Improve KSU Online System

Performance Outcomes: Getting Started

University Information Technology Services

Technology Outreach
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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.

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
- 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.
2. The Improve KSU Online System will require CAS log-in. If prompted, enter your NetID and password, and click Login.

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

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

   ![Dashboard](image2.png)
   
   Figure 2 – Improve KSU Online System Dashboard
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.

![Figure 3 – Plan Icon](image)

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

![Figure 4 - Plans: Improve KSU](image)
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

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 for a unit.

Note: Organizational units will enter their outcomes into one of the three performance outcome templates.

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

![Figure 7 - Performance Outcome: 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 should have the same number (See Figure 8).

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

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

3. When finished, click **Done** or the **back arrow** (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*.

![Figure 8 – Edit Plan Item](image)

4. You will be returned to your list of *plan items*. 
Adding an Additional Performance Outcome

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

To add an additional performance outcome:

1. From the list of Plan Items, click + Plan Item (See Figure 9).
2. Select Performance Outcome from the drop-down (See Figure 9).

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**Figure 9 - Adding an Additional Performance Outcome**
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 (for this example, it is the fourth outcome) (See Figure 10).

   b. **Name**: You will need to keep Performance Outcome for the first part of the name. If desired, you can add a short descriptor separated by a colon (e.g. Performance Outcome: Increase Retention) (See Figure 10).

   c. **Performance Outcome**: describe the area of unit performance with a need for improvement (See Figure 10).

4. When finished, click Done or the back arrow (See Figure 10).

![Figure 10 – Provide Additional Information for the New Performance Outcome](image)

5. You will be returned to your list of plan items.
Deleting a Performance Outcome Template

The following will demonstrate how to delete a Performance Outcome:

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

![Figure 11 - Click Delete](image)

3. A confirmation window will appear. Click Confirm to delete the Performance Outcome.

Note: This action cannot be undone.

![Figure 12 - Confirm Deletion](image)

4. The outcome will be deleted and you will be returned to your list of Plan Items.
Relating an Outcome 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 performance outcome to the KSU strategic plan:

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

![Figure 13 - 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 14).

3. The Related tab will open. Click Supports (See Figure 14).

![Figure 14 – 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 15).

5. Click the plan drop-down (See Figure 15).

6. Change the plan to KSU Strategic Plan (See Figure 15).

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 16).

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 16).

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 16).
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 17).

![Figure 17 – 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.

**Editing an Existing Measure Template**

By default, plan items will include two *Measures* per performance outcome. The following will provide an example of editing a measure.

1. From the list of *Plan Items*, click a *Measure*.

**Note:** The *Number: Measure* indicates which performance outcome it is associated with (e.g. 1: Measure is associated with 1: Performance Outcome).

![Figure 18 - Select a Measure](image)
2. The *Edit Plan Item* will appear and display multiple fields. Complete the following fields (See Figure 19):

**Note:** The system will 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*.

   a. **Outcome Number**: Enter the outcome number associated with the measure (See Figure 19).

   b. **Name**: Keep the *Measure #* name. If desired, you may add a descriptor after "*Measure #" (e.g. Measure 1: Average time to degree completion) (See Figure 19).

   c. **Measure**: Provide additional detail as to how evidence will be collected of the outcome (See Figure 19).

   d. **Plan Item File**: Click File to upload assessment instruments such as rubrics, assignment descriptions, survey tools, etc. (See Figure 19).

*Figure 19 - Editing an Existing Measure (Part 1)*
e. **How will the data be obtained**: Select a **data source** from the drop-down (See Figure 20).

f. **Is this measure direct or indirect**: Select one of the following options (See Figure 20):
   - **Direct**: Tangible, visible, and compelling evidence of the outcome (See Figure 20).
   - **Indirect**: Signs or perceptions of the outcome (See Figure 20).

3. When finished, click **Done** to return to the *Edit Plan Item* screen (See Figure 20).

**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 Measure**

By default, plan items will include **two Measures** per performance outcome. If needed, you can add additional measures under your selected unit or educational program. To add an additional measure:

1. From the list of **Plan Items**, click **+ Plan Item** (See Figure 21).
2. From the drop-down, click **Measure** (See Figure 21).
The Edit Plan Item will appear and display multiple fields. Complete the following fields:

a. **Outcome Number**: This is the outcome number that the selected measure relates to (e.g. to relate to the first performance outcome, put 1) (See Figure 22).

b. **Name**: You will need to enter Measure # for the first part of the name and the number of the measure (e.g. this is the third measure for performance outcome 1). If desired, you can add a short descriptor separated by a colon (e.g. Measure 3: Student Feedback) (See Figure 22).

c. **Measure**: Provide additional detail as to how evidence will be collected of the outcome (See Figure 22).

d. **Plan Item File**: Click File to upload assessment instruments such as rubrics, assignment descriptions, survey tools, etc. (See Figure 22).

