

COMPASS Course and Instructor Evaluations

I. COURSE EVALUATION FORM - INF1310H LEC0101

Term: 2010 Winter

Instructors: JENNA HARTEL

Completed: 73% (41 / 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	10	30	0	4.71	
2. Distributed graded course work due dates throughout the term.	0	1	4	6	30	0	4.59	
3. Used methods of evaluation that reflect subject matter appropriately and provide a fair evaluation of student learning.	0	0	5	11	25	0	4.49	
4. Contained useful readings.	0	0	4	13	24	0	4.49	
5. Was complemented by guest lecturers.	0	0	4	9	27	1	4.58	
6. Overall, how would you rate this course?	0	0	2	11	28	0	4.63	
		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	1	10	27	2	0	0	3.78	

workload of this course is...								
8. Compared to other courses I have taken at the same level, the difficulty of the course material is...	0	2	29	8	2	0		3.24
9. Considering your experience with this course, and disregarding program or degree requirements, would you still have taken this course?							YES - 36 NO - 4 N/A - 1	

II. INSTRUCTOR EVALUATION FORM INF1310H LEC0101

Term: 2010 Winter

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	9	32	0	4.78
2. Availability for consultation during office hours or by appointment?	0	0	2	12	23	4	4.57
3. Encouragement of student questions or discussion in class time when appropriate?	0	0	1	4	36	0	4.85
4. Ability to respond to a wide range of questions about material in the course?	0	0	0	10	30	1	4.75
5. Commitment to grading student work fairly with	0	0	0	4	30	0	4.50

helpful comments and feedback (if appropriate)?							
6. Commitment to returning graded work within a reasonable time?	0	0	0	11	30	0	4.73
7. Ability to communicate interest and enthusiasm in the subject matter?	0	0	0	0	41	0	5
8. Contribution to how much you learned in course?	0	0	1	10	29	1	4.7
9. Overall, how would you rate the effectiveness of the Instructor's teaching?	0	0	1	3	36	1	4.88

III. Comments - INF1310H LEC0101

Term: 2010 Winter

Instructors: JENNA HARTEL

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

1. The instructor is enthusiastic and keeps things interesting. Lots of great surprises and fun.
2. engaging in-class exercises for participatory experience, applying practical skills to the fun scavenger-hunt nature of the workbooks
3. Jenna Hartel!
4. Extremely useful readings and information regarding the reference interview. I was happy to see there wasn't too much emphasis on particular reference materials, as "useful reference sources" varies from job to job. The basic overview (types of resources, actions such as scanning, berrypicking) were a good/better use of time than specific sources would have been.
5. Very good at delivering critical knowledge about the reference profession. It gives students a good hands-on approach to reference that many other classes don't. Class exercises are helpful, assignments are appropriate (workbooks are particularly excellent), readings are easy and helpful.

6. The workbooks and the professional development paper were amazing assignments.
7. The workbooks were great, useful and informative. I also felt the professional development paper and ref interview were great assignments.
8. Lots of activities, lectures broken up by interesting diversions, good discussions, excellent teaching
9. Good balance of practical and theoretical. The assignments were both enjoyable and educational.
10. very good examination of reference material
11. Doing the workbook and doing the library interview.
12. Practical aspects (worksheets, assignments); guest lectures
13. I really enjoyed the group discussions and the assignments that allowed us to use the information we were learning in real situations.
14. reference interview and overview of reference services in a library
15. Hartel's energy, interactive activities
16. The course material is organized and presented very well
17. It gives a good understanding of the reference work.
18. Very engaging. Loved the prof!
19. The course was a great follow-up to the first library sciences stream course I took last term. INF1310 seemed to really get at the heart of library work, and did a great job of familiarizing myself and my fellow students with the use of reference work.
20. It is a very good introductory course to reference.
21. Workbook, tutorials
22. Learned extremely valuable and practical skills pertaining to reference interviews, how the user thinks, what the librarian needs to keep in mind.
23. Jenna has an enthusiasm that really keeps a class lively
24. Prof. Hartel constantly kept the subject matter engaging and challenging. She was very approachable and enthusiastic. The amount of information in each class was great but felt manageable based on her teaching style and class discussions.
25. This course was very interactive and the assignments were extremely useful in preparing for a career in reference.
26. Jenna framed the course well. Her use of the xray vision idea is original and very useful.
27. This course was very helpful with explaining how reference works. It allowed for exploration of the different areas of reference and explained them in a clear and concise manner.
28. the reference workbook is very helpful, as were the tutorials by mike mccaffrey
29. The professional development paper was very helpful.

