

Entering Assessment Information into Tk20: A User Guide



Radford University Office of Institutional
Effectiveness and Quality Improvement

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Introduction to Using TK20 for Assessment Planning and Reporting

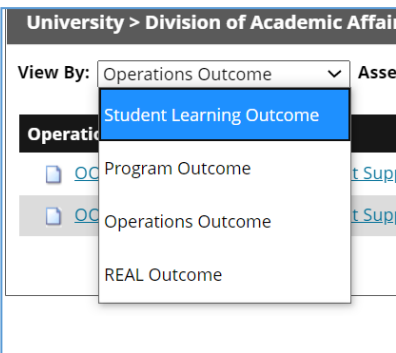
The following guide is to assist faculty and administrators in accessing and entering assessment information into the TK20 system. In order to use the system, each program or office must submit an assessment plan to and have it approved by the Office of Institutional Effectiveness and Quality Improvement (IEQI) that includes the outcomes to be assessed. The staff in the office will set up a template that will be accessible to that unit for entering assessment information and for creating sharable reports. **It is important to contact IEQI for any of the following:**

- To set up your Tk20 account and template
- If you decide to change any of your outcome statements in Tk20
- To add or change the individuals who have access to the account
- If you have any difficulty using the system

IEQI is a resource for all academic programs, student support programs, and administrative offices when creating assessment or revising plans.

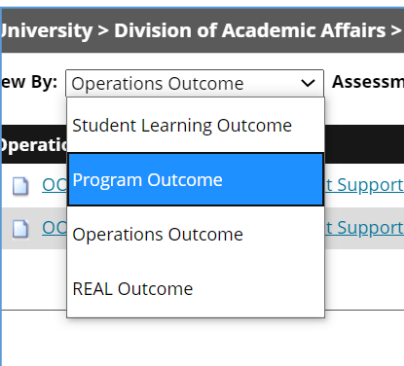
Glossary Outcome Terms

Student Learning Outcomes



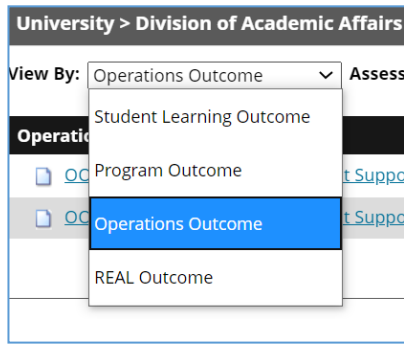
Student learning outcomes are expectations of what students will know, be able to do, or demonstrate when they have completed or participated in an academic or student support program. These outcomes must be based on measurable, direct student performance. Some examples of measures used to assess **student learning outcomes** are written essays, exams and quizzes, performances, presentations, and field experience ratings. It is expected that all academic programs and many student support programs will include **student learning outcomes** in their assessment plans.

Program Outcomes



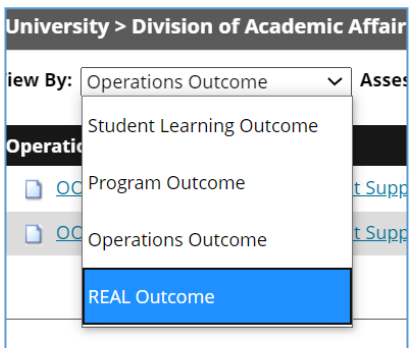
Program outcomes also include expectations of student success, although less directly observable. Examples of measures used to assess **program outcomes** include retention and graduation rates, student involvement in organizations, job placement rates, and community service participation. It is expected that all academic programs and all student support programs will include **program outcomes** in their assessment plans.

Operations Outcomes



Operations outcomes are specific, measurable statements about improvements a program, department, office, or unit would like to make to its programs or services. **Operations outcomes** should be directly related to the unit's mission and goals. Some examples of measures used to assess **operations outcomes** include satisfaction surveys, tracking of resources provided, time to complete a project, and staying within budget constraints. It is expected that all administrative offices, many student support programs, and some academic programs will include operations outcomes in their assessment plans.

REAL Outcomes



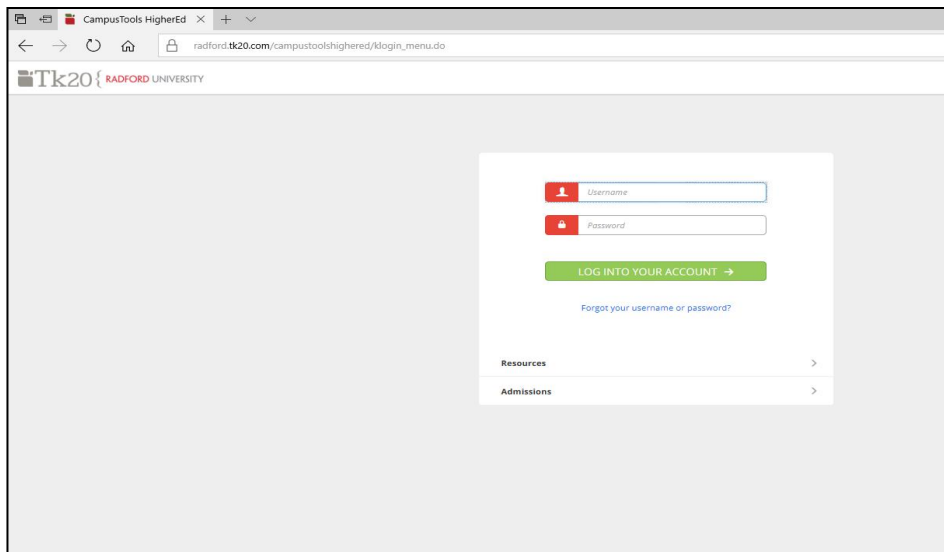
REAL outcomes are student learning outcomes associated with the REAL general education program. The **REAL outcomes** represent specific competencies that all undergraduate students enrolled at Radford University are expected to accomplish by graduation. All REAL assessment plans must be approved by the REAL Council prior to implementation.

Entering Academic Assessment Information into Tk20

(Student Learning Outcomes and Program Outcomes)

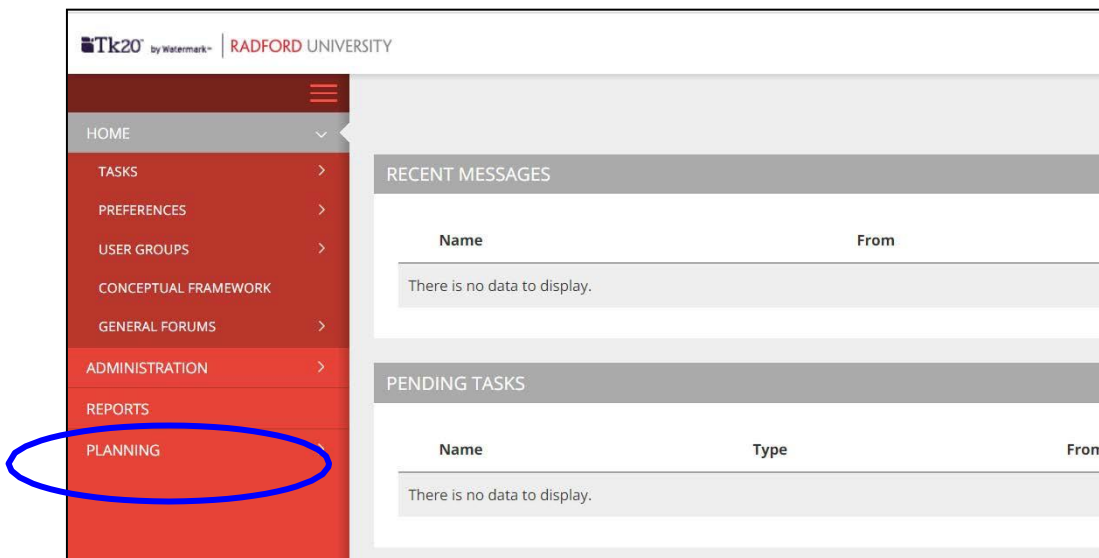
Logging In

- Begin by going to the Radford University Tk20 website (<https://radford.Tk20.com>).
- Use your RU username and password to log in.
- **Important:** If you are also a user of the STEL Tk20 module, once you log in, you must select “assessment planning role” from the dropdown menu in the upper righthand corner to be able to access the IEQI assessment module.
- **Important: You cannot be logged in to Tk20 more than once at the same time, not even with two different browser windows (i.e. Firefox and Chrome). Doing so will result in the system not saving any data entered.**

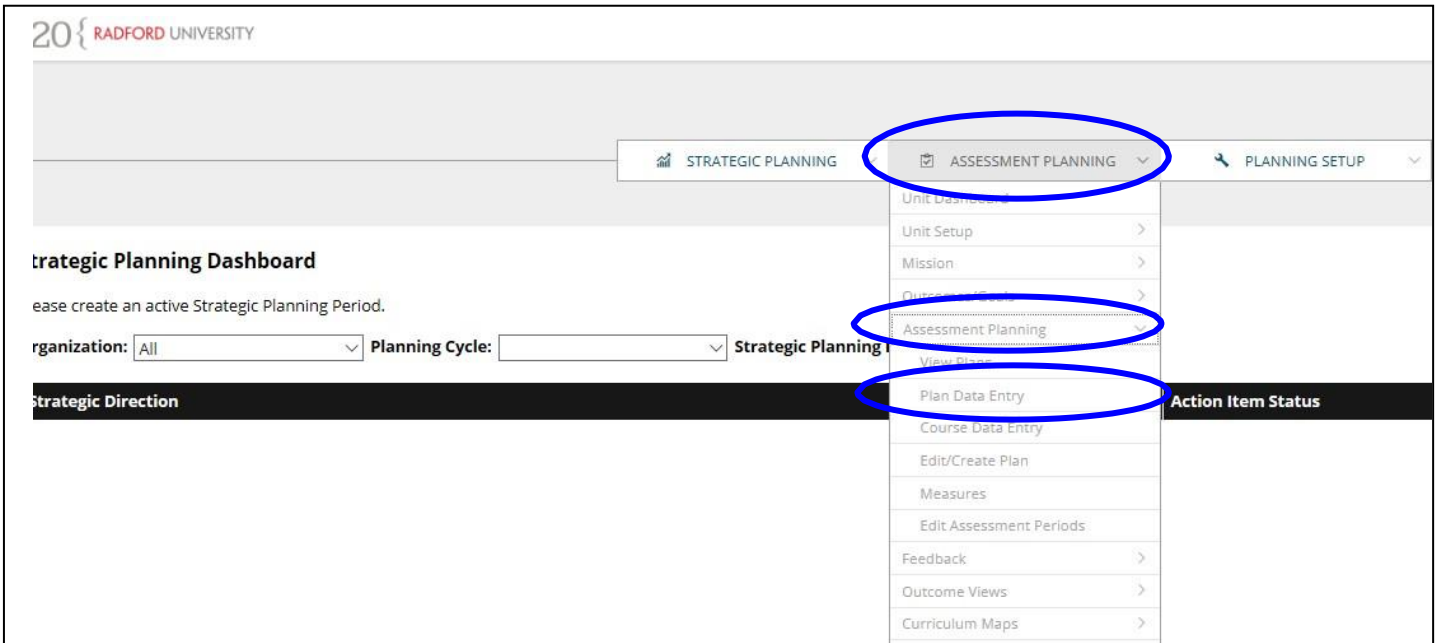


Finding Your Program’s Assessment Template

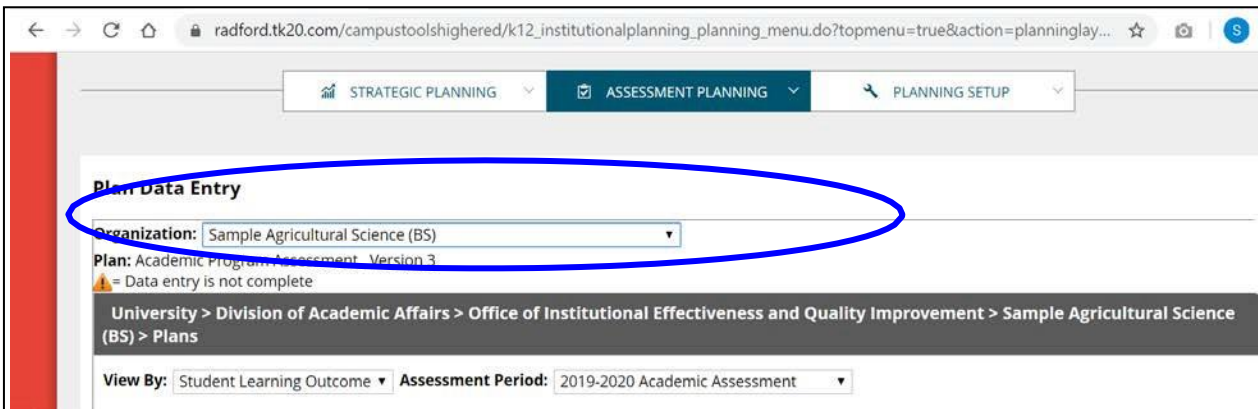
- Click **PLANNING** on the left-side menu.



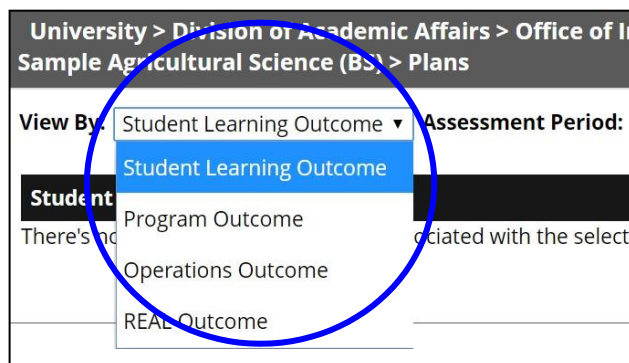
- Click the **ASSESSMENT PLANNING** tab at the top of the page.
- Select **Assessment Planning > Plan Data Entry**



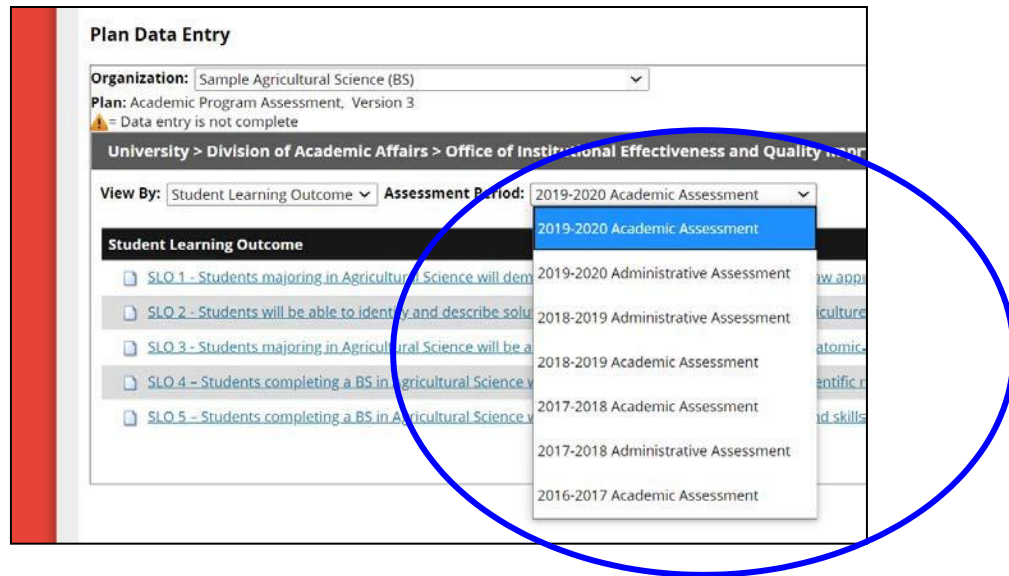
- Under **Organization**, choose the appropriate program from the drop-down menu.



- In the **View By** menu, choose whether you are entering information for **Student Learning Outcomes** or **Program Outcomes**.

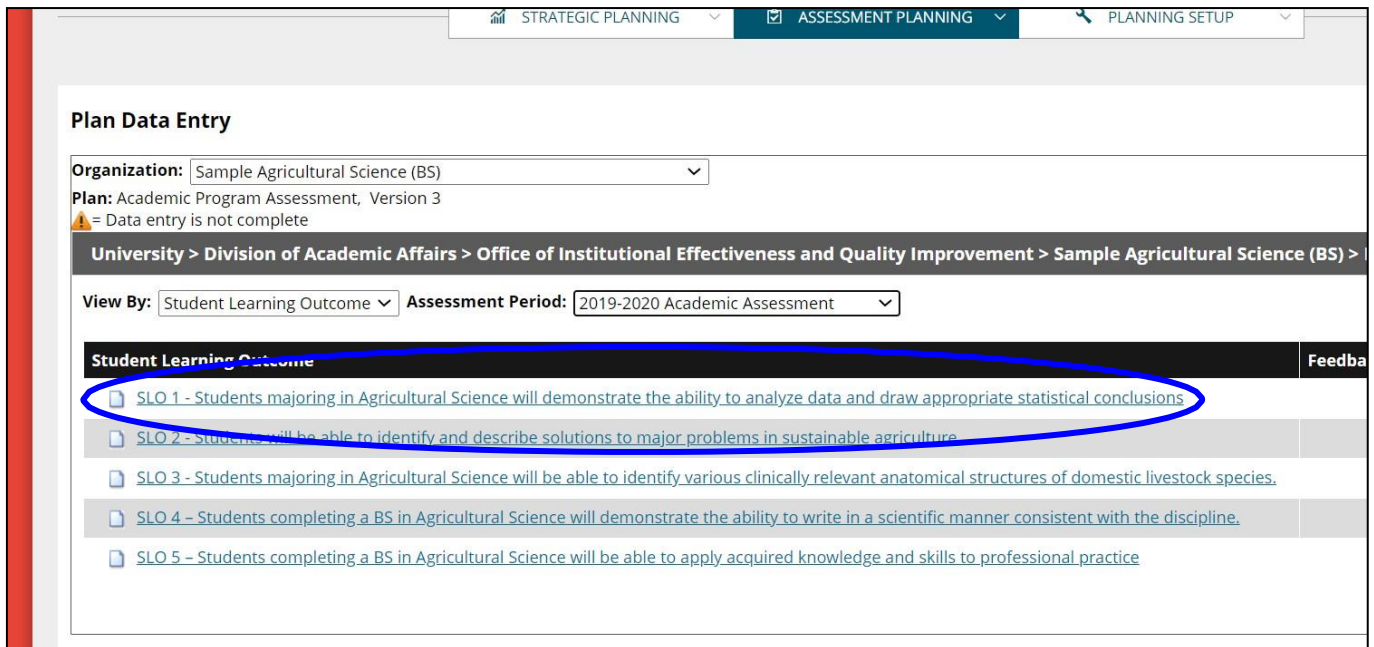


- Under Assessment Period be sure to select **Academic Assessment** and the correct **assessment period** from the drop-down menu
- **NOTE:** Always make sure to check that the **correct assessment period** is selected. Each time data is saved, the Tk20 system will automatically default to the most current period, which will be for the following year's data

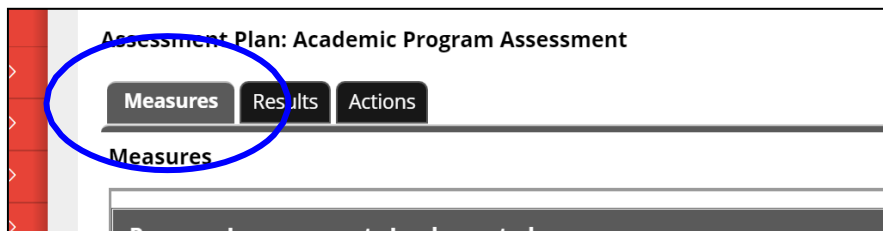


Entering Measures and Targets:

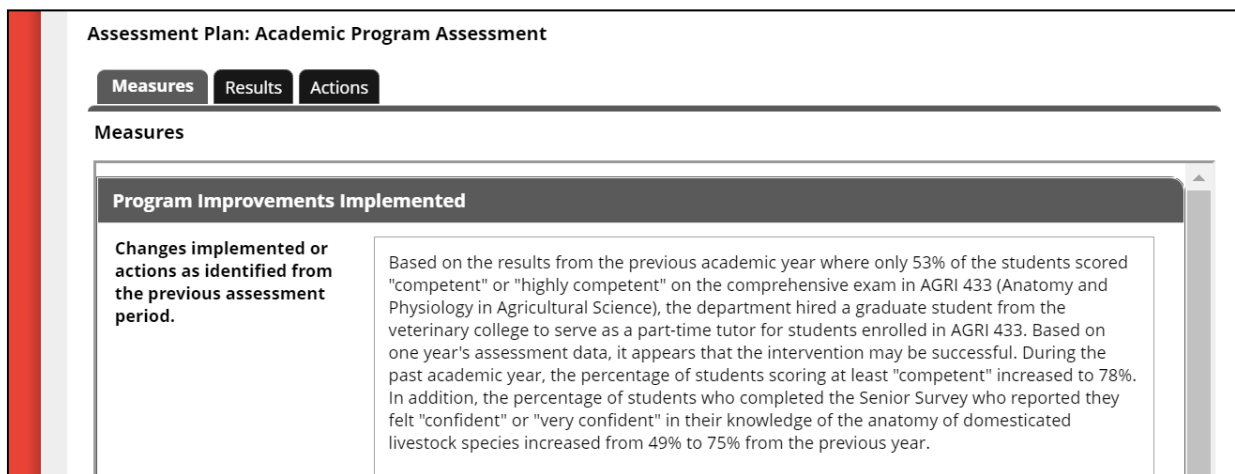
- Click on the first outcome listed.



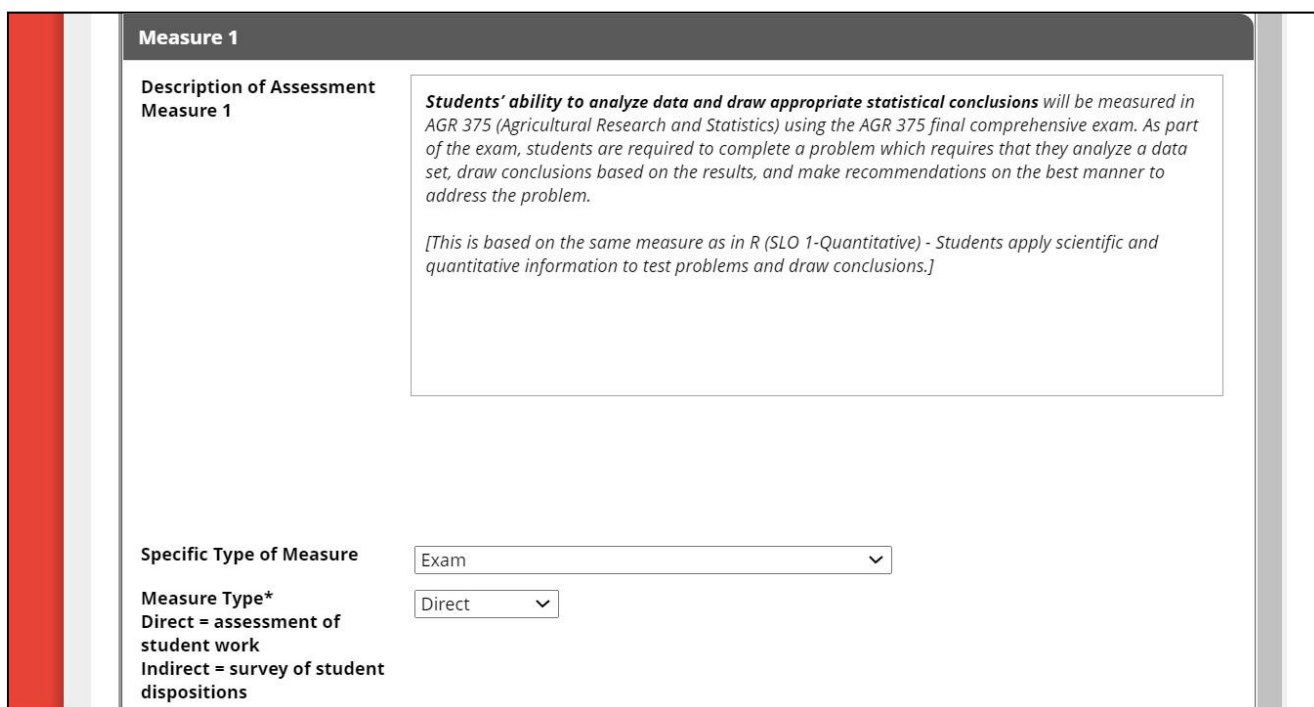
- Make sure the **Measures** tab is selected



- Enter any changes or action taken for this outcome since the previous assessment period (often referred to as "closing the loop")



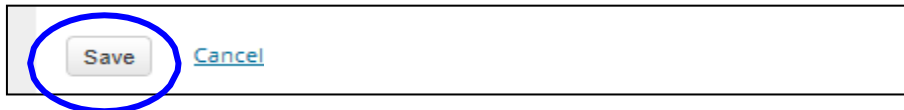
- Enter all the information for the first measure for this outcome into the system (**description, specific type of measure, and measure type**). There are places for up to 7 measures for each outcome. Leave these blank if there are no other measures for this outcome.



- Enter the **Target for Success** information.

