STUDENT SERVICES LEARNING SUPPORT OUTCOMES ASSESSMENT

ELUMEN INSTRUCTIONS

MATERIALS TO GATHER

You will need to have the following materials available in order to successfully complete your Student Services Learning Support Outcomes Assessment Template in eLumen:

- The Student Services Guiding Principles document
- Assessment results performed for Learning Support Outcomes such as – surveys, quizzes, questionnaires, research, data, etc.

STUDENT SERVICES LSO ASSESSMENT CYCLE

Please be sure to select the "Save all as draft" button when submitting your first and second drafts for review by your Manager/Dean. When submitting your final draft for review and approval (June 30th) select the "Publish All" button located at the top of the template in eLumen.

AUGUST	Start SS LSO Assessment Cycle
SEPTEMBER-APRIL	Peer Review of SS LSO's with LSO Committee
MAY	End SS LSO Assessment Cycle
JUNE	1st-Meet with Supervisors to Review 1st Draft 15th-Submit 2nd Draft to VPSS for Review 30th-Final Draft Submitted into e-Lumen
JULY	Analyze, Evaluate, Revise SS LSO's (if needed)

STUDENT SERVICES LSO ASSESSMENT TRAINING SCHEDULE

Please note the training schedule below*:

- Wednesday January 12, 2022 9:30 a.m.
- Wednesday January 19, 2022 9:30 a.m.
- Thursday February 17, 2022 4:00 p.m.
- Friday February 25, 2022 10:00 a.m.
- Thursday March 24, 2022 2:30 p.m.
- Friday April 8, 2022 9:00 a.m.

At this time all trainings will be held virtually via Zoom. Should in-person trainings become available this will be communicated to Student Services Leads.

STUDENT SERVICES LSO ASSESSMENT TEMPLATE INFORMATION

The template has been designed to report up to four (4) separate LSO Assessments in an annual cycle. The template begins with the items/questions to complete the first LSO Assessment reporting and after Item #12, the next section (LSO #2) contains the same items/questions to report on a second LSO Assessment, and then the third section (LSO #3), and then the fourth section (LSO #4).

Please note – The following buttons and the corresponding function located in each section of the template and at the top right of the template:

- "Save all as draft" – By clicking this button it will save your entire template as a draft so you can save what you have already done and revisit it again to add more content or revise what you have already entered.
- "Publish all" – By clicking this button you are submitting your entire LSO Assessment Template for review and approval by your Dean/Manager. This button **is only used when you have completed your entire assessment** and are ready to submit it.
- At the bottom of each section the following buttons are available to use:
  - "Cancel Changes" – Used if you have entered content and want to remove it. This button will clear out any information you just entered in this section.
  - "Save draft" – Used to save the content you have entered and return to it at another time to add more content or revise what you have already entered.
  - "Publish" – Used to submit this particular section only for review by your Dean/Manager. Note, this button does not submit your entire LSO Assessment it only submits this section.

To begin your Student Services LSO Assessment reporting in eLumen, you will first need to connect to eLumen utilizing the following link – **lmc.elumenapp.com.** Please note, the application will prompt you to login to the 4CD InSite portal. Once you have successfully logged in and connected to eLumen you will see the following screen:
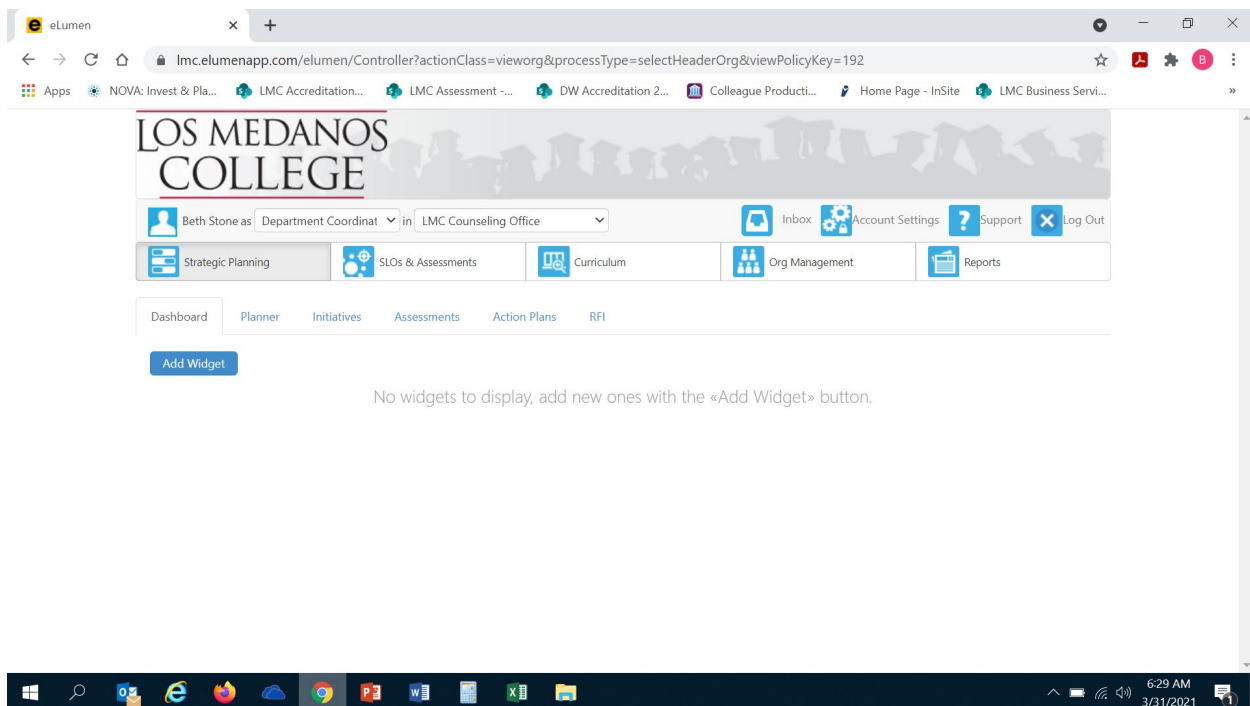
You will note at the top of the screen your name and role. For the purpose of completing your LSO Assessment please ensure your role is that of Department Coordinator. You will also note the program/unit you are logged in with. If you are responsible for completing assessment for more than one program/unit, please ensure that the program/unit you are completing the assessment for is correct. Once you have confirmed you are logged in under the appropriate role and correct program/unit, you are ready to proceed to the next step.
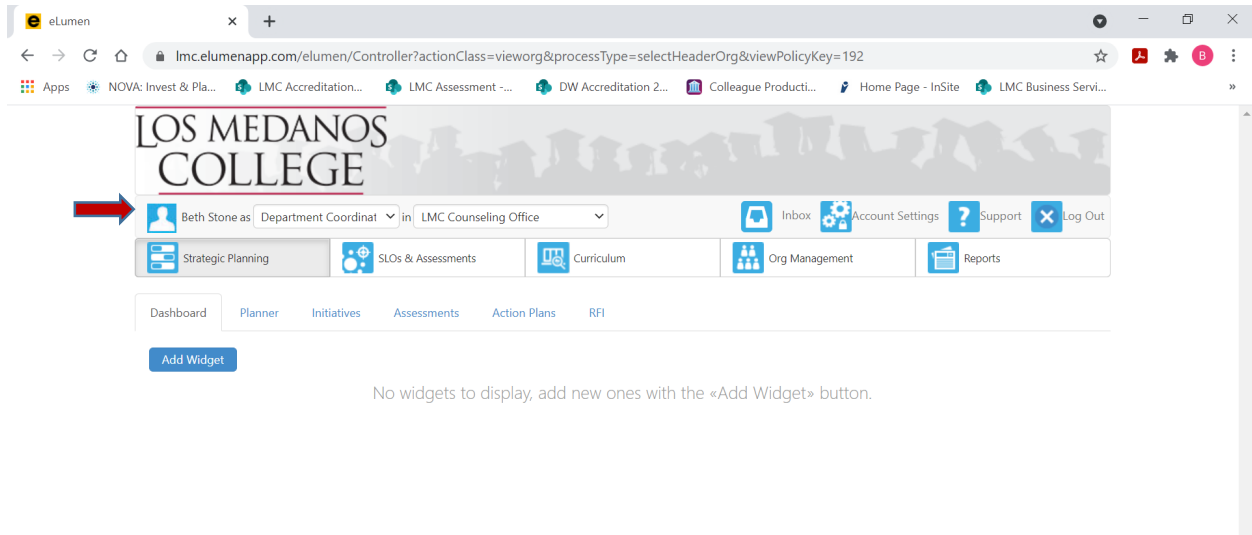
Next you will click on the tab labeled "Strategic Planning", and the link titled "Initiatives".
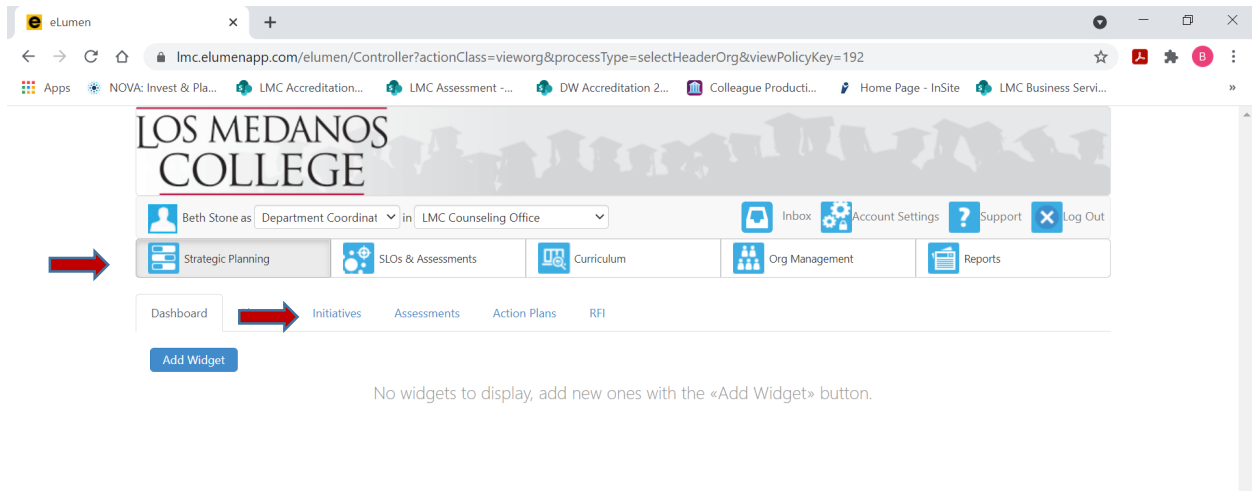
After you click on "Initiatives" you will see the screen below. Please be sure you click on the drop-down box self-populated with "Accreditation Self-Study" and select "General".

