

COMPASS Course and Instructor Evaluations

I. COURSE EVALUATION FORM - INF1310H LEC0101

Term: 2012 Fall

Instructors: JENNA HARTEL

Completed: 70% (39 / 56) 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	1	8	29	1	4.74
2. Distributed graded course work due dates throughout the term.	0	1	2	9	27	0	4.59
3. Used methods of evaluation that reflect subject matter appropriately and provide a fair evaluation of student learning.	0	1	4	8	26	0	4.51
4. Contained useful readings.	0	0	2	10	27	0	4.64
5. Was complemented by guest lecturers.	0	0	1	5	33	0	4.82
6. Overall, how would you rate this course?	0	0	3	7	29	0	4.67
	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	5	30	3	1	0	3
8. Compared to other courses I have taken at the same level, the difficulty of the course material is...	0	1	30	6	2	0	3.23
9. Considering your experience with this course, and disregarding program or degree requirements, would you still have taken this course?						YES - 32 NO - 5 N/A - 2	

II. INSTRUCTOR EVALUATION FORM INF1310H LEC0101

Term: 2012 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	3	6	30	0	4.69
2. Availability for consultation during office hours or by appointment?	0	0	2	5	23	9	4.7
3. Encouragement of student questions or discussion in class time when appropriate?	0	0	3	5	31	0	4.72
4. Ability to respond to a wide range of questions about material in the course?	0	1	3	8	26	1	4.55

5. Commitment to grading student work fairly, with helpful comments and feedback (if appropriate)?	0	0	3	9	26	1	4.61
6. Commitment to returning graded work within a reasonable time?	0	0	2	13	24	0	4.56
7. Ability to communicate interest and enthusiasm in the subject matter?	0	0	2	1	36	0	4.87
8. Contribution to how much you learned in course?	0	0	3	11	25	0	4.56
9. Overall, how would you rate the effectiveness of the Instructor's teaching?	0	0	2	9	28	0	4.67

III. Comments - INF1310H LEC0101

Term: 2012 Fall

Instructors: JENNA HARTEL

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

1. The enthusiasm of the instructor
2. Clear understanding of the subject matter and its utility in the libraries.
3. interesting and informative guest lecturers. video project was a nice assignment departure from the norm as it allowed us to be creative while applying course material.
4. -information behavior. connecting various components to bigger picture of reference. I also really liked the reference workbook. It was like a treasure hunt!
5. Producing a documentary and gaining indepth information about reference sources were the strong points for me
6. Jenna Hartel is very passionate about what she does.
7. Professor Hartel is wonderful, she's a great instructor. The topics which she covers are incredibly useful and the course is designed strategically so that a full understanding of reference work and the possibilities for its future are understood.
8. good
9. - very useful readings - first two assignments especially were very interesting - I loved Rita Vine's workshop - it was so helpful - I felt like I left the course better prepared to do reference services
10. The course was very organized and structured by the professor
11. Covered a lot of concepts in just 13 weeks and gave me a great framework to build upon in future courses.
12. very useful theoretical readings, effective guest speakers, hands-on workshops (especially Nalini Singh and Rita Vine)
13. The course was interesting, contained awesome guest lecturers and attempted new/different styles of learning.
14. Teaches both fundamentals and attitudes towards information
15. The course was for the most part quite strong - the material covered was excellent and very to the point. The readings and lectures complimented each other quite well and class discussion was actively encouraged. I felt, in particular, that the way the course could be actively re-evaluated by class feedback was quite nice - it made for a very exciting learning environment. Furthermore, the guest speakers were all quite strong, they provided a well rounded view of the subject.
16. Provided a good introduction to reference services; had lots of student interaction both in small groups and as a whole class; relevant and informative guest speakers
17. The strong points were learning practical techniques for doing reference work in libraries. I liked that there was a good mix of theoretical readings and practical sessions-the sessions where we learned how to do reference interviews were particularly helpful. I also liked Jan Dawson's presentation on askON. It was relevant and good to know more about what's out there.
18. The reference workshop with Rita Vine. I really LOVED how the lecture complimented the weekly reading and did not just regurgitate the readings. Prof. Hartel is definitely a strong point in the course as well.
19. The lectures were clearly organized and the powerpoint slides were all relevant and helpful to the learning process. The guest lecturers were great and all had a thorough knowledge of their field. Group and interactive activities were fun and allowed for creative interaction with course material.
20. Dr. Jenna Hartel. The readings were thought provoking. The workbook assignment was a great way to introduce the subject. The assignments were interesting

