Improve KSU Guide

Getting Started

University Information Technology Services

Learning Technologies, Training and Audiovisual Outreach
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Introduction

Improve KSU is the University's 24x7 web-based access point for unit’s and educational program’s assessment plans, and continuous improvement report submissions. Upon request and training, the system may also be used for program/specialized accreditation report preparation. Access and functionality will be determined by job responsibilities and/or position, and in consultation with and approval by immediate supervisor.

Note: The unit supervisor will submit a request form (at https://oie.kennesaw.edu/improve-ksu/access-request/new_user.php). The user will be required to self-enroll in a training course housed on campustraining.kennesaw.edu. Once enrolled, the user will need to review the available material and complete an assessment of understanding in order to pass the training. Progress will be tracked and OIE will be able to review reports that show which materials have been reviewed, and which individuals have completed their training.

Note: This guide will use screenshots showing reporting units how to add and edit performance outcome templates. Educational programs will have access to student learning outcome templates in addition to performance outcome templates. The fields used in the student learning outcome templates function the same as those found in the performance outcomes templates.

Learning Objectives

After completing the instructions in this booklet, you will be able to:

- Access and navigate the Improve KSU site
- Add and edit outcome and additional measure templates
- Associate your outcomes with strategic goals of Kennesaw State University and other entities
- Upload files and documents to outcome templates
- Enter results and findings for outcomes
- Add baseline data (Student Affairs only)
- Run reports and access the report history
- Send an email notification to a colleague that a report is ready to view
Logging in to Improve KSU

To log in to Improve KSU:

1. Navigate to improve.kennesaw.edu.
2. Improve KSU will require CAS log-in. If prompted, enter your NetID and password, and click Login.

3. You will be logged in to Improve KSU and brought to the landing page.
Accessing Planning Items
Once logged in, you can access the planning items, and begin adding and editing outcomes. To access planning items:

1. From the Landing Site, click Planning.

![Figure 3 - Click Planning](image)

2. The Announcements page will be displayed. Please review new announcements by selecting the announcement title (see Figure 4).

3. In the menu bar, click My Dashboard (see Figure 4).

![Figure 4 - Announcements Page](image)

![Image of My Dashboard - My Roles](image)

**Figure 5 – Improve KSU Tab**

5. The portion of the KSU organization chart that you may access will be displayed in the list to the left. Items related to your organizational unit will appear to the right.

![Image of Items Related to Selected Organizational Unit](image)

**Figure 6 - Displayed Performance Outcomes**
Note: Outcomes will be displayed based on their fiscal year. The selected fiscal year is displayed next to Table Filtered By. If needed, click Edit Filter to change the fiscal year currently viewed.

- The filter window will appear. Click the dropdown box to select a fiscal year.

Note: The reporting cycle for administrative units is a fiscal year (July 1st to June 30th). For an educational program, the reporting cycle is from the beginning of the fall semester (August 1st) through the end of the summer semester (July 31st). Do not adjust the start and end dates of your reporting cycle.

- Click OK to apply the filter and close the window.
Editing Outcome Templates

By default, each reporting unit will have three performance outcome templates preloaded. The following explains how to edit these outcome templates.

Note: Each educational program will have three student learning outcome templates and three performance outcome templates preloaded.

1. From the My Dashboard – My Roles page, click on the Improve KSU tab (see Figure 5).
2. Click on a Performance Outcome template.

![Figure 9 - Selecting a Performance Outcome](image)

3. The selected outcome will open in a separate window. Click the Edit tab.

![Figure 10 - Performance Outcome: Edit Tab](image)

4. You are now ready to edit the outcome template.
Completing an Outcome Template
After accessing the edit tab, you will be able to manually enter information relevant to the outcome. The following will provide an example of editing an outcome template.

Note: The system will not auto-save. You will need to periodically save your work by clicking the Save button.

1. In the Performance Outcome field, click Edit.

![Figure 11 - Performance Outcome: Edit](image)

2. A text editor window will appear. Type or paste the Outcome.

![Figure 12 - Entering a Performance Outcome](image)

Note: If pasting text from an external source (e.g. word doc, pdf, etc.), you may use the Paste Plain Text tool to remove source formatting from the text.

