

INSTRUCTIONS FOR VIEWING AND PRINTING ONLINE SOIS REPORTS

A. GENERAL INFORMATION

1. Overview. SOIS instructor reports since Fall 2007 and later are available online through the ecuBIC report server. The server can be accessed by clicking on the correct link below and then using a valid ECU userID (Pirate ID) and password. On ecuBIC you can view the SOIS reports of courses you have taught or courses taught by faculty you supervise. In order for a unit head (chair, director, dean) to gain permission to view SOIS reports of their faculty, both instructors and their unit heads will need to use the OneStop Reporting Structure (see Section E below). SOIS results will normally be made available online two weeks after the close of a semester or session. This document also includes tips on dealing with commonly reported problems (Section C). Most of the information here is taken from memos originally sent from Chuck Rich on ECU OFFICIAL FACULTY regarding Fall 2008 and Spring 2009 SOIS results. If you have questions or problems please contact Chuck Rich, Institutional Effectiveness, at richc@ecu.edu or 328-9486. If you have problems logging into the ecuBIC server, you may also get assistance by submitting problem reports to the online Help Desk.

2. Security. Please be assured that your SOIS reports are secure and that only you and one or more of the unit heads in your reporting structure (chair, director, dean, etc) can view your reports, as determined by the OneStop reporting structure. If you received any student comments in the SOIS, they will appear at the bottom of the Instructor Report, but comments will not be seen by supervisors when viewing their faculty's online SOIS reports.

B. LINK TO ECUBIC TO ACCESS SOIS REPORTS

1. Link Only for Faculty/Unit Heads. If you are a faculty member or a unit head please click on the following link (or copy/paste to your browser) to view SOIS reports. After clicking on the link you must enter your ECU userID and password. If you are off campus, please remember to enter **intra** just before your userID; "intra\" indicates the domain name. Be sure to use the backward slash (\) with **intra**.

[https://reports.intra.ecu.edu/Reports/Pages/Folder.aspx?ItemPath=%2fecuBIC%2fIPAR%2fStudent+Opinion+of+Instruction+Survey+\(SOIS\)&ViewMode=List](https://reports.intra.ecu.edu/Reports/Pages/Folder.aspx?ItemPath=%2fecuBIC%2fIPAR%2fStudent+Opinion+of+Instruction+Survey+(SOIS)&ViewMode=List)

2. Link Only for Teaching Assistants. If you are a teaching assistant and want to view SOIS reports for courses you have taught, you must use the following link to do so. The link provided for faculty will not work for you, since you are a student. The following link will take you directly to the ecuBIC report server where you will see a list of your available reports. If a course had fewer than 6 students enrolled or had no student responses in the SOIS, no report for that course will be listed. Be sure to use the backward slash (\) with **intra**.

[https://reports.intra.ecu.edu/Reports/Pages/Report.aspx?ItemPath=%2fecuBicStudentAccess%2fIPAR%2fStudent+Opinion+of+Instruction+Survey+\(SOIS\)%2fInstructors%2fSOIS_Instructor_Dashboard](https://reports.intra.ecu.edu/Reports/Pages/Report.aspx?ItemPath=%2fecuBicStudentAccess%2fIPAR%2fStudent+Opinion+of+Instruction+Survey+(SOIS)%2fInstructors%2fSOIS_Instructor_Dashboard)

Note: Teaching assistants who are no longer students at ECU will not have access to the ecuBIC report server and will need to contact Chuck Rich at richc@ecu.edu or 252-328-9486 in order to get paper copies of their instructor reports.

C. TIPS FOR DEALING WITH COMMONLY REPORTED PROBLEMS

1. Cannot log into the ecuBIC SOIS report server. After you click on the link to ecuBIC, in most cases you should just be able to enter your ECU PirateID (userID for ECU email) and password. However, if you are logging in from an

off-campus location, you may need to enter **intra** before your userid. “Intra” is the domain name. Note that the slash here should be a backward slash (\), in which case the top of the slash leans toward the left.

2. Got into the ecuBIC SOIS report server but cannot see any reports or can only a portion of the reports listed.

Make sure you have scrolled down and to the left and right in order to look at the whole page. In some cases, possibly when using certain browsers, the page does not open up completely, thus requiring you to scroll down.

