ACE Online Getting Started for Administrators

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Evaluation Times and Duration

- ACE Evaluations always open on Sundays at 12:00 AM Central Time and close on Saturdays at 11:59 PM Central Time.
- Courses ending in the last week of the semester (Week 16) have evaluations open for 2 weeks. Off-cycle courses are open for 1 week.
- Evaluations usually open the last week of class, with the exception of Week 16 courses. For example, if the course end date in MAUI is Wednesday, October 11, 2017, the evaluations would open on Sunday, October 8 through Saturday, October 18.

Dates in MAUI

- Dates in ACE Online are decided by what is entered in MAUI.
- All date changes in MAUI should be made by the Wednesday before the week you want evaluations to be opened. We capture dates from MAUI on Wednesdays and upload them into ACE Online on Fridays.
- ACE Online goes by the MAUI course end date and/or evaluation override date. By default, the MAUI course end date decides the evaluation date. But if you enter an “Evaluation DT OV,” that date will override the MAUI course end date in ACE Online, as long as it’s before the course end date. For example, the MAUI course end date is Wednesday, October 18, 2017 and you manually enter an
Evaluation DT OV of Wednesday, October 11, 2017 in MAUI. ACE Online will take Evaluation DT OV into account and use that to open the evaluation on Sunday, October 8, 2017. The override date will simply replace the course end date in ACE and be used to open evaluations on the Sunday preceding the date.

**Note:** The Evaluation DT OV does not mean that the evaluations will open on that specific date.

- Each instructor for a course’s section needs their own “Evaluate” yes or no flag in MAUI. They have their own evaluation date as well. The Evaluation DT OV for each instructor can be different as long as they are all before the course end date. If you don’t enter an Evaluation DT OV for an instructor, their evaluation will be based on the course end date.

### Questions

Courses contain some core questions (university, college, department, course, GenEd, written comments, etc.) but instructors can also add custom questions to their evaluations.

### Email Announcements

Please refer to the dates and announcements table here: [https://teach.uiowa.edu/ace-dates](https://teach.uiowa.edu/ace-dates)

- **Instructor emails:**
  - Custom questions 6 days before on Mondays before evaluations open.
  - Evaluations are open.
  - Reports are available.

- **Student emails:**
  - Evaluations are open.
  - Incomplete evaluations, if applicable.

### Status Tracking

This feature allows you to:
• View information graphics tracking the responses for a selected term across your institution, and for your school and the departments within it.
• View response rates by course.
• Further information can be found here: https://wdyt.zendesk.com/hc/en-us/articles/235880427-Viewing-the-Status-Tracking-page (you will need to be logged into ACE/CollegeNET to view this).

Reports Availability and Types
Departmental administrators can see reports 24 hours after the course evaluations have closed. This does not mean they should share them with instructors. Reports for instructors are available about 3 business days after grades are due in MAUI. Further documentation on how to use the reports feature is below. You will need to be logged into ACE/CollegeNET to view these.

• **Ratings Summary**: https://wdyt.zendesk.com/hc/en-us/articles/235882627-Viewing-Ratings-Summary-Information
• **Instructor Report**: https://wdyt.zendesk.com/hc/en-us/articles/235883147-Viewing-the-Instructor-Report-
Report Browser [1]

You can narrow down reports by term [2], school [3], department [4], instructor [5], and/or course [6]. You can view [7] a single report, or export one [8] or more [9].

You have the following options for batch exports with PDF and Excel formats.
Further information on Report Browser can be found here: https://wdyt.zendesk.com/hc/en-us/articles/235816168-Viewing-Course-Evaluations

Surveys

If more information is needed from the students than was available from the evaluation, you can use the survey feature of the software. This feature is also anonymous. However, the results from surveys are not available in reports from the Report Browser. For more information, please refer to https://teach.uiowa.edu/ace-surveys.

Support Documentation

- Support is available from the ITS HelpDesk at its-helpdesk@uiowa.edu or 319-384-4357 (4-HELP).
- Vendor documentation is available from the Help button at the top right of the website and also here: https://wdyt.zendesk.com/hc/en-us/sections/207302428-What-Do-You-Think-for-Academic-Administrator

Note: You have to be signed into ACE Online CollegeNET to access vendor documentation.

Links

- ACE Online dates and announcements table: https://teach.uiowa.edu/ace-dates
- ACE Online support site: https://teach.uiowa.edu/ace-online-evaluations
- Listserv: ACEONLINE@LIST.UIOWA.EDU | Subscription link: http://list.uiowa.edu/scripts/wa.exe?SUBED1=ACEONLINE