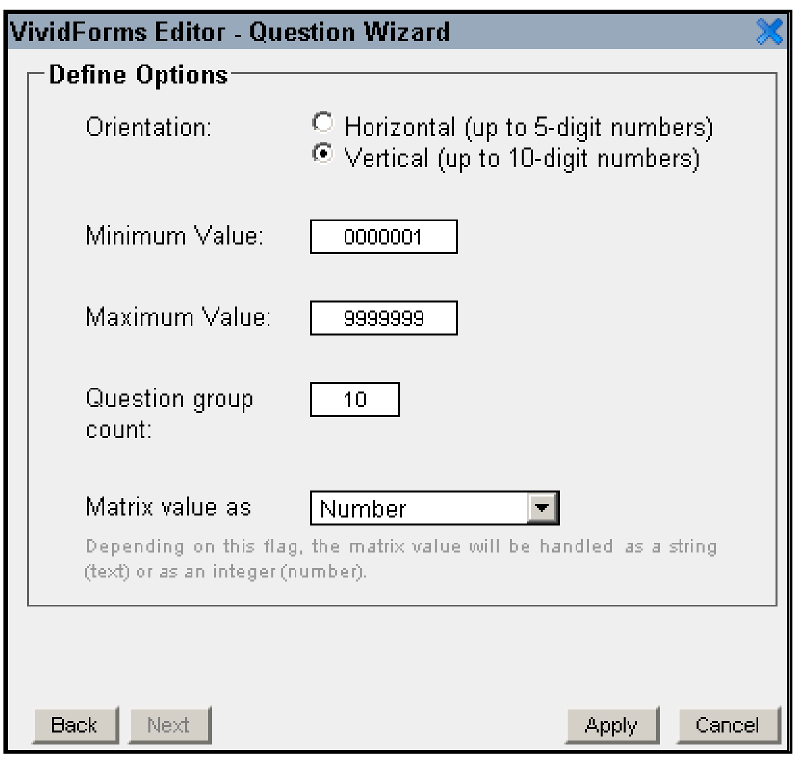


Figure 428: Options of the vertical matrix question

The select box at the bottom of the dialogue allows defining if the data should be handled as a real number or as a character string (text). The latter allows capturing left hand zeros.

The PDF preview of this vertical matrix question looks as follows:

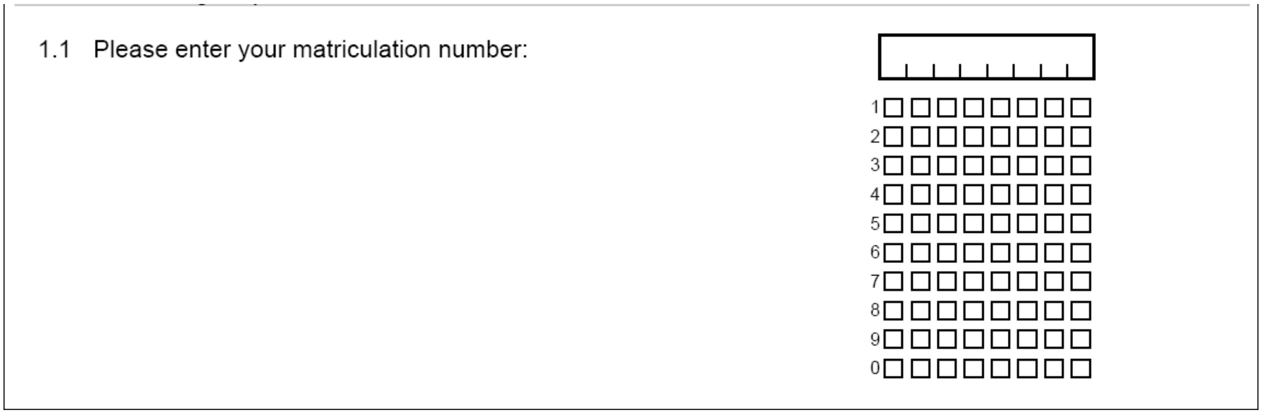


Figure 429: PDF preview of the created vertical matrix question

When filled out, such a matrix question could, for example, look like this

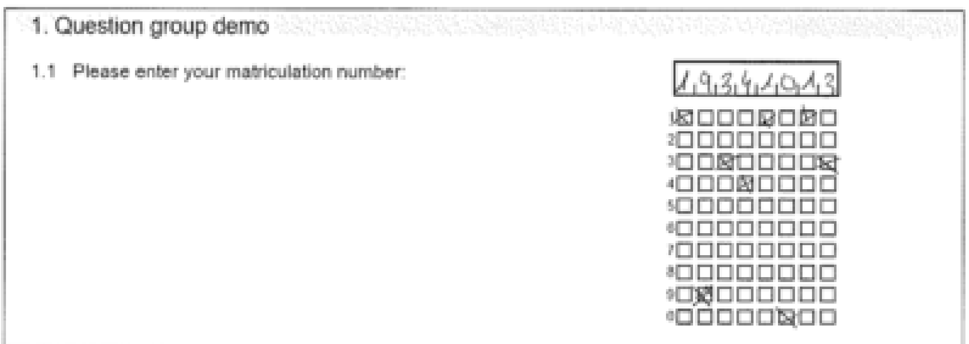


Figure 430: Completed vertical matrix question

Important: Please note, that the handwritten numbers only serve for clarity (so the student or if necessary the verifier, can check the entry). They will not be read in!

3.4.7. Grade Value

Select the grade value question type and click on [Next]. You can now enter the question text and then click on [Apply].

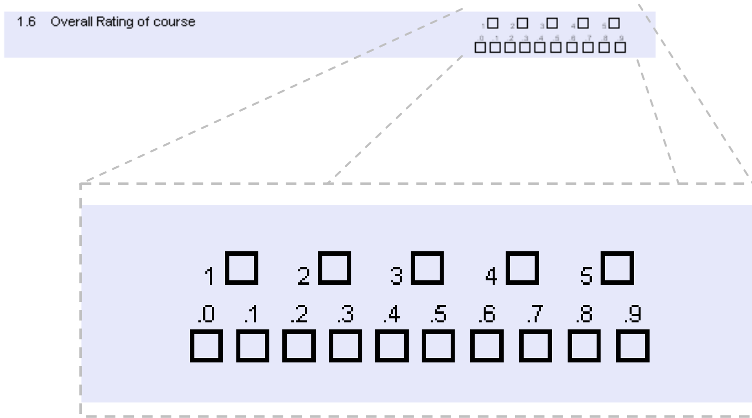


Figure 431: Preview of grade value question

The survey participant can now give a grade by checking a place before and after the decimal point.

The advantage of this method is that the high accuracy of checkboxes makes it unnecessary to use ICR for handprint recognition, which would mean a considerable amount of review and correction.

Please note that only values between 1.0 and 5.0 will be considered.

3.4.8. Adapting the size of answer boxes

You can change the size of your answer boxes in the VividForms Editor under "Form properties". You have five sizes (8pt, 9pt, 10pt, 11pt and 12pt) to choose from:

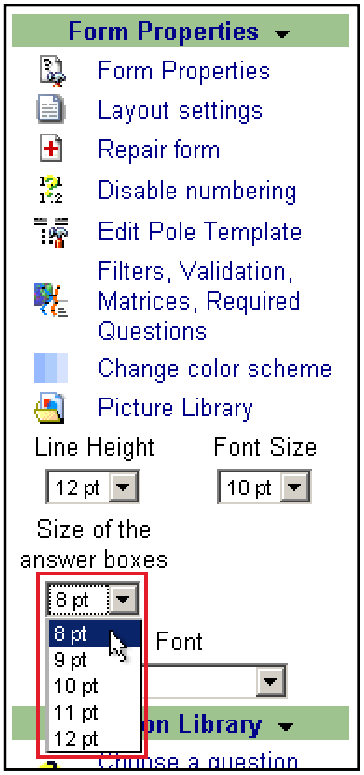


Figure 432: Adapting the size of checkboxes

Please note, that line spacing must be at least 2pt greater than the checkbox size.

If, for example, you have defined a line spacing of 11pt and then set your checkbox size up to 11pt, the system automatically increases the line spacing to 13pt.

If you reduce the line spacing, Class Climate automatically reduces the size of your checkboxes so that, as a basic principle, a minimal difference in size of 2pt is ensured.

In order to achieve an appealing layout for your questionnaires, we recommend selecting a minimal difference in size of at least 3pt in relation to the size of your checkboxes.

Attention: The larger the checkboxes, the fewer can be displayed!

With a scaled question with 11 response possibilities, your checkbox size will be 8pt. Now if you increase your checkbox size to 9pt, for reasons of available space, only 10 checkboxes will be displayed. With a checkbox size of 10pt, you can only display 9 checkboxes. With a checkbox size of 11pt or 12pt, only 8 or 7 checkboxes are displayed, and so on. (Before applying the change, you will get a warning message. If you then click on [Cancel], your changes will not be applied).

Decreasing the number of checkboxes follows automatically in the system when increasing the checkbox size. If you decrease the size of the checkboxes afterwards, the number of checkboxes displayed, will not, however, be automatically increased by the system. This means, that when decreasing the size of the checkboxes, you have to increase manually the number of checkboxes. To do this, double click on the corresponding scaled question and select in the area of "Define options", as in creating a scaled question, the number of desired checkboxes.

With all other question types, an increase in the size of the checkboxes has no effect on the question.

These changes (decrease in the number of checkboxes) only occur with scaled questions, other question types are not affected.

3.5. Adding pole labels

3.5.1. Horizontal pole labels

This function allows pole label headers for groups of scaled questions to be defined.

Firstly it requires the section “Form Properties“ in the VividForms Editor control to be opened. Select the option “ Edit pole template“.

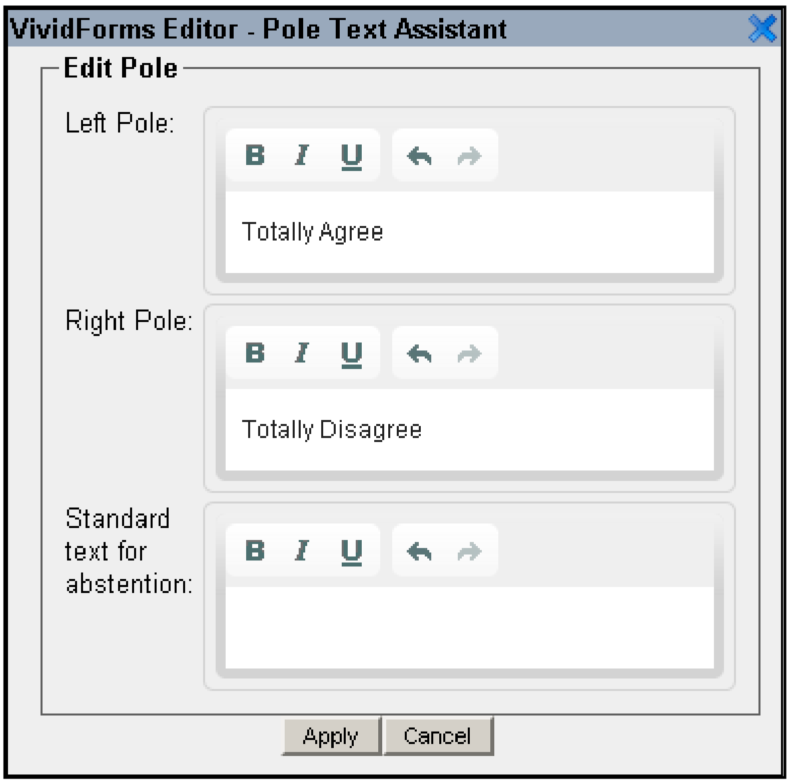


Figure 433: Define horizontal pole labels

Enter the text elements which should be used for the labels and click [Apply].

Next create a new question group. Now the option “ Pole Labels” in the section “Add“ can be selected. Click on “ Pole Labels” to add them to the questionnaire.

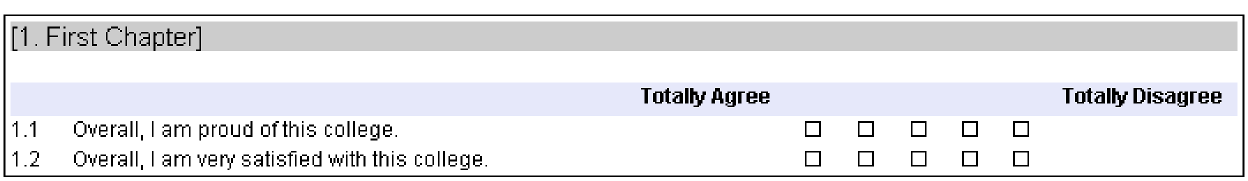


Figure 434: Horizontal pole labels in the questionnaire

Continue adding scaled questions. Do not define individual pole labels since the pole label headers perform this function.

The pole labels are automatically assigned to all scaled questions below. This allows them to be displayed in the PDF reports.

3.5.2. Vertical pole labels

Vertical pole labels can be defined as an alternative to the horizontal labels. Chose the option " Extended Pole Labels" after creating a new question group.

Now enter the option texts into the dialogue. Each text element is limited to 25 characters.

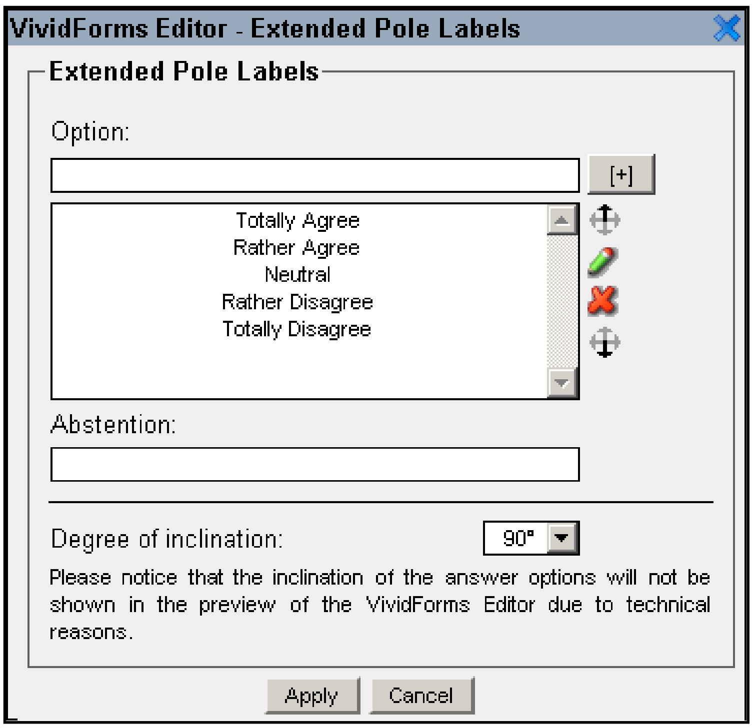


Figure 435: Define vertical pole labels

Click [Apply] to close the dialog and create the vertical pole labels on the form.

Now scaled questions can be added. The system will assign the left and right pole labels to each defined scaled question below the vertical pole labels.

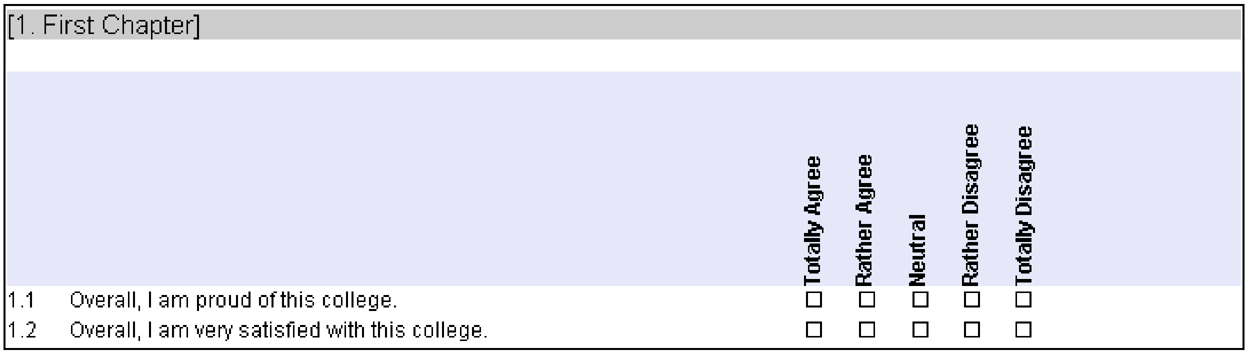


Figure 436: Preview of vertical pole labels

Please note that those labels between the two poles are not linked to the scaled question and will not be visible in the PDF report or exports.

3.5.3. Inclined pole labels

In addition to horizontal and vertical pole labels, you can also use inclined pole texts for paper surveys. You can define the degree of inclination, under “Extended Pole labels”:

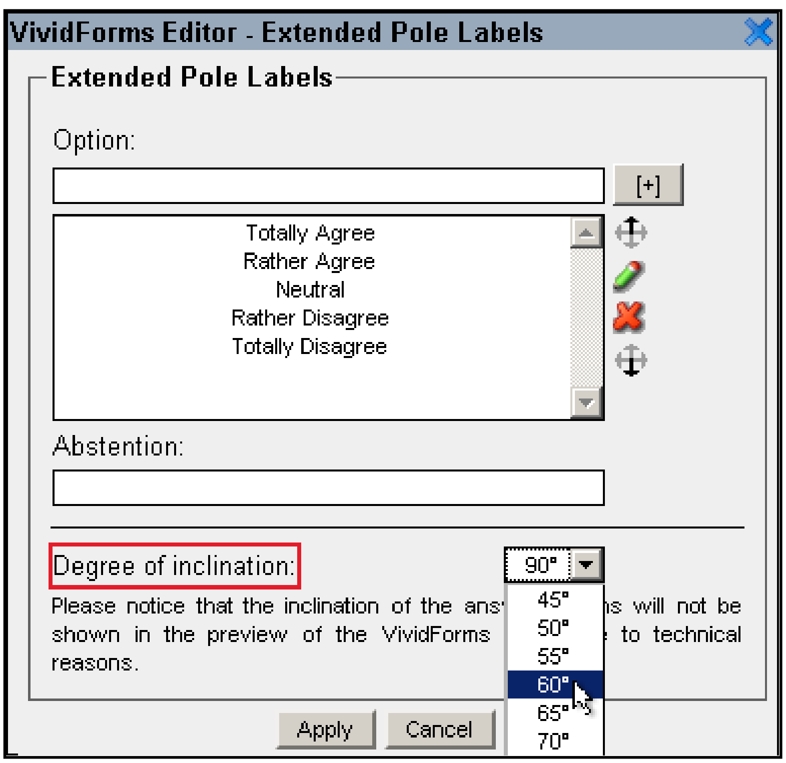


Figure 437: Degree of inclination of pole labels

As you can see in the above graphic, you have eleven different degrees of inclination to choose from.

Please note: In the preview of the VividForms Editor, the pole labels are always in a vertical position. To get a preview of the inclination, please call up the PDF preview.

The following graphic shows you the preview in the VividForms Editor, which is identical for all levels of inclination:

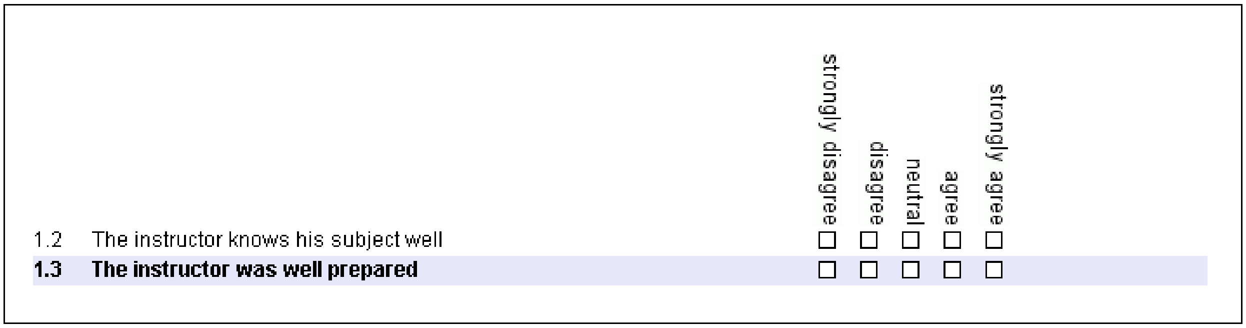


Figure 438: Inclined pole labels in the preview of the VividForms Editor (independent of the degree of inclination)

In the following three graphics, you can see examples of possible inclinations in the PDF preview.

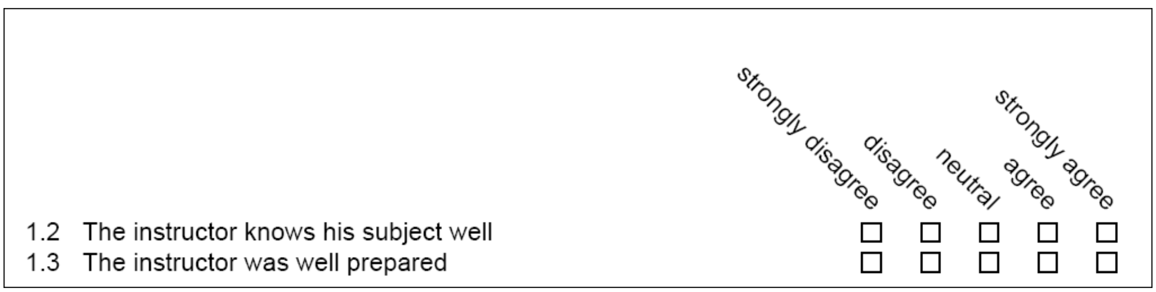


Figure 439: Inclined pole labels (45°) in the PDF preview

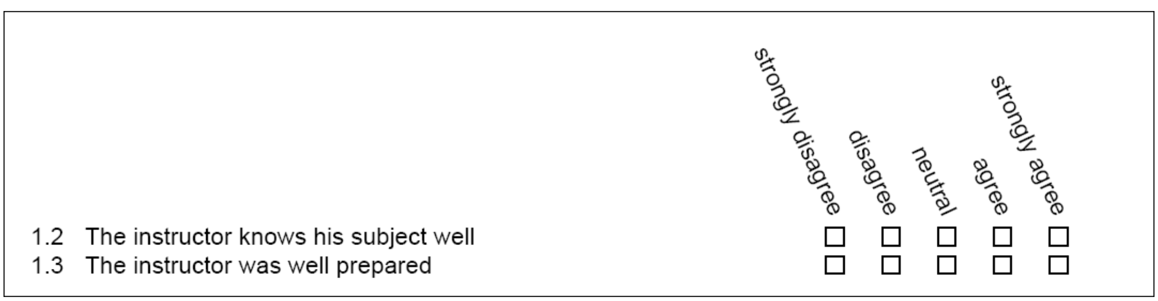


Figure 440: Inclined pole labels (65°) in the PDF preview

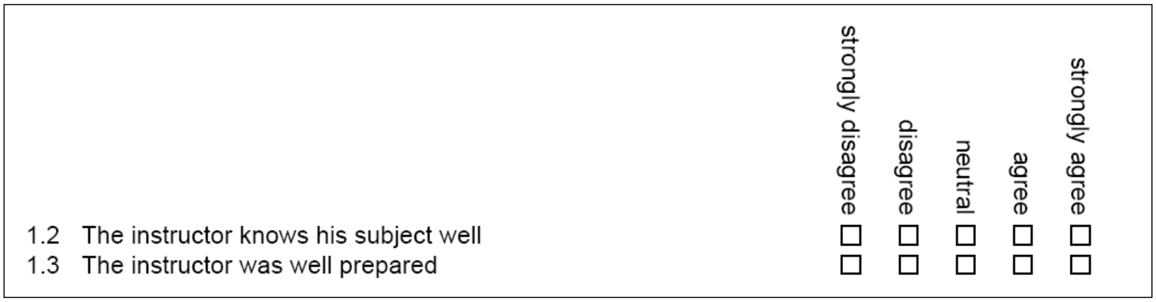


Figure 441: Inclined pole labels (90°) in the PDF preview

3.6. Adding graphical elements

3.6.1. Line space

Using the line space gives extra room between single objects.

Open the menu “Add” and select “ Line Space”. An empty line will be added below the active object.

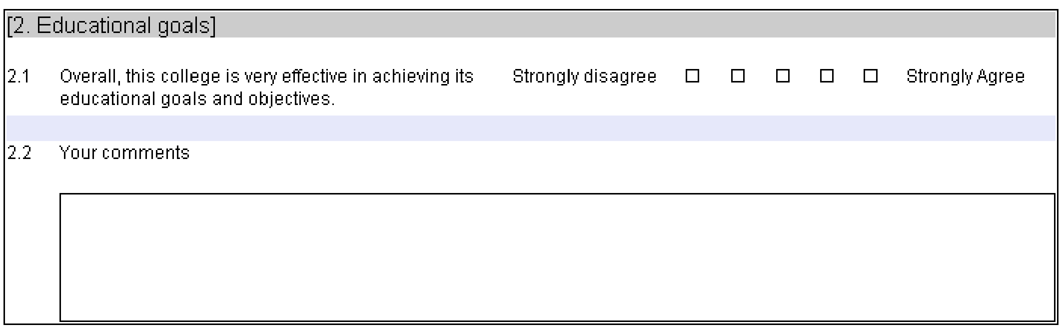


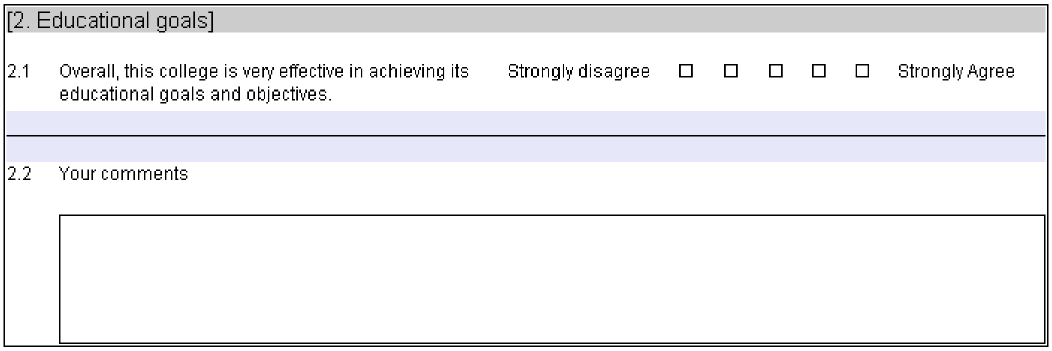
Figure 442: Preview of line space

The line space can be selected, moved and modified using the clipboard functions Cut, Copy and Paste.

3.6.2. Separator

The separator allows the optical separation of questionnaire content and can be added freely inside question groups.

Open the menu “Add” in the Editor control and select “Separator”. A horizontal line will be added below the active object.


[2. Educational goals]

2.1 Overall, this college is very effective in achieving its educational goals and objectives. Strongly disagree ☐ ☐ ☐ ☐ ☐ Strongly Agree

2.2 Your comments

Figure 443: Preview of separator

The separator can be selected, moved and modified using the clipboard functions Cut, Copy and Paste.

3.6.3. Text

To add a text area open the menu “Add” and select “Text”. A dialog box appears which contains a text box. Type in the desired text or paste content from another text editing tool into this edit box.

Alignment options are available to align the text box content to the left, right, center or as justified text.

Click on [Apply] to create the text area.

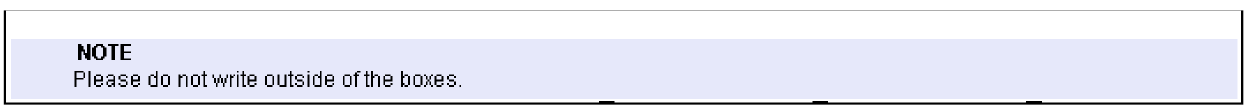

NOTE
Please do not write outside of the boxes.

Figure 444: Preview of the new text area

As with other objects, the text area on the questionnaire can be moved around. The text also appears in online surveys and, if desired, in the PDF report too. To activate this, select the option “Show text boxes” in the menu “System Settings/ PDF Report Settings/Configuration”.

Page break

If a page becomes full VividForms Editor will automatically apply a page break to continue adding objects on the following page.

Page breaks can also be added manually at each phase of the questionnaire. First mark an object by clicking on it with the left mouse button. Now open the menu “Add” and select the option “Page Break”.

The page break will be symbolized by a selectable row containing the text // … Page Break. The next object added to the form will appear on the following page.

If the page break is deleted later, the objects throughout the rest of the questionnaire will realign.

3.6.4. Line height, font size and font type

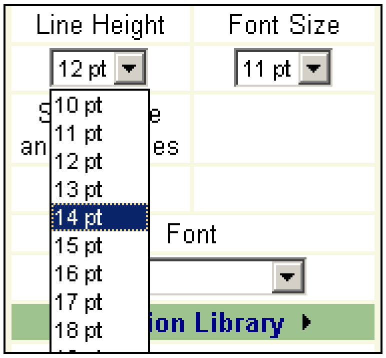


Figure 445: Definition of line height, font size and font type

With the line height you can change the vertical space needed for a line. This could be necessary if, for example, a questionnaire does not quite fit on two pages. Decrease the line height and you will be able to make do with two pages.

On the other hand a questionnaire that is not quite filled can be made to look better by increasing the line height.

The font size affects all question objects with the exception of chapter headings. These should not be made too large.

The following font types are available:

- Arial
- Georgia
- Tahoma
- Times New Roman
- Verdana

Please examine the PDF sample issue after changing the font type using to make sure that all texts appear correctly. If not you may have to reduce the font size.

3.6.5. Filtering of HTML-Tags

Please note, that this feature should only be used by users with technical knowledge.

You should be aware of the implications of your changes and always check them. Only then you can ensure that your online surveys appear with the desired layout and functions.

With online surveys, in addition to highlighting you have other formatting options with bold and italic fonts and underlining. You can use HTML tags for the formatting (for online surveys only).

For this purpose, activate in the configuration in the “VividForms” part the option "Allow editing HTML source code in VividForms editor". The button "Source code" appears in the dialogue for text entry and formatting in the VividForms Editor. This affects, for example, the assistant for the creation of question groups as well as questions:

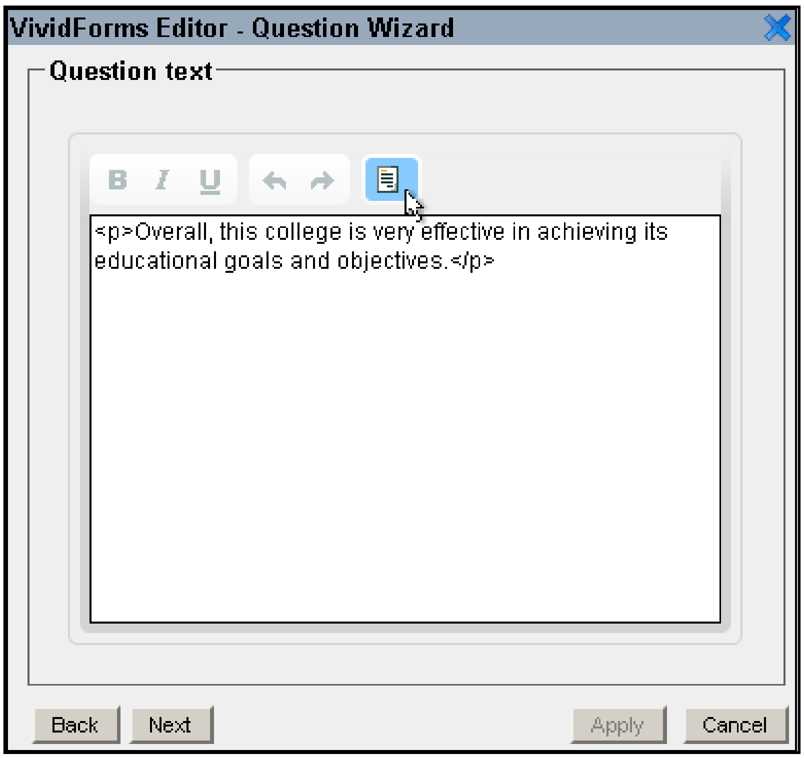


Figure 446: Show the Source Code in the VividForms Editor

Click on the button "Source code" to view and change the text's HTML formatting. This way you can insert line breaks (with the aid of the tag
), list formatting or table formatting.