Once you have selected "General" from the drop-down box you should note at the bottom of the screen a link titled "Student Services LSO Annual Assessment…" or "Learning Communities LSO Annual Assessment…" with a hyphen and the name of your program/unit. Click on the link to access the LSO Annual Assessment Report Template. *Note -* Be sure to click on the link and not the check box.

After you click on the link for your template, you will see the screen below and you are now ready to begin your assessment report with "Learning Support Outcome (LSO) #1".

LEARNING SUPPORT OUTCOME (LSO) #1

1. Click on the open text box so your cursor will now appear in the box and you can enter in your response to this question. This prompt is directing the user to list the first Learning Support Outcome(s) that is being assessed and align it with the appropriate Guiding Principle.
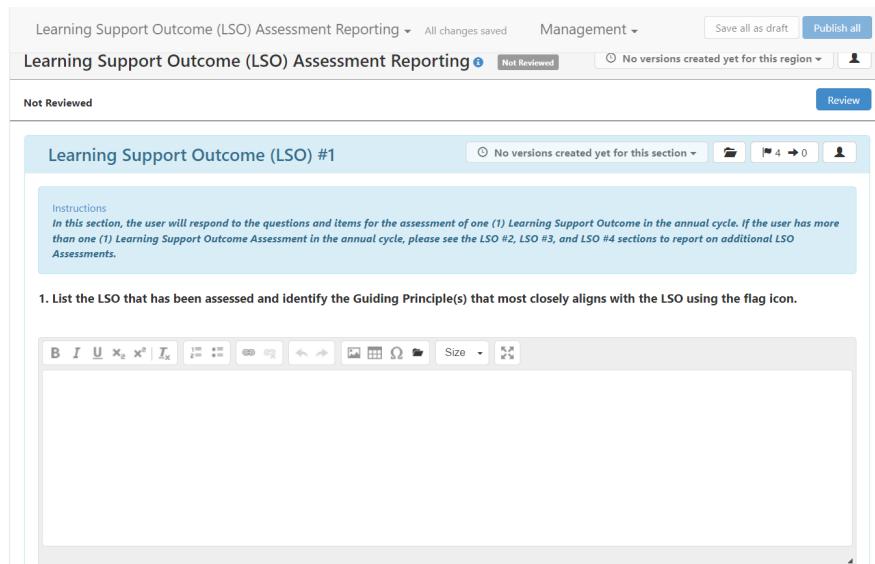
After entering your response click on the 🏴4 in the box with the "Learning Support Outcome (LSO)" title in it. This is where you will align your LSO(s) with the appropriate Student Services Guiding Principle(s).
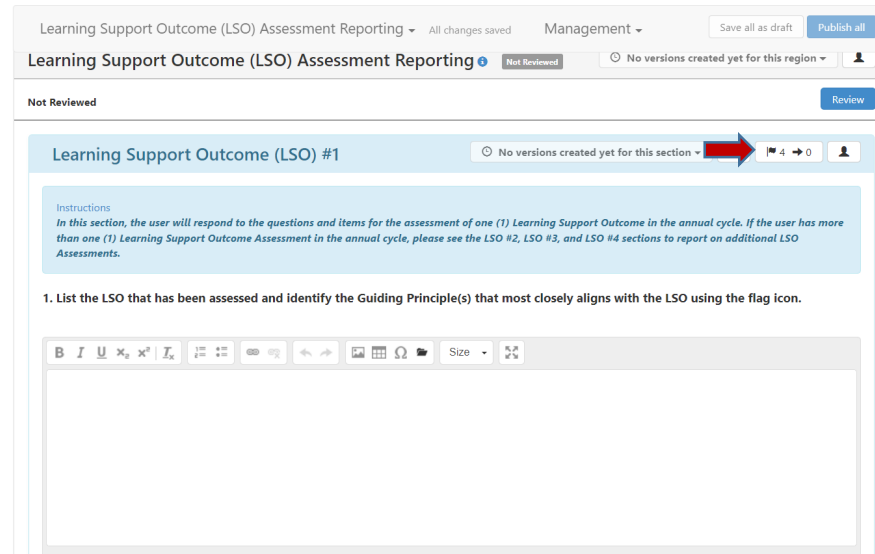
Once you click on the 🏴4 the following screen will appear, listing the Student Services Guiding Principles on the left hand side, with columns indicating statuses, and an "+ Align Action" box below each guiding principle.