Target for Success (e.g., Performance Benchmark)	<p>At least 75% of students should achieve "Competent" or "Highly Competent".</p> <p>Highly Competent – Students who obtain at least 90% of possible points on the final exam in AGR 375 will be considered highly competent.</p> <p>Competent – Students who obtain at between 75% and 89% of possible points on the final exam in AGR 375 will be considered competent.</p> <p>Below Competent – Students who obtain less than 75% of possible points on the final exam in AGR 375 will be considered below competent.</p> <p>85% of students achieved "Competent" or "Highly Competent" on the final comprehensive exam (30% "Highly Competent", 55% "Competent", 15% "Below Competent").</p>
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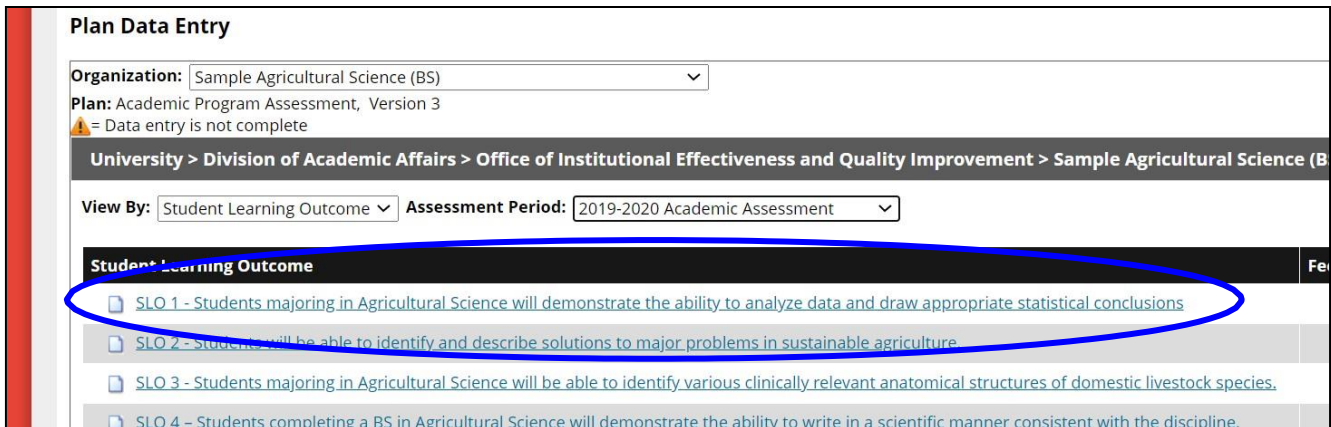
- Scroll to the bottom of the page
- Click **Save**



- This will take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

Entering Results:

- After you enter the measures for the first outcome you will begin entering the results for each of the measures.
- **Click again on the first outcome.**



Plan Data Entry

Organization: Sample Agricultural Science (BS)

Plan: Academic Program Assessment, Version 3

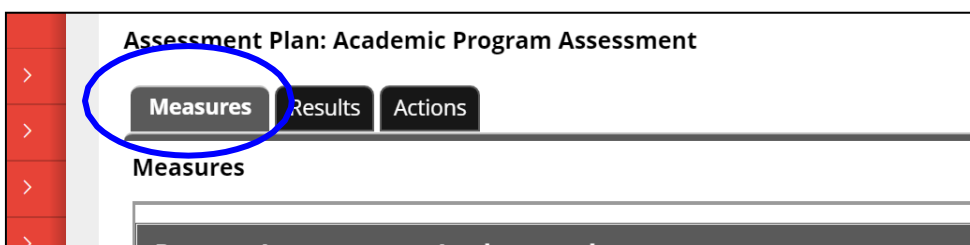
⚠ = Data entry is not complete

University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Agricultural Science (B

View By: Student Learning Outcome Assessment Period: 2019-2020 Academic Assessment

Student Learning Outcome	Fe
SLO 1 - Students majoring in Agricultural Science will demonstrate the ability to analyze data and draw appropriate statistical conclusions	
SLO 2 - Students will be able to identify and describe solutions to major problems in sustainable agriculture	
SLO 3 - Students majoring in Agricultural Science will be able to identify various clinically relevant anatomical structures of domestic livestock species.	
SLO 4 - Students completing a BS in Agricultural Science will demonstrate the ability to write in a scientific manner consistent with the discipline.	

- Click the **Measures** tab.



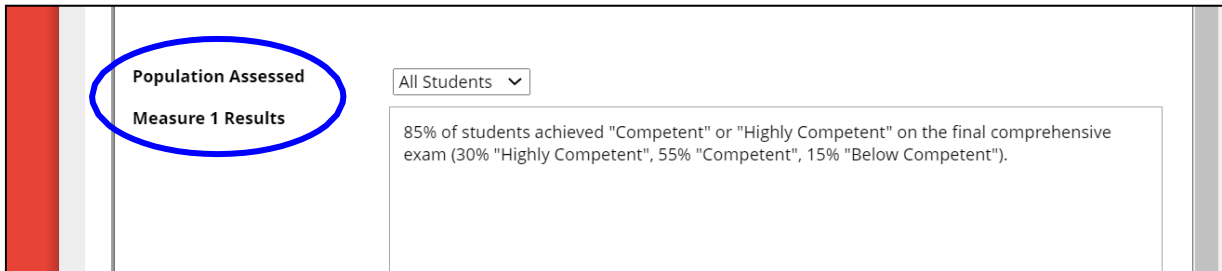
Assessment Plan: Academic Program Assessment

Measures Results Actions

Measures

Program Improvements Implemented

- Scroll down the page until you reach **Measure 1 Results**
- Enter assessment findings for the year of interest and whether the results represent all students in the population or a sample.

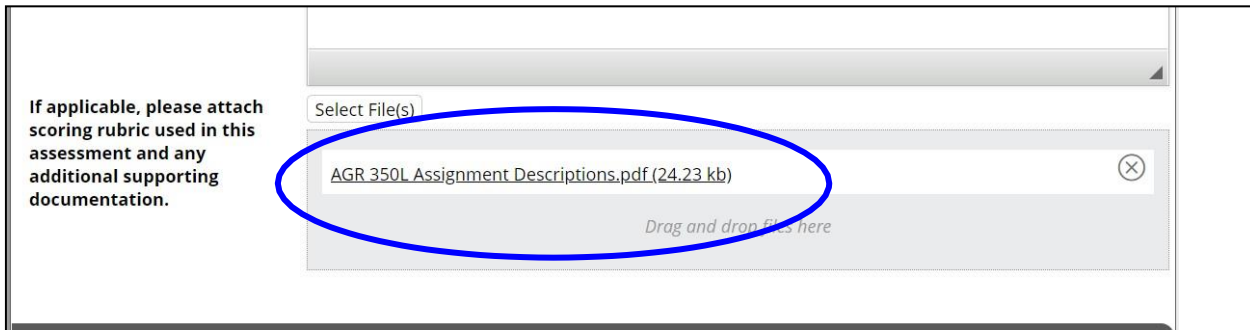


Population Assessed: All Students

Measure 1 Results

85% of students achieved "Competent" or "Highly Competent" on the final comprehensive exam (30% "Highly Competent", 55% "Competent", 15% "Below Competent").

- Upload any documents such as rubrics or assignment descriptions that are related to this outcome (**Note, documents must be in pdf format**).



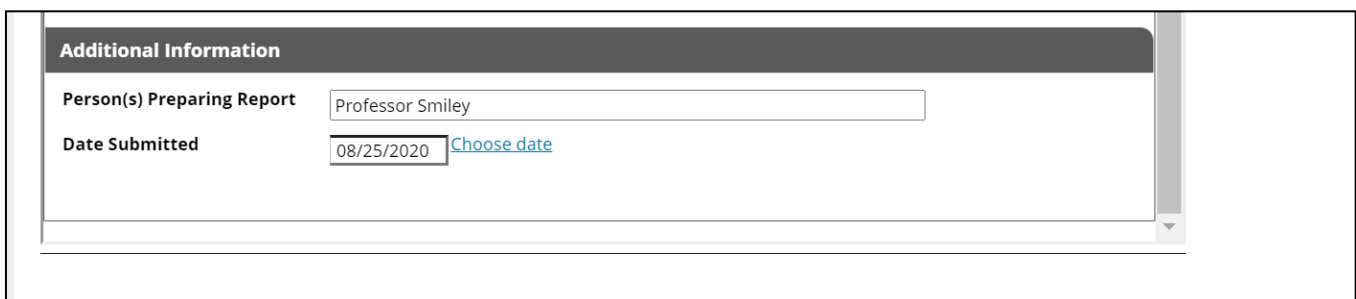
If applicable, please attach scoring rubric used in this assessment and any additional supporting documentation.

Select File(s)

AGR 350L Assignment Descriptions.pdf (24.23 kb)

Drag and drop files here

- Continue to enter findings for each of the measures for this SLO.
- Scroll to the bottom of the page once you have completed entering the findings for each of the measures for this SLO
- Under **Additional Information** type your name and submission date

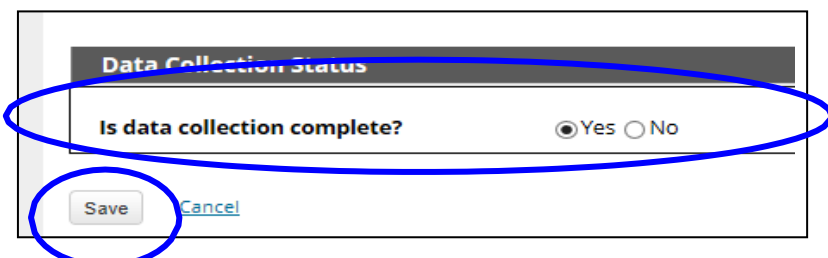


Additional Information

Person(s) Preparing Report: Professor Smiley

Date Submitted: 08/25/2020 [Choose date](#)

- Select that the data is complete.
- Select save at the bottom of the page.



Data Collection Status

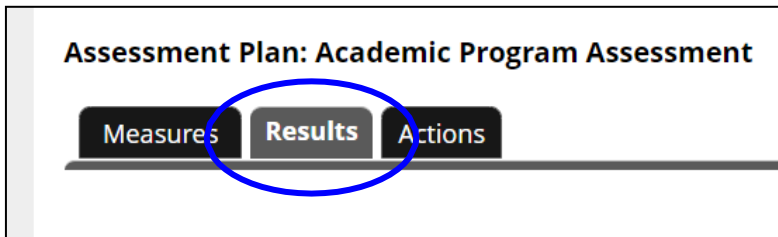
Is data collection complete? Yes No

Save [Cancel](#)

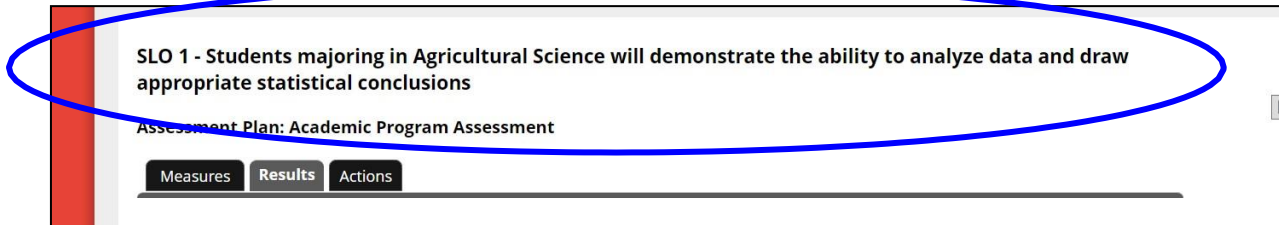
- This will take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

Summarizing Results:

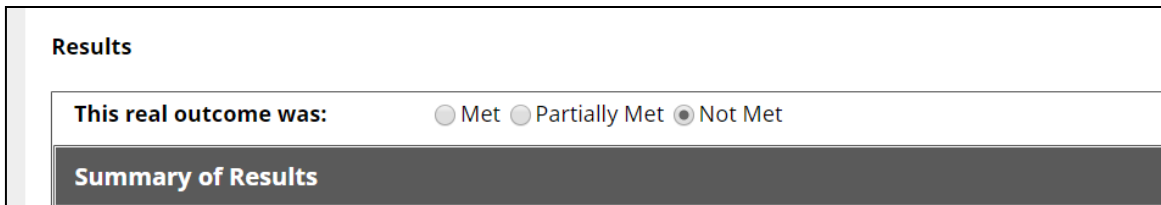
- Click on the **Results** tab.
- The **Results** tab is where departments synthesize each outcome based on the different measures for that outcome.



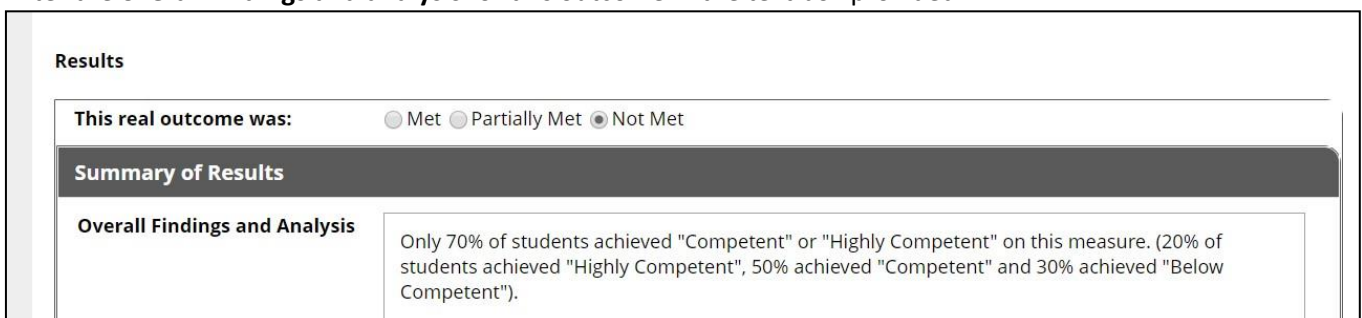
- Make sure that you are working on the correct outcome



- Select whether this learning outcome was met, partially met, or not met



- Enter the **overall findings and analysis** for this outcome in the text box provided.



- Select that the data is complete.
- Select save at the bottom of the page.

Data Collection Status

Is data collection complete? Yes No

[Cancel](#)

- This will again take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

Entering **Actions**:

- After you enter the results for the first outcome you will begin entering any actions for each outcome.
- **Click again on the first outcome.**

Plan Data Entry

Organization: Sample Agricultural Science (BS)
Plan: Academic Program Assessment, Version 3
⚠ = Data entry is not complete

University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Agricultural Science (BS)

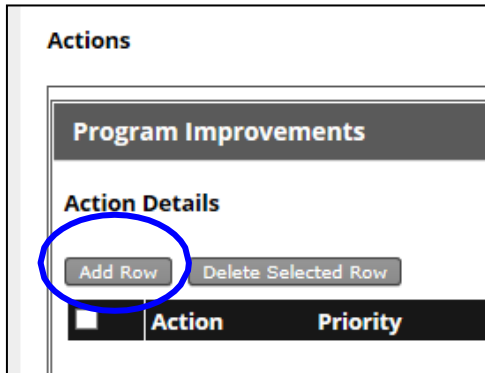
View By: Student Learning Outcome Assessment Period: 2019-2020 Academic Assessment

Student Learning Outcome	Fee
SLO 1 - Students majoring in Agricultural Science will demonstrate the ability to analyze data and draw appropriate statistical conclusions	
SLO 2 - Students will be able to identify and describe solutions to major problems in sustainable agriculture.	
SLO 3 - Students majoring in Agricultural Science will be able to identify various clinically relevant anatomical structures of domestic livestock species.	
SLO 4 - Students completing a BS in Agricultural Science will demonstrate the ability to write in a scientific manner consistent with the discipline.	

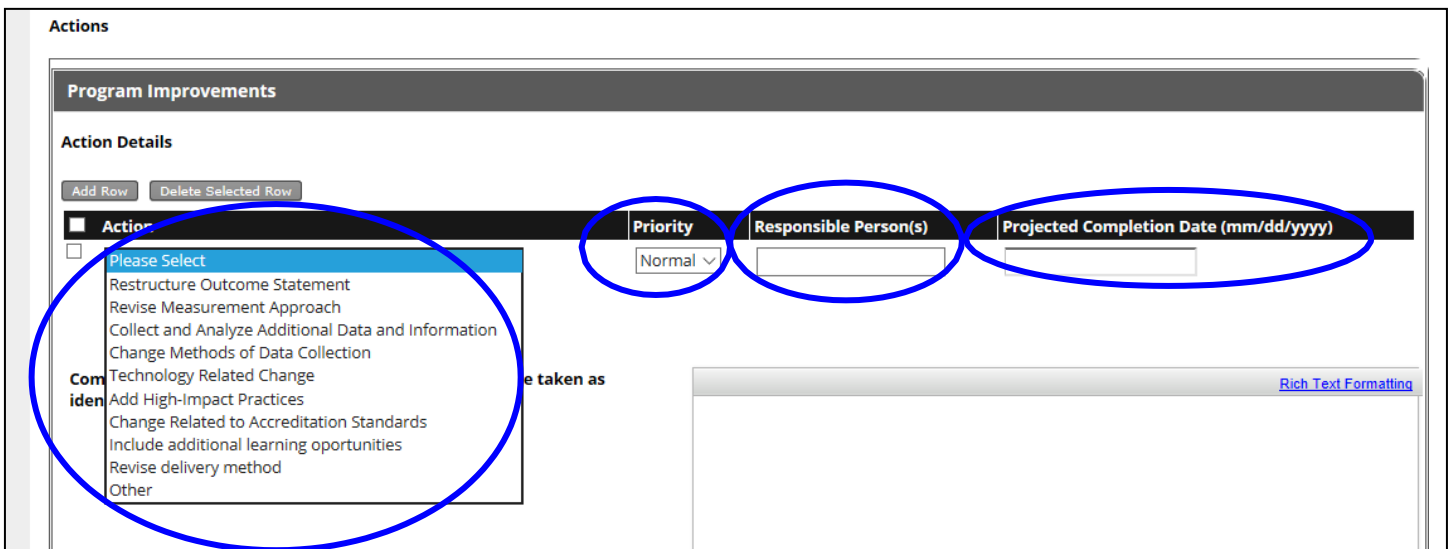
- Select the **Actions** tab

Assessment Plan: Academic Program Assessment

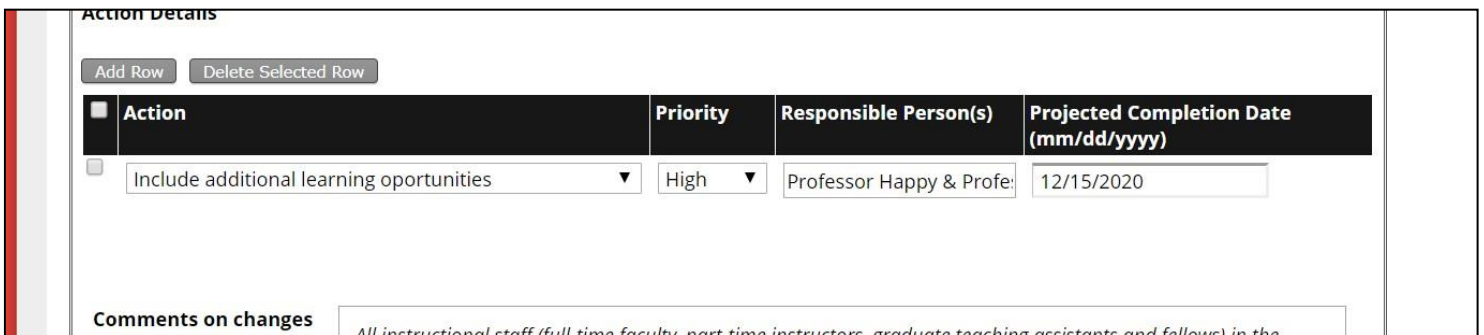
- Click **Add Row**



- Select the appropriate action from the drop-down menu, as well as the priority of the action. List any responsible person(s) as well as the projected completion date. Give a brief description of the action plan in the **Comments** box. (If you do not plan to implement an action plan, click **Other** and indicate that no actions are planned and give the reason, e.g., "target was met").



- Here is an example



- Enter comments for these actions in the text boxes provided, and select if this action plan will be carried into the next planning cycle. Add any pdf documents that you would like to include that are related to this action plan.

Comments on changes to be implemented or actions to be taken as identified above.

All instructional staff (full-time faculty, part-time instructors, graduate teaching assistants and fellows) in the department of Agricultural Science met during the first week of the fall semester to review the results of the previous academic year. After the results were shared, the instructional staff were divided into four groups (containing representatives of each of the above categories of instructors) to brainstorm on action plans for the different learning outcomes for the program. Once the full group reconvened we discussed possible options and agreed that additional instructional time addressing the skills needed to complete the fourth laboratory assignment will be added to the AGR 350L schedule. Professor Happy and Professor Fun, who both teach AGR 350L laboratory courses are responsible for changing the syllabus to include these additional opportunities for students. The revised AGR 350L syllabus is attached.

Does this action plan need to be carried into the next planning cycle? Yes No

Attachment(s)

AGR 350L Syllabus.pdf (70.4 kb)

Drag and drop files here

- Repeat these steps to add rows for as many actions as you need for this first outcome.
- Select that the data is complete.
- Select save at the bottom of the page when complete.

Data Collection Status

Is data collection complete? Yes No

[Cancel](#)

- This will again take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)
- Continue this process for each of the outcomes listed on the **Plan Data Entry** homepage.

- Once you complete the data entry for all the **Student Learning Outcomes** and **Program Outcomes**, each outcome will be marked as complete on the **Plan Data Entry** homepage.

Plan Data Entry

Organization: Sample Agricultural Science (BS)

Plan: Academic Program Assessment, Version 3
⚠️ Data entry is not complete

University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Agricultural Science (BS) > Plans

View By: Student Learning Outcome Assessment Period: 2019-2020 Academic Assessment

Student Learning Outcome	Feedback Status	Is Data Entry Complete?
SLO 1 - Students majoring in Agricultural Science will demonstrate the ability to analyze data and draw appropriate statistical conclusions		Complete
SLO 2 - Students will be able to identify and describe solutions to major problems in sustainable agriculture.		Complete
SLO 3 - Students majoring in Agricultural Science will be able to identify various clinically relevant anatomical structures of domestic livestock species.		Complete
SLO 4 - Students completing a BS in Agricultural Science will demonstrate the ability to write in a scientific manner consistent with the discipline.		Complete
SLO 5 - Students completing a BS in Agricultural Science will be able to apply acquired knowledge and skills to professional practice		Complete

Plan Data Entry

Organization: Sample Agricultural Science (BS)

Plan: Academic Program Assessment, Version 3
⚠️ Data entry is not complete

University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Agricultural Science (BS) > Plans

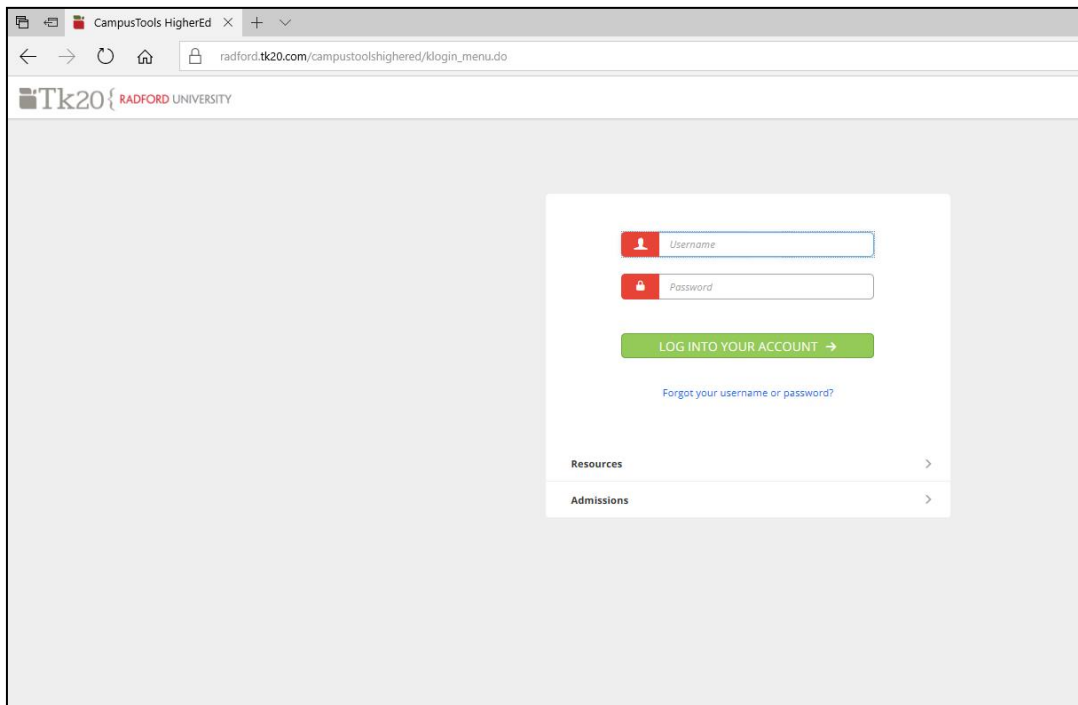
View By: Program Outcome Assessment Period: 2019-2020 Academic Assessment

Program Outcome	Feedback Status	Is Data Entry Complete?
PO 1 - Student graduating with a BS in Agricultural Science will find employment in the field		Complete
PO 2 - Freshmen majoring in agricultural science will return for their sophomore year.		Complete

Entering REAL Assessment Information into Tk20

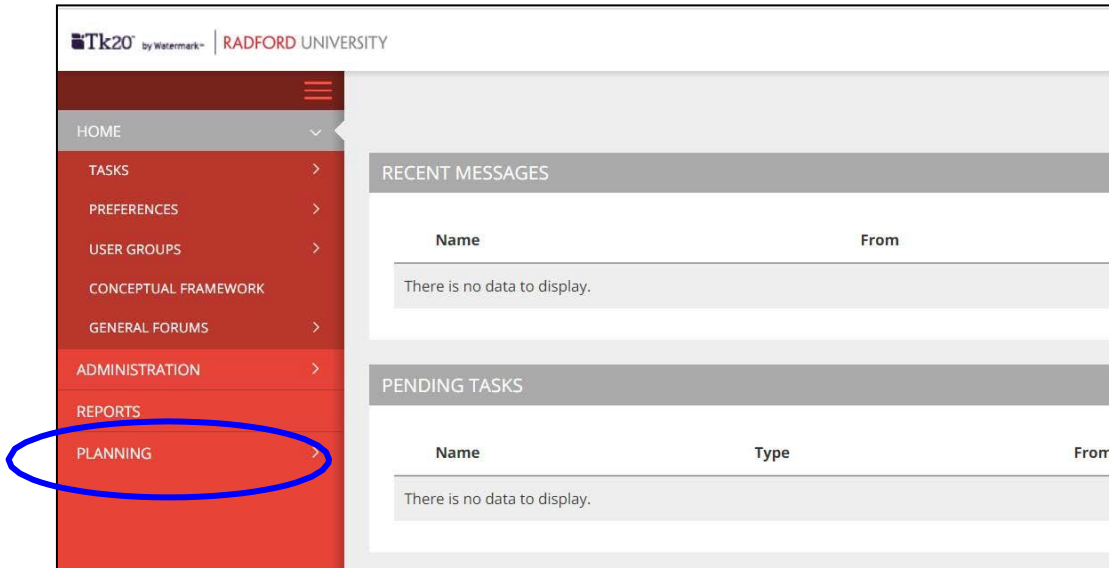
Logging In

- Begin by going to the Radford University Tk20 website (<https://radford.Tk20.com>).
- Use your RU username and password to log in.