21. It really does give a strong overview of the basic principles behind reference.
22. The worksheets and exercises came off as kind of corny in the beginning, but they were a good way to practice and train in skills that we did not yet have.
23. very practical
24. Jenna is a very competent and articulate instructor. She is clearly very excited about what she teaches and that comes through quite clearly.
25. I liked a lot about this course: interesting readings, interesting lectures.
26. The video project
27. practical examples
28. Jenna's enthusiasm! Creative powerpoint slides were great supplement to lectures (in some courses they seem superfluous). Creative assignments.
29. The activities or guest lectures that complimented each lecture made learning about reference services quite fun.
30. Covered a wide range of topics within reference services, allowed students to explore the material and concepts in a diverse, creative, and engaging ways.
31. The assignments were created in a manner that really complemented the understanding of and use of concepts taught in the course. For example the reference workbook really helped me to understand how to use reference materials throughout Roberts Library.
32. Overall the lectures were great, but the Guest lectures, and the final project made the course stand out.
33. introduction to reference theories, practices and application to our professional work
34. Good guest speakers
35. The video final project, very interesting and innovative. Contributed greatly to my learning of course materials. Overall, all of the assignments were interesting and fun to complete.

2. How could the course be improved?

1. Maybe fewer readings
2. Two of the assignments; reference workbook and video project, took a tremendous amount of time.
3. the course material is excellent as of now and needs no improvement
4. More choice in choosing topics for group projects;
5. Grading is heavily weighted on the latter assignments which is fine but I would consider reassigning percentages to have greater balance between the first and second half of the semester.
6. I wish the final project (video documentary) could have been made to be 10 minutes. It's still long, but we just gathered so much information. Although we were able to do it, maybe a 5 to 6 minute range would be better, that way if we went 30s over (which we wanted to do) it would be ok.
7. Less lecture slides, many of them were rather repetitive.
8. Remove the "movie" portion. It seems out of sorts to have such a technical item in an "intro to reference" course. I've done presentations while working but have never had to make a movie. I felt this lacked purpose. The content would have been better prepared in a report or other presentation. Forcing us to condense into 5 mins the magnitude of information required is a bit unrealistic. I don't feel like I learned from it at all or could really appreciate the material.
9. The last week was stress central because two big assignments were due in a row.
10. I didn't feel the class on editing footage was sufficient. Perhaps if we choose one program for everyone to use and then went into the nitty gritty. I know that's very technical but it would have been useful.
11. The video project was interesting, but very time consuming because of technical issues. The fact that it was a documentary required a lot of editing, and because we needed to transfer the video between computers we ended up spending a lot of time just waiting for transfers to complete, and ended up with data lost, and not great quality. Perhaps keeping it "skit-based" might make the project easier to execute.
12. i thought it was great
13. - I have issues with the video assignment. I enjoyed it and it was interesting, but the cameras were very hard to use and the marking on technical issues was pretty harsh. It needs to be better figured out next time.
14. I think the most significant issue I had with the course was the final project - I was not entirely clear as to how a documentary film was teaching me anything about how to be a reference librarian. While it did challenge me to think about the future state of reference in the library system, I was not clear as to how I figured into that future because that was not part of what I was asked to look at. Certainly I questioned the purpose of the assignment a number of times. On a related note, I felt that the learning curve for editing and producing a video was rather intense. I did not feel adequately

prepared for the project. I think that perhaps if there had been some in class practice - perhaps in the inforum's computer lab - where we could all have a training session on the software or at least have a bit of hands on learning. As it was, we got one 30 minute session on how to edit, but very little time to ask questions as we were doing the actual editing. Perhaps a session in the middle of our editing would have been helpful to making the assignment all that much easier to deal with. My other overall comment would be the lack of individual direction in the course - as someone who is interested in academic library outreach, I would have welcomed the opportunity to explore that aspect of reference through an assignment. Instead, I felt that I was trying to force that topic into my other assignments. Perhaps by opening up assignments to the question of: is that good or bad and how can we make things better or where are the trouble areas in reference and how can libraries respond to those problems, the assignments could take on a more critical paradigm, thus inviting different perspectives of different types of librarianship to enter the conversation?

15. I do not have any suggestions.
16. By seriously considering the value of the Documentary video project. Most students have no experience making videos or securing interviews with important contacts. There was not much support provided in getting or arranging interviews with people. As first year library students, that was challenging. The case with the TPL groups was particularly frustrating--there was lack of organization on the instructor's part. Furthermore, I personally felt last year's video assignment was a lot easier as students were acting in the videos themselves and had much more control over the project. The documentary style had a completely different dynamic with much of the control outside the hands of the students.
17. good
18. Can't think of anything. It's a great course, especially for 1st year students at the iSchool since it is very much an introduction to libraries and is also a great experience.
19. More hands on reference work. For instance actually having reference assignments that require students to navigate library catalogues in order to retrieve information. More Reference workbook assignments. Cutting the documentary assignment as it's not really that relevant and requires a lot more work than students really anticipate, especially challenging as most students have 0 film skills.
20. I think it's pretty great as is, because I'm not sure how one might integrate further practice in reference in the curriculum. Conducting reference interviews is difficult when they're imaginary.
21. I myself do not like group assignments, not only because they are difficult to coordinate (with commuter and part-time students), but also because I don't think they can accurately evaluate each student.
22. the fact that some groups had difficulty gaining permission to film interviews for their chosen topic was an issue. they had a disadvantage and this should never have happened had instructor prepared for the inevitable: that some organizations do have privacy policies and should have been notified directly by instructor prior to assigning the topic in the first place.
23. Better supervision of group projects. At least a checking-in part way through would have been immensely useful in keeping the group on track.
24. It would be nice to engage in more practical reference-type work. The reference workbook was a great way to become engaged with reference materials, but perhaps it could include some questions that imitate real user questions that the student had to find a resource to answer and then explain why they chose that resource.
25. the exercises- although i understand what dr. hartel was trying to do- they were too simple, and frustrated those who would rather leave class than sticking around to practice/understand certain concepts.

3. What is your overall opinion of the course?

1. EXCELLENT
2. I enjoyed the course, understood it well and could relate to my work situation very well
3. This course was one of my favourites. Before going into the course, I had thought that the topic was going to be very boring, however I ended up finding it extremely interesting and actually quite fun.
4. Great.
5. It was a great course and I feel as though I have learned a great deal.
6. wonderful course - I've learned so much, and even though it was an evening class, it was always interesting and I didn't feel the tiredness.
7. It was good, interesting, engaging and not too difficult.
8. Excellent course, materials being covered were also all very interesting and contributes greatly to my knowledge.
9. It was an okay class. It didn't particularly excite me. I did really enjoy the reference workbook assignment and would have liked to have more similar assignments.
10. It was a really interesting course and I like how the information we learned is applicable to the when we eventually get

jobs in the profession.

11. See above re: professor and improvements.
12. excellent
13. Great, informative class.
14. I liked the class a lot and I learned a lot from it. I attribute this to Jenna. She was great. You could tell she was really on our side, trying to show up ways to develop our interests, introducing us to great class lectures
15. Great, very interesting.
16. great course overall. interesting and informative. assignments were reasonable.
17. excellent
18. It was a good class, lectures were engaging, material was well laid out and relevant. the assignments were useful and the documentary project, although very time consuming, was ultimately a good experience
19. Really interesting course and very informative.
20. I really liked it. I found it challenging and my grade isn't probably going to be high, but still would take again in a heart beat.
21. great course - learned a lot and really liked the content
22. My overall opinion of the course was quite positive.
23. The course is relevant and contemporary,
24. good
25. - I enjoyed it. It was interesting and useful.
26. i thought it was alright. because i am both LIS/ARM i found the course to be incredibly repetitive of INF2180 (Duff) and did not keep my interest (concepts and same assignment 2).
27. It is a fun and innovative introduction to Reference work.
28. As long as it continues to "keep up with the times" I believe this course will continue to be valuable to LIS students.
29. Excellent
30. Loved the assignment idea of making a documentary. Unfortunately I didn't get much (other than enormous frustration) from the reality of an unsupervised group experience.
31. Absolutely fabulous. Monday was a day I did not want to miss at all, under no circumstances. I loved the material, I loved the lecture, I loved the way Prof. Hartel was lively and fun and interactive. A pure joy just to be around, and then to have her honour us by sharing her wealth of information, I'm rather flattered and honoured to have taken the course with her.
32. Excellent
33. Excellent
34. I enjoyed the course overall. The practical skills I learned throughout the semester will certainly help me as I move forward in the program and in my degree.

