

I. COURSE EVALUATION FORM - INF2305H LEC0101

Term: 2009 Fall

Instructors: JENNA HARTEL

Completed: 95% (21 / 22) completed

	inadequate (1)	poor (2)	average (3)	good (4)	excellent (5)	not applicable	AVERAGE
1. Fulfilled course objectives (as stated in the course outline).	0	0	0	4	17	0	<b>4.81</b>
2. Distributed graded course work due dates throughout the term.	0	0	0	3	18	0	<b>4.86</b>
3. Used methods of evaluation that reflect subject matter appropriately and provide a fair evaluation of student learning.	0	0	2	5	14	0	<b>4.57</b>
4. Contained useful readings.	0	1	0	3	17	0	<b>4.71</b>
5. Was complemented by guest lecturers.	0	0	1	5	13	2	<b>4.63</b>
6. Overall, how would you rate this course?	0	0	1	4	16	0	<b>4.71</b>

	much greater (1)	greater (2)	the same (3)	less (4)	much less (5)	not applicable	AVERAGE
7. Compared to other courses I have taken at the same level, the workload of this course is...	1	9	11	0	0	0	<b>2.48</b>
8. Compared to other courses I have taken at the same level, the difficulty of the course material is...	0	9	11	1	0	0	<b>2.62</b>
9. Considering your experience with this course, and disregarding program or degree requirements, would you still have taken this course?					YES - 19	NO - 1	
					N/A - 1		

II. INSTRUCTOR EVALUATION FORM INF2305H LEC0101

Term: 2009 Fall

Instructors: JENNA HARTEL

	inadequate (1)	poor (2)	average (3)	good (4)	excellent (5)	not applicable	AVERAGE
1. Clarity in explaining concepts with appropriate use of examples?	0	1	0	4	15	1	<b>4.65</b>
2. Availability for consultation during office hours or by appointment?	0	0	1	1	17	2	<b>4.84</b>
3. Encouragement of student questions or discussion in class time when appropriate?	0	0	0	1	19	1	<b>4.95</b>
4. Ability to respond to a wide range of questions about material in the course?	0	0	1	5	14	1	<b>4.65</b>
5. Commitment to grading student work fairly, with helpful comments and feedback (if appropriate)?	0	0	2	0	18	1	<b>4.8</b>
6. Commitment to returning graded work within a reasonable time?	0	0	0	1	19	1	<b>4.95</b>
7. Ability to communicate interest and enthusiasm in the subject matter?	0	0	0	0	20	1	<b>5</b>
8. Contribution to how much you learned in course?	0	1	0	1	18	1	<b>4.8</b>
9. Overall, how would you rate the effectiveness of the Instructor's teaching?	0	0	1	2	17	1	<b>4.8</b>

III. Comments - INF2305H LEC0101

Term: 2009 Fall

Instructors: JENNA HARTEL

1. What are the specific strong points of the course?

1. The opportunity to engage in discussion and listen to lectures/ guest speakers, and the chance to conduct independent research outside the traditional academic setting while exploring the information experience.
2. Aces all around. This course was fun, interesting, and really taught us students to think in a different way. We talked about ground-breaking research in our field, how to do ethnographies, and encouraged new and unique research in the LIS field. I really enjoyed it!
3. The material was quite different from most courses, so was new and interesting. Prof. Hartel finds creative ways of presenting material.
4. ethnography, theoretical models
5. The interactive nature of learning. In-class activities designed specifically to compliment weekly readings and provide an opportunity for us to engage with the text in a hands-on way.
6. Professor Hartel's attention to explaining the steps undertaken in writing an ethnography were incredibly, incredibly valuable. Her demonstrations of them through her own work, and in the work of both previous students and a guest lecturer were very useful, and her "case study"-like examples in weekly lectures of different environments provided a strong demonstration of the range of contextual possibilities for our studies.
7. Engaging, lectures are enjoyable to attend (even at 9am!), ability to have applied research
8. Being able to learn about a completely new way of doing research (ethnography), the mixture of group work, individual work, guest lecturers, workshops and activities
9. The material is very interesting, and a refreshing change from the other courses offered at the faculty. Jenna's teaching was the strongest point, however.
10. The assignments were really interesting, and Jenna's enthusiasm for the subject matter is infectious!
11. Very new and exciting material. There is great value in the ethnographic method for information researchers.
12. The opportunity to do original research is something that has not been provided to me before.
13. Very well organized, engaging discussions, passionate instructor
14. The course is engaging, encourages participation and questioning and provides a lot of useful, practical information about how to conduct an ethnographic study, leaving the students well prepared to complete the final paper.
15. Provides important material that is not offered in any other courses (specifically methodological stuff)
16. Prof. Hartel and the experience of doing our own ethnographic field study.
17. Ethnographic methodology is a useful skill for those interested in pursuing future research careers. The opportunity to engage in field work was valuable.
18. This course allows us to conduct a study, in addition to two other assignments, something that is appropriate for a Master's degree course. It is atypical of a FI course to not make you summarize reading in a PowerPoint presentation or essay format. The course is fair and the instructor differentiates marks (rather than some who give out all A-s so everyone is happy! The course allows students to explore something novel, thus creating a manageable degree of challenge appropriate for a Master's degree.
19. Professor Hartel is a good lecturer, knowledgeable and engaging. She seems really to care about the students. The assignments are good and the

readings, too.

