Kansai University Course Questionnaires

2024 Spring Semester Administration Manual

Contents

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1　Purpose

　The primary purpose of this questionnaire is to listen to feedback from students who have taken the course and provide information that will contribute to the continuous improvement of the course in the following semesters, based on the students' attitude towards learning and how well they achieved their goals in terms of the course objectives. Secondly, by sharing the results with the students, we aim to encourage the students who responded to the questionnaires to reflect on their own learning activities, and to use the results as a reference for other students in subsequent semesters. Thirdly, by widely publicizing the results, we aim to enable FD (faculty development) for faculty members and SD (staff development) among those involved in university administration, including faculty & staff, as well as promote understanding of the university's educational activities among students and faculty & staff*.
　With these purposes in mind, the results of these questionnaires will be
made available to faculty members and students, and will be used to guarantee and improve the quality of education at the university.
* Those in possession of Information System Login IDs (see Q4 on p.23 for details)

2　Period

July 4, 2024 (Thu.) - July 31, 2024 (Wed.)

3　Process

Received email from CTL office
·
Information system "Notices" disseminated

Center for Teaching & Learning will send detailed information on how to administer the questionnaire to the instructors' KU Web Mail (UserID@kansai-u.ac.jp). The information will be sent out twice (on the day the questionnaire starts and about 2 weeks before the questionnaire close).
*The second email will be sent to all instructors, whether it has been conducted or not.
The information will also be provided in the information system "Notices".

Instructors set own questions and download the response request form

P.4 ▶

After setting up instructors' own questions in the questionnaire system, download the response request form to be distributed to students.

We ask for your cooperation in conducting the questionnaire during the class.

The response rate is very important
for grasping the actual situation of the class.

Distribution to students

PP.8-9 ▶

● Send the response request form by KU-LMS message function.
OR
● Print out the response request form and distribute it during the class.
(If there are absent students, please send it by KU-LMS message function.)

Student questionnaire responses (about 5 min)

During class hours as much as possible, instruct students to scan the QR code (or URL) on the response request form and complete the questionnaire.

Check the questionnaire results

PP.10-15 ▶

During the period, instructors can check the results from the "Course Questionnaires" section of the Information System. (The results will be aggregated immediately, at any time.)
About 2 weeks after the period, when the university-wide aggregation is finalized , instructors can check cross-tabulations and comparisons of course scores.

● In principle, the aggregate results (in PDF format) for each course will be made available within the university through the syllabus system . (p.21)
● The results of the university-wide survey will be publicly available on the website of Center for Teaching & Learning.
 https://www.kansai-u.ac.jp/ctl/support/questionary/

1 Setup for the instructor's own questions [Undergraduate schools / If wishing to set]

For undergraduate courses only, in addition to the 10 questions shared across the faculties (see pp.16-18), the instructor can set up to 2 questions of the instructor's own.

The instructor can set up the questions in the form of "5-point scale" and "Free answer". If wishing to set the questions, please do the following.

*Be sure to do this before informing the students.

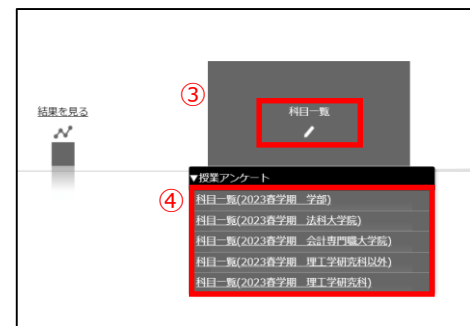**01** **To Course Evaluation Questionnaire System**

Click ①[the Academic Affairs Information] > ②[Course Evaluation Questionnaire], in the Information System

02 **To Course List**

Click ③[Course List] > ④the applicable category (undergraduate or graduate school)

03 **To individual question screen**

Click ⑤[Question] in the column [Instructors' Questions]

04 **To Edit Screen**

Select ⑥the row of the question to
be edited, and click ⑦[Edit].
*Q1 is a "5-point scale" and Q2 is a
"free text" response.