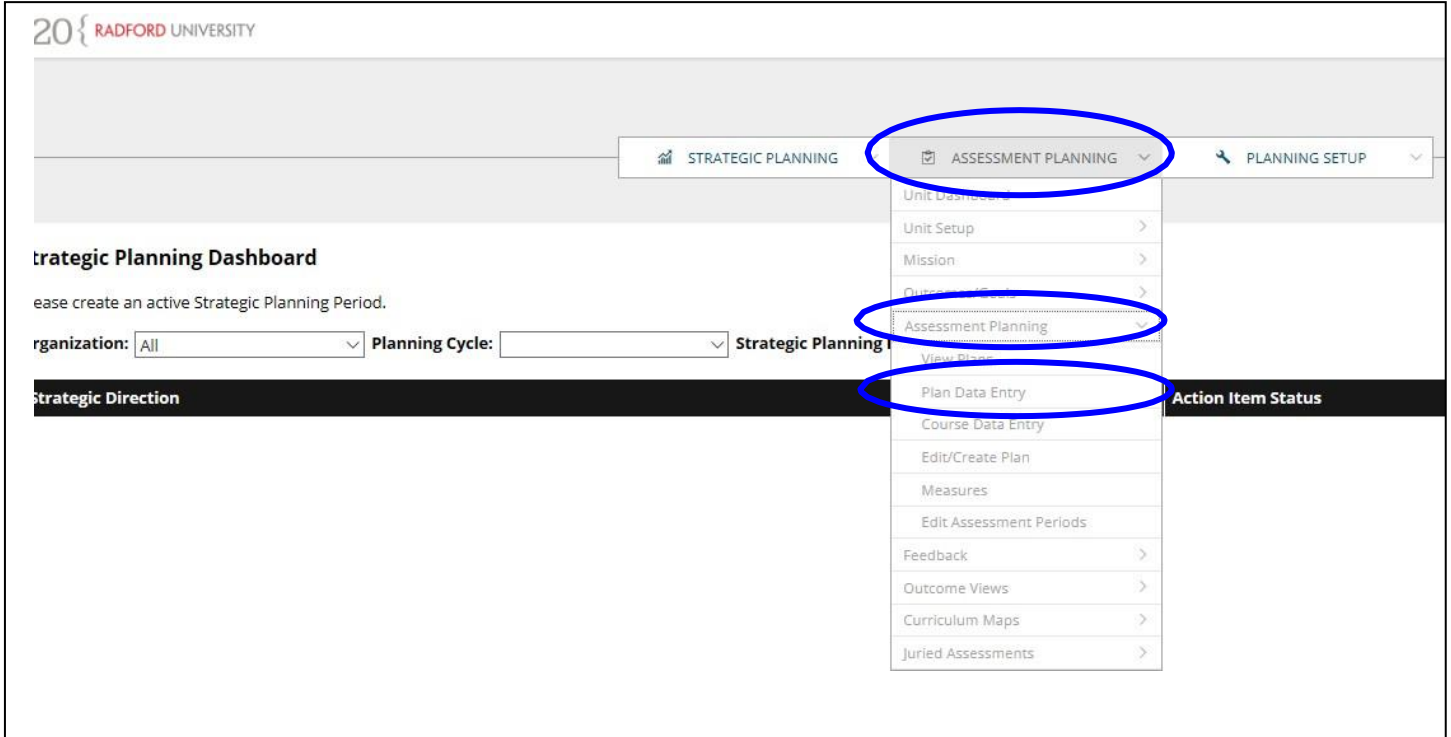


Finding Your Program's REAL Assessment Template

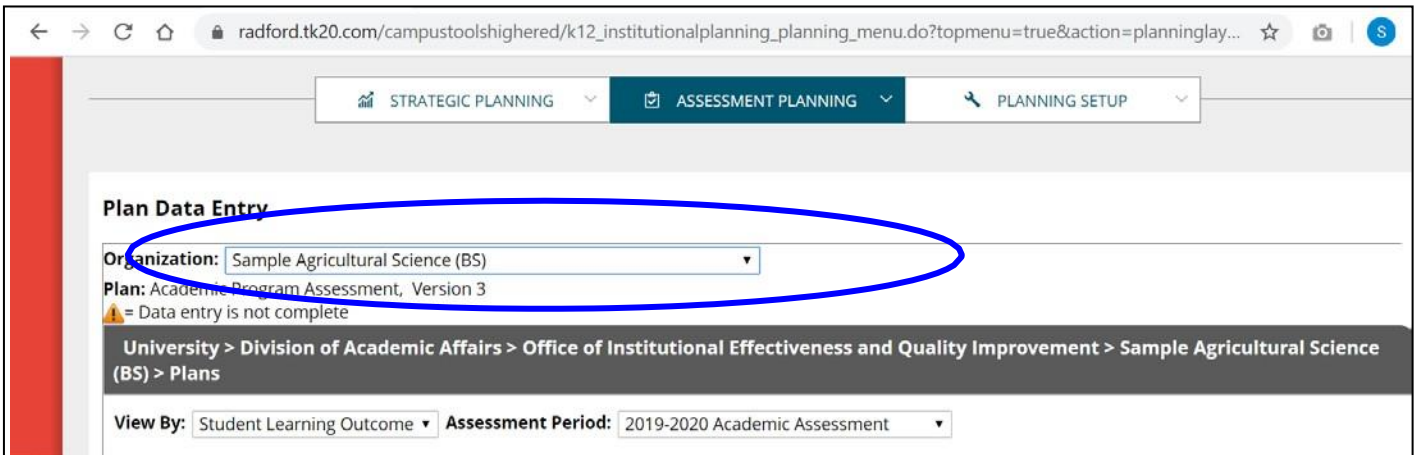
Click **PLANNING** on the left-side menu.



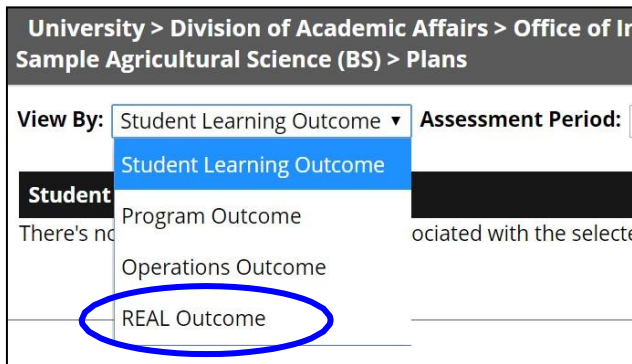
- Click the **ASSESSMENT PLANNING** tab at the top of the page.
- Select **Assessment Planning > Plan Data Entry**



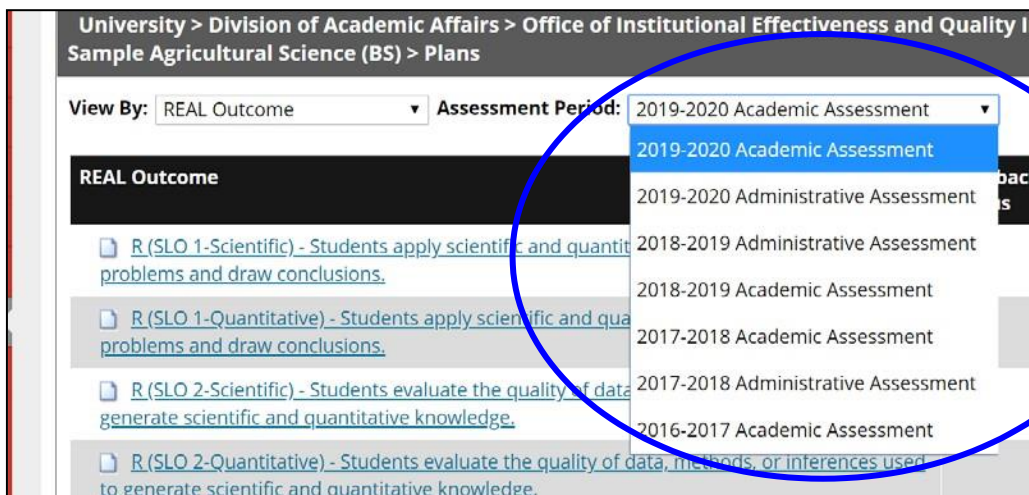
- Under **Organization**, choose the appropriate program from the drop-down menu.



- In the **View By** menu, choose **REAL Outcome**.



- Under Assessment Period be sure to select **Academic Assessment** and the correct **assessment period** from the drop-down menu
- **NOTE:** Always make sure to check that the **correct assessment period** is selected. Each time data is saved, the Tk20 system will automatically default to the most current period, which will be for the following year's data



Entering Measures and Targets:

- Click on the first outcome listed.

REAL Outcome	Feedback Status	Is Data Entry Complete?
R (SLO 1-Scientific) - Students apply scientific and quantitative information to test problems and draw conclusions.		Complete
R (SLO 1-Quantitative) - Students apply scientific and quantitative information to test problems and draw conclusions.		Complete
R (SLO 2-Scientific) - Students evaluate the quality of data, methods, or inferences used to generate scientific and quantitative knowledge.		Complete
R (SLO 2-Quantitative) - Students evaluate the quality of data, methods, or inferences used to generate scientific and quantitative knowledge.		Complete
L (SLO 1) - Students apply acquired knowledge and skills to develop professional identity or professional practice.		Complete

- Make sure the **Measures** tab is selected

R (SLO 1-Scientific) - Students apply scientific and quantitative information to test problems and draw conclusions.

Assessment Plan: Academic Program Assessment

Measures Results Actions

Measures

Program Improvements Implemented

- Enter any changes or action taken for this outcome since the previous assessment period (often referred to as “closing the loop”)

Changes implemented or actions as identified from the previous assessment period.	
	This is the first year that data was collected for this outcome. The Agricultural Science faculty met at the beginning of the academic year to discuss last year's findings and determined that an action plan was needed to address this outcome. See “Actions” section for more details.

- Enter all the information for the first measure for this outcome into the system (**descriptions, specific type of measure, and Measure Type**). There are places for up to 7 measures for each outcome. Leave these blank if there are no other measures for this outcome.

Measure 1

Description of Assessment Measure 1

(Scientific) Students' ability to apply scientific information to test problems and draw conclusions will be measured in AGR 350L (Laboratory in Sustainable Agriculture) using laboratory assignments in which students analyze soil samples and report the results. The four assignments will focus on several common problems in sustainable agriculture.

Specific Type of Measure Assignment/Project

Measure Type* Direct

Direct = assessment of student work
Indirect = survey of student dispositions

- Enter the **Target for Success** information. Remember that the REAL Council has chosen the target for percentage of students achieving competence at 75%. Programs are responsible for determining how competence is determined.

Target for Success (e.g., Performance Benchmark)

At least 75% of students will achieve "Competent" or "Highly Competent"

Highly Competent – Students who obtain at least 90% of possible points on all four laboratory assignments will be considered highly competent.

Competent – Students who obtain between 75% and 89% of possible points on all four laboratory assignments will be considered competent.

Below Competent – Students who obtain less than 75% of possible points on all four laboratory assignments will be considered below competent.

- Scroll to the bottom of the page
- Click **Save**

Save Cancel

- This will take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

Entering Results:

- After you enter the measures for the first outcome you will begin entering the results for each of the measures.
- **Click again on the first outcome.**

Sample Agricultural Science (BS) > Plans

View By: REAL Outcome Assessment Period: 2019-2020 Academic Assessment

REAL Outcome	Feedback Status	Is Data Entry Complete?
R (SLO 1-Scientific) - Students apply scientific and quantitative information to test problems and draw conclusions.		Complete
R (SLO 1-Quantitative) - Students apply scientific and quantitative information to test problems and draw conclusions.		Complete
R (SLO 2-Scientific) - Students evaluate the quality of data, methods, or inferences used to generate scientific and quantitative knowledge.		Complete
R (SLO 2-Quantitative) - Students evaluate the quality of data, methods, or inferences used to generate scientific and quantitative knowledge.		Complete
L (SLO 1) - Students apply acquired knowledge and skills to develop professional identity or professional practice.		Complete

- Click the **Measures** tab.

R (SLO 1-Scientific) - Students apply scientific and quantitative information to test problems and draw conclusions.

Assessment Plan: Academic Program Assessment

Measures Results Actions

Measures

Program Improvements Implemented

- Scroll down the page until you reach **Measure 1 Results**
- Enter assessment findings for the year of interest and whether the results represent all students or a sample

Population Assessed

Measure 1 Results

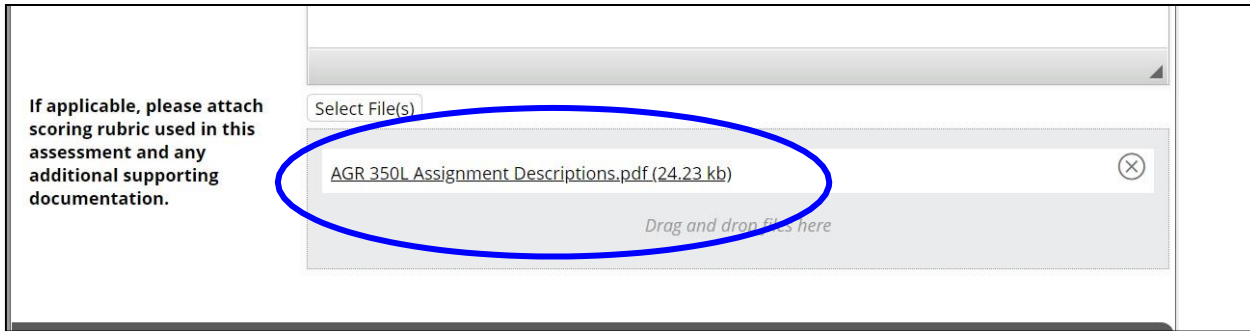
All Students ▾

[Rich Text Formatting](#)

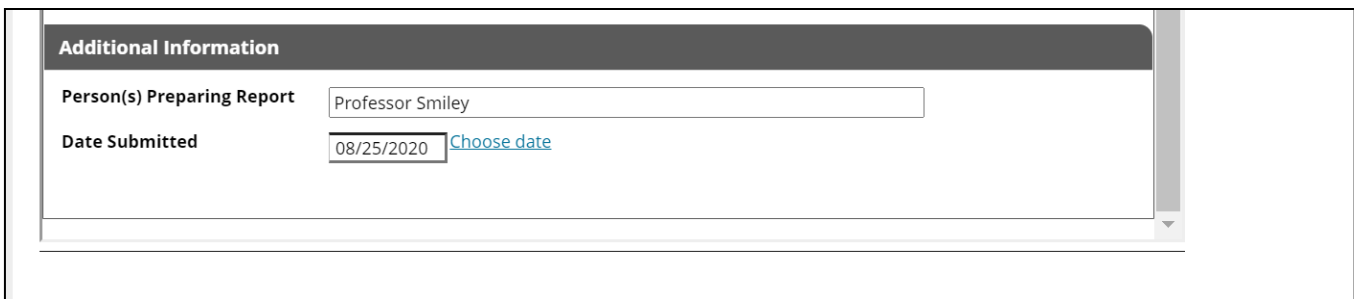
Only 70% of students achieved "Competent" or "Highly Competent" on this measure. (20% of students achieved "Highly Competent", 50% achieved "Competent" and 30% achieved "Below Competent").

After reviewing the scores on the four laboratory assignments, we found that students scored significantly lower on the fourth and final assignment.

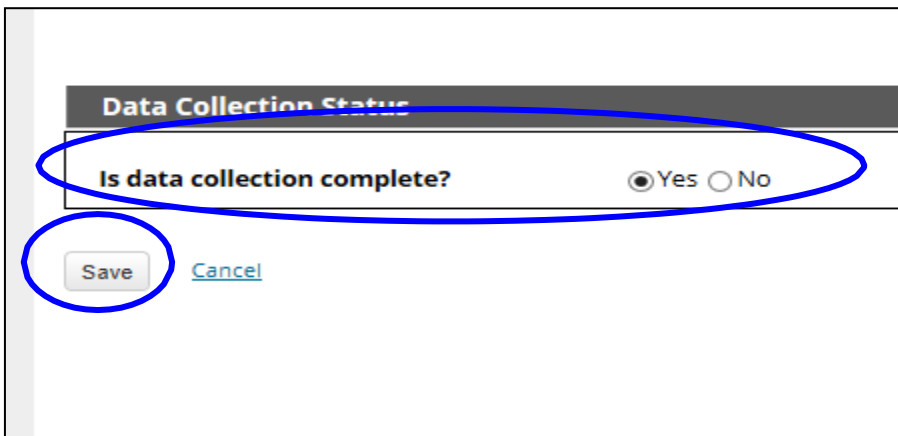
- Upload any documents such as rubrics or assignment descriptions that are related to this outcome (**Note, documents must be in pdf format**).



- Continue to enter findings for each of the measures for this SLO.
- Scroll to the bottom of the page once you have completed entering the findings for each of the measures for this SLO
- Under **Additional Information** type your name and submission date



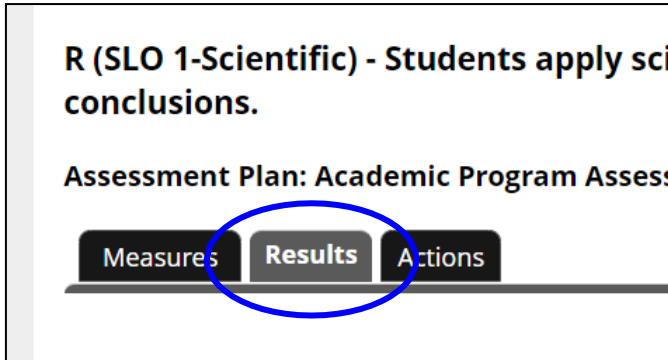
- Select that the data is complete.
- Select save at the bottom of the page.



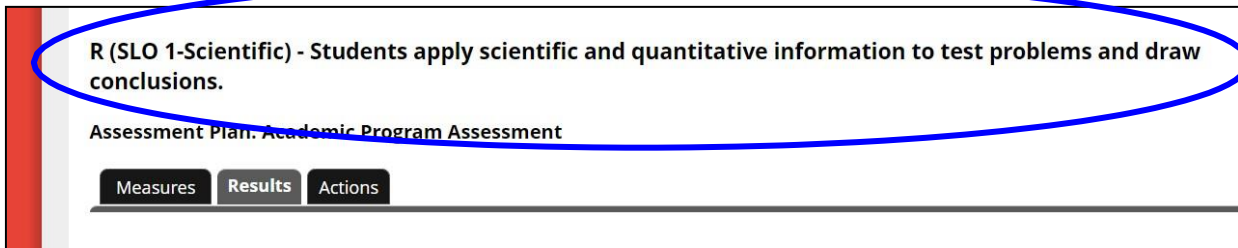
- This will take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

Summarizing Results:

- Click on the **Results** tab.
- The **Results** tab is where departments synthesize each outcome based on the different measures for that outcome.



- Make sure that you are working on the correct outcome



- Select whether this learning outcome was met, partially met, or not met

A screenshot of the 'Results' section. It shows the heading 'Results' and a form with the text 'This real outcome was:' followed by three radio button options: 'Met', 'Partially Met', and 'Not Met'. The 'Not Met' option is selected. Below this is a dark grey bar with the text 'Summary of Results'.

- Enter the **overall findings and analysis** for this outcome in the text box provided.

A screenshot of the 'Results' section showing the 'Overall Findings and Analysis' text box. The text box contains the following text: 'Only 70% of students achieved "Competent" or "Highly Competent" on this measure. (20% of students achieved "Highly Competent", 50% achieved "Competent" and 30% achieved "Below Competent").' and 'After reviewing the scores on the four laboratory assignments, we found that students scored significantly lower on the fourth and final assignment.'

- Select that the data is complete.
- Select save at the bottom of the page.

Data Collection Status

Is data collection complete? Yes No

[Save](#) [Cancel](#)

- This will again take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

Entering Actions:

- After you enter the results for the first outcome you will begin entering any actions for each outcome.
- **Click again on the first outcome.**

REAL Outcome	Feedback Status	Is Data Entry Complete?
R (SLO 1-Scientific) - Students apply scientific and quantitative information to test problems and draw conclusions.		Complete
R (SLO 1-Quantitative) - Students apply scientific and quantitative information to test problems and draw conclusions.		Complete
R (SLO 2-Scientific) - Students evaluate the quality of data, methods, or inferences used to		Complete

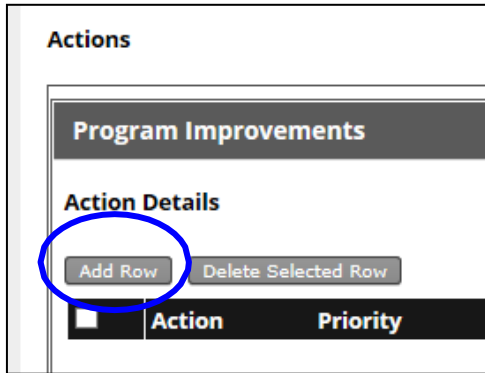
- Select the **Actions** tab

R (SLO 1-Scientific) - Students apply scientific and quantitative information to test problems and draw conclusions.

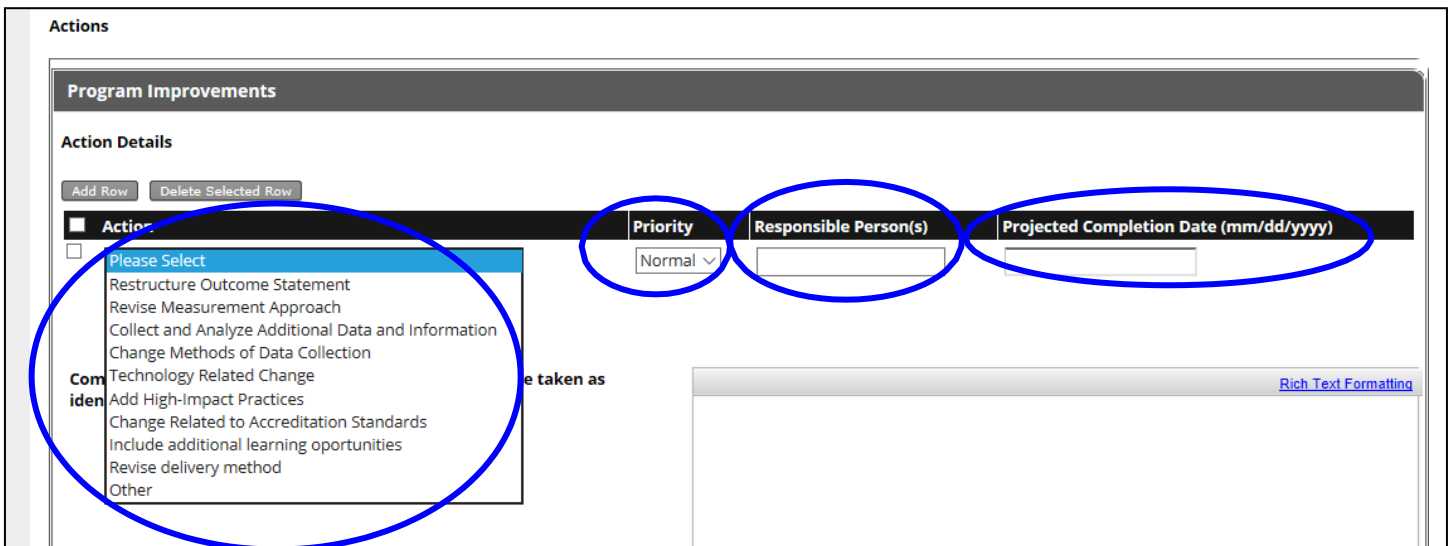
Assessment Plan: Academic Program Assessment

[Measures](#) [Results](#) [Actions](#)

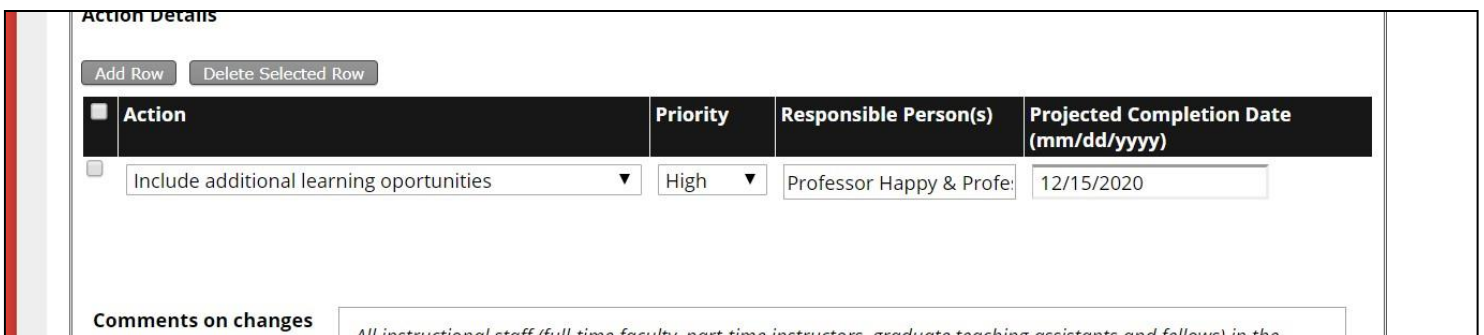
- Click **Add Row** if the program plans to implement an action plan for improvement.