20. Jenna Hartel dedicated a lot of class time to activities that helped students at various stages throughout the project, which was extremely useful to understanding course concepts and staying on the right track with project. With so much time spent doing activities, it would be possible for class time to be disorganized and wasted but Prof. Hartel was very organized and prepared and always made good use of class time.
21. Jenna's lectures are always excellent. I also enjoyed feedback from my peers on the class discussion board on blackboard. It really engaged the class.

## 2. How could the course be improved?

1. more ethnography time
2. No suggestions really, I thought it was great.
3. Scheduling student presentations during the first half of the class might allow more time for discussion and presenting.
4. Large chunks of class time were wasted debating administrative issues that should have been decided by the instructor.
5. Couldn't. Best course taken in the Faculty.
6. I think that the methods section should come earlier to allow for more time during the course to conduct fieldwork and to allow for increased time to engage with the ethnographic record (for coding, etc).
7. There were a few changes to the syllabus throughout. More consistency in this regard is the only thing that I would recommend to improve the course.
8. Perhaps a little more time spent on working through the transition from research memos to the paper? Workshops or tutorial time where we brought our work to class and discussed it in smaller groups might be useful. There was an element of that on Blackboard this term which was very useful, but I found the in-class discussions to be even more fruitful.
9. The title of the course is rather misleading.
10. I think the scheduling was a bit of a learning experience for the instructor and us all. Some things had to be shifted, and presentations moved/cancelled. This was a bit confusing, but nonetheless, everything important was covered.
11. At times I found myself bogged down with new terms, as I've never taken a class on ethnography. perhaps a glossary would help.
12. Possibly condense lectures on various contexts into a single lecture and spend less time on metatheories, allowing for a greater focus on analysis and writing ethnography.
13. there is probably slightly too much reading, though again it is very on point
14. Probably be suitable for a year long course. It would allow more time to explore the topics.
15. The online discussion forums might be restructured slightly - have students submit their work by a certain deadline, and then request comments during the following week
16. Perhaps making this a year long course would allow students more time to do a thorough analysis

17. Really, it was a great experience, and clearly the professor put a lot of time and effort into creating informative and efficient lectures, I couldn't imagine it any better.
18. It could be longer! Or at least, have a continuation course. More opportunities to really find out what everyone is doing would be great as well. Presentations worked well, blackboard was not good for that purpose, maybe weekly 'reports from the field'...
19. Give it a different name so that the student really understands ahead of time what he or she is in for. Even out the tasks so everything doesn't come piling in at the end. For example, as the fieldwork is being done, students could be discussing and developing ideas at the beginning of each class. For example, after the field work begins, students could have 20 minutes at the start of class to reflect and review what they are into rather than focusing so heavily on technical aspects - and this could just mean there is too much to cover in the course in the allotted time.
20. It should be later in the day, it's difficult to concentrate at 9am. It should be a year-long course if possible, to allow more time for fieldwork and the development of final papers.

### 3. What is your overall opinion of the course?

1. This course was fantastic and offered a phenomenal overall experience.
2. This course was a great learning experience, the process of creating and completing the project was new to me and Jenna Hartel's enthusiasm and knowledge helped to spark the interest of the students and help us learn every step of the way. This was an effective course.
3. This was an excellent course, and one of the most encouraging and invigorating learning experiences I have had at the iSchool.
4. An incredibly methodical approach to ethnographic research methods, a great environment to conduct pilot studies based on our interest, and I have handouts and slides that I will keep for life.
5. Tremendous.
6. Pretty good.
7. One of the best courses I have taken at the Faculty. I am honestly sad that it is over, which is not something I can say for any of my other courses. I would recommend this course wholeheartedly.
8. Superb teaching, great approach to research, an outstanding preparation for further research and publication opportunities.
9. Truly one of my favourite courses taken during my time in this program. A great opportunity to engage in ethnographic research about the information experience and its social implications.
10. Okay. Obviously an ethnographic study takes a long time and I felt like I only got my feet a bit wet. It takes a long time to do the field work and even longer to do the write up and analysis.
11. I loved the subject matter, and was glad to experiment with a different writing style (ethnography) compared to my background in humanities.
12. Wonderful course. I would take it again, and heartily recommend it to anyone. The material was more engaging than in any other course I've had so far, and the class interacted more than in any other ischool class I've taken.
13. Informative and a good learning experience.

