Improve KSU Online System
Student Learning Outcomes: Getting Started
University Information Technology Services

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Table of Contents
Introduction ........................................................................................................................................... 4
Learning Objectives ............................................................................................................................. 4
Logging in to Improve KSU Online System ....................................................................................... 5
  Accessing Planning Items .................................................................................................................. 6
Editing an Existing Outcome and Measures Template ................................................................. 8
  Adding an Additional Student Learning Outcome and Measure Template ................................ 12
  Deleting a Student Learning Outcome and Measures Template ............................................... 16
  Relating an Outcome and Measure to the KSU Strategic Plan ..................................................... 17
Input Results into an Existing Template ......................................................................................... 19
  Inserting Images into the Results Section ..................................................................................... 22
  Adding a Results Template ............................................................................................................. 23
  Deleting Results ............................................................................................................................. 26
Enter Interpretations and Trends/Strategies for Improvement to an Existing Template .................. 27
  Adding an Interpretations and Trends/Strategies for Improvement Template ................................ 30
  Deleting an Interpretations and Trends/Strategies for Improvement Template ................................ 32
Additional Functions ......................................................................................................................... 33
  Displaying Additional Plan Items on the Same Page ..................................................................... 33
  Sorting by Number Identifier (Outcome Number) ........................................................................ 34
  Accessing Previous Plans ............................................................................................................. 35
  Running Reports ............................................................................................................................. 36
  Uploading Files to the Document Library ...................................................................................... 37
Feedback from the Office of Institutional Effectiveness .................................................................... 38
Additional Help ................................................................................................................................... 38
**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 outcome 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.png)

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.png)
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.

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

![Image of KSU organization chart and student learning outcomes]

**Figure 5 - Displayed Student Learning Outcomes**

*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.*

![Image of AY/FY year drop-down selection]

**Figure 6 – AY/FY Year Drop-down Selection**
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 student learning outcome and measure for a unit.

**Note:** Educational programs will enter their outcomes and measures into one of the three *Student Learning Outcome and Measures templates*.

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

![Figure 7 – Student Learning Outcome and Measures: Edit](image)
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 should have the same number (See Figure 8).

b. **Name**: You will need to keep Student Learning Outcome and Measure for the first part of the name. If desired, you can add a short descriptor separated by a colon (e.g. Student Learning Outcome and Measures: Critical Thinking) (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. **Student Learning Outcome**: describe the area of student learning with the need for improvement (See Figure 8).

![Figure 8 - Edit an Existing Student Learning 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 10).

h. **Is this measure direct or indirect:** Select one of the following options (See Figure 10).
   - **Direct:** Tangible, visible, and compelling evidence of the outcome (See Figure 10).
   - **Indirect:** Signs or perceptions of the outcome (See Figure 10).

i. **Is this measure from a face-to-face, online, or hybrid course:** Click a checkbox (See Figure 10).

3. When finished, click **Done** to return to the Edit Plan Item screen (See Figure 10).

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

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4. You will be returned to your list of **plan items**.
Adding an Additional Student Learning Outcome and Measure Template

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. Student Learning Outcome and Measure 1, Student Learning Outcome and Measure 2, Student Learning Outcome and Measure 3, etc.). Do not modify otherwise.

To add an additional student learning outcome and measures:

1. From the list of Plan Items, click + Plan Item (See Figure 11).
2. Select Student Learning Outcome and Measures from the drop-down (See Figure 11).

![Figure 11 - Adding an Additional Student Learning Outcome and Measure]
3. 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 should have the same number (See Figure 12).

   b. **Name**: You will need to keep *Student Learning Outcome and Measure* for the first part of the name. If desired, you can add a short descriptor separated by a colon (e.g. *Student Learning Outcome and Measures: Critical Thinking*) (See Figure 12).

   **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 12).

   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 12).

   d. **Student Learning Outcome**: describe the area of student learning with the need for improvement (See Figure 12).

   ![Figure 12 – Adding a Student Learning 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 13).

f. **Plan Item File**: Click **File** to upload assessment instruments such as rubrics, assignment descriptions, survey tools, etc. (See Figure 13).

![Figure 13 - Measure and Plan Item Files](image-url)
g. **How will the data be obtained**: Select a data source from the drop-down (See Figure 14).

h. **Is this measure direct or indirect**: Select one of the following options (See Figure 14).
   - **Direct**: Tangible, visible, and compelling evidence of the outcome (See Figure 14).
   - **Indirect**: Signs or perceptions of the outcome (See Figure 14).

i. **Is this measure from a face-to-face, online, or hybrid course**: Click a checkbox (See Figure 14).

4. When finished, click **Done** to return to the *Edit Plan Item* screen (See Figure 14).

**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*. 

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**Figure 14 - Data Collection**
Deleting a Student Learning Outcome and Measures Template

The following will demonstrate how to delete a Student Learning Outcome:

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

3. A confirmation window appears. Click Confirm to delete the Student Learning Outcome and Measures. **Note:** This action cannot be undone.

