Frequently Asked Questions

Who can proctor SORs?

SORs can be proctored by the course instructor, another faculty member, a staff member or a responsible student. If faculty proctor the SORs in their own classes, they may want to step out of the room for a few minutes while the students complete the survey. All proctors should read the SOR Survey Administration Script to assure students that their responses will be confidential and anonymous.

What do I do if students do not know their NetID Username and Password?

Students can look these up by going to the Brookdale Homepage, clicking on "**My Brookdale**" (top right), and then clicking on **NetID**. Students can select *"Lookup your account"* or *"Change/Reset your password."*

If students still cannot obtain their NetID Username and Password, they can call Brookdale's Help Desk at 732-224-2829 or email helpdesk@brookdalecc.edu

How can I check the current response rates for my courses?

While the data collection window is open (e.g., weeks 9-12 of a 15-week term), you can monitor your response rates at the following site:

  https://brookdale.mce.cc

You will be prompted for your Brookdale NetID Username and Password.

How can I increase my response rates?

The primary way to improve response rates is to make sure your students know their NetID Username and Password prior to administering the SORs. This can be done, for example, by sending an email to your students and asking them to reply to you. Check to make sure responses are coming from students' *@my.brookdalecc.edu* email addresses.

How long does a survey session stay open? How long do students have to take the survey?

If the student leaves the session open (i.e., does not close the window or log-out), they will have about two hours before the system times out.

Can a student start the survey and then complete it at another time?

No. If the student closes the window and/or logs-out of the survey, they will have to start over the next time they log-in.

If the connection/device goes down while a student is taking the survey, can the student re-do the survey?

A student can re-do a survey. They can reset the survey from their evaluation dashboard (the list they see when they log-in) by clicking on the green check mark next to the "completed" notification.

Is there any available user documentation?

There are student FAQs at the top of the student evaluation page at:
https://brookdale.mce.cc/faq.aspx

You will be prompted for your Brookdale NetID Username and Password.

How can I access the reports?

When the reports are available, they can be accessed at the following site:
https://brookdale.mce.cc

You will be prompted for your Brookdale NetID Username and Password.

Select the Evaluation Session you are interested in by clicking on the small triangle next to the name of the session. All available courses will be listed. Click on the *Course Code* to generate a Benchmark Report. To view other reports, such as Brookdale's standard Student Opinion Report, click on the *Viewing/Printing* pull-down menu in the upper right corner of the screen.

Additional assistance with navigating the results is available in the *User Guide* under the "My Account/Help" tab at the top of the results page. This will be visible after you have logged in at the URL identified above.

How can I print the reports?

Identify the course section you want to print by following the steps above under "How can I access reports?"

Once you have the course selected, click on the **Viewing/Printing** pull-down menu and select the report type you are interested in (e.g., View Graphs/Comments). When the report is generated, click on the *Viewing/Printing* pull-down menu **again**, and select the "Print Page" option.

To print the standard Brookdale Student Opinion Report, use the print function of your internet browser. For optimal results, reduce the report to 75% or "Shrink to Fit" the page width.

Detailed instructions for printing SORs are also available on the Planning & Institutional Effectiveness SOR webpage at https://www.brookdalecc.edu/pie/sor/

Click on "***Instructions for Printing SOR Reports***"