14. Very good, well done
15. I found it to be a very enriching experience. It was both the most challenging and rewarding course I had this semester, and possibly my entire time at the iSchool.
16. Fantastic! More courses should be like this one.
17. Great! Maybe more ethnography classes at the Faculty?
18. Altogether excellent, one of the most interesting courses I have taken here.
19. very high
20. good

4. What are the specific strong points of the Instructor's teaching?

1. Her enthusiasm about the profession/ discipline and encouragement of student discussion, dialogue and debate. (Also her cooking/ baking!)
2. Jenna Hartel is one of the best, if not the best professor I have ever had in my 7 year academic career. She is not only exceptional pedagogically, she is also an exemplary human being. She genuinely cares about each student and continually attempts to make everyone in the class feel unique and intelligent. She takes a great interest in all our work and responds to e-mails very quickly. She is also willing to consult with students if need be. While I have had some terrific professors throughout my tenure at FI, professor Hartel by far is the one who cares most about the scholarly progress of each student, which differentiates her from others in an obviously good way! Furthermore, her PowerPoint lectures are very interesting and relevant. They allow the instructor to effectively convey points made in the course readings in a fashion that retains student interest throughout the entirety of the lecture. Professor Hartel is effective at explaining pertinent concepts and also fosters effective debate and deliberation about anything pertaining to the course. This professor certainly deserves to be offered tenure when she becomes eligible.
3. Clear and easy teaching style, always open to commentary, encourages group engagement. Prof. Hartel is so enthusiastic about the content, and subsequently has really sparked interest and excitement in all the students. I also really appreciate how supportive of a teacher and person she is. She makes sure to get to know each student, checks in on how our research is going, and is compassionate. It is a pleasure being in her class.
4. Jenna's presentation slides were the best I have ever seen. This paired with her obvious enthusiasm made the class quite enjoyable. She also gave us very relevant readings, and would point out each week which were the most important to focus on. The handouts she provided us with (every class) were also very useful! When completing the assignments I always referred to them and they helped throughout the writing process. Also, the feedback that she provided us with in every assignment was incredibly helpful, and she always gave us some advice to build on for the next assignment.
5. Extremely organized and clear, each class was very focused, time was always maximized for the greater benefit of the entire class.
6. Energetic and knowledgeable. Clearly cares about the material and extends that energy to students in the class.
7. creative, energetic, organized, passionate, engaging
8. Openness with students and willingness to accept suggestions. Instructor is student and displaying enthusiasm for student's projects.

9. Making it interesting
10. She is extremely enthusiastic, and takes time to address personal concerns and questions. She comes to class very prepared, and her lectures build upon each other. She's very certain to echo previous themes and ideas to ensure that they stick with the students.
11. Jenna is an excellent lecturer. she thinks about questions and often takes the time to get back to us if she is unsure how to address it. this thoughtfulness is also extended after class. She takes the time to stay and answer questions. She actually consoled me during a rather stressful point in the term for me.
12. Her enthusiasm, engagement and immense preparation that she puts in to each lecture.
13. Enthusiasm! Ability to go with the flow and modify lesson plans based on student input. Really puts students first.
14. Prof Hartel is one of the most committed, enthusiastic professors I have ever had. Puts more work into one lecture than some profs do for the whole course.
15. Prof. Hartel goes above and beyond the duties of a professor at this school, she is clear in what she expects and is very helpful to students who have trouble with the concepts. Her teaching style is unique and very effective and she encourages creativity and innovation.
16. She's always enthusiastic and engaging.
17. Enthusiasm, knowledge, experience...
18. Her enthusiasm and passion for the material and methods of the course is infectious. She is able to clearly communicate concepts that were new and strange to many students, and her ability to ease us into a new way of thinking and writing made the material much easier to handle. She is a fantastic lecturer, and makes a clear effort to make the material interesting and fun, with great slides and a personal touch to the lectures that made them memorable and engaging. She takes an honest interest in the work of every student, and while not afraid to give constructive criticism where it is warranted, she was able to make me feel good about my work in a way that no other instructor did.
19. Professor Hartel's tireless enthusiasm is her greatest strength. She is always excited to be bringing new things to us, and her energy and genuine enjoyment of both the act of teaching and the material she is disseminating encourages the students so much! She is also always open to questions, and new ideas and directions in the in-class discussions, responding with a rare flexibility while still maintaining a strong connection to the main thread of the class. If there is a question she feels she cannot answer as fully as she likes, she says so, and returns to the next class with further ideas on the subject.
20. personal commitment to methodology
21. Use of visual aids, enthusiasm, review of prior classes in subsequent classes

5. How could the Instructor's teaching be improved?

1. Use the discussion board for students to discuss aspects of the course other than posting their assignments.
2. The only improvement might be some rearranging of the schedule to allow student presentations more time.
3. Can't think of anything else.

