SRTE Process Guide for Academic Administrators

The sensitive nature of SRTE results and the need to preserve confidentiality requires that decisions about access to SRTE results need to be made by campus and college administrators. In contrast, setting up SRTEs is not confidential and can be accomplished by staff members. Therefore, the processes of a) setting up SRTEs, and b) granting access to SRTE results are completely separate.

Each campus and college has two key individuals associated with SRTE setup and results access:

1. **Campus/College SRTE Results Administrator** (an academic administrator, typically an associate dean or campus academic officer/DAA) (see list at: [http://www.srte.psu.edu/SRTE_Admin](http://www.srte.psu.edu/SRTE_Admin)).

2. **Campus/College SRTE Setup Representative** (typically admin. assistant or high level staff assistant); see Appendix A for a brief overview of this role.

Note:
SRTE Results Administrators typically do not need access to the SRTE Setup program, but may request access through their college/campus SRTE Setup Representative (see list at: [http://www.srte.psu.edu/SRTE_rep](http://www.srte.psu.edu/SRTE_rep)).

SRTE Setup Representatives generally do not need to have access to the SRTE results, but for some colleges/campuses a single person might fulfill both roles.

**SRTE Results Administrators are responsible for:**

- Deciding who should have bulk access to SRTE results (e.g., department heads, PICs, division heads).
- Naming an SRTE Results Designee who the SRTE Results Administrator will rely on to grant access and download reports.
- Determining who should receive copies or portions of the Academic Area Reports.
- Contacting the SRTE Results Administrators in Continuing Education and the World Campus to obtain access to results for courses offered through those units.
- Notifying the University SRTE Coordinator of changes in Administrator or Designee (we will not know that access should be revoked unless you or your successor informs us).
- Notifying the University SRTE Coordinator if you are missing access to SRTEs for any of the additional locations at which the college or campus offers courses.

Below are brief descriptions and screen shots of the tools available to SRTE Results Administrators.
SRTE Results for Academic Administrators

Faculty always have unrestricted access to their own SRTE results. However, others such as program administrators and professors-in-charge also need access to SRTE results. Decisions about who should have access to others’ SRTE results are made solely by the SRTE Results Administrator for the college or campus.

SRTE Results Administrators are responsible for authorizing access to others’ SRTE results, while the actual task of granting access will likely be carried out by the SRTE Results Designee. SRTE Results Designees will only give access at the direction of the SRTE Results Administrator for the college/campus. The SRTE Results Administrator and the SRTE Results Designee are the only individuals that have the ability to give access to others.

The Administrator may approve full or partial access for any Penn State employee using individual Penn State User IDs (e.g., abc123). Access is granted at the level of the course abbreviation (e.g., ENGL, GEOG, HDFS); the system does not permit Administrators or Designees to grant access to smaller subsets of courses or for single courses. Once an individual is given access to a course abbreviation, s/he may view the SRTE results for all faculty teaching courses with that course abbreviation in the college/campus. Faculty members have the option of granting any individual proxy access to any of their own results, including single course sections.

If a Dean or Chancellor wants access to all SRTE results, the SRTE Results Designee will need to assign access for each course abbreviation offered by the campus/college.

Examples
In the University Park colleges, the head of the department needs access to all results for courses offered through the department. For example, the head of the Accounting Department would need access to SRTE results for all ACCTG courses. In the Department of Sociology and Crime, Law, and Justice, the department head would need access to SRTE results for both SOC and CRIM courses, while a PIC might need access only to results from CRIM courses.

At the Commonwealth Campuses, most academic units encompass many course abbreviations, e.g., Arts and Humanities, Social Sciences and Education, or Division of Engineering, Business & Computing. Therefore, campus administrators, school directors, division heads, and disciplinary coordinators will likely need to be granted access to SRTE results for many course abbreviations.

Accessing SRTE Results
Ten years of Individual Instructor SRTE Summary results (screenshot below) are accessible online through ANGEL at http://cms.psu.edu or directly at http://rateteaching.psu.edu.
Granting Others Access to SRTE Results at the Level of Course Abbreviation: New Tool

Below are screen shots showing how SRTE Results Administrators and their Designees grant access to SRTE Results. Go to http://rateteaching.psu.edu.
Bulk SRTE Results: Academic Area Reports

Academic Area reports are available only to the SRTE Results Administrator and the SRTE Results Designee. They are available through a link on the SRTE homepage (www.srte.psu.edu).
The Academic Area SRTE reports include all results for course sections offered at each campus location or by college (see yellow section below). Each course section is represented by a single row in the document. **Summary** reports include only the mean and response count for each question. **Expanded** reports include more detailed information.

The Academic Area SRTE reports are in XML format and may be imported into any database program (e.g. Excel, Access). Single-click on the link for the document you want to download and save. This will open a dialog box asking you to select a location on your computer.

The **Open-Ended Reports** include written text from two University questions, as well as text from any questions added to the Additional Questions section. These documents are available in two versions, ordered by Instructor User ID (ABC123) or by course abbreviation (COMM, MATH, PSYCH).
Opening XML files of SRTE Results
If you have not already set your computer to open XML files with a specific program, double clicking the document will result in your system attempting to open the file with a program that cannot read it (some computers default to opening the document in a web browser, which typically results in an error screen).

1. Once you have downloaded the .xml file(s) to your computer, right-click on the file. Select “Open With” from the first dropdown menu.

2. In the second dropdown menu, select “Choose Default Program…”

3. The Open With dialog box will open. Select the program. If your preferred program does not appear as an option, click Browse button. Be sure to check the box “Always use the selected program to open this kind of file.”
Appendix A

What does your campus/college SRTE Setup Representative do?

SRTE Setup Representatives are responsible for:
1. Granting setup access to others in the college/campus.
2. Troubleshooting issues related to setting up and administering SRTEs within the college/campus.
3. Serving as the liaison to, and disseminating information from, the University SRTE Coordinator (srte@psu.edu).

Please Note: When selecting your SRTE Setup Representative, you may want to review and consider their skills and knowledge. This person needs to be able to answer staff and faculty questions about the SRTEs and have the capacity to train other staff.

While this is not a complicated tool, your SRTE Setup Representative needs to understand the entire SRTE process, including:
- your campus/college policy on frequency of review
- how courses and instructors are listed in ISIS
- how ISIS information impacts SRTE setup, and
- the questions used in the different sections of the SRTE forms.

SRTE Setup Tool (http://rateteaching.psu.edu)
Campus/College representatives manage the setup process from the page below. At University Park, College SRTE Setup Representatives typically delegate setup responsibility to Department SRTE Setup Representatives. At the Commonwealth Campuses, many Campus SRTE Setup Representatives manage the entire setup process.