Improve KSU Online System
Performance Outcomes: Getting Started
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>4</td>
</tr>
<tr>
<td>Learning Objectives</td>
<td>4</td>
</tr>
<tr>
<td>Logging in to Improve KSU Online System</td>
<td>5</td>
</tr>
<tr>
<td>Accessing Planning Items</td>
<td>6</td>
</tr>
<tr>
<td>Editing an Existing Outcome and Measures Template</td>
<td>8</td>
</tr>
<tr>
<td>Adding an Additional Performance Outcome and Measure</td>
<td>11</td>
</tr>
<tr>
<td>Deleting a Performance Outcome and Measures Template</td>
<td>14</td>
</tr>
<tr>
<td>Relating an Outcome and Measure to the KSU Strategic Plan</td>
<td>15</td>
</tr>
<tr>
<td>Input Results into an Existing Template</td>
<td>17</td>
</tr>
<tr>
<td>Inserting Images into the Results Section</td>
<td>20</td>
</tr>
<tr>
<td>Adding a Results Template</td>
<td>21</td>
</tr>
<tr>
<td>Deleting Results</td>
<td>24</td>
</tr>
<tr>
<td>Enter Interpretations and Trends/Strategies for Improvement to an Existing Template</td>
<td>25</td>
</tr>
<tr>
<td>Adding an Interpretations and Trends/Strategies for Improvement Template</td>
<td>28</td>
</tr>
<tr>
<td>Deleting an Interpretations and Trends/Strategies for Improvement Template</td>
<td>30</td>
</tr>
<tr>
<td>Additional Functions</td>
<td>31</td>
</tr>
<tr>
<td>Displaying Additional Plan Items on the Same Page</td>
<td>31</td>
</tr>
<tr>
<td>Sorting by Number Identifier (Outcome Number)</td>
<td>32</td>
</tr>
<tr>
<td>Accessing Previous Plans</td>
<td>33</td>
</tr>
<tr>
<td>Running Reports</td>
<td>34</td>
</tr>
<tr>
<td>Uploading Files to the Document Library</td>
<td>35</td>
</tr>
<tr>
<td>Feedback from the Office of Institutional Effectiveness</td>
<td>36</td>
</tr>
<tr>
<td>Additional Help</td>
<td>36</td>
</tr>
</tbody>
</table>
Introduction

The Improve KSU online system is the University's web-based access point for units’ and educational programs’ assessment plans, and continuous improvement report submissions. Upon approval from the Office of Institutional Effectiveness (OIE), the system may also be used for program/specialized accreditation report upload and storage. Access and functionality will be determined by job responsibilities and/or position, and in consultation with and approval by immediate supervisor.

An email notification will be sent when feedback is available for viewing.

Contact assessment@kennesaw.edu to obtain access for new users. Additional resources can be found at https://oie.kennesaw.edu/assessment/improveksu/index.php.


Learning Objectives

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

- Access and navigate the Improve KSU Online System
- Add and edit outcomes and measures
- Associate your outcomes with the mission and strategic goals of Kennesaw State University
- Enter results, interpretations, and trends/strategies for improvement
- Run reports and export as PDF/CSV/Word document
- Access feedback from the OIE
- Upload files to the document library
Logging in to Improve KSU Online System

To log in to the *Improve KSU Online System*:

1. Navigate to [improve.kennesaw.edu](http://improve.kennesaw.edu).
2. The *Improve KSU Online System* will require CAS log-in. If prompted, enter your **NetID** and **password**, and click **Login**.

![Figure 1 - CAS Log-in Prompt](image1)

3. You will be logged in to the *Improve KSU Online System* and brought to the **Dashboard**.

![Figure 2 – Improve KSU Online System Dashboard](image2)
Accessing Planning Items

Once logged in, you can access the plans and begin adding and editing plan items. To access your plan:

1. From the Dashboard, click the Plans icon.

![Dashboard with Plans icon highlighted](image1)

**Note:** You can also click Improve KSU under Plans to the right of the Dashboard to access your plans.

![Improve KSU highlighted in Plans section](image2)

**Announcements**

Reports were due on October 5, 2018; Please read the following clarifications...

