### **Frequently Asked Questions - Course Evaluations at Roxbury Community College**

*The following list reviews the FAQs students have regarding course evaluations. If these answers do not address an issue or question you have, you can contact for more information. That email address is monitored during evaluation periods and checked frequently, at minimum in the morning and in the evening.*

#### **How do I access the evaluations of my classes professor(s)?**

* The course evaluation forms are online, through software from Explorance Blue ("Blue" for short). Students can access course evaluations from 3 places:
	+ the link provided in the email students receive from **evaluations@roxbury.edu**
	+ the link provided in the **pop-up message in Canvas**, during the evaluation period

#### **Are my answers anonymous?**

* Yes. Your responses and your comments in the course evaluations you complete, are totally anonymous. The faculty member does not get results until after the semester. The results form for the faculty only shows the average of the entire class's answers. Student comments appear at the end of the results form.
* Please be aware that if you put your name in the comments, then the faculty will know the comment is from you. You do not have to do this and it is strongly discouraged, for the sake of anonymity.

#### **Why am I being asked to evaluate faculty who did not teach my course?/ Why am I being asked to evaluate a class I did not take?**

* If this is occurring, please contact Registrars.Office@rcc.mass.edu right away so that we can address the problem. That email address is monitored during evaluation periods and checked frequently, at minimum in the morning and in the evening.

#### **Some of my classes are not available to evaluate. Why is that?**

* Your online class may not be available to evaluate because faculty are not evaluated for online classes the first and second time they teach a given class.

#### **I can't login to the evaluation website and my Roxbury username and password don't work. What do I do?**

* You should not need to login to get to your evaluation(s). If you are having troubling logging in, please try opening the link from another browser. For instance, if you click on the link in an email or in Blackboard and it opens in Chrome, try copying the link and pasting it into a different web browser, like Firefox or Edge.
* If opening the link in a different browser does not work, try accessing course evaluations through MyRCC. Sign in to MyRCC, and then search for the Course Evaluations quick link.
* If these steps do not work, please contact helpdesk@rcc.mass.edu and someone will get back to you as soon as possible. The email address is monitored during evaluation periods and checked frequently, at minimum in the morning and in the evening.

#### **I keep receiving email reminders to complete my evaluation. How do I stop these email?**

* Email notification reminders are setup automatically and go out to students who have not yet responded to previous prompts to complete their course evaluations. Once you complete your evaluation(s), you will stop receiving reminder emails. Reminder emails are sent daily throughout the course evaluation period, and several times on the final day of the evaluation period.

#### **I wanted to discuss something about my class but there is no place to address it on the evaluation form/ my professor isn't evaluated this semester. How can I give feedback?**

* The course evaluation is a formal process, so the questions and comment fields (or lack of comment fields) on a form are set at the state level, as are the rules for when a faculty member is evaluated. If there is something you want to address, you can contact the academic dean for the division your course is taught under. If you have a matter of a sensitive nature to discuss, see the Title IX and Affirmative Action page on the Roxbury website for guidance on how to proceed with your issue.

#### **I was not able to complete my course evaluation(s) before the evaluation period ended, is there any way I can still complete an evaluation?**

* No, unfortunately, you cannot complete evaluations once the evaluation period has ended. This is mandated at the state-level based on the faculty members' contracts. We run the course evaluations for five or more days and send out frequent reminders so that you have a lot of time to complete it before it ends.

#### **I only have course evaluations for some faculty and not others of my Spring course(s)/ my online course(s). Why don't I have a course evaluation for all my professors?**

* Faculty teaching an online course (asynchronous, as in no remote class meetings), are not evaluated the first two times they teach an online course, so they may not be eligible for evaluation this semester.

#### **I don't see the answer to my question on this list. What should I do?**

* If these answers do not address an issue or question you have, you can contact Registrars.Office@rcc.mass.edu for more information.