Overview of Software Selection Process

The College has recognized for a while the importance of having a technological solution for entering, tracking, and reporting outcome assessment data. The accreditation site visit in March 2013 confirmed this. Efforts were begun to acquire such a system. The SLO committee chair researched various assessment software packages and invited three vendors to campus to present their products. A team of faculty, management and staff (13 in all) attended presentations. After considerable vetting of three different software programs to serve as a repository for the College’s outcome assessments and from which reports could be generated, eLumen was selected. This software will house outcomes and assessments for all levels of assessment. While faculty and staff have been developing and assessing outcomes, the documents that serve as evidence have been uploaded to a shared internal drive, which limits access and creates redundant work load for faculty and staff. In addition, this system makes the tracking of data difficult.

The use of eLumen will allow for electronic submission of data, which will simplify aggregation of assessment documents and for an opportunity for faculty to evaluate work that students perform relative to outcomes using rubrics. Implementation of eLumen will require training for faculty and staff.

Intended Users

In the 2014 – 2015 academic year, it is expected that faculty will use eLumen to input course- and program-level assessment data and will be able to generate reports that will enable them to plan modifications to improve teaching and learning. In addition, administrators and staff will use eLumen to input non-instructional or service area assessment data to plan interventions as well. Faculty, administrators, and staff will be using eLumen for assessment of the College’s core competencies.

In Spring 2014, the Dean of LS&R and the O&A Coordinator and administrative support staff will initially be trained to input course-level outcomes (approximately 3,000), program-level outcomes (approximately 200), and core competency outcomes (6). In addition, service area outcomes will need to be entered. Once data has been input, a pilot group of faculty from both academic affairs and student affairs (approximately 10) will be trained on eLumen. The “train-the-trainer” approach will be used; participants in the pilot group will receive a stipend.

While eLumen will be providing initial training and materials (through remote phone conversations and Webinars), College staff (the Dean of Learning Support and Resources and the Outcomes & Assessment Coordinator) will need to develop training
materials for use of eLumen to meet the specific needs of our College. In addition, faculty and staff training will need to be provided on rubric development.

**Project and Implementation Timetables for Training**

Data upload and training for eLumen use is scheduled to be completed for a core group of faculty during Spring 2014. Roll out to faculty and staff is planned for Fall 2014, with faculty and staff able to input outcome assessment data from Spring 2014 and generate reports.

**General Overview of Training Requirements**

**Who Will Be Trained (As Recommended By Elumen)**

- SLO assessment leaders (known in eLumen language as SLO data stewards and program coordinators) who will lead the “train the trainer” roll out

- Core 10-15 faculty who have agreed to pilot use of eLumen and will become “SLO assessment coaches and role models” for other faculty on the use of eLumen

- Student services leaders for use of eLumen in co-curricular (non-academic) SLO assessments

- Data entry personnel for initial phase to enter course SLOs for approximately 800 courses

**What Training Will Be Provided (by eLumen)**

For SLO Leaders (data stewards/program coordinators) (TRAINING TIME: 4 hours, divided into smaller increments)

- Overall structure and roles (what data stewards and program (academic) coordinators, faculty, etc.) do, and set up of eLumen (how it works). Note: During these discussions, we need to decide who will assume what roles and the reporting/management structure. We will also discuss training materials.

- Discuss and determine preliminary parameters (such as which course mapping model is best, etc.). SLO data set up/ entry and mapping – how to (for both academic and co-curricular data set up and entry)

- How to create assessment scales/criteria (for judging the achievement of an SLO)

- Different assessment options (per student, holistically for class) and how to structure an assessment in eLumen
• Brief demo (at this time) of how aggregated data looks in eLumen reports and options available (please note that eLumen’s strengths, among others, are to do the data analytics for you!)

For Core 10-15 faculty who will pilot eLumen (TRAINING TIME 4 HOURS)

• How to create assessment scales/criteria (for judging the achievement of an SLO)

• Different assessment options (per student, holistically for class) and how to structure an assessment in eLumen

Student services leaders for use of eLumen in co-curricular (non-academic) SLO assessments (TRAINING TIME: 2 hour, assumes fewer people will participate) Note: May want to include student service leaders in training with program (academic) coordinators to increase efficiencies and reallocate training time for other uses.

• Discuss and determine roles/structures for best use of eLumen for managing process

• How to create assessment scales/criteria (for judging the achievement of an SLO)

• Different assessment options (per student, holistically for class) and how to structure an assessment in eLumen

Data entry personnel for initial phase to enter course SLOs for 800 courses (TRAINING TIME: 1-2 hours)

• Instructions/Guidance for input of data and mapping: eLumen estimates that entry time for 800 courses x 3 SLOs per course at around 40 hours or less. This will go quickly!

• Additional Suggestion: eLumen will convene a conference call with 2 current SLO coordinators from other California Community College campuses using eLumen. They will discuss their approaches, challenges and solutions to using eLumen; tips for building faculty buy-in, etc. This can be structured as an overview, with a Q&A, before training begins – or after. eLumen will provide an overview summary of “best practices tips” to aid thinking and development – including tips on creating faculty buy-in.
**Schedule**

**Immediate, Jan-Feb, 2014:** To be determined. Currently waiting for SIS data to be imported into eLumen. (See M. Parker for status reports—data upload has not been completed as of 1.29.14)

**Spring term 2014:** Core faculty begin using eLumen for assessment reporting, data is acquired, analyzed and reviewed.

**Fall term 2014:** Second wave of faculty roll-outs, with faculty from pilot teaching new faculty.

**Note:** eLumen suggests a nominal consulting contract to conduct refresher for all faculty and discuss questions and issues, and if desired, to assist in development of second wave roll out plan and schedule. Estimate from eLumen for time is available on request.