3. Instructor cannot find an SOIS report listed. One or more of the following factors can prevent your SOIS report from appearing in ecuBIC:

- (a) Your course had fewer than 6 students enrolled.
- (b) No students chose to evaluate your course.
- (c) The course and/or instructor information was incorrect or missing in Banner. Check with your department staff person who creates or updates your courses in Banner.
- (d) Your department elected to not survey the course (requires Chair approval). This is normally only done for “administrative” courses, such as thesis or dissertation courses, certain seminars, etc.
- (e) If you are looking for a report of combined results from more than one course but the enrollment listed is too low, it is probably because ecuBIC does not currently provide such combined results. This applies to combined results for small Fine Arts studio courses or in courses taught concurrently as the same course. For the time being, combined results will be compiled and provided on paper. Requests that courses be combined should be made early in the semester to ensure that they are set up properly. Note: Combining small Fine Arts studio courses was approved by the Faculty Senate, and combining sections of concurrently taught courses requires your department chair’s approval.
- (f) If you are looking for the report of a team taught course (taught by more than 2 instructors), the results will be listed only under the primary instructor. Students are asked to rate the primary instructor as representing the whole team, per mandate of the Faculty Senate.

4. Unit Head cannot find reports for a faculty member.

- (a) First look over Section 3-c, above, for reasons why reports may not appear.
- (b) Make sure that you claimed this faculty member as an employee in the OneStop Reporting Structure and that the employee is still in your list. If the employee is not in your list, consider points c-f below.
- (c) The employee must also approve you as the employer in order to be included in your list.
- (d) Determine whether the employee “released” you by mistake.
- (e) Determine whether the employee still has a previous employer indicated as the employer. If that is the case, the employee needs to release that employer before your name will appear to them in their version of the OneStop Reporting Structure so they can approve or release you.
- (f) Finally, make sure that your employee is still under contract.

Note: Whenever you claim an employee in the Reporting Structure, OneStop will send that person an email asking the employee to “approve” you as an employer. After the employee clicks on “approve,” the approval is then processed overnight, and the reporting structure and viewing permissions should be in effect the following morning. You should then be able to view that employee’s SOIS reports.

5. Cannot find SOIS reports on OneStop. The online SOIS reports are not located on OneStop. The online SOIS reports are found only in the ecuBIC report server, which is separate from OneStop.

6. Browser Problems. Some Mac users have reported problems with Safari browsers and switched to Internet Explorer or Firefox in order to access their reports. One PC user had problems with Internet Explorer but had success with Firefox.

D. VIEWING/PRINTING SOIS REPORTS

You can easily view your SOIS reports in ecuBIC, as described in the following sections. You can also print a copy of a report directly from ecuBIC, but at this point the report may not be formatted in the way you prefer. In order to format your report for printing, you will need to export it to Excel or to one of the other applications, which are provided by ecuBIC. The following sections describe how to export and print a copy in Excel.

1. Viewing/Printing Multiple Reports at once (for Unit Heads only). In the “Dean and Unit Head” folder, you will find an ecuBIC “report” application called “SOIS Dept Head Combined.” This report will permit you to export the SOIS reports for some or all of your faculty into one Excel workbook. This should be much quicker than processing one report at a time, depending on how many reports there are to process. ITCS estimates that it should take 1.5 seconds to export each Instructor Report to the Excel workbook. Then you can print these Instructor Reports in Excel all at once. Instructions for using “SOIS Dept Head Combined” with MS Excel 2003, MS Excel 2007, and Excel for the Mac 2008 are posted in the “Dean and Unit Head” folder. Note: (a) If any individuals are missing from the drop-down list of your faculty, please see Sections C-3, C-4, and E. (b) The term “combined” in this context means only that several separate reports can be exported and printed at once; it does not refer to the case in which SOIS results of several courses are combined and published in one Instructor Report (see Section C-3-e).

2. Viewing Single Instructor Reports (the rest of these viewing/printing instructions are for processing one report at a time).

(a) After using the correct link to log into ecuBIC (see links above), you should see a page entitled “Student Opinion of Instruction Survey (SOIS).” Click on “Instructors” and you should see the “SOIS Instructor Dashboard.”