05 **Question Entry**

Enter the question in ⑧[Question text] field, click
⑨[Save] and ⑩[Close].
*The text you enter will be displayed directly to the
students. If the question text is blank, the question
will not appear on the student response screen.
*It is possible to set either Q1 or Q2.
*You may not edit any fields other than "Question Text."
(including answer choices)

Q1 (5-point scale) screen   **o r**   Q2 (free text) screen

2 Setup for student information entry
[Undergraduate schools / If wishing to set]

In principle, the Questionnaire will be conducted anonymously; however, if the instructor determines that student information (affiliated faculty, grade, student ID number, and name) is necessary, the instructor may set up the question.
The default setting for filling in student information is "Not Required". If wishing to set the question, please do the following.
If "Not Required" is selected, the student information field will not appear on the student's response screen.
*Be sure to do this before informing the students.

01   **From the Information System to Course List**

Same as steps 01-02 on p.4

02   **Change Settings**

Select ①[Required] in the column [Enter Student Information].
*To the students, the questions [affiliated faculty, grade, student ID number, and name] will be displayed.

If "Required" is set, all fields for student information (affiliated faculty, grade, student ID number, and name) will be displayed. If you wish students to answer only some of the information, **please instruct students which fields to complete when notifying them (P.8).**

3　Download the response request form

01　From the Information System to Course List

Same as steps 01-02 on p.4

02　Download the response request form

Select ① a button in the column [QR Code List] to download the response request form (Japanese Ver. and English Ver.)

①

The last code in the course name is the timetable code.
Same as the code following the course name at the top of each course page in KU-LMS (different from the code in the PDF title)

The response request form is **different for each course**.

⚠️ Using the automatic translation tool in Course Evaluation Questionnaire System may cause download errors.
Please download the Japanese version of the system as it is.

4 Distribute the response request form to the course students

01 **How to send by KU-LMS message function**

Send the downloaded response request form to your course students using "KU-LMS" message function.

Kansai University Information & KU-LMS Operation Manual (pp.33-34 of PDF)
https://www.kansai-u.ac.jp/ctl/teacher/pdf/kyouin_en_.pdf

⚠ If the instructor scans the QR code on the response request form and copies and pastes the URL of the answer page to distribute, the answer page will not be displayed to the students. **Attach the PDF data of the response request form.** The students themselves scan the QR code.

Use the following explanation template when informing the course students.
You may modify it as needed, but make sure to make it easy for them to respond.

Title : Please complete the Spring Semester Class Questionnaire.

The purposes of the questionnaire are as follows:
 The primary purpose of this questionnaire is to listen to feedback from students who have taken the course and provide information that will contribute to the continuous improvement of the course in the following semesters, based on the students' attitude towards learning and how well they achieved their goals in terms of the course objectives. Secondly, by sharing the results with the students, we aim to encourage the students who responded to the questionnaires to reflect on their own learning activities, and to use the results as a reference for other students in subsequent semesters. Thirdly, by widely publicizing the results, we aim to enable FD (faculty development) for faculty members and SD (staff development) among those involved in university administration, including faculty & staff, as well as promote understanding of the university's educational activities among students and faculty & staff*.
 With these purposes in mind, the results of these questionnaires will be
made available to faculty members and students, and will be used to guarantee and improve the quality of education at the university.
*This questionnaire does not require personal identification such as ID or password. The answers will be statistically processed and will not be used to identify individuals. And it has nothing to do with your grades.
*It is optional to complete the questionnaire. Even if you don't answer, you will not suffer any disadvantage. If you don't want to answer a question, you can skip it, or/and you can stop halfway.
*The obtained information will not be used for any purpose other than the above. Please understand the purpose of the questionnaire and give us your honest opinions.

Period: July 4, 2024 (Thu.) - July 31, 2024 (Wed.)
Answer method: Scan the QR code or URL in the attachment, answer from smartphones, PCs etc.
Time required: about 5 min

＊＊＊＊＊＊ If you set the question for student information entry, and wish students to answer only some of the information (affiliated faculty, grade, student ID number, and/or name) fill in the following: ＊＊＊＊＊＊
●Please answer only [○○, ○○○] for the last question about student information.

02 Distribution on printed paper (If not distribute in KU-LMS)

Please print out the downloaded response request form and distribute it during class. Choose Japanese Ver. or English Ver. according to students.

*If there are absentees, please send it by KU-LMS message function.

The response request form is **different for each course.**

When responding, please instruct students to be sure to check the "year, semester, day of week and time period", "course name", and "instructor name" on the response screen.

Once a response is confirmed, it **cannot be modified or canceled**.

1 During the period: Checking the preliminary results [Undergraduate schools]

01 **To Course Evaluation Questionnaire System**

Click ①[the Academic Affairs Information] > ②[Course Evaluation Questionnaire], in the Information System

02 **To Course List**

Click ③[View Results] > ④[Course List]

03 **Display of aggregate results**

Select ⑤[year, semester, undergraduate or graduate school]. Click ⑥a button in the column [Results (quick report)] from the Course List. The current results will be displayed.

2　After the period ends: Viewing the aggregate results [Undergraduate schools]

About 2 weeks after the period, you can view the aggregate results (PDF format).
*The results will not be displayed during the period.

01 **From the Information System to Course List**

Same as steps 01-02 on p.10

02 **Display of aggregate results**

Select ①[year, semester, undergraduate or graduate school].
Click ②a button in the column [Results (PDF)].
The questionnaire results will be displayed.

●See pp.12-13 for cross-tabulations and comparisons of course scores.
●See p.14 to review the free entry-response [Undergraduate schools] and the results [Graduate schools] .

3　Checking the cross-tabulation
[Undergraduate schools]

> About 2 weeks after the period, you can cross-tabulate the aggregate results for each course by questions.
> *The results will not be displayed during the period.

01　**From the Information System to Course List**

Same as steps 01-02 on p.10

02　**Select a Subject from the Course List**

Select ①[year, semester, undergraduate or graduate school]. Click ②a button in the column [Cross-tab]

03　**Display of cross-tabulation results**

③Select a question to cross-tabulate.
④Click [Cross-tab Display]. The cross-tabulation results will be displayed.

4 Comparison of Course Scores
[Undergraduate schools]

You can compare scores across course.
*The results will not be displayed during the period.

01 **To Course Evaluation Questionnaire System**

Same as step 01 on p.10

02 **To Comparison of Course Scores**

Click ①[View Results] >
②[Comparison of Course Scores]

03 **Display of Comparison Graphs**

③Select courses to compare. (two or more courses can be selected)
Click ④[Make Course Comparison Graph].
The Course Comparison Graph will be displayed.

5 Download the questionnaire results data [Undergraduate and graduate schools]

The raw data for questionnaire results can be downloaded. The free entry-response [Undergraduate schools] and the results [Graduate schools] are available in raw data.
*The raw data will not be downloaded during the period.

01 **From the Information System to Course List**

Same as steps 01-02 on p.10

02 **Download Raw Data for Each Course**

Select ①[year, semester, undergraduate or graduate school].
Select ②a subject for download.

or

02 **Download Raw Data for All Courses**

Select ①[year, semester, undergraduate or graduate school].
Click ②[Raw Data Batch Output]

6 Setting the aggregate results to private
[Undergraduate schools]

About 3 weeks after the response period ends, in principle, the aggregate results (in PDF format) for each course will be made available within the university through the syllabus system .
If you wish to make the results private, make sure to change the setting by **August 21 (Wed.)**.

*When "Public" is set, persons with information system login IDs will be able to view them. (see Q4 on p.23)
*When "Private" is set, only the instructor can view the results. The course students, students outside the course, and other faculty & staff will not be able to view them.

01 **From the Information System to Course List**

Same as steps 01-02 on p.4

02 **Change the Setting**

Select ①[Private] in courses list.

●See p.21 to view the results from the syllabus system.

1　Questions [Undergraduate schools]

Students are asked the following 13 questions (10 shared across the faculties + 3 set by the instructor) and up to 5 questions unique to each faculty.

*Actual response screen of students is as follows

科目名	科目Aサンプル
教員名	教員太郎サンプル

Q1.あなたにとってこの授業の進度は適切でしたか。／ Was the progress of this class suitable for you?

○ 遅い／It was slow.
○ やや遅い／It was somewhat slow.
○ 適切／It was suitable.
○ やや速い／It was somewhat fast.
○ 速い／It was fast.

Q2.あなたにとってこの授業の難易度は適切でしたか。／ Was the difficulty of this class suitable for you?

○ 易しい／It was easy.
○ やや易しい／It was somewhat easy.
○ 適切／It was suitable.
○ やや難しい／It was somewhat hard.
○ 難しい／It was hard.

Q3.授業はシラバス（授業概要、到達目標、授業計画）に沿って行われましたか。／ Did the class proceed according to the syllabus (the course description, course objectives, and course content)?"

○ 行われた／Yes, it did.
○ ある程度行われた／Yes, to an extent.
○ どちらともいえない／I am not sure.
○ あまり行われなかった／No, not really.
○ 行われなかった／No, not at all.
○ シラバスを見ていない／I did not read the syllabus.

Q4.担任者は、受講生の理解度を確かめながら授業を進めていましたか。
※＜この質問は、対面授業でない場合でもお答えください。例えば、授業外であっても関大LMSなどを用いて理解度を確認している場合やレポートなどによる確認の場合もありますので、それも含めて総合的に回答してください。＞
／ Did the instructor confirm the understanding of the students while running the class?"

○ 進めていた／Yes, they did.
○ ある程度進めていた／Yes, to an extent.
○ どちらともいえない／I am not sure.
○ あまり進めていなかった／No, not really.
○ 進めていなかった／No, not at all.

Q5.この授業で工夫してほしいと思うものをすべて選んでください。（複数選択）
※＜この質問は、対面授業でない場合は、あてはまるもののみ回答してください。「提示の仕方」は板書ではなくパワーポイントのみで回答してください。＞
／ Please select everything you would like us to work on regarding this class. (You may select multiple answers.)"

- ☐ シラバス／Syllabus
- ☐ 授業計画／Course content
- ☐ 配付教材／Distributed course materials
- ☐ 授業中の環境／In-class environment
- ☐ 説明の仕方／Method of explanation
- ☐ 提示の仕方（板書やパワーポイントなど）／Method of presentation (writing on the blackboard, Power Point, etc.)
- ☐ 授業内容／Class content
- ☐ 時間外学習の支援／Learning support outside of class hours
- ☐ 学生への接し方／Way of interacting with students
- ☐ 課題のフィードバック／Assignment feedback
- ☐ 特にない／Nothing in particular

Q6.予習復習、準備、課題のために、授業１回あたり平均してどの程度授業時間以外に費やしましたか。／ How much time did you spend outside of class hours reviewing, preparing, or working on assignments per class?

- ○ 予習・復習を全くしなかった／I did not prepare or review at all.
- ○ 30分未満／Less than 30 minutes.
- ○ 30分〜1時間未満／30 minutes to less than one hour.
- ○ 1〜2時間未満／One to less than two hours.
- ○ 2〜3時間未満／Two to less than three hours.
- ○ 3時間以上／Three hours or more.

Q7.この授業について意欲的に取り組みましたか。／ Were you motivated to work hard in this class?

- ○ 意欲的に取り組んだ／Yes, I was.
- ○ ある程度意欲的に取り組んだ／Yes, to an extent.
- ○ どちらともいえない／I am not sure.
- ○ あまり意欲的に取り組んでいない／No, not really.
- ○ 意欲的に取り組んでいない／No, not at all.