- Select the appropriate action from the drop-down menu, as well as the priority of the action. List any responsible person(s) as well as the projected completion date. Give a brief description of the action plan in the **Comments** box. (If you do not plan to implement an action plan, click **Other** and indicate that no actions are planned and give the reason, e.g., "target was met").



- Here is an example



- Enter comments for these actions in the text boxes provided, and select if this action plan will be carried into the next planning cycle. Add any pdf documents that you would like to include that are related to this action plan.

Comments on changes to be implemented or actions to be taken as identified above.

All instructional staff (full-time faculty, part-time instructors, graduate teaching assistants and fellows) in the department of Agricultural Science met during the first week of the fall semester to review the results of the previous academic year. After the results were shared, the instructional staff were divided into four groups (containing representatives of each of the above categories of instructors) to brainstorm on action plans for the different learning outcomes for the program. Once the full group reconvened we discussed possible options and agreed that additional instructional time addressing the skills needed to complete the fourth laboratory assignment will be added to the AGR 350L schedule. Professor Happy and Professor Fun, who both teach AGR 350L laboratory courses are responsible for changing the syllabus to include these additional opportunities for students. The revised AGR 350L syllabus is attached.

Does this action plan need to be carried into the next planning cycle? Yes No

Attachment(s)

AGR 350L Syllabus.pdf (70.4 kb)

Drag and drop files here

- Repeat these steps to add rows for as many actions as you need for this first outcome.
- Select that the data is complete.
- Select save at the bottom of the page when complete.

Data Collection Status

Is data collection complete? Yes No

[Cancel](#)

- This will again take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)
- Continue this process for each of the outcomes listed on the **Plan Data Entry** homepage.

- Once you complete the data entry for the REAL Outcomes, each outcome will be marked as complete on the **Plan Data Entry** homepage.

Organization: Sample Agricultural Science (BS)

Plan: Academic Program Assessment, Version 3

= Data entry is not complete

University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Agricultural Science (BS) > Plans

View By: REAL Outcome Assessment Period: 2019-2020 Academic Assessment

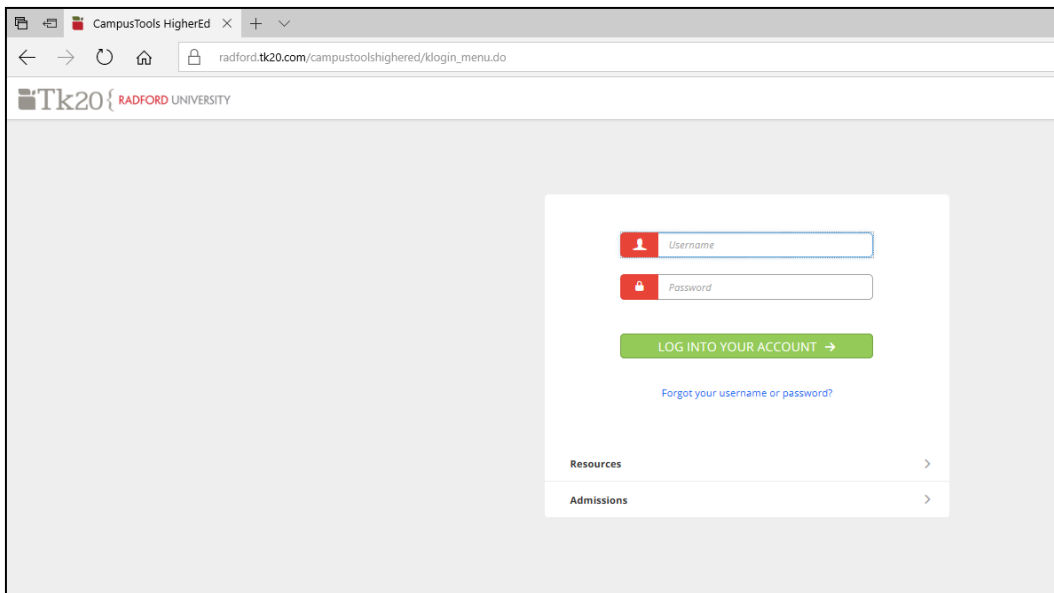
REAL Outcome	Feedback Status	is Data Entry Complete
<input type="checkbox"/> R (SLO 1-Scientific) - Students apply scientific and quantitative information to test problems and draw conclusions.		Complete
<input type="checkbox"/> R (SLO 1-Quantitative) - Students apply scientific and quantitative information to test problems and draw conclusions.		Complete
<input type="checkbox"/> R (SLO 2-Scientific) - Students evaluate the quality of data, methods, or inferences used to generate scientific and quantitative knowledge.		Complete
<input type="checkbox"/> R (SLO 2-Quantitative) - Students evaluate the quality of data, methods, or inferences used to generate scientific and quantitative knowledge.		Complete
<input type="checkbox"/> L (SLO 1) - Students apply acquired knowledge and skills to develop professional identity or professional practice.		Complete
<input type="checkbox"/> L (SLO 2) - Students critically reflect on their learning, abilities, experiences, or role within professional contexts.		Complete
<input type="checkbox"/> WL (SLO 1) - Students demonstrate proficiency in the writing conventions of a discipline.		Complete
<input type="checkbox"/> WL (SLO 2) - Students communicate through writing their understanding of disciplinary content and/or texts.		Complete

Entering Student Support Assessment Information into Tk20

(Student Learning Outcomes, Program Outcomes, and Operations Outcomes)

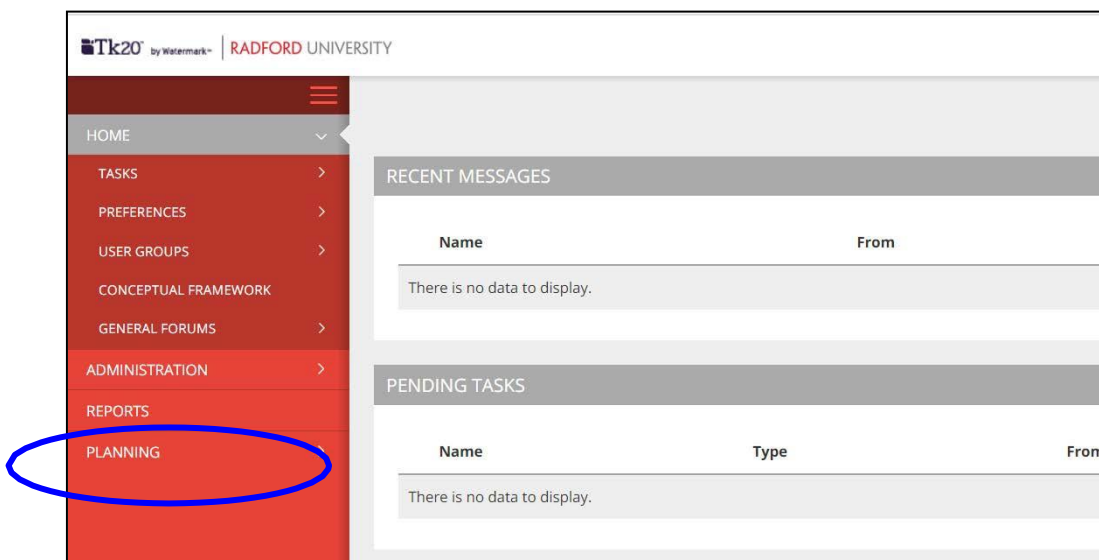
Logging In

- Begin by going to the Radford University Tk20 website (<https://radford.Tk20.com>).
- Use your RU username and password to log in.
- **Important: You cannot be logged in to Tk20 more than once at the same time, not even with two different browser windows (i.e. Firefox and Chrome). Doing so will result in the system not saving any data entered.**



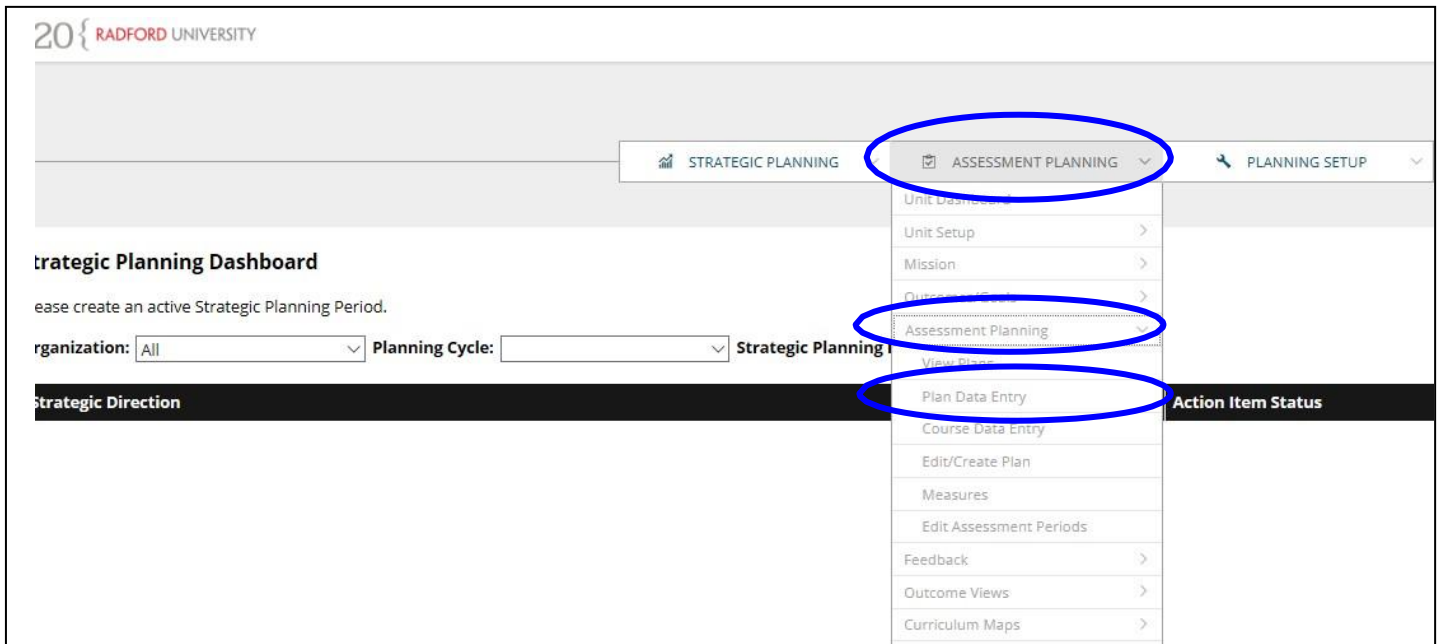
Finding Your Program's Assessment Template

Click **PLANNING** on the left-side menu.

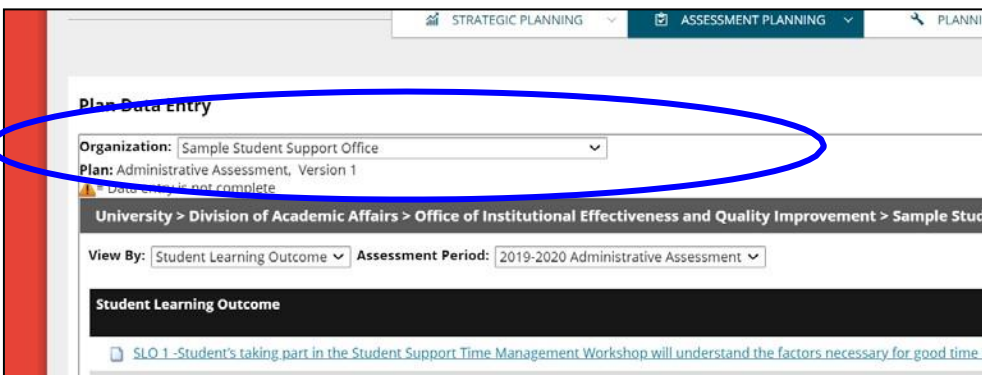


WARNING! DO NOT USE BACK ARROWS WHILE IN TK20

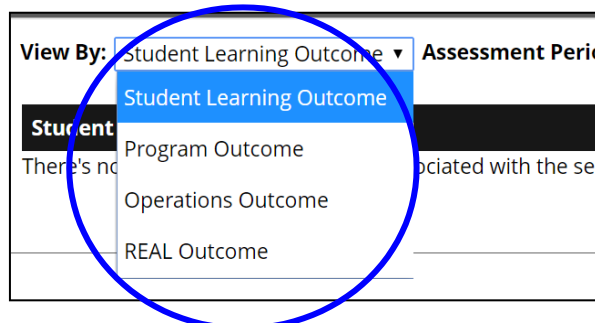
- Click the **ASSESSMENT PLANNING** tab at the top of the page.
- Select **Assessment Planning > Plan Data Entry**



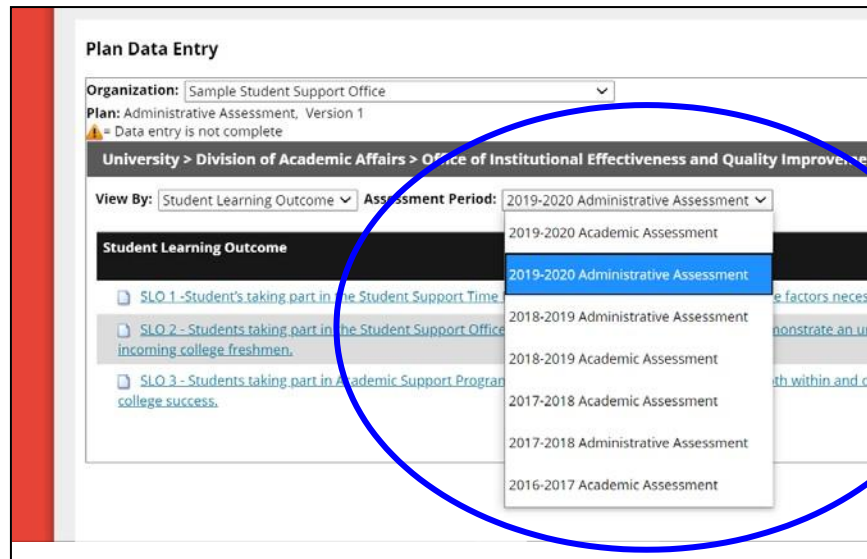
- Under **Organization**, choose the appropriate program from the drop-down menu.



- In the **View By** menu, choose whether you are entering information for **Student Learning Outcomes**, **Program Outcomes**, or **Operations Outcomes**.

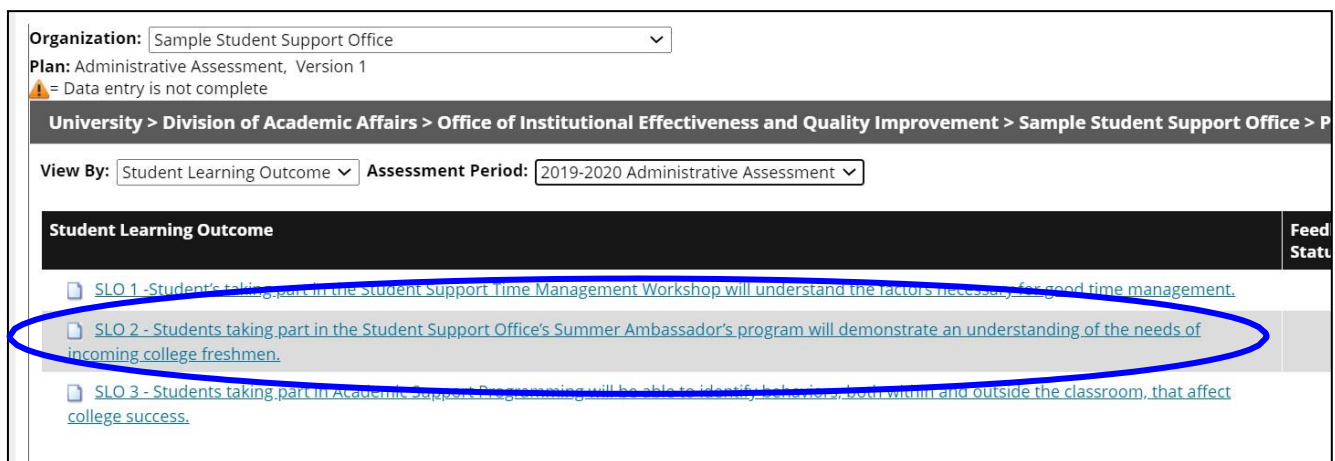


- Under Assessment Period be sure to select **Administrative Assessment** and the correct **assessment period** from the drop-down menu
- **NOTE:** Always make sure to check that the **correct assessment period** is selected. Each time data is saved, the Tk20 system will automatically default to the most current period, which will be for the following year's data



Entering Measures and Targets:

- Click on the outcome that you will be completing.



- Make sure the **Measures** tab is selected



- Enter any changes or action taken for this outcome since the previous assessment period (often referred to as “closing the loop”)

SLO 2 - Students taking part in the Student Support Office’s Summer Ambassador’s program will demonstrate an understanding of the needs of incoming college freshmen.

Assessment Plan: Administrative Assessment

Measures Results Actions

Measures

Program Improvements Implemented

Changes implemented or actions as identified from the previous assessment period.	Based on the assessment results from the previous Summer Ambassador assessment, the staff of the program decided that more time was needed explaining to students how to write a reflection essay. This was implemented during the 2019-2020 academic year. However, as shown below, students scores only slightly improved and still did not meet the target goal. Additional support will be given to support this activity (see Action Plan tab for more information).
--	---

- Enter all the description of the first measure for this outcome into the system. There are places for up to 7 measures for each outcome. Leave these blank if there are no other measures for this outcome.

Measure 1

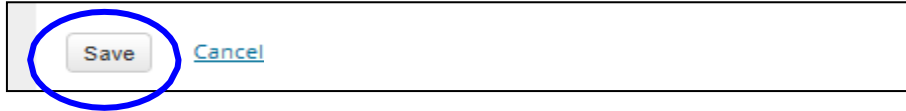
Description of Assessment Measure 1	The Summer Student Ambassador program is an intensive two-week on-campus camp that trains juniors and seniors to work as student ambassador's in the Office of Student Support. Student Ambassadors work as mentors to new freshmen who demonstrate at least two risk factors associated with early attrition from collegiate education. During the Summer Student Ambassador program, student ambassadors learn skills that will assist them in mentoring freshmen and to recognize early signs of issues. They also learn which offices and professionals they can refer freshmen to if they do recognize any issues. At the end of the two-week camp, participants are asked to submit a 500-word reflection describing what they learned during the camp and how they believe the camp will assist them in mentoring freshmen.
--	--

- Enter the **Target for Success** information.

Target for Success (e.g., Performance Benchmark)	At least 80% of the student ambassadors will receive "Satisfactory" or "Exemplary" on the reflection as scored by a standard rubric.
---	--

- Scroll to the bottom of the page

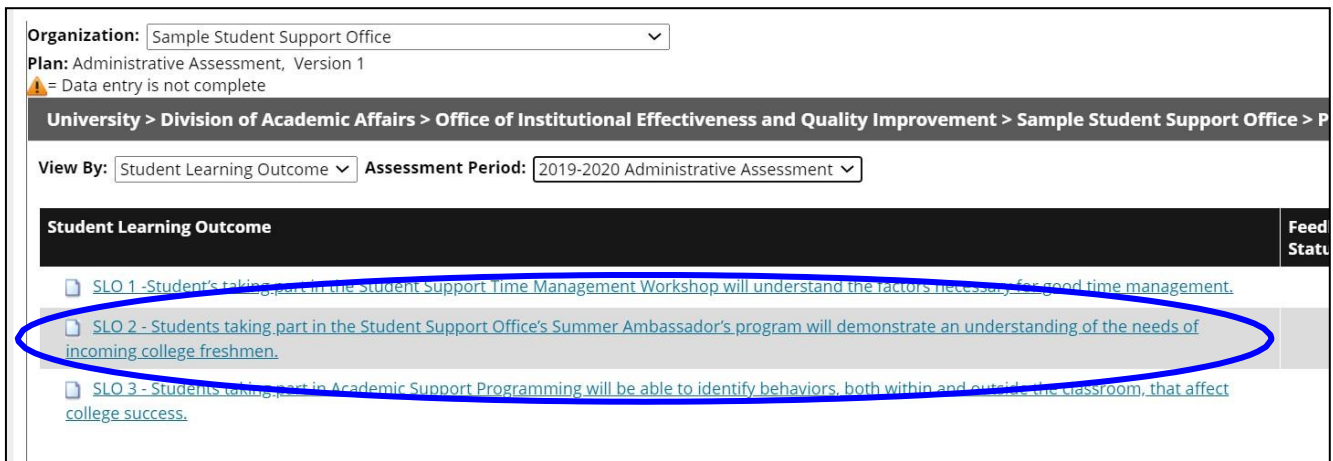
- Click **Save**



- This will take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

Entering Results:

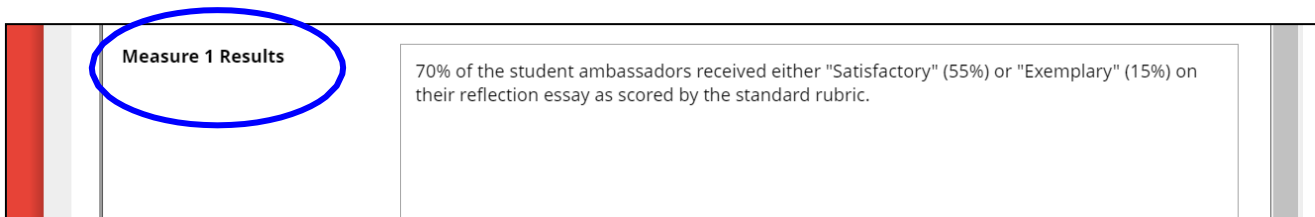
- After you enter the measures for the first outcome you will begin entering the results for each of the measures.
- **Click again on the first outcome.**



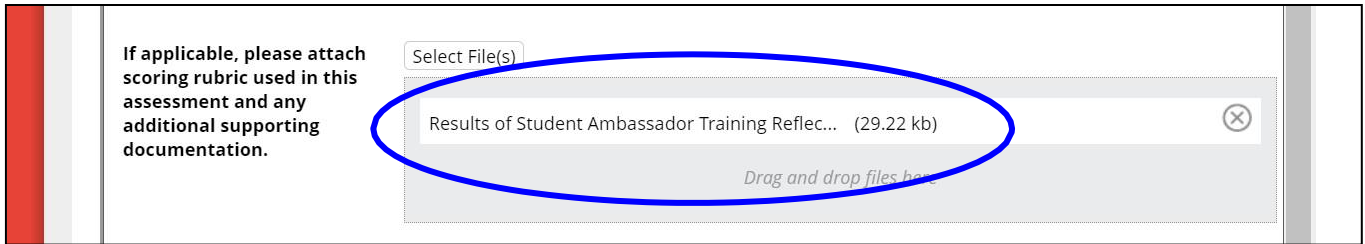
- Click the **Measures** tab.