4. Keep up the good work!
5. I don't know that it could.
6. more focus on one area of study
7. n/a.
8. She sometimes tries to do too much in 3 hours. Timing isn't perfect.
9. No suggestions for improvement.
10. Sometimes the discussion went long and the lecture had to be shortened.
11. Could not be. Best instructor in the Faculty.
12. Perhaps slow the lectures down a bit
13. Keep doing what you're doing!
14. Prof. Hartel should be proud and confident with her teaching!
15. I really can't think of anyway she could improve, she is enthusiastic and dedicated.
16. A few too many handouts are distributed for my liking. However, that is hardly a fault as it shows the professor works hard to distribute material that is relevant to the course. Nevertheless, I do believe some handouts could be cut, or migrated to Blackboard
17. NA
18. no suggestions for improvement - the instructor is very good and did a very thorough job
19. Occasionally I lost the thread of Professor Hartel's lecture when she was trying to explain the transition from research memos to the essay. I think this was the most difficult portion of the work for those unfamiliar with ethnography, and while I feel that the most successful way to understand it is to simply DO it, a more easily understood explanation in class would ease concerns going into it.
20. Course instructions and expectations for assignments were vague and ever changing. The syllabus and assignment instructions changed so many times I completely lost track of course objectives.

6. What is your overall opinion of the Instructor's teaching?

1. high
2. Excellent. The best at this faculty.
3. I feel that Prof. Hartel exudes an enthusiasm and a commitment to her specialty areas, and was very effective in reassuring students that they are making progress. She makes great efforts to provide help to ensure that students succeed in her class, and having clear expectations helps students understand what they have to work on in order to succeed.
4. Give her tenure!
5. Excellent
6. Amazing instructor. Her enthusiasm is contagious. Her efforts to make personal connections with all of the students are genuine and appreciated.



She was a fountain of resources and often related the material back to real life or personal experiences.

7. Overall, Prof. Hartel is an amazing instructor.
8. Wonderful.
9. Quality scholar, lecturer and moderator. A dedicated teacher and mentor.
10. excellent
11. I think #4 says it all! In a word: fantastic!
12. Fantastic. One of the best I've had at the iSchool.
13. Very good
14. very good
15. Really great, engaging, keeps the class interesting, really puts in the extra effort.
16. Very good.
17. She is my favourite teacher to date. Her enthusiasm for the subject material really rubs off on the whole class. She has an ability to make any subject interesting. I really like how she always encourages class discussion throughout the lecture. She is always so organized.
18. I took this course not because of the subject matter, but because I enjoyed Jenna's teaching style so much from a previous course I took with her as the instructor. That says it all.
19. Professor Hartel is one of the greatest strengths of the faculty, in my opinion, and I would rate her amongst the very best of instructors I have had the privilege of learning from in three different institutions.
20. Jenna is a fantastic teacher, and the faculty is lucky to have her.

7. What is your overall opinion of the facilities? (Include the classroom, equipment, software, etc. if appropriate)

1. The facilities were suitable for the lectures and class activities
2. Projector posed minor technical problems from time to time, but overall, classroom facilities were fine.
3. Neutral, room layout slightly annoying for group discussion but not terribly so.
4. Good
5. adequate. perhaps a bit small due to the large size of the class.
6. Nothing broke in terms of equipment, so overall I was satisfied!
7. Adequate.
8. good
9. Fine.
10. The facilities were adequate. The projector was heavily used to great effect, and the classroom a convenient size and orientation to allow for intimate discussion during class time, which strengthened the course considerably. Given that Professor Hartel was an expert at facilitating useful

discussion. More plugs or extension cords for laptop users would have been useful, however.

11. The classroom next to us was a bit noisy especially during the second half of our class. Besides that, everything was fine.
12. The black molded plastic chairs at the back of the classroom were not very comfortable. There weren't enough seats at the tables to accommodate the enrollment size. Other than that the room was adequate.
13. Fine, but the room could use more convenient power outlets.
14. Classroom was average. I enjoyed how large the tables were (allowed us to spread out our ethnographic record!).
15. adequate
16. always room for improvement
17. That room is probably the best lecture room at the ischool.
18. No problem with the facilities.
19. The classroom space was fine.