All HTML elements inserted here are then available for online surveys.

Attention: The utilization of JavaScript here is explicitly advised against. JavaScript can entail unpredictable and unwanted implications, if, for example, used variables have by chance the same name as a variable already used in Class Climate.

Note: Only the font formatting fat <strong>, Italic <em> and underline <u> are supported for paper surveys. Other formatting is extracted.

3.7. Adding pictures to a questionnaire

Upload pictures to the picture library.

To add pictures to a questionnaire you have to first upload them.

Please note: You can integrate pictures in the image formats JPEG and PNG in the VividForms Editor.

The JPEG-format is especially suitable for photographs. Because of losses resulting from compression it is not recommended for text and graphics.

The advantage of the PNG-format is the compressed storage without losses which cannot be guaranteed with the JPEG-format. Thus the PNG-format is suitable for photographs as well as text and graphics. However, files in the PNG-format are considerably bigger than the according JPEG-files.

To upload pictures click on the button [Picture Library] in the menu "Form Properties" in the VividForms Editor.

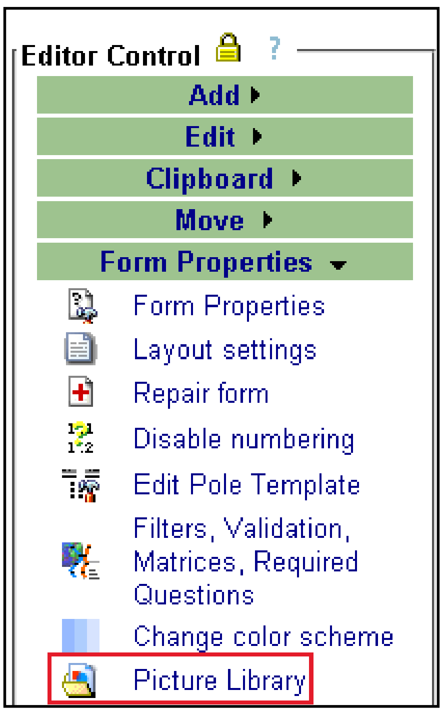


Figure 447: Form properties - picture library

A new window called “Picture Library” opens. If you click on [Browse], you can search for the picture in your file system. Clicking on [Upload pictures] integrates it in the picture library. Here you can see a picture that was uploaded and integrated in the picture library. On the left hand side you can see the name of the added picture, on the right hand side the preview:

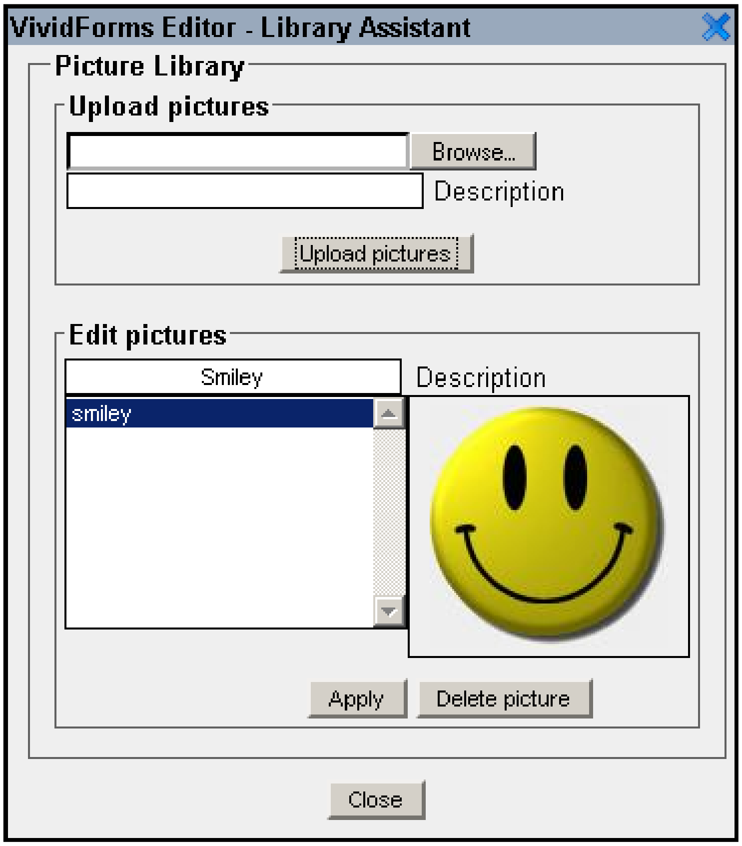


Figure 448: Edit picture in the picture library

Clicking on [Delete picture] removes the marked picture from the list.

Please note: The system does not ask you to confirm the deletion. When you click on the button, the picture will irrevocably be removed from the list.

Integrating pictures in a questionnaire

As soon as you have uploaded pictures into the picture library, you can integrate them into the questionnaire.

You can find the option [Picture] in the menu “Add“. As with the other items you can only add a picture to a question group. As long as you do not define a question group you cannot select the option [Picture].

When you have created a question group you can integrate pictures – the option can be selected.

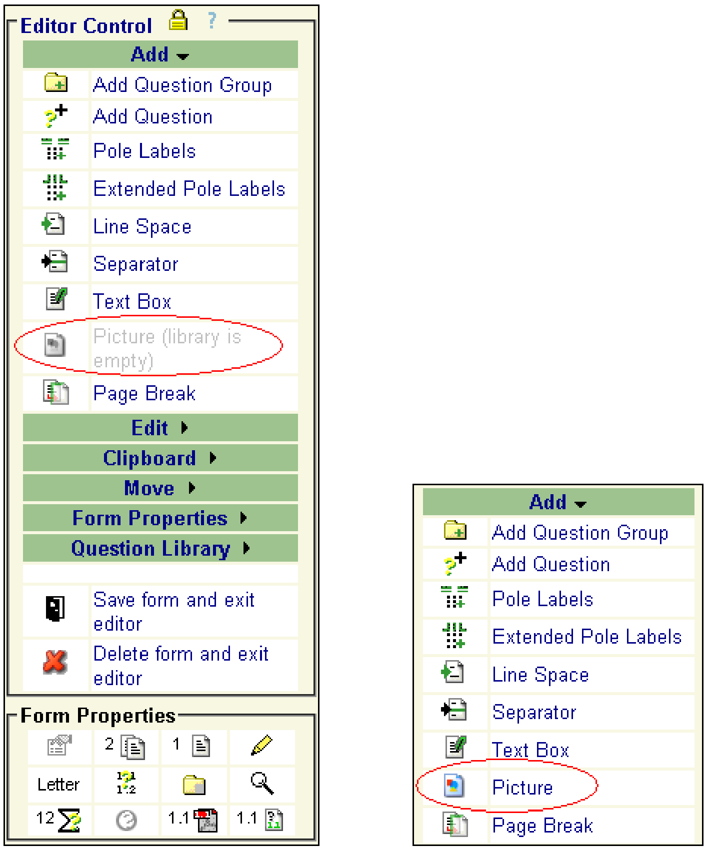


Figure 449: Integration of pictures

When clicking on [Picture] the picture assistant opens in a new window:

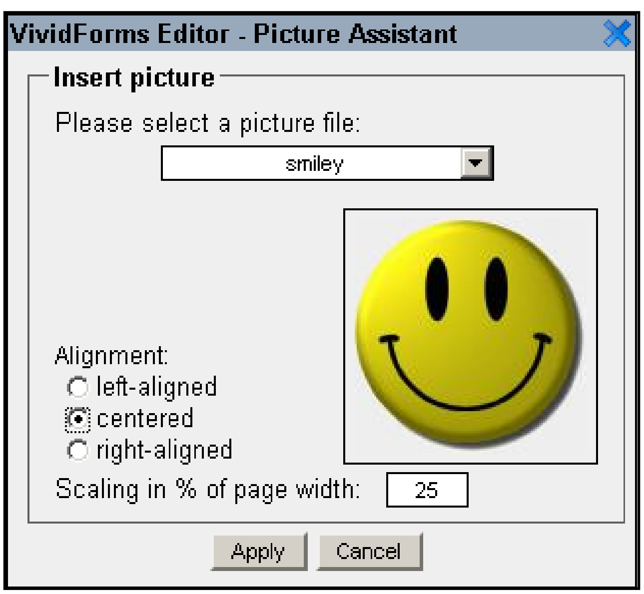


Figure 450: Picture assistant

You can select a picture from a list there. You will see the selected picture in the preview.

Additionally you can define the position of the picture on the questionnaire – left-aligned, centered or right-aligned.

If you choose to scale the picture, the basis for this is the width of the page (width of page = 100%). In this case the alignment is “centered” and the scaling is 20%.

When you click on [Apply] you add the picture to the last place in the questionnaire where the focus was (i.e. where you last clicked on the questionnaire).

Via clicking on the picture and using the key [Delete] you can remove the picture from the questionnaire again. (Alternatively you can set the focus on the picture and choose [Delete] in the menu “Clipboard”.)

The position and selection of pictures can be changed after insertion (as long as the questionnaire is not in use). Just double-click on the picture and the picture assistant will open. (Alternatively choose [Picture] in the menu “Edit”.)

If you look at the PDF preview (you can view this via the PDF symbol above the upper left corner of the form), you will get a preview of the actual appearance of the questionnaire. Here you can see an example:

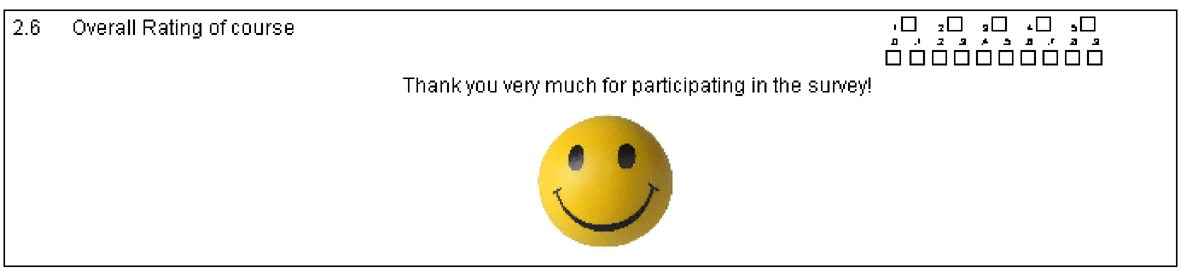


Figure 451: The picture in the PDF preview

3.8. Layout Settings

The horizontal positioning of the checkboxes has been better aligned with Class Climate V4.1. Via a menu item in the form properties (“Layout Settings”) you can choose between the traditional layout and a new optimized layout. When new questionnaires are created the optimized layout option will be set automatically. Existing questionnaires which were created with an earlier version of Class Climate will maintain the traditional layout but can be switched to optimized layout when the form is in edit mode.

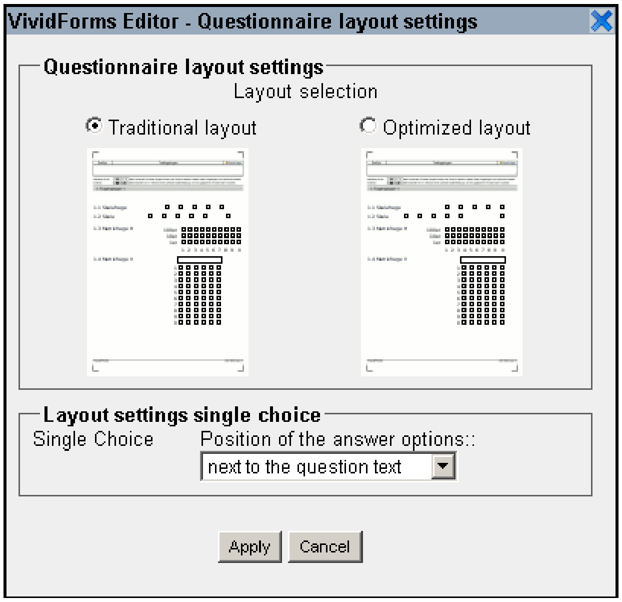


Figure 452: Layout settings

Effect: Even when combining different question types on the questionnaire, the checkboxes are uniformly aligned. Furthermore, the layout of single choice questions with regard to the positioning of the answer options (next to/beneath the question text) can be specified.

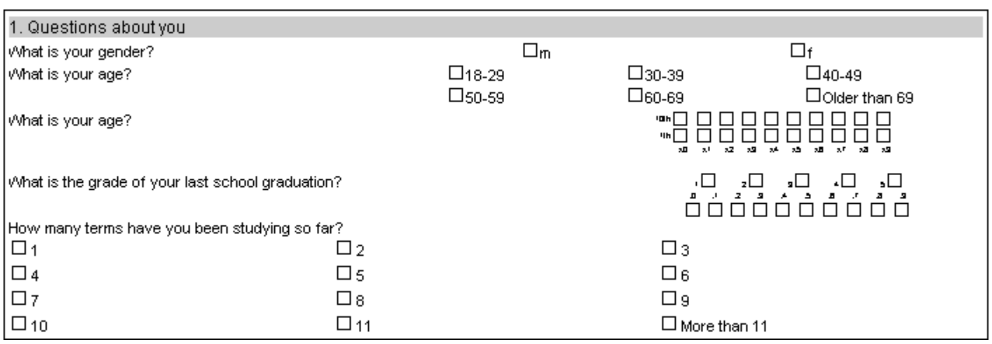


Figure 453: Example for traditional layout

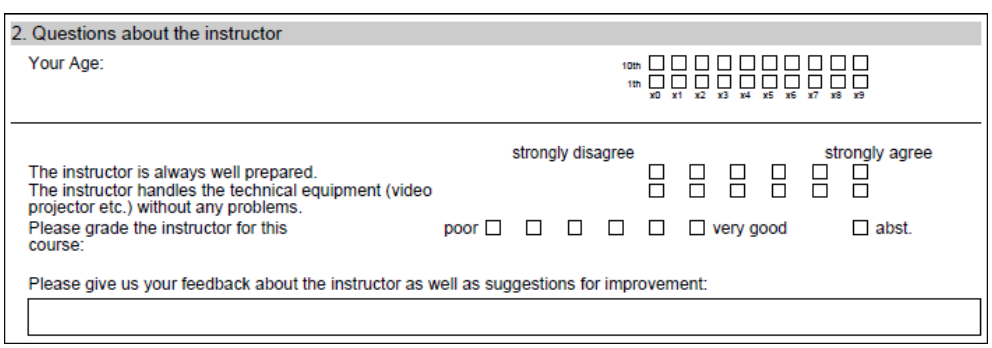


Figure 454: Example for optimized layout

3.9. Color Scheme

Under the menu item “Change color scheme” different color shadings for question groups and questions can be defined. This improves the readability and increases the optical quality of the questionnaire.

To change the color of your question or question group, click on the “green pencil” icon next to the corresponding option.

You can change the following areas:

- Font color of the question groups,
- Background of the question groups,
- Background of odd questions (e.g.: 1.1. and 1.3., etc.),
- Background of even questions (e.g.: 1.2. and 1.4., etc.)

In the “Color Selection Dialog” you can select a color directly, define it as an RGB value or hexadecimal.

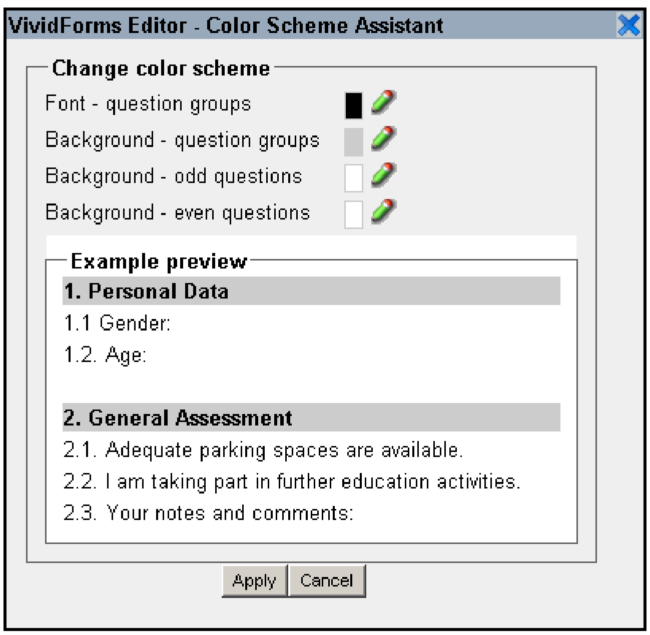


Figure 455: Color Scheme Assistant

Furthermore, the brightness of the color can be defined here. Class Climate checks the brightness of the color to ensure that form data can later be utilized. If you have selected too dark a color, the message “A brighter color is required” appears. Only when the required brightness of the color has been selected can you apply the new color by clicking on [OK].

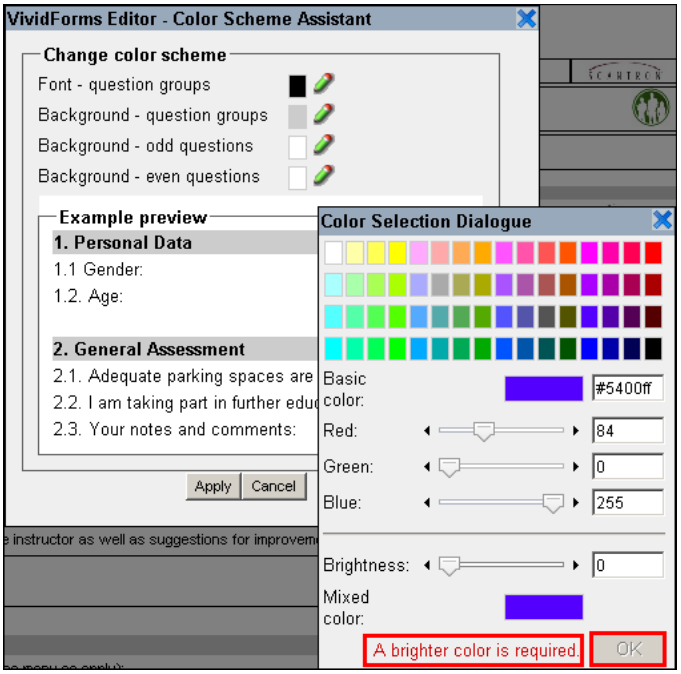


Figure 456: Color selection

The altered questionnaire could look like this, for example:

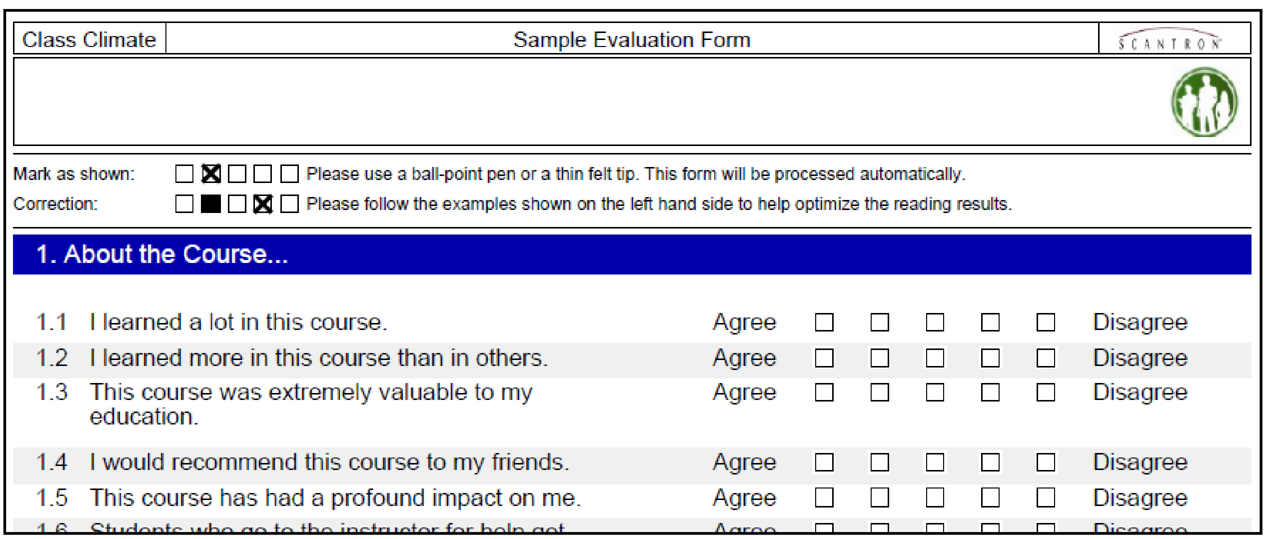


Figure 457: Example for color scheme usage

4. Convert and repair questionnaire

4.1. Convert questionnaire

Due to major changes in the VividForms Editor, previous questionnaires from older Class Climate versions can still be displayed but can no longer be modified without being converted.

The example on the right shows a red “1” in the meta information box next to the questionnaire version icon.

Figure 458: Form properties

In order to edit the form, it must first be converted. Open the menu “Form Properties“ in the Editor control and select “Convert Form“.

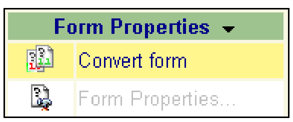


Figure 459: Convert form

A conversion is only possible when the form is not protected by existing surveys. This precaution is required since the conversion will change the object positions slightly on the PDF questionnaire. This would make the processing of existing paper forms which are based on this form impossible.

If surveys have been created but the form is to be used for new surveys, the questionnaire can be duplicated in the Settings/Questionnaires table. Then disable the old version in the questionnaire details. Open the copied form details and click on Edit. Now the conversion is available.

Figure 460: Form properties of duplicated questionnaire

4.2. Repair form

When editing large questionnaires it may occur in rare cases that the order of the objects gets confused. In such a case click on “ Repair Form” in the “Form Properties” menu of the Editor control. The questionnaire will be rebuilt.

5. Use of the question library with VividForms

You can integrate both question groups and questions from not yet implemented questionnaires, as well as protected questionnaires into the question library. In the following, the procedure for adding the question groups and questions is described in detail.

5.1. Adding a question from the library

Click on the symbol in order to adopt a question group combination from the question library.

A dialog will open and you should now select a group. With the checkbox you can select whether the group will be transferred to the questionnaire (the marked checkbox in the screenshot). In the next selection the elements of this group will appear.

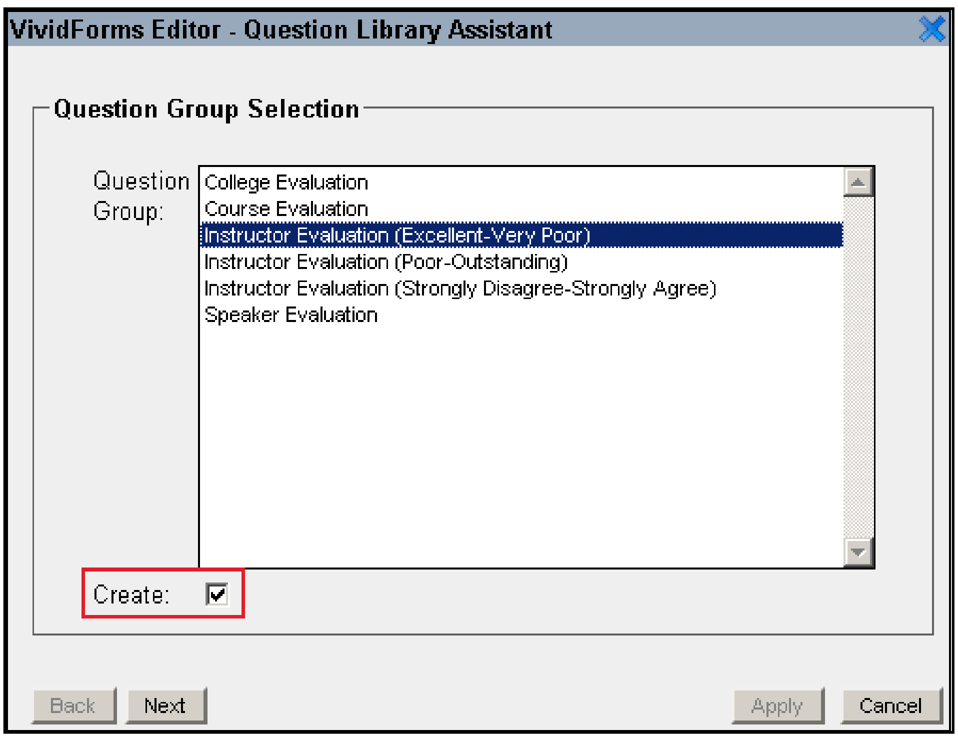


Figure 461: Adopt a question group from the library

You can select one or more questions (with the Ctrl key).

With the checkbox you can determine whether the question will be transferred to the questionnaire. In this case they are assigned to a new question group (you can recognize that by the green tick mark in the window). If the checkbox “Create” in the window before is not activated, you will see a red cross instead of the tick mark. In this case no question group will be created.

You can choose between two possibilities regarding the order of the elements:

- The order of the elements as it was on the original questionnaire, from whence the question group comes from (and from that to which it was inserted in the library). This is the default sorting order.
- Alphabetical sorting of the elements. – if you decide on this sorting order, activate the option "Alphabetical sorting".

Furthermore, you can sort the questions on the questionnaire alphabetically. To do this, activate the option "Alphabetic Sorting". If you don't activate this option, the questions on the questionnaire will be sorted in the displayed, original order.

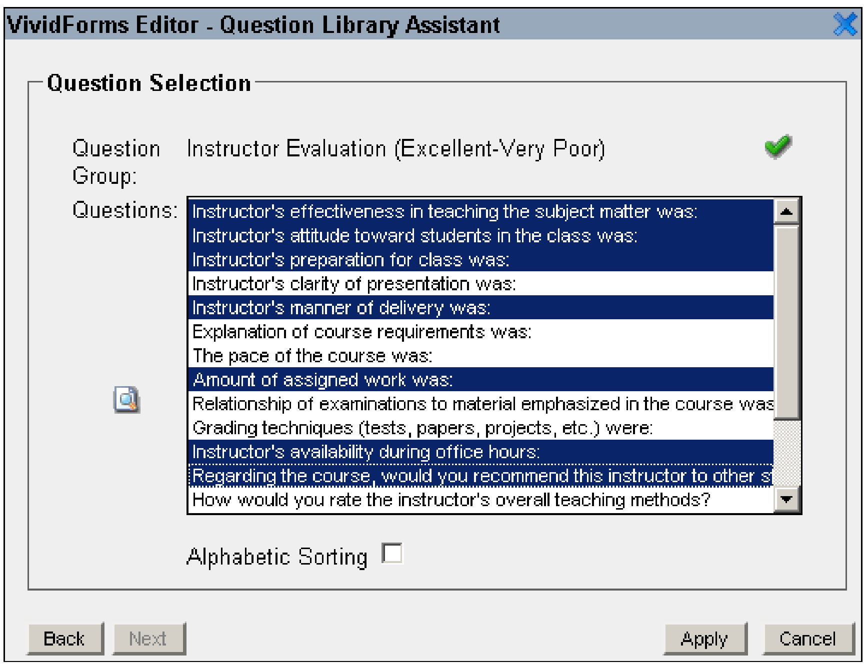


Figure 462: Select question of the selected question group

By clicking on the magnifying glass symbol you can see a scaled down preview of the selected questions.

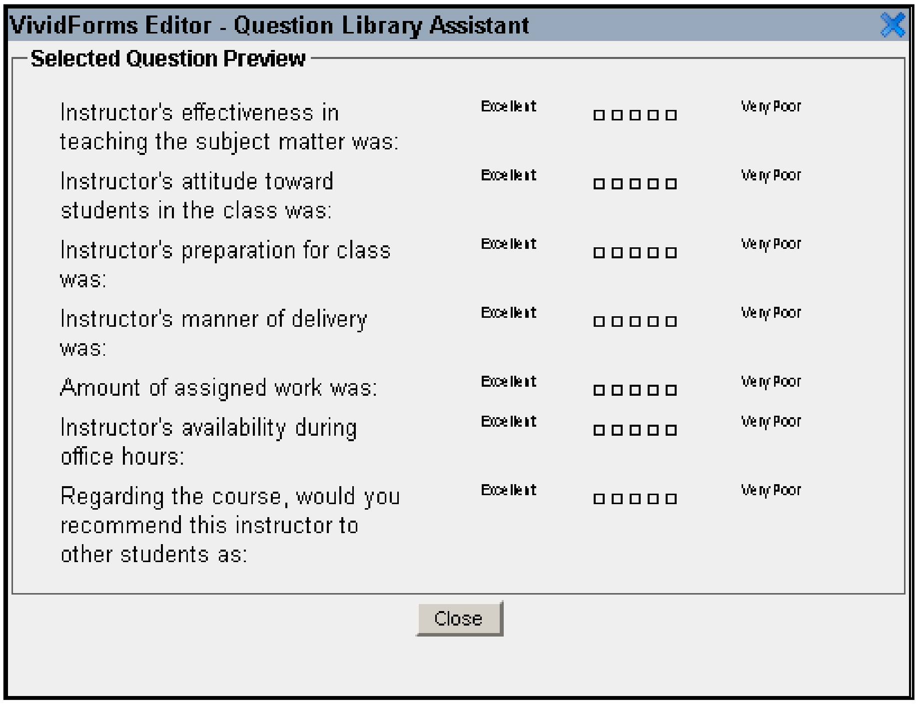


Figure 463: Preview of the selected questions

Please note that elements that are taken from the library are marked with an [L] (= Library).

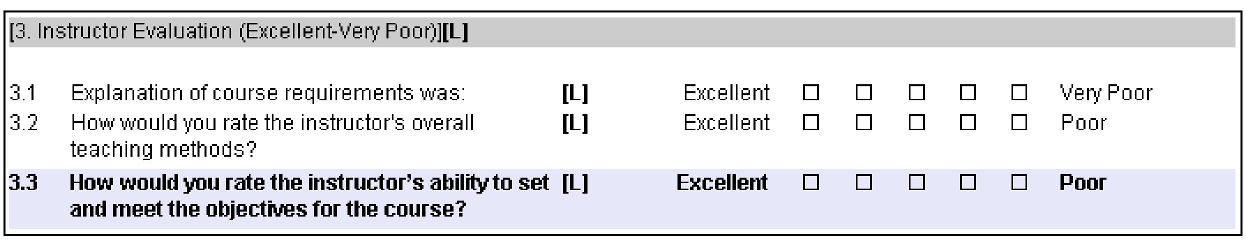


Figure 464: Mark of the question from the library

5.2. Undoing the connection between a question and the library

You cannot modify questions or chapters from the library. You will see this by the gray shading of the selection options in the properties dialog as well as by the symbol .

If you would like to edit a question from the library you must first undo the connection to the library by using the symbol . The question can then be edited again.