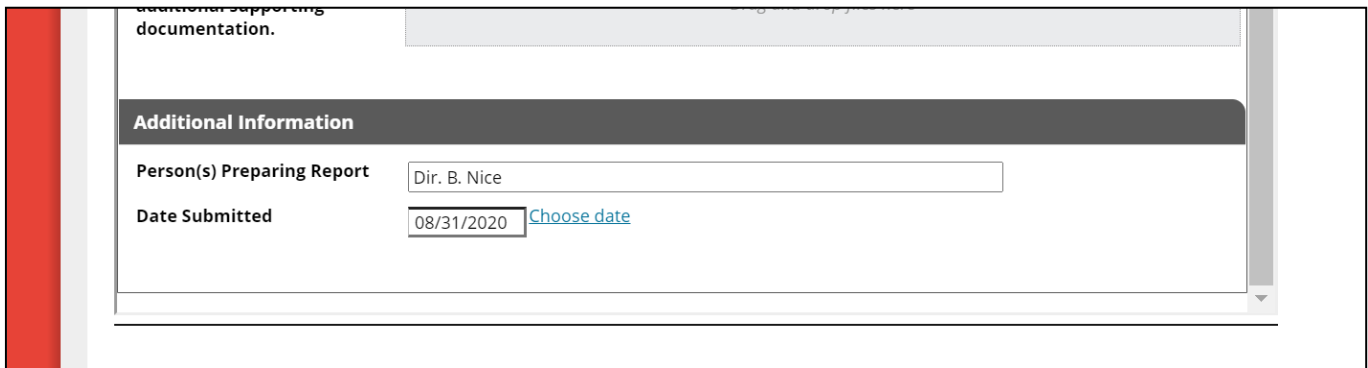
- Scroll down the page until you reach **Measure 1 Results**
- Enter assessment findings for the year of interest and whether the results represent all students in the population or a sample.



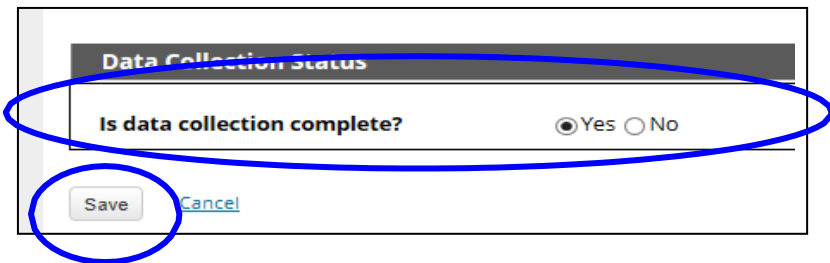
- Upload any documents such as rubrics or assignment descriptions that are related to this outcome (**Note, documents must be in pdf format**).



- Continue to enter findings for each of the measures for this SLO.
- Scroll to the bottom of the page once you have completed entering the findings for each of the measures for this SLO
- Under **Additional Information** type your name and submission date



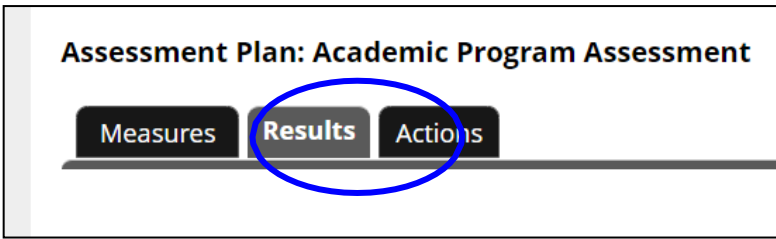
- Select that the data is complete.
- Select save at the bottom of the page.



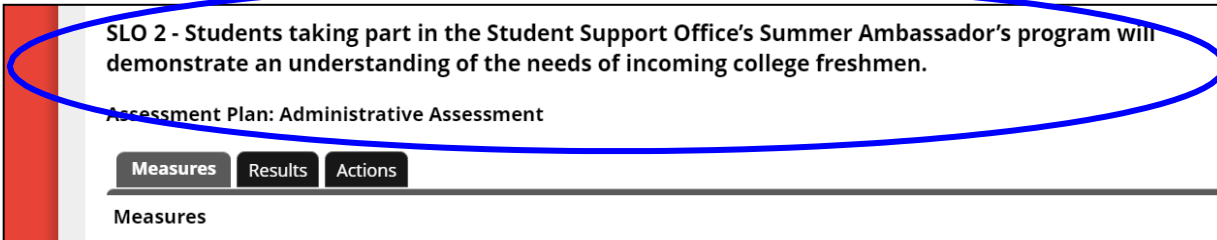
- This will take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

Summarizing Results:

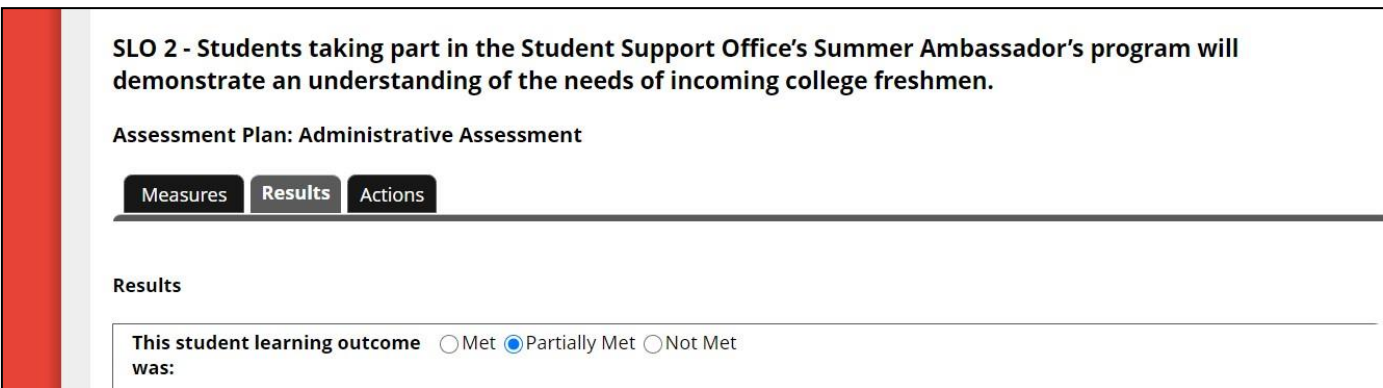
- Click on the **Results** tab.
- The **Results** tab is where departments synthesize each outcome based on the different measures for that outcome.



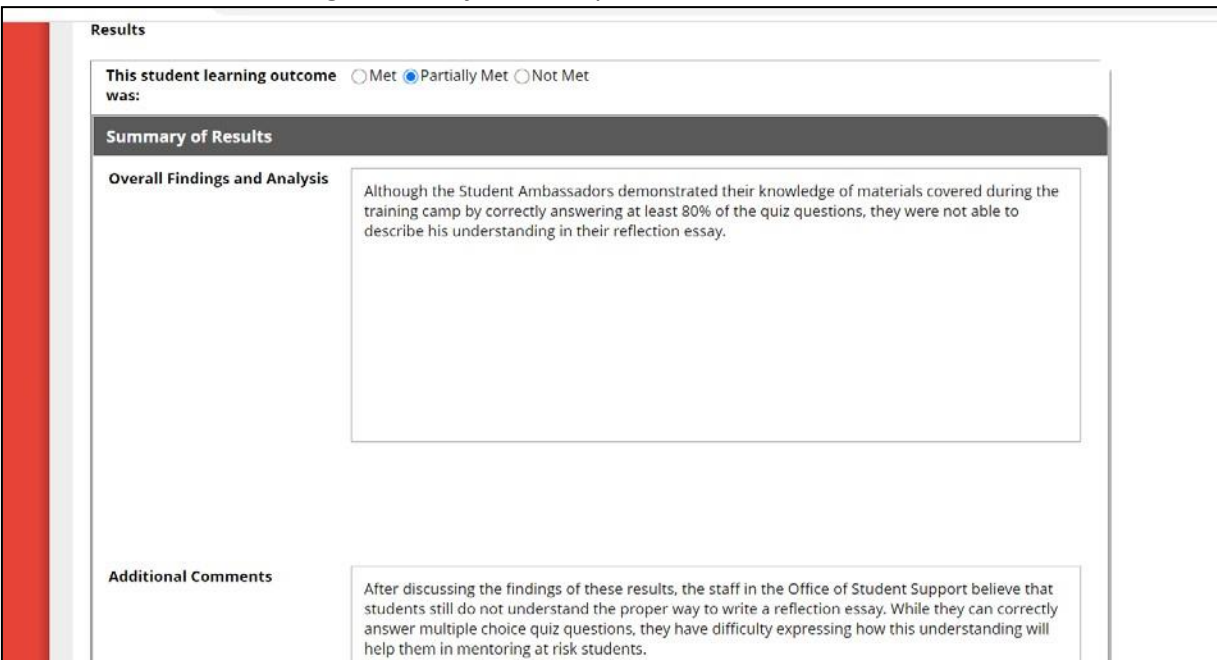
- Make sure that you are working on the correct outcome



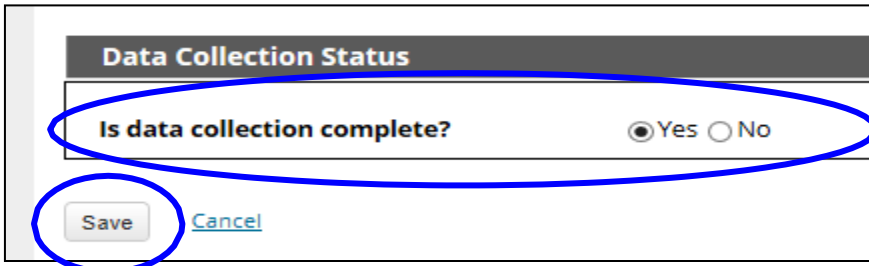
- Select whether this learning outcome was met, partially met, or not met



- Enter the **overall findings and analysis** and any **additional comments** for this outcome in the text boxes provided.



- Select that the data is complete.
- Select save at the bottom of the page.

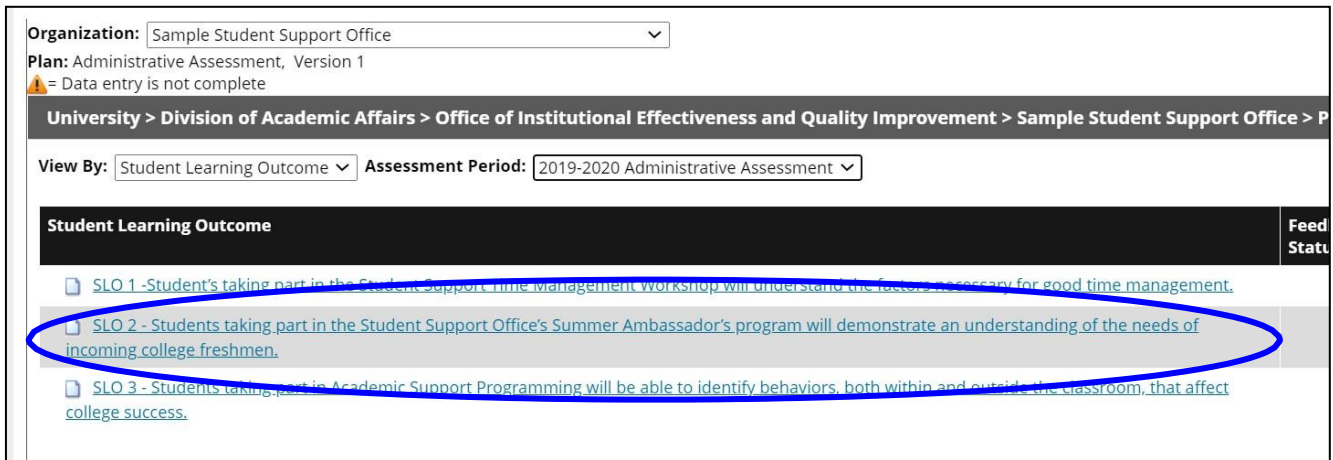


The screenshot shows a form titled "Data Collection Status". It contains a question "Is data collection complete?" with radio buttons for "Yes" (selected) and "No". Below the question are two buttons: "Save" and "Cancel". Both the question area and the "Save" button are circled in blue.

- This will again take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

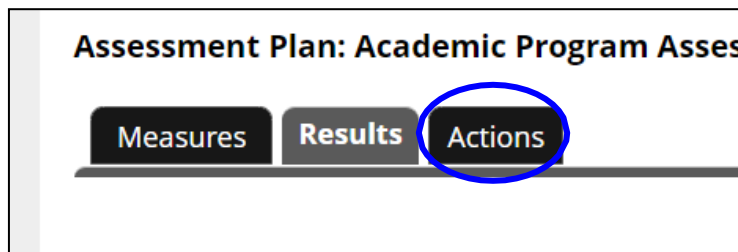
Entering **Actions**:

- After you enter the results for the first outcome you will begin entering any actions for each outcome.
- **Click again on the outcome you are working on.**



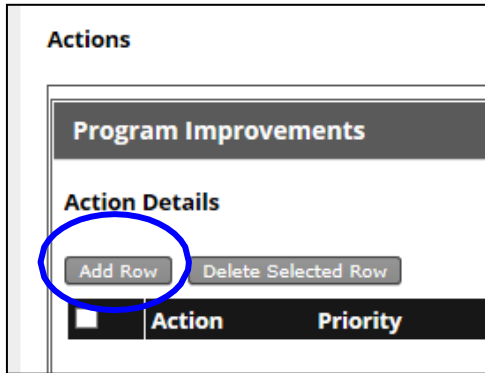
The screenshot shows a web interface for an assessment plan. At the top, it displays "Organization: Sample Student Support Office" and "Plan: Administrative Assessment, Version 1". A warning icon indicates "Data entry is not complete". The breadcrumb trail is "University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Student Support Office > P". Below this, there are dropdown menus for "View By: Student Learning Outcome" and "Assessment Period: 2019-2020 Administrative Assessment". A table lists three Student Learning Outcomes (SLOs). The second SLO, "SLO 2 - Students taking part in the Student Support Office's Summer Ambassador's program will demonstrate an understanding of the needs of incoming college freshmen.", is circled in blue.

- Select the **Actions** tab

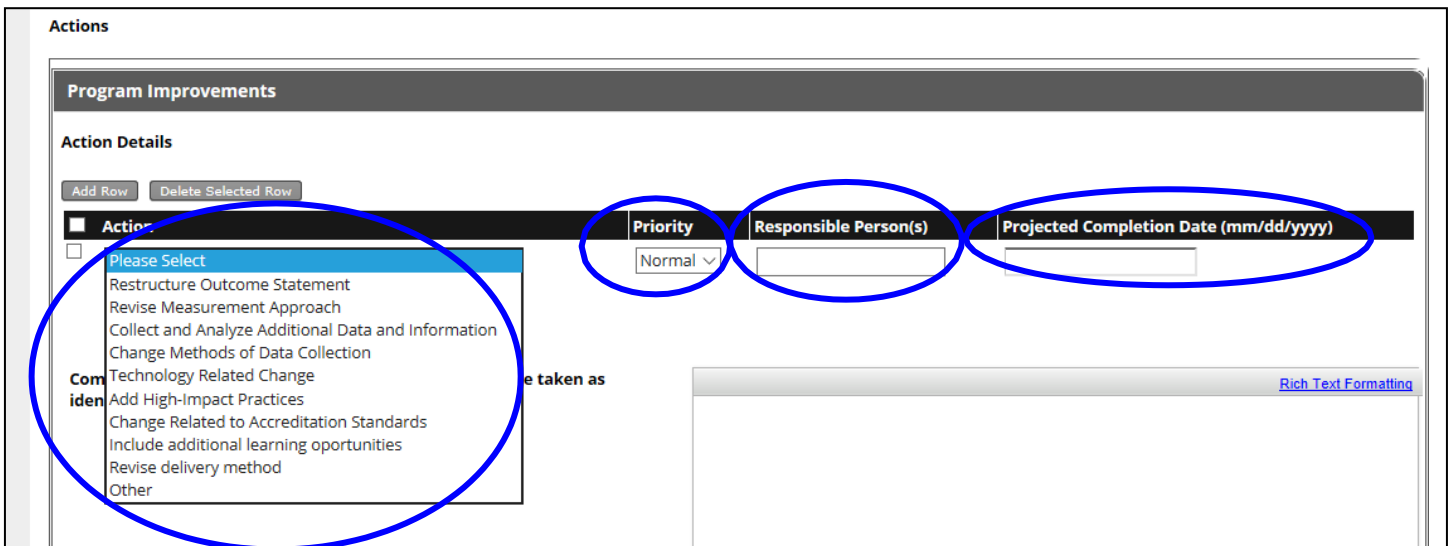


The screenshot shows a navigation bar for an "Assessment Plan: Academic Program Asses". It has three tabs: "Measures", "Results", and "Actions". The "Actions" tab is circled in blue.

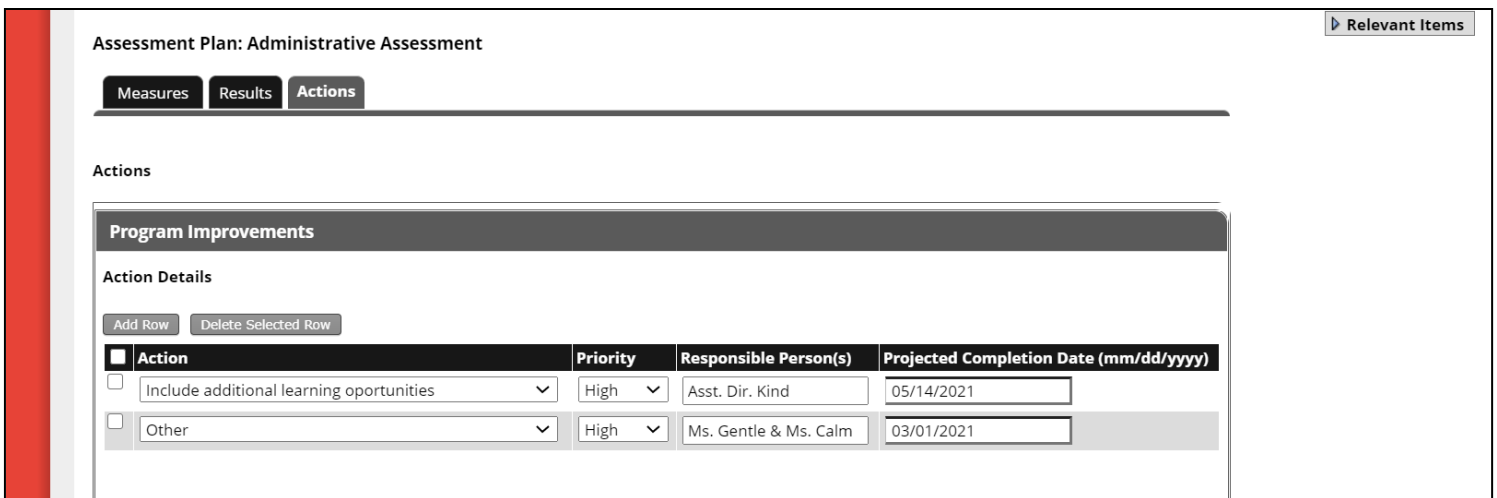
- Click **Add Row** if the program plans to implement an action plan for improvement.



- Select the appropriate action from the drop-down menu, as well as the priority of the action. List any responsible person(s) as well as the projected completion date. Give a brief description of the action plan in the **Comments** box. (If you do not plan to implement an action plan, click **Other** and indicate that no actions are planned and give the reason, e.g., "target was met").



- Here is an example



- Enter comments for these actions in the text boxes provided, and select if this action plan will be carried into the next planning cycle. Add any pdf documents that you would like to include that are related to this action plan.

The screenshot shows a table with the following columns: Action, Priority, Responsible Person(s), and Projected Completion Date (mm/dd/yyyy). There are two rows of data. Below the table is a text area for comments.

Action	Priority	Responsible Person(s)	Projected Completion Date (mm/dd/yyyy)
<input type="checkbox"/> Include additional learning oportunities	High	Asst. Dir. Kind	05/14/2021
<input type="checkbox"/> Other	High	Ms. Gentle & Ms. Calm	03/01/2021

Comments on changes to be implemented or actions to be taken as identified above.

The staff, including graduate assistants and undergraduate workers, in the Office of Student Support met during the annual pre-semester meeting in August to discuss the results of the assessment plan. After discussing the findings of these results, the staff in the Office of Student Support believe that students still do not understand the proper way to write a reflection essay. While they can correctly answer multiple choice quiz questions, they have difficulty expressing how this understanding will help them in mentoring at risk students. In accordance with last year's action plan, the staff spent additional time explaining the reflection process this summer. While a slight improvement in reflection essay scores were seen, these scores were still below the target set by the program. It was decided that student ambassadors need more support in successfully completing a reflection essay. To accomplish this, the office will be creating a reflection plan packet to give student ambassadors next summer. This packet will include step-by-step instructions, a video describing the reflection process, and written reflection essay examples that students can use for modeling. Assistant Director Kind has volunteered to create the packet. She is requesting the office purchase some new software that will assist her in the

- Repeat these steps to add rows for as many actions as you need for this outcome.
- Select that the data is complete.
- Select save at the bottom of the page when complete.

The screenshot shows a dialog box titled "Data Collection Status". It contains a question "Is data collection complete?" with radio buttons for "Yes" (selected) and "No". Below the question are "Save" and "Cancel" buttons.

- This will again take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)
- Continue this process for each of the outcomes listed on the **Plan Data Entry** homepage.
- Once you complete the data entry for all the **Student Learning Outcomes, Program Outcomes, and Operations Outcomes**, each outcome will be marked as complete on the **Plan Data Entry** homepage.

Plan Data Entry

Organization: Sample Student Support Office
Plan: Administrative Assessment, Version 1
⚠ Data entry is not complete

University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Student Support Office > Plans

View By: Student Learning Outcome Assessment Period: 2019-2020 Administrative Assessment

Student Learning Outcome	Feedback Status	Is Data Entry Complete?
SLO 1 - Student's taking part in the Student Support Time Management Workshop will understand the factors necessary for good time management.		Complete
SLO 2 - Students taking part in the Student Support Office's Summer Ambassador's program will demonstrate an understanding of the needs of incoming college freshmen.		Complete
SLO 3 - Students taking part in Academic Support Programming will be able to identify behaviors, both within and outside the classroom, that affect college success.		Complete

Plan Data Entry

Organization: Sample Student Support Office
Plan: Administrative Assessment, Version 1
⚠ Data entry is not complete

University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Student Support Office > Plans

View By: Program Outcome Assessment Period: 2019-2020 Administrative Assessment

Program Outcome	Feedback Status	Is Data Entry Complete?
PO 1 - Students taking part in Student Success Programming will be retained at a higher level than other students.		Complete
PO 2 - Students taking part in Student Support Programming will graduate at a greater rate than students who do not take part in the program.		Complete

Plan Data Entry

Organization: Sample Student Support Office
Plan: Administrative Assessment, Version 1
⚠ Data entry is not complete

University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Student Support Office > Plans

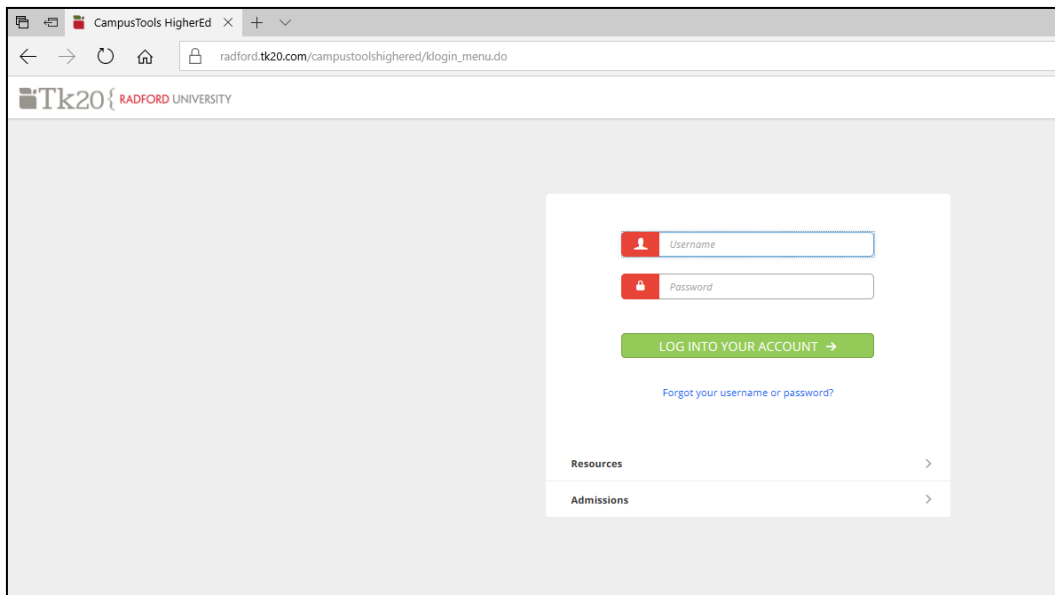
View By: Operations Outcome Assessment Period: 2019-2020 Administrative Assessment

Operations Outcome	Feedback Status	Is Data Entry Complete?
OO 1 - Staff in the Office of Student Support will provide at least 15 workshops geared toward student success during the academic year.		Complete
OO 2 - Staff in the Office of Student Support will apply for at least two grants during the academic year.		Complete

Entering Administrative Assessment Information into Tk20 (Operations Outcomes)