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

1. The instructor's strong points in teaching were her passion and enthusiasm for the material as well as her use of strategies to keep the lectures interesting to the students. For example employing activities throughout lectures helped students to solidify their understanding of concepts and kept the students attention.
2. It's clear Professor Hartel is quite knowledgeable about reference services. I think it's her extensive knowledge on the subject which makes her so compelling. Also, she is personable and engaging. Her lectures are fun! I also appreciated her weekly emails which she would send out after each lecture.
3. I thought the instructor was a good lecturer, open to questions and criticisms The material was presented quite logically and clearly, and any questions or problem areas were quickly cleared up in lecture. The instructor's enthusiasm for the material was infectious, which made the class quite enjoyable.
4. enthusiasm and eagerness in teaching the concepts
5. Prof. Hartel was enthusiastic and engaging, created a positive classroom environment
6. Highly motivated, caring for her students, approachable, clear and concise.
7. detailed slides and information on key concepts. shows enthusiasm and willingness to hear and discuss student opinions
8. Very enthusiastic and encouraging. Explained things in an interesting way. Could tell she put time into constructing the lectures. Added flare to the subject.
9. enthusiasm! Dr. Hartel is an amazing professor. She is engaging and interesting and has designed a course that demonstrates this.
10. Jenna Hartel really seems enthusiastic about what she is teaching. As well, she genuinely seems to want her students to do well

11. There are so many! She complimented each lecture with thoughtfully prepared activities dealing with issues explored in that day's lecture. These activities proved to be very useful and a lot of fun. It is obvious that she put a lot of work and thought into preparing the course and each lecture. In addition, she is wonderfully encouraging and interested in what students have to say and the work that they produce. Further, her lecture slides are engaging and very creative.
12. Jenna is very enthusiastic, patient, encouraging. She seems to understand that some of the material can be 'dry' and her enthusiasm is appreciated!
13. Excellent subject knowledge
14. She makes learning fun and exciting and exhibits genuine concern for her students
15. Prof. Hartel's enthusiasm is infectious, and the examples she provides are applicable and relevant. The guest speakers were also really helpful in seeing the practical side of reference.
16. Prof. Hartel cares a lot, and it shows. Her enthusiasm is what made the course so great.
17. I'm biased, I find it suited to the mandates of the faculty.
18. Clearly passionate about the material. Seems genuinely interested in the students.
19. Oh, she's great! I really appreciated how prepared she was for the lectures. She sent weekly emails communicating what was coming up, and outlining the readings. She broke up her lectures with little activities so we didn't get too bored listening to her talk for 3 hrs straight. She also seemed really interested in student opinion, and tried to always allow time for questions and discussions.
20. She was passionate about what she taught and had organized lectures.
21. Jenna is probably one of the most engaging, sensitive, encouraging, enthusiastic, and sweetest professors i've had so far (and this is my 3rd degree!!).
22. - Prof. Hartel is one of the best profs I have ever had (and this is my 7th year of university, so I've had a lot). She is enthusiastic and very sweet, and very good at clearly explaining concepts.
23. very engaging
24. Everything! I would say her personality really keeps you interested in the topic, the class discussions although hesitant on the first day, turned out to work beautifully, and the fact that her lectures do not cover only the material in the weekly readings, but acts as a supplement to the lecture (I really really enjoyed that)
25. -good lectures, and came to class organized -she was very passionate about her topics -she was nice, offered prizes and candies -communicated well with the class over email/blackboard as well as in the class--would have been nice if she relayed the exact communication between herself and Kim Huntley. Also, I liked that she posted the grades on Blackboard with comments.
26. Dr. Hartel is an amazing lecturer. Her passion and enthusiasm for library science translates into her lectures and makes it a joy to attend her class.
27. Her enthusiasm was great and for a late class, it kept a lot of us engaged in the lectures. Clarified difficult concepts with ease. I liked the activities she planned, they were really helpful.
28. Dr. Hartel explains everything clearly and encourages our own opinions on the topics discussed.
29. Expressing passion, interest, and the value of the material.
30. Enthusiasm; knowledge
31. The feedback from the professor on assignments is very appreciated.
32. give me confidence in information profession
33. Clarity and knowledge of content. Plus instructor engaged class, and encouraged class participation.

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

1. I don't know.
2. I couldn't, she's perfect.
3. She's a very good prof.
4. no improvement
5. I do not have any suggestions
6. less exercises.
7. I'm not sure if copies of the slides are totally necessary; they're a waste of paper and they can be made available online. People should be paying close enough attention that they can just take notes.
8. I truly thought she was great.
9. There were a lot of little in class activities which were not always necessary especially when we had to present them. I liked the discussions much more than the little activities done in pairs.