Once you have identified the appropriate SS Guiding Principle that aligns with your LSO, click on the "+Align Action" box to enter the LSO that aligns with said principle. Once you click on the "+Align Action" the following screen will appear.

Click on the button labeled "Create New Action" to enter your aligned LSO.
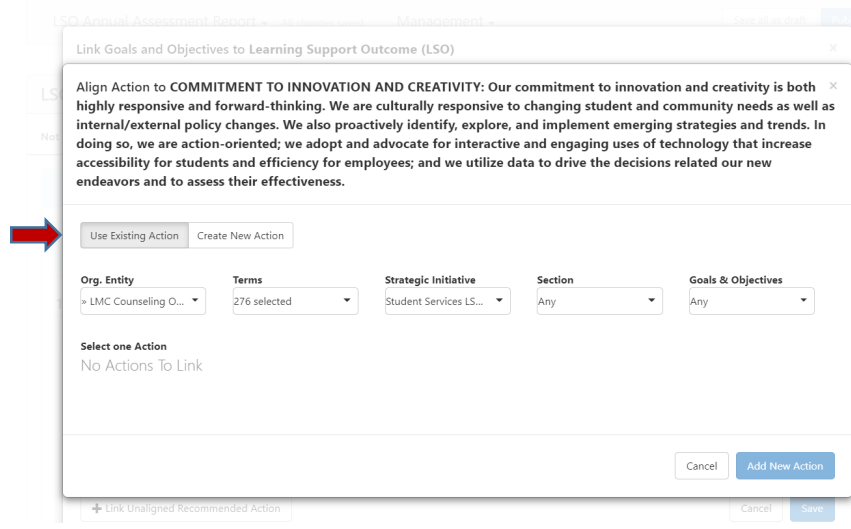
Once you click on "Create New Action" the drop down screen below will appear.
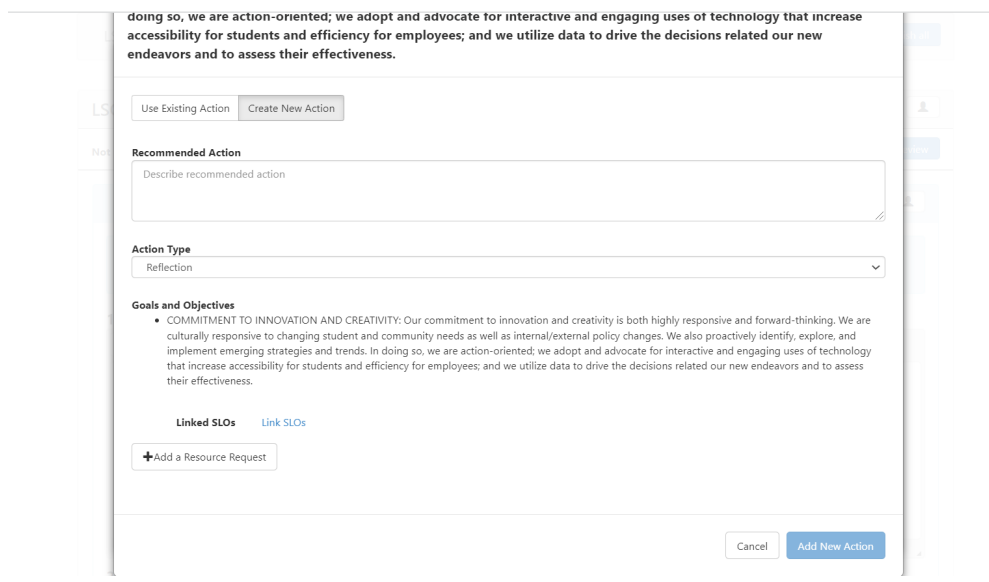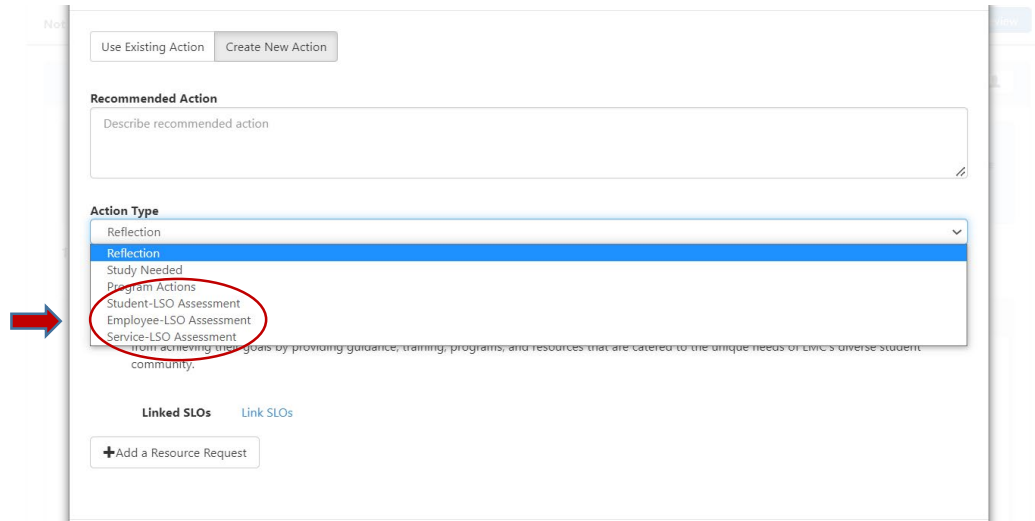

