

COMPASS Course and Instructor Evaluations

I. COURSE EVALUATION FORM - FIS1310H LEC0103

Term: 2008 Fall

Instructors: JENNA HARTEL

Completed: 68% (34 / 50) 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	2	7	25	0	<b>4.68</b>
2. Distributed graded course work due dates throughout the term.	0	0	2	3	29	0	<b>4.79</b>
3. Used methods of evaluation that reflect subject matter appropriately and provide a fair evaluation of student learning.	0	1	3	8	22	0	<b>4.5</b>
4. Contained useful readings.	0	2	5	8	19	0	<b>4.29</b>
5. Was complemented by guest lecturers.	0	1	1	10	22	0	<b>4.56</b>
6. Overall, how would you rate this course?	0	1	1	8	24	0	<b>4.62</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...	0	9	24	1	0	0	<b>2.76</b>
8. Compared to other courses I have taken at the same level, the difficulty of the course material is...	0	1	25	7	0	1	<b>3.18</b>
9. Considering your experience with this course, and disregarding program or degree requirements, would you still have taken this course?						YES - 29 N/A - 1	NO - 4

II. INSTRUCTOR EVALUATION FORM FIS1310H LEC0103

Term: 2008 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	1	5	27	0	<b>4.71</b>
2. Availability for consultation during office hours or by appointment?	0	0	2	8	18	6	<b>4.57</b>
3. Encouragement of student questions or discussion in class time when appropriate?	1	0	2	8	23	0	<b>4.53</b>
4. Ability to respond to a wide range of questions about material in the course?	0	1	2	6	25	0	<b>4.62</b>
5. Commitment to grading student work fairly, with helpful comments and feedback (if appropriate)?	0	0	1	8	24	1	<b>4.7</b>
6. Commitment to returning graded work within a reasonable time?	0	0	2	6	26	0	<b>4.71</b>
7. Ability to communicate interest and enthusiasm in the subject matter?	0	0	1	3	30	0	<b>4.85</b>
8. Contribution to how much you learned in course?	1	1	1	7	24	0	<b>4.53</b>
9. Overall, how would you rate the effectiveness of the Instructor's teaching?	0	2	0	5	27	0	<b>4.68</b>

III. Comments - FIS1310H LEC0103

Term: 2008 Fall

Instructors: JENNA HARTEL

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

1. Truly goes in depth on reference material and providing users with reference help
2. Prof. Hartel's amazing enthusiasm for the material, her desire to make class fun and entertaining, material and readings that provide information that will be useful in a future career in reference services
3. It taught very practical reference skills.
4. This course is very grounded in the practical, which is great. We will be able to draw on what we have learned in this course in actual practice. As well it was very enjoyable the way that Dr Hartel taught it.
5. Good application of theory.
6. Excellent slide presentations and examples to compliment material.
7. The format of lecture then presentation broke it up a little and made it more interesting.
8. Important area of study for library specialization; covered a wide range of sources and material for reference study.
9. Useful information conveyed Workbook was very interesting and hands-on
10. power point presentations professors enthusiasm assignments were practical
11. The content of the material.
12. I liked the balance between theory and learning about actual reference resources (through the presentations, workbook and final exam). Knowing which resources to go to for which questions has been useful already for other courses I am taking and even if I don't go into reference (which I am considering) I think it makes me for info literate!
13. Lots of opportunities to use resources, very interesting material, readings, discussions, activities
14. Well paced - good distribution of assignments. Assignments handed back really quickly with great helpful comments. TA was great!
15. the workbooks
16. Jenna's enthusiasm made this course interesting and fun!
17. - familiarity with reference resources being able to analyze its structure and usage and the appropriate times to consult these items. - familiarity with the in and outs of the reference transaction. Knowledge on how to analyze and effectively carry out a reference query.
18. The workbooks were helpful in learning about reference material that we would otherwise not have touched.
19. The material and assignments were really interesting and Prof Hartel was AMAZING.
20. It acquainted us with a wide range of reference materials, both in print and online. The instructor's slides were very helpful, and the content was presented in a clear manner. I liked very much the 3-part workbook assignment, and the students' presentations. It was great to receive assignments just a short time after submitting them.
21. I would identify the Reference Workbook and Prof. Hartel's lectures as the strongest points of the course.
22. - Practical skills and X-ray vision gained. - Work load distribution good. - Good choice of guest lecturers.
23. Her lectures were excellent.
24. -completing the workbook was very useful -wide variety of resources presented -interesting lectures
25. FIS1310 focused on a number of specific reference skills in practical use, rather than just theoretical structure. I found myself using these skills at work, therefore finding immediate value in this course.
26. -it gave the students a chance to practice reference interviews; this was a very useful experience as it provided us with practical