(b) Click on the “SOIS Instructor Dashboard” to see a list of your reports which you can view. You may see courses as far back as Fall 2007. If there are too many reports to show on one page, you can browse through the pages using the arrows under your userID in the upper left-hand corner of the web page.

(c) For each report you will see one or two active (underlined) links. To view a report, click on the Academic Period *(link) next to that report and you will see a message that the report is being generated. After a few seconds the report will appear on the screen. For Distance Education (online) courses there are two reports: the standard DE report (click on the Academic Period) and the Quality Assurance Report (click on the “Q A” link) with summarizes results for web-related aspects of the course. *Note: Academic Periods express the semester as 6-digit numeric codes in Banner codes. The first four digits are the calendar year, followed by a 2-digit code for the semester (30=Spring, 40=SS1, 50=11-week, 60=SS2, and 80=Fall). For example “200980” indicates Fall 2009.

(d) If the Instructor Report that you are looking for does not appear in the course list, check for possible reasons in Section C-3, above . Also, verify in which term the course was taught. If you still have questions, please contact Chuck Rich.

3. Unit Heads: Viewing your faculty's SOIS reports. As a unit head you can view and print your faculty reports either one at a time (see instructions below in this Section) or as a group (see Section D-1 above).

(a) After using the correct link in Section B to log into ecuBIC, you should see a page entitled "Student Opinion of Instruction Survey (SOIS)." Next, click on "Dean and Dept Head."

(b) Now you should see "SOIS Dept Head Dashboard" and a drop-down box with userIDs of employees who have SOIS reports that you may view. You may view only the Instructor Reports of individuals who appear in the employee list which was created by using the OneStop Reporting Structure application. Although you may have listed an employee, that employee must also click on "approve" in the application, in order for you to be able to view that employee's Instructor Report. When an employee approves it, that information is processed overnight, and the report should be available the next day. See Section C-4 for more information about why faculty may not show up in your list of employees.

(c) When you click on the userID of an employee in the drop-down box, a screen will appear with all of that person's SOIS reports (since Fall 2007) that can be viewed.

(d) Click on the semester code (e.g., 200930) of the report you want to view.

4. Exporting Single Reports to Excel. Instructor Reports may not be easily printed from the ecuBIC web page. You can experiment with the options provided, but we recommend exporting the file to Excel by following the instructions below. In the future we hope to offer an easier print feature within ecuBIC.

(a) Near the middle of the ecuBIC toolbar is an Export tool in which you can select the type of file format in which your report should be exported. You can experiment, but we recommend Excel.

(b) Click on the down arrow of the box which says "Select a format" and then select Excel.

(c) Click on "Export" (now in blue).

(d) In the File Download box click on "Save" and then in the "Save in" window browse to a secure location where you want to save the file.

(e) In the "File Name:" area type in the desired file name and then click on Save.

5. Printing Reports in Excel 2003:

(a) Open the Excel file you have just created in step 4-e, above.

(b) Now in the Excel file, if you see "Click to return to Dashboard" at the top of the report, just delete that row and the blank row beneath it. We may be able to have this automatically excluded in the future.

(c) Go to File / Page Setup.

(d) In the Page tab set Orientation to Landscape.

- (e) In the Page tab set Paper size to Letter.
- (f) In the Page tab indicate "Fit to 1 page wide by 1 tall".
- (g) In Page Setup, click on the Margins tab, and set the top and bottom margins to ½ inch.
- (h) In Page Setup, click on OK to keep these settings.
- (i) On the Excel toolbar click on Print Preview (icon like blank sheet with magnifying glass)
- (j) Click on Page Break Preview (if a dialog box comes up click OK).
- (k) Move the bottom solid blue line up so that the comments section is excluded. For example, the bottom row should be about row 50 for reports of standard face-to-face courses.
- (l) Move the right solid blue line leftward so that it touches the right side of the right-most green area. Now the "report" portion of the file should be included in the solid blue lines. If you see any dotted blue lines, make them match up with the solid blue lines that you have just moved.
- (m) Print the report and see if it includes the whole report and is readable. Make adjustments as necessary.