30. The instructor's enthusiasm for the course material and different methods of content delivery during lectures.
31. It covered a wide spectrum, from theories to difference reference sources to practical works.
32. I really appreciated the practical opportunities that the course afforded, such as the reference interview assignment. Also appreciated the group work activities during class time.
33. Instructor's ability to engage students.

2. How could the course be improved?

1. More current readings if available
2. It was stated at the beginning that this was not a searching course, but much of our grade depends on our ability to search. I think having a session on searching would be very helpful.
3. As much as the tutorials were informative, I preferred them as options, and bringing them into the classroom because of online problems was obstructive. I was often more interested in Jenna's lectures than the tutorials.
4. Pacing of assignments should be changed. Only one assignment was due before reading week and four were due after. Also the material was presented unevenly, theoretical should be mixed with practical.
5. The course is just a part of the LIS discourse, and as such, reflects the state of the LIS as a profession and as a theoretical discipline. In terms of professional training, this was a useful course, but there is much to be wished for when it comes to LIS and theory. Hopefully, the interdisciplinary spirit of iSchool will shake and shape it; and it should include some approaches from humanities.
6. more practice in a library
7. N/A
8. Most of the coursework is due in the second half of the semester, I would recommend spreading the coursework more evenly throughout the semester
9. Perhaps more theory?
10. Perhaps offering the class from 10-1:00
11. Perhaps not having as many assignments
12. Tutorials should be the main component of the course, while theory can take much less class time. For example there is no need to spend 4 classes on reference interview, which boils down to the basics of good customer service. In my opinion we had too many assignments and most of work was due toward the end of the semester

13. Not sure if it could have been. Maybe we didn't need the week 13 review? It was an understandable choice though, and I appreciated not being forced to consider 'new' information at that point.
14. The length of the class could be a little bit shorter. Other than that it was a good class to take.
15. Getting the tutorial lectures was kind of boring
16. N/A
17. Spread out due dates for coursework so that the last month of class isn't worth over 50% of final grade.
18. The tutorials by Mike McCaffrey threw off the courses flow. Not the fault of the instructor but I think she could have taught some of the material just as well and with her own style which I respond to more than McCaffrey's.
19. The print versions of reference sources that were required to complete the workbooks are for the most part redundant. Some of the workbook seems like it hasn't been updated in the last decade (one Robert's reference librarian I encountered said as much.
20. Readings could be more interesting and assignments more challenging.
21. Maybe we could have a field trip or real reference experiences.
22. To be honest, while assignments were not necessarily difficult, the sheer volume of them was problematic for a 12 week course. Even one less (perhaps only one workbook instead of two) would have made a big difference.
23. It would have been great to have the online tutorials, which were not possible because of time constraints this year, but perhaps they could be something to aim for in the upcoming year.
24. a little more emphasis on the practical aspects
25. Everything was perfect
26. I just didn't enjoy the readings, they were informative, but not compelling at all. I'm picky though.
27. More indepth treatment of the ethics of reference work. The assignments (reference interview and professional development paper) were very difficult to complete within 2000 words including references.

3. What is your overall opinion of the course?

1. Excellent!
2. Well organized and well taught.
3. It was OK.
4. It was a great introduction to reference. I think we learned about the value of reference, the professional practice of reference, and

some of the challenges.

5. Outstanding course and a very thorough, thoughtful and engaging instructor!
6. Excellent course. Very informative and useful.
7. Excellent course. Interesting subject matter and very useful.
8. Excellent content and format.
9. lame
10. Loved it, was interesting and relevant
11. good.
12. I found some of it useful for future job prospects; however, the course was uneven. The theoretical work at the beginning did not continue to the end. We were not tested on the readings in a meaningful way.
13. Definitely recommend
14. Extraordinary!
15. This course was a fantastic learning experience and it was such a pleasure to participate in it.
16. Excellent.
17. Average. The course should concentrate more on the tools used in various types of reference services.
18. very useful and interesting course
19. I enjoyed it! Jenna made reference work exciting and there was never a dull moment in that class :)
20. It prepares students for the profession of a librarian.
21. Very good, an informative requisite that everyone should take.
22. I think it's one of the best experiences I've had at the iSchool so far. I learned a fair amount from the course in the theoretical, but I think the quality of the training in the use of that theoretical material was really useful.
23. Average
24. The course was very useful. Gave students an opportunity for some real world learning, which was different from other courses.
25. I completely lost interest half way through, no fault of the instructor, but rather content.
26. Excellent course.
27. An excellent introduction to an important aspect of librarianship
28. I thought that the prof. was incredibly enthusiastic and did everything possible to get us involved.
29. Excellent. Jenna Hartel is the best
30. Useful and interesting overall but could be more challenging