**Deliverables**

- Work with data entry to teach how to enter SLOs and map
- Train the trainers: SLO leaders (data stewards) to be able to answer questions and demonstrate the process
- Train core pilot group of faculty to be coaches and guides to use of eLumen
- Train student services in use of eLumen
- If desired, schedule and facilitate a “best practice tips” for SLOs from eLumen clients.

**Implementation Timeline**

<table>
<thead>
<tr>
<th>Task or Deliverable</th>
<th>Start Date</th>
<th>End Date</th>
<th>Responsible Role/Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIS data to be imported into eLumen (Dependent on IT staff)</td>
<td></td>
<td>1.31.14</td>
<td>Matt Coombs</td>
</tr>
<tr>
<td>Initial training for data entry staff (support by Cheryl O’Donnell and Kathy Mendelsohn); data entry and mapping of outcomes at all levels (instructional and non-instructional) by Maria De Leon (administrative staff) and Yesenia Contreras (Professional Expert)</td>
<td>2.10.14</td>
<td>2.21.14</td>
<td>Kathy Mendelsohn and Cheryl O’Donnell</td>
</tr>
</tbody>
</table>
### Task or Deliverable

<table>
<thead>
<tr>
<th>Task or Deliverable</th>
<th>Start Date</th>
<th>End Date</th>
<th>Responsible Role/Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approximately 50 total hours (Training plus data entry)</td>
<td></td>
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<tr>
<td>Start date dependent on successful upload of SIS data</td>
<td></td>
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<tr>
<td>Data entry of assessment data for Fall 2013 and prior assessment reports</td>
<td>After webinar on 2.4.14</td>
<td></td>
<td>Kathy Mendelsohn and Cheryl O’Donnell</td>
</tr>
<tr>
<td>Training for SLO Leaders (4 hours/smaller increments)</td>
<td>3. 3.14</td>
<td>3.13.14</td>
<td>Once participating faculty/staff are identified, training sessions will be better defined</td>
</tr>
<tr>
<td>Training for 10-15 pilot faculty (4 hours)</td>
<td>3. 3.14</td>
<td>3.13.14</td>
<td></td>
</tr>
<tr>
<td>Training for 2-4 Service Area Outcome pilot staff (2 hours)</td>
<td>3. 3.14</td>
<td>3.13.14</td>
<td></td>
</tr>
<tr>
<td>Second wave of faculty training (all remaining faculty)</td>
<td>F14</td>
<td>F14</td>
<td>Pilot Group</td>
</tr>
</tbody>
</table>

### Estimated Resource Needs for Implementation Phase

**Data Entry (Training and Data Entry: 50 hours)**

LS&R Administrative Assistant
Profession Expert (contract ends 2.28.14; recommend extending contract)

SLO Leaders and Pilot Faculty (includes SAO faculty/staff)

Includes Dean of LS&R and O&A Coordinator (no additional resources*)
Ten faculty at $62/hour x 50 hours = $31,000 (funded by Title V)

SLO Leaders/pilot faculty would participate in training provided by eLumen, enter data and generate reports, troubleshoot software/procedural issues, participate in pilot group meetings, and train faculty in Fall 2014. These activities would span the Spring 2014 semester, possibly include summer participation, and extend through the Fall 2014 semester.

*eLumen implementation is included in the SPA for the O&A Coordinator
Training Management

Training sessions will be organized by the Dean of LS&R and the O&A in conjunction with eLumen staff. Evaluations will be conducted to determine if training is meeting the needs of faculty and addressing Hartnell’s assessment requirements. Pilot faculty will also receive training from the Dean of LS&R and the O&A Coordinator and then serve as trainers to faculty and staff in the Fall 2014 semester.

Instructor Selection and Preparation Plan

Instructors will be invited to participate in the pilot; the Dean of LS&R and O&A Coordinator will evaluate “applications” to ensure that there is a cross-discipline/service area representation. Knowledge of the assessment process will be considered in the selection process as well. Participants will be asked to sign an agreement of terms that will confirm their willingness to participate throughout the entire implementation process through training of faculty in Fall 2014. It is estimated that pilot participants will require approximately 50 hours of remuneration (as noted above) for their involvement in all phases of the implementation.

The Dean of LS&R will report to Deans progress and issues of the implementation process. The O&A Coordinator will report to the O&A Committee and Academic Senate implementation progress/issues as well. Deans will be informed of training sessions and will be invited to participate.

Evaluation Plan

Implementation Evaluation will be conducted as follows:

- Initial Training Evaluation (Data Entry)
- Training for SLO Leaders/Pilot faculty Evaluation
- Training for Remaining Faculty/Staff Evaluation

Materials and training formats will be assessed
Comments will be evaluated and changes made as possible prior to future training sessions.

Recommendations

Outcome data and assessments need to be housed in eLumen prior to program planning and assessment data (PPA); this is essential so that fields used in the PPA template can be populated with the appropriate data.

Staff at other colleges using eLumen with whom we communicated indicated that the data entry of all existing outcomes and assessments and course groups as well as completing other “behind-the-scenes” activities required to make eLumen work took at least a year with a dedicated eLumen coordinator. In addition, in some cases, support
was provided by the IPE office, and an instructional technologist was part of the eLumen team. All stressed the importance of having the data structure in place BEFORE the large-scale training is rolled out. Furthermore, respondents from other colleges using eLumen as well as staff from eLumen highly recommend having a group of dedicated personnel (SLO Leaders, for example) for an extended period of time. According to a respondent from Southwestern College (who has now been using eLumen for three years), “there has been a noticeable difference in attention to SLOs since the Points [Leaders] were disbanded.”