Position your cursor in the open textbox under "Recommended Action" to copy and paste or enter the LSO that aligns with this SS Guiding Principle.
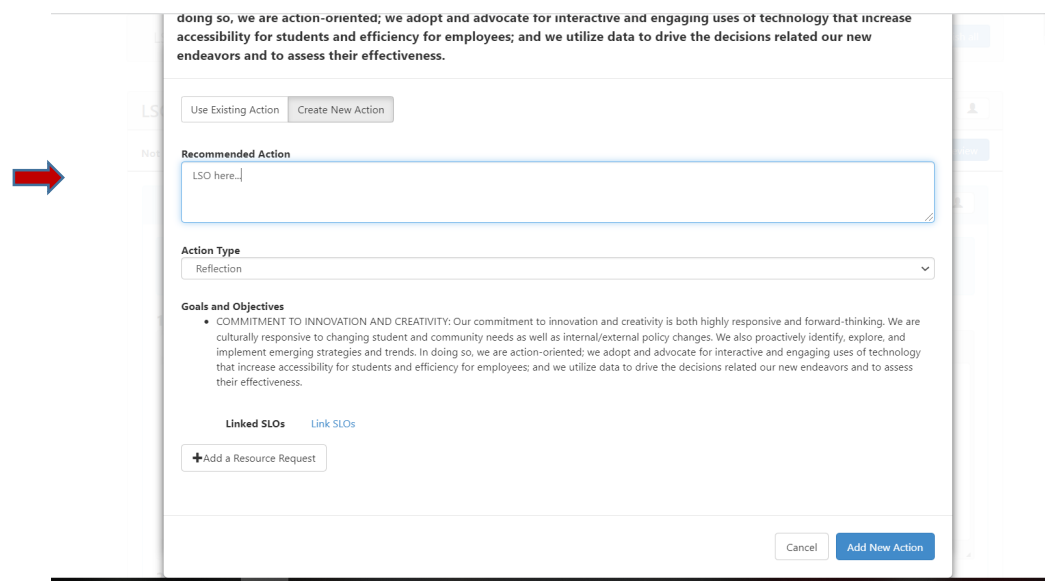
After you have entered in your aligned LSO, proceed to the drop-down box under "Action Type". There are six (6) action types listed, for LSO Assessment you have the following three (3) options:

- Student-LSO Assessment
- Employee-LSO Assessment
- Service-LSO Assessment

Once you have selected the appropriate action type you are ready to save and add your aligned LSO with this guiding principle. Click on the blue "Add New Action" button in the lower right hand corner of the screen. ***DO NOT CLICK ON OR USE "+ ADD A RESOURCE REQUEST". TO SUBMIT A RESOURCE REQUEST, FOLLOW THE RESOURCE ALLOCATION PROCESS. UTILIZE THE FORM(S) AND PROCEDURE OUTLINED BY SGC AND COORDINATED THROUGH THE BUSINESS SERVICES OFFICE. YOU CAN ACCESS THE APPROPRIATE FORM(S) AND VIEW THE PROCESS BY VISITING THE FOLLOWING RESOURCE ALLOCATION WEBSITE: https://www.losmedanos.edu/businessoffice/resourceallocation.aspx***

Once you have clicked on "Add New Action" you will be directed to the previous screen listing the Student Services Guiding Principles, and you will note the LSO you just aligned appearing under the identified guiding principle (as seen below).

Once you have clicked on "Add New Action" you will see the screen below and you will want to select the status of "Completed" for the LSO as the assessment of said LSO has been completed. To do so click on the box under the fourth column labeled "Completed". You will know you have successfully indicated this status when the column for the SS Guiding Principle with the aligned LSO turns blue (as seen below).
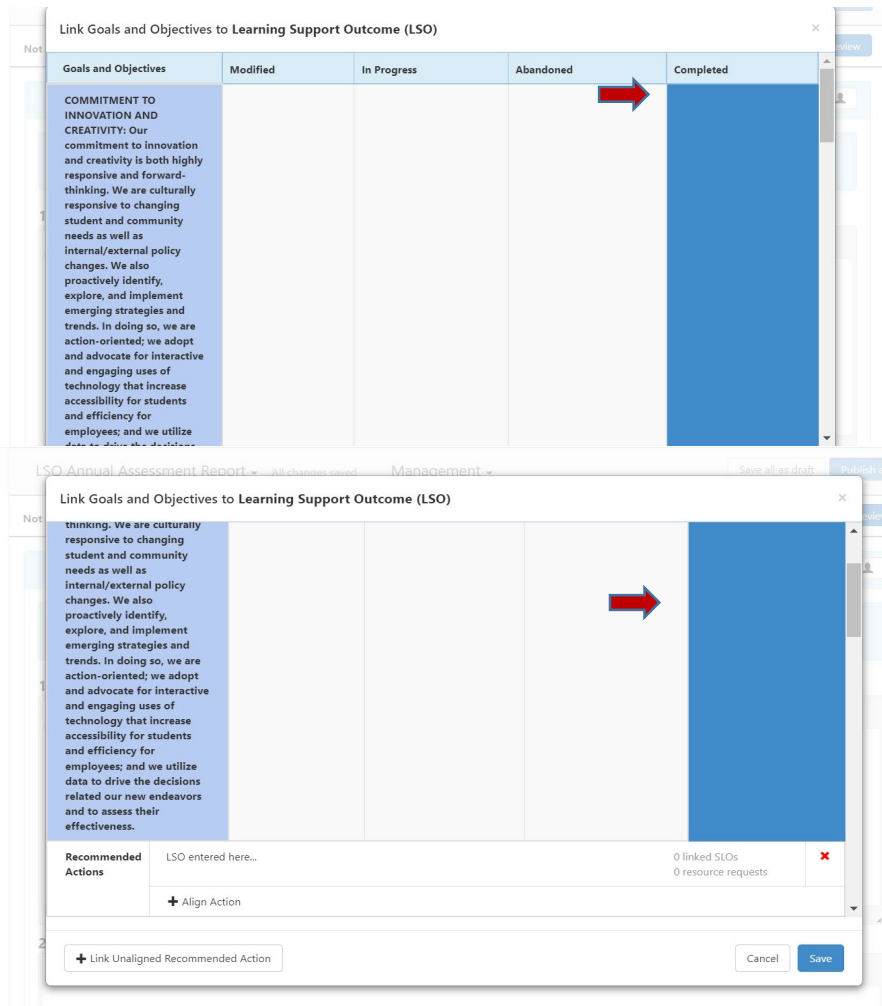
Once you have successfully entered and aligned the LSO with the appropriate Student Services Guiding Principle for this reporting period, click on the blue "Save" button in the lower right hand corner of the screen.
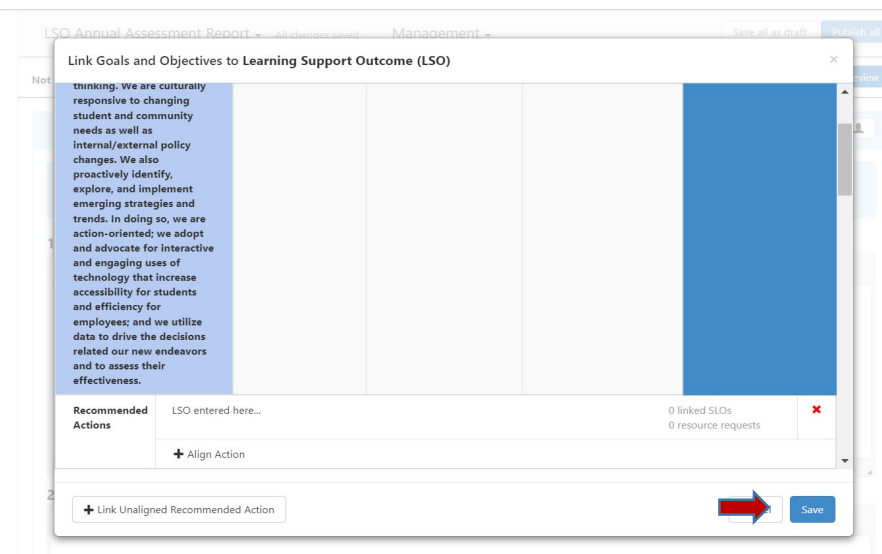
Once you click on the blue "Save" button you will be directed back to your LSO Annual Assessment Report Template, and you are now ready to proceed to Item #2.

2. Identify the aspects of the program that are most closely aligned with supporting this LSO.

Learning Support Outcome (LSO) ▾ Unsaved Sections   Management ▾   Save all as draft   Publish all

2. Identify the aspects of the program that are most closely aligned with supporting this LSO:
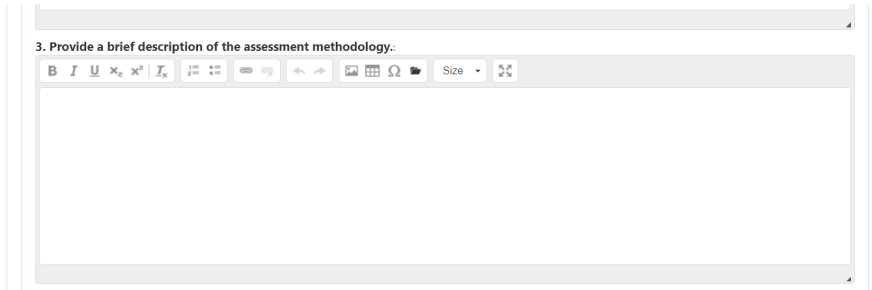
The aspects of the program that most...

Cancel changes   Save draft   Publish

Once you have entered your response for this item, it is recommended that you click on the white "Save all as draft" button at the end of the section to save the work you have completed thus far. **Note:** you will also want to do this to save your work if you are exiting in eLumen and would like to return to continue the template at another time.

Learning Support Outcome (LSO) ▾ Unsaved Sections   Management ▾   Save all as draft   Publish all

2. Identify the aspects of the program that are most closely aligned with supporting this LSO:

The aspects of the program that most...
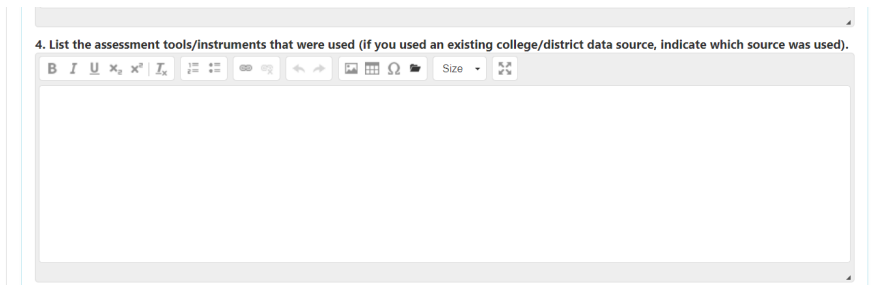
Cancel changes   Save draft   Publish

You are now ready to proceed to Item #3 related to the "Assessment Methodology".

3. Position your cursor in the textbox below the item description to enter your response. For this item, the user is directed to provide a brief description of the assessment methodology.
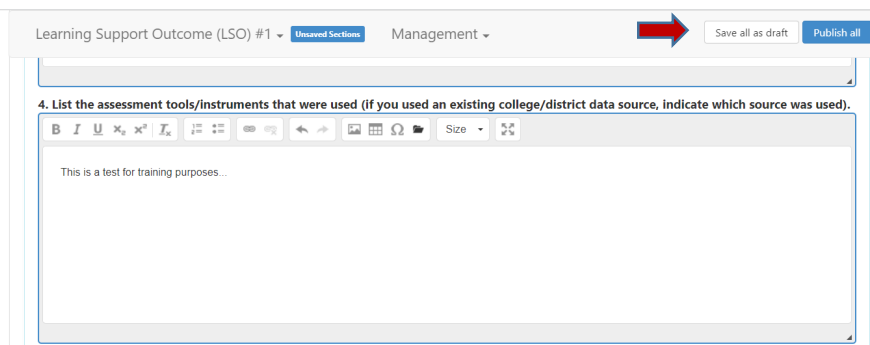

4. Position your cursor in the textbox below the item description to enter your response. For this item, the user is directed to list the assessment tools or instruments that were used. If you used an existing college or district data source, indicate which source was used.
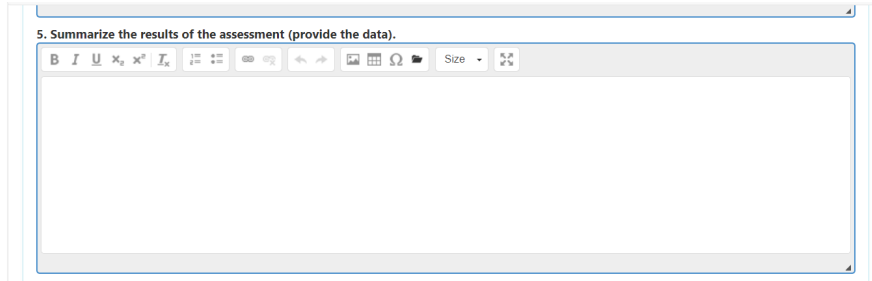

Once you have entered your response for this item, it is recommended that you click on the white "Save all as draft" button at the end of the section to save the work you have completed thus far. **Note:** you will also want to do this to save your work if you are exiting in eLumen and would like to return to continue the template at another time.

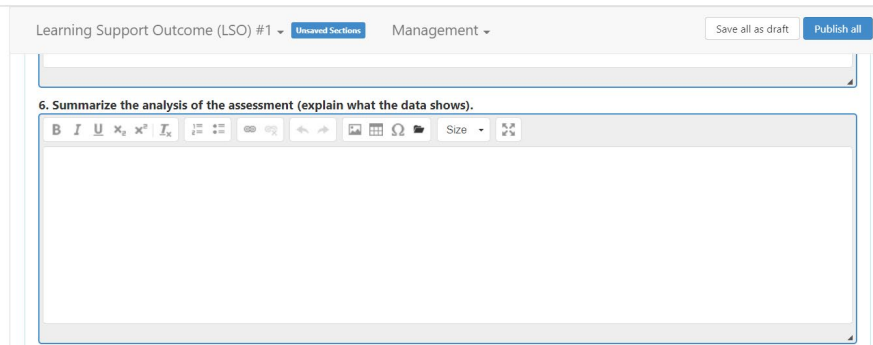*You are now ready to proceed to Item #5 related to "Assessment Results & Analysis".*

5. Position your cursor in the textbox below the item description to enter your response. For this item, the user is directed to summarize the results of the assessment (i.e. provide the data).