6. Printing Reports in Excel 2007:

- (a) Open the Excel file you have just created in step 4-e, above and click on the Page Layout tab.
- (b) Click on Orientation and set to Landscape.
- (c) Click on Size and set to Letter.
- (d) Click on Margins, click Custom Margins, and set the top and bottom margins to ½ inch; click OK to confirm settings.
- (e) Under the Scale to Fit section (middle of screen; has width, height and scale) adjust both the width and height to 1 page.
- (f) Click on the View tab
- (g) Click on Page Break Preview (if a dialog box comes up click OK).
- (h) Move the bottom solid blue line up so that the comments section is excluded.
- (i) Move the right solid blue line leftward so that it touches the right side of the right-most green area. Now the "report" portion of the file should be included in the solid blue lines. If you see any dotted blue lines, make them match up with the solid blue lines that you have just moved.
- (j) Print the report and see if it includes the whole report and is readable. Make adjustments as necessary.

7. Printing Comments in Excel (Because the comments are wider than the numeric results, it is easier to print comments in a separate Excel file, before or after you print the numeric results, as follows):

(a) After saving your exported file to Excel, use “save as” to create a second version of the file and name it to indicate it contains comments for that course. If you have already saved the numeric results, the overall settings should still be in effect. At this point your two filenames may be something like MATH 1000-001-(008)-Spr09.xls and MATH 1000-001 (008)-Spr09-CMTS.xls. The “(008)” is the campus code.

(b) In the comments file, go to Page Break Preview, in which blue lines indicate how the file is currently divided into pages. Solid blue lines indicate the extent of what would be printed, and dotted blue lines indicate how the printed file would be divided into pages. To include all comments, move the solid blue line far enough to the right so that no comments appear to the right of it, and then move the bottom solid blue line downward so that no comments appear below it. If you see vertical dotted blue lines move them so that they merge with the solid vertical blue line. This will ensure that comment lines will not be split horizontally into pages. Experiment with the position of the horizontal dotted blue lines to see how many pages of comments you would like to have.

(c) If you have long comments they may appear to be truncated, but this is because the comments are “wrapped” in their rows and exceed the default height of the rows. Therefore, in order to see the complete comments, increase the row height. You can increase the height of all rows at once by selecting all rows and then dragging down the bottom line of one row. Then you may want to go back and decrease the height of rows which have short comments and too much vertical space.

(d) Save your work and, if desired, print it out.

E. SETTING UP PERMISSIONS FOR UNIT HEADS TO VIEW INSTRUCTOR REPORTS OF THEIR FACULTY AND TEACHING ASSISTANTS

1. Permission for Unit Heads to View their Faculty SOIS Reports. This process was described in the February 6, 2009, memo and is summarized here. Unit Head permission to access faculty SOIS reports is controlled by the information entered by unit heads into their **Reporting Structure** list on OneStop. To update the reporting structure you go to “Reporting Structure” in the “Employee” section of the Tools tab in OneStop. To access their faculty’s SOIS reports, chairs must first claim their faculty as employees by entering them into the reporting structure. Faculty must then “approve” their chair in the Reporting Structure application. For deans to view SOIS reports of faculty in their departments, deans must claim their chair persons as employees, who must then approve their deans, etc. This will permit the dean to view any of the reports that their chairs can view. After both the supervisor and employee have completed their tasks in the reporting structure application, the request is processed overnight and the supervisor will have access to the SOIS reports the following day. Note: If an incorrect or former chair is currently listed as an employer, then the employee must “release” that employer before the current employer can claim the employee.

2. Permission for Unit Heads to view SOIS Reports of their Teaching Assistants. Unit heads who hired teaching assistants should be able to view their teaching assistants’ SOIS reports by including the teaching assistants in their list of employees in the OneStop Reporting Structure. If the reporting structure has changed since the teaching assistant taught a certain course, the unit head may need to request a paper copy of the report(s) from the teaching assistant or from Chuck Rich.

3. Notice regarding Unit and University Norms. The special situations described in the preceding paragraph can have slight effects on the Unit and University Norms. If you have paper Instructor Reports which were created because of the special situations described above, the paper copies will contain the correct Unit and University norms. The differences in norms between the online and paper reports should be slight. Unit Head Summaries (given only to chairs) are still created on paper and will contain the correct norms. In the future, the ecuBIC server

should be able to combine course results as described above and should also be able to generate Unit Head Summaries.