10. Honestly, I can't think of anything. She's great!
11. good
12. I personally am not a fan of "role-playing" as a learning tool, so I felt that the number of times this technique was engaged felt slightly wasted for me. Perhaps integrating a number of different styles of instruction - lecture, group work, class presentations by students, more individual written work - would be help for those of use who learn in a very specific manner.
13. This is a little thing: maybe could be more timely in marking assignments?
14. Admiration for the class as a group tended to exceed other courses.
15. Less handouts, the amount sometimes get out of hand.
16. I'm sorry. I can't think of anything.
17. she is just fine
18. excellent as is.
19. I found her style of teaching too activity-based and at times I felt infantilized by the in-class exercises. There should have been some form of supervision or at least checking-in for the group project. It was a major part of the course grade and while we had some technical guidance from the TA, there was otherwise no contact or feedback along the way.
20. She emphasizes Bates a little too much. Maybe introduce newer ideas. Many of the readings by Bates were from the 1980s. I really think emphasizing the workbook assignments and maybe looking herself at the future of reference and teaching it rather than the videos on the future, would be helpful.
21. I don't see any need for improvement.
22. n/a

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

1. Perfect! Superb! Wonderful! She needs a Jenna Hartel fan page! I cannot wait to take another course with her, and was thoroughly disappointed that the workshop she is teaching next semester was full when I went to take it. I'd love to take a class with Jenna every single semester until I graduate from the iSchool. Absolutely fabulous person and professor!
2. Very good
3. At times it seemed like she had favorites in the class. But overall, she was nice, pleasant, she was enthusiastic and passionate about her teaching and the topics we covered. I learned a lot of RELEVANT things in the course which I can definitely see myself applying on the job in the field--especially the stuff about reference interviews, pleasure reading, reader's advisory and leisure.
4. Very high.
5. excellent
6. She's perfect!
7. EXCELLENT
8. great, she is an absolute asset to this faculty.
9. excellent - one of the great iSchool Professors
10. excellent
11. see above
12. She's a very good prof.
13. I enjoyed her teaching style, it was always exciting and quite knowledgable.
14. Great! One of the best I have had here. Her lectures were great, esply the use of activities to divide the time. Did a wonderful job of connecting individual topics to bigger picture.
15. She really emphasizes cooking.
16. very engaging using various forms of teaching: videos, powerpoint, handouts, etc...
17. Excellent.
18. Good.
19. fantastic. makes me want to take many more courses with her.
20. prof. hartel is very enthusiastic about course subject. she has great energy and is an excellent, approachable and helpful instructor.
21. Overall good but in-class activities feel juvenile. Also, does not like being pulled off-script which meant that student discussion was limited.
22. Excellent instructor overall, would gladly have her as an instructor for other courses again.
23. She's very enthusiastic and her structured lectures are great because everyone knows what's coming. She's good at

encouraging discussion and I personally think she's a fair marker. I also think it's great that she got practitioners in for the guest lectures.

24. My overall opinion was that the instructor's teaching was quite good.
25. Dr. Hartel is really good professor. I always look forward to her classes because they are always enjoyable.
26. Appropriate energy and genuine interest in the course.
27. Great.
28. excellent
29. I think Hartel is an absolute gem of a lecturer. One of the best I've ever had. I'm pretty confident I'd enjoy anything taught by her.
30. Excellent
31. good
32. Awesome.
33. Her teaching style is wonderfully interactive and creative.
34. I enjoyed the class, which was a direct result of Prof. Hartel's teaching. Her obvious enthusiasm helped make what could have been a very dry class much more interesting

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

1. Okay
2. great - were in a new classroom. Good facilities
3. The room on the 5th floor (where intro to reference was held) is a great room. Great equipment, view, desks, chairs and outlets for students to bring their laptops. This is my 3rd degree at UofT and this classroom is maybe the best I've been in.
4. Distracting humming noise is often heard in the classroom.
5. Video equipment was substandard. If hopping for us to work collaboratively in video then provide proper resources to do this like external harddrives large enough for exchange of video files
6. This classroom had a buzz or hum that disrupted teaching and learning.
7. The classroom is good, but there was an occasional buzzing noise that could be distracting.
8. It all seemed fine.
9. Comfy chairs, nice table... everything seemed fine to me.
10. I liked the classroom. The video cameras for the project were not great but it's great that they were even available for us to use in the first place, so no complaints.
11. standard
12. I have no complaints about the classroom.
13. classroom is best in the building. clean the outside window on right side.
14. - see above, BIG issues with the video equipment.
15. It was all good enough.
16. Okay.
17. The classroom was good and we only had minor technical difficulties, but they were easily dealt with.
18. The classroom was fine. I'm in it all the time.
19. The room and facilities are really great.
20. excellent
21. Excellent.
22. good classroom for this course (lecture style mostly), but some evenings had a constant beeping sound.
23. good
24. Excellent. It was airy, well lit and comfortable
25. Good
26. No issues with the facilities