DIRECTIONS FOR MOVING OUT OF THE DASHBOARD TO THE TEMPLATES: To access the templates, you will need to move out of the "Dashboard" area by clicking the "Plans" icon... More

**Improve KSU Resources**

The Improve KSU website (http://cie.kennesaw.edu/improve-ksu) provides several resources to support your continuous improvement efforts. Please contact us (cases... More

**Plans**

**Improve KSU**

7/11/17

Updated Improve KSU templates for AY/FY 2018 and beyond. Note: Student Affairs units should select the Improve KSU RETIRED plan for AY/FY 2018.

![Improve KSU announcement](image3)
2. The portion of the KSU organization chart that you may access will be displayed in the list to the left under the *My Units* tab. Click on your unit to begin editing plan items. You will only see the plan(s) that relate to your unit. Other units within KSU will not be able to view your plan(s).

![Figure 5 - Displayed Performance Outcomes](image)

**Note:** *Plan items* will be displayed based on their fiscal year. The selected fiscal year is displayed within the first drop-down menu above the *Institution* tab. If you need to select a different AY/FY, click the drop-down to change the fiscal year currently viewed. The assessment/reporting cycle for your unit should align with work performed by your unit.

![Figure 6 – AY/FY Year Drop-down Selection](image)
Editing an Existing Outcome and Measures Template

After accessing the plan items for your organizational unit, you will be able to select a plan item to manually enter information relevant to the outcome. The following will provide an example of editing a performance outcome and measure for a unit.

**Note:** Organizational units will enter their outcomes and measures into one of the three *Performance Outcome and Measures* templates.

1. From the list of *Plan Items*, click a *Performance Outcome and Measures*.

![Figure 7 - Performance Outcome and Measures: Edit](image-url)
2. The *Edit Plan Item* will appear and display multiple fields. Complete the following fields as appropriate:

   a. **Outcome Number**: This is the consecutive outcome number for the plan item. All of the templates for a particular outcome and measure should have the same number (See Figure 8).

   b. **Name**: You will need to keep *Performance Outcome and Measures* for the first part of the name. If desired, you can add a short descriptor separated by a colon (e.g. *Performance Outcomes and Measures: Degree Completion*) (See Figure 8).

   **Note**: The system should auto-save your changes as you go. To confirm information has been saved, click **outside** the selected field and a green checkmark will display to indicate the information in the field was saved. There is no undo feature in the *Improve KSU Online System* (See Figure 8).

   c. **Have the outcomes and/or measures changed from the previous year**: Indicate whether the outcomes and/or measures have changed since the previous year (See Figure 8).

   d. **Performance Outcome**: describe the area of unit performance with the need for improvement (See Figure 8).

   ![Figure 8 – Edit an Existing Performance Outcome and Measures Template (Part 1)](image-url)
e. **Measure:** Provide additional detail as to how evidence will be collected of the outcome (See Figure 9).

f. **Plan Item File:** Click **File** to upload assessment instruments such as rubrics, assignment descriptions, survey tools, etc. (See Figure 9).

g. **How will the data be obtained:** Select a **data source** from the drop-down (See Figure 9).

h. **Is this measure direct or indirect:** Select one of the following options (See Figure 9).
   - **Direct:** Tangible, visible, and compelling evidence of the outcome (See Figure 9).
   - **Indirect:** Signs or perceptions of the outcome (See Figure 9).

3. When finished, click **Done** to return to the *Edit Plan Item* screen (See Figure 9).

   **Note:** You can also click the **back arrow** at the top of the form.

4. You will be returned to your list of **plan items**.

---

*Figure 9 - Edit an Existing Performance Outcome and Measures Template (Part 2)*
Adding an Additional Performance Outcome and Measure

If adding an additional outcome and measure, make sure that it is consecutively numbered in relation to your other existing outcomes and measures (e.g. Performance Outcome and Measure 1, Performance Outcome and Measure 2, Performance Outcome and Measure 3, etc.). Do not modify otherwise.

To add an additional performance outcome and measures:

1. From the list of Plan Items, click + Plan Item (See Figure 10).
2. Select Performance Outcome and Measures from the drop-down (See Figure 10).