31. Useful, enjoyable.

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

1. Jenna conveys an incredible degree of enthusiasm and knowledge for the course material, and really engaged the class with it. Her interest and love of the subject was contagious.
2. Incredibly enthusiastic and upbeat in class - made all of the material interesting!
3. -Extremely interactive course. Much group work/interaction, very fun. -Liked how she personalized almost every lecture with her personal gourmet cooking hobby; this made the course fun, the prof relatable and approachable to students. -Informative slides, interesting guest lectures.
4. made the course fun!
5. her enthusiasm is terrific.
6. Jenna Hartel is very enthusiastic and delivers a humorous and well-planned presentation every time. She provides good questions that make you think, good real-life examples of concepts discussed, guest speakers who complement the material nicely, and a flair for role-playing and dramatic acting to break the monotony of group work in class. Mike McAffrey's tutorials were heightened by his fun sarcastic speaking. The TA Keren Dali was exceptionally great at providing friendly, detailed and responsive feedback to such a large group. TA Susan McDonald's comments were somewhat fewer but also good.
7. Her enthusiasm. She is open and detailed about what she expects.
8. Enthusiasm
9. Prof. Hartel was extremely enthusiastic, and showed her passion and effort in teaching the course that was not really her specialty.
10. Her ability to communicate expectations and concepts effectively and her enthusiasm
11. Very enthusiastic.
12. Good use of slides, examples, interactivity and fun.
13. Practical and yet fun and memorable I believe I will remember her lectures long after I am done with my studies.
14. Jenna was very animated every class. Even if the topic of the day was not very interesting she managed to engage the class in discussions with her amazing energy and dedication to reference.
15. Enthusiastic, creative, funny, passionate about the material

16. Critical and interactive

17. enthusiasm and organization
18. Prof. Hartel is a charismatic and engaging professor whose enthusiasm for the course material makes the class that much more enjoyable and memorable. Her lectures are well-timed and she is very clear when presenting course concepts and expectations for the assignments. She makes her students feel that they are her priority and always ensures that she is available to talk with them and address their concerns. She is wonderful!
19. Excellent at fielding questions and comments during class; a good speaker; well-organized and prepared for every class; grading practices are transparent and fair
20. enthusiasm and humour, organization
21. Prof. Hartel is so enthusiastic! She is very well organized and the handouts are helpful. She also obviously cares about her students.
22. Enthusiasm.
23. Very knowledgeable and enthusiastic
24. Her enthusiasm for library theorists. Her willingness to identify areas in the field in need of research. She struck a good balance between familiarity and professionalism.
25. Sense of humor used to illustrate theory/information.
26. Clear explanations of concepts. Interesting and relevant assignments. Generates thoughtful discussion. Provides students with hands-on learning experiences, which are very important.
27. Engaging, passionate, wonderful!
28. Prof. Hartel is an excellent instructor - engaging, funny, compassionate, she did a great job of explaining the course material and supporting it with examples; effective use of student participation and guest lectures; and I really appreciated and loved that her lectures were perfectly timed - ie they always lasted as long as she said they would and never ran over time.
29. interesting, passionate, engaging
30. Enthusiasm, clear use of examples
31. I really appreciated Jenna's enthusiasm for the subject matter, and the energy with which she lectures. She is very friendly and engaging, and this makes the learning process much more enjoyable!
32. kindness, clarity, transparency, fun
33. enthusiasm
34. Enthusiasm/organized/does what she says she's going to do/thorough.
35. She is welcoming, enthusiastic, knowledgeable, and nice.
36. Enthusiastic, sense of humor. In one of our classes Prof. Hartel mentioned how librarians select books to increase the

world; she herself is a true embodiment of that spirit.

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

1. N/A
2. In no way
3. n/a
4. Prof. Hartel could enrich the course if she has some experience in reference works; she can easily enlighten her students if she can tell stories from her own experience.
5. na
6. More time for questions? Not much else to add.
7. I can't find any major issues in Jenna's style of teaching that could use serious improvement. She ran a good class, and I learned a lot from it.
8. n/a
9. None! Jenna should continue her upbeat and passionate lecturing style. In fact, other professors could do well to improve their own teaching styles from her!
10. I'm not sure
11. There is not much that needs improving at all. Voice pitch and tone can become somewhat monotonous when reviewing information that has been presented in earlier classes (although generally she is a pleasure to listen to)
12. Emphasize the readings more.
13. I'd like to take a seminar size class with Jenna because I see the potential, but its really hard to judge so deeply from a lecture-sized experience.
14. Sometimes it's difficult for her to get the class involved- especially with some of the role-playing and presentation exercises. Some activities were more successful than others, so maybe she could revisit her choice of activities and eliminate some of the ones that weren't as popular.
15. Jenna's teaching does not have to be improved.
16. not sure
17. She's perfect

18. N/A

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

1. Excellent
2. Great
3. Amazing. I will take anything that JH teaches
4. Great!
5. great
6. very organized
7. She is very kind and helpful.
8. Jenna's teaching was informative and even at times entertaining. She is very knowledgeable and was a pleasure to have as an instructor.
9. Very inspiring...I hope to be just as passionate about my future job as she is!
10. Excellent. I feel like she is passionate about teaching and about my learning experience; I feel like she is genuinely interested in the subject, which helps keep me interested in it.
11. A wonderful professor
12. good
13. I would take a class from this instructor again. She is knowledgeable, approachable and passionate.
14. Great.
15. Very pleased, highly recommended to future students.
16. Excellent.
17. It is good.
18. Prof. Hartel is a model teacher and an inspiration.
19. Awesome
20. She's a great teacher and I would definitely take courses with her in the future.
21. Excellent
22. Fantastic. One of the best professors I've had in my school experience thus far.

23. Amazing!
24. She's great
25. Excellent.
26. one of the best in the program
27. She was awesome - totally made having to get up for a 9 a.m. class worth it.
28. I loved Jenna's lectures - she's one of my favourite profs! Always look forward to going to her classes.
29. Very good.
30. Excellent! A pleasure to attend her lectures.
31. its great!
32. Quirky and fun.
33. Excellent!! Jenna is an amazing instructor, and does a wonderful job of engaging students.

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

1. Fine, although the room is always cold!!! Sound system is not very good, makes hearing dvd's etc difficult. But generally comfortable.
2. No complaints.
3. fine
4. The facilities were adequate.
5. The entire course was enjoyable. The room itself, while it was a little cold at times served it's purpose nicely. The equipment did not fail during the year and it assisted with the presentation of the course material. This was a very enjoyable course to take.
6. Average
7. The room needs more light.
8. Classroom facilities were sufficient - seating was comfortable, and the classroom space worked for all in-class group activities.
9. The facilities are OK- sometimes it's a bit cold!
10. That classroom gets cold
11. good
12. Average

13. N/A.
14. ok
15. Why is it always so cold in Bissell 205?? Also, that room needs bigger windows.
16. BL205 can get rather chilly, and there's always a faulty smoke alarm signal heard chirping (in the lobby?)
17. Good.
18. Room 205 is always FREEZING.
19. Good
20. Classes are too large for what should be a hands-on course.
21. ok
22. not a huge fan of the classroom. Not a comfortable room.
23. No comment
24. The facilities were fine.
25. N/A
26. The classroom was problematic, mainly in that the chairs are really only comfortable if you're short and thin. As someone who is fairly tall and broader than most, I found the seating to be extremely uncomfortable, and the desk portions of them were insufficient for most laptop computers. That being said, the room was a good size for the class.
27. The classroom, while older, had suitable facilities to accommodate a variety of teaching approaches and multimedia.
28. Room 205 should be burned to the ground. The room is terribly cold all the time, the seats are totally uncomfortable and it is very difficult to take notes for a long period of time on those tiny desks.
29. fine. except that annoying beeping in the all of Bissell, what is that?

Problems? [Contact Areti Vourinaris.](#)