<Figure 22 - Adding an Additional Measure (Part 1)>
e. **How will the data be obtained:** Select a **data source** from the drop-down (See Figure 23).
f. **Is this measure direct or indirect:** Select one of the following options (See Figure 23):
   - **Direct:** Tangible, visible, and compelling evidence of the outcome (See Figure 23).
   - **Indirect:** Signs or perceptions of the outcome (See Figure 23).

4. When finished, click **Done** (See Figure 23).

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

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

**Deleting an Existing Measure Template**

The following will demonstrate how to delete a measure:

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

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

![Figure 25 - Confirm Deletion](image)

4. The outcome will be deleted and you will be returned to your list of **Plan Items**.

**Input Results into an Existing Template**

By default, plan items will include one **Result** template per performance outcome. 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 26 - Click Next](image)

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

![Figure 27 - 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 28).

**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 28).

![Figure 28 - Enter Results (Part 1)](image-url)
4. Under Progress, select **Ready for OIE Review** from the drop-down (See Figure 29).

5. When finished adding information to your report, click **Done** (See Figure 29).

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

![Figure 29 - Enter Results (Part 2)](image)

6. 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 30).

3. Click **Image** (See Figure 30).

![Figure 30 - Insert](image)
4. The *Insert/edit image* window appears. Click the **Folder** icon to add an image from your computer (See Figure 31).

5. Once the image has been added, click **Ok** (See Figure 31).

![Insert/edit image window](image)

**Figure 31 - Insert/Edit Image**

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

![Image inserted into Results](image)

**Figure 32 - 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 38).
2. From the drop-down, click **Results** (See Figure 38).

![New Plan Item: Results](image)

**Figure 33 – 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 34).

4. In the *Name* field, enter **Results** (You may add a short descriptor, if desired (e.g. *Results: Critical Thinking*) (See Figure 34).

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 34).

**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 34).

7. Under *Progress*, select **Ready for OIE Review** from the drop-down (See Figure 34).

8. When finished adding information to your report, click **Done** (See Figure 34).

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

9. 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.
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.

1. From your list of plan items, click an Interpretations and Trends / Strategy for Improvement template to open.
2. Under Interpretations and Trends, enter your interpretations and trends.

3. Under Strategy for Improvement, enter your strategy for improvement (See Figure 40).

4. Under Progress, select Ready for OIE Review when completed from the drop-down (See Figure 40).

5. Click Done (See Figure 40).

6. 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 41).
2. From the drop-down, click Interpretations and Trends/Strategy for Improvement (See Figure 41).

![Figure 41 – New Plan Item: Interpretations and Trends/Strategy for Improvement](image)

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 42).

4. In the Name field, enter Interpretations and Trends/Strategy for Improvement (See Figure 42).

![Figure 42 – Adding an Interpretations and Trends/Strategy for Improvement Template (Part 1)](image)
5. Under *Interpretations and Trends*, enter your **interpretations and trends** (See Figure 43).

**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 43).

![Figure 43 - Adding an Interpretations and Trends/Strategy for Improvement Template (Part 2)](image)

7. Under **Strategy for Improvement**, enter your **strategy for improvement** (See Figure 44).

8. If desired, click **File** to upload supplemental information or existing reports (See Figure 44).

![Figure 44 - Adding an Interpretations and Trends/Strategy for Improvement Template (Part 3)](image)
9. Under Progress, select **Ready for OIE Review** when completed from the drop-down (See Figure 45).
10. Click **Done** (See Figure 45).

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

![Figure 45 - Adding an Interpretations and Trends/Strategy for Improvement Template (Part 4)](image)

11. 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 46 - 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 47 – 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 48).
3. Select a **number** of *Plan Items* to show per page (See Figure 48).

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

**Figure 48 - 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 49).
2. Select Number Identifier from the drop-down (See Figure 49).

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 51 - 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 52 - Select Previous AY/FY from the Drop-down](image)

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

   ![Figure 53 - 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*).

![Select a Plan](Image)

**Figure 54 - Select a Plan**

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

![Reports Tab](Image)

**Figure 55 - Reports Tab**

**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 56).
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 56).

![Figure 56 - 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.

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

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