![Figure 13 - Paste Plain Text Tool](image)

3. Once the outcome has been entered, click Update to close the window and update the performance outcome field.
4. Next to *Is this outcome related to a federal grant awarded to the department or unit?*, select an **answer** from the drop-down menu (see Figure 14).
5. Complete the **Grant Source and Title** field, if applicable (see Figure 14).
6. In the **Measure 1 Data Source** field, select how the performance outcome will be measured from the drop-down menu (see Figure 14).
7. In the **Is Measure 1 direct or indirect?** field, choose **Direct** or **Indirect** (see Figure 14).
8. In the **Measure 1 Description and Documents** field, click **Edit** to enter a description (see Figure 14).

![Figure 14 - Adding Measures to the Performance Outcome](image)

9. A **text editor** will appear. Once your measure has been entered, click **Update** to close the window and update the description field.

![Figure 15 - Text Editor](image)
10. In the *Measure 1 Description and Documents* field, click **Upload File(s)** to upload any relevant documentation (see Uploading Files to the File Library for more information).

![Figure 16 - Upload File(s)](image)

11. For *Measure 2*, repeat steps 6 through 10.

12. In the *Assessment Plan Status* field, choose a **status** from the drop-down list of options (see Figure 17).

**Note:** Contributor(s) must notify their supervisor when the assessment plan is ready for review. The Supervisor notifies the assessment lead of approval.

![Figure 17 - Assessment Plan Status](image)

13. Click **Save**

**Note:** The system will not auto-save. You will need to periodically save your work by clicking the **Save** button.
Relating to a Strategic Plan Item
The outcome must relate to a KSU strategic plan item or mission of the University. To choose a strategic plan item:

Note: The system will not auto-save. You will need to save your work any time you navigate away from the edit tab.

1. Click the Related tab.

![Figure 18 - Performance Outcome: Related](image18)

2. The Related tab opens. Under Items This Performance Outcome Supports, click Add.

![Figure 19 - Adding a Strategic Goal](image19)

3. The Related Item Chooser window opens. Select Kennesaw State University from the list to the left.

![Figure 20 - Select Kennesaw State University](image20)

Note: A similar process may be followed for all relevant strategic plans by selecting that entity from the list to the left.
4. The Improve KSU system will load the mission, strategic goals, objectives, and action steps of Kennesaw State University (the list may take a few seconds to load). Select as many items as necessary by clicking the checkbox next to each item.

![Select Strategic Goals](image)

**Figure 21 - Select Strategic Goals**

5. Click **Add**. The selected items will be added to your outcome template.
6. To add more items, click **Add** and repeat steps 4 and 5 (see Figure 22).
7. To remove items, select a row under *Items this Performance Outcome Supports* and click **Remove Selected** (see Figure 22).
8. Click the **Edit** tab to continue editing the outcome (see Figure 22).

![Add Additional Items or Remove Items](image)

**Figure 22 - Add Additional Items or Remove Items**
Uploading Files to the File Library

To upload a file to the *File Library* and attach it to the outcome:

1. Under any occurrence of *File Library*, click **Upload File(s)** (see Figure 14).
2. The *Single File Uploader* will open. Click **Select**.
3. The *File Upload* window will open. Select a file from your computer to upload, then click **Open**.


4. The file will be ready to upload. Click **Upload File** to upload the selected file to the outcome.

![Figure 23 - Single File Uploader](image)

5. The file will be uploaded. Click **Close** to return to the outcome.

Adding a New Outcome Template

By default, *Improve KSU* will have three performance outcome templates preloaded for each reporting unit. Each educational program will also have three student learning outcome templates preloaded. If needed, additional outcome templates may be added:

1. From the *Improve KSU* tab, hover the mouse over **New Item**. A dropdown will appear.

![Figure 24 - New Item](image)

2. Click **Performance Outcome** (see Figure 24).

**Note:** Educational Programs will see **Student Learning Outcome** as an option.
3. The *Add New Outcome* window will open. Number outcomes **sequentially** and enter “Performance Outcome” or “Student Learning Outcome” (see Figure 25).

4. Click **Save** (see Figure 25) (see the Completing an Outcome Template section for more information).

![Figure 25 - Add New Performance Outcome](image-url)
Adding Additional Measures to Outcomes
Outcome templates have fields for two measures. If needed, you can add additional measures under your selected unit or educational program, and then associate the measure with an outcome as needed. To add an additional measure:

1. From the My Dashboard – Planning Items page, click the Improve KSU tab (see Figure 5).
2. Hover the mouse over New Item. A drop-down will appear (see Figure 24).
3. Click Additional Measure (see Figure 24).
4. The Add New Additional Measure window will appear. In the Title field, enter a title for the new measure that will make it easy to find (see Figure 26).
5. In the Number field, number measures sequentially (e.g. start with 3) (see Figure 26).
6. Click Save (see Figure 26).

Figure 26 - Adding a New Additional Measure (Part 1)
7. In the Additional Measure field, give a short description of the additional measure (see Figure 27).
8. Under Additional Measure Description and Documents, click Edit to provide a description for the additional measure (see Figure 27).

![Figure 27 - Adding a New Additional Measure (Part 2)](image)

9. A text editor will appear. Once your measure has been entered, click Update to close the window and update the description field.

![Figure 28 - Adding a New Additional Measure (Part 3)](image)
10. Under *File Library* (see Figure 29), click **Upload File(s)** to upload any relevant documentation (see Uploading Files to the File Library).

11. Click **Save & Close** (see Figure 29).

12. The *Additional Measure* will appear under the outcomes for your unit.
Connecting an Additional Measure to an Existing Outcome

Once an additional measure has been created, it must be associated with an existing outcome:

1. From the Improve KSU tab on the My Dashboard – Planning Items page, click the Outcome you wish to associate an additional measure with.
2. The Outcome window will open. Click the Related tab.

![Figure 31 - Performance Outcome Window: Related Tab](image)

3. Under Items Supporting This Performance Outcome, click Add.

![Figure 32 - Items Supporting This Performance Outcome: Add](image)

4. The Related Item Chooser window will open and display available additional measures. Click the checkbox next to an additional measure to select it.

![Figure 33 - Click a Checkbox to Select an Additional Measure](image)

5. Click Add.
6. The additional measure will be added to the outcome.

![Figure 34 - Additional Measure Added to Performance Outcome](image)

### Completing an Improvement Report for an Outcome

At the end of a reporting cycle, you will need to complete an *Improvement Report* for the outcome.

1. Click on the **Outcome** you wish to edit.

![Figure 35 - Edit Performance Outcome](image)

2. The **Outcome** window opens. Click the **Edit** tab.

3. Under **Results and Findings**, click **Edit**.

![Figure 36 - Results and Findings: Edit](image)
4. A text editor will appear. Enter any information related to your results and findings, then click Update.

![Figure 37 - Enter Results and Findings](image)

**Note:** You can also add any files relevant to the Results and Findings by uploading them in the File Library. See the Uploading Files to the File Library section for more information.

5. Under Potential Areas of Improvement that Follow from the Analyses, click Edit.

![Figure 38 - Potential Areas of Improvement that Follow from the Analyses: Edit](image)

6. A text editor will appear. Enter any information related to your potential areas of improvement, then click Update to close the window and update the description field.

![Figure 39 - Enter Potentials Areas of Improvement that Follow from the Analyses](image)
7. Under **Verified Improvements to Performance and/or Assessment(s) that Relate to the Outcome**, click **Edit**.

![Figure 40 - Verified Improvements to Performance and/or Assessment(s) that Relate to the Outcome: Edit](image)

**Note:** Verified improvements require at least two measurement cycles. While there is an expectation that each reporting unit will report improvements within a few years, the **Verified Improvements** field will be blank when reporting the first measurement of an outcome and during some cycles.

8. A text editor will appear. Enter any verified improvements to performance and/or assessment(s) that relate to the outcome, then click **Update** to close the window and update the description field.

![Figure 41 - Enter any verified improvements to performance and/or assessment(s) that relate to the outcome](image)

9. Under **Plans for Next Reporting Cycle**, click **Edit**.

![Figure 42 - Plans for Next Reporting Cycle: Edit](image)
10. A text editor will appear. Enter plans for the next reporting cycle, then click **Update** to close the window and update the description field.

![Figure 43 - Enter Plans for the Next Reporting Cycle](image)

11. In the *Improvement Report Progress* field, choose a **status** from the drop-down list of options.

![Figure 44 - Improvement Report Progress Status](image)

**Note:** For an educational program, the reporting cycle is from the beginning of the fall semester (August 1\(^{st}\)) through the end of the summer semester (July 31\(^{st}\)). **Do not** adjust the start and end dates of your reporting cycle.

![Figure 45 - Adjust Dates of Reporting Cycle Where Applicable](image)

**12. Click** **Save & Close**.
Adding Baseline Data (Student Affairs Only)
Student Affairs will have the option of adding project data from Baseline. The following explains how to add Baseline data:

1. Under Baseline Data, click Add.

![Figure 46 - Click Add to Begin Adding Baseline Data](image1)

2. The Add Campus Labs Baseline Data Source window will appear. Select a Baseline Project Title from the list on the left.

![Figure 47 - Select Baseline Project Title](image2)
3. Once selected, the baseline data for that project will populate to the right. Click the data you wish to add (see Figure 48).
4. Click Add (see Figure 48).

5. The window will close and the baseline data will be added to your performance outcome.

6. Repeat steps 1-5 until all data needed has been added.
Running reports

Reports can be run at any time within Improve KSU. A downloadable document is generated, and an email notification may be sent. The following explains how to generate a report:

1. From the My Dashboard – Planning Items page, click the Reports tab.

Note: You can access the Reports tab at any time from the Planning site after logging in to Improve KSU.

2. The Reports – Department Reports page will appear. Make sure your department is selected from the list on the left.

Note: Contact assessment@kennesaw.edu to request report types not listed.

3. Next to Full Summary Report, click Generate.
4. The *Generate Report Request* window will appear. The following options are available:
   a. **Type of Report**: Choose to download a copy of the report in *PDF, Word, or Excel* format (see Figure 53);
   b. **Start Date**: Set a custom start date for your report (see Figure 53);
   c. **End Date**: Set a customer end date for your report (see Figure 53);
   d. **Select Fiscal Year**: Automatically select fiscal year start & end dates (see Figure 53);
   e. **Notify User**: System will send a notification email to all email addresses listed once the report is ready to be downloaded from Improve KSU (see Figure 53);
5. After setting the parameters for your report, click **Generate Report**. The report will begin to process. Large reports may require several minutes to process (see Figure 53).

![Generate Report Request Window](image)

**Figure 53 - Generate Report Request Window**

6. You will be brought to the *Report History* window. From here, you can check the status of any report requests, and download completed reports (see Figure 54).
7. Click **Download** to download a copy of the selected report (see Figure 54).
8. To delete a report, click **Delete** (see Figure 54).

![Download Generated Report](image)

**Figure 54 - Download Generated Report**
Note: Once a report has been generated, you can access the Report History window from the Reports – Department Reports screen by clicking History next to a report.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Summary Report</td>
<td>Example</td>
<td>Generate History</td>
</tr>
</tbody>
</table>

Figure 55 - Access Report History

Additional Help

For assessment related questions, please contact the Office of Institutional Effectiveness:

- Email: assessment@kennesaw.edu
- Website: http://oie.kennesaw.edu/improve-ksu

For additional help, please contact the KSU Service Desk:

KSU Service Desk for Faculty & Staff

- Phone: 470-578-6999
- Email: service@kennesaw.edu, Subject: ATTN: Tracy Colerain.
- Website: http://uits.kennesaw.edu