4. The outcome and measures 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 must align with the Kennesaw State University mission and strategic plan. The following will show how to relate a student learning outcome to the KSU strategic plan:

**Note:** Educational programs will relate their student learning outcomes to the KSU strategic plan.

1. From the list of *Plan Items*, click a **Student Learning Outcome and Measure**.

   ![Figure 17 - Select Outcome](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 18).

3. The **Related** tab will open. Click **Supports** (See Figure 18).

   ![Figure 18 – 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 19).

5. Click the **plan** drop-down (See Figure 19).

6. Change the plan to **KSU Strategic Plan** (See Figure 19).

![Figure 19 - 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 20).

8. A list of strategic priorities and action steps will appear. Select up to three strategic plan items that are most related to the student learning outcome (See Figure 20).

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

9. Click a **+ item** to relate it to your student learning outcome (See Figure 20).

![Figure 20 - 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 21).

![Figure 21 – Return to Edit Plan Item](image)

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 student learning 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 22 - Click Next](image)

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

![Figure 23 - Accessing Results](image)
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 24).

**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 24).

![Figure 24 - Enter Results (Part 1)](image-url)
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 25 - Bagwell College Only Chalk & Wire Import](image)

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 26 - Student Affairs Only Baseline Import](image)
6. Under Progress, select Ready for OIE Review from the drop-down (See Figure 27).
7. When finished adding information to your report, click Done (See Figure 27).

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

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 28).
3. Click Image (See Figure 28).
4. The *Insert/edit image* window appears. Click the **Folder** icon to add an image from your computer (See Figure 29).

5. Once the image has been added, click **Ok** (See Figure 29).

![Insert/Edit Image](image)

**Figure 29 - Insert/Edit Image**

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

![Image Inserted into Results](image)

**Figure 30 - Image Inserted into Results**

### Adding a Results Template
By default, plan items will include one *Result* template per student learning outcome. If needed, you can add an additional results template under your selected educational program. To add an additional results template:

1. From the list of *Plan Items*, click **+ Plan Item** (See Figure 31).
2. From the drop-down, click **Results** (See Figure 31).

![New Plan Item: Results](image)

**Figure 31 – 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 student learning outcome, put 4) (See Figure 32).

4. In the *Name* field, enter **Results** (You may add a short descriptor, if desired (e.g. *Results: Critical Thinking*) (See Figure 32).

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 32).

**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 32).

*Figure 32 – Enter Results into Template*
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 35).
10. When finished adding information to your report, click **Done** (See Figure 35).

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

![Progress](image)

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**.

![Delete](image)
3. A confirmation window will appear. Click **Confirm** to delete the Result.

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

![Removing Plan Item](image)

*Figure 37 – 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 student learning 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.

![Plan Item Display](image)

*Figure 38 - 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 39 - Accessing Interpretations and Trends / Strategy for Improvement*

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

![Interpretations and Trends](image)

*Figure 40 - Interpretations and Trends*
3. Under **Strategy for Improvement**, enter your **strategy for improvement** (See Figure 41).

4. Click the checkbox next to **I have discussed the assessment results and strategies for improvement with my supervisor** (See Figure 41).

5. Under **Progress**, select **Ready for OIE Review** when completed from the drop-down (See Figure 41).

6. Click **Done** (See Figure 41).

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 student learning 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 42).
2. From the drop-down, click Interpretations and Trends/Strategy for Improvement (See Figure 42).

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 student learning outcome, put 4) (See Figure 43).

4. In the Name field, enter Interpretations and Trends/Strategy for Improvement (See Figure 43).
5. Under *Interpretations and Trends*, enter your **interpretations and trends** (See Figure 44).

**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 44).

7. Under *Strategy for Improvement*, enter your **strategy for improvement** (See Figure 45).

8. If desired, click **File** to upload supplemental information or existing reports. (See Figure 45).
9. Click the checkbox next to **I have discussed the assessment results and strategies for improvement with my supervisor** (See Figure 46).

10. Under **Progress**, select **Ready for OIE Review** when completed from the drop-down (See Figure 46).
11. Click **Done** (See Figure 46).

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

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

**Deleting an Interpretations and Trends/Strategy 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**.
3. A confirmation window will appear. Click **Confirm** to delete the *Interpretations and Trends/Strategy for Improvement* template.

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

![Removing Plan Item](image)

**Figure 48 – 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 49).
3. Select a **number** of *Plan Items* to show per page (See Figure 49).

![Measure 2](image)

**Figure 49 - 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 50).
2. Select Number Identifier from the drop-down (See Figure 50).
3. Your plan items will now be sorted by Outcome number (Number Identifier).

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**Figure 50 - Sort by Number Identifier**

**Figure 51 - Sorted by 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 52 - 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 53 - Select Previous AY/FY from the Drop-down](image)

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

![Figure 54 - 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 55 - 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 56).
2. A list of pre-made reports will appear. Click View Report to see additional options (See Figure 56):
   a. View Report: Displays the full report in a new browser tab (See Figure 56).
   b. CSV Report: Generates a CSV report for download (See Figure 56).
   c. Word Export: Generates a report as a Word document (See Figure 56).
   d. Print: Generates a report that is printer friendly (See Figure 56).

![Figure 56 - 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 57).
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 57).

![Figure 57 - 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.

![B.S. in Health Science (example)](image)

**Figure 58 - 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)