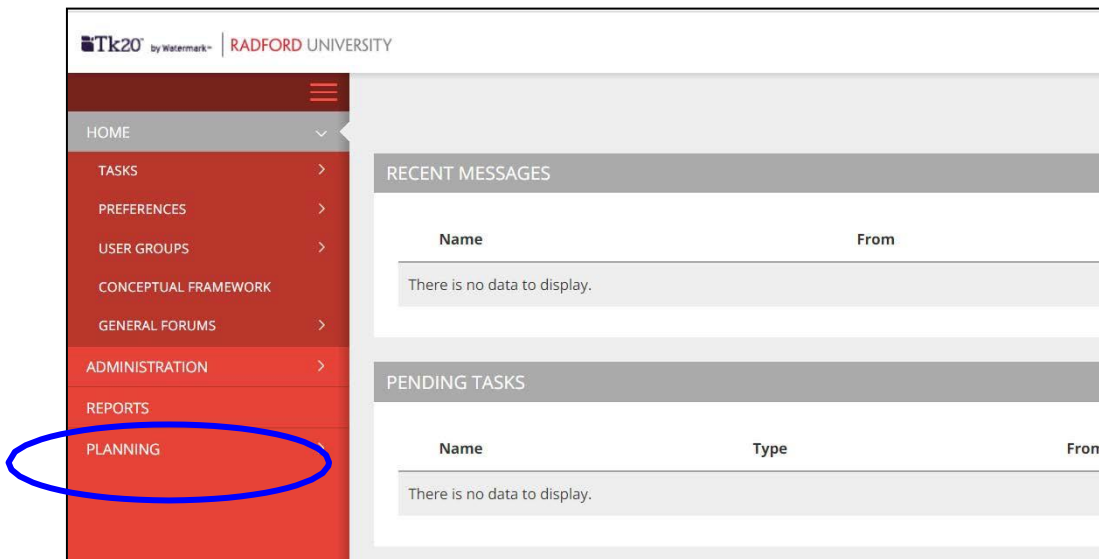
Logging In

- Begin by going to the Radford University Tk20 website (<https://radford.Tk20.com>).
- Use your RU username and password to log in.
- **Important: You cannot be logged in to Tk20 more than once at the same time, not even with two different browser windows (i.e. Firefox and Chrome). Doing so will result in the system not saving any data entered.**



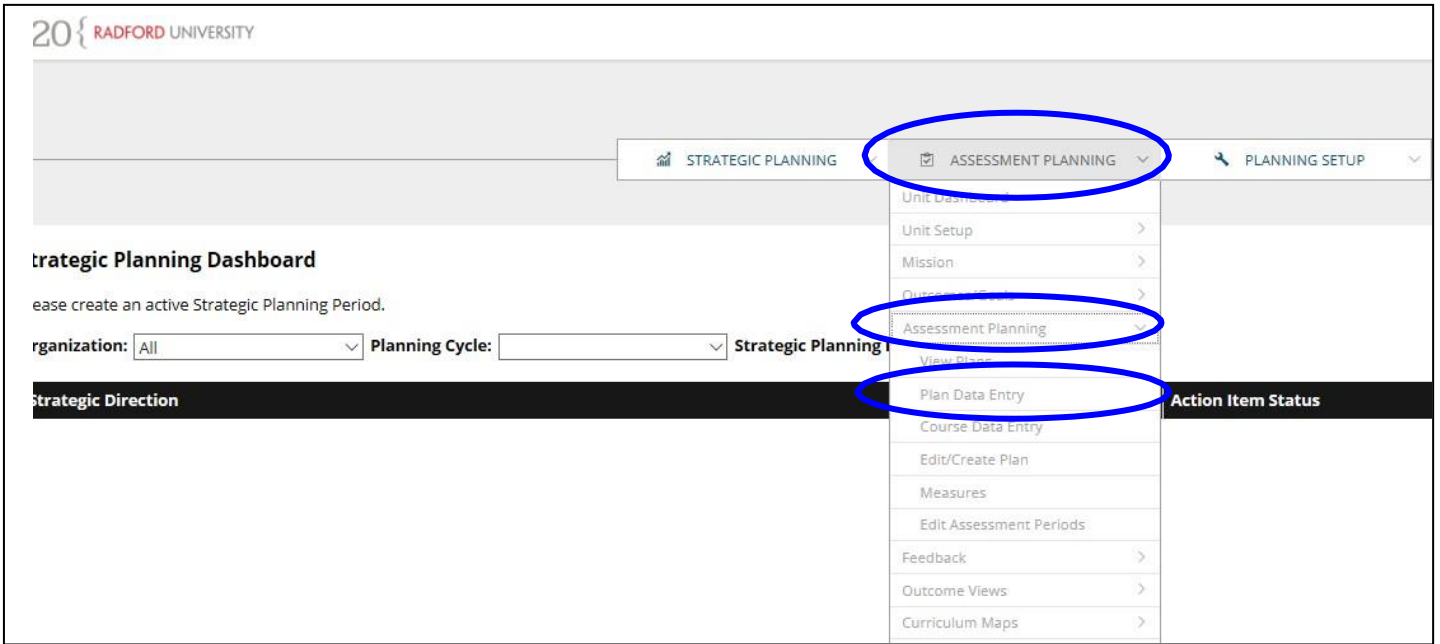
Finding Your Offices's Assessment Template

Click **PLANNING** on the left-side menu.

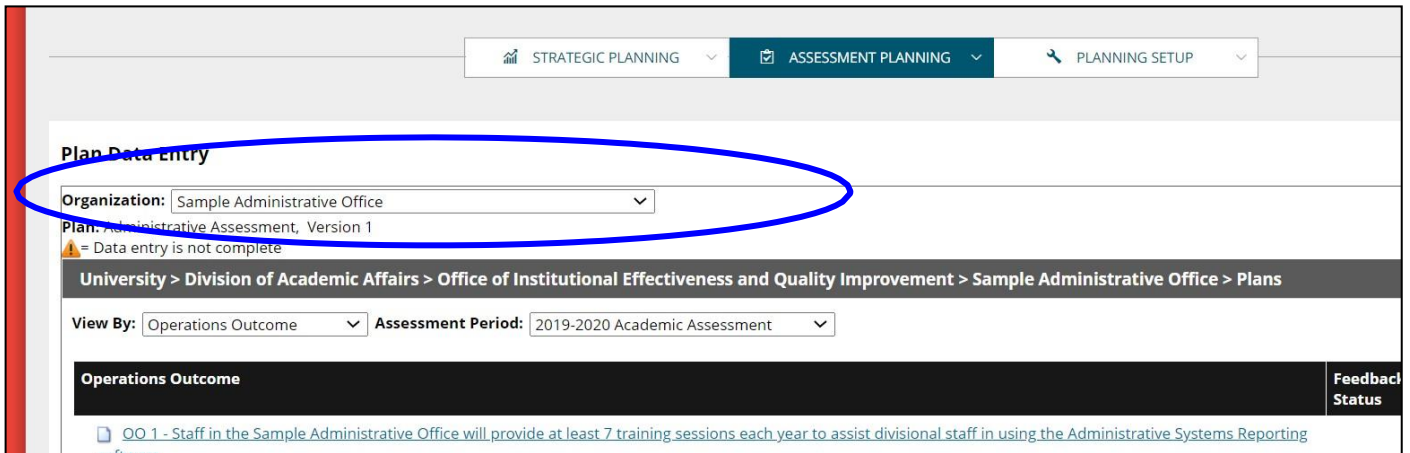


WARNING! DO NOT USE BACK ARROWS WHILE IN TK20

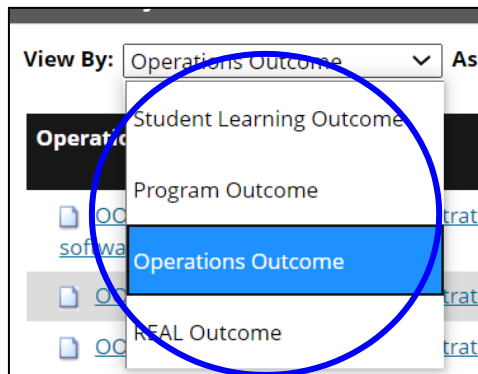
- Click the **ASSESSMENT PLANNING** tab at the top of the page.
- Select **Assessment Planning > Plan Data Entry**



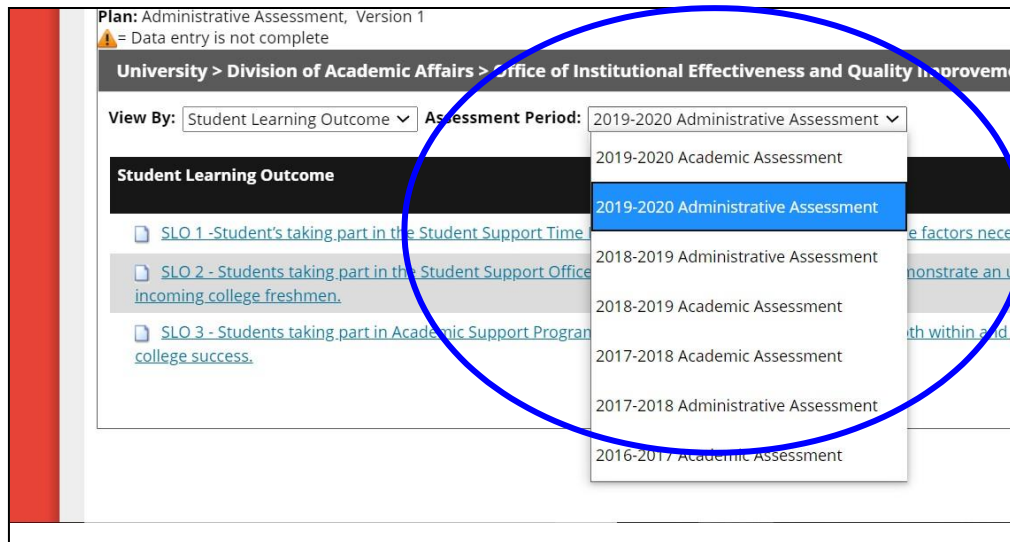
- Under **Organization**, choose the appropriate office or department from the drop-down menu.



- In the **View By** menu, choose whether you are entering information for **Student Learning Outcomes, Program Outcomes, or Operations Outcomes**.

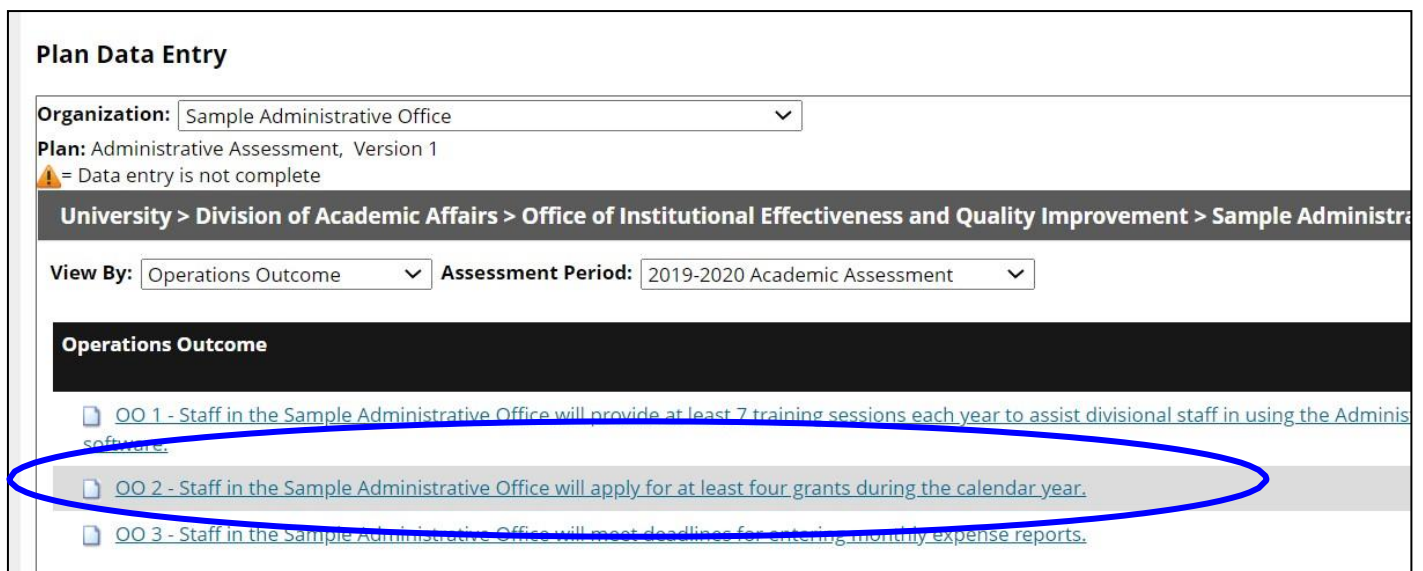


- Under Assessment Period be sure to select **Administrative Assessment** and the correct **assessment period** from the drop-down menu
- **NOTE:** Always make sure to check that the **correct assessment period** is selected. Each time data is saved, the Tk20 system will automatically default to the most current period, which will be for the following year's data

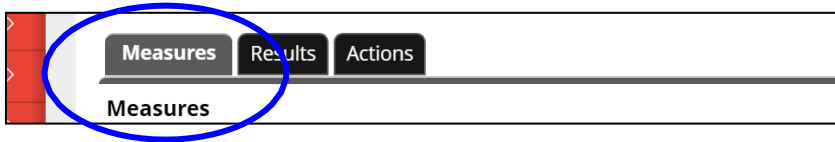


Entering Measures and Targets:

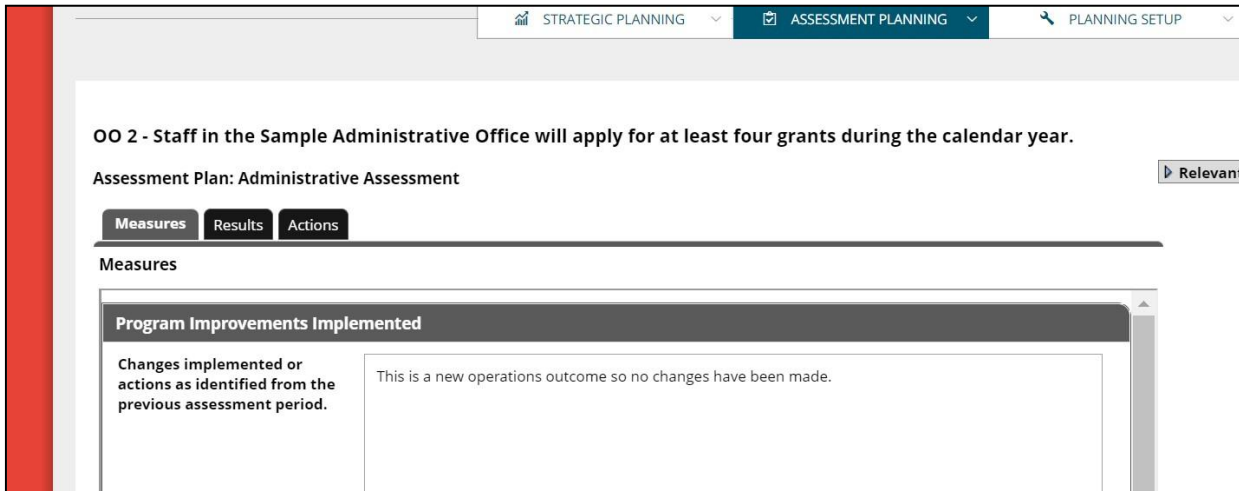
- Click on the outcome that you will be completing.



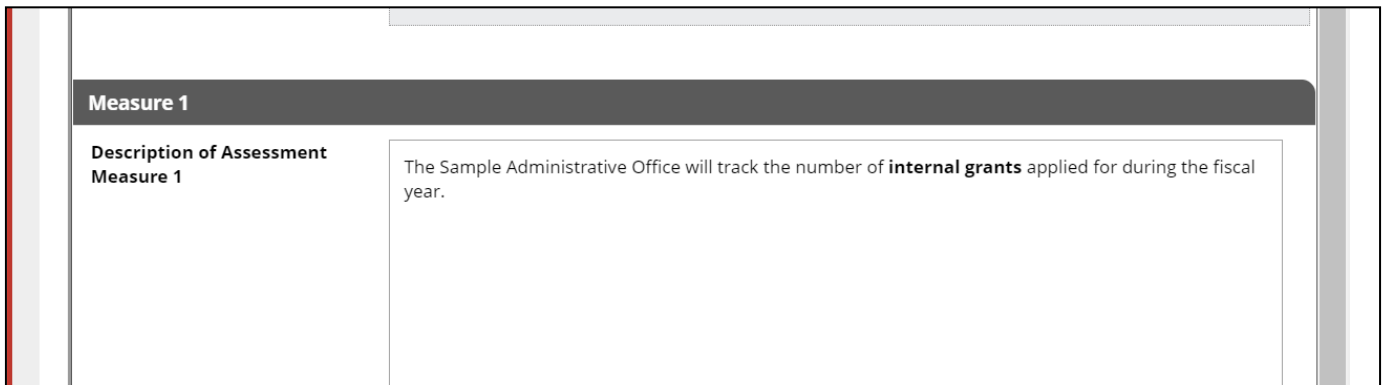
- Make sure the **Measures** tab is selected



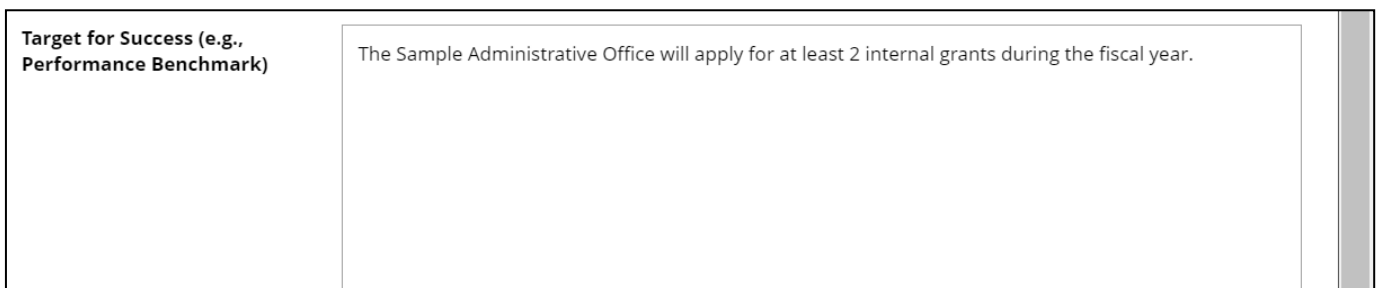
- Enter any changes or action taken for this outcome since the previous assessment period (often referred to as “closing the loop”)



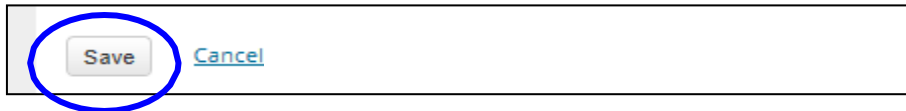
- Enter all the description of the first measure for this outcome into the system. There are places for up to 7 measures for each outcome. Leave these blank if there are no other measures for this outcome.



- Enter the **Target for Success** information.



- Scroll to the bottom of the page
- Click **Save**



- This will take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

Entering Results:

- After you enter the measures for the first outcome you will begin entering the results for each of the measures.
- **Click again on the outcome you are working on**

A screenshot of the 'Plan Data Entry' interface. At the top, it shows 'Organization: Sample Administrative Office' and 'Plan: Administrative Assessment, Version 1'. A warning icon indicates 'Data entry is not complete'. Below this is a breadcrumb trail: 'University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Administrative Office'. There are two dropdown menus: 'View By: Operations Outcome' and 'Assessment Period: 2019-2020 Academic Assessment'. A section titled 'Operations Outcome' contains a list of three outcomes. The second outcome, 'OO 2 - Staff in the Sample Administrative Office will apply for at least four grants during the calendar year.', is circled in blue.

- Click the **Measures** tab.



- Scroll down the page until you reach **Measure 1 Results**
- Enter assessment findings for the year of interest and whether the results represent all students in the population or a sample.

- Upload any documents such as rubrics or assignment descriptions that are related to this outcome (**Note, documents must be in pdf format**).

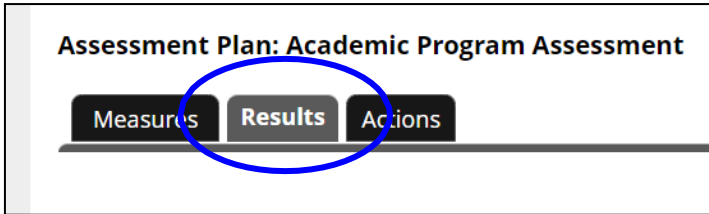
- Continue to enter findings for each of the measures for this SLO.
- Scroll to the bottom of the page once you have completed entering the findings for each of the measures for this SLO
- Under **Additional Information** type your name and submission date

- Select that the data is complete.
- Select save at the bottom of the page.

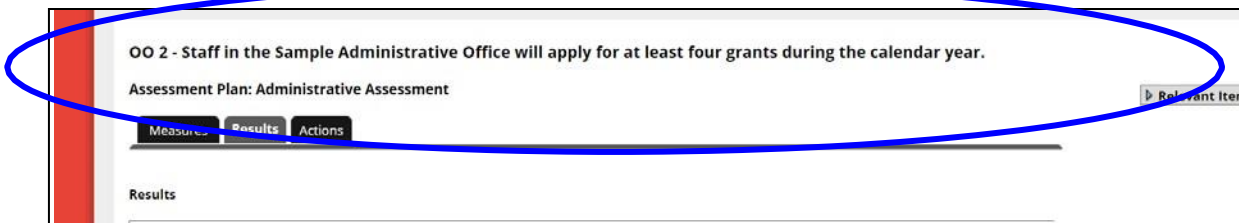
- This will take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

Summarizing Results:

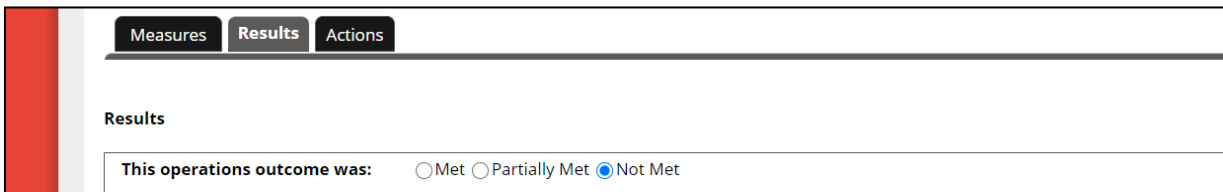
- Click on the **Results** tab.
- The **Results** tab is where departments synthesize each outcome based on the different measures for that outcome.



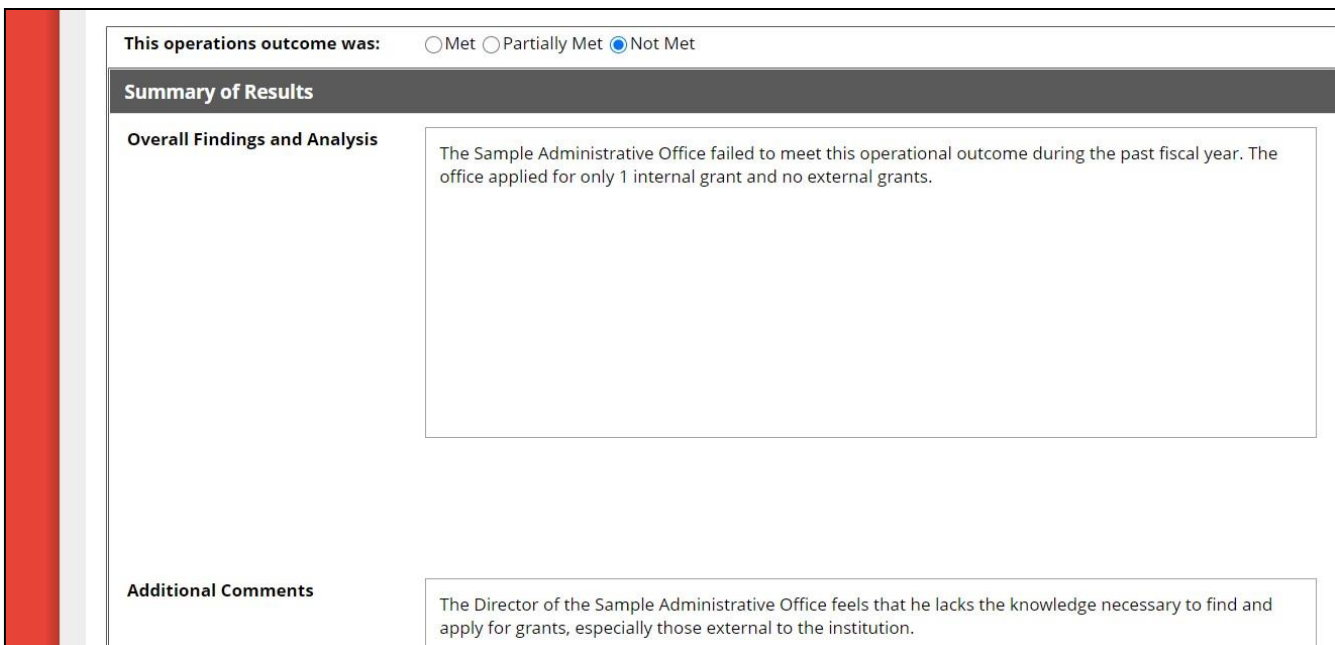
- Make sure that you are working on the correct outcome



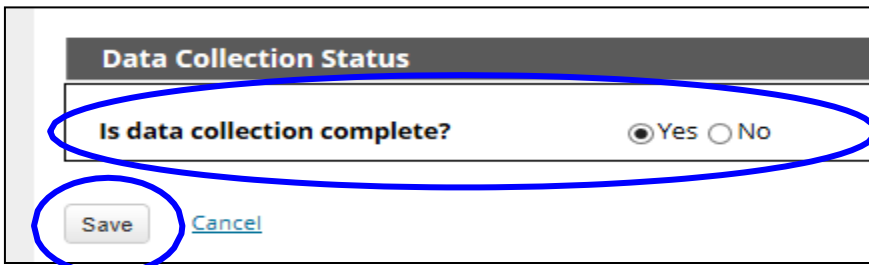
- Select whether this learning outcome was met, partially met, or not met



- Enter the **overall findings and analysis** and any **additional comments** for this outcome in the text boxes provided.