Figure 10 - Adding an Additional Performance Outcome and Measure
3. The *Edit Plan Item* will appear and display multiple fields. Complete the following fields:
   a. **Outcome Number**: This is the consecutive outcome number for the plan item. All of the templates for a particular outcome and measure should have the same number (See Figure 11).

   b. **Name**: You will need to keep *Performance Outcome and Measures* for the first part of the name. If desired, you can add a short descriptor separated by a colon (e.g. *Performance Outcomes and Measures: Degree Completion*) (See Figure 11).

**Note**: The system should auto-save your changes as you go. To confirm information has been saved, click **outside** the **selected field** and a green checkmark will display to indicate the information in the field was saved. There is no undo feature in the *Improve KSU Online System* (See Figure 11).

c. **Have the outcomes and/or measures changed from the previous year**: Indicate whether the outcomes and/or measures have changed since the previous year (See Figure 11).

d. **Performance Outcome**: describe the area of unit performance with the need for improvement (See Figure 11).

![Figure 11 – Edit a New Performance Outcome and Measures Template (Part 1)](image-url)
e. **Measure**: Provide additional detail as to how evidence will be collected of the outcome (See Figure 12).

f. **Plan Item File**: Click **File** to upload assessment instruments such as rubrics, assignment descriptions, survey tools, etc. (See Figure 12).

g. **How will the data be obtained**: Select a **data source** from the drop-down (See Figure 12).

h. **Is this measure direct or indirect**: Select one of the following options (See Figure 12).
   - **Direct**: Tangible, visible, and compelling evidence of the outcome (See Figure 12).
   - **Indirect**: Signs or perceptions of the outcome (See Figure 12).

4. When finished, click **Done** to return to the *Edit Plan Item* screen.

**Note**: You can also click the **back arrow** at the top of the form.

5. You will be returned to your list of **plan items**.
Deleting a Performance Outcome and Measures Template
The following will demonstrate how to delete a Performance Outcome and Measures template:

1. From the list of Plan Items, click the Performance Outcome and Measures you wish to delete.
2. The Performance Outcome and Measures will open. Scroll to the bottom of the page and click Delete.

![Figure 13 - Click Delete](image)

3. A confirmation window will appear. Click Confirm to delete the Performance Outcome and Measure. **Note:** This action cannot be undone.

![Figure 14 - Confirm Deletion](image)

4. The outcome will be deleted and you will be returned to your list of Plan Items.
Relating an Outcome and Measure to the KSU Strategic Plan

Each outcome and measure must align with the Kennesaw State University mission and strategic plan. The following will show how to relate a performance outcome and measure to the KSU strategic plan:

1. From the list of Plan Items, click a Performance Outcome and Measure.

![Figure 15 - Select a Performance Outcome and Measure](image)

2. The Edit Plan Item window for the selected outcome will display. On the right side of the screen, click the Related tab (See Figure 16).

3. The Related tab will open. Click Supports (See Figure 16).

![Figure 16 – Relating Outcomes to the KSU Strategic Plan](image)
4. To access the appropriate KSU strategic plan, ensure that the year you wish to access is selected (See Figure 17).

5. Click the plan drop-down (See Figure 17).
6. Change the plan to **KSU Strategic Plan** (See Figure 17).

![Figure 17 - Change Plan to KSU Strategic Plan](image)

7. Make sure that Kennesaw State University is selected as the organization. This will display the KSU Strategic Plan for your selected year (See Figure 18).

8. A list of strategic priorities and action steps will appear. Select up to three strategic plan items that are most related to the performance outcome (See Figure 18).

**Note:** You must select at least one strategic plan item to relate to the performance outcome.

9. Click a **+ item** to relate it to your performance outcome (See Figure 18).

![Figure 18 - Select a Strategic Plan for your Selected Year](image)
10. Continue selecting strategic plan items (up to three) until you are finished selecting items.

11. Click the back arrow when you are finished adding strategic plan items to return to the Edit Plan Item screen (your work will be saved automatically) (See Figure 19).

![Figure 19 – Return to Edit Plan Item]

12. Your selected strategic plan items have been added to your outcome. Click Done or the back arrow to return to your list of plan items.