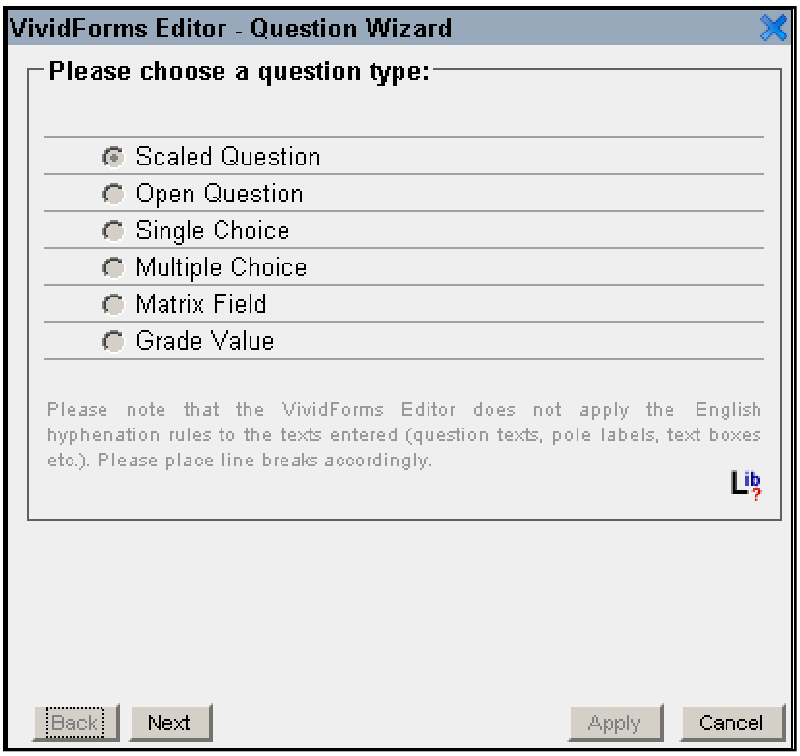


Figure 465: Undoing the connection between a question and the library

Use the same procedure to undo the connection between protected chapters.

5.3. Adding a question to the library

If you would like to add a question you have highlighted, click on in the area question library on the edit bar.

The dialog shown below will appear. You have three options:

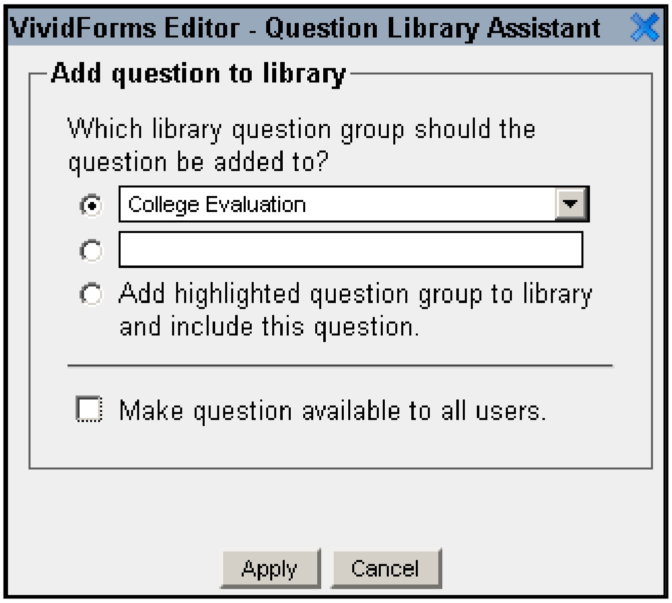


Figure 466: Add question to library

Include in an existing question group

Select a group from the list and click on [Apply].

Create a new group

Select the second option and enter the name for the new group. Click on [Ap-ply].

Add the current (highlighted) group

Select the third option. The current group will be added as a new group in the library and the highlighted question will be added to this group.

Note: Only the (subunit) administrator can create groups, which are visible to all users, by activating the checkbox “Question visible to all users”. Groups and questions created by Instructors are only visible to themselves.

The administrator also has the possibility of denying subunit administrators this right. To do this, he activates the option “Public items disabled” in the user profile of the subunit administrator. The subunit administrator can then no longer add public questions to the library. All groups and questions are then, as with the instructors, only visible to him.

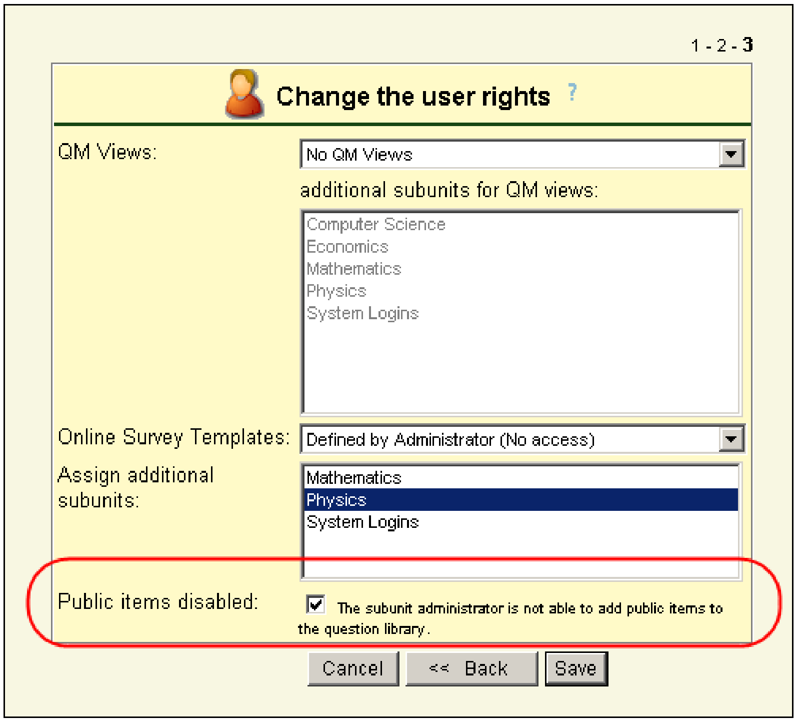


Figure 467: Definition of the user rights for public items in the user profile of a subunit administrator

5.4. Deleting a question from the library

With a click on you can delete the highlighted question from the library.

5.5. Adding a group to the library

With a click on the symbol or the text "Add selected question group to library…" the group you have highlighted will be entered as a new group to the library. All questions of this question group are copied to the library. This does not concern other elements of this group such as advanced pole labels, pictures and spaces.

5.6. Deleting a group from the library

With the symbol in the editor control bar you can delete the current group from the library.

6. Filter settings, validation, required questions and matrices

6.1. General information

If you open the menu “Form Properties” (on the left hand in the VividForms Editor), you will find the option “Filters, Validation, Matrices, Required Questions”. These options are also available in the details of a questionnaire in the area “Advanced Settings”. In “System Settings/Questionnaires” please click on the name of the questionnaire you like to activate the filter settings, validation, required questions or matrices/cross tabulations for. The details of this questionnaire open automatically. Open the drop-down list in the area “Advanced Settings” and choose the desired option. Thus click on [Edit] to edit the option.

Filter Settings

This is where you define whether certain answers will cause other questions to be suppressed. In an online survey suppressed questions will not appear or will be inactive. For paper surveys filter settings apply after processing, i.e. retrospectively.

Validation

By defining validations you can test entries to open questions and matrix fields in online surveys with value ranges and regular expressions before a survey participant can send the questionnaire.

Required Questions

Those questions of online surveys for which an answer is compulsory can be defined here.

Matrices/Cross tabulations

The matrices/cross tabulations shown here will appear in the PDF report.

6.2. Filter settings

Filter settings allow you to suppress questions which may in certain circumstances be irrelevant. This is especially interesting for online surveys, where this prevents invalid questions from being responded to.

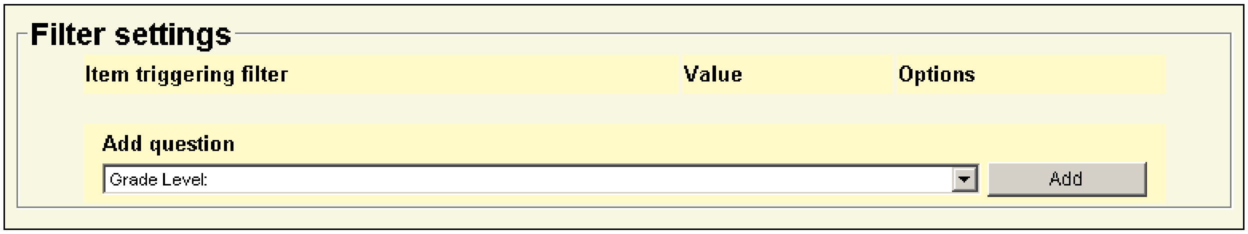


Figure 468: Filter settings

However the filter settings defined here are also used for data from paper surveys. When analyzing each completed questionnaire a check is carried out whether the filter settings should be applied.

Example:

A question asks about the use of presentation programs in a course. If this question is answered with a “No” then questions about the quality of such presentations will not be asked (online surveys) or not analyzed (paper survey).

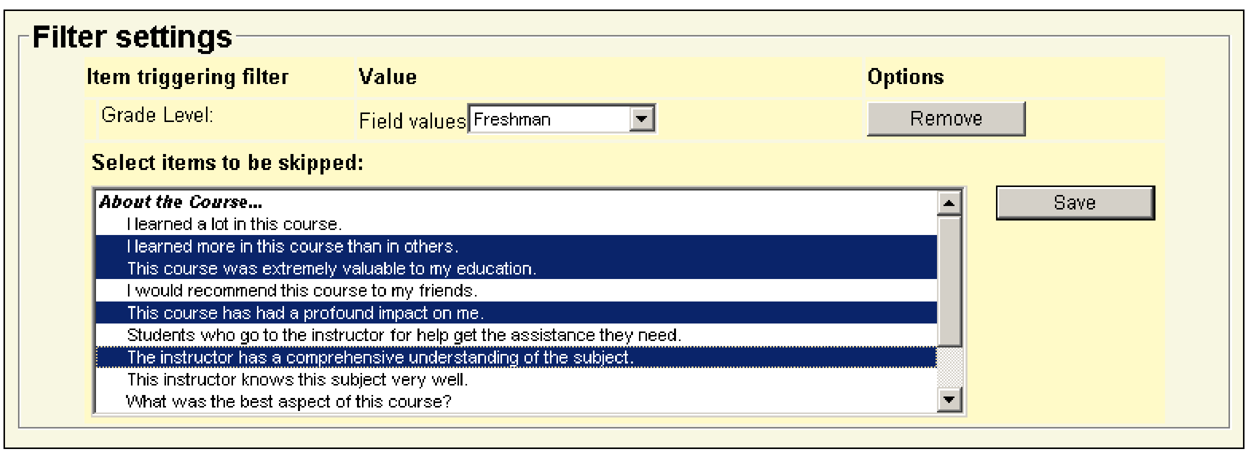


Figure 469: Filter settings - select items to be skipped

In order to create a filter setting, select from the list a single choice question and click on [Add].

Now select a response value for which the filter setting should be applied. In the lower area you will see a list of all the questions following the filter question. You can now highlight all of the questions that should not be displayed or should not be analyzed. When you are finished, click on [Save]. Repeat this procedure for each additional filter setting.

The system settings ("System Settings/Class Climate Settings/Survey Online/Display of filtered questions in online survey") determine whether deactivated questions in online surveys are to be grayed out or completely hidden. It is possible to hide questions in all three display modes for online surveys ("per chapter", "per page" and "complete").

6.3. Validation

By defining validations you can test entries to open questions and matrix fields in online surveys with value ranges and regular expressions before a survey participant can send the questionnaire.

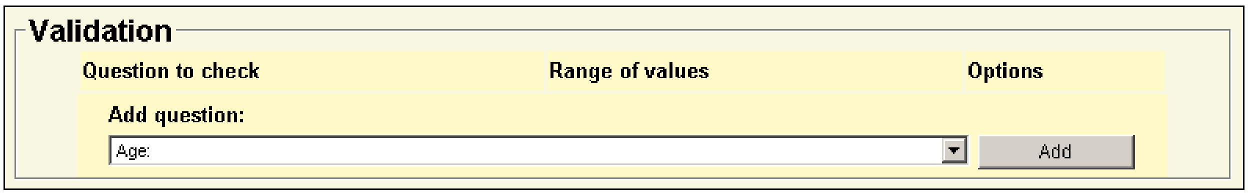


Figure 470: Validation

To create validations select a matrix field or an open question from the list and click on [Add].

Now select which values can be accepted:

- Numbers only – Here you can delimit the value range by storing a mini mum and maximum value.
- Letters only.
- Letters or numbers only.
- Date.
- Pattern (simplified syntax) – By default, the following templates are available:
  - three-digit number,
  - word(underscore)number,
  - serial number.

  All three examples are based on the following legend:
  - L = Letter
  - W = Word
  - D = Digit
  - N = Number
  - A = Alphanumeric (= digit or letter)

In addition, there is the possibility of using square brackets to label a place holder as optional. In this way, the following pattern: D[D][D]-W means that only input consisting of a number of one to three digits, a hyphen and a word (in this order), will be accepted.

As well as the common syntax for patterns, there is also the possibility of using regular expressions (on the basis of Perl syntax) to formulate patterns. Regular expressions are often used to recognize patterns and offer a high level of flexibility.

- Pattern (regular expression) – The following template choices are available:
  - three-digit number,
  - word(underscore)number,
  - serial number (simple),
  - serial number (complex),
  - email address.

Please note that a question text should contain instructions for the correct completion of a validation question, so that the survey participant knows which input is admissible.

6.4. Required questions

Questions for which an answer is compulsory can be configured as required questions.

When submitting a questionnaire in an online survey the system checks if all required questions have been answered. If this is not the case, the survey cannot be submitted unless answers to the required questions have been given.

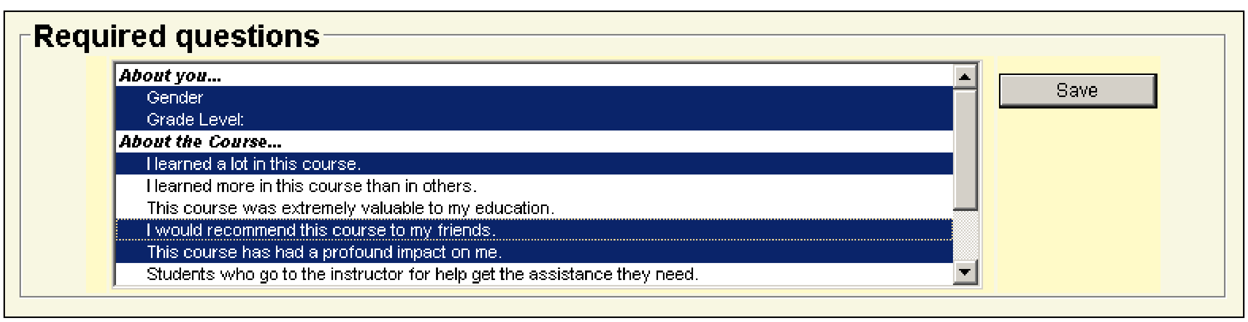


Figure 471: Configuration of required questions

To define the required questions select one or multiple questions and click on [Save]. The selected questions will be displayed with a blue background.

Note:

Unlike the filter settings, required questions are not recognized in paper surveys.

6.5. Matrices/Cross tabulations

In order to use matrices/cross tabulations this function must be activated at “System Settings/PDF Report Settings/Configuration/Create matrix”.

Select from both lists the variables you would like to use. You can use scaled questions as well as single choice questions with as many as eleven choices.

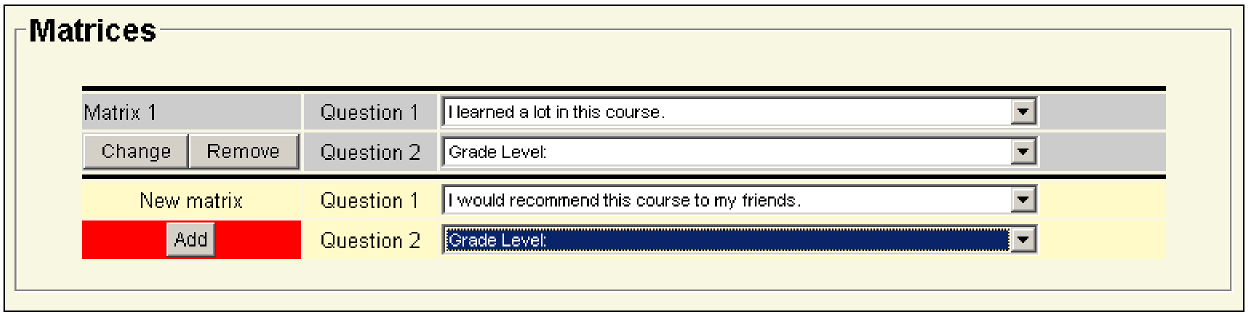
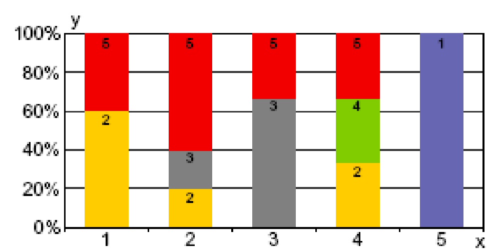


Figure 472: Create matrices/cross tabulations

The upper question is displayed in the X axis while the lower question is found in the Y axis of the matrix.

The number of matrices/cross tabulations is unlimited. In the PDF report two matrices/cross tabulations per page will be displayed.

x \ y	1	2	3	4	5	
1	0%	60%	0%	0%	40%	100%
2	0%	20%	20%	0%	60%	100%
3	0%	0%	66.7%	0%	33.3%	100%
4	0%	33.3%	0%	33.3%	33.3%	100%
5	100%	0%	0%	0%	0%	100%
	11.1%	27.8%	16.7%	5.6%	38.9%	100%



x:
Instructor's clarity of presentation was:

1: Excellent
2:
3:
4:
5: Very Poor

y:
Amount of assigned work was:

1: Excellent
2:
3:
4:
5: Very Poor

Figure 473: Matrices/Cross tabulations in the PDF report

7. View options

7.1. Controlling zoom and view functions

You can use the symbols ⊕ and ⊖ to zoom in the preview window to four different levels. In order to see the whole form after enlarging click on ⊞ .

Below you can see examples of different zoom levels. Select the one best for your screen resolution:

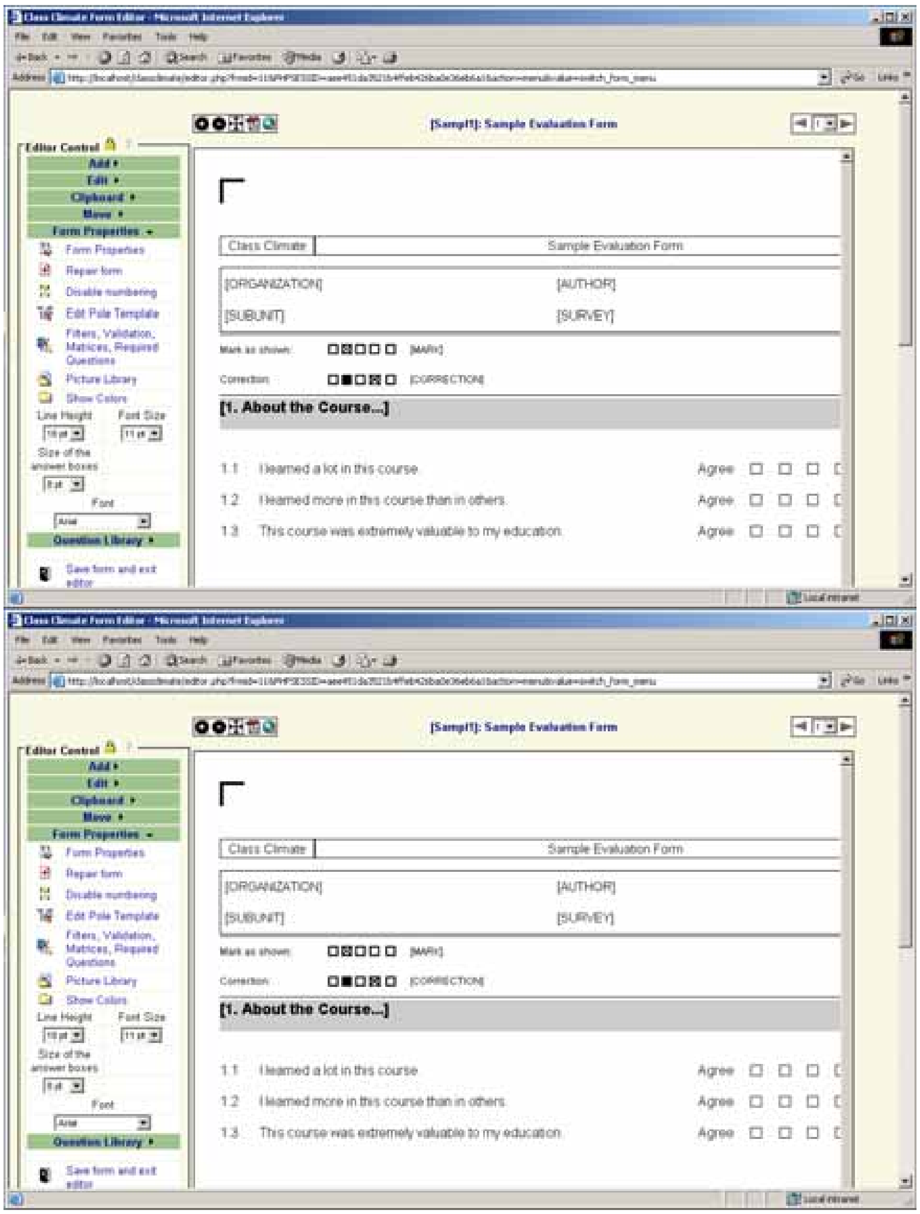


Figure 474: Preview of questionnaire

7.2. Paging

You can change the page displayed with ◄ or ► as well as with the drop-down list.

7.3. Preview and memory function

In order to display a preview of the future PDF questionnaire, click on the PDF symbol.

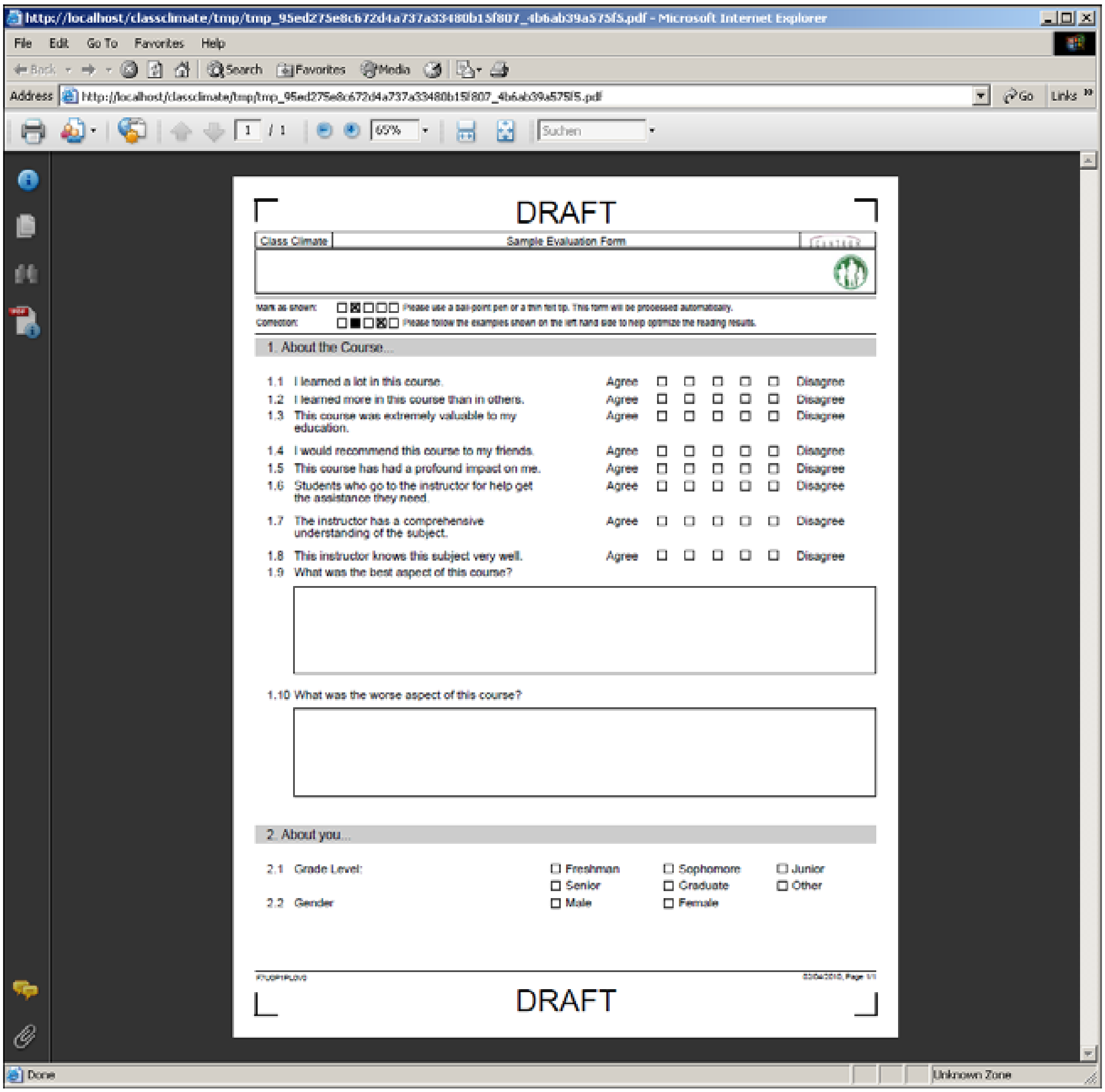


Figure 475: PDF preview of questionnaire

A new window opens with a PDF example of your questionnaire. This PDF document is generated in real time on the server. Check to make sure you like your layout. Close the window in order to continue editing the questionnaire.

Please note that this preview is not suitable for implementing a survey. In order to create a survey on the basis of a new questionnaire you must first create a folder and then create a survey.

In order to display a preview of the future online survey, click on the online symbol .

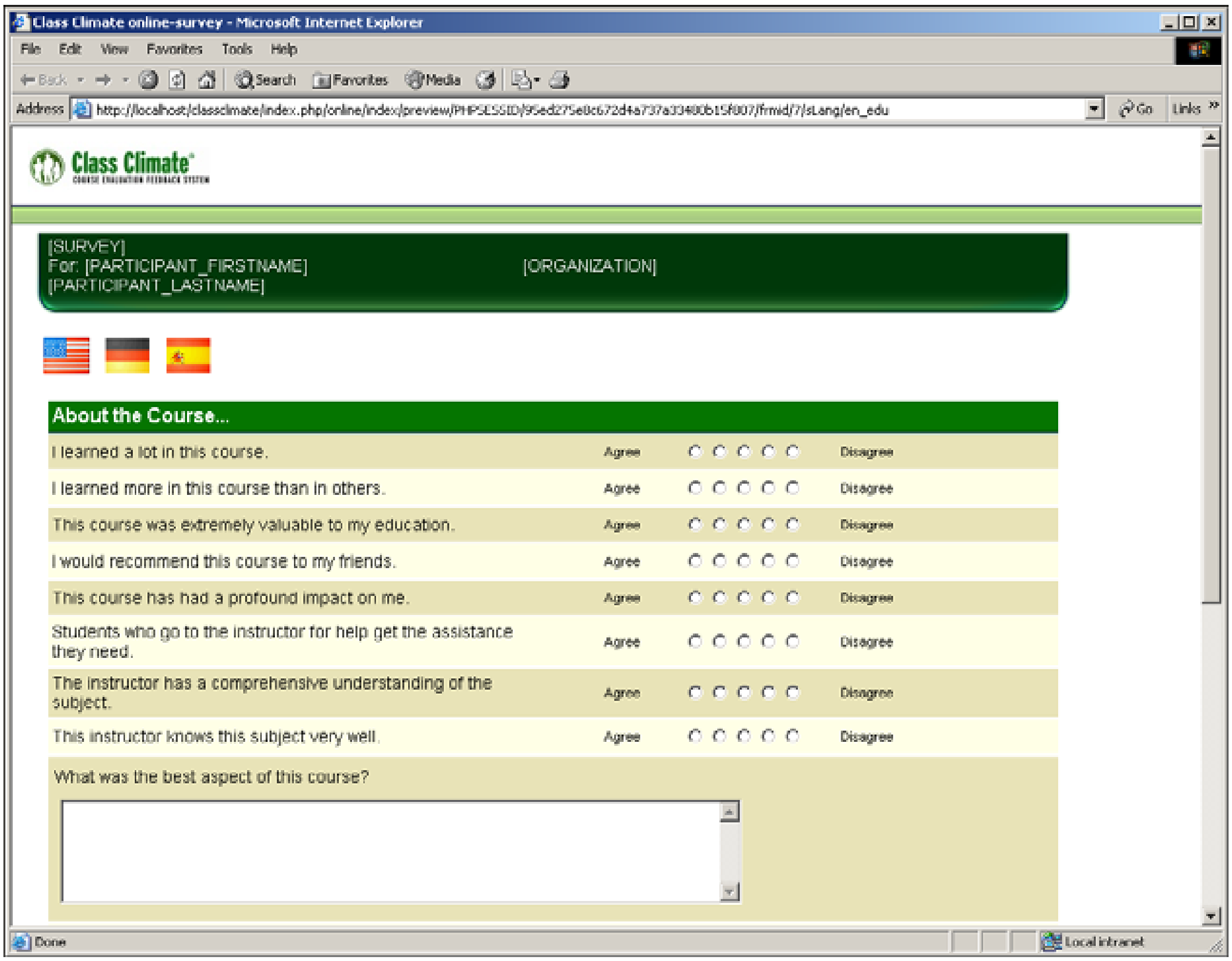


Figure 476: Preview of online survey

A new window opens with a preview of the online survey. Check to make sure you like your layout. Close the window in order to continue editing the questionnaire.

To finish editing the questionnaire click “Save form and exit editor” (or the symbol with the open door). After that you will reach the details of a questionnaire.

Please note:

Your changes of a questionnaire will always be saved automatically. Hence, you do not need to save the questionnaire specially.

8. Defining general templates

8.1. A template defined by the administrator

The administrator can create templates whose contents cannot be modified by users with instructor accounts.

By activating the box “Template” the form is made available to the active instructor. The instructor can only supplement the questions set up by the administrator.

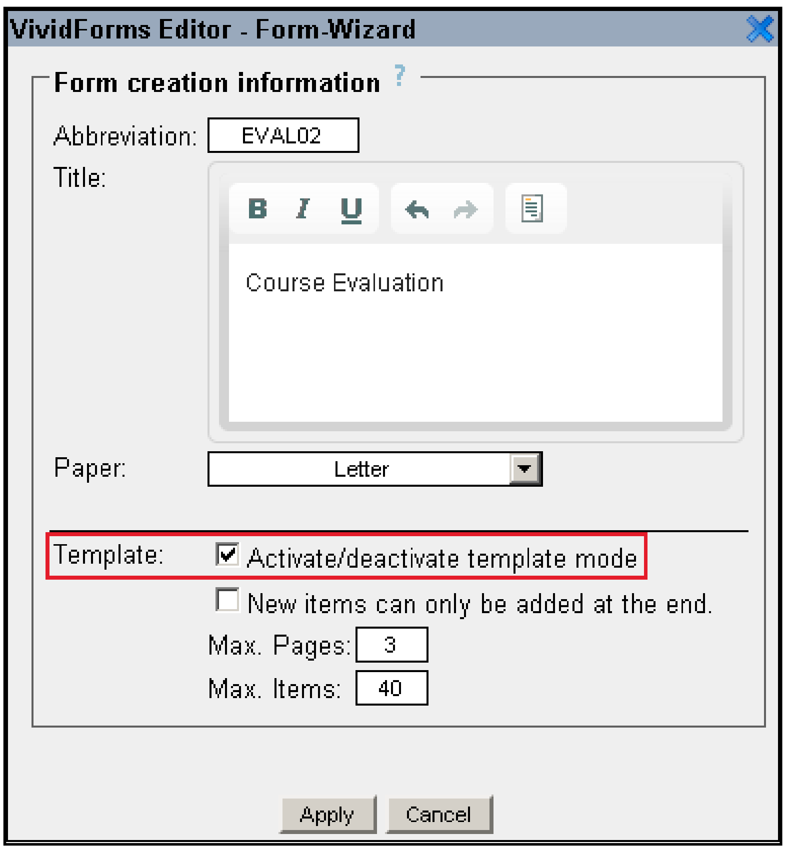


Figure 477: Definition of template

By activating the checkbox “Activate Template mode”, the form is put at the active Instructors disposal. The administrator can also determine, that the new items which can be added by the active Instructor, may only be added at the end of the questionnaire. This means, that the structure of the questionnaire provided by the administrator cannot be changed, as the Instructor may only add his questions at the end. To select this option, activate the checkbox “New items may only be added at the end”.

Choosing the option “Details” in the drop-down-menu on the right hand of the list of questionnaires opens a detail view of the questionnaire.

In the detail view you can define how the questionnaire will be used.

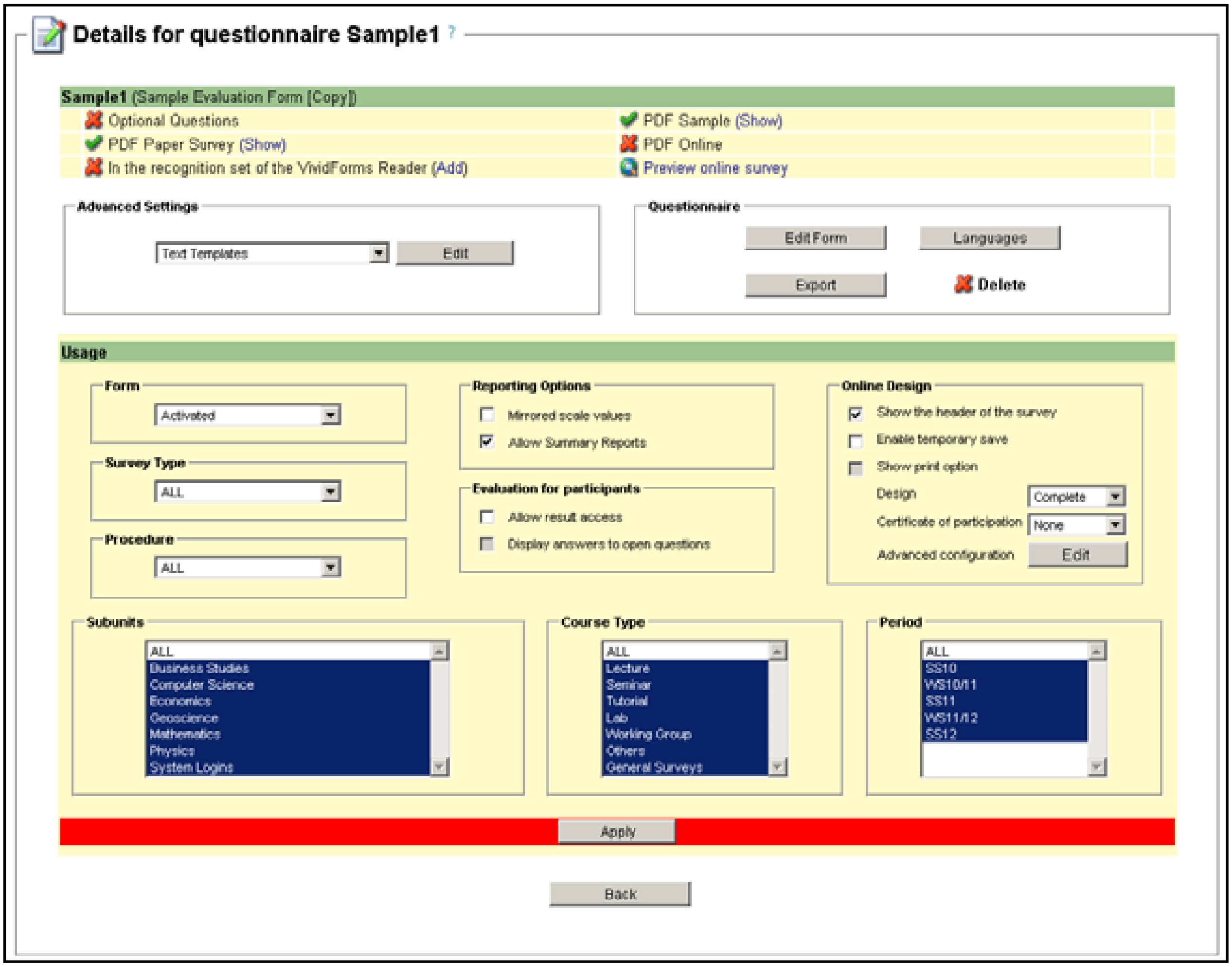


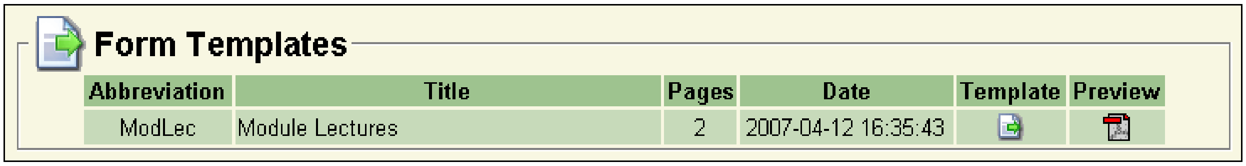
Figure 478: Details for a questionnaire

The VividForms recognition set organizes itself automatically. As soon as the first survey has been created on the basis of the questionnaire it is activated (= deployed) and can no longer be modified with the editor. If you want to create a new version of the questionnaire then you must copy the questionnaire.

Please note that if the questionnaire is deleted, automatically all surveys basing on it are deleted too.

8.2. Use of templates in instructor accounts

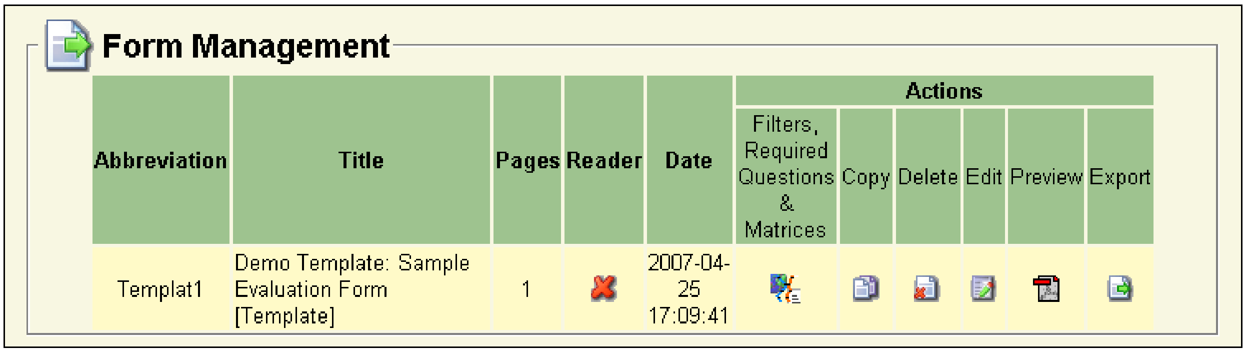
In the menu of the instructor account in the “template” area, you will see a list of questionnaires from the administrator.


Form Templates

Abbreviation	Title	Pages	Date	Template	Preview
ModLec	Module Lectures	2	2007-04-12 16:35:43		

Figure 479: “Template” area of the instructor

By clicking on the symbol you can create a copy of the template for editing.


Form Management

Abbreviation	Title	Pages	Reader	Date	Actions					
					Filters, Required Questions & Matrices	Copy	Delete	Edit	Preview	Export
Templat1	Demo Template: Sample Evaluation Form [Template]	1		2007-04-25 17:09:41						

Figure 480: Create a copy of the template

Next you will see the user’s own questionnaire administration with a new entry “(Name of questionnaire) [Template]”. The notice [Template] is automatically added to the heading and shows that the questionnaire is from a template.

If the administrator has given the authorization, a click on the symbol allows the user to begin editing the questionnaire.

Questions from the administrator’s template appear in the Web editor with a [T] (= Template) and cannot be deleted or edited.

Class Climate	Sample Evaluation Form [Template]	
[ORGANIZATION] [SUBUNIT]	[AUTHOR] [SURVEY]	[LOGO]

Mark as shown: ☐☒☐☐☐ [MARK]
Correction: ☐■☐☒☐ [CORRECTION]

[1. College Evaluation][T]

1.1	The college is leading edge in using the latest technologies.	**[T]** Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree
1.2	The college is on-line and Internet accessible.	**[T]** Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree
1.3	The college features courses in the latest information technologies.	**[T]** Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

Figure 481: Administrator's template in the preview

The user can add as many question groups and questions as needed, as long as he does not exceed the maximum number of pages or the maximum number of questions defined by the administrator (see form properties of the questionnaire). Before adding a question to the questionnaire, the user first has to create a new question group. Questions cannot be added to groups already created by the administrator. When setting the form properties, the administrator can define that new elements added by users (such as question groups, questions or design elements) may only be inserted at the end of the questionnaire.

1. College Evaluation**[T]**

1.1	The college is leading edge in using the latest technologies.	**[T]** Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree
1.2	The college is on-line and Internet accessible.	**[T]** Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree
1.3	The college features courses in the latest information technologies.	**[T]** Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

[2. Instructor Evaluation]

2.1	The instructor encourages students who are struggling to visit.	Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree
2.2	The instructor has a comprehensive understanding of the subject.	Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

Figure 482: Added question in the template

9. Editing and passing on questionnaires

To show the content of a questionnaire click "Editing" in the Drop Down-Menu on the right hand in the list of questionnaires.

Please note: You can edit a questionnaire only as long as you have not activated them. When surveys are created for a questionnaire the questionnaire is automatically protected against modifications. This is done in order to guarantee processing of a form being used. No changes of any sort to the layout or contents can be made to protected forms.

9.1. Write-protect mode

As soon as you generate a survey with a certain questionnaire it is automatically protected against further changes.

Write-protected forms in the VividForms Editor have a yellow lock in the area "form information" (see figure).

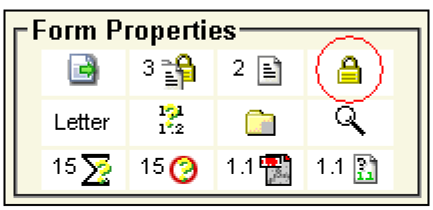


Figure 483: Write-protect mode

The following points have no effect on the display of the questionnaire and can so be modified in the write-protect mode:

- Building indicators for question groups
- Display of single choice questions in the HTML survey (Options available include "Checkbox List" and "Drop-Down List")
- For matrix fields, number of groups in the evaluation report
- Limiting the maximum responses for multiple-choice questions
- Selection of the diagram type for scaled questions in the PDF report
- Definition of filter rules, required questions and matrices/cross tabulations

In particularly exceptional cases (for example for typos), the write-protect mode can be circumnavigated. You can alter the write-protected mode in the form creation information of a questionnaire, as shown in the following graphic.

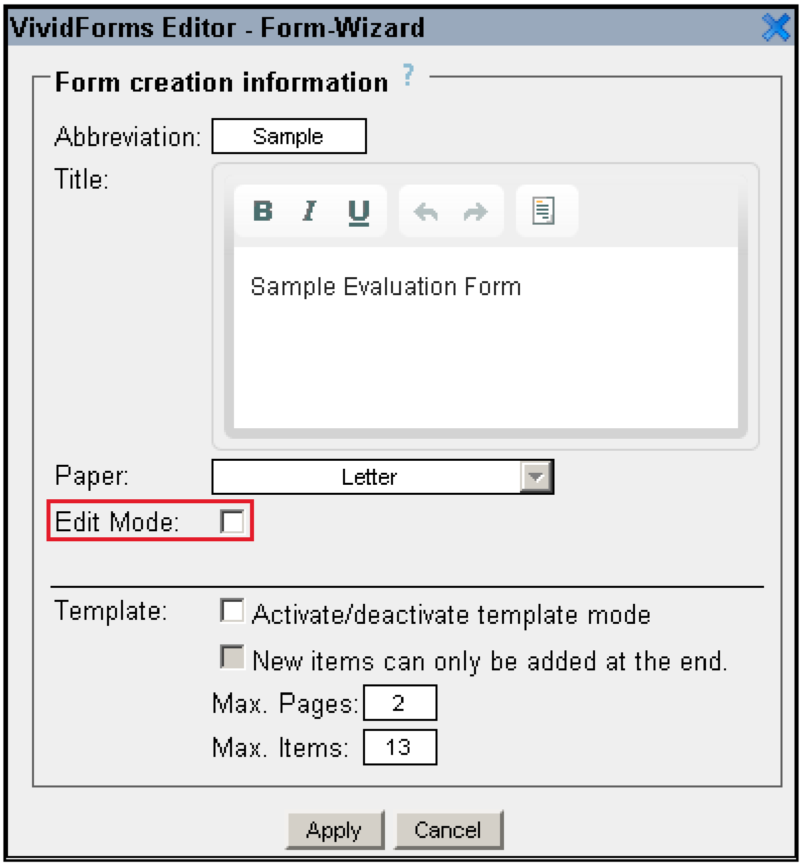


Figure 484: Write-protect mode

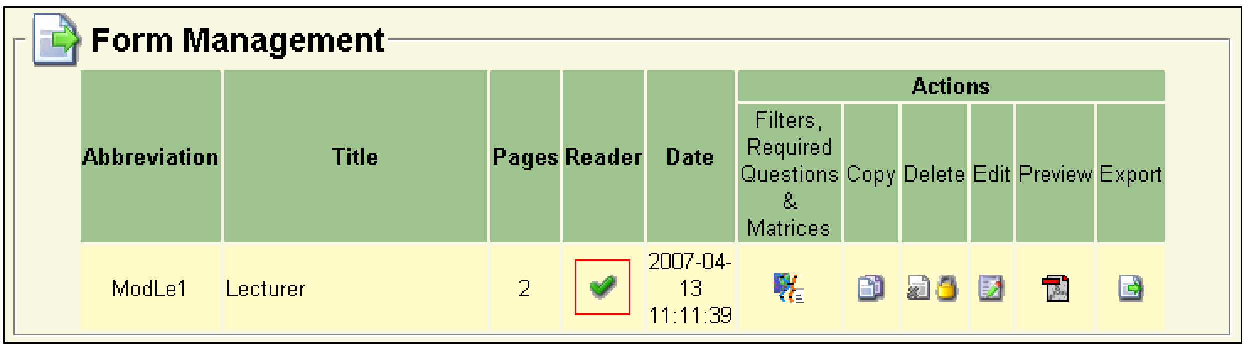
Please note that by editing this form questions can change their position which will make it impossible to evaluate old forms or forms currently in use.

This warning is to be strictly observed! It is generally not recommended to make changes to forms with surveys. We recommend that before activating the editing mode, you make contact with our support team.

9.2. Automatic recognition set management

As soon as a survey has been created using a VividForms questionnaire, VividForms expands its recognition set to assure recognition.

In order to ensure that all returning questionnaires can be correctly processed, it is only possible to delete a questionnaire when simultaneously deleting all surveys based on that questionnaire. This is done automatically when the delete function in the questionnaire administration is activated and confirmed. Use this function therefore with extreme care.



Form Management

Abbreviation	Title	Pages	Reader	Date	Actions					
					Filters, Required Questions & Matrices	Copy	Delete	Edit	Preview	Export
ModLe1	Lecturer	2		2007-04-13 11:11:39						

Figure 485: Form management

The user of an activated user account must be extremely careful when deleting a questionnaire he has created himself, because there may be surveys which depend upon the questionnaire to be processed. The delete function can only be activated by opening the lock symbol . When a questionnaire is deleted, ALL surveys based on that questionnaire will be automatically deleted as well.

9.3. Import/Export of VividForms questionnaires

VividForms forms can be exported as files. These files have the ending “vfd”.

As a (subunit) Administrator, the export function is available in the details of a questionnaire (“Settings/Questionnaire/Details”), by clicking on the [Export] button.

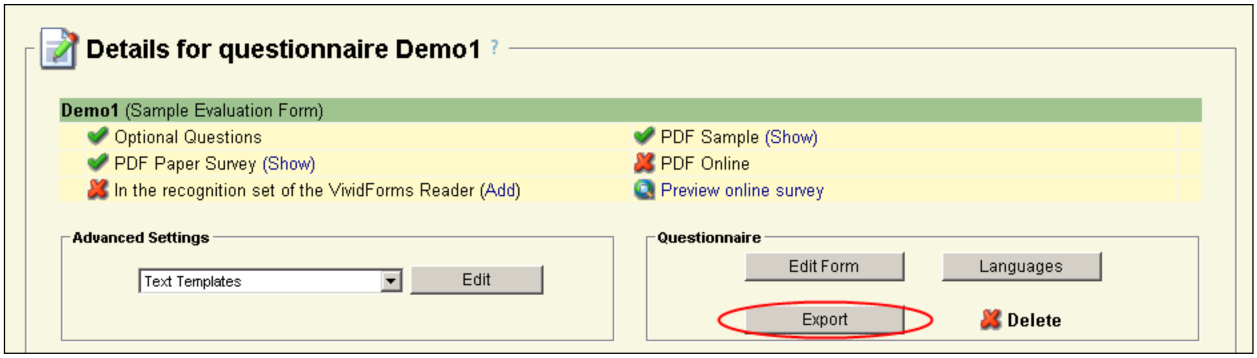


Figure 486: Import/Export of VividForms Questionnaires – file download

A new dialog containing the settings for the export of forms opens. Here you can select which additional properties of the form are to be exported beyond the standard properties (questions, open text, images, formats etc.):

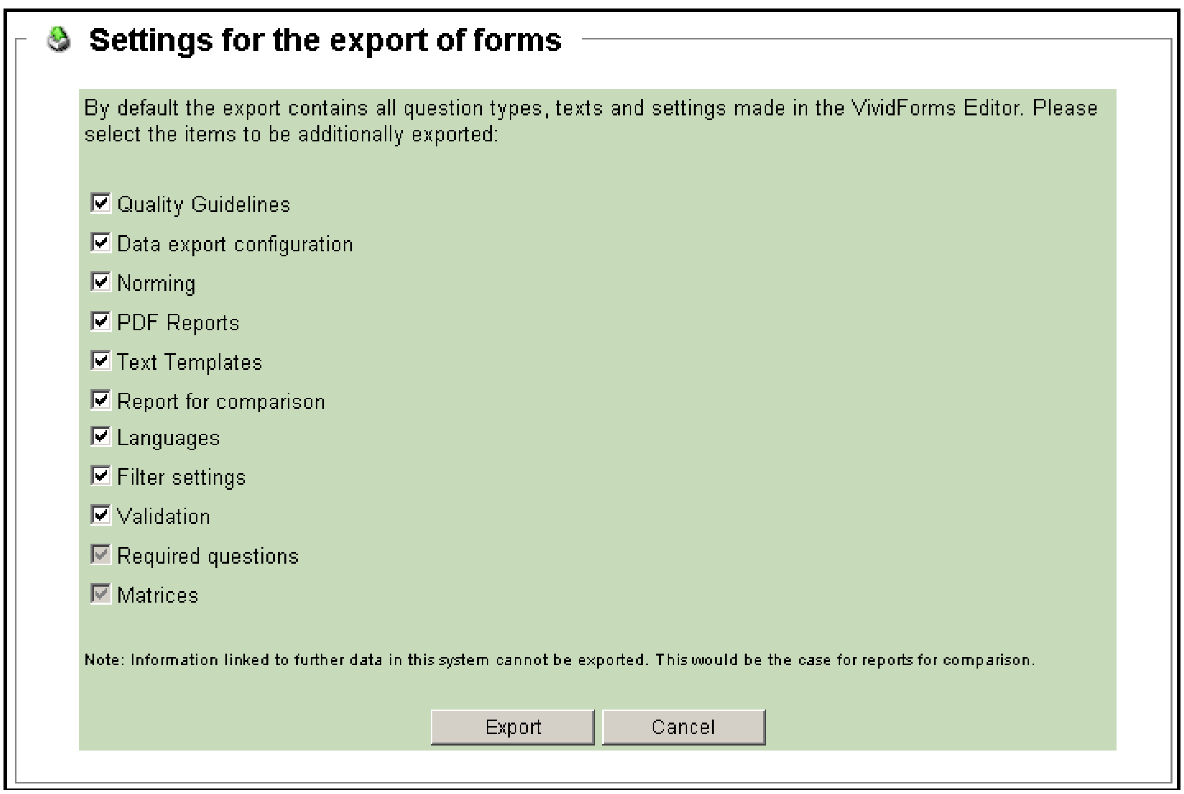


Figure 487: Settings for the export of forms

The following items can be additionally exported:

- Quality Guidelines
- Data export configuration
- Norming
- PDF Reports
- Text Templates
- Report for comparison
- Languages
- Filter settings
- Validation
- Required questions
- Matrices/cross tabulations

Attention: It is sometimes possible that information which is linked to other data in the system cannot be imported into another system. If, for example, a comparison report was created for a questionnaire (i.e. to a subunit report or similar), the import of this report is only available to its own system, not to an external system.

The import of VividForms questionnaires is done in the questionnaire administration (Settings/Questionnaire). Activate the checkbox “VividForms”. Then select a .vfd file using [Browse…] and upload it.

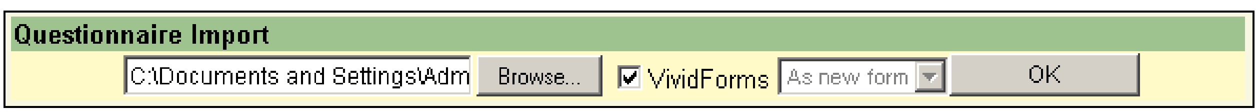


Figure 488: Questionnaire import

You can also import and export VividForms questionnaires using active instructor accounts. The active instructor will find a form import function in the questionnaire administration area. Imported forms are subsequently only available to the instructor account owner. In the list of personal questionnaires you will see an export function, which can create a .vfd file.

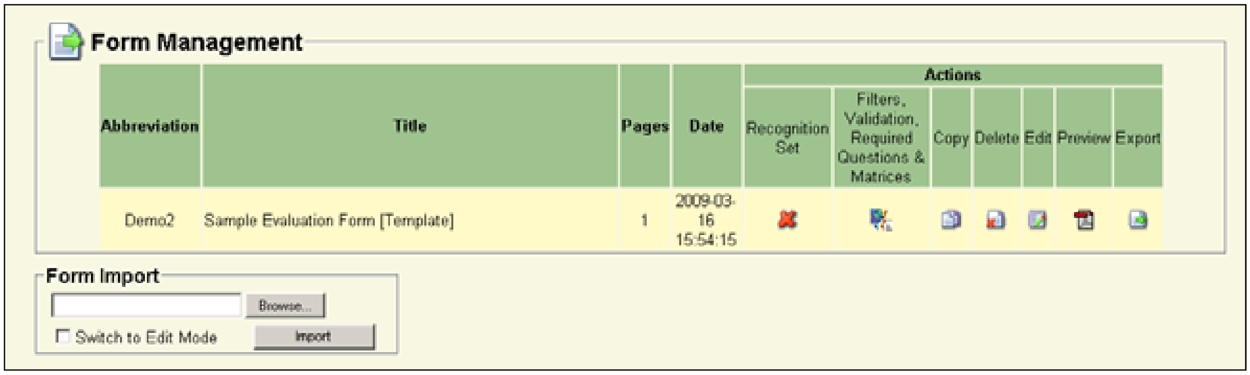


Figure 489: Form import and export function of the active instructor

Active users have limited access to the import and export of secondary data. Only the following form attributes can be imported or exported with the questionnaire:

- Filter settings
- Validation
- Required questions
- Matrices/cross tabulations

If the administrator exports a questionnaire with secondary data, such as languages, text templates, norms etc., these are automatically filtered out when the questionnaire is imported into an active user account.

D. System settings and management

1. System management and summary

1.1. Search

With the search function you can search for users, courses, surveys as well as deliveries either individually or in combination.

Figure 490: Search template

The search function can be found on all menu pages in the upper right hand corner. Enter your search term and click on [Search]. All four categories are searched and you are directed straight to the search result pages.

You can find the same results by opening the Class Climate search template at “system information / search” and making no restrictions in “search in”.

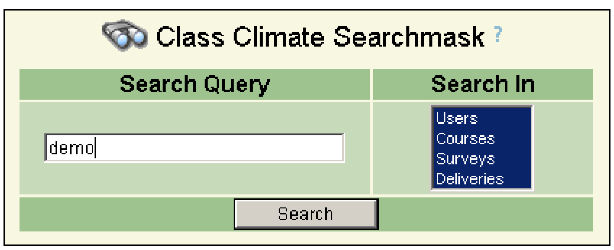


Figure 491: Search function

For the search text you may use the following operators:

Without operator: “day”

Entering “day” as a search term leads you to day, Monday, Daytona, daylight. Wildcard characters are automatically placed before and after the search term.

The same as the search term: “=day” or “+day”

The search term “=day” will just return day. Alternatively you can use “+day”. In contrast to “=day”, “+day” can be expanded by an asterisk, that is “+day*”, which also returns the term Daytona.

Exclude a term: “day –Monday“

Returns day, Tuesday, Daytona, etc.. but not Monday.

Greater than: **“>10**

Returns number entries that are greater than 10

Smaller than: **“>10”**

Returns number entries that are smaller than 10.

You can combine more than one search term, e.g. “day + Henry –Maria” searches for text passages in which the terms “day” and “Henry” but not “Maria” are found.

1.1.1. Searching for users

Searches for users are conducted in the profile fields, title, first name, last name, user name and email.

Example: You are searching for users who have the word “demo” in their profile data. Enter “demo” as a search term and highlight “users” as search goal. Then click on [Search].

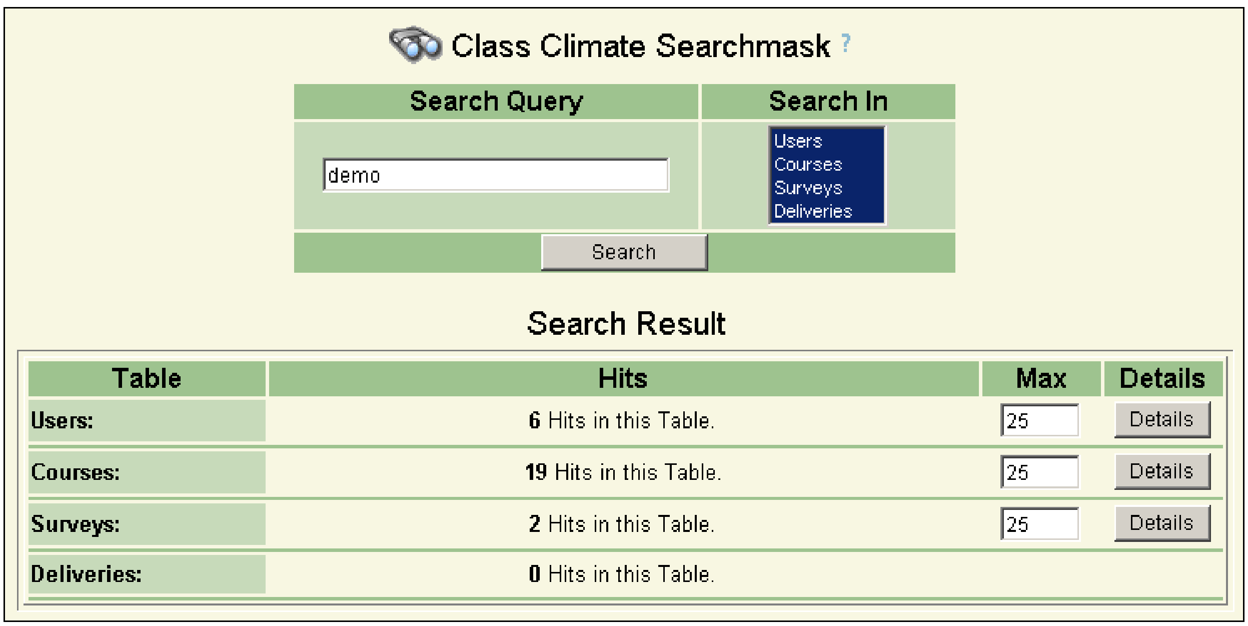


Figure 492: Class climate search mask

You will then see under the search template the area for search results. In “hits” you see that six users were found. Click on [Details] to display the search returns.

Table	Hits	Max	Details
Users:	**6** Hits in this Table.	25	Details

User Search Result Details:

Title	First name	Last name	Subunit	Email	*Course*	*Survey*
	Carlos	Hernandez	Scantron	stcdemo@stcdemo.com	Details	Details
	Donna	Harwood	Scantron	stcdemo@stcdemo.com	Details	Details
	Jasmine	Sadhi	Scantron	stcdemo@stcdemo.com	Details	Details
	Grace	Huddle	Scantron	stcdemo@stcdemo.com	Details	Details
	Noah	Peterson	Scantron	stcdemo@stcdemo.com	Details	Details
	Richelle	Meyer	Scantron	stcdemo@stcdemo.com	Details	Details

<<< 0 to 6 >>>

Figure 493: Results of user search

The results can be sorted in ascending or descending order by clicking on the column name. The data fields are themselves the references:

Last name

Refers to the user profile

Subunit

Refers to the subunit window

Email

Initiates an email to the relevant user

Surveys

Opens the surveys of the user

1.1.2. Search for courses

With this search you can find a list of the existing courses.

Table	Hits	Max	Details
Courses:	19 Hits in this Table.	25	Details

Course Search Details:

Name	Program of Study	ID	Type
Introduction to the New Economy	DEMO	DEMO100	Lecture
Legal environments	DEMO	DEMO110	Lecture
Sociology 101	DEMO	DEMO105	Lecture
Organizational Ethics	DEMO + PHIL	PHIL140	Lecture
Personal financial planning	DEMO	DEMO120	Lecture
Web Design/XHTML 1	DEMOC	DEMO171	Lecture
Web Design/XHTML 1 (DEMO172)	DEMOC	DEMO172	Lecture
Managing and Maintaining a Healthy Lifestyle	DEMO	DEMO148	Lecture
Psychology 101	DEMO	DEMO161	Lab
Windows Server 2005-Yukon	DEMO	DEMO172	Lecture
Interior Design	DEMO	DEMO204	Lab
Security Essentials	DEMO	DEMO230	Lecture
Firewalls and Access Control Lists	DEMO	DEMO240	Lecture
Organization and Management	MS	DEMO100	Lecture
Human Resource Management	MS	DEMO104	Lecture
Introduction of Marine Science	MSCI	DEMO100	Lab
Starting your Own Business	DEMO	LDRSHP140	Lecture
Time Mangement	MS	DEMO100	Lecture
How to Survive College - Study Skills	MS	DEMO104	Lecture

<<< 0 to 19 >>>

Figure 494: Search for courses

In the example a search has been made for the term “mathematics*”.

The columns of the results table can also be sorted in ascending or descending order. By clicking on a course you will be taken directly to the course details.

Searches are carried out in the databases program of study, course name, location, type and ID. The following data fields are displayed

- **Name: Name of the course, at the same time a reference to the course data**
- **Program of study**
- **ID**
- **Type**

1.1.3. Search for surveys

This search allows you to find surveys. The search takes place in the survey data fields creation data, processing date, survey name, survey ID and number of returns.

Table	Hits	Max	Details
Surveys:	**2** Hits in this Table.	25	Details

Survey Search Details:

Name	SurveyID	Status	Type	Form	Created	Processed	Formcount
Web Design/XHTML 1 (DEMO172)	31400	In progress		Sample	10/27/2005	04/12/2007	0
Demo survey seminar	12520	Data available		demoform	04/12/2007	04/12/2007	19

<<< 0 to 2 >>>

Figure 495: Search for surveys

Displayed are:

- **Survey name**

  At the same time a reference to the survey folder

- **SurveyID**

  This number is identical to the operation number on the questionnaire without the check digit

- **Status**

  In Progress, data existing, data entry or deleted

- **Type**

  Paper survey or online survey

- **Form**

  Short name of the questionnaire

- **Creation**

  Date the survey was created

- **Processed**

  Date of the (last) time this survey was carried out

- **Number returns (form count)**

  Number of scanned questionnaires (empty questionnaires are counted)

1.1.4. Search for deliveries

The content of the search table for deliveries is identical to the delivery table in “subunits” (see Section 5.6.7). The search is conducted in the fields survey ID, target address and date.

- **Batch**

  Batch ID of the jobs which contains the questionnaires processed for this survey.

- **Survey**

  Name of the survey, the questionnaire module (i.e. of the questionnaire) as well as the course type.

- **Recipient**

  The recipient is also the owner of the instructor account.

- **Target Address**

  Target email addresses or internal email addresses the reports have been sent to.

- **Method**

  Delivery method either email (letter symbol) or internal email (paper symbol)

- **Sent**

  Tells whether the report has been sent or printed

- **Delivery date**

  Date of the email delivery or the internal email print download.

1.2. Writing email

This function gives you the possibility to send a message to all Class Climate users.

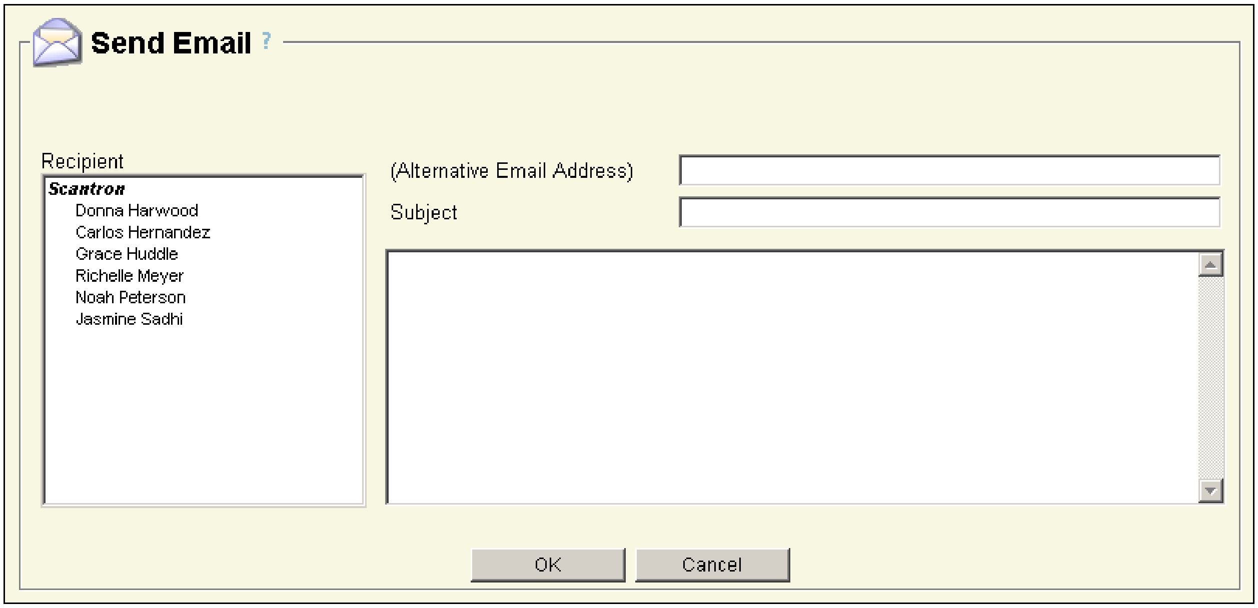


Figure 496: Writing an email to users

By selecting all users (press the left-hand button on the mouse and pull to the bottom of the list) you can send an email to all users. As soon as two or more recipients are selected, Class Climate sends the email via the BCC field (blind copy) so that the addresses of the recipients cannot be seen. Please remember that creating hundreds of emails could take, depending on the mail server load, several minutes.

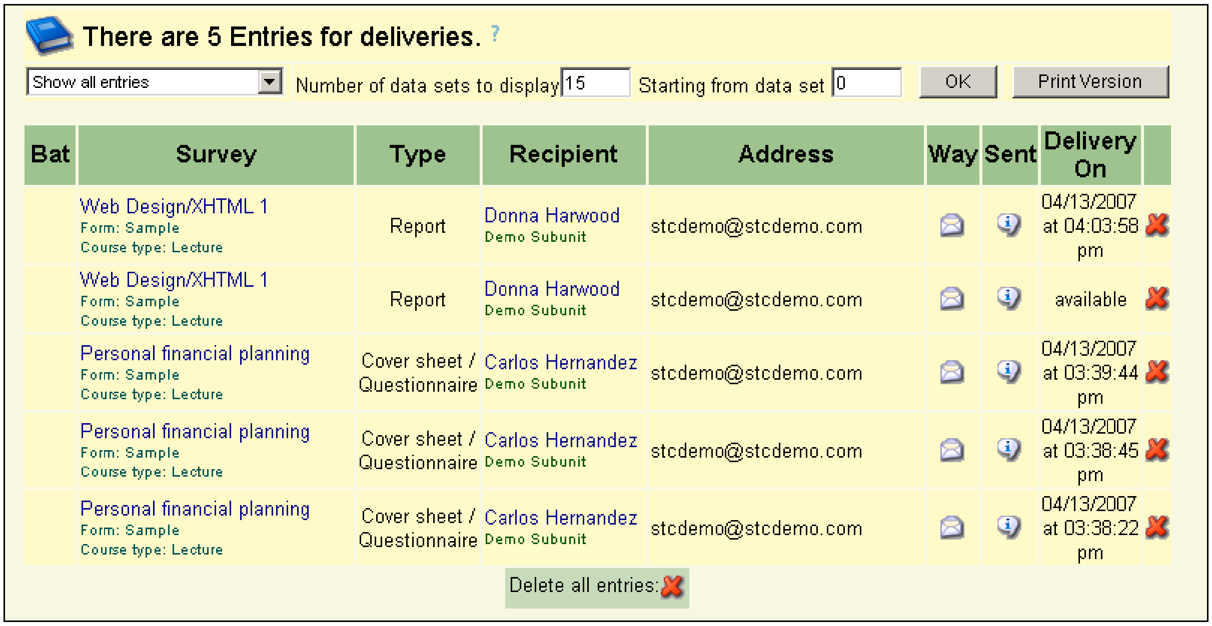
Enter a subject line as well as a message and then click on “OK“ to send the email. You can see if this action was successful in the display line at the top of the browser window.

The sender address and the sender name are taken from data in the user profile of the administrator.

Other email types, some of which are created automatically, receive sender data from “Configuration / Email Functions & Accounts / Sender Name for all System Emails”.

1.3. Delivery

Here you will find a table with a list of all report emails that have been sent.



There are 5 Entries for deliveries.

Show all entries | Number of data sets to display 15 | Starting from data set 0 | OK | Print Version

Bat	Survey	Type	Recipient	Address	Way	Sent	Delivery On	
	Web Design/XHTML 1 Form: Sample Course type: Lecture	Report	Donna Harwood Demo Subunit	stcdemo@stcdemo.com			04/13/2007 at 04:03:58 pm	
	Web Design/XHTML 1 Form: Sample Course type: Lecture	Report	Donna Harwood Demo Subunit	stcdemo@stcdemo.com			available	
	Personal financial planning Form: Sample Course type: Lecture	Cover sheet / Questionnaire	Carlos Hernandez Demo Subunit	stcdemo@stcdemo.com			04/13/2007 at 03:39:44 pm	
	Personal financial planning Form: Sample Course type: Lecture	Cover sheet / Questionnaire	Carlos Hernandez Demo Subunit	stcdemo@stcdemo.com			04/13/2007 at 03:38:45 pm	
	Personal financial planning Form: Sample Course type: Lecture	Cover sheet / Questionnaire	Carlos Hernandez Demo Subunit	stcdemo@stcdemo.com			04/13/2007 at 03:38:22 pm	

Delete all entries:

Figure 497: List of all report emails that have been sent

You will find the following information in the table:

Bat

Batch ID of the jobs which contain the questionnaires processed for this survey.

Survey

The name of the survey, the questionnaire module (i.e. the questionnaire) as well as the course type. The survey name is also a link which provides access to the surveys of the relevant instructor account.

Type

Enter the content of the delivery, e.g. “default report”, “activate template” or “cover sheet”.

Recipient

The recipient is also the owner of a instructor account. In addition the name of the subunit is given in which the instructor account is located. The instructor name is also a link which provides access to his or her user profile

Address

The target email address or the internal email address to which the report will be sent. When the internal email address is used (only in the self registering procedure), then reports that are ready for delivery must be accessed through the internal email printing account.

Method

Symbolizes the method of transmission. This is either email (letter symbol) or internal email (paper symbol).

Sent

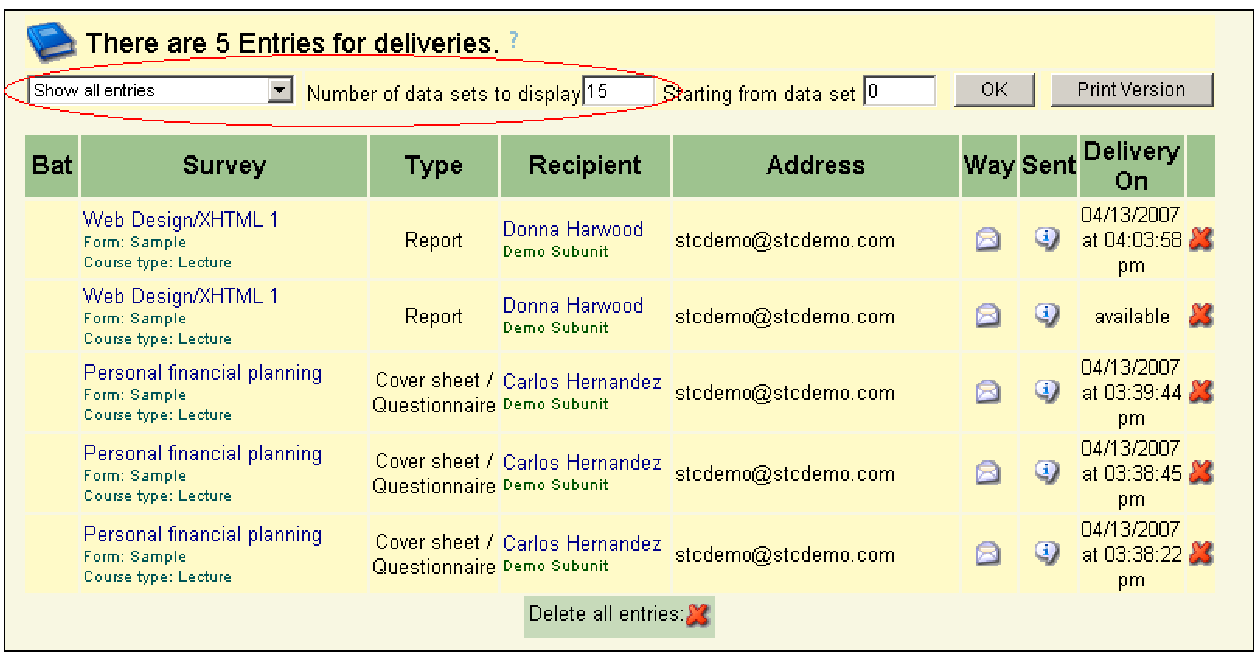
Tells whether the report has been sent or printed (green checkmark). A blue "I" means that the report has neither been sent nor downloaded.

Delivery on

Date of the email delivery or internal email printing download.

With the red X symbol you can delete individual entries.

The settings in the head of the table allow you to refine your search queries.


There are 5 Entries for deliveries. ?

Show all entries | Number of data sets to display 15 | Starting from data set 0 | OK | Print Version

Bat	Survey	Type	Recipient	Address	Way	Sent	Delivery On	
	Web Design/XHTML 1 Form: Sample Course type: Lecture	Report	Donna Harwood Demo Subunit	stcdemo@stcdemo.com			04/13/2007 at 04:03:58 pm	
	Web Design/XHTML 1 Form: Sample Course type: Lecture	Report	Donna Harwood Demo Subunit	stcdemo@stcdemo.com			available	
	Personal financial planning Form: Sample Course type: Lecture	Cover sheet / Questionnaire	Carlos Hernandez Demo Subunit	stcdemo@stcdemo.com			04/13/2007 at 03:39:44 pm	
	Personal financial planning Form: Sample Course type: Lecture	Cover sheet / Questionnaire	Carlos Hernandez Demo Subunit	stcdemo@stcdemo.com			04/13/2007 at 03:38:45 pm	
	Personal financial planning Form: Sample Course type: Lecture	Cover sheet / Questionnaire	Carlos Hernandez Demo Subunit	stcdemo@stcdemo.com			04/13/2007 at 03:38:22 pm	

Delete all entries:

Figure 498: Search query under "delivery"

With the button [Print Version] a printer friendly version will be displayed.

1.4. Batch export

With the batch export you can download the entire raw data from all surveys of a subunit. (The name of this menu point was formerly known as "Archiving".)

Select the subunit, the survey period and the questionnaire in order to limit the data to be exported from Class Climate. Then select the export format.

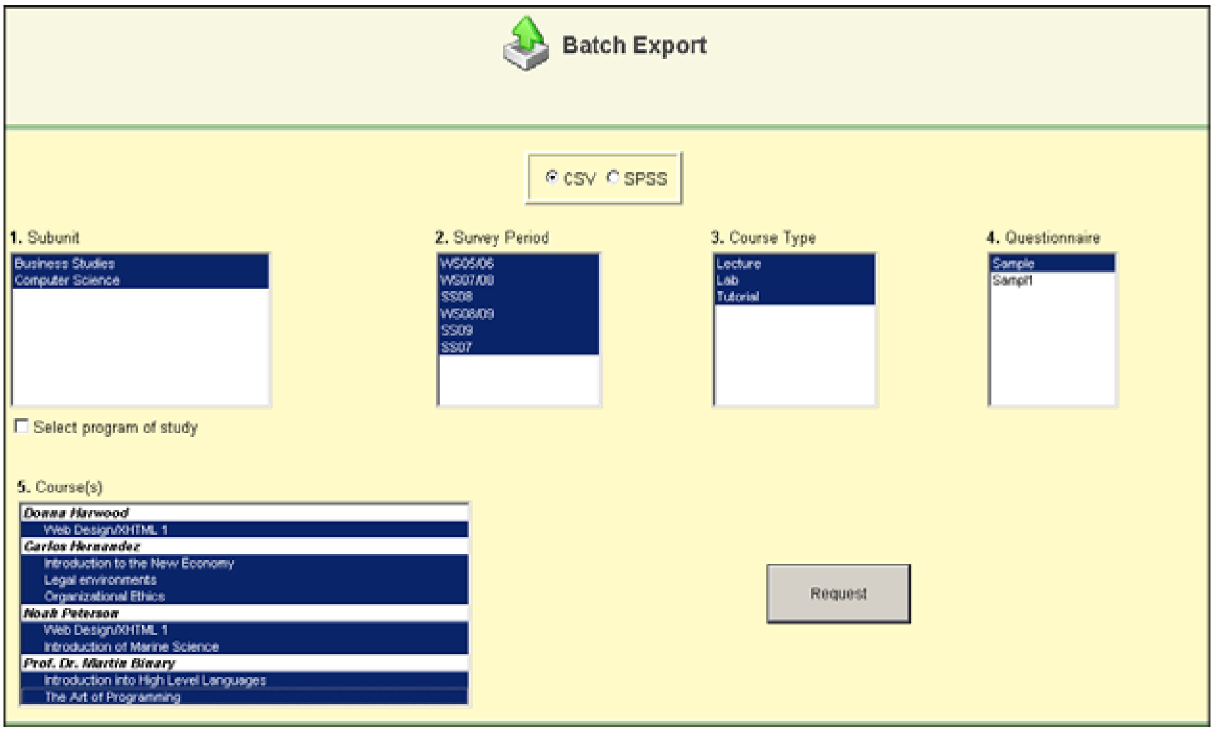


Figure 499: Batch Export

For the batch export, three export formats are available:

CSV

A text file with the raw data of all selected surveys is exported (including the course data).

SPSS

A SAV file with the questionnaire contents as well as the raw data of all selected surveys (including the course data) is exported.

In the case of SPSS, a special feature offers the ability to export across several questionnaires. In this way, survey projects consisting of several questionnaire types, such as 360°-Feedbacks, can be easily exported in a single large file and processed with SPSS.

1.5. Utilization statistics

In the section utilization statistics (in the Menu System Information) you will receive an overview about the utilization behavior of Class Climate users.

Utilization Statistics ?

Name	Subunit	Logins	Scans	eForms	Surveys	Studies	User since	Last online
Class Climate Admin		87	0	0	0	0	07/31/2004	04/12/2007
Batch printer		1	0	0	0	0	07/31/2004	07/27/2004
report_template		0	0	0	0	0	04/12/2007	04/12/2007
Carlos Hernandez	Scantron	0	0	0	3	1	07/12/2005	04/12/2007
Donna Harwood	Scantron	0	0	0	3	2	07/12/2005	04/12/2007
Jasmine Sadhi	Scantron	0	0	0	0	0	07/12/2005	04/12/2007
Grace Huddle	Scantron	0	0	0	0	0	07/12/2005	04/12/2007
Noah Peterson	Scantron	4	19	0	2	3	07/12/2005	04/12/2007
Richelle Meyer	Scantron	0	0	0	0	0	07/12/2005	04/12/2007

Figure 500: Utilization Statistics

At the top of the screen you will see two graphics. At the left is the top 20 instructors according to the number of surveys.

At the right you will see the top 20 in relation to the number of logins. This number is of course interesting only in connection with the decentral model. Complete access is only allowed the administrator and the deans. Normal user accounts can only see the data of those users who in their configuration have permitted this.

The following data fields are found in the table:

- **Name**

  Title, first and last name of the user Subunit

- **Subunit**

  Name of the subunit in which the user profile is located

- **Logins**

  Number of logins since the user account was created

- **Scans**

  Number of scanned paper survey questionnaires. The number of questionnaire sets, not the number of pages, are counted

- **eForms**

  Number of completed online questionnaires, both the HTML and the PDF based online surveys

- **Surveys**

  Number of surveys which are in the user account at a given time.

- **Studies**

  Number of folders the owner has

- **User since**

  Date the account was set up

- **Last online**

  Date of the last login

1.6. Evaluation statistics

You will find the evaluation statistics in the details of a paper survey where you have scanned in data:

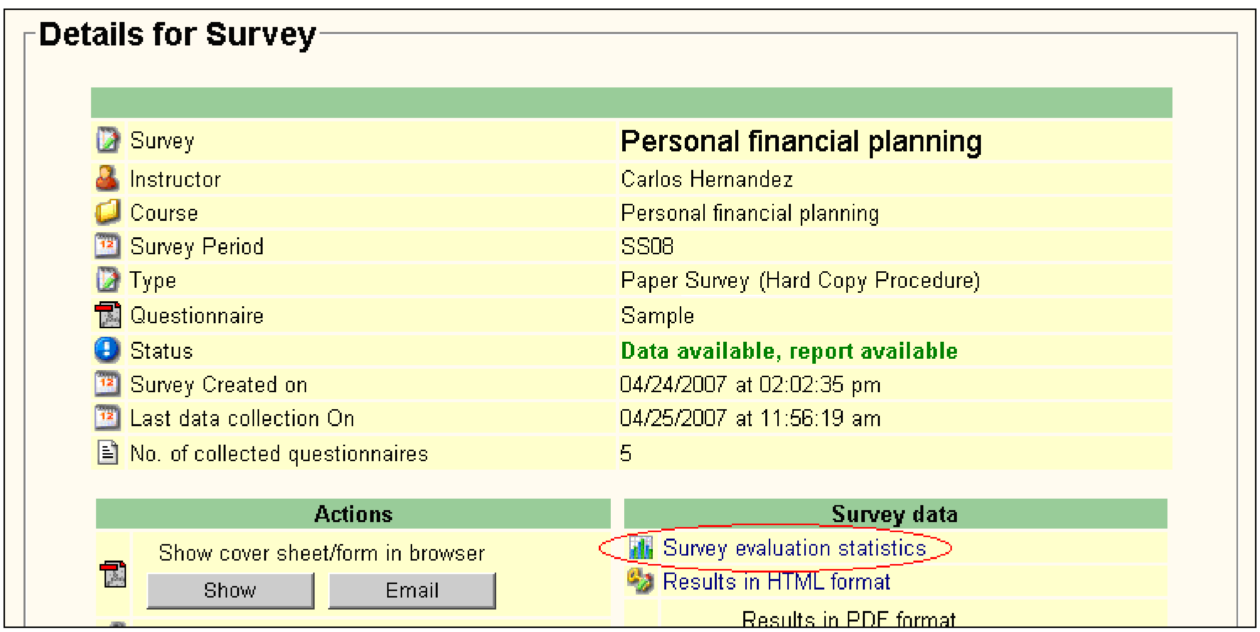


Figure 501: Survey evaluation statistics

Therein, the header data of all scanned batches from a survey are displayed in a table. This data allows you to see the time and size of the scanning operation.

The specifications:

- Name of **Scanstation** which captured the batch.
- **Number of Pages** of the batch. For Duplex scanners 1 sheet = 2 pages
- Number of non-recognized pages = **NonForms**, these can also be empty pages
- Number of **False Forms**, forms that recognized as Class Climate forms but did not belong to the scanned survey.
- Marking whether the batch was part of a **Multi-batch** (only with VividForms forms)
- **Scan Date** of the batch

The following figure shows you the survey evaluation statistics.

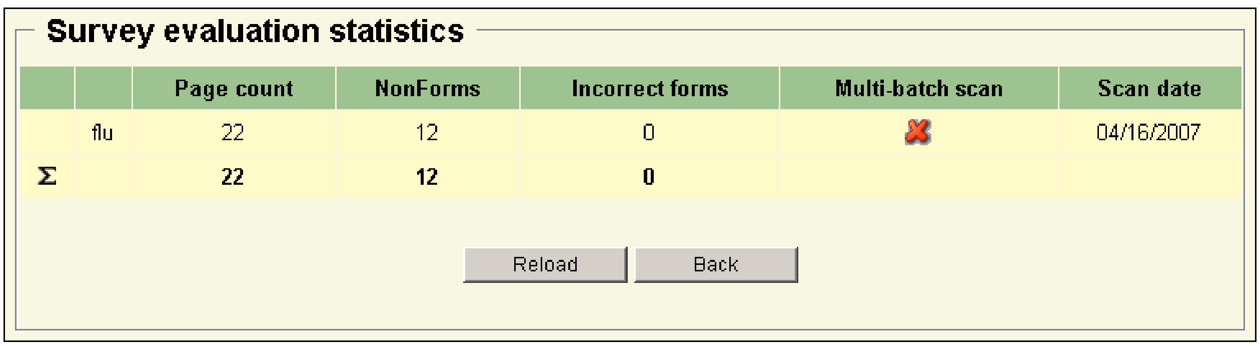


Figure 502: Survey evaluation statistics

1.7. System information

This is where you will receive an overview of the number of surveys in the system as well as in the all subunits. Click “system information / system summary”.

System Information	
Status of Surveys	**Number of Surveys / Number of Forms**
In progress	7 / 0
Evaluated	1 / 19
Summary	8 / 19

Figure 503: System information

At first a summary list of surveys with the following states will display:

In Progress

Active surveys, for which no results data has yet been registered.

Evaluated

Active surveys, for which returns have already been registered.

Data entry

Active surveys, for which returns have been registered, however for which the anonymization of handwritten comments has not yet been carried out. This is only an option when the anonymization in the subunit properties has been activated.
You can now choose (multiple selection) course type, survey period and form. Click on [Apply].

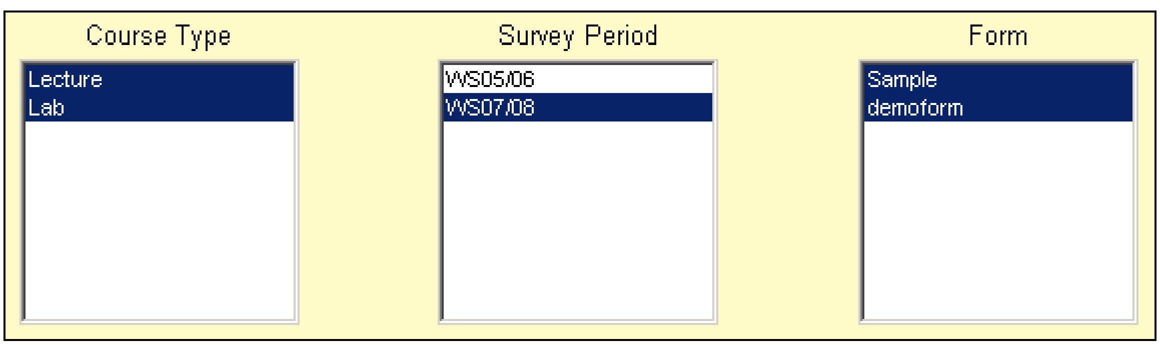


Figure 504: System information (details)

Then tables display for each of the individual subunits, which show a list of all the surveys and form return numbers for the selected parameters.

1.8. License administration

The license administration gives you an overview of the properties of your Class Climate license. Here you can see information about the product version, the database and about the activation of the paper and online surveys. In case you have licensed the handwriting recognition, open questions of VividForms questionnaires can be processed automatically. Subsequently the verifier may correct the results of the automatic handwriting recognition. If you need further information concerning the possibilities and license of the handwriting recognition please do not hesitate to contact us.

In addition you can see the number of available scanstation and user licenses.

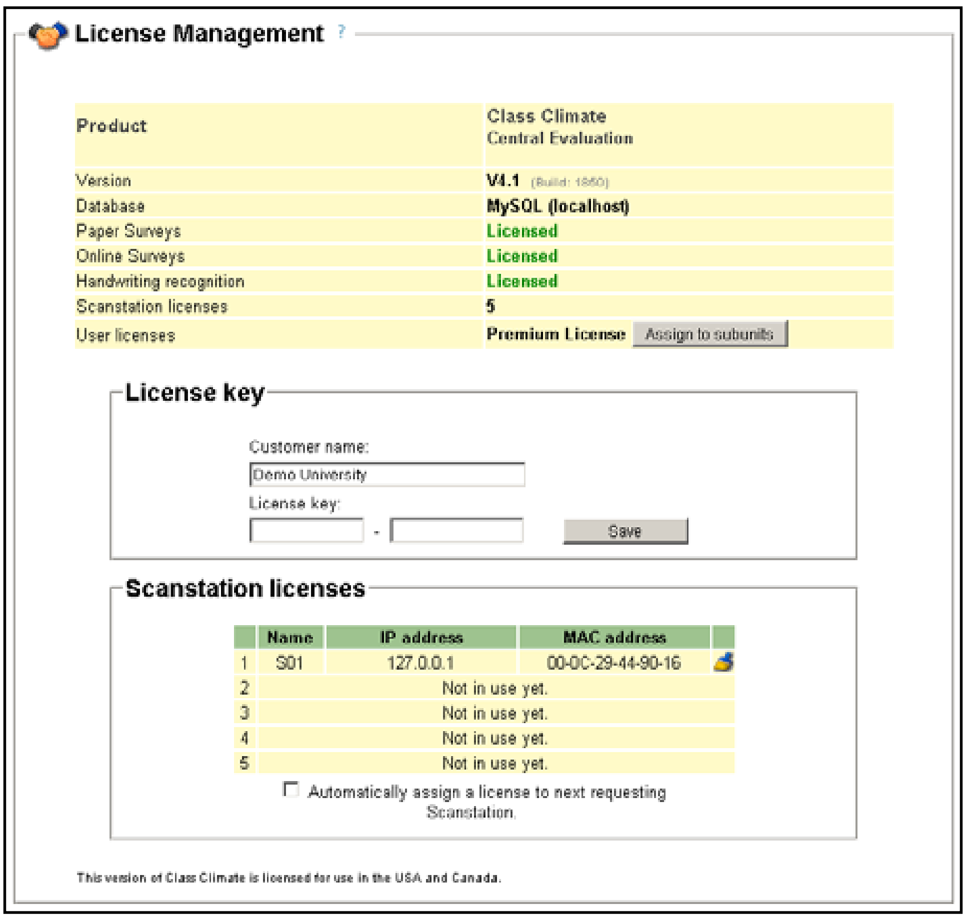


Figure 505: License management

In the table of license information you have the possibility to enter a new license key. This new key can, for example, contain further user licenses. If you have entered a faulty key, the old one is not lost. Only by entering a valid license key is the existing key overwritten.

Please make sure you keep your license key in a safe place.

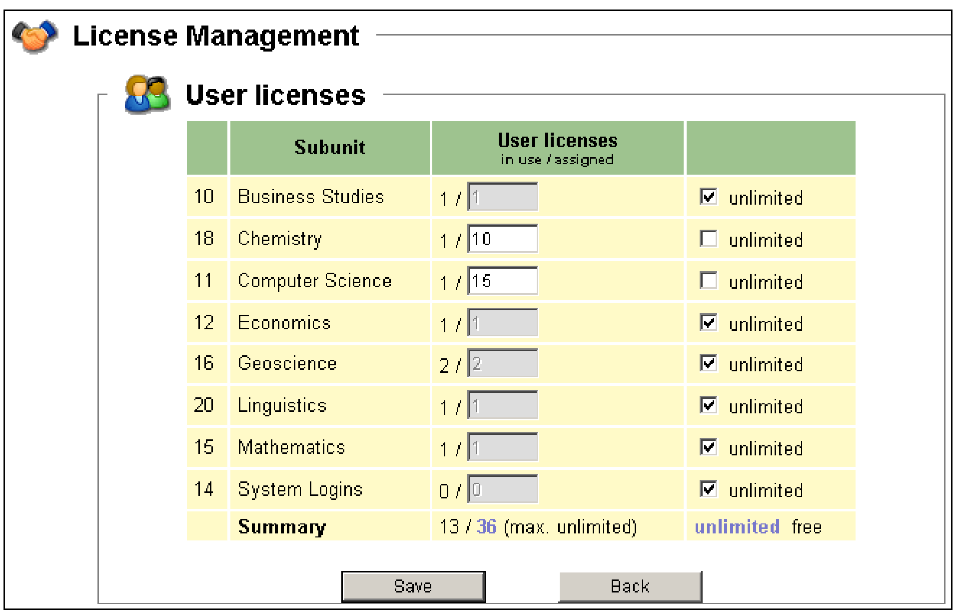
If you buy further instructor accounts you will receive a new license key for Class Climate which has the new terms of service. Simply replace the existing license key and click on “enter”.

Beneath the area “License key” you will find a list of all licensed scanstations (depending on the license and activation, one or more scanstations are listed). As an administrator, you can activate the option “Automatically assign a license to next requesting Scanstation.”. By doing so, the next scanstation to log on to the Class Climate server is automatically issued a license. Needless to say, automatic activation can only take place as long as a license is available. Once the scanstation is activated, the option is automatically deactivated. This means that as an administrator, you can control the point in time at which a scanstation can automatically activate itself. As a default, this option is deactivated.

Administrating User Licenses

The number of available user accounts for each subunit can be freely determined by the administrator and as such be limited. This possibility exists for the User License Model as well as for Premium licenses.

Via the button [Assign to subunits] in the license administration, the administrator can display an overview of the existing subunits and limit the number of user accounts per subunit.



	Subunit	User licenses in use / assigned	
10	Business Studies	1 / 1	☑ unlimited
18	Chemistry	1 / 10	☐ unlimited
11	Computer Science	1 / 15	☐ unlimited
12	Economics	1 / 1	☑ unlimited
16	Geoscience	2 / 2	☑ unlimited
20	Linguistics	1 / 1	☑ unlimited
15	Mathematics	1 / 1	☑ unlimited
14	System Logins	0 / 0	☑ unlimited
	Summary	13 / 36 (max. unlimited)	unlimited free

Figure 506: Setting user account limits for subunits

These settings can also be made for each subunit separately in the subunit details. A subunit administrator cannot make any of his own settings here.

As soon as a subunit has reached the set number of accounts, no new accounts can be created. The same is true for moving users in subunits whose contingent has been depleted. When creating a new subunit, a warning message appears if all accounts have been allotted.

1.9. Performance Considerations

The following paragraphs offer several references with regard to optimizing system performance.

1.9.1. Performance Statistic

In the menu “System Information/System status”, you will find details to the current system utilization. The performance statistic shows the time needed to execute an internal function, which is called-up every minute. Thus, it represents an indicator for the workload of the system at the respective time of measurement. When a series of measurements are located in the red zone for a longer period of time, this indicates a state of overload which can impair system performance for users or participants in online surveys. From these statistics, (subunit) administrators can make decisions regarding optimization of peak access times.

Access peaks can be optimized by the following points. For example, the access time for online surveys can be optimized by starting the surveys on different days. Apart from that, the participants of online surveys can receive information on off-peak times, with the instruction that participation should take place at these times. In addition, (subunit) administrators can move heavy tasks such as verification, creating questionnaires and reports, to off-peak periods.

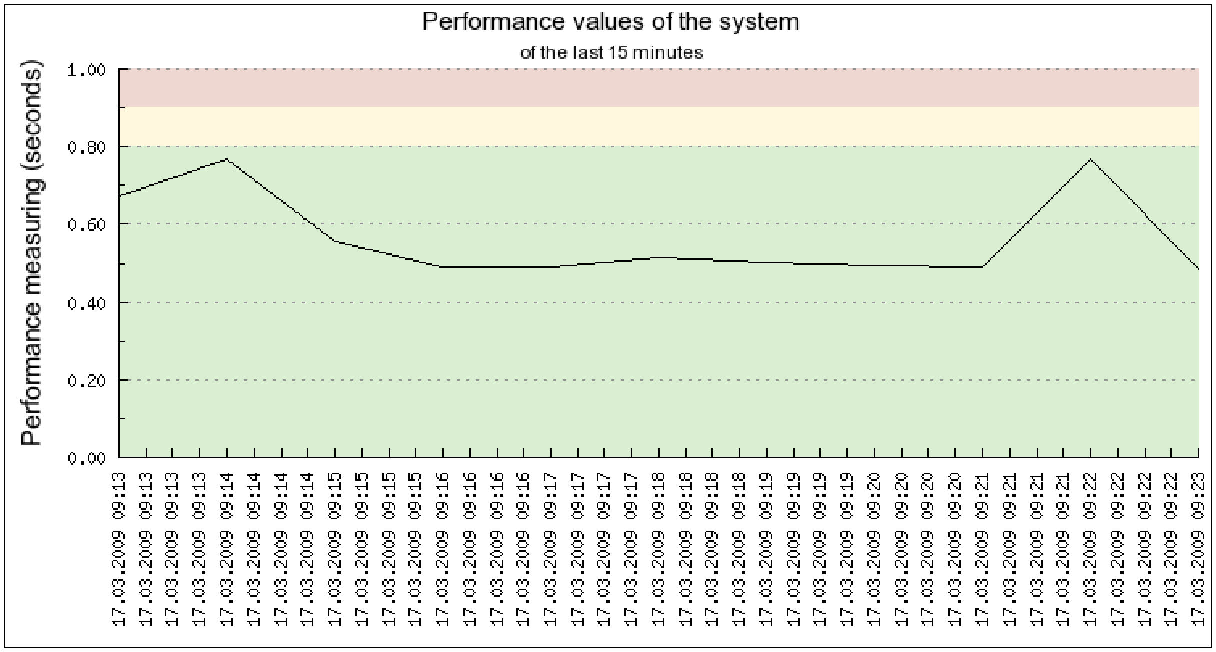


Figure 507: Overview of system utilization

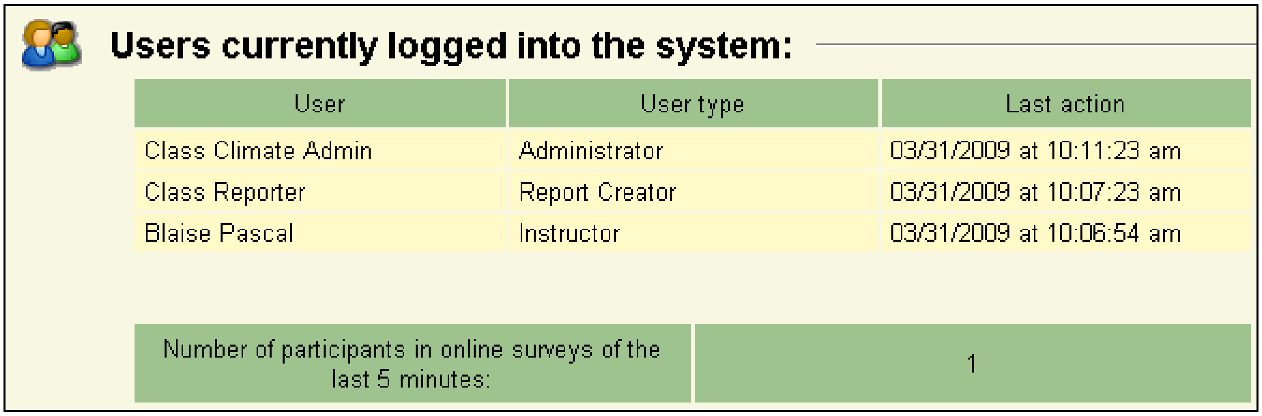
This option can be activated or deactivated in the configuration under “System Settings/Class Climate Settings/Maintenance/Measuring of performance values”. Also, this is where the limiting values (“Yellow limiting value for performance diagram” and “Red limiting value for performance diagram”) for the performance statistic are stored.

1.9.2. List of all active users logged in

As a (subunit) administrator, you will find a list of all logged in Class Climate users and online survey participants at the bottom left of every Class Climate page. In this way, you can see how many people are currently online and avoid an overload due to a high number of people being logged in at the same time.

Figure 508: List of active users

By clicking on “Users logged in” or “Online surveys” you will automatically reach the menu “System Information” in the area “System status”. There you will find a detailed listing of all users currently logged into the system:



Users currently logged into the system:

User	User type	Last action
Class Climate Admin	Administrator	03/31/2009 at 10:11:23 am
Class Reporter	Report Creator	03/31/2009 at 10:07:23 am
Blaise Pascal	Instructor	03/31/2009 at 10:06:54 am

Number of participants in online surveys of the last 5 minutes:	1

Figure 509: Detailed information of all active users

You can sort the active users according to name, user type and last action, by clicking on the relevant column head.

1.9.3. Display of Online Surveys

To optimize system performance it is recommended that the display of online surveys especially for questionnaires with several chapters (question groups) is set to “Complete”. In this way, for a questionnaire of 35 chapters with regard to page views in online surveys, the system load can be reduced in the range of 97%.

This option is set as default for all questionnaires. To change the display of online surveys, in the menu “System Settings/Questionnaires”, select “Details” in the drop-down menu. As these settings are stored in the details of a questionnaire, it is possible to set an individual display setting for every questionnaire.

1.9.4. More tips for avoiding system overload

- **Dispatching email:** If you send your email invitations to online surveys spread over a few days instead of all at once, the feedback phase is also spread over a wider period. This distribution in the feedback phase leads to continuous system utilization and helps to reduce one-off access peaks. In this way, even at peak access times, system performance is optimally utilized.
- **Archiving:** Your existing PDF reports and CSV raw data can be archived by sending them to the email address defined in the configuration. In this way, legacy data can be exported with a complete audit trail and subsequently deleted from Class Climate, increasing and maintaining clarity and performance of the system Please note, that Class Climate is a productive system and should not be used as an archiving system. (see also chapter B. 3.2.8. Mass production of forms, PSWDs and PDF reports).

- **System cleaning:** Please delete all reports, compilations, subgroup reports, PSWDs, deliveries and log book entries that you do no longer need via the system cleaning (menu “System Information”). Thus the clarity and performance of the system increases (see also chapter D. 1.11. System cleaning).

1.9.5. Accelerating the user interface

By default, a click on the main menu “System Settings” automatically opens the list of questionnaires. Via a configuration entry (System Settings/Class Climate Settings/General/Target of the menu item “System Settings”) the “Class Climate Settings” can optionally be defined as the target page for this main menu item. This is highly recommended if there is a large number of questionnaires in the system since the display of the questionnaire list can cause a delay in case of very high numbers of questionnaires.

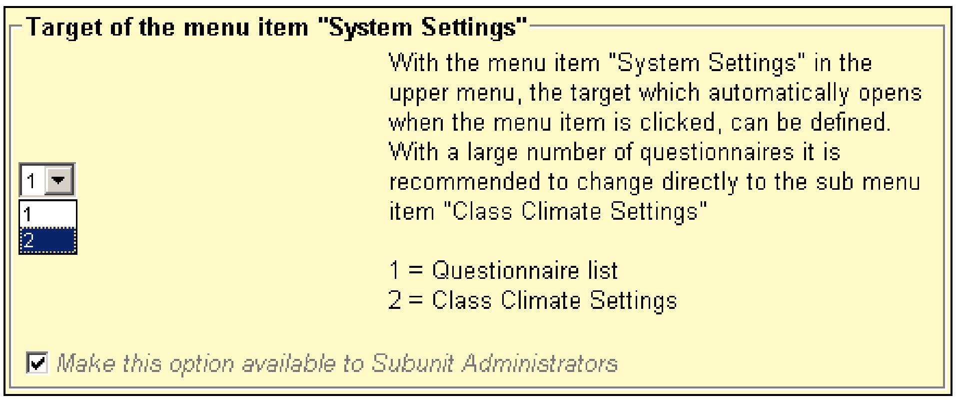


Figure 510: Alternate target for the settings menu option

Via a configuration entry (Menu “System Settings/Class Climate Settings/General/Questionnaire List: Show Questionnaire Status”) the display of the questionnaire status in the questionnaire list can be switched on and off. Particularly when there are a large number of questionnaires in the system, this function can positively influence the speed of page reproduction. As a tradeoff, some information will be missing from the questionnaire list.

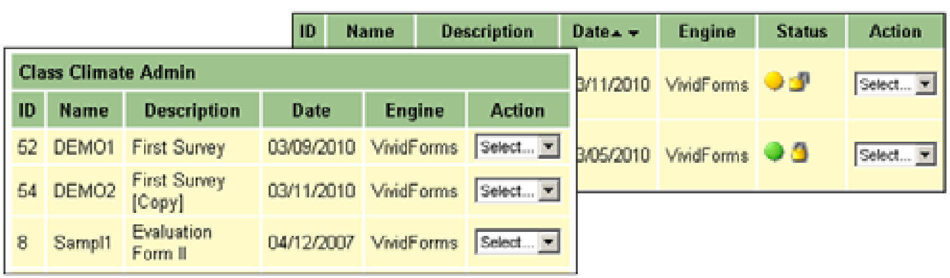


Figure 511: Speed optimized questionnaire list

1.10. Deletion log

The deletion log tracks all data deletion events in the system. It is not possible to delete from the deletion log.

The following deletion processes are logged in this protocol:

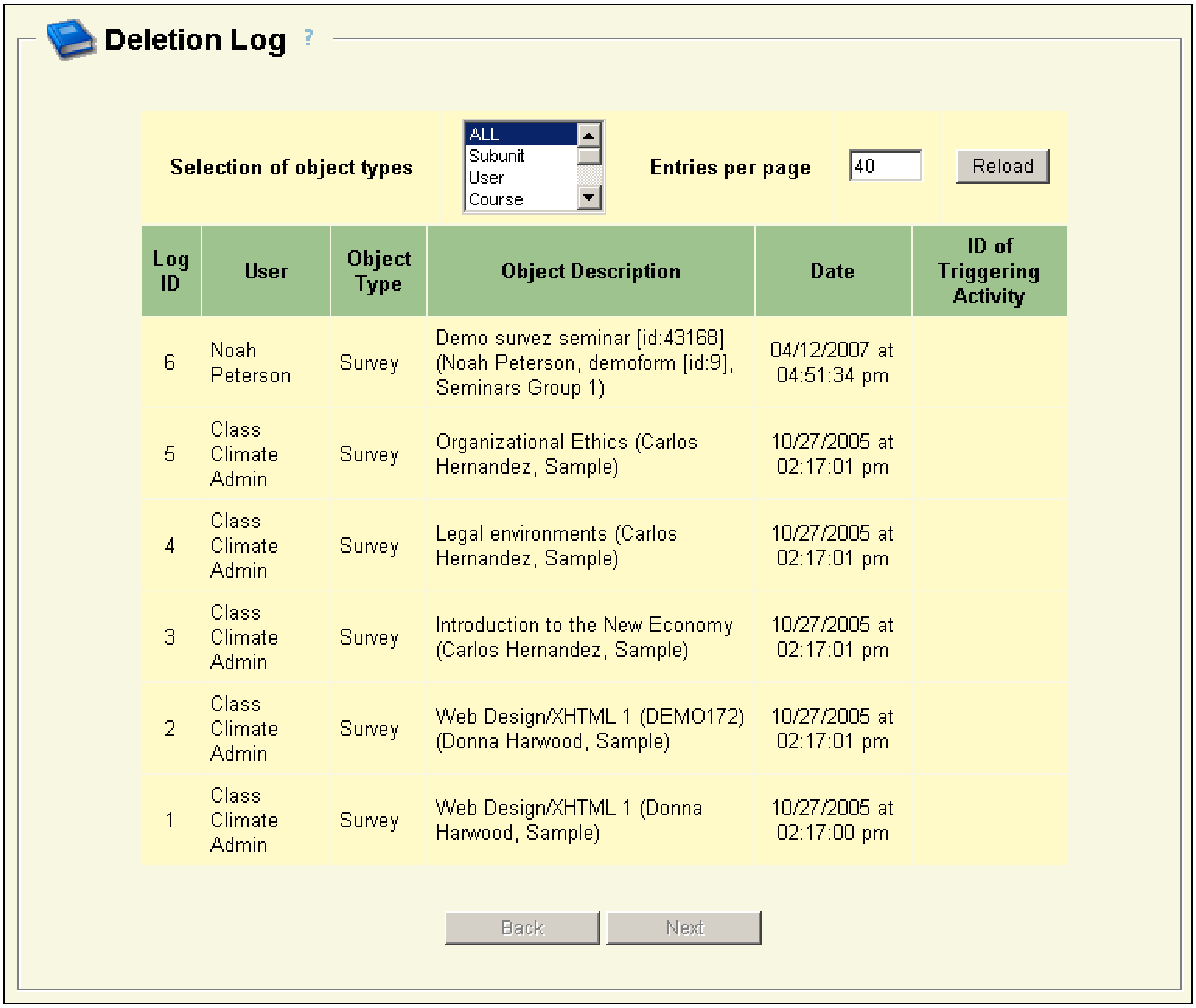
- Subunits
- Users
- Courses
- Surveys
- PSWDs
- Questionnaires
- Study Folders (Active Accounts)

Each deletion log record will contain the following information:

- User: Who has deleted the data?
- Object Type and Description: What was deleted?
- Date: When was the data deleted?
- ID of triggering activity: Which deletion event chain has caused the deletion of this element?

Scantron Corporation – 34 Parker – Irvine, California 92618   1-800-722-6876

The following figure shows you the deletion log.


Deletion Log ?

Selection of object types: ALL, Subunit, User, Course — Entries per page: 40 — Reload

Log ID	User	Object Type	Object Description	Date	ID of Triggering Activity
6	Noah Peterson	Survey	Demo survez seminar [id:43168] (Noah Peterson, demoform [id:9], Seminars Group 1)	04/12/2007 at 04:51:34 pm	
5	Class Climate Admin	Survey	Organizational Ethics (Carlos Hernandez, Sample)	10/27/2005 at 02:17:01 pm	
4	Class Climate Admin	Survey	Legal environments (Carlos Hernandez, Sample)	10/27/2005 at 02:17:01 pm	
3	Class Climate Admin	Survey	Introduction to the New Economy (Carlos Hernandez, Sample)	10/27/2005 at 02:17:01 pm	
2	Class Climate Admin	Survey	Web Design/XHTML 1 (DEMO172) (Donna Harwood, Sample)	10/27/2005 at 02:17:01 pm	
1	Class Climate Admin	Survey	Web Design/XHTML 1 (Donna Harwood, Sample)	10/27/2005 at 02:17:00 pm	

Back Next

Figure 512: Deletion log

The top section allows the selection of object types to be displayed (multi selection using the CTRL key). It is also possible to define the number of records per page.

1.11. System cleaning

You can delete the files that you do no longer need via the system cleaning. For this purpose you have to define a period to erase dispensable data. You can delete the following elements:

1.11.1. PSWDs

When you choose a period and click on the button [Delete PSWDs] you delete all the PSWDs of the chosen period which have not been used by that time.

Please note: You cannot delete PSWDs of open surveys here. The deletion will only concern surveys that have already been closed.

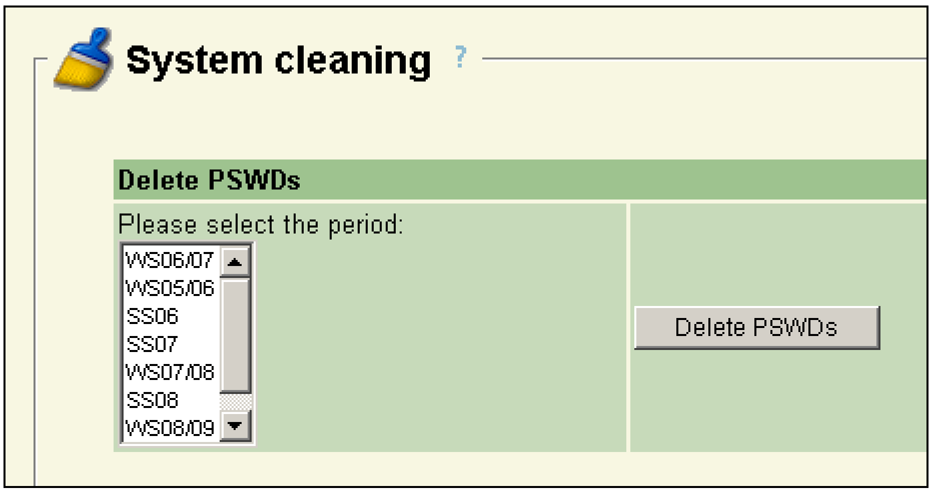


Figure 513: System cleaning – delete PSWDs

1.11.2. Deliveries

As regards the deletion of PSWDs you can delete all deliveries for a chosen period. (The deliveries you can see in the menu “Subunits“ on the left hand in the menu “Central Evaluation“.)

1.11.3. Entries in the log book

The log book records messages, warnings and failures of the system (for detailed information see below). When choosing a period you can also delete those elements here.

1.11.4. Delete compilations and subgroup reports

You can delete the compilations and subgroup reports of the chosen periods here (i.e. the data the system uses to create the reports of the report creator).

When clicking on the button [Show reports] a new window opens. There you can define the reports you do not want to delete.

You cannot delete the data you have created in your surveys, it is only possible to delete that of the report creator.

When the report creator compiles some reports, when he creates profile lines etc., the system always duplicates the raw data to obtain the data for the new reports. The PDF reports are based upon this data. Thus no PDF report is available as a file in the system; every report is created on the fly using the raw data or the copies of the data when the user calls up the report.

In a sense the deletion of the data copies also implies the deletion of the report of the report creator. But, in fact, when clicking on the button [Delete reports], you only delete the duplicated data which overloads your system.

1.12. Analysis of errors

1.12.1. Log book

The log book reflects all the operations that occur in connection with the automatic capture of paper questionnaires.

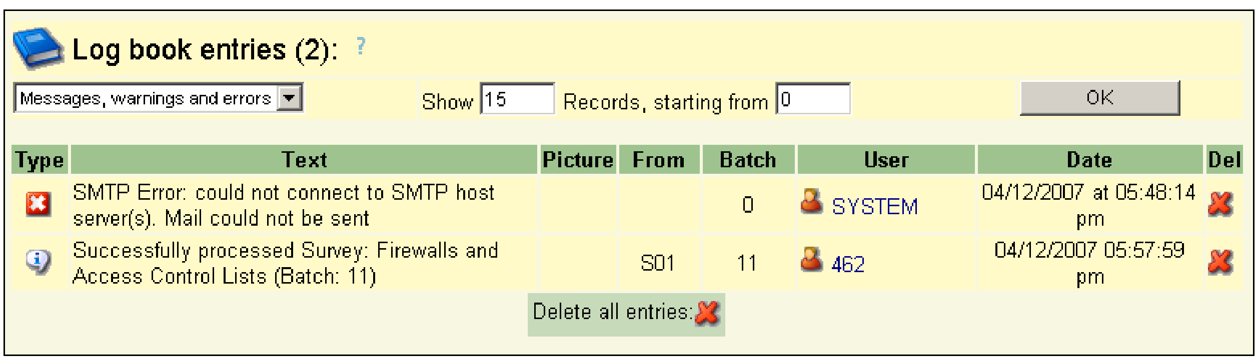


Figure 514: Log book

There are three types of symbol: message (symbolized with a blue “I”), error (red X) and warning (yellow warning triangle).

The following messages can occur:

Error messages

Error when updating the survey table

The status of the survey could not be updated

Check the status of the survey (In Progress / processed / etc.).

If the status of the survey is shown as “processed” open the report. If this is empty then reset the survey and scan this questionnaire again.

If this error reoccurs then your database may be damaged. Contact Class Climate Support.

Interactive cover sheet: general DB problem

Access to the database could not be provided

Interactive cover sheet: invalid form type identified

Interactive cover sheet: general problem

An operation number could not be generated

The survey could not be set up

Data could not be written in the cover sheet table

The procedure with the ID [SURVEY-ID] is not open (any more)!

The survey for which the data were collected is closed. The data were discarded. Check whether

- the batch has already been scanned and the new capture was an error;
- an incomplete scanning operation has already taken place. In this case the survey must be reset (broom symbol);
- a further batch in the survey was scanned and the automatic closure of the survey operation was unintentional. In this case set the option “close survey after the first scan operation” at “settings / process defaults” to “no”;
- the settings of the scanner driver may have been changed. Open the scanstation software, click on [Settings] and select “test scan”. Compare the settings of the driver with the Class Climate standards (Duplex, 200 DPI, black/white image);

Warning

Document ([FORMABBREV]) doesn't match survey

Questionnaires in the batch which do not match the form type specified in the survey were identified and processed.

The cover sheet procedure may have been used and a wrong questionnaire form was used. In this case a new survey with the questionnaire type that was actually used must be created. Scan the batch with the new cover sheet.

Some questionnaires of the wrong type have gotten into the batch that was scanned.

[SURVEYNAME] processed: X forms (+ X invalid)

A batch was processed that contains some invalid questionnaire types. The data of the invalid questionnaire types were discarded while the valid questionnaire types were processed. If more than one type of questionnaire is being used in a survey, consult the chapter on "form classes" in the section "Creating forms for Class Climate".

Messages

[SURVEYNAME] ([FORMABBREV]) processed: X forms

The survey was correctly processed.

1.12.2. VividForms Log File

The VividForms Reader protocols all processed questionnaires in this text file. You can find it in the program group in the VividForms Reader. If the debug mode in the VividForms Reader has been activated then the protocol will receive very detailed data about the form processing operation.

2. Configuration settings

2.1. Text templates

Provided they have the setting in their configuration, Class Climate sends emails to users for a number of reasons. The texts for these emails can be edited here. Alongside the texts for emails you can also define texts for cover letters which are used in PDF reports. By using a placeholder you can personalize these automatically created messages for your recipients.

You can continue to define attachments for emails and templates for PDF letters. These documents must be first uploaded into the system.

Please note that these settings can be made on two different levels: For the whole system in the menu "System Settings/Text Templates" and for individual questionnaires in the details of a questionnaire, menu "Advanced Settings", option "Text Templates". Settings at questionnaire level have priority over general settings.

2.1.1. Viewing email texts and text templates

The key elements for these settings are the selected actions and the language. Headings, text and attachment or PDF template can be defined for this combination.

The window for processing the text template is made up of five different areas.

Action:

In the action box on the left you can select an email type or a letter text.

Language:

Below the box "Action" you can select the language for the text. The default language is the system language.

PDF Template or Email Attachment:

If you selected in the "Action" box a PDF letter then you will see "PDF Template", that is you can assign a PDF template for the layout to a given letter. If you selected in the "Action" box an email text then you can add here one or more attachments. Email attachments and PDF templates are saved by clicking on the button [OK].

Heading or Subject:

Depending on what was selected in the "Action" box you can define the heading text in the PDF or in the email subject line.

Text:

Depending on the option selected in the "Action" box you can define the text of the PDF letter or the email. Within the text you can make use of placeholders. Changes to the text can be saved by clicking on [save].

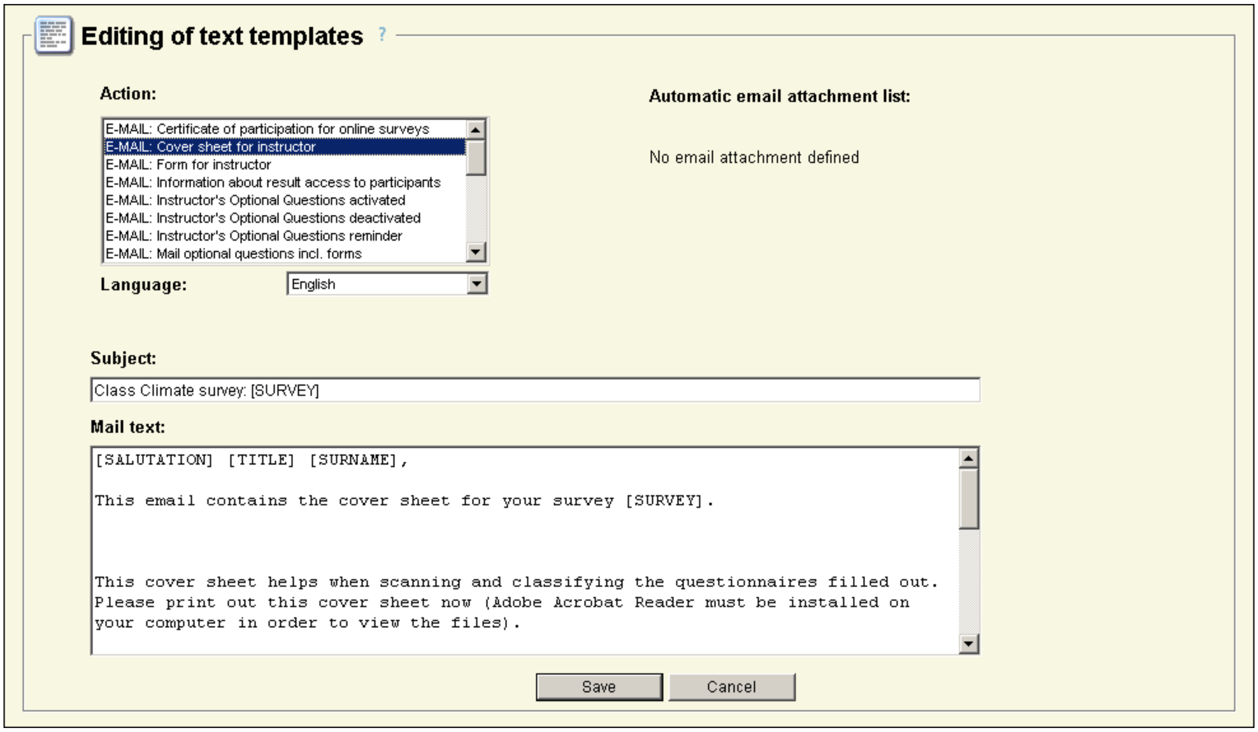


Figure 515: Editing of text templates

2.1.2. Template for Class Climate

Here you can define the welcome text for the first login of an active instructor. There you will find the option "Welcome text for the first login for instructors".

Default: Welcome to Class Climate, the Faculty Evaluation Feedback System. First of all, please change your user name; password combination. Click on "My profile" in the left navigation menu. In order to return to this window click on "Folders". You can set up your first folder (a directory for surveys), by clicking on "Create new folder". For further information please consult the online manual. We wish you success!

2.1.3. Templates for email messages

First you will see a description of all message types and then you will find details to the various placeholders available.

Report for the dean

Trigger:

Provided that the function “Class Climate settings / central evaluation / dean’s copy report“ has been activated, all users of the type “dean” will receive a copy of all PDF reports, that have been created in a given subunit.

Content:

Personalized text for the processed survey. PDF reports are sent as a rule. In addition or as an alternative raw data as Excel readable CSV files can be attached (see “System Settings/Class Climate Settings/Email Functions & Accounts”).

Cover sheet to instructor

Trigger:

The instructor has used an activated user account to create a survey according to the cover sheet procedure (decentral) or the administrator is sending the instructor a cover sheet (CE).

Content:

Personalized text with an attached cover sheet for a paper survey in the cover sheet procedure a PDF file.

Form to instructor

Trigger:

The instructor has used an activated user account to create a survey according to the hard copy procedure (decentral) or the administrator has sent the instructor a questionnaire (CE).

Content:

Personalized text with attached form for a paper survey in hard copy procedure as PDF file (or FDF file).

PSWDs for online surveys to instructor

Trigger:

The instructor has used an activated user account to create an online survey (decentral) or the administrator is sending the instructor the PSWDs for an online survey (CE).

Content:

Personalized text with attached PSWD document for an online survey as PDF file. The document contains all PSWDs and can therefore be very large.

Information about a new user account

This message can be used to inform new users directly about their new user account. Activate the checkbox “Inform user about profile creation via email?”

Report on the survey to the instructor

Trigger:

Class Climate has just processed a scanned survey and sends a message (decentral/CE) or the administrator sends the instructor a report (CE).

Content:

Personalized text processed survey. Normally the PDF report is sent with the text. In addition or as an alternative the raw data can be sent as an Excel readable CSV file (see ““System Settings/Class Climate Settings/Email Functions & Accounts””).

PSWD to online survey respondents

This text is an exception. It is an email to participants in an online survey sending the PSWDs and the server address for voting. The placeholders [PSWD] and [SERVER] must NOT be removed. The other placeholders cannot be used for this email.

Reminder to Online Survey Participants

The PSWDs and server addresses for response returns are entered here (similar to the initial delivery of PSWDs).

Information concerning data entry for the instructor

Trigger:

A survey has been validated, i.e. the manual data entry of the handwritten comments has been completed (decentral/CE). The administrator sends the instructor the reports from the survey (CE).

Content:

Personalized text accompanying the processed survey. The PDF report is normally sent with this text. In addition or as an alternative the raw data can be sent as a Excel readable CSV file (see “Class Climate settings / email functions”).

The message of a paper survey after the handwritten comments to open questions have been manually entered by a data entry assistant. This is the case for those subunits working with manual data entry.

Information concerning deactivating the Instructor's Optional Questions

Trigger:

The administrator has again deactivated the Instructor's Optional Questions for the relevant survey.

Content:

Personalized text with the name of the instructor as well as the course name.

Form to instructor (Instructor's Optional Questions)

Trigger:

The Instructor's Optional Questions for a survey has been completed by the instructor. Now he/she (or the group address) receives an email with the required cover sheet and the questionnaire. The function "Class Climate settings / survey / Instructor's Optional Questions activation status" must be activated.

Content:

Personalized text and attached PDF documents.

Information concerning activating the Instructor's Optional Questions

Trigger:

The administrator has activated the Instructor's Optional Questions for a survey.

Content:

Personalized text as well as a link to the Instructor's Optional Questions. In most email programs clicking the link will lead directly to the Instructor's Optional Questions.

Reminder for the Instructor's Optional Questions

Trigger:

The administrator has initiated a reminder for an activated Instructor's Optional Questions.

Content:

Personalized text as well as a link to the Instructor's Optional Questions. In most email programs clicking the link will lead directly to the Instructor's Optional Questions.

Regulatory information

Trigger:

The message to the instructor about which deans of studies received a summarized form of the results has been activated (self registering procedure).

Content:

Personalized text with a list of the deans of studies who have been given access to the summarized results of the survey.

Certificate of Participation for Online Surveys

Trigger:

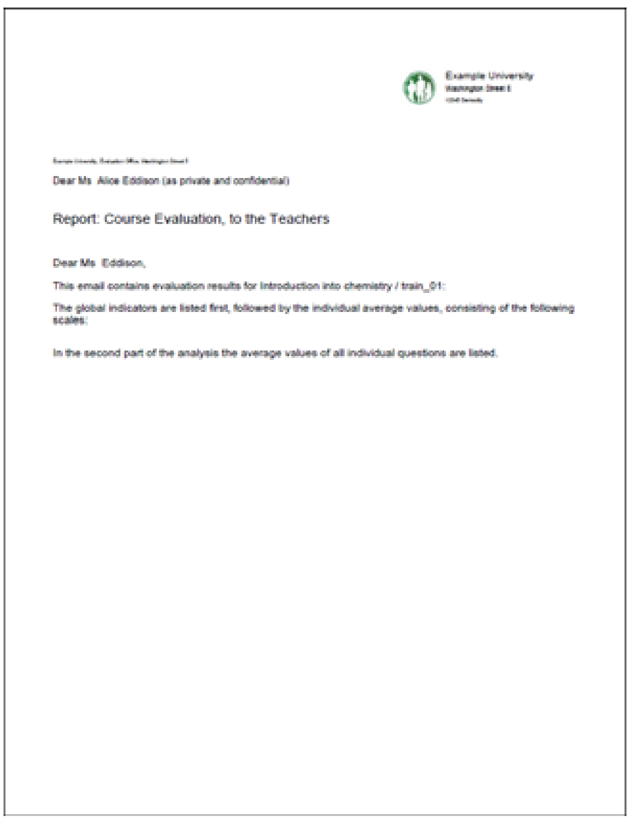
Certificate of participation has been activated for a questionnaire (Option “email“). The PSWD has been sent to the respondents by email. The respondent has submitted the online survey and received this email.

Content:

Personalized certificate of participation.

2.1.4. Template for letter in PDF reports

The letter text for PDF reports can be defined in same list like email texts. Letter texts starts with “LETTER”.



Example University

Dear Ms Alice Eddison (as private and confidential)

Report: Course Evaluation, to the Teachers

Dear Ms Eddison,

This email contains evaluation results for Introduction into chemistry / train_01:

The global indicators are listed first, followed by the individual average values, consisting of the following scales:

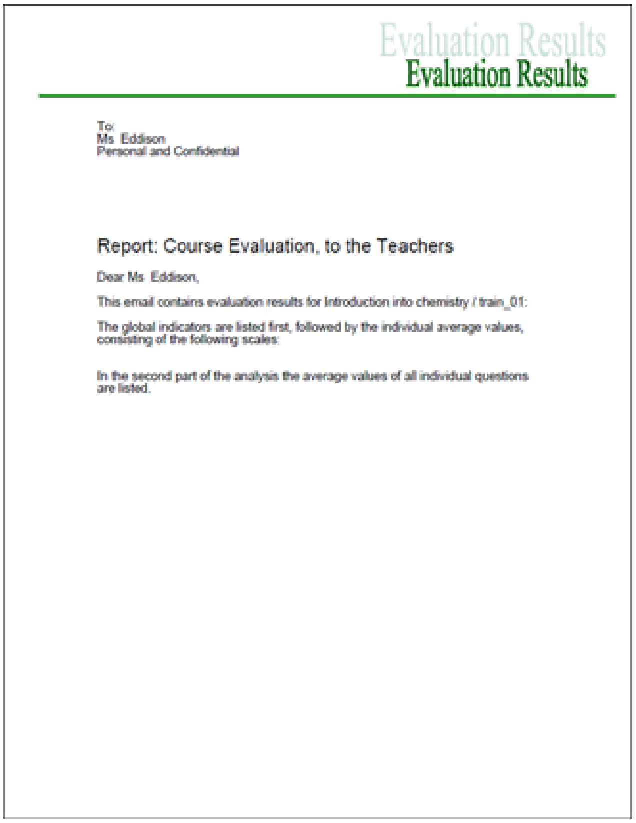
In the second part of the analysis the average values of all individual questions are listed.

Figure 516: Standard letter

For using a letter, you must have activated the function “System Settings/PDF Report Settings/Configuration/Generate letter”.

A complete default letter can be used or a PDF template attachment for a one or more page letter.

A letter can contain a maximum of one page of text. The contents can be personalized with a series of placeholders, which are described at the end of this section.



Evaluation Results
Evaluation Results

To:
Ms Eddison
Personal and Confidential

Report: Course Evaluation, to the Teachers

Dear Ms Eddison,

This email contains evaluation results for Introduction into chemistry / train_01:

The global indicators are listed first, followed by the individual average values, consisting of the following scales:

In the second part of the analysis the average values of all individual questions are listed.

Figure 517: PDF template letter

Reports not created and not sent to instructors

The minimum number (as defined at “System Settings/Class Climate Settings/Survey/Minimum number of returns for reporting”) of completed questionnaires was not reached and so a report is not created and sent.

Summary report for dean

The dean receives a summary report with the indicators for all evaluated courses selected from a combination of subunit + survey period + questionnaire.

Summary report for dean of studies

The dean of studies receives a summary report with the indicators for all evaluated courses. The selection is made by the deans themselves in their login account. The function “Class Climate settings / central evaluation / dean of studies” must be activated. A corresponding user account must be set up and used.

Report to the instructors

Informs about the survey report. For example:

[SALUTATION] [TITLE] [SURNAME],

You are receiving the results of the automatic evaluation of the course [SURVEY].

Questionnaire type [QUESTIONARY]:

The general indicator given first is made up of the following scales in the questionnaire:

[DIMENSIONS]

Then you will see the individual averages of the scales given above.

In the second part of the report you will find all the averages of each individual question.

The value 1 represents from the students’ viewpoint minimum score for the course while the value 7 is a maximum score.

Certificate of Participation for Online Surveys

Confirms the participation in an online survey with date and PSWD.

Please note: To enable the creation of this PDF document, a PDF template has to be created, uploaded and attached to the template “Certificate of Participation for Online Surveys” (see B 2.3.2).

2.1.5. Placeholder for Texts

Dear Dr. Example,

You will receive as attachment to this email the report to the survey “Introduction to Sample Science”.

Your Class Climate Administrator

This is a message of the type “Survey Report to Instructors”. Using placeholders defines this message type as follows:

[SALUTATION] [TITLE] [SURNAME],

You will receive as attachment to this email the report to the survey [SURVEY].

Your Class Climate Administrator

Here is a list of all permitted placeholders for email texts as well as PDF letters:

[SALUTATION]	Form of Address
	Example: “Dear Mr.” or “Dear Ms”
[TITLE]	Title
	Example: “Prof.”
[GENDER]	Sex (male or female)
[FIRSTNAME]	First name
[SURNAME]	Surname
[SURVEY]	Name of survey
[FORMCOUNT]	Number of returns for survey
[PERIOD_NAME]	Name of the Survey Period
[QUESTIONARY]	Name of the questionnaire
[DIMENSIONS]	Name of the dimensions/question groups
[SUBUNIT]	Name of subunit
[ADDRESS]	User’s address
[COURSENAME]	Course name
[COURSEID]	Course identification
[PROGRAMOFSTUDY]	Course’s program of studies
[COURSEROOM]	Course’s room/location
[COURSEENROLLMENT]	Number of course participants
[COURSETYPE]	Course type
[CUSTOMFIELD_X]	Course’s user-defined fields (X=1 bis 5)

[CURRENTDATE]	Current date
[SURVEYCREATIONDATE]	Date of survey creation
[LASTCAPTUREDATE]	Last capture date (paper = Scan date, Online = last return)
[SEC_TITLE_X], [SEC_FIRSTNAME_X], [SEC_SURNAME_X]	Title, first and surname of secondary instructor (X must be an integer)
[ENROLLMENT_ RESPONSE_RATE]	percental response on the basis of the study course participants

Special placeholders for online surveys:

[SERVER_DIR]	User entry point Example: http://classclimate.university-samplecity.edu
[SURVEY]	Name of survey Example: “Introduction to Example Science”
[PSWD]	A PSWD for online survey participants Example: X5FU3
[SERVER]	URL for online survey participants Example: http://classclimate.university-samplecity.edu/classclimate/online/
[TIMESTAMP]	Time of submission of an online survey Example: 22:15:34 15.09.2005
[PARTICIPANT_EMAIL]	Email address of an online survey participant Example: user_05@localserver.edu
[PSWD_COUNT]	Number of all PSWDs
[DISTRIBUTED_PSWD _COUNT]	Number of PSWDS dispatched
[DISTRIBUTED_ RESPONSE_RATE]	percental response rate on the basis of the dispatched PSWDs

[OVERALL_RESPONSE_RATE]	percental response rate on the basis of the total existing PSWDs

To ensure that single placeholders are separated by exactly one space, a group of placeholders can be enclosed in square brackets. Hereby it can be avoided, that too many spaces are displayed should a placeholder be empty or only contain blank characters.

The text template “PDF Report: Format of the instructor name” is, for example, set to: [[TITLE] [FIRSTNAME] [SURNAME]].

2.1.6. The PDF report header

The contents of the PDF report header can also be defined in the text templates:

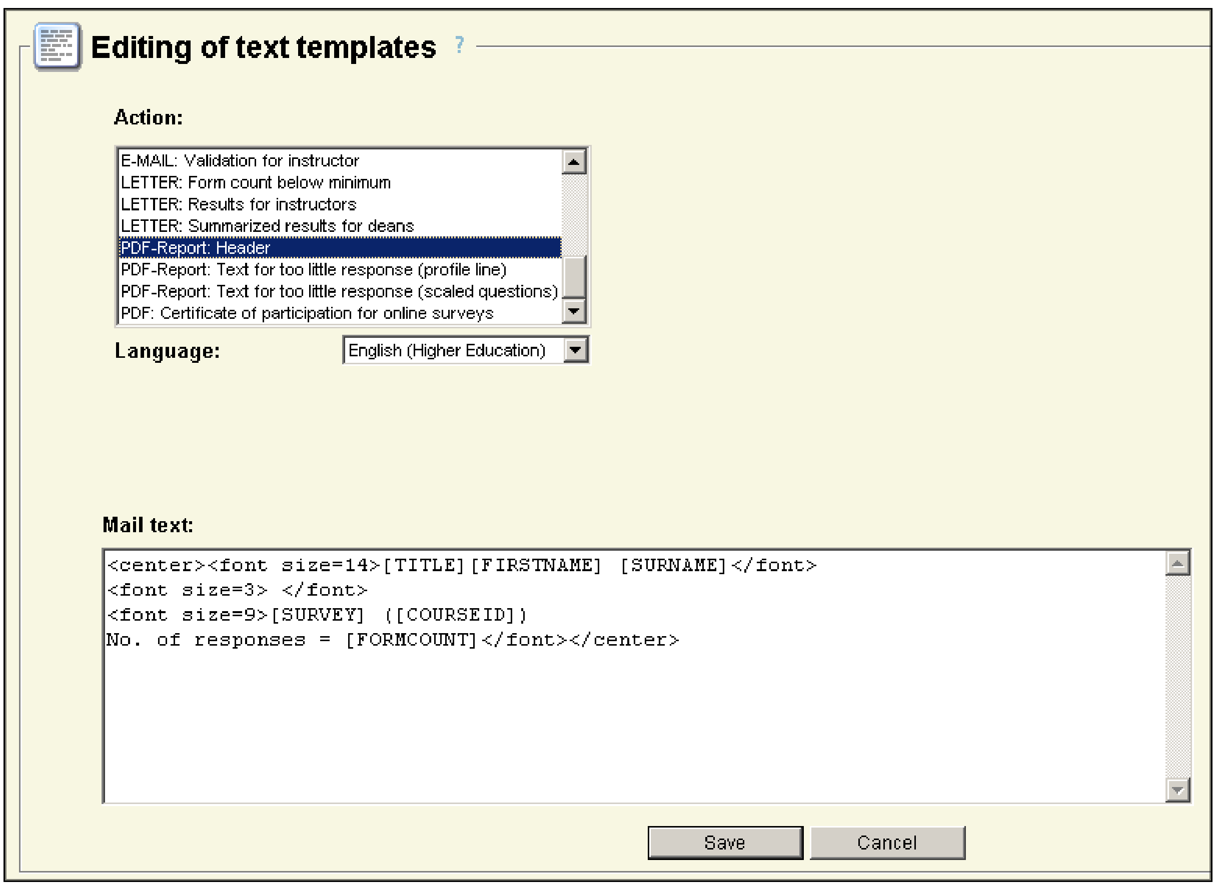


Figure 518: Text template for the adaptation of the PDF report header

In the text field, the header content is defined by HTML formatting and place holders. The example shown here produces the following PDF report header:

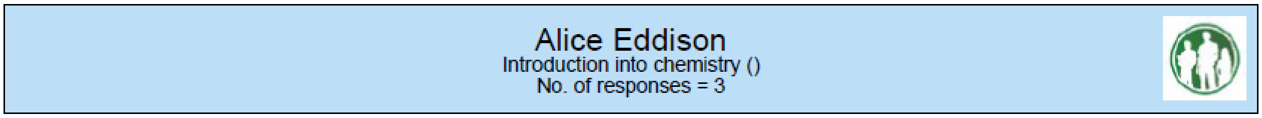


Figure 519: A sample PDF report header based on the text template shown here

You could, for example, insert a line containing the static text "Result of student survey" (in the example in font size 8):

```
<center><font size=14>[TITLE][FIRSTNAME] [SURNAME]</font>
<font size=8>Result of student survey</font>
<font size=9>[SURVEY] ([COURSEID])
No. of responses = [FORMCOUNT]</font></center>
```

Figure 520: Modifying the text template by inserting a line

After a click on [Save] you will see upon re-opening of the report that the PDF report header has changed as follows:

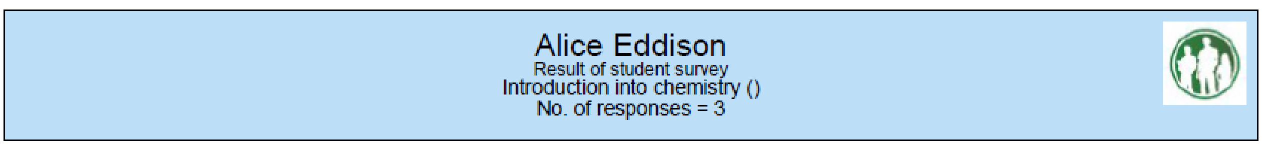


Figure 521: Changed report header

Of course, other place holders can also be used.

In the following you will find a listing of the available formatting:

Type	Tag	Example	Layout	Please note:
Bold		Bold	**Bold**	
Italic	<i>	<i>Italic</i>	*Italic*	
Underlined	<u>	<u>Underlined</u>	Unterlined	
Centered	<center>	<center>Centered</center>	Centered	
Font size		Font size 14	Font size 12	Maximum 50, Minimum 1 No single or double quotes

Table 13: List of the available formatting

2.2. Documents

Documents can be saved in Class Climate for a number of purposes: as documents for attachments to emails created in Class Climate or as documents for PDF letters.

The administration of documents and files is done centrally in the menu item “documents“. The following functions are available:

- Uploading files to the Class Climate server
- Displaying documents
- Updating documents
- Deleting documents from the Class Climate server

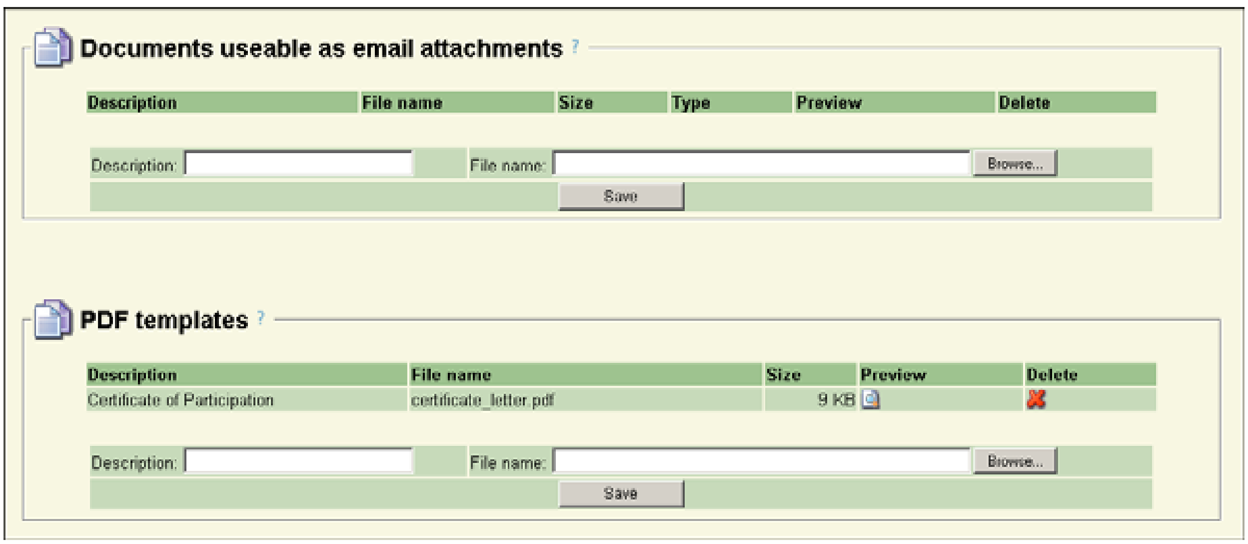


Figure 522: Document administration

The secure storage of documents in the Class Climate database means that they will be there when you need them, e.g. email delivery.

Uploading Documents

Please enter the following information in order to upload documents:

Description– Description of the document

File name – path to the document on your local system

With a click on [Save] you can upload the document to the server.

In the table you can now see more information about the document (columns 3+4):

Size – Size of the uploaded document in bytes

Type – File type of the document (mime type)

Updating Documents

Changes to documents must be first be done locally (on a workplace computer). Then upload the modified document again to the server.

Displaying Documents

Display documents by clicking on the icon in the next to last column. You will need to have the appropriate application software (e.g. Microsoft Office for DOC files).

Deleting Documents

Delete documents from the system by clicking on the icon in the next to last column. All links to email types or to PDF report types are also deleted.

The size of the document is limited to 1 megabyte. You can change the maximum size in the Class Climate settings (“Configuration / General / Maximum Size of Document”).

2.2.1. Email attachments

Every email type in Class Climate (e.g. “Send PSWD to respondent” or “Send report to instructor”) can be provided with its own email attachment. For example, an instructor could receive along with his PDF report a document with the evaluation requirements.

Under the heading “Documents for Email Attachments“ you can find all related files.

Email attachments can be created in any file type, so please remember that recipients may have trouble opening uncommon file formats.

More about assigning documents to specific email types can be found in the section “Text Templates”.

2.2.2. PDF templates

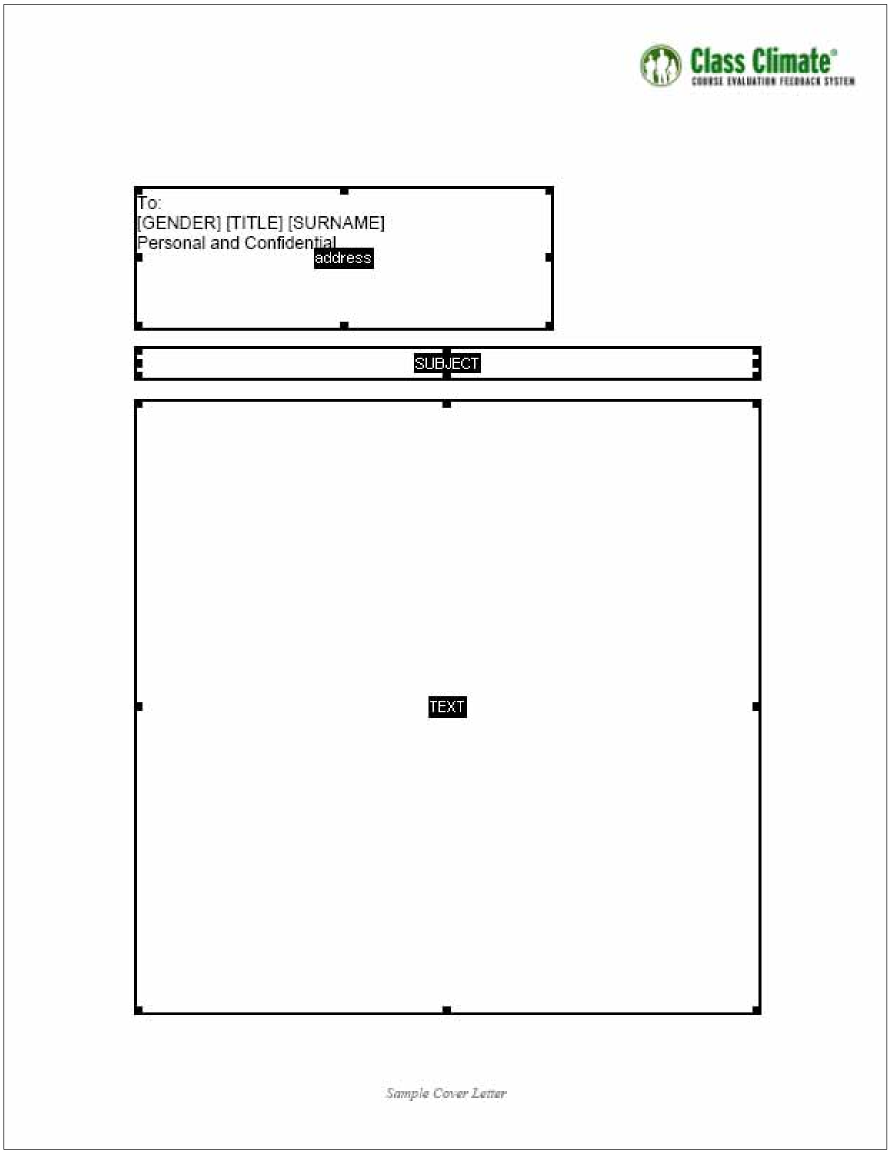


Figure 523: PDF templates

Customized letter templates (PDF templates) can be entered for the various PDF report types (e.g. “Report to Instructor” or “Summary Report to Dean”).

The template layouts can be designed so that they meet any corporate identity requirements. As the name says, the templates must be in PDF format or converted into this format.

The templates in Class Climate are filled with data from the Class Climate system when the reports are generated. In order to do this certain fields are necessary on the PDF. A full version of Adobe Acrobat (V5.0 and higher) is necessary to create the fields in PDF.

The following figure shows you the cover letter of the PDF report.

To:
Ms Eddison
Personal and Confidential

Report: Course Evaluation, to the Teachers

Dear Ms Eddison,

This email contains evaluation results for Introduction into chemistry / train_01:

The global indicators are listed first, followed by the individual average values, consisting of the following scales:

In the second part of the analysis the average values of all individual questions are listed.

Sample Cover Letter

Figure 524: Cover letter of the PDF report

Schematic Layout of Template:

A letter template is made up of a static part (logo, sender, other text) and a dynamic part, which is filled out by Class Climate depending on the report. For the dynamic part there are three different fields available:

address

This field is filled with data about the instructor (e.g. name, address, etc.). A placeholder determines which data appears. The types of placeholders are described in Section 2.1.5. In Adobe Acrobat placeholders are defined in the text field at [Options / Default Value].

For example:

To:

[GENDER]

[TITLE] [FIRSTNAME] [SURNAME]

confidential

subject

This field is filled with a heading or the subject line of the letter. The subject line can be defined in the Class Climate menu item [Text Template] (see Section 6.7).

text

This field contains the personalized text of the letter for the PDF report. The text can be defined in the Class Climate menu item [Text Template].

In Adobe Acrobat the templates must be saved by [Save As] so that the internal PDF structure is clean.

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2.3. Process defaults

In the menu "System Settings"/ "Process Defaults" you can set the defaults for the configuration of user accounts. The configuration of Class Climate user accounts allows you to customize the surveys to your requirements. The following points are available:

When creating surveys automatically send emails with cover sheet / questionnaire / PSWDs (only activated instructor accounts)?

This option sends the cover sheet or personalized form for your new survey immediately after creation of the survey to the email addresses given in your profile.

Make own utilization statistics available for other instructors (only activated instructor accounts)?

The information contained in the utilization statistics concerning, for example, the number of scanned questionnaires and number of surveys can be viewed by your colleagues if you permit it. Otherwise only the administrator can view the utilization statistics. No one, not even the administrator, is able to see the results of the survey.

After the scanning operation automatically generate email with message or report (only paper surveys)?

You can automatically send emails (also with reports) after the forms have been scanned. The email will be sent to the email address given in your profile. If the email does not have a report file then it is a matter of system configuration. A message text or in addition a PDF report and/or CSV raw data can be sent. This setting is made by the administrator.

End the survey after the scanning operation?

Surveys can be highlighted as either "ended" or "not yet ended". This function allows you to collect data in a number of scanning operations in different periods of time (e.g. when returns come in "waves"). If you are sure that you will not need further scanning operations after the first scanning operation then you can answer this question with "yes".

Keep survey data after analysis in the system (only paper surveys)?

The survey data is stored in the Class Climate database after it has been captured. No one other than you has access to this data. The survey data can be deleted manually at any time. If however you would like to delete the survey data before it enters the database you must activate the option After the scanning operation automatically generate email with message or report.

2.4. Webservice

The configuration area "Web Service Settings" in the main menu "System Settings" allows the administration of external web servers that communicate with the Class Climate server via the web services Class Climate SOAP-API.

(Please note: You will see the area "Web Service Settings" in the menu only after activating “Activation of Class Climate Web Service (XML-based SOAP interface” in the Class Climate Settings, page “Functions”.)

By the so-called web services, web servers can communicate with one another and download the other system's functionalities. This way, it is possible to integrate Class Climate into existing web software systems. Typical applications are, for example, the automated update of the user accounts and survey procedures, the download of evaluation reports or questionnaire supplies.

Connections with Class Climate via web services can be implemented by the manufacturer and/or your vendor.

2.5. Class Climate Settings: Configuration

At the menu item “Class Climate settings” (Main Menu “System Settings”) in the administrator interface you have access to the configuration of the Class Climate server. In this manual all references to Class Climate setting options are marked in blue.

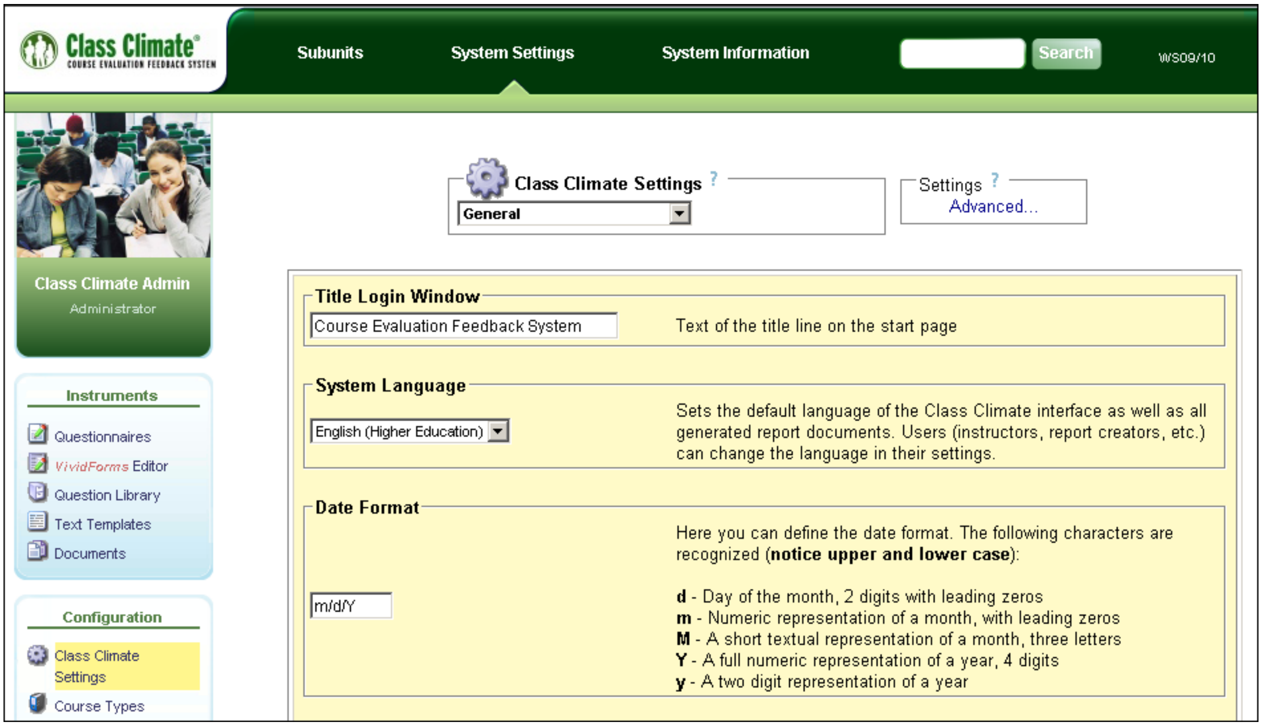

Figure 525: Class Climate Settings

Below the button “Class Climate Settings” you can select a major heading for the Class Climate settings. The following categories:

- General
- Survey
- Survey Online
- Data Import and Export
- Course User Data Fields
- Functions
- Central Evaluation
- Email Functions & Accounts
- Color Settings
- Instructor accounts

- VividForms
- Network Settings
- System Security
- Maintenance

Select an item from this list in order to display its settings. Click in the field “Settings” on “Advanced...” in order to reach the save option.

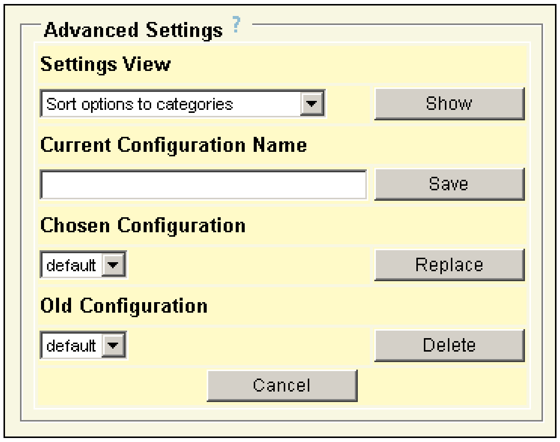

Figure 526: Advanced settings

You can save the current Class Climate setting here under a name. This allows you, if required, to recover an earlier Class Climate setting. You can do this by using the function “replace the present configuration by … “.

And finally you can delete a configuration you have saved at “delete an earlier configuration…”.

Many of the available configuration options are characterized and marked by gray text "Make this option subunit available to subunit administrators", meaning that they can be activated for the use by subunit administrators:

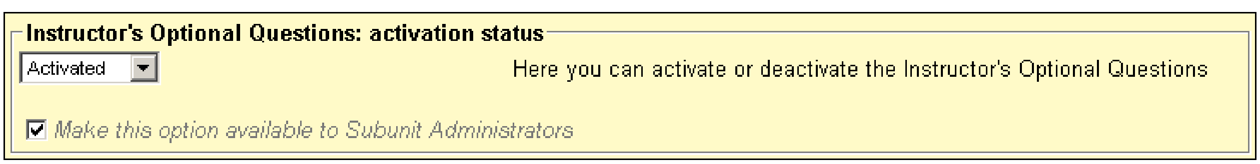

Figure 527: Option activated for subunit administrator

With this function activated, the subunit administrators are able to implement settings which deviate from central settings.

Please note: changes made by the subunit administrator overwrite the changes made by the administrator in the relevant subunits.

If any particular released configuration options are to be removed from control by subunit administrators, the marking can be removed.

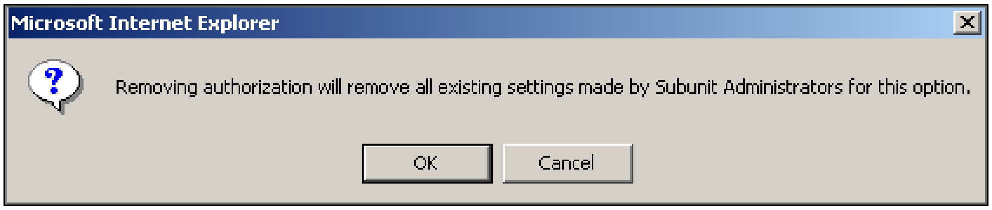

Figure 528: Warning during the deactivation of the subunit administrator release

Please bear in mind that the settings created by the subunit administrators will be lost.

2.5.1. Section "General"

Title Login Window

Text of the title line on the start page

System language

Sets the default language of the Class Climate interface as well as all generated report documents. Users (instructors, report creators, etc...) can change the language in their settings

Date Format

Here you can define the date format. The following characters are recognized (notice upper and lower case):

d: Day of the month, 2-digit beginning with zero

m: Month as number , beginning with zero

M: Name of month with 3 letters

y: Two digit number for year

Y: Four digit number for year

Time Format

Here you can define the date format. The following characters are recognized (notice upper and lower case):

h - 12-hour format of an hour with leading zeros

H - 24-hour format of an hour with leading zeros

i - Minutes with leading zeros

s - Seconds, with leading zeros

a - Lowercase Ante meridiem and Post meridiem

A - Uppercase Ante meridiem and Post meridiem

Display of menu images

Defines if menu images should be shown or not.

Number of images for menu

Number of images displayed in Class Climate. Please note that the images must be stored in subdirectory “Bilder” with the correct name.

Target of the menu item “System Settings”

With the menu item "System Settings" in the upper menu, the target which automatically opens when the menu item is clicked, can be defined. With a large number of questionnaires it is recommended to change directly to the sub menu item "Class Climate Settings".

Questionnaire list: Display of questionnaire status

The status column in the questionnaire list can be shown or hidden. With a large number of questionnaires it is recommended to hide the status column so as to accelerate page assembly.

PDF format

Selection of the format for the creation of PDF documents.

DIN A4:	210 x 297 mm
Letter:	216 x 279 mm
Legal:	216 x 356 mm

2.5.2. Section “Survey”

Minimum number of returns for PDF report

If the number of returns is under the value “n” there will be no display of the results. Instead there will be a note in the letter (the function “create letter” must be ACTIVATED.). The note can be edited at Text Templates.

Warning threshold in % for PDF report dispatch by email

Defines the threshold (percentage of pages not recognized) for the automatic dispatch of the PDF report. Explicit confirmation is necessary for manual dispatch of the report.

Warning threshold (in percent) for recognition problems during the processing of paper forms

If this error occurs, a serious problem was found in the quality of scanned forms. The problem must urgently be analyzed and corrected before scanning the next forms. If the threshold defined here is exceeded for a survey, this survey will be marked red. The PDF report will not be dispatched automatically if this option is activated. Furthermore the Class Climate administrator gets a warning notice via email.

Instructor’s Optional Questions: activation status

Here you can activate or deactivate the Instructor’s Optional Questions

Instructor’s Optional Questions: modify course data

Permits or prevents instructors from modifying the course data in the Instructor’s Optional Questions.

Instructor’s Optional Questions: question library

Defines whether the instructor can use the question library in the Instructor’s Optional Questions.

(Default: deactivated)

Instructor’s Optional Questions: questionnaire direct delivery

When activated, after completion of the Instructor’s Optional Questions, an email with the questionnaire is sent directly to all instructors. When deactivated then all emails will be sent to the group address given in the rubric email.

Instructor's Optional Questions: email for deactivation contains PSWD list

Deactivating the Instructor's Optional Questions a PDF with the PSWDs can be added.

Instructor’s Optional Questions: Status changed

If activated, the status of instructor’s optional questions in the survey overview changes to “completed” as soon as the VividForms Editor is opened. If deactivated, the status changes when the save and exit button in the instructor’s optional questions is clicked.

Instructor's Optional Questions: reasons for not conducting a survey

The reasons for when a survey cannot or should not be conducted can be selected in the Instructor's Optional Questions.

Instructor’s Optional Questions: Email to the administrator when survey canceled

Send an email to the administrator when the setting in the Instructor’s Optional Questions has been activated that the survey has been canceled.

Default value course participants

The default value of course participants is used for batch printing when no such information is given. This value can however be changed when batch printing.

Anonymization threshold

The value set defines the limit to the number of questionnaires before the anonymized text of open questions will be shown. If the number of questionnaires is above this value the images of the open questions will be used. Please note that a value of 0 deactivates this functionality, i.e. all of the questionnaires will be shown for anonymization when the anonymization has been activated for this subunit.

Module Evaluation: Display of name of the (secondary) instructor in the heading of the question group

If activated, the names of the (secondary) instructors are displayed on the aggregated questionnaire. In this case in each first question group heading of a partial questionnaire, the name of the relevant instructor is displayed. This setting helps you to relate the questions to the instructors. It only affects new surveys, existing surveys are not concerned.

Email Dispatch of questionnaires for the coversheet procedure

If activated with each email dispatch of a coversheet the corresponding questionnaire will be sent, too.

Delete in two steps

If this function is activated then when you delete a survey you will only be deleting the data. The survey operation itself will be recorded in the system as proof. Another deletion will then result in the complete removal of the survey. If this function is deactivated then all survey data will be deleted immediately at the first deletion.

Method of calculating the response rate

Here you can define how the response rate for surveys is to be calculated. This can happen either based on the number of PSWDs created (Option 0), the number of PSWDs sent by E-Mail (Option 1) or based on the number of course participants defined in the enrollment information.

2.5.3. Section “Survey Online”

Highest permitted number of PSWDs per survey (in instructor account)

Defines the maximum number of participants in an online survey (instructor accounts only). This value is theoretically unlimited, but should be limited to an acceptable size for the organization. Default value is 1000.

Default value PSWD number per survey (in active account)

This number will be used as a default value for the number of participants of a survey in active accounts.

Server address for online evaluations

This address is used on the PSWD cards and in the PSWD emails.

Instruction text for PSWD cards

Defines the instruction text on the PSWD cards for online surveys.

Standard text:

This PSWD allows you to participate in an online survey. Please use a web browser to open the following web address:

Default value PSWD number per survey (central evaluation)

Online surveys created in central evaluation use as the number of participants the deposited number in the details of a course. If this number is missing then the value defined in this constant is used.

Format PSWD Document

PSWD documents can be generated in four different formats:

- 3x8 PSWDs per page (A4)
- 2x7 PSWDs per page (A4)
- 3x7 PSWDs per page (A4)
- 3x6 PSWDs per page (Letter)

The standard setting is the original format of 3x6 PSWDs (Letter).

The format of the PSWD document can be selected in the configuration ("System Settings/Class Climate Settings/Survey Online/Format PSWD document").

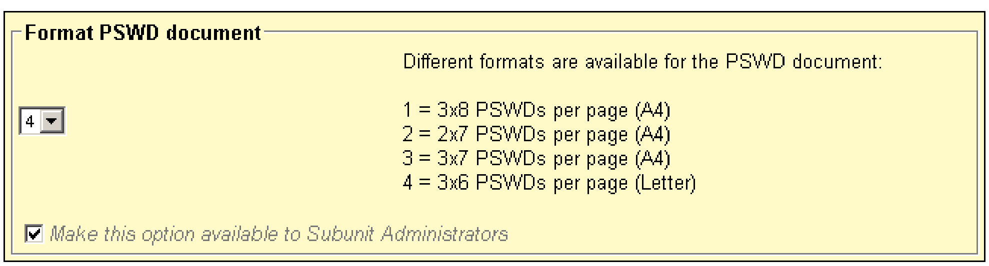

Figure 529: Format of PSWD Documents

Design Template for Online Surveys

The selected design template sets the design of online surveys.

Alternative forwarding for online surveys

This option activates the forwarding of the participants of online surveys. After sending the questionnaire the participants will be forwarded to the web address defined below.

Alternative web address for forwarding the participants of online surveys

After sending the questionnaire the participants of online surveys will be forwarded to the web address defined here. Please enter a complete URL (incl. http://).

Language selection using images

For online surveys with multiple languages you can change the language with the help of language icons. This option has to be activated. The icons must be defined for the languages and the files must exist. Class Climate automatically stores the images you have uploaded in the following folder: (C:\Apache\htdocs\classclimate\images\flags). As an alternative you can also use predefined flags included in the system. These are stored in the same folder "C:\Apache\htdocs\classclimate\images\flags". If this option is deactivated, languages can be selected using a dropdown box.

Participation tracking (online survey): Protection of anonymity

With participation tracking available as a CSV export, the participation anonymity for online surveys is abrogated whereby the survey anonymity should be preserved. The minimal return value defined here must be attained so that the information on participation or non-participation of a specific survey can be released. Please observe that under certain circumstances a value of 3 or less can compromise survey anonymity.

Allow password based online surveys (Central evaluation)

If this option is activated, a PSWD based survey, for which PSWDs have not yet been sent and for which there are as yet no responses, can retroactively be converted to a password based survey. This option is only valid in central evaluations; therefore, active user accounts are not affected by this setting.

Display of filtered questions in online surveys

This option determines whether deactivated questions in online surveys are to be grayed out or completely hidden. It is possible to hide questions in all three display modes for online surveys ("per chapter", "per page" and "complete").

Alternative forwarding including authentication

Participants of online surveys, who submit their surveys, can be directed to a different internet site. The forwarding occurs based upon the forwarding address, which is defined in the details of the corresponding questionnaire. Each questionnaire can be given an individual forwarding address.

This option determines whether the authentication for forwarding implements a value chosen from the properties of a course.

2.5.4. Section “Data import and export”

Permit data export for open questions

When activated, the CSV raw data files also receive the responses collected to open questions.

Placeholder image files

Output text for textboxes not yet validated.

Separators CSV import and export

Defines the separators for CSV import and export. Permissible: semicolon, comma, tabulator (/t) and the vertical line (|).

Method password creation faculty import

Rules for setting up new users through CSV/XML import.

0 = User name/password put on email address

1 = User name/password are generated randomly

Activation status faculty import

Rules for setting up new users through CSV/XML import.

0: Instructor account is deactivated after import (Central Evaluation)

1: Instructor account is activated after import (Decentral Evaluation)

SPSS Missing Values

This option defines if the abstentions in the SPSS export are defined as "Missing Values"

1 = Abstentions are defined and exported as "Missing Values"

0 = Abstentions are exported as ordinary values

If abstentions are exported as ordinary values, they obtain the value 0. When calculating a mean value of all the results in SPSS, the abstentions contribute to the mean value and thus distort the result.

For that reason you can define the abstentions as “Missing Values” when being exported to SPSS. If you activate this option (setting “1”), then for every questionnaire where you have defined the possibility of abstentions, each abstention is exported as a Missing Value with value o to SPSS. SPSS ignores the “Missing Value” when computing the mean value.

Raw data export contains only the ID of non-anonymous participants

If activated, the raw data export contains only the ID (email address) of the participant. This option is only available for non-anonymous surveys where the participants are known with names in the system. If this option is deactivated all available participant data will be exported.

Char encoding for CSV-Export

Defines the char encoding for the CSV export. Use the option Unicode if non-Latin characters are used.

Options:

ISO 8859-1

ISO 8859-2

Unicode

ISO 8859-1 is a norm which defines the display of the western European font.

ISO 8859-2 is a norm defining the east European character set. Through ISO 8859-2 a CSV file with east European characters can be directly and correctly opened in Excel.

Unicode is a comprehensive standard for the presentation of characters through a computer which makes numerous characters presentable world-wide – for example Chinese fonts. The Class Climate server displays its web pages in the unicode font UTF-8.

2.5.5. Section “Course user data fields”

Number of additional fields

Sets the number of custom course data fields. Zero corresponds to “no additional fields“.

Title of 1st, 2nd, 3rd, 4th and 5th additional field

Enter the title of the corresponding additional field here.

Content of the1st, 2nd, 3rd, 4th and 5th additional field

Enter the permitted values for the additional custom field here. Separate values using the pipe character "|" (CTRL+ALT+>).

2.5.6. Section “Functions”

Period display

Displays the current period.

Minimal survey number report creator

Minimum number of surveys with which a report creator can create a subunit report (De-central Evaluation).

Permits immediate deletion of data

Defines whether the data of processed surveys can be deleted immediately after the reports have been sent by email (activated). The setting “deactivated” hides the corresponding configuration setting.

Anonymous saving of deleted surveys

Deleted surveys are kept anonymously in a wastebasket so that the report creator can generate an accumulated subunit report.

Hide bar diagram shadow

Hides the bar shadow in PDF reports.

Hide end of document text

Hides text “end of document”.

Hide page number end of document

Hides page number on last page.

Batch printing: Duplex printing

The PDF document contains empty pages for duplex printing, e.g. after the cover sheet.

Batch printing: form printing when using the cover sheet procedure

When using the cover sheet procedure, the cover sheet and the form will be included in the PDF either in the number given or once, depending on whether this button is activated.

Delete answers to open questions

Activates/Deactivates the possibility as an administrator to delete answers to open questions.

Serial dispatch of the profile lines for active user accounts

If activated, serial dispatch of the profile lines (of the report creator) can also be used for active user accounts.

If this option is deactivated, the report creator can only choose courses of in-activated user accounts when creating profile line emails.

If this option is activated the report creator can additionally see and choose the courses of active user accounts.

Blocking time for pages of forms in the Web Verifier

Time in minutes, for which a page of the form is blocked by a user. During this time no other user can access the form.

Consider the minimum response for unweighted merged reports

If activated, those questions which reached an insufficient number of responses are ignored.

When deactivated every question will be included into the unweighted merged report.

Force settings of the administrator

If activated, after the processing of paper surveys the settings of the administrator are used instead of the responsible subunit administrator.

Automatic verification

The automatic verification allows certain cases of a batch to be verified automatically.

Scan resolution

Resolution in DPI. This setting scales the images of answers of open questions in the PDF report. Default value is 200 DPI.

HTML report: Relative values

The HTML reports show the distribution of the responses to closed questions with relative (activated) or absolute (deactivated) values.

HTML report: Minimum percentage for display (%)

Defines the minimum percentage of response frequency to a question in relation to the total number of returns needed in order to display the respective question in the HTML report. If the value is set to "0", all questions of the reports will be displayed.

HTML report: Minimum percentage for display (absolute)

Defines the minimum absolute response frequency to a question required in order to display the question in the HTML report.
Please also consider the setting "Show notice for suppressed report".

HTML report: Separate closed/open questions

When activated the results for open and closed questions in the HTML reports are displayed separately. This results in better readability particularly of those reports created with a mix of open and closed questions.

HTML report: Listing of open questions

Listing and counting of comments in the report

Create distribution for the report for the dean (of studies)

This function shows the distribution of results from all reports and is only available for reports to the dean, the dean of studies and the president. There is a distribution graph for each active indicator of a questionnaire.

Open organization structure

If this option is activated, the open organization structure, configured parallel to the standard structure, will be activated.

Display “old” question library

This option activates the old question library with limited editing options. This function is available for reasons of compatibility to older Class Climate versions.

2.5.7. Section “Central Evaluation”

Depending on the system version, some of these settings are preset and cannot be changed.

Creation of summary reports

Permits the creation of summary reports, e.g. the dean’s report, dean´s of studies report as well as the president’s report.

Report president

Report function for the president.

Report dean

Report function for the dean.

Report dean of studies

Report function for the dean of studies

Program of study reports

Report creator can download reports on programs of study.

Instructor profile reports

Report creator can download reports on instructor profiles.

Dean of studies

Toggles existence of the Vice-Dean

Quality Management

Activate/deactivate the availability of quality assurance and QM views.

Passive instructors: Login for report request

Passive instructors can log in to Class Climate and request existing reports for their courses.

Active instructors: Access to reports from central evaluation

The active instructor account has a menu item with a link to the reports of his courses from the central evaluation.

Module Evaluation

Activates the possibility to evaluate modules.

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Visibility of active instructor surveys in the QM Views

Here you can choose if you also want to display the surveys of active instructors in addition to the surveys of the central evaluation.

Display of course-ID in the list of surveys

Display of the course-ID behind the name of the course. Here you can choose if you want to display the course-ID in the list of the surveys and in the header of the PDF report. If activated, the name of the survey consists not only of the name of the course, but also of the course-ID (following the name in brackets). Additionally the course-ID is displayed in the header of the PDF report (again after the course name).

2.5.8. Section "Email functions & accounts"

Attach PDF report

Attach PDF report to the report email.

Attach CSV file

Attach CSV export to the report email.

Limit for file names in email attachments

The amount of maximum characters for the file names in email attachments. The value 0 deactivates the cutting of characters.

Subject: Replace special characters

If activated, in the subject of every email special characters will be replaced to anticipate problems with some email clients.

Delivery method PSWDs (central evaluation)

1: PSWDs sent as batch mail by administrator

2: PDF lists of PSWDs is sent for printing and distribution to instructors

Conditional email report dispatch

Send email report after scanning depending on the settings of the:

admin: settings of the administrator at **Process Defaults**

dep.admin: settings of the subunit administrator at **Process Defaults**

user: configuration of the respective user

survey: according to the information on the cover sheet

Instructor's Optional Questions: group address

Group address to which the questionnaires personalized with the Instructor's Optional Questions are to be sent.

Sender name for all system emails

Sender name that is used for all emails sent by Class Climate.

Sender mail address for all system emails

Sender address that is used for all emails sent by Class Climate.

Email address of the support department

This address will be used when sending emails to the support department

Dean's copy evaluation

Dean's of the discipline/subunit receive a copy of the instant report.

Dean's copy open ended questions

Dean's instant report contains responses to open ended questions.

Archive mailing of PDF reports

0: Archiving functions deactivated
1: A copy of each email concerning reports will be sent to the configured archive address (compare configuration "Email address of the archive"). This applies to the reports of the central and decentral evaluation as well as to the profile lines sent by the report creator.
2: The function "Archive reports and raw data" in the menu "batch events" is activated.
3: Both functions (1) and (2) are activated.

Email address of the archive

Defines the recipient address of the email archive function.

Maximum number of attachments

The maximum number of email attachments

Maximum size of attachments

The maximum size of attachments in MB concerning the mailing of PDF reports

2.5.9. Section “Color settings”

Preset color scheme

All colors will be replaced by a preset color scheme

Background color contents

This setting determines the background color of the content area.

Table line 1

This setting determines the background color of the first line of each table.

Table line 2

This setting determines the background color of the second line of each table.

Table head

This setting determines the background color of the table heads.

Active area

This setting determines the background color of a selected menu item.

Processed surveys

This setting determines the background color of the table lines for processed surveys.

New surveys

This setting determines the background color of the table lines for newly created surveys.

Deleted surveys

This setting determines the background color of the table lines for deleted surveys.

2.5.10. Section “Instructor accounts”

Display question numbers

Question numbers are displayed when processing the optional additional questions.

Activate link to PDF preview

When activated, users can click on a questionnaire name in the list of surveys in order to see a sample of the questionnaire.

2.5.11. Section “VividForms”

Recognition Set Folder

Recognition folder for VividForms forms.

Image directory for open questions

Path to a directory in which the VividForms Reader will store the images of an open question.

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Default form editor access for users

You can set the following access modes:

0. Unrestricted access
1. Only templates
2. No access

Cover sheet text

Instruction text on the cover sheet.

Default Font size

Default font size for VividForms questionnaires.

Allow editing of HTML code in the VividForms Editor

If activated users are allowed to edit HTML code in the VividForms Editor.

Maximum amount of pages that can be printed through batch printing of forms

Maximum amount of pages in one batch printing charge (the maximum number is 30.000 pages)

Display of recognized form data

If activated, the checkboxes, whose values were transmitted to Class Climate, will be marked green in the PDF overview of the processed forms (accessible in the details of a survey).

2.5.12. Section “Network Settings”

Display value support link

Display text of the web link shown in the interface (default: Class Climate web site).

HTTP link on support page

Target address of the web link shown in the interface (default: http://www.scantron.com)

HTTP redirection address

Redirection address for rejected access attempts.

IP address mail server

IP address or domain name of the mail server Class Climate should use for messaging functions.

If you want to use a secure mail service, you have to add the string ssl:// to the IP-address (ssl://<IP-address>). Additionally the port of the mail server has to be changed to the 465.

You cannot use the TSL-protocol here.

Port mail server

Port of the target mail server (Default: 25).

HELO to mail server

Greeting for the mail server, in this case the name of the mail server to be addressed. Ignored, impolitely, by most mail servers.

Authentication

Activates the authentication on the mail server. In most cases not necessary.

User name

User name with which Class Climate should log in to the mail server (if authentication needed).

Password

Password with which Class Climate should log in to the mail server (if authentication is needed).

Server root path

This setting defines the root path of the Class Climate web server.

LDAP

Activate / deactivate LDAP. This setting is only for instructors registered in the system. Their user name and password will be compared with LDAP if LDAP is activated.

LDAP Host

Address of the LDAP server.

LDAP Secure connection

Defines if LDAP connections should be encrypted.

LDAP search filter

Search filter for searching for users. The standard value for the filter is "(|(uid=[USER])(sAMAccountName=[USER]))". The placeholder [USER] is replaced with user name entered.

LDAP BASE-DN

Defines the base DN for LDAP or Active Directory.

Passive instructors can login to Class Climate in order to download existing reports of their courses.

LDAP Login

If it's not allowed to search anonymous in the LDAP or Active Directory server you have to enter the login of the search account here.

LDAP Password

If it's not allowed to search anonymously in the LDAP or Active Directory server you have to enter the password of the search account here.

Maximum document size

Maximum size (in bytes) of an attachment or PDF template document. Please note that changing this value requires resetting the database configuration max_allowed_packet.

2.5.13. Section “System Security”

Use CAPTCHAs

This function protects Class Climate against automated attacks. CAPTCHAs are pictures where characters (numbers or letters) are displayed in a way only recognizable by humans. They are used to distinguish between humans and machines. If CAPTCHAs are activated the user will be prompted to type in a CAPTCHA after several failed logins.

Number of failed logins before a CAPTCHA will be shown

Number of failed logins a user can have before a CAPTCHA will be shown to be typed in

Observed period of time and blocking time

If a user has several failed logins during the period of time defined here he/she will be prompted to type in a CAPTCHA. At the same time the login screen will be blocked for the network address of the potential attacker for the period (in minutes) defined here. The blocking can be unlocked ahead of time by typing in the CAPTCHA correctly.

Restricted access

Activates / deactivates the restriction of access. When activated the Class Climate server checks the IP address of each inquiring computer for the following IP address domains.

Begin IP address domain participant online survey

First permitted IP address for participants in an online survey.

End IP address domain participant online survey

Last permitted IP address for participants in an online survey.

Begin IP address domain user

First permitted IP address for users.

End IP address domain user

Last permitted IP address for users.

Begin IP address domain for administrator

First permitted IP address for the administrator.

End IP address domain of administrator

Last permitted IP address of administrator.

2.5.14. Section “Maintenance”

Debug mode

Activate/deactivate debug. This setting allows you to find defective data and other problems. If necessary you will be asked by support to activate this.

Because an activated debug mode can slow your system down, the administrator, after login, is informed of all possible scenarios regarding this.

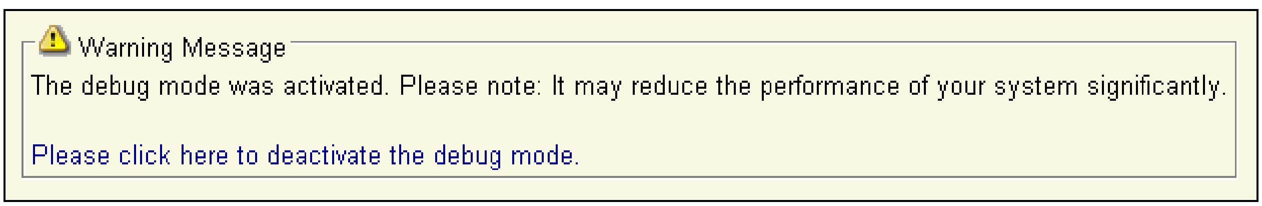

Figure 530: Warning message

If you click on [Please click here to deactivate the debug mode], the debug mode in the configuration is automatically deactivated. Class Climate informs you of the deactivation of the debug mode

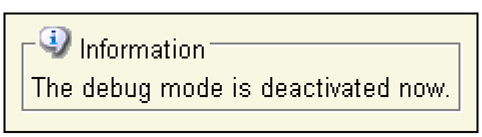

Figure 531: The debug mode was deactivated successfully

Changing the survey ID

If activated this option allows changing the survey ID. You can then change the survey ID in the details of a survey as long as the survey does not have any results (questionnaire returns). This option is available only for hard copy and for coversheet procedure.

Logging of system sessions

The logging of system sessions provides an overview of the users and participants of online surveys currently logged into the system. This function gives an insight into the current level of utilization of the system.

Display information of system sessions in the menu

Display of the information concerning active system sessions in the menu of the (Subunit) Administrator. This setting is only relevant when logging of system sessions is activated.

Measuring of performance values

As a means of measuring performance values a graphic illustration of the system workload of the Class Climate server can be displayed at different times. The diagram can also be adjusted for different periods.

Yellow limiting value for performance diagram

Defines the lower limiting value in seconds for the yellow zone of the performance diagram. The area beneath is displayed in green.

Red limiting value for performance diagram

Defines the lower limiting value in seconds for the red zone of the performance diagram. The area beneath is displayed in yellow.

Maintenance mode

The maintenance mode allows technical operations to be carried out without endangering the current utilization. Apart from the administrator no user or participant of online surveys can log into the system. Users who are already logged into the system are requested to log out. Participants of online surveys can finish the current survey. Before starting an update please check if there are users still working in the system.

Once activated, a warning message informs the administrator that the maintenance mode is activated and that users already logged into the system can continue operating.

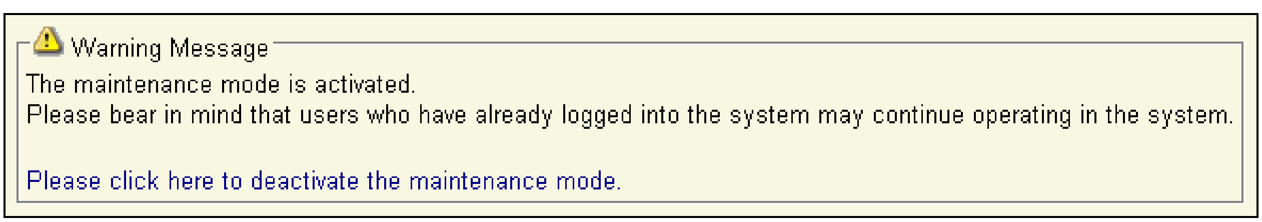

Figure 532: Maintenance mode: Activated warning message for the administrator

Users who are already logged into the system receive a warning message too, and are requested to finish their work and log off the system as soon as possible so that maintenance operations may be carried out.

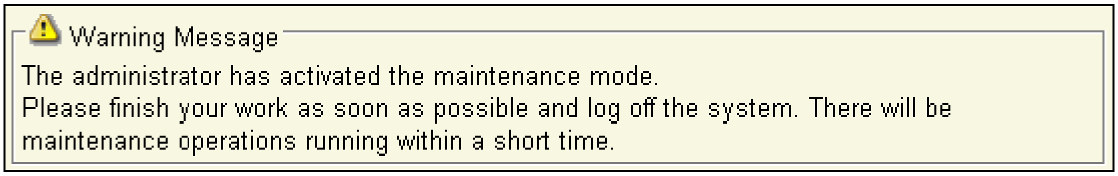

Figure 533: Maintenance mode: Activated warning message for active users

Participants of online surveys who are already logged in may finish their questionnaire. New participants cannot log in. They also receive a warning message.

With the aid of the user statistics (“Users logged in/Online surveys”) the administrator can oversee which and how many users are still logged into the system. As soon as the last user has logged off, maintenance operations can be started. On completion, the maintenance mode may be deactivated.

Note: By activating the maintenance mode, the VividForms Reader is not automatically stopped. Before installing an update, please ensure that no forms are being processed, and, if necessary, terminate the VividForms Reader.

2.5.15. Client operations

A Class Climate system is made up of the web server and a database server. Together the Class Climate database and the server software make up a single system.

This single system can be configured and divided up into separate areas. There are certain situations, in which it makes sense to completely separate single systems, e.g.:

- The departments of a university would like to use their own subsystems with their own settings and user space and prevent other departments from accessing their data.
- A small college or university is considering sharing an existing Class Climate installation at a large neighboring university.

Both situations can be solved by using client operations. Clients are subsystems that are completely separate from each other and yet use the same computer environment. In principle this means a number of Class Climate installations in ONE system.

Scantron offers as a service the setting up of clients. Since for each client it is only necessary to have the necessary number of user licenses, especially small colleges and universities will find it affordable to participate in teaching evaluations.

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