- Select that the data is complete.
- Select save at the bottom of the page.

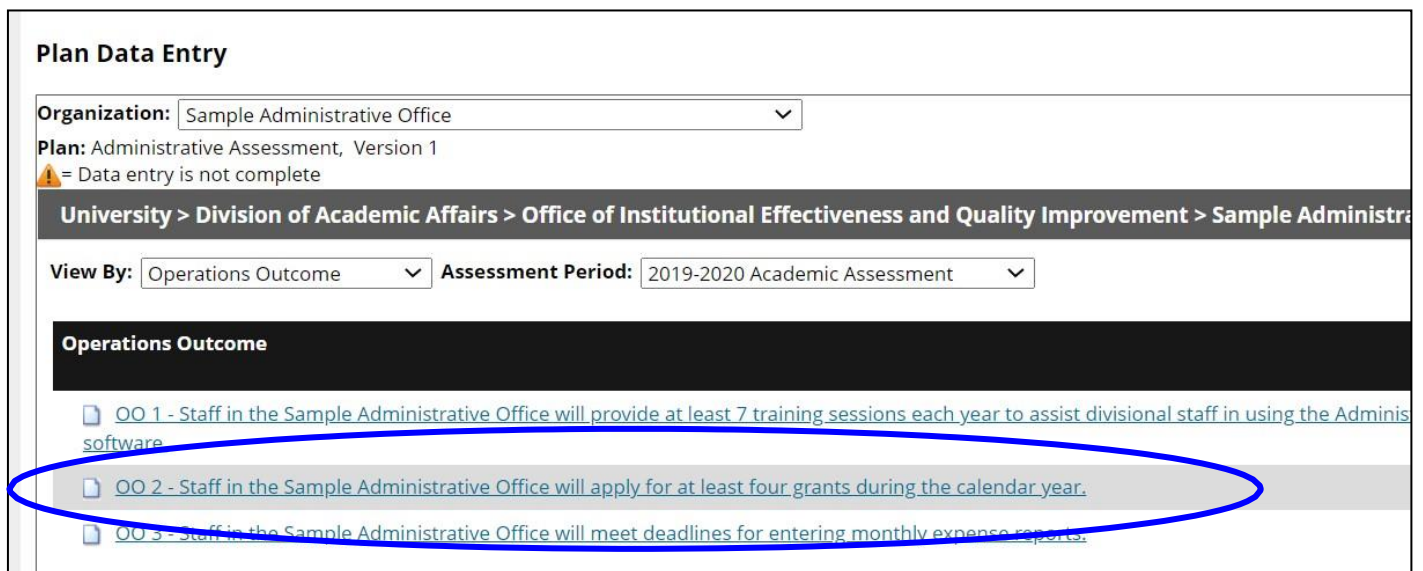


The screenshot shows a form titled "Data Collection Status". It contains a question "Is data collection complete?" with radio buttons for "Yes" (selected) and "No". Below the question are two buttons: "Save" and "Cancel". The "Save" button is circled in blue.

- This will again take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

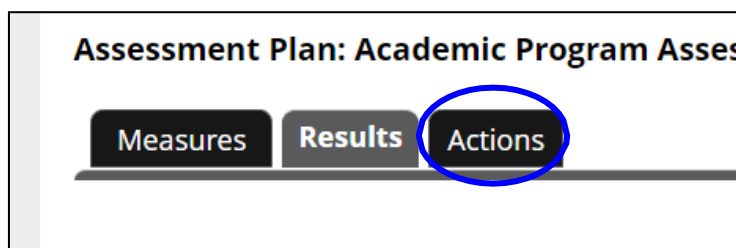
Entering **Actions**:

- After you enter the results for the first outcome you will begin entering any actions for each outcome.
- **Click again on the outcome you are working on.**



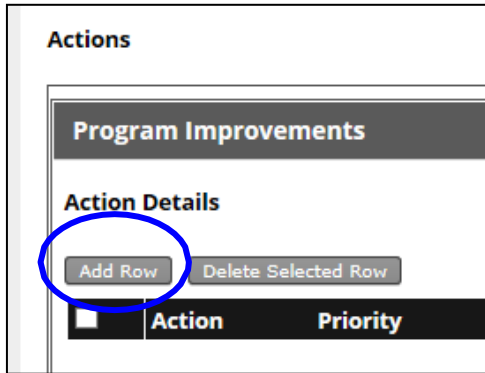
The screenshot shows the "Plan Data Entry" interface. It includes a dropdown for "Organization" (Sample Administrative Office), a "Plan" name (Administrative Assessment, Version 1), and a warning icon indicating "Data entry is not complete". Below this is a breadcrumb trail: "University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Administr...". There are also dropdowns for "View By" (Operations Outcome) and "Assessment Period" (2019-2020 Academic Assessment). Under the "Operations Outcome" section, there is a list of three outcomes. The second outcome, "OO 2 - Staff in the Sample Administrative Office will apply for at least four grants during the calendar year.", is circled in blue.

- Select the **Actions** tab

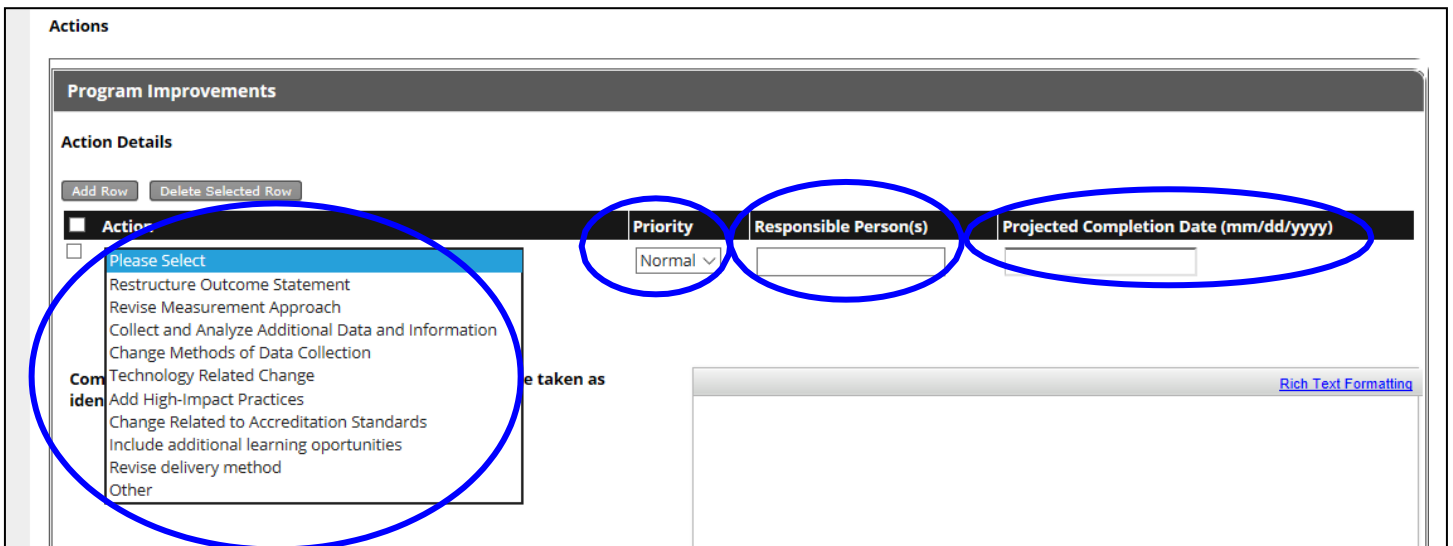


The screenshot shows a navigation bar for "Assessment Plan: Academic Program Asses". It has three tabs: "Measures", "Results", and "Actions". The "Actions" tab is circled in blue.

- Click **Add Row** if the program plans to implement an action plan for improvement.



- Select the appropriate action from the drop-down menu, as well as the priority of the action. List any responsible person(s) as well as the projected completion date. Give a brief description of the action plan in the **Comments** box. (If you do not plan to implement an action plan, click **Other** and indicate that no actions are planned and give the reason, e.g., "target was met").



- Here is an example



WARNING! DO NOT USE BACK ARROWS WHILE IN TK20

- Enter comments for these actions in the text boxes provided, and select if this action plan will be carried into the next planning cycle. Add any pdf documents that you would like to include that are related to this action plan.

The screenshot shows a form with the following elements:

- A dropdown menu with "Other" selected.
- A "High" priority dropdown.
- A "Director Nice" text field.
- A "12/16/2020" date field.
- A section titled "Comments on changes to be implemented or actions to be taken as identified above." containing a text box with the text: "In order to learn more about the grant writing process, Director Nice will attend a two-day workshop on grant writing in higher education administration."
- A question "Does this action plan need to be carried into the next planning cycle?" with "Yes" selected.
- An "Attachment(s)" section with a "Select File(s)" button and a file upload area showing a file named "Brochure-Grant Writing Workshop for Hig...".

- Repeat these steps to add rows for as many actions as you need for this outcome.
- Select that the data is complete.
- Select save at the bottom of the page when complete.

The screenshot shows a dialog box titled "Data Collection Status" with the following elements:

- A question "Is data collection complete?" with "Yes" selected.
- A "Save" button circled in blue.
- A "Cancel" link.

- This will again take you back to the **Plan Data Entry** homepage. (If you don't see the list of outcomes, you may need to scroll up to the top of the page.)

- Continue this process for each of the outcomes listed on the **Plan Data Entry** homepage.
- Once you complete the data entry for all the **Operations Outcomes**, each outcome will be marked as complete on the **Plan Data Entry** homepage.

The screenshot shows the 'Plan Data Entry' interface. At the top, there are navigation tabs for 'STRATEGIC PLANNING', 'ASSESSMENT PLANNING', and 'PLANNING SETUP'. Below this, the 'Plan Data Entry' section includes a dropdown for 'Organization' (Sample Administrative Office) and 'Plan' (Administrative Assessment, Version 1). A warning icon indicates 'Data entry is not complete'. A breadcrumb trail shows the path: 'University > Division of Academic Affairs > Office of Institutional Effectiveness and Quality Improvement > Sample Administrative Office > Plans'. Below the breadcrumb, there are filters for 'View By' (Operations Outcome) and 'Assessment Period' (2019-2020 Administrative Assessment). The main content is a table with three columns: 'Operations Outcome', 'Feedback Status', and 'Is Data Entry Complete'. Three rows of outcomes are listed, all with 'Complete' in the 'Is Data Entry Complete' column. A blue circle highlights the 'Complete' text in the third row.

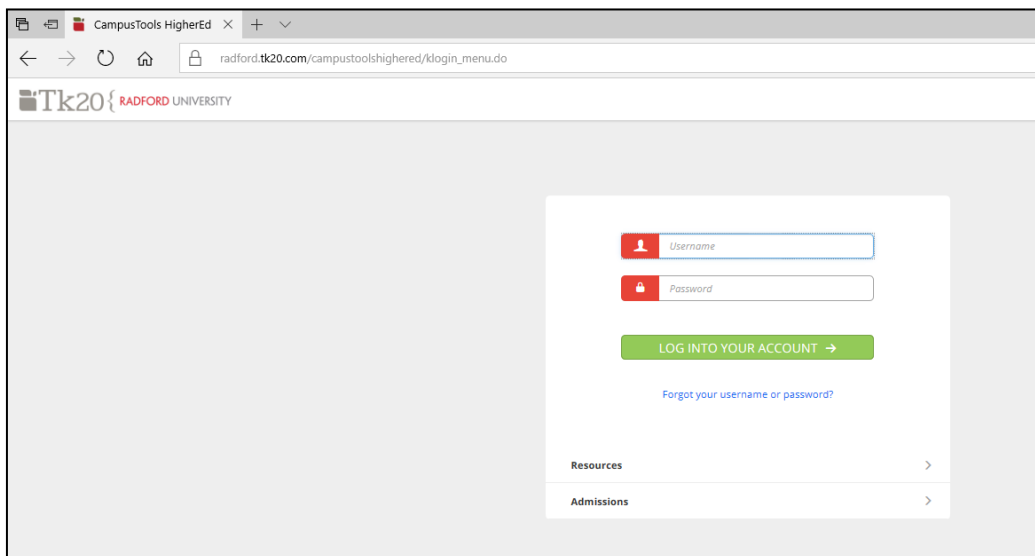
Operations Outcome	Feedback Status	Is Data Entry Complete
OO 1 - Staff in the Sample Administrative Office will provide at least 7 training sessions each year to assist divisional staff in using the Administrative Systems Reporting software.		Complete
OO 2 - Staff in the Sample Administrative Office will apply for at least four grants during the calendar year.		Complete
OO 3 - Staff in the Sample Administrative Office will meet deadlines for entering monthly expense reports.		Complete

Creating Assessment Reports in TK20

The following instructions for creating, printing, and sharing results are relevant for all forms of assessment reports (academic programs, student support, and administrative offices).

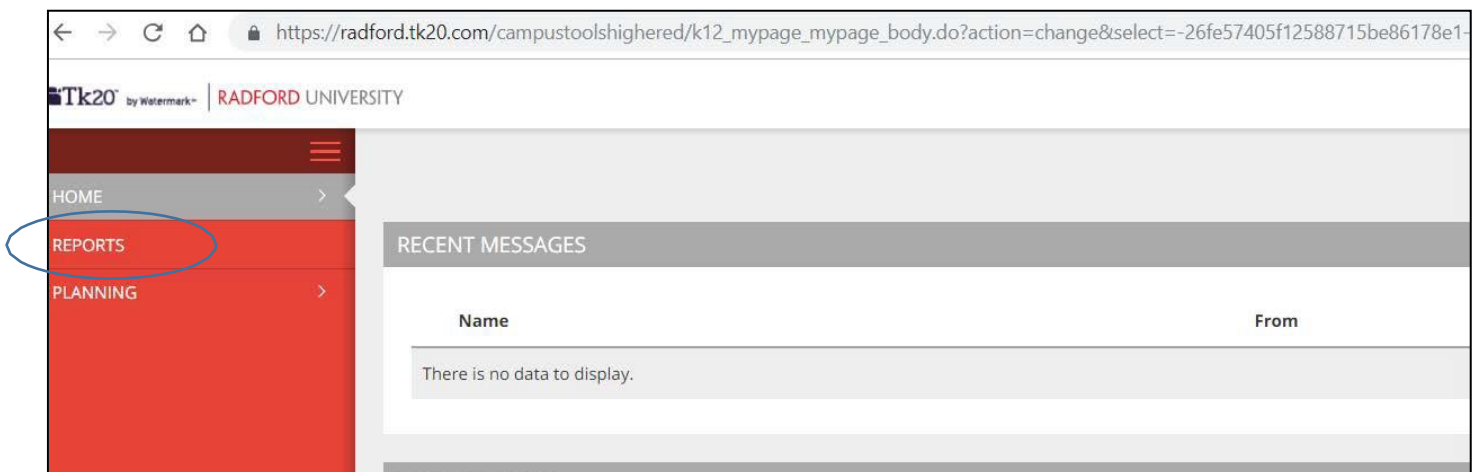
Logging In

- Begin by going to the Radford University Tk20 website (<https://radford.Tk20.com>).
- Use your RU username and password to log in.
- **Important:** If you are also a user of the STEL Tk20 module, once you log in, you must select “assessment planning role” from the dropdown menu in the upper righthand corner to be able to access the IEQI assessment module.

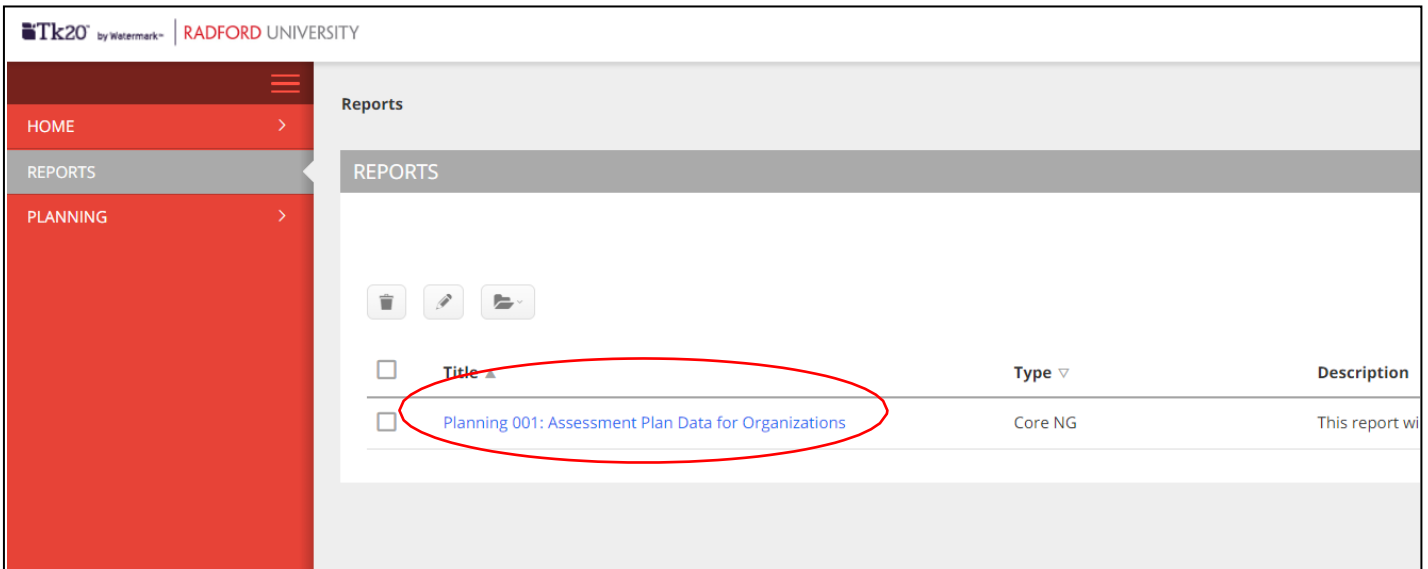


Creating Reports

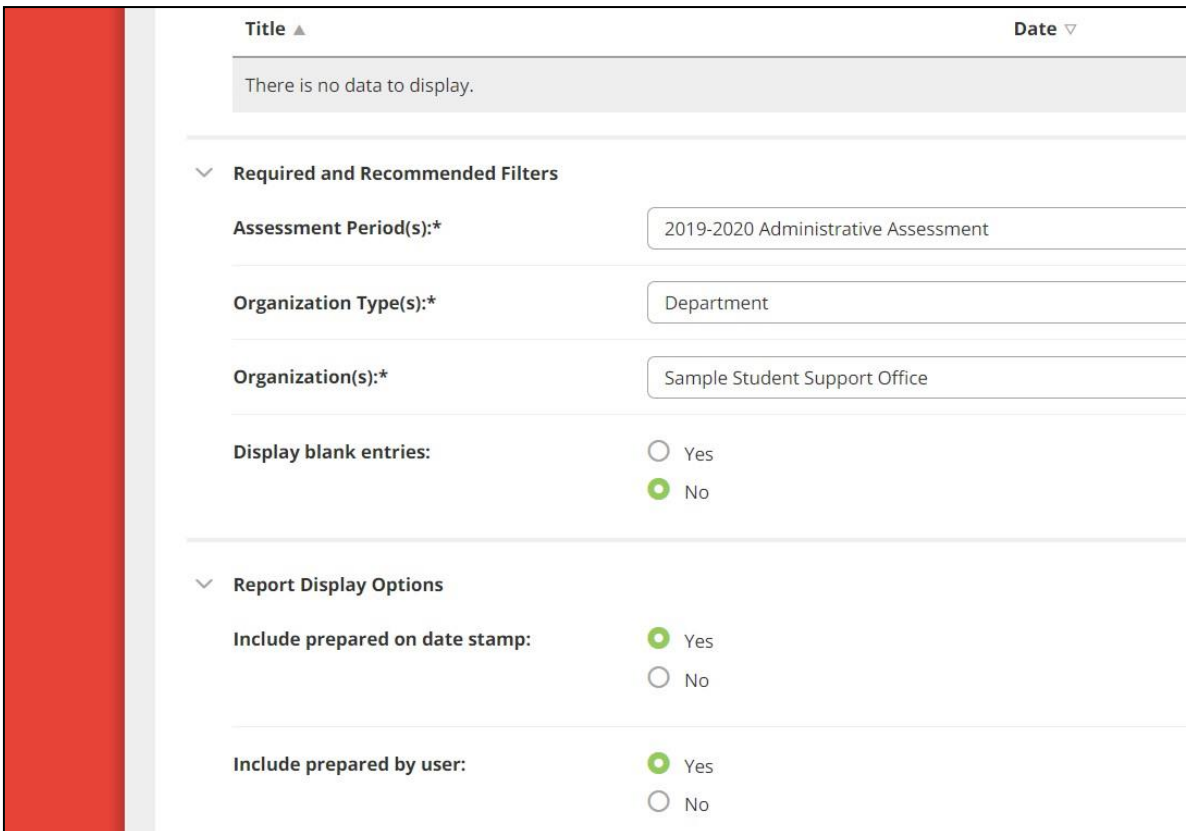
- Click on “REPORTS” in left-hand menu



- Click on Planning 001: Assessment Plan Data for Organizations



- Make sure:
 - You are in the correct assessment period
 - Academic programs should choose “Program” as the **Organization Type**
 - Academic Support and Administrative Offices should choose “Department” as the **Organization Type**
 - Choose the report you want to print in the **Organization** box
 - “No” is marked next to **Display Blank Entries**
 - “Yes” is marked next to **Include Prepared On Date Stamp**
 - “Yes” is marked next to **Include Prepared by User**

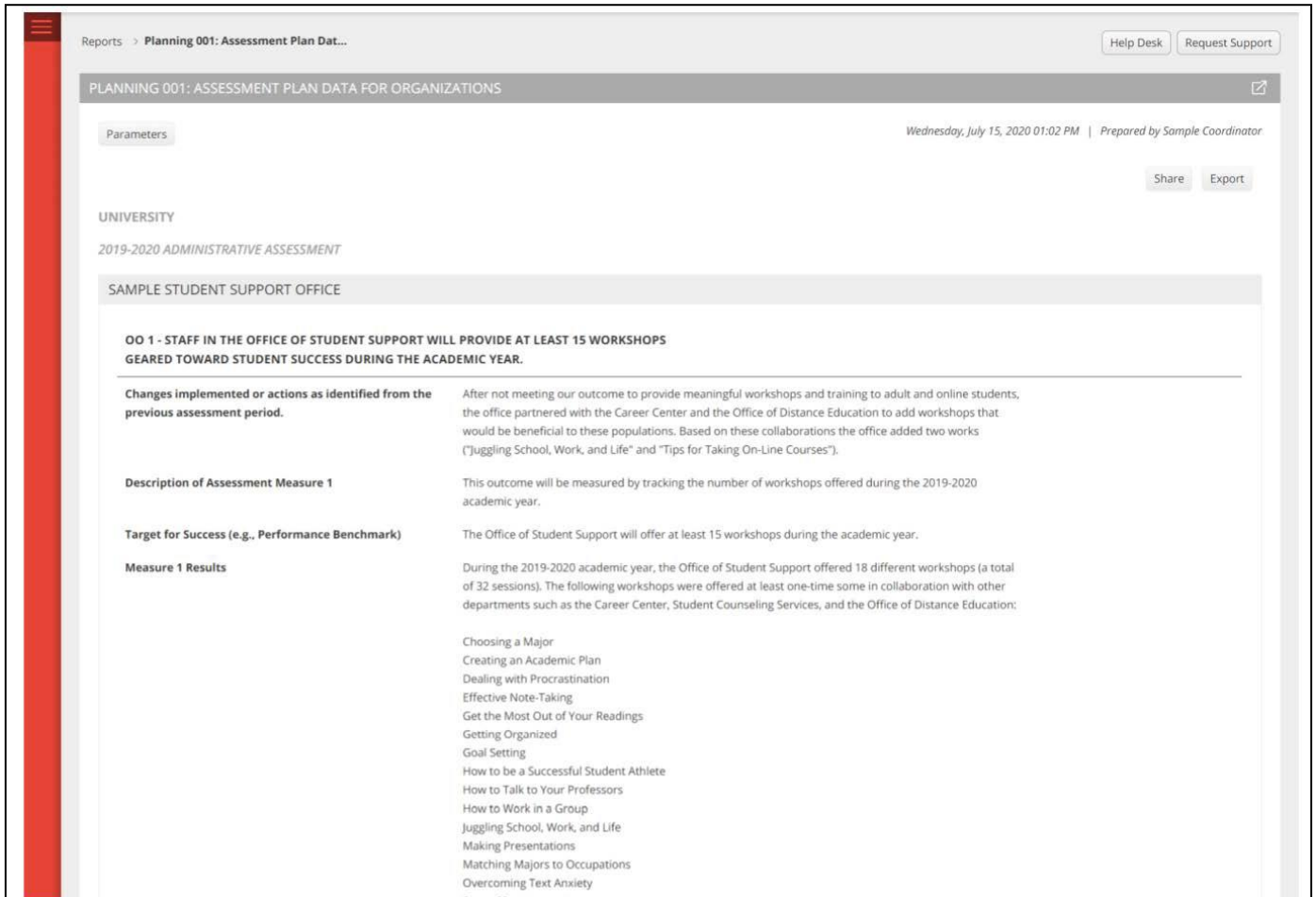


- Click “Generate”



- Your report will be created

Full Page Screen Capture



SHARING THE REPORT WITH OTHERS IN YOUR DEPARTMENT

- Click “Share”



- Enter the email addresses of your department members and click “Share”. Each person will receive a copy of the report as an email attachment.