**Input Results into an Existing Template**

By default, plan items will include one Result template per performance outcome and measures template. The following explains how to input results into an existing results template.

**Note:** If you do not see the Results template, you will need to scroll down to the bottom of the page and click Next to move to your next page of Plan Items. You can also change the default of 10 plan items shown on a single page. Please refer to the section on Displaying Additional Plan Items on the Same Page.

![Figure 20 - Click Next]

1. Click Results from the plan list to open the results template.

![Figure 21 - Accessing Results]
2. For each outcome, please enter the results and/or upload tables/graphs for both measures in the same Results template. Within the Results field, you may use headings to separate the results for each measure if desired (i.e., Measure 1 Results, Measure 2 Results) (See Figure 22).

**Note:** For how to insert tables and graphs into the Results field, see *Inserting Images into the Results Section.*

3. Next to Plan Item Files, click File to upload existing reports, graphs, or supplemental information. (See Figure 22).
4. If you are with Bagwell College of Education, click Chalk & Wire to import your data from Chalk & Wire. Otherwise, skip to step 5.

**Note:** This feature is **only** available for the Bagwell College of Education.

![Figure 23 - Bagwell College Only Chalk & Wire Import](image1)

5. If you are with Student Affairs, click Baseline to import your data from Baseline. Otherwise, skip to step 6.

**Note:** This feature is **only** available for Student Affairs.

![Figure 24 - Student Affairs Only Baseline Import](image2)
6. Under Progress, select **Ready for OIE Review** from the drop-down (See Figure 25).
7. When finished adding information to your report, click **Done** (See Figure 25).

**Note:** You can also click the **back arrow** at the top of the form.

![Figure 25 - Confirm Progress](image)

8. The entries to the results template will be saved and you will be returned to the plan items for your unit.

**Inserting Images into the Results Section**

The following explains how to add images into the *Results: Summary of Analyses for each measure* section of the *Results* template:

1. After accessing the *Results* template, in the *Results: Summary of Analyses for each measure*, place your cursor in front of where you want your image to appear.

2. Click **Insert** (See Figure 26).
3. Click **Image** (See Figure 26).

![Figure 26 - Insert](image)
4. The *Insert/edit image* window appears. Click the **Folder** icon to add an image from your computer (See Figure 27).

5. Once the image has been added, click **Ok** (See Figure 27).

![Insert/edit image window](image)

**Figure 27 - Insert/Edit Image**

6. The image will appear within your *Results* field.

![Image inserted into Results](image)

**Figure 28 - Image Inserted into Results**

**Adding a Results Template**

By default, plan items will include one *Result* template per performance outcome. If needed, you can add an additional results template under your selected unit. To add an additional results template:

1. From the list of *Plan Items*, click **+ Plan Item** (See Figure 29).
2. From the drop-down, click **Results** (See Figure 29).

![New Plan Item: Results](image)

**Figure 29 – New Plan Item: Results**
3. In the **Outcome Number** field, enter the **outcome number** that the result relates to (e.g. to relate to a fourth performance outcome, put 4) (See Figure 30).

4. In the **Name** field, enter **Results** (You may add a short descriptor, if desired (e.g. **Results: Critical Thinking**) (See Figure 30).

5. Under **Results: Summary of analyses for each measure**, enter your **supplemental aggregated data** and/or **upload tables/graphs** as appropriate existing reports (See Figure 30).

**Note:** For information on how to insert tables and graphs into the **Results** field, see *Inserting Images into the Results Section*.

6. Next to **Plan Item Files**, click **File** to upload existing reports, graphs, or supplemental information (See Figure 30).

![Figure 30 - Entering Results into Template](image-url)
7. If you are with Bagwell College of Education, click **Chalk & Wire** to import your data from **Chalk & Wire**. Otherwise, skip to step 5.

**Note:** This feature is **only** available for the Bagwell College of Education.

8. If you are with Student Affairs, click **Baseline** to import your data from **Baseline**. Otherwise, skip to step 6.

**Note:** This feature is **only** available for **Student Affairs**.
9. Under *Progress*, select **Ready for OIE Review** from the drop-down (See Figure 33).
10. When finished adding information to your report, click **Done** (See Figure 33).

**Note:** You can also click the **back arrow** at the top of the form.

11. The entries will be saved and you will be returned to the plan items for your unit.

**Deleting Results**

The following will demonstrate how to delete a result template:

1. From the list of *Plan Items*, click the **Result** you wish to delete.
2. The **Result** will open. Scroll to the bottom of the page and click **Delete**.
3. A confirmation window will appear. Click **Confirm** to delete the **Result**.

**Note:** This action cannot be undone.

![Removing Plan Item]

**Figure 35 – Confirm Deletion**

**Enter Interpretations and Trends/Strategies for Improvement to an Existing Template**

By default, plan items will include one **Interpretations and Trends/Strategy for Improvement** template per performance outcome. The following explains how to add Interpretations and Trends/Strategies for Improvement into an existing plan in the **Improve KSU Online System**.

**Note:** If you do not see the **Interpretations and Trends/Strategy for Improvement** template, you will need to scroll down to the bottom of the page and click **Next** to move to your next page of **Plan Items**.

You can also change the default of 10 plan items shown on a single page. Please refer to the section on **Displaying Additional Plan Items on the Same Page** for more information.

![Click Next]

**Figure 36 - Click Next**
1. From your list of plan items, click an Interpretations and Trends / Strategy for Improvement template to open.

![Interpretations and Trends / Strategy for Improvement](image)

Figure 37 - Accessing Interpretations and Trends / Strategy for Improvement

2. Under Interpretations and Trends, enter your interpretations and trends.

![Interpretations and Trends: Interpretations of analyses and trends related to the outcome.](image)

Figure 38 - Interpretations and Trends
3. Under *Strategy for Improvement*, enter your **strategy for improvement** (See Figure 39).

4. Click the checkbox next to **I have discussed the assessment results and strategies for improvement with my supervisor** (See Figure 39).

5. Under *Progress*, select **Ready for OIE Review** when completed from the drop-down (See Figure 39).

6. Click **Done** (See Figure 39).

7. The entries will be saved and you will be returned to the plan items for your unit.
Adding an Interpretations and Trends/Strategies for Improvement Template

By default, plan items will include one Interpretations and Trends/Strategy for Improvement template per performance outcome. If needed, you can add an additional Interpretations and Trends/Strategy for Improvement template under your selected unit or educational program. To add an additional Interpretations and Trends/Strategy for Improvement template:

1. From the list of Plan Items, click + Plan Item (See Figure 40).
2. From the drop-down, click Interpretations and Trends/Strategy for Improvement (See Figure 40).

3. In the Outcome Number field, enter the outcome number that the Interpretations and Trends/Strategy for Improvement relates to (e.g. to relate to a fourth performance outcome, put 4) (See Figure 41).

4. In the Name field, enter Interpretations and Trends/Strategy for Improvement (See Figure 41).

Figure 40 – New Plan Item: Interpretations and Trends/Strategy for Improvement

Figure 41 – Adding an Interpretations and Trends/Strategy for Improvement Template (Part 1)
5. Under **Interpretations and Trends**, enter your **interpretations and trends** (See Figure 42). **Note:** For how to insert tables and graphs into text field, see Inserting Images into the Results Section.

6. If desired, click **File** to upload assessment instruments such as supplemental information or existing reports (See Figure 42).

7. Under **Strategy for Improvement**, enter your **strategy for improvement** (See Figure 43).

8. If desired, click **File** to upload supplemental information or existing reports (See Figure 43).
9. Click the checkbox next to **I have discussed the assessment results and strategies for improvement with my supervisor** (See Figure 44).

10. Under **Progress**, select **Ready for OIE Review** when completed from the drop-down (See Figure 44).

11. Click **Done** (See Figure 44).

**Note:** You can also click the **back arrow** at the top of the form.

![Figure 44 - Adding an Interpretations and Trends/Strategy for Improvement Template (Part 4)](image)

12. The entries will be saved and you will be returned to the plan items for your unit.

**Deleting an Interpretations and Trends/Strategies for Improvement Template**

The following will demonstrate how to delete an Interpretations and Trends/Strategy for Improvement template:

1. From the list of **Plan Items**, click the **Interpretations and Trends/Strategy for Improvement** template you wish to delete.

2. The template will open. Scroll to the bottom of the page and click **Delete**.

![Figure 45 - Click Delete](image)
3. A confirmation window will appear. Click **Confirm** to delete the *Interpretations and Trends/Strategy for Improvement* template.

**Note:** This action cannot be undone.

![Confirm Deletion](image)

**Figure 46 – Confirm Deletion**

### Additional Functions

#### Displaying Additional Plan Items on the Same Page

By default, only 10 plan items are shown per *Plan Items* page. To display more (up to 100):

1. From the *Plan Item* view, scroll to the **bottom** of the page.
2. Next to *Show*, click the *drop-down* (See Figure 47).
3. Select a **number** of *Plan Items* to show per page (See Figure 47).

![Show More Plan Items per Page](image)

**Figure 47 - Show More Plan Items per Page**

4. After making your selection, the number of plan items displayed will be updated.
Sorting by Number Identifier (Outcome Number)

The following shows how to sort plan items by number identifier (outcome number).

1. After accessing your list of plan items, click the drop-down next to Sort (See Figure 48).
2. Select Number Identifier from the drop-down (See Figure 48).

3. Your plan items will now be sorted by Outcome number (Number Identifier).
Accessing Previous Plans
You may want to refer to plans from past AY/FY. The following will explain how to access a plan from a previous year:

1. After accessing your list of plan items, click the AY/FY Year drop-down.

![Figure 50 - Click AY/FY Drop-down](image)

2. Select a previous AY/FY year from the drop-down (the following example will select AY/FY 2017).

![Figure 51 - Select Previous AY/FY from the Drop-down](image)

3. The new AY/FY will be set. Click the Plan drop-down.

![Figure 52 - Click Plan Drop-down](image)
4. A list of plans from the selected AY/FY will display. Select the plan you wish to access (the following example will select Improve KSU – RETIRED).

![Figure 53 - Select a Plan](image)

5. The selected plan for the AY/FY chosen in step 3 will display.

**Note:** Previous plans in the Improve KSU – Retired Plan are Read-Only. If you need to make a change after the plan has been locked, please contact assessment@kennesaw.edu.

**Running Reports**

A list of premade reports are available to run from the Plan Items page. You will be able to view the report within your browser, or export the report as a PDF or Word document. The following explains the report function:

1. From the list of Plan Items, click the Reports tab (See Figure 54).
2. A list of pre-made reports will appear. Click View Report to see additional options (See Figure 54):
   a. **View Report:** Displays the full report in a new browser tab (See Figure 54).
   b. **CSV Report:** Generates a CSV report for download (See Figure 54).
   c. **Word Export:** Generates a report as a Word document (See Figure 54).
   d. **Print:** Generates a report that is printer friendly (See Figure 54).

![Figure 54 - Reports Tab](image)

**Note:** Contact assessment@kennesaw.edu to request report types not listed.
Uploading Files to the Document Library

Users have the option of uploading documents (e.g. meeting minutes, etc.) to the Improve KSU Online System. This feature is for your use only and is entirely optional. It is not part of the Office of Institutional Effectiveness review.

To upload a file to the document library:

1. Click the Documents tab (See Figure 55).
2. The Document library will open and display any documents currently within your organizational unit or educational program’s document library. Click File (See Figure 55).

![Figure 55 - Access Document Library](image)

3. The File Upload window will open. Select a file from your computer to upload, then click Open.
4. The file will upload to the document library. Repeat steps 2 & 3 to add additional files.
Feedback from the Office of Institutional Effectiveness

Assessment leaders will receive feedback on assessment plans and improvement reports. This information can be found in the assessment plan template or improvement report template. An email notification will be sent when feedback is available for viewing.

The assessment plan or improvement report will appear under your unit. Simply click the Assessment Plan or Improvement Report to access.

![Student Initiatives Department (example)](image)

**Figure 56 - Assessment Plan and Improvement Report**

Additional Help

For assessment related questions or to add users to the Improve KSU Online System, please contact the Office of Institutional Effectiveness:

- Email: assessment@kennesaw.edu
- Website: [http://oie.kennesaw.edu/improve-ksu](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](http://uits.kennesaw.edu)