27. nice ppt

2. How could the course be improved?

1. Jenna Hartel was an excellent prof. I can't think of anyway that the course can be improved. The Workbook was the most effective tool to teach all the reference resources!
2. Some quizzes instead of presentations. It is difficult to coordinate group projects as a part-time student.
3. Clearer instructions on the reference interview assignment. Unlike most academic writing, the expectation here was on projecting our own voice through the writing and inflecting it with our personality. I have never had to write an academic paper of this sort and if that was what was required, emphasizing that at the outset would be an improvement.
4. The Reference Workbook, as mentioned above, was an exceedingly valuable tool. However, the due dates for the workbook, if rearranged to better fit in with due dates of other courses, would be even more fantastic. It was an incredible learning experience, but requires a lot of time and footwork, when other due dates came up it just made the Workbook incredibly stressful.
5. Do not have workbook questions that require students to have to ask a librarian to find something, such as at the reference desk or the map centre. Some of the librarians at Robarts were extremely stressed out and annoyed at having to check out or find books for an entire class. The librarian in the map section was murderous.
6. Perhaps some more variety in the grading- 3 coursebooks for \$25 of the grade seem excessive. Perhaps 1 coursebook and another type of assignment.
7. I don't think this course should be a required course, as many students in the ischool do not plan to be reference librarians.
8. The course should not contain a 15 minute presentation that is worth 25% of the final mark. I did not get useful information from the presentations. I would much rather have Professor Hartel lecture than listen to the presenters. There should not be a presentation component to this course. Also, cut down on the number of readings. There are readings that were never referred to in the lecture and were not particularly helpful in completing the assignments. A suggestion would be to focus readings solely on the Bopp and Smith textbook.
9. Some of the assignment expectations could be clarified before submission rather than after.
10. Material in the course was very unengaging overall; too much emphasis on list, classifications, and how-tos and not enough intellectual engagement with the subject. a little more emphasis on concepts would help which were only skimmed superficially.
11. I honestly can't think of anything.
12. - a bit more emphasis on the information services available to librarians for the purposes of assisting patrons - For the workbook, less reference questions but more in-depth questioning. Questions that should be asked more often include: think about a scenario when a library user would consult this reference or compare the prices and overall quality of the online and print versions of this source, which would you choose and why? The latter question may require reference to another reference resource one that displays the prices of various reference materials but it would be interesting to have questions in the workbook that interrelate to each other. I know some parts of the workbook required a comparison between other texts, but more of this is needed especially analytical questions which a librarian might face. - In the final exam, having to append materials that support an answer should be restricted to the appendage of

13. Have more exercises that focused on the application of the contents in the professional world/environment.
14. Time allocated for group presentations should be increased
15. -fewer group presentations -cut off the presentations at 15 mins. whether the speaker is done or not, many were way too long
16. I think the course is good as it is
17. substance
18. I felt there was too much emphasis on the interpersonal aspect of the reference encounter, to the detriment of the actual process of information seeking. I understand that the new trend in reference is to focus on the interpersonal skills involved, but although being a nice reference librarian does help with user satisfaction, ultimately the user is there with a purpose, and our task is to address that need. As a user, I would surely appreciate a librarian who is both nice and proficient, but if I had to choose between the two qualities, I would definitely choose proficient. Along the same lines, I would have appreciated a practicum component to the course, although I am not sure this is feasible. I would have loved to practice providing reference services in an actual library, with an experienced librarian who could share their thoughts and expertise with me. I would have enjoyed more writing an assignment about that experience, than about a fake reference interview.
19. 2 rather than 3 workbooks. It got a bit tedious to do.
20. The workbook, while a useful exercise, could be shortened drastically. By the 3rd section, it became more of a chore than a learning experience.
21. - Modifying workbooks so that not everyone is using the same print sources at the same time (very frustrating to have to repeatedly return to a source that has not been reshelved). - Clearer guidelines for presentations or explanation of marking criteria on a handout/Sakai announcement etc.
22. The professor should be firmer in telling people to end their presentations when they have gone over their time allotment. The workbook should have less questions with more difficult to answer questions. The workbook should have more resources that can be located on the Toronto Public Library website (databases) or in the stacks or reference section of any public library, since students will not have access to UTL after they graduate. The workbook should have some questions on immigration since many library users are new immigrants. The workbook should have questions about how to locate medical or citizenship or immigration services. A good resource may be to find out who is currently affiliated with libraries. The workbook should examine library marketing publications such as "what's on"(from TPL), or if U of T have a way of marketing its reference services to users.
23. -less workbooks, perhaps 1 or 2 is enough