Share

From:
Sandra Baker

To:
(Enter email addresses separated by a comma)

Subject:
Sandra Baker has shared a report with you

Attachment name:
Planning 001: Assessment Plan Data for Organizations

Attachment Type:

- PDF
- Excel
- HTML
- MS Word

Document Orientation:

- Portrait
- Landscape

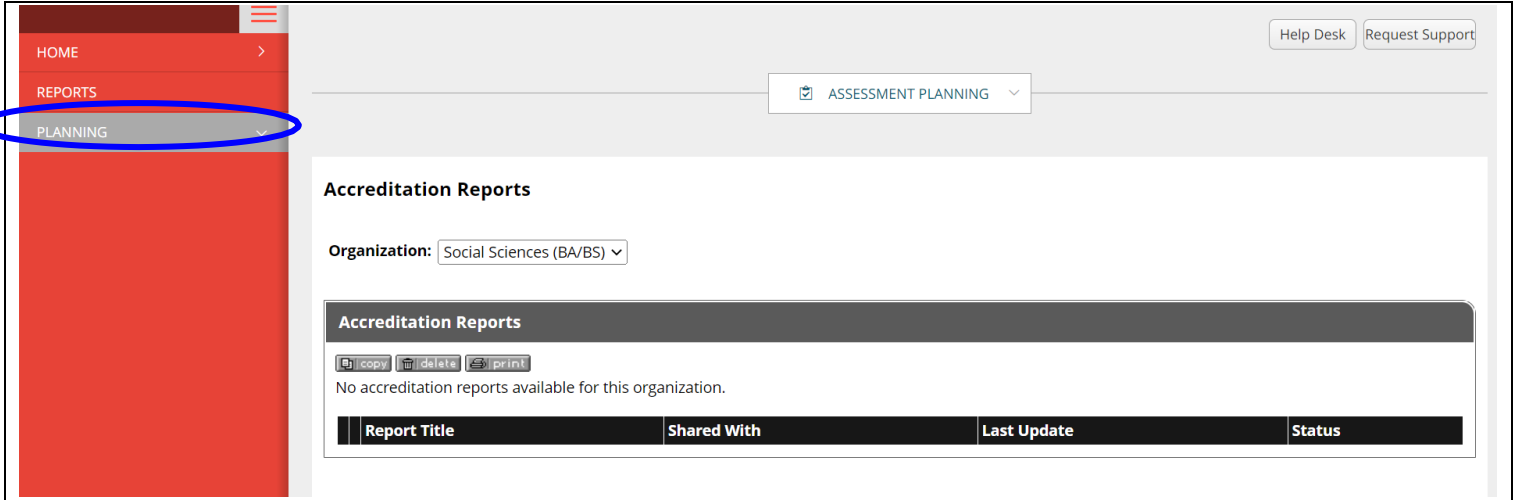
Select all that apply:

- Send a copy of this message to my email address

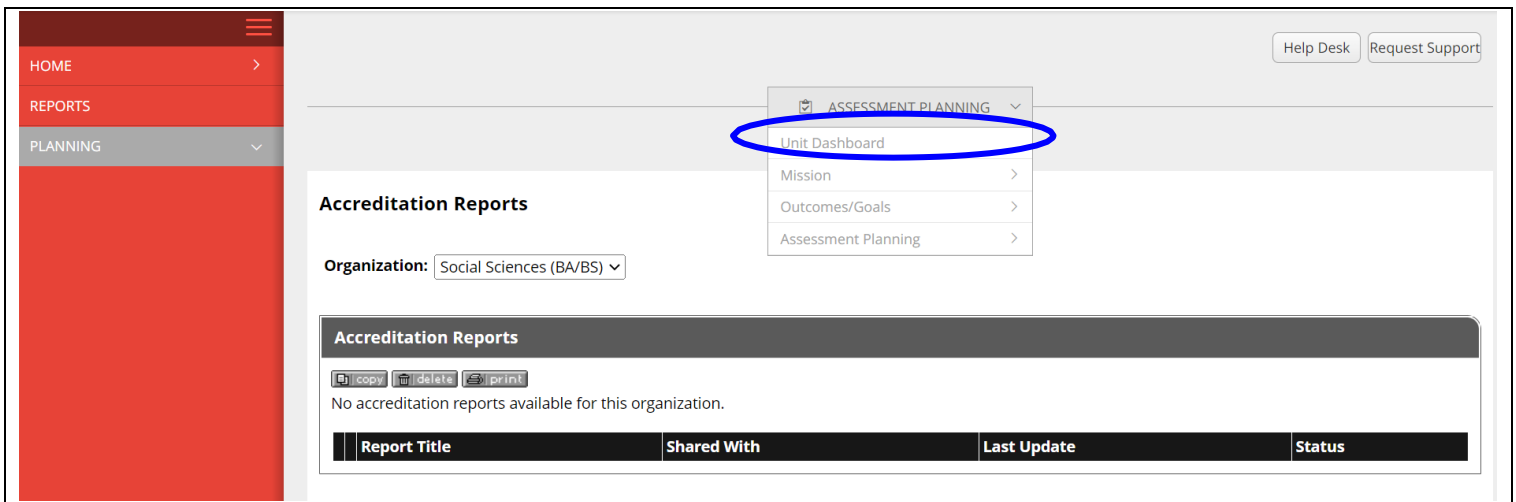
Message:
Sandra Baker has shared Planning 001: Assessment Plan Data for Organizations with you. Please open the attachment to view the report.

Creating Closing the Loop Reports

- After you have logged in using your RU credentials, click **PLANNING** on the left-side menu.



- Click the **ASSESSMENT PLANNING** tab at the top of the page.
- Select **Assessment Planning > Unit Dashboard**



- Select the correct desired **Assessment Period**
- In the **Show** drop-down menu, select either **Status** (brief indication of whether the report is complete and outcomes were met) or **Summary** (detailed closing the loop information)
- Then click the name of the program under **Organization**

Summary View

Unit Dashboard

The dashboard report will allow you to view a summary as well as a status of the assessment data collected for your organizations. You can click on the name of an organization to view the assessment data per outcome.

Organization: Social Sciences (BA/BS) Assessment Period: 2020-2021 Academic Assessment Show: Summary

Organization	Type	Total Outcomes/Goals	Outcomes/Goals with Plans	Outcomes/Goals without Plans	Outcomes/Goals With Completed Data Entry	Outcomes/Goals With Incomplete Data Entry
Social Sciences (BA/BS)	program	12	8	4	8	0
Total		12	8	4	8	0

Status View

Unit Dashboard

The dashboard report will allow you to view a summary as well as a status of the assessment data collected for your organizations. You can click on the name of an organization to view the assessment data per outcome.

Organization: Social Sciences (BA/BS) Assessment Period: 2020-2021 Academic Assessment Show: Status

Organization	Type	Total Outcomes/Goals	Outcomes/Goals With Incomplete Data Entry	Met	Partially Met	Not Met
Social Sciences (BA/BS)	program	12	0	2	6	0
Total		12	0	2	6	0

WARNING! DO NOT USE BACK ARROWS WHILE IN TK20

- From this view, the closing the loop report can either be exported one of two ways:
 - It can be exported as a text-only Excel file
 - It can be saved as a pdf file by following the instructions for full document screen capturing (p. 57).

STRATEGIC PLANNING | ASSESSMENT PLANNING | PLANNING SETUP

Unit Dashboard: Office of Institutional Effectiveness and Quality Improvement

You can click on an outcome to view the assessment data collected over multiple assessment periods.

View: Program Outcome for Assessment Period: 2020-2021 Administrative Assessment export

Program Outcome	Results	Measures	Actions
PO-1 Assist with and facilitate the process of meeting requirement of SACS-COC (Substantive change & 2023 reaffirmation)	<i>Met</i> View Complete Details <i>All targets were met for this program outcome.</i>	View Complete Details The action plan from the past assessment report was to convene reaffirmation advisory committees. Five Advisory Committees (Leadership Team, Academic, Governance & Administration,	View Complete Details Not that the advisory committees have convened, the next step is to gather all evidence and complete the narratives of the

CONVERTING REPORTS INTO A PRINTABLE PDF

There are a couple of ways to convert your assessment report into a printable PDF document. You can do this using a full-document screen capture or the export feature in TK20. For ease of reading, the IEQI recommends that you use a full-document screen capturing software; however, the export feature will provide a full report in a pdf format.

Full-Document Screen Capturing

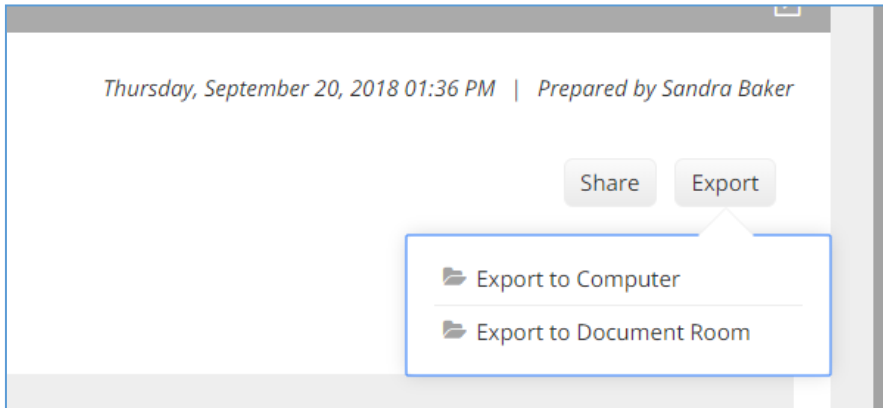
There are several full-document screen capturing options available (see <https://www.howtogeek.com/287992/how-to-take-a-screenshot-of-an-entire-webpage/> for some examples). The IEQI uses the Chrome Browser Plugin, "Full Page Screen Capture." The pdf document looks like the report generated by TK20 when using the browser plugin.

The screenshot displays a web-based assessment report interface. At the top, it shows the title 'PLANNING 001: ASSESSMENT PLAN DATA FOR ORGANIZATIONS' and a timestamp 'Wednesday, July 15, 2020 01:02 PM'. Below this, there are navigation options like 'Parameters', 'Share', and 'Export'. The report is organized into sections: 'UNIVERSITY', '2019-2020 ADMINISTRATIVE ASSESSMENT', and 'SAMPLE STUDENT SUPPORT OFFICE'. Under the 'SAMPLE STUDENT SUPPORT OFFICE' section, there is a specific goal: 'OO 1 - STAFF IN THE OFFICE OF STUDENT SUPPORT WILL PROVIDE AT LEAST 15 WORKSHOPS GEARED TOWARD STUDENT SUCCESS DURING THE ACADEMIC YEAR.' The report then details two assessment measures. Measure 1 focuses on the number of workshops provided, with a list of 20 workshop topics such as 'Choosing a Major', 'Creating an Academic Plan', and 'Stress Management'. Measure 2 focuses on student satisfaction with the number and types of workshops offered, based on a Senior Exit Survey. The interface includes a red vertical bar on the left side and a 'Parameters' button at the top left.

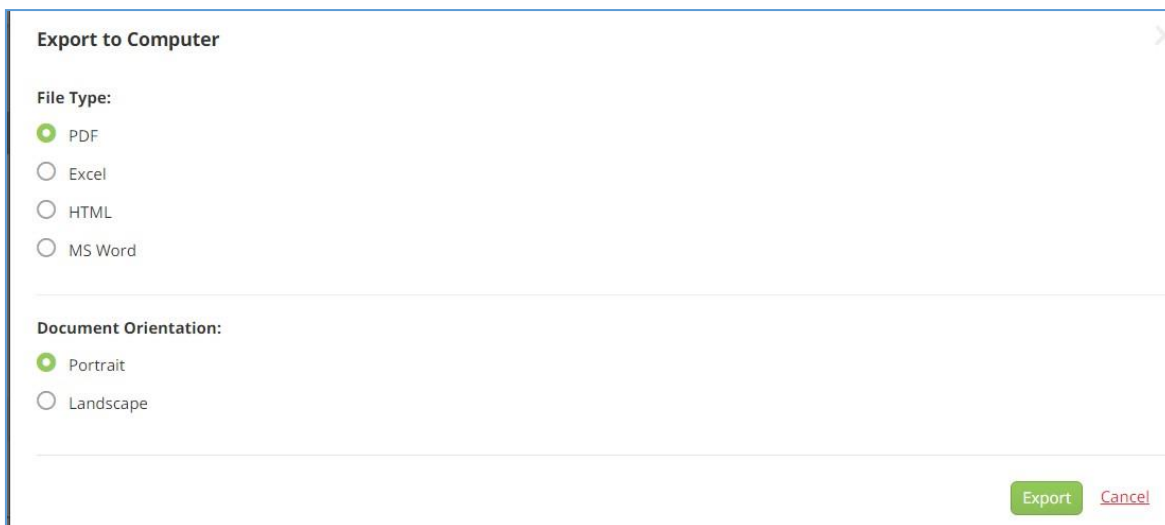
The Export Feature in TK20

You can also use the export feature in TK20 to convert your report into a printable PDF document.

- Click “Export” and “Export to Computer”



- Click “PDF” and “Portrait” and click “Export”/



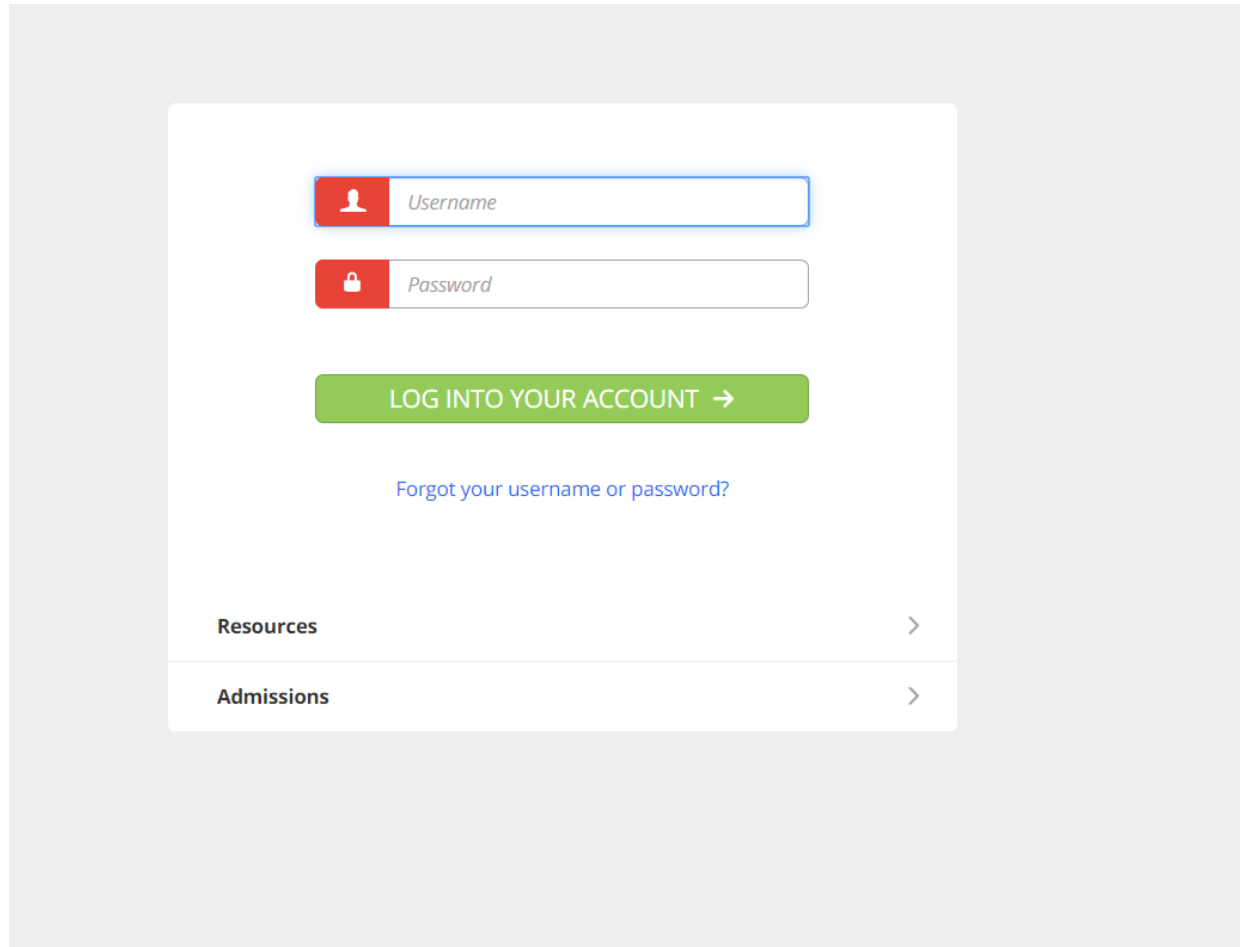
- Save and print the report. Notice that the report has changed format but it contains all the necessary information.

Planning 001: Assessment Plan Data for Organizations	
Wednesday, July 15, 2020 01:02 PM Prepared By Sample Coordinator	
Assessment Period(s): 2019-2020 Administrative Assessment	
Organization Type(s): Department	
Organization(s): Sample Student Support Office	
Display blank entries: No	
University	
2019-2020 Administrative Assessment	
Sample Student Support Office	
OO 1 - Staff in the Office of Student Support will provide at least 15 workshops geared toward student success during the academic year.	
Changes implemented or actions as identified from the previous assessment period.	After not meeting our outcome to provide meaningful workshops and training to adult and online students, the office partnered with the Career Center and the Office of Distance Education to add workshops that would be beneficial to these populations. Based on these collaborations the office added two works ("Juggling School, Work, and Life" and "Tips for Taking On-Line Courses").
Description of Assessment Measure 1 Target for Success (e.g., Performance Benchmark)	This outcome will be measured by tracking the number of workshops offered during the 2019-2020 academic year. The Office of Student Support will offer at least 15 workshops during the academic year.
Measure 1 Results	During the 2019-2020 academic year, the Office of Student Support offered 18 different workshops (a total of 32 sessions). The following workshops were offered at least one-time some in collaboration with other departments such as the Career Center, Student Counseling Services, and the Office of Distance Education: Choosing a Major Creating an Academic Plan Dealing with Procrastination Effective Note-Taking Get the Most Out of Your Readings Getting Organized Goal Setting How to be a Successful Student Athlete How to Talk to Your Professors How to Work in a Group Juggling School, Work, and Life Making Presentations Matching Majors to Occupations Overcoming Text Anxiety Stress Management Study Skills 101 Test-Taking Strategies Time Management Tips for Taking On-Line Courses Unconscious Bias
If applicable, please attach scoring rubric used in this assessment and any additional supporting documentation.	Brochure-2019-2020 Student Support Workshops.pdf
Description of Assessment Measure 2	A question has been added to the University-wide Senior Exit Survey asking students if they were satisfied with the number and types of workshops offered by the Office of Student Support.
Target for Success (e.g., Performance Benchmark)	70% of students participating in the Senior Exit Survey will state that they are satisfied with the number and types of workshops offered by the Office of Student Support.
Measure 2 Results	73% of students participating in the Senior Exit Survey stated that they are satisfied with the number and types of workshops offered by the Office of Student Support.
If applicable, please attach scoring rubric used in this assessment and any additional supporting documentation.	Results of Senior Exit Survey.pdf
Person(s) Preparing Report	Dir. B. Nice
Date Submitted	08/31/2020
This Operations Outcome was:	Met
Overall Findings and Analysis	During the 2019-2020 academic year, the Office of Student Support offered 18 different workshops (a total of 32 sessions). The workshops were offered at least one-time, some in collaboration with other departments such as the Career Center, Student Counseling Services, and the Office of Distance Education: 73% of students participating in the Senior Exit Survey stated that they are satisfied with the number and types of workshops offered by the Office of Student Support.
Comments on changes to be implemented or actions to be taken as identified above.	The staff, including graduate assistants and undergraduate workers, in the Office of Student Support met during the annual pre-semester meeting in August to discuss the results of the assessment plan. Due to the fact that the Student Success Program met this outcome last year, the program staff felt that there was no need to implement an action plan.
Does this action plan need to be carried into the next planning cycle?	No
Additional Resource Needs (optional)	No additional resources are needed.

APPENDIX A.

Copying Assessment Plan Measures and Targets from One Academic Year to the Next

- Go to Radford University TK20 website: (<https://radford.tk20.com>)
- Put in user name and password to log in.



The image shows a login interface for the Radford University TK20 website. It features a white background with a light gray border. At the top, there is a red icon of a person next to a text input field labeled "Username". Below that is a red icon of a padlock next to a text input field labeled "Password". A green button with the text "LOG INTO YOUR ACCOUNT" and a right-pointing arrow is positioned below the password field. Underneath the button is a blue link that says "Forgot your username or password?". At the bottom of the page, there are two menu items: "Resources" and "Admissions", each followed by a right-pointing chevron symbol.

- Click **Planning** on the left-side menu.

The screenshot displays the Tk20 by Blackboard interface for Radford University. The left-side navigation menu is highlighted in red, and the 'PLANNING' option is circled in blue. A blue arrow points from the 'PLANNING' option down to the bottom of the page. The main content area shows three sections: 'RECENT MESSAGES', 'PENDING TASKS', and 'NEWS', all of which are currently empty.

RECENT MESSAGES

Name	From	Received
There is no data to display.		

PENDING TASKS

Name	Type	From	Due Date
There is no data to display.			

NEWS

Today's News Archived News

There is no data to display.

TKZO by Watermark | RADFORD UNIVERSITY

HOME >

ADMINISTRATION >

REPORTS

ACCREDITATION
MANAGEMENT

ARTIFACTS >

PLANNING >

RECENT MESSAGES

Name

There is no data to display.

PENDING TASKS

Name

- Click **Assessment Planning** at the top of the page
- **Assessment Planning**
- **Plan Data Entry**

ard

report will allow you to view a summary as well as a status of the assessment data collected the name of an organization to view the assessment data per outcome.

University Assessment Period: 2 Show: Summary

	Type	Total Outcomes/Goals	Outcomes/Goals without Entry	Outcomes/Goals With Completed Data Entry
y	university	0	0	0
of Academic Affairs	Division	4	4	0
of Business and Economics (COBE)	college	0	0	0
tment of Accounting, Finance and Business Law	department	0	0	0
unting (BBA)	program	7	0	7
ce (BBA)	program	7	0	7
tment of Business Administration	department	0	0	0
	program	0	0	0

- Click **Organization** drop down menu and find the department you are working on.
- Under **Organization**, click the program you will be working on (will end with a degree such as BBA, BA/BS, MA/MS)
- Make sure you are in the academic year you want to copy from (**e.g., 2017-2018 Academic Assessment**)
- Click the first student learning outcome (SLO 1)

STRATEGIC PLANNING | ASSESSMENT PLANNING | PLANNING SETUP

Plan Data Entry

Organization: Communication (BA/BS)

Plan: Academic Program Assessment, Version 3

⚠ Data entry is not complete

University > Division of Academic Affairs > College of Humanities and Behavioral Sciences (CHBS) > School of Communication > Communication (BA/BS) > Plans

View By: Student Learning Outcome | Assessment Period: 2017-2018 Academic Assessment

Student Learning Outcome	Feedback Status	Is Data Entry Complete?
SLO 1: PROGRAM WIDE Using the transactional model of communication draw and label how communication takes place		Complete
SLO 2: PROGRAM WIDE Design and implement effective informative message strategies for a professional context.		Complete
SLO 3: COMMUNICATION STUDIES Define attitudes, values and beliefs		Complete
SLO 4: COMMUNICATION STUDIES Demonstrate ethno- relativism in intercultural communication		Complete
SLO 5: PUBLIC RELATIONS Write a media release in the correct format with all the relevant details for the point of the release.		Complete
SLO 6: PUBLIC RELATIONS Develop appropriate goals, measurable objectives, strategies and tactics for a communication campaign		Complete
SLO 7: PUBLIC RELATIONS Within a campaign, identify relevant audiences and prepare appropriate message strategies for each of the identified audiences		Complete

- Go to the first box under **Measure 1** and copy the information (use **Control C**)

Attachment(s) that support or demonstrate actions taken.	<input type="button" value="Select File(s)"/> <div style="border: 1px dashed gray; padding: 10px; text-align: center;">Drag and drop files here</div>
Measure 1	
Description of Assessment Measure 1	<div style="text-align: right;">Rich Text Formatting</div> <div style="border: 1px solid gray; padding: 5px;">Assessed in COMS 330 which is required of all communication students Application Questions</div>
Specific Type of Measure	<input assessment")"="" description="" of="" type="text" value="Other (Please explain in "/>
Measure Type* Direct = assessment of student work Indirect = survey of student dispositions	<input type="text" value="Direct"/>
Target for Success (e.g., Performance Benchmark)	<input type="text" value="60% of students"/>

- Click **Cancel** at bottom of page

Feedback

Feedback

Feedback Form	From	Last Update

Save Cancel

- Go back to top of page and choose the year you are copying to (e.g., 2018-2019 Academic Assessment)
- Click the first student learning outcome again.

Help Desk Request Support

STRATEGIC PLANNING ASSESSMENT PLANNING PLANNING SETUP

Plan Data Entry

Organization: Communication (BA/BS)
 Plan: Academic Program Assessment, Version 3
 ⚠ Data entry is not complete

University > Division of Academic Affairs > College of Humanities and Behavioral Sciences (CHