

I. COURSE EVALUATION FORM

INF2330H LEC0101

Term: 2010 Fall

Instructors: JENNA HARTEL

Completed: 91% (20 / 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	1	19	0	4.95
2. Distributed graded course work due dates throughout the term.	0	0	0	2	18	0	4.9
3. Used methods of evaluation that reflect subject matter appropriately and provide a fair evaluation of student learning.	0	0	1	3	16	0	4.75
4. Contained useful readings.	0	0	1	1	18	0	4.85
5. Was complemented by guest lecturers.	0	0	3	7	9	1	4.32
6. Overall, how would you rate this course?	0	0	1	2	17	0	4.8

	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...	0	8	9	1	1	1	2.74
8. Compared to other courses I have taken at the same level, the difficulty of the course material is...	0	1	15	1	1	2	3.11
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 - 0

II. INSTRUCTOR EVALUATION FORM INF2330H LEC0101

Term: 2010 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	0	0	3	17	0	4.85
2. Availability for consultation during office hours or by appointment?	0	0	0	2	15	3	4.88
3. Encouragement of student questions or discussion in class time when appropriate?	0	0	0	2	18	0	4.9
4. Ability to respond to a wide range of questions about material in the course?	0	0	0	4	16	0	4.8
5. Commitment to grading student work fairly, with helpful comments and feedback (if appropriate)?	0	0	1	2	17	0	4.8
6. Commitment to returning graded work within a reasonable time?	0	0	0	1	19	0	4.95
7. Ability to communicate interest and enthusiasm in the subject matter?	0	0	0	1	19	0	4.95
8. Contribution to how much you learned in course?	0	0	0	3	17	0	4.85
9. Overall, how would you rate the effectiveness of the Instructor's teaching?	0	0	0	2	18	0	4.9

III. Comments - INF2330H LEC0101

Term: 2010 Fall

Instructors: JENNA HARTEL

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

1. Fantastic course! Workload is evenly distributed to build small elements up into the big final product and incorporates readings very well. I didn't manage to complete every single reading, but I did more readings for this class, and with greater ease, than any other. The class discussions were VERY helpful in understanding stages of the ethnography and voicing concerns or questions that could use help from fellow students.
2. Excellent instruction. Interesting main assignment. Ethnographic skills will carry over into any career relating to information science.
3. The knowledge and the skills it teaches cannot be underestimated because they can be applied in almost any and every field including every day and personal life. And that is the fun part!
4. Hartel's well-organized, focused, professional lectures.
5. effective integration of theory with practical application, individual research projects custom-tailored and shepherded to fruition in supportive environment
6. Very enthusiastic and convincing teacher - Hartel made ethnography a very captivating topic.
7. - design of course - follows a logical progression week-to-week - course grading - offers flexibility - reading list
8. Fascinating and engrossing subject. I have had experience learning about Ethnography before but it was not nearly as interesting as it was in this course
9. -opportunity for an original research project -extremely organized, well-planned course, assignments and readings -well spaced, manageable deadlines -the ethnographer session was fascinating. Definitely consider continuing to have people in to talk about their research. It showed the diverse contexts that the method can be used to study.
10. The course is very well organized. Prof. Hartel teaches a well prepared and paced curriculum matched by suitably aligned methods of assessment. I came away having learned combination of theoretical concepts and practical skills.
11. The course provided another way of looking at information that is not presented in other lectures. The ethnographic perspective was enlightening and challenging.
12. Every lecture was an event. Jenna worked in an engaging component to every lecture that made it worthwhile to attend every class. The final project in itself was a strong point for this course. Being able to spend an entire semester on one project was
13. Well structured. Perfectly delivered! Dr. Jenna is one of the best instructors I dealt with!
14. It's very hands-on: we don't just read a book and then write the paper. The course is broken down into steps, and I think it's a very effective way to learn the material.
15. Great lectures (and slides!), helpful workshop work, great discussions.
16. The material was interesting, and the course was an excellent opportunity to explore ethnographic research.
17. practical assignments, great organization of material, stimulating classes and activities
18. Provided an overview of information metatheories. I wish we have had it in one of the core courses.
19. very thorough, great flexibility in topic choice, very applied skill to learn for anyone

2. How could the course be improved?

1. maybe incorporate weekly roundtable updates on status of everyone's research projects so that students will be less likely to fall behind
2. Spend slightly less time on "workshops" and more time on examples of material discussed perhaps? But really it is excellent.
3. -perhaps a final roundtable by everyone to show their results or at least paper title and themes. I've been so

4. More group interaction! There's lots of activities, but I feel like there was little time for discussion.
5. I think the course was well planned and executed.
6. I didn't like the initial assignment worth 10% - I found it did not properly reflect the overall course material.
7. Consider a scheduled mini-presentation from every student at different points in the course so we can see where every person is and gain experience at varying stages (data, memos, etc.). Most of the time I did not remember what was posted on Blackboard by students, I remember better from live discussion. This also encourages everyone to do a slide show and aim for a 50% ethnography than 60% for those who didn't sign up in time to present. Please place a higher participation value on class discussion than Blackboard postings. I found the live interaction much more engaging and necessary to understand where students were at, but BB use was still helpful.
8. - links on Blackboard to other useful resources (ex. past student's work, FIQ publications with publications from course, maybe a folder where students in the current term could post links to other useful material - could be organized by general subject area of student's research....) - student presentations could be required to follow a format similar to a presentation at a conference - smaller class size (I think ten to twelve would be a good class size.)
9. Although this course is doable as a 13 week course, it could possibly be improved by extending it to a year long (26 week) course. This would allow the students to have more time to get into a field and do quality research.
10. Less emphasis on participation.
11. -should be a required course -I did not enjoy the online group discussions because it seemed like a very removed/cold process from the classroom setting I was used to. I would have preferred to discuss face-to-face instead of through the online discussion board.
12. Some of the readings could be updated, modernized a bit.
13. The workload was quite heavy and I think expectations might have been a bit high. I sometimes felt overloaded by number of readings and assignments (i.e. those to be handed in in class and those on Blackboard), coupled with the amount of field study needed for the actually ethnography. Although the material was explained well, I'm not sure that 13 weeks is enough time to truly absorb the concepts of ethnographic study and understand them well enough to really perform solid fieldwork.
14. I didn't necessarily care for the Blackboard based participation grades. I think having to comment on other people's work should have been optional.
15. N/A
16. I am at a loss to suggest anything that would improve this course because it is so well conceived of and delivered. It was an unexpected gem - so perhaps the course description should be revisited. Everyone should be interested in taking it.
17. More connections with information science

3. What is your overall opinion of the course?

1. Excellent! A great opportunity to pursue a research topic of interest with the chance to be on the frontier of a unstudied context. Would definitely take it again, if I could! Make it a full year course with two topics or one larger study! I will be sharing my experience with my peers. This is also the type of course that would be an interesting topic of conversation at job interviews or with professional colleagues. There are two courses I have taken in the Faculty which I feel contributed significantly to my learning and which will define my time here and this is one of them. I feel that this course really gets at the heart of what it means to be a graduate student.
2. I think it's an extremely valuable class. Ethnography is a great method for information science. Most of my classmates are already planning other ways to apply it to their studies, beyond this class.

ethnography was such an effective research method, not only in the quality of data collected but for the ability to communicate the finding effectively to others.

4. Very high
5. Great learning opportunity in this program! I would love to see more courses designed in this fashion - focusing on a particular research methodology.
6. I think it was excellent. I have experience and take-aways that will be with me as a student and as a professional. I recommend it be made a required part of the MI curriculum. It is far superior in terms of equipping students with usable skills than the required LIS research course is.
7. Amazing, the most useful class I have taken thus far
8. fun, engaging, could easily be expanded into a full-year course
9. I enjoyed it; but much of that is because of the professor.
10. This is by far the best class I've taken in the faculty.
11. Awesome!
12. Very good!
13. An excellent resource that spreads across every stream and presents a wide variety of perspectives about information. A definite keeper for the program, very helpful.
14. This course has perhaps been the single most important course I have taken at the iSchool. It is unique in that it is one of the few times students were allowed to actually do something of interest to them and their (future) profession and studies. It is a hands-on interactive course that challenges students to tackle issues related to information students in novel ways. I highly recommend this course to other students in the Faculty. Even if ethnography is not a preferred method of research in the end of the course for a student, one can easily use the skills developed in this course for other venues of academic and personal research.
15. It was my favourite over this term.
16. AMAZING!
17. The course was excellent and engaging.
18. Quite good. Hartel introduces the concepts behind ethnography very well. Applying those concepts to your project can at first seem like a daunting task, but Hartel knows how to encourage and motivate students.
19. very effective ethnography course

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

1. Prof. Hartel is deeply engaged with her students and facilitates our learning through engagement with our peers through in class exercises. All of the materials, activities and assessments are directly relevant to the intended outcomes. She presents every concept through a variety of approaches which seem to reach all of us as individuals.
2. -Dr. Hartel's enthusiasm was infectious! She was really excited about students and their projects, the ethnographic method discussed and information theory -consistently well prepared -thoughtful comments and feedback on assignments -Jenna managed to convey a lot of information about theory and methods, while still making it feel like students were equal partners and contributors to the course. -Extremely effective at tailoring course content and discussion to ensure that all of the student's interests in the class were addressed.
3. complements weekly readings with notes, displays exceptional enthusiasm during lectures and discussions, plans and structures classes in highly organized manner, always provides positive encouragement and detailed feedback for improvement
4. Jenna Hartel is a wonderful professor. She is sensitive to different learning styles and she does a great job of presenting the material in different formats. She is genuinely engaged in students' comments during class which

5. Instructor was consistent and reliable. Goals of the course were made clear in the first class and were most certainly accomplished. Instructor is a great educator. She took the time to really get to know each student and made each student feel valued. Students were also encouraged to provide their own thoughts and opinions in the class and with one another. Weekly emails on the following week's readings were also incredibly valuable. They served to focus my mind while I was reading on specific aspects of the article. I have suggested this to other instructors in the past but have yet to have had it. This is an AMAZING teaching tool and I would strongly suggest it be used in other courses. The goal of this graduate program, as I understand it, is not to overwhelm students with reading but to show them how to read effectively and to be able to get through everything. This weekly email allowed me to to read EVERY reading for this course - sadly the only time I have been able to accomplish this in this program.
6. Jenna is very enthusiastic and an excellent teacher! She explains material well and her slides are great! Friendly and encouraging and always ready to help!
7. She is very personable and knowledgeable. She uses many examples from her own experience as a grad student.
8. Hartel is the most enthusiastic lecturer I've had in my life and she clearly demonstrates her passion in her teaching style. She uses wonderfully symbolic examples to encapsulate theories and ideas that are neither too abstract to grasp nor too simple to connect. She reviews stages of the ethnography thoroughly and recalls material from the earliest classes to the latest ones, very helpful. Every element and stage of the ethnographic process was thoroughly explained and reviewed so that a giant daunting project came together smoothly at the end. She clearly thinks very much of every individual, singling each of us out for unique contributions. Using our own studies as examples during the lecture is very interesting and helps us connect ongoing studies to the material. She makes our class *ours* for the duration of the course.
9. very well organized, infectious enthusiasm, knows her stuff, respectful of everyone in the class - outstanding.
10. Enthusiastic, experienced, helpful.
11. The teaching style is unique and effective. Prof. Hartel obviously cares not only about the subject matter, but the students and their learning outcomes as well. Her enthusiasm is contagious and it makes for a most exciting course.
12. The professor keeps you interested by not only lecturing with great enthusiasm but her lectures are structured and pleasant to participate in. If only other professors could exhibit such passion it would go a long way in making other courses appear more exciting even if the material is dry.
13. Very enthusiastic and knowledgeable about her field, as well as research methods in general. Very fun and involved class work and seminars that doesn't exist in other courses at the Faculty (from my experience).
14. I have never had such an enthusiastic professor who is so dedicated to her students.
15. Prof. Hartel is an engaging and committed teacher, and creates friendly environment.
16. Professor Hartel was engaging and enthusiastic. She was well prepared for every lecture and presented the material in an interesting manner. Professor Hartel knew her material thoroughly and encouraged debate. She was also very helpful and encouraging.
17. She is always positive, engaging, knowledgeable, enthusiastic. Those qualities make teaching easy and enjoyable. She is very organized. Always responded to all my e-mails in a timely manner and with valuable comments.
18. Step-by-step involvement into the subject. Ability to easily explain complicated topics and concepts. Very enthusiastic.
19. Engaging and interesting lectures, a variety of in class activities, and clear direction.
20. Extremely well-organized, professional, clearly delivered lectures. She keeps everything on time and regimented, which is how all masters-level lectures should be. It's obvious that she goes into each lecture very well-prepared, something that cannot be said of most other teachers in this faculty, unfortunately. She's also very nice and has a sense of humour. These are important traits to have in a teacher.

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

1. Prof. Hartel is a model instructor. She really has a talent for working with students from varied disciplines. I simply don't know what could be improved.
2. N/A
3. I cannot think of anything negative to write.
4. Perhaps some more of the literature/ideas from sociology could be brought into the readings/lectures, and maybe a few of the information science articles could be cut. Because ethnography is very much about sociology, no matter what topic you are exploring.
5. Time management could be a bit less rigid. There was so much lively, interesting lecture and discussion that I didn't care if we were going five minutes over schedule as long as I could hear some more interesting points.
6. the one downside of regularly heaping praise upon students is the possibility that they can become discouraged thinking they can never be as wonderful as the instructor says they are
7. NA
8. N/A
9. n/a
10. Prof. Hartel's teaching is already top notch. She always come to class prepared, including prep time to set up hand-outs and PowerPoint. She is excited about teaching ethnography to students and has a great deal of experience producing quality ethnographic research. She is always able to explain difficult material in ways students can understand, and has plenty of examples and exercises to help her students along.
11. Only concern I had has nothing to do with the professor's teaching but with the grading scheme. As important as the ethnography paper is. I think 60% or even 50% is too much. The Blackboard deliverables on the other hand weren't worth enough at 1% each. The paper should be worth 40% and the Blackboard deliverables 2% each - 50% for the entire assignment
12. I am an educator and realize the value of constructive criticism but, unfortunately, am unable to provide any. She really is THAT good.
13. -the only area of improvement I would suggest would be to organize the Blackboard discussion board by assignment rather than by threads of each person's name. It would make it easier to read all the posts, for example all the memos in that week. However, the current layout is fine, when using the search function to bring up all the topic. Consider permitting the "subscribe" button, I'd like to get notifications if someone replies to my original post, so I can respond. I felt people put up their work, did the two required comments and left. There could have been a great conversation/discussion, but my peers didn't engage as much as I have seen in other courses. Perhaps a note, that along with the two comments on others, students should be responding to questions and comments about their own work.

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

1. One of the two truly great teachers I've had in the faculty.
2. Thank You, Dr. Jenna!!!!!!
3. Very high
4. student-centred, personalized style, an instructor whom students want to make proud
5. I really enjoyed this course with Jenna. I feel that I have a much better understanding of the information field and now have more of an eye to how I can continue conducting research or mini-ethnographies when I'm in a professional position, rather than this academic setting. Jenna inspired me to try to maintain a scholar-practitioner mindset in the future. I will also take away the lesson of the concatenated career. I wish someone

choices that will allow me to build up to my ultimate interest in small ways. Jenna is a truly valuable addition to the Faculty; I feel lucky to have had the opportunity to learn from her. She taught us the theory and method, but also to reflect on our field, profession and own interests in a broader perspective.

6. a definite inspiration
7. She is an amazing teacher and I want to do post-grad work for her.
8. Great teacher, valuable for the faculty.
9. She has the best "teaching" style I've encountered at the iSchool.
10. Excellent -she's very organized, and presents the contently clearly and concisely.
11. The instructor brought a great deal of passion to this course, which goes a long way in inspiring students. Dr Hartel is a great educator on every level. She inspires, directs, encourages, challenges and is both fair and clear.
12. If anyone in this faculty deserves tenure, it's Jenna Hartel. You'd be lucky to hold on to her.
13. Professor Hartel was engaging and enthusiastic. She was well prepared for every lecture and presented the material in an interesting manner. Professor Hartel knew her material thoroughly and encouraged debate. She was also very helpful and encouraging.
14. Excellent!
15. Prof. Hartel is an asset to the Faculty. My opinion of her is very high, and I would take more classes with her, if she offered more.
16. When I first entered this class I didn't think I would like the instructor's approach. I grew to appreciate what I think is a respectful, intellectual, and deeply engaged approach to pedagogy. I have a very high opinion of Prof. Hartel's teaching. As a teacher, I would want to emulate her enthusiasm for the discipline and her drive to deliver an experience that will reach everyone.
17. Hartel's teaching style is one that I wish every teacher in the program could appreciate. She is clearly very knowledgeable on the material and can go from symbol to analytical theory very well. She makes the material extremely ACCESSIBLE with these methods, often much more than other teachers could. I appreciated her heartfelt friendliness to every person and fun attitude. This is a real Master's teacher who understands every individual's needs and purpose. Please give her future tenure here. She is an incredible asset to the MI program. Well done!
18. She's great, my favourite teacher at the faculty of information.
19. Very Satisfactory

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

1. Good room for group discussion and presentations.
2. Classroom - okay, but could be better. Any chance of rooms being painted and generally "spruced up" any time soon? It was MUCH warmer than other courses I have had in that room so thank you for fixing that. Tables - too big and awkward. Chairs - good. Better than what was there before! Desks - awful. Smartboard would have been nice!
3. Class room was often cold. Tables are too low, you sit hunched over them and they hurt your back.
4. The room and facilities were fine.
5. It was a nice flexible work space, which the course required.
6. Fine, although it can be noisy being on the other side of a class that is only separated by a divider.
7. We have what we have; the seminar room was OK.
8. Adequate.
9. Good.
10. They are ok, but that the awkwardly shaped room... Who designed these classrooms??

12. Good
13. Satisfactory
14. The classroom itself is not the best environment for learning. The large support beam in the middle means almost half the room is wasted space. Perhaps a much smaller group could work effectively, but for a class this size, I thought it wasn't a great space.
15. Any classroom in the Bissell building gets a failing grade.