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

1. Useful information conveyed in a clear and coherent way. I've been able to apply the knowledge I've learned to my current part-time job.
2. I found this course to cover a wide range of materials as completely as possible in a survey course. She offered other courses that were available for each topic when available if students wished to pursue further studies in these areas.
3. This was a great course. Jenna's enthusiasm was wonderful.
4. I enjoyed it more than my other courses.

6. I loved it!
7. Outstanding. I didn't think that a potentially boring subject could be so much fun. I am now seriously considering reference services.
8. Excellent!
9. Easily my favourite course this semester. I enjoyed it very much.
10. A great course - it has inspired me to do more courses in reference.
11. It was very educational and lots of fun
12. It is the first course I've taken at FIS and I feel like it might be the best out of all the other courses I will be taking in the future. Hoping that it won't be downhill from here.
13. needs upgrading
14. - Great. It met all of my expectations. I'm very pleased that I know a lot more about the profession.
15. A useful course that should be a requirement. I am much more aware of the resources (and e-resources) that U of T offers and the resources that are out there in general and I feel more knowledgeable as a result. My friends are already asking me reference questions.
16. it was interesting.
17. Excellent.
18. It was a good course, very informative.
19. -excellent course, very useful and fun too!
20. I do not think their was enough time spent on practical skill development.
21. I very much enjoyed this course.
22. I thoroughly enjoyed this course and believe it was very practical!
23. a very enjoyable experience - I learned a lot while having fun!
24. For our profession it is a great tool to have in our bouquet of skills
25. The course would have been dreadful if the prof. had not worked so hard at making it interesting.
26. FIS1310 is both useful and relevant, especially to those in the LIS stream.
27. I was least looking forward to this course and I enjoyed it the most. It has helped me gain useful research skills that will serve me for the rest of my career, and of all the courses, I felt this one provided the most value in terms of understanding information. I hope it is kept as an elective when the core curriculum changes and marketed better b/c it sounds very dry.
28. This was a fabulous class! I would recommend anyone to take this course with Jenna!

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

1. When asked earlier about the instructor's 'Ability to communicate interest and enthusiasm in the subject matter?' I noted 'Excellent,' but for Prof. Hartel, I think that this is not enough. Her enthusiasm in the course was absolutely contagious and made what I often thought could be boring material incredibly fabulous! I have nothing but bad to say about Prof. Hartel, she is an incredible instructor! (and she's not paying me to say this, she really is this great!). Also, Prof. Hartel's lecture slides have got to be the best in the whole faculty! For many potentially boring lecture topics I have vivid memories of the slides that Prof. Hartel put together. For example, the Information Gap - it is

as the image of Prof. Hartel's ballerina leaping across the slide dances through my head!

2. Her lecturing and power point presentations. Most lectures were delivered in a narrative type format, which made it fun to listen and also made retention of the material easier.
3. Her enthusiasm, no doubts about it
4. She's enthusiastic about the material and creative in the way that she presents the information. It also helps that she's not condescending to her students.
5. Dr Hartel was enthusiastic about her subject. She had great powerpoint presentations that were useful in remembering the content of the classes.
6. Communicated a strong level of interest, concern and enthusiasm for subject matter. Extremely approachable, genuine willingness to help, made attending classes very pleasant experience; non-stressful. Great use of visual aides made lectures more engaging and easy to follow.
7. Jenna is very organized and brings humour and enthusiasm to her classes. Her notes are also very well organized and easy to go back to. I appreciate the lecture outline at the beginning of class as it shows excellent organization. Overall, Jenna is extremely organized, enthusiastic, approachable, humorous, and a great professor!
8. She conveyed enthusiasm in the topic. She was open to other ideas.
9. -extremely well organized which I REALLY appreciated -very enthusiastic -great PowerPoint slides -always started on time, again VERY appreciated
10. Dr. Hartel makes great powerpoints, allows her excitement for the subject to come through in all parts of the class and is simply a wonderful teacher. There was a great flow of information, and she did all she could to make it interesting and engaging for the students, which was a nice change.
11. She is incredibly enthusiastic, very knowledgeable, and does her best to make the material as entertaining as possible
12. Professor Hartel brings enthusiasm to the material and makes the course interesting. She lectures effectively and is successful at engaging the students by utilizing a variety of teaching strategies (eg. having students role play a reference interview) and is well prepared with visually captivating powerpoint slides.
13. Enthusiasm power point presentation. Using many visuals instead of text. Variety of teaching tools were incorporated into the classes
14. - Enthusiasm. Hartel is an engaging lecturer. She obviously cares a great deal about her field. She demonstrates a good understanding of relevant theory and makes the field exciting to students. - Empathy. Hartel clearly cares about her students and their interests. She consistently took actions to express that care e.g. ending class early during a low in the term, having everyone attend the Weinberger lecture, taking the time to explain her grading criteria in detail. - Time sensitivity. Hartel is always on time or early! I appreciated always knowing the class agenda to the minute. - Professional yet personable. - Humour. What could have been a painfully dull course was made enjoyable through Hartel's easy sense of humour and amusing powerpoint slides.
15. In my opinion, they are: enthusiasm for the topic; clarity in presenting and explaining concepts; strong theoretical knowledge.
16. She is very up-lifting, and energized. And has wonderful visual presentations!
17. Very enthusiastic. Efficient use of time to convey content.
18. shows up on time
19. I absolutely loved this course! Jenna was enthusiastic about the material and about us! She made the class fun and exciting, an especially challenging feat given that it was a night class. Her powerpoint slides were outstanding and she is very adept at condensing material and teaching only what is essential. Great job! Jenna was very transparent with us, which was refreshing and much appreciated. She debriefed

learn from this experience and our feedback. I think it's great that she is so enthusiastic about improving herself!

20. Prof Hartel is extremely knowledgeable and conscientious.
21. enthusiasm.
22. Enthusiasm, kindness, great power points!
23. Jenna is a very fine instructor and brings lots of energy to the classroom, however she does place favorites on certain students.
24. Prof. Hartel is always enthusiastic about her lectures, and passes that on to her students. She is extremely clear in her instructions and has given me the most detailed and constructive feedback on assignments I have received.
25. Jenna is a sweet and enthusiastic instructor that in my opinion compliments the course fantastically. She brought life and personality to the course and created a very comfortable and non-intimidating environment.
26. She's enthusiastic, knowledgeable about the subject and very approachable. Her explanation of the marking system was really helpful. Great powerpoint too.
27. She could make lectures fun and memorable.
28. Her enthusiasm and ability to convey important concepts of the course.

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

1. N/A
2. Can't think of anything
3. More stickers.
4. Jenna's teaching is great!
5. She did a great job - no improvement necessary!
6. - Couldn't say anything negative about Jenna's instruction.
7. Jenna's teaching is outstanding. I was shocked to hear that she is relatively new to lecturing. Her lecturing ability must be innate :)
8. nice ppt
9. She was really good!
10. Be more strict with the time and to cut presenters off when they are speaking. It is obvious that the presenters did not practice before hand, in order to know how long they were.
11. n/a
12. More inclusion of readings and textual materials in the lectures would have been an added bonus.
13. Most of the instruction was done by lecturing. I would have enjoyed a more interactive approach.
14. I have little complaint. The only thing that bothered me was the shallowness of how the ethics class was taught. I got the impression that librarians are supposed to be amoral technicians and that ethics is just reading a list of rules. I think more time should be spent ethics and that it should be taught earlier, rather than leaving it to the end.
15. The expectations were not clear at times.
16. She could be cloned and then teach twice as many classes. In other words, no, I cannot think of any improvements and I am usually harsh



17. A more balanced approach with respect to the conceptual side of the subject. A little more challenging readings and development of ideas and concepts would have maintained a greater level of interest in the class overall.
18. Regarding the leisure-related information lecture: don't underestimate the need for information in any area of leisure. Outdoor activities such as hiking and birdwatching have rich information needs, e.g. understanding different types of ecologies and their inhabitants in different parks, finding hiking routes, West Nile risk, etc.

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

1. same as above.
2. One of the best teachers I've ever had.
3. I am so glad that I had Dr. Hartel for this class because she was wonderful.
4. Very prepared, detailed, enthusiastic and gave constructive feedback to all assignments.
5. I think she's amazing! Funny, smart, great.
6. Jenna is one of the best instructors I have ever had. She conveys the material in a knowledgeable, enthusiastic manner. Castiglione, in 'The Book of the Courtier' written as a model of behaviour courtiers should follow, describes this concept of 'sprezzatura' which translates as effortless grace. That is definitely what Jenna has in her teaching. I'm sure it was difficult to condense the material and create those powerpoints, but she makes it look so natural and easy.
7. Excellent!
8. Very good.
9. This class was better than I had expected it to be and was worth paying to attend. If this instructor was not teaching the course I am pretty sure that it would not have been very enjoyable.
10. Excellent and well organized.
11. Fabulous! See above.
12. One of the better professors I've heard lecture.
13. Top notch!
14. nice ppt
15. Prof. Hartel is clear, expressive and shows genuine interest in the lecture material. I would definitely take another course with her again.
16. - Honestly, I think Jenna did an amazing job. She really cares about her students. For example, before each presentation she made sure she had a functional power point on her PC beforehand instead of leaving it all to the student.
17. She is a good instructor, she was open to feedback and undoubtedly will implement it in her future classes.
18. She's really great and lots of fun. Obviously enthusiastic about subject which translated to the class.
19. Average.
20. It was a pleasure to take this course with Prof Hartel. Her energy, enthusiasm, creativity and sense of humour were truly refreshing.
21. Overall, a very committed, genuinely caring and interested instructor. Very open to constructive feedback and willingness to change areas that need improvement.

presentations made her teaching style successful.

23. Jenna covered all the areas thoroughly and provided explanations in the right places. She explains ideas with many examples and I felt that this helped the class understand new concepts.
24. She was great!
25. She is an asset to the faculty. I cannot speak to her research and publications, but in terms of teaching, if she can maintain this level of quality, I would highly recommend her for tenure.
26. Thanks, Professor Hartel
27. Very good, very enthusiastic and with good audiovisual materials.
28. Prof. Hartel was a very fun lecturer. Her lectures were well designed and interesting. This is quite a feat considering the dryness of the subject.
29. Excellent.

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

1. In the fall, the classroom is incredibly cold, and this distracts from the content being taught.
2. Finally, the room is not freezing.
3. good
4. The room was either too cold or too hot, never in the middle.
5. The classroom was perfect. Just the timing could be better if it were in the afternoon, rather than at night, because of travelling.
6. It's always cold in the classroom. The computer is pretty good, but the microphone hums.
7. Good facilities.
8. Classroom was too cold. Everything else was fine.
9. Room was too cold.
10. Adequate.
11. The class consisted of about 40 students and the room was too large for this number. I think a smaller room would have made us all pay more attention.
12. Very adequate overall. Temperature in hall could be adjusted (either too warm or too cold). Size of desk surface writing area too small.
13. BL 205 needs proper temperature regulation and visible clocks. I find it very strange that there are not clocks in all the classrooms.
14. The class room is great. It was cold in the beginning but Jenna made a request to fix it and vol ah! Has a well amplified microphone-stereo system which is good for soft-spoken students.
15. Lecture hall good.
16. -fine for this class
17. nice ppt
18. Bissell 205 is freezing! This is not a good way to try to learn!
19. I found everything to be suitable. I have no suggestions for improvements.

again. The fancy new podium device with a built in computer is totally awesome! And I love the giant screen

21. I dislike the theatre style lecture hall, specifically because there are a very limited number of outlets for students to plug laptops in.
22. I have one complaint: Given that we have studied ethics and the equity for the accessibility of the knowledge, the class is NOT appropriate for people with disabilities.

Problems? [Contact Areti Vourinaris.](#)