Q8.あなたは、この授業の到達目標をどの程度達成しましたか。／ Did you achieve the course objectives for this class?

- ○ 達成できた／Yes, I did.
- ○ ある程度達成できた／Yes, to an extent.
- ○ あまり達成できなかった／I am not sure.
- ○ 達成できなかった／No, I did not.
- ○ 到達目標を知らない／I do not know what the course objectives were.

Q9.総合的に判断して、この授業は意義のあるものでしたか。／ Based on your overall evaluation, was this class meaningful?

- ○ 意義のあるものだった／Yes, it was.
- ○ ある程度意義のあるものだった／Yes, to an extent.
- ○ どちらともいえない／I am not sure.
- ○ あまり意義あるものでなかった／No, not really.
- ○ 意義のあるものでなかった／No, not at all.

Q10. この授業について①継続してほしいところ②改善してほしいところがあれば入力してください。　／Please enter your thoughts about any of the following,

①継続してほしいところ
Things you would like the instructor to continue doing in the class

500文字まで入力できます。

0文字/500文字

②改善してほしいところ
Things you would like the instructor to improve in the class

500文字まで入力できます。

0文字/500文字

SampleSampleSampleSampleSampleSampleSampleSampleSampleSample

○ そう思う/I agree.
○ ややそう思う/I somewhat agree.
○ どちらともいえない/I am not sure.
○ あまりそう思わない/I somewhat disagree.
○ そう思わない/I disagree.

SampleSampleSampleSampleSampleSampleSampleSampleSampleSample

500文字まで入力できます。

0文字/500文字

以下の項目について入力してください。　／Please enter the following information.

所属/Affiliated Faculty

学年/Grade

学籍番号/Student ID Number

氏名/Name

2 Questions [Graduate schools]

01 **Questionnaire for graduate schools (except the Graduate School of Science and Engineering)**

*Actual response screen of students is as follows

科目名	科目Aサンプル
教員名	教員太郎サンプル

次の各項目についてお答えください。／ Please answer following questions.

Q1.1.この授業の内容はいかがでしたか。（内容：授業内容が期待どおりであったか、わかりやすくする工夫がなされていたか等）／ How was this class? (Was the content of the class as you expected, was there any effort to make it easy to understand, etc.)

5000文字まで入力できます。

0文字/5000文字

Q2.2.この授業についての教授方法は適切だと思いましたか。（内容：担任者の姿勢、配付資料の適切さ、情報機器の利用等）／ Did you think the teaching method was appropriate for this class? (Attitude of the instructor, appropriateness of handouts, use of information equipment, etc.)

5000文字まで入力できます。

0文字/5000文字

Q3.3.この授業による成果は満足のいくものでしたか。（内容：理解することができたか、受講前より興味を持ったか等）／ Were you satisfied with the results of this class? (Did you understand the material, were you more interested in the subject than before?)

5000文字まで入力できます。

0文字/5000文字

Q4.4.この授業に対するあなたの受講姿勢はいかがでしたか。（内容：よく出席したか、予習・復習など意欲的に取り組んだか等）／ How was your attitude toward this class? (Did you attend well? Were you motivated to prepare for and review the material?)

5000文字まで入力できます。

0文字/5000文字

Q5.5.この授業に関する施設・設備・機器は適切でしたか。（内容：設備・情報機器等の充実度、効果等）／ Were the facilities, equipment, and devices related to this class appropriate? (How well equipped and effective are the facilities and information equipment, etc.?)

5000文字まで入力できます。

0文字/5000文字

Q6.6.その他、この授業に関するご意見をお書きください。／ Please write any other comments you have regarding this class.

5000文字まで入力できます。

0文字/5000文字

02 Questionnaire for the Graduate School of Science and Engineering

*Actual response screen of students is as follows

科目名	科目Aサンプル
教員名	教員太郎サンプル

次の各項目についてお答えください。／ Please answer following questions.

Q1.1.この科目を受講して良かったと思われる点を記述してください。／ Please describe what you think was good about taking this course.

5000文字まで入力できます。

0文字/5000文字

Q2.2.この科目の講義方法について提案できることがあれば記述してください。／ Please describe any suggestions you have for the lecture method of this course.

5000文字まで入力できます。

0文字/5000文字

Q3.3.その他、この講義に関する意見があれば記述してください。／ Please describe any other opinions you have about this course.

5000文字まで入力できます。

0文字/5000文字

V Students, Faculty, and Staff view the Results

1 Viewing the results (Students/Faculty & staff)

Students, faculty, and staff can view the aggregate results for each course, including those from previous years (2020 and beyond).
*Only courses that have been set "Public" can be viewed. (p.15)
*The result reference field will not appear for courses that have not been conducted or are set "Private".

01 To the Syllabus System

Click ①[the Academic Affairs Information] > ②[Search for Syllabuses], in the Information System
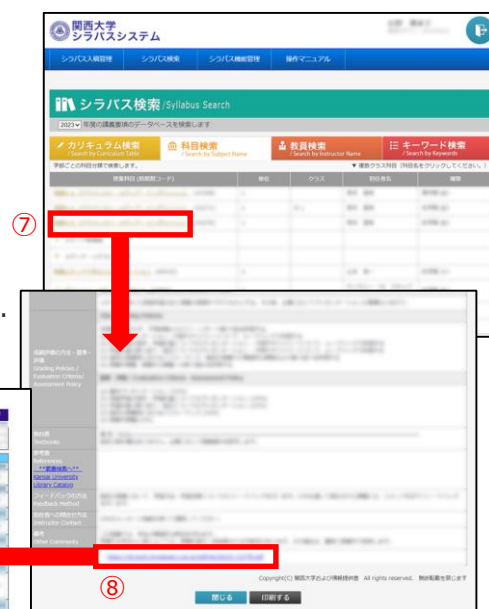
02 Search for Courses

③Select the year
Click ④[Search for Courses]
⑤Enter a course name
Click ⑥[Search]

03 View Results

Click ⑦a course name in the column [Course List] in the search results. The syllabus for each course will be displayed.
Click on ⑧the URL, [Refer to the results] at the bottom of the syllabus. The result(PDF) will be displayed.

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VI Q&A

Q1 How are the questionnaires related to the three policies and the syllabus?

A: The university's three overarching policies (Diploma Policy, Curriculum Policy, and Admission Policy) are disclosed on the university website. They aim to develop the "Ability to Think and Act" based on the founding motto and the University motto. In addition, each of the 13 Faculties has its own three policies based on the overall university policies, which are also available on the website.

In the syllabus, the relationships (correspondence) between individual courses are clearly indicated based on each faculty's diploma policy. The purpose of the syllabus is to make the academic skills and abilities to be cultivated through the undergraduate program (curriculum) visible by organizing the relationships between the courses taught.

In this context, course questionnaires enable us to confirm, from a bottom-up perspective, whether each course is making an appropriate contribution to the fulfillment of the Diploma Policy by examining the degree to which the course objectives are achieved.

Q2 How can I make use of the instructor's original questions? [Undergraduate school only]

A: Instructors can set their original questions to the students.

Instructors can set up questions in the form of 5-point scale and free-text questions (pp.4-5).

There are many ways to use these questions. For example, the question can be used to verify the effectiveness of the use of teaching assistants (TA) or learning assistants (LA), or to check whether offering related books and materials enhanced students' comprehension.
Center for Teaching & Learning provides support on how to use the questions, so feel free to ask for assistance.

Q3 Will the students' anonymity be protected?

A: Yes.

Students do not need to enter any personal information when responding. In addition, the system is designed such that respondents cannot be identified.
*Only if instructors set the entry of student information, individuals are identified (p.6).

Q4 What is the scope of disclosure of the questionnaire results?

A: The scope of disclosure is as follows,

①Aggregate results for each course [Undergraduate school]
About 3 weeks after the response period ends, in principle, the aggregate results (in PDF format) for each course will be made available within the university to persons with information system login IDs through the syllabus system. (p.21)
If you choose "Private" (only the instructor views), please set it as "Private". (p.15)
Free text responses are not included in the public release, and are to be viewed only by the instructor. (p.14)

*"Those with an Information System Login ID" refers to students/faculty members (full-time, part-time, visiting professors, researchers, professors emeritus/emerita), and staff (full-time and part-time). In addition to the above, officers (the Chairperson of the Board of Trustees, trustees, auditors, councillors, and executive advisors) also have IDs, and the results are widely disclosed for the purpose of SD for those involved in university management.

②University-wide aggregate results [Undergraduate school]
About 3 weeks after the response period ends, the university-wide aggregate results of the undergraduate school questionnaire will be publicly available on the website of Center for Teaching & Learning.
https://www.kansai-u.ac.jp/ctl/support/questionary/

③Questionnaire results [Graduate school]
The results of the graduate school questionnaire will be disclosed only to instructors and will not be made public.

Q5 Are the results of the questionnaire used to evaluate instructors' performance?

A: No.

We have established guidelines for the use of the questionnaire results. The guidelines clearly state that "the questionnaire results are not to be used for evaluation of individual instructors", so that these are not to be used for performance reviews.

Q6 How should I administer the questionnaire for an omnibus course?

A: For an omnibus course, follow the instructions of the grader.

In an omnibus course, all instructors can operate the Course Evaluation Questionnaire System, but follow the instructions of the grader and make adjustments as necessary to inform students.
Students' response results can also be viewed by all instructors.

Q7 Can students modify their answers?

A: No.

When students clicks "Submit", responses are finalized. Once responses are confirmed, instructors and students cannot modify them.
Therefore, instruct students to be sure to check the "year, semester, day of week and time period", "course name", and "instructor name" before responding, and explain that they cannot modify their responses.
In addition, when a instructor mistakenly distributes a response request form for a different class, the responses cannot be modified or canceled.

Q8 Is it necessary to conduct the questionnaire in class?

A: Please conduct the questionnaire in class.

Conducting the questionnaire in class is desirable in order for students to assess themselves as accurately as possible regarding their own learning outcomes.
It is also possible to avoid non-course student responses by conducting the questionnaire during class.
In addition, there is a concern that some students may forget to respond outside of class time.
For these reasons, it is desirable to conduct the questionnaire in class. But instructors can be flexible in conduct of the questionnaire according to the progress of the class.

Q9 Should students access the response form through KU-Wifi?

A: Students do not necessarily need to access through KU-Wifi.

They can also respond through their mobile carriers (docomo, au, Soft Bank etc.). Note that depending on their mobile plan, they may be charged for the mobile connection. There is no need to stop them to use mobile connections if they choose, but do not instruct them to do so when responding.

Q10 How should I handle students who do not have smartphones?

A: Please instruct students to respond from a device other than a smartphone.

Instruct them to respond from a classroom PC or their own PC during the period. If they need a QR code, please give them a response request form (to take home).
If they have a device that can scan QR codes in class, such as a smartphone, laptop, or tablet, instruct them to bring it to class if they can, by the week before the questionnaire is administered. It makes the questionnaire go smoothly.

Q11 Instructor names, course names, etc. displayed in the course evaluation questionnaire system are incorrectly converted.

A: When using the Course Evaluation Questionnaire system, use the following recommended environments.

■Windows (PC)
Microsoft Edge, Google Chrome, Mozilla Firefox

■Mac (PC)
Safari

*Using extensions such as translation tools may cause the text to be garbled even when using a recommended environment. If this occurs, contact Center for Teaching & Learning.