6. Position your cursor in the textbox below the item description to enter your response. For this item, the user is directed to summarize the analysis of the assessment (i.e. explain what the data shows).
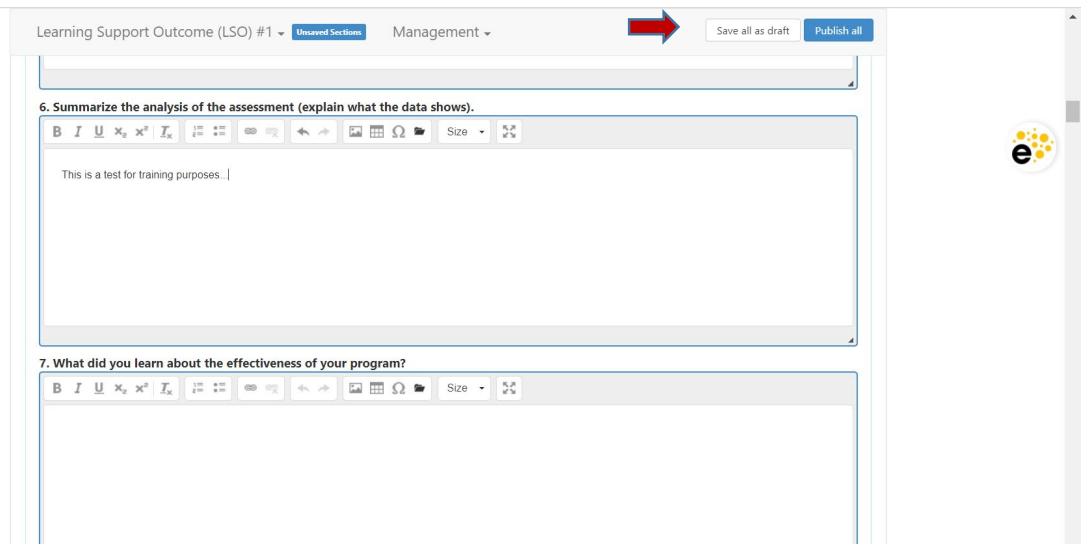

Once you have entered your response for this item, it is recommended that you click on the white "Save all as draft" button at the top of the item to save the work you have completed thus far. **Note:** you will also want to do this to save your work if you are exiting in eLumen and would like to return to continue the template at another time.

You are now ready to proceed to Item #7 pertaining to "Improvement Plan".
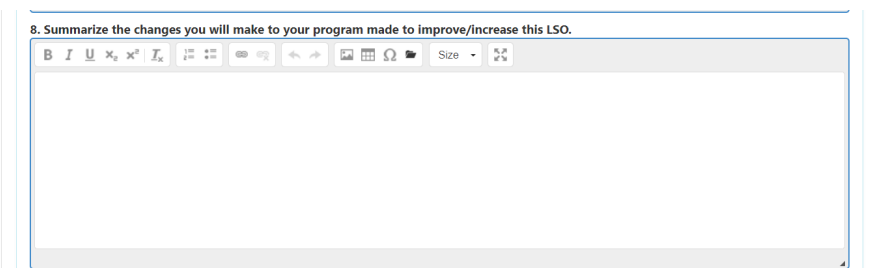
7. Position your cursor in the textbox below the item description to enter your response. For this item, the user is directed to include what was learned about the effectiveness of the program based on the assessment that was done.

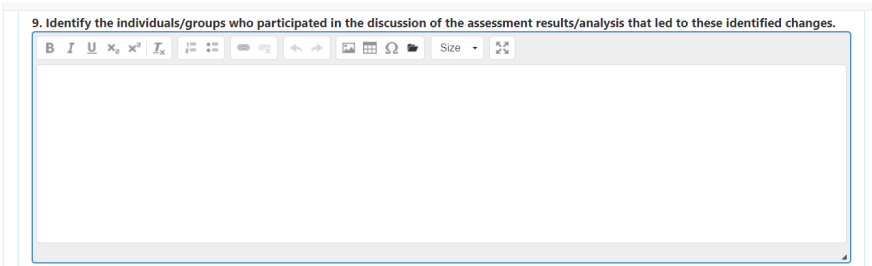7. What did you learn about the effectiveness of your program?

8. Position your cursor in the textbox below the item description to enter your response. For this item, the user is directed to summarize the changes that you will make to your program that will improve or increase this LSO(s).

8. Summarize the changes you will make to your program made to improve/increase this LSO.

9. Position your cursor in the textbox below the item description to enter your response. For this item, the user is directed to identify the individuals or groups that participated in the discussion of the assessment results and/or analysis that led to these identified changes.

9. Identify the individuals/groups who participated in the discussion of the assessment results/analysis that led to these identified changes.
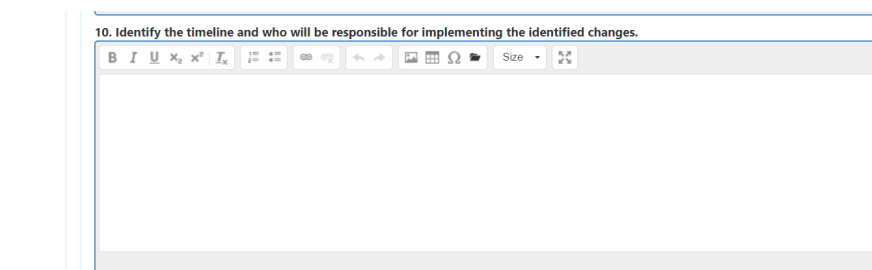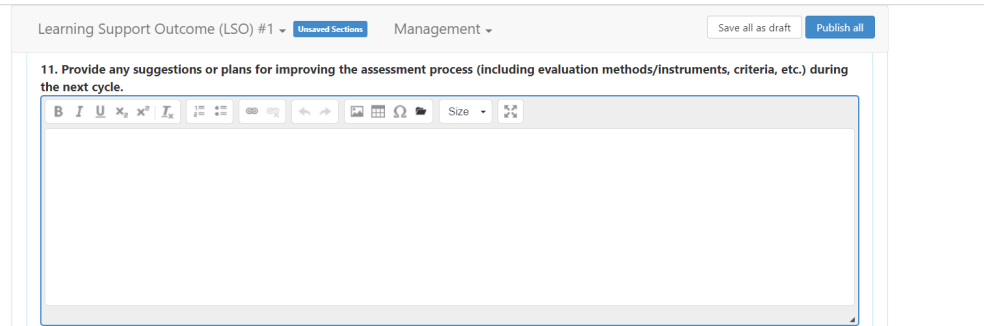
10. Position your cursor in the textbox below the item description to enter your response. For this item, the user is directed to identify the timeline and responsible parties for implementing the identified changes
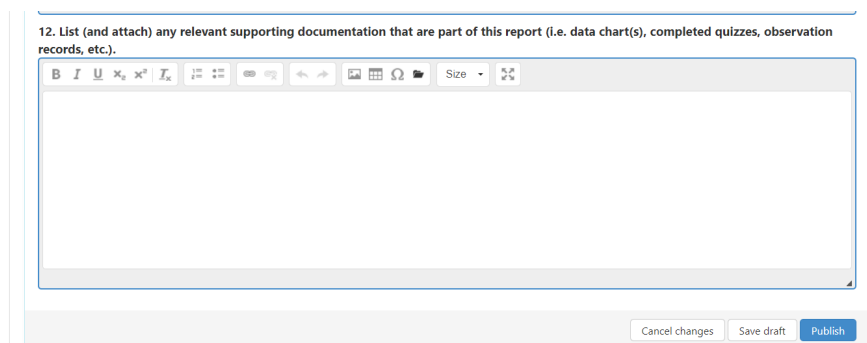
10. Identify the timeline and who will be responsible for implementing the identified changes.
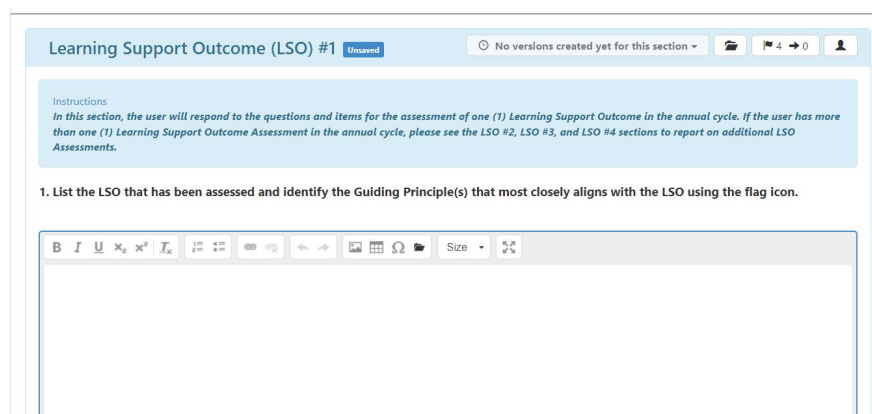
11. Position your cursor in the textbox below the item description to enter your response. For this item, the user is directed to provide any suggestions or plans for improving the assessment process during the next cycle. Please include evaluation methods, instruments, criteria, etc.


12. Position your cursor in the textbox below the item description to enter your response. For this item, the user is directed to list any relevant supporting documentation that are part of this report (i.e. data charts, completed quizzes, observation records, etc.). *Note:* Following the screenshot below, instructions will be provided on how to attach the relevant supporting documentation. ***Note- When applicable, please label differently multiple attachments (i.e. Quiz #1, Survey #3, etc.).***


Once you have completed listing the relevant supporting documentation that are part of this report, you are ready to attach the documentation. To upload the supporting documentation for assessment reporting of LSO #1, use the scroll bar on the right hand side of the screen to scroll back up to "Learning Support Outcome (LSO) #1".
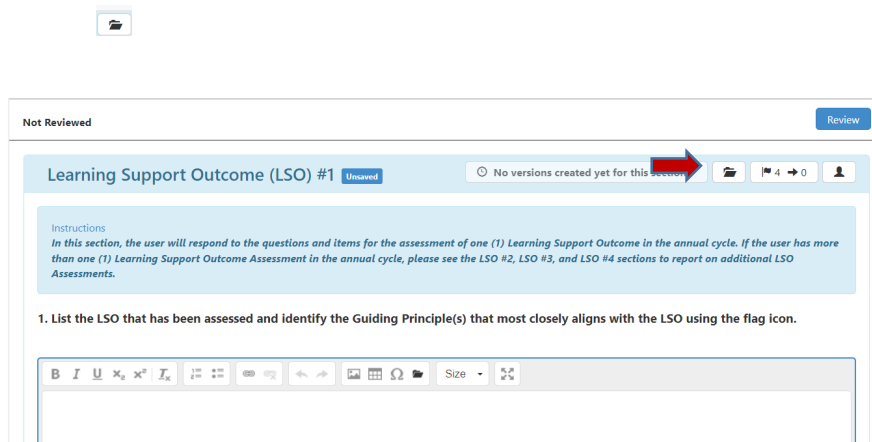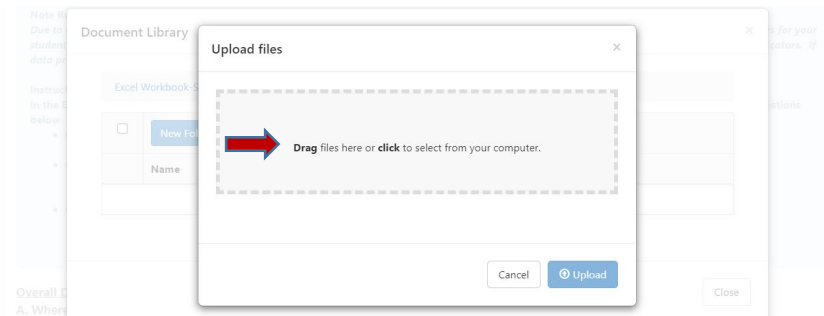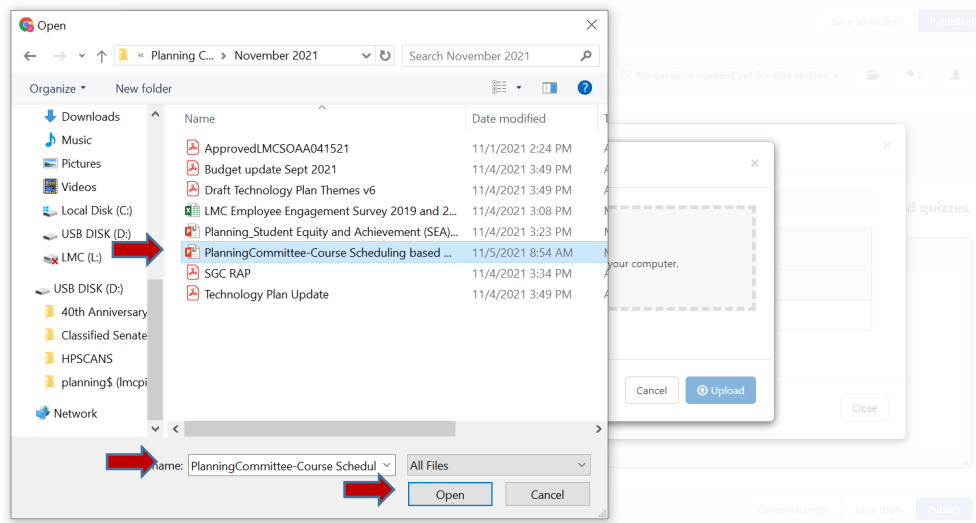
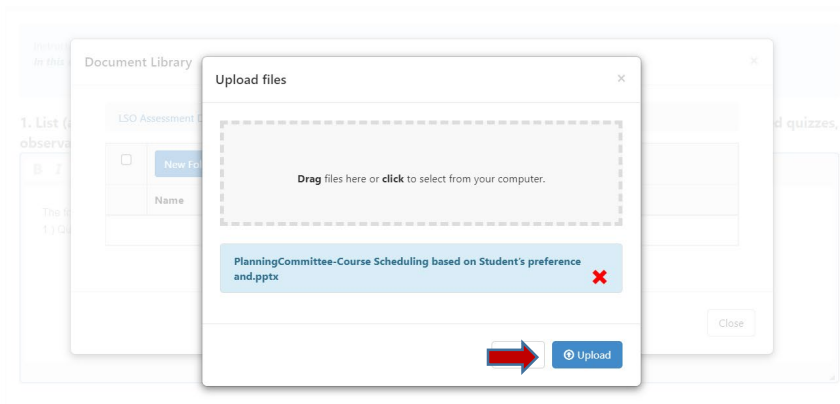a. After you click on the folder icon, the following screen will appear. Click on the blue "Upload Files" button.
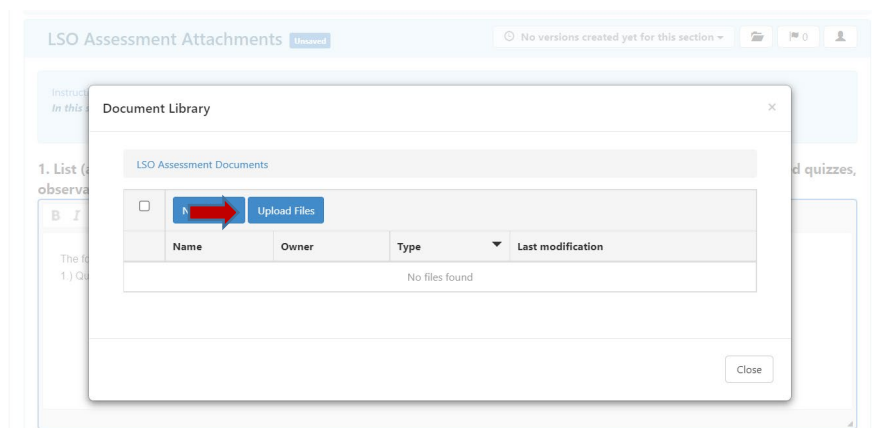
b. A screen will appear prompting you to either "Drag and Drop" your Excel Workbook or if you click in the center of the grey box it will bring up the files on your computer so you can select your Excel Workbook to upload, the click the "Open" box to insert into eLumen.

c. Once you have clicked on the "Open" button or dragged and dropped the document into eLumen, you will see your document appear (as seen below). Click on the blue "Upload" button to complete uploading this document.

d. Once you click on the blue "Upload" button to complete the upload of this document, you will see the following screen. This confirms that you have successfully uploaded the document. *Repeat steps a-d to attach and upload additional documentation.*
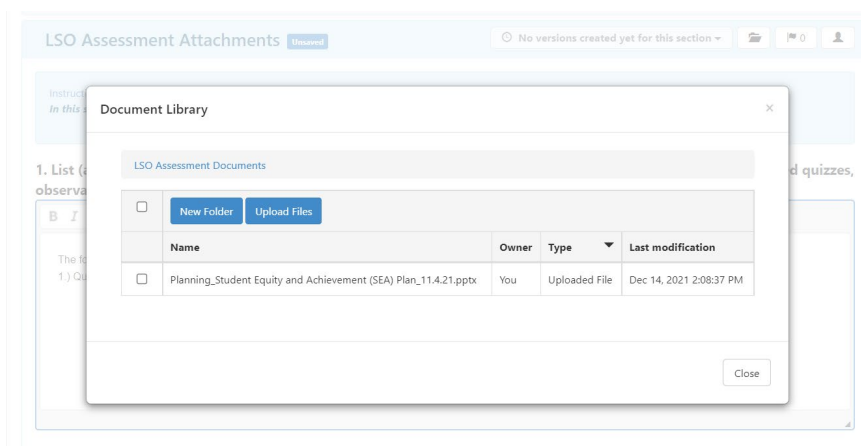
ADDITIONAL LSO ASSESSMENTS TO REPORT

As described on page 1, the template has been designed to report up to four (4) separate LSO Assessments in an annual cycle. If you have more than one (1) LSO Assessment to report in this annual cycle scroll down past Item #12, to see the section to report on a second LSO Assessment (Learning Support Outcome (LSO) #2), then the third (Learning Support Outcome (LSO) #3), and the fourth (Learning Support Outcome (LSO) #4). The items/questions for the LSO #1 section have been repeated for LSO #2, LSO #3, and LSO #4. Please refer to the instructions detailed in this guide beginning on page 5 "Learning Support Outcome (LSO) #1" to complete the sections for reporting additional LSO Assessment in this annual cycle. Additionally, be sure to periodically save your draft as outlined in the instructions to ensure all your information is saved. Once you have completed all the items/questions for each Learning Support Outcome (LSO) you are assessing in this cycle, proceed to the instructions below to "Publish & Submit".

PUBLISH & SUBMIT

When you have completed the items/questions for reporting each Learning Support Outcome (LSO) Assessment in this annual cycle, you are now ready to "Publish". To publish and sumit your LSO Annual Assessment Report click on the blue "Publish All" button located at the upper right hand corner of the eLumen LSO Assessment Reporting Template (as seen below).
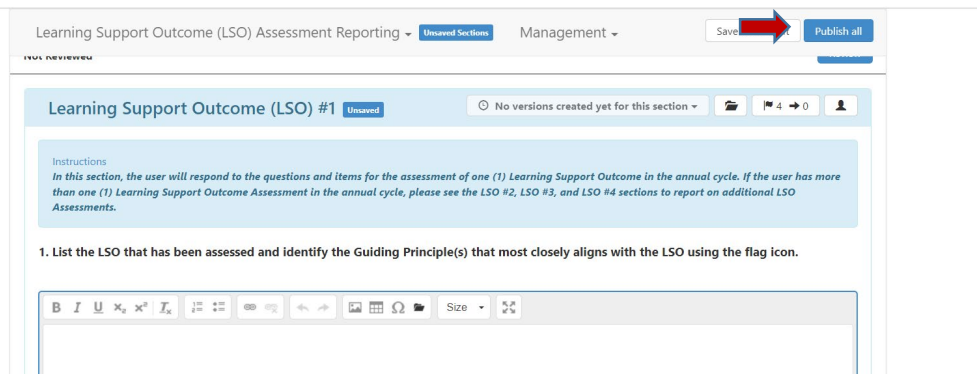
Once you have "published" or submitted your LSO Assessment Report, you can return to the top of the template and click on the "Strategic Initiative Report" link under "Download" to download a PDF copy of your submitted assessment report.
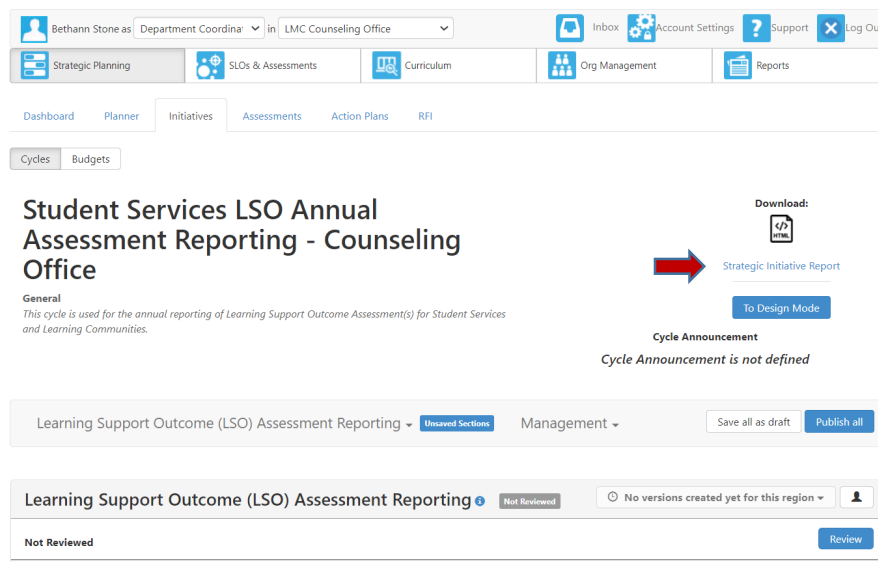
Should you have any questions or experience any issues with the eLumen Student Services & Learning Communities LSO Annual Assessment Report Template, please contact BethAnn Stone at bstone@losmedanos.edu.