

Poll Everywhere PILOT

FY16

Memorandum of Understanding

Between Penn Local Service Providers (LSPs) and Penn Libraries Courseware Support

Introduction

Penn LSPs agree to participate in a pilot evaluation of Poll Everywhere, a real-time in-class polling tool, with data-collection and assessment functionality, that uses text-messaging and a web interface for user submissions. The terms of this agreement are effective beginning September 1, 2015 through June 30, 2016. Campus participation is limited to LSP-identified and supported users for this period.

Rationale

Penn Libraries Courseware Support invites campus participation and evaluation of the Poll Everywhere application in order to assess its feasibility in meeting needs for in-class real-time polling; educator-initiated student data-collection for evaluation, feedback, and other course-related purposes; and small-scale assessment (quizzes).

Benefits

Benefits to pilot participants include:

- Direct experience with a new assessment tool used by other higher education institutions
- An opportunity to influence the future direction of academic technologies on Penn's campus
- Continued support and access to Poll Everywhere throughout the pilot period

Risks

Because this is a one-year pilot evaluation, the application may not be available to LSP-supported participants beyond the pilot period.

Penn Libraries Courseware Support reserves the right to terminate the pilot at any time if serious technical problems are discovered. In such a case, participants will be notified in writing in advance. We will attempt to identify alternative accommodations prior to such a disruptive change.

Costs

No fees are assessed for participation in the pilot. Penn Libraries provides Poll Everywhere to LSP-supported participants for the duration of the pilot period.

Responsibilities

Participants in the Poll Everywhere Pilot are responsible for:

- Using Poll Everywhere for in-class real-time polling, data collection, and assessment.
- Providing timely notification of technical problems and implementing and/or following-up on solutions provided
- Participating in assessments
- Using recommended support strategies outlined by one's participating LSP

The *Courseware Advisory* is responsible for:

- Monitoring the pilot process throughout the evaluation period
- Communicating pilot status and progress to faculty and staff within each member's school, department, or organization as appropriate
- Managing the overall assessment process including data collection instruments, methods, reports, and recommendations

Penn Libraries Courseware Support is responsible for:

- Managing vendor communications
- Notifying participating LSPs in advance of system maintenance downtimes
- Providing Tier 2 technical support
- Communicating regular pilot status updates to the Courseware Steering Committee

Participating LSPs are responsible for:

- Providing training to faculty/staff pilot participants
- Providing Tier 1 support to participating faculty and staff within each member's school, department, or organization
- Communicating regular pilot status updates and/or challenges to the Courseware Advisory
- Soliciting pilot participants' feedback, and contributing one's own feedback for the final evaluation report

Pilot Evaluation

Two evaluations will be conducted at the conclusion of each semester to assess: (1) participants' evaluation of Poll Everywhere in meeting their needs for in class real time polling, and (2) support staff members' evaluation of Poll Everywhere in terms of its technical and practical use on-site, maintenance issues, and support requirements.

Upon completion of the pilot, a final evaluation will be drafted, circulated to the Courseware Advisory and Courseware Steering Committee, and published to the Canvas at Penn blog.

Termination of Participation

Participating LSPs may terminate this agreement at any time by notifying Penn Libraries Courseware Support (canvas@pobox.upenn.edu) in writing of intent to withdraw. In so doing, all pilot data collected up to the point of termination will be omitted from the final evaluation.

Approvals

The following individuals agree to the terms and conditions of this agreement:

Signature of Participating LSP

Signature of Penn Libraries Representative

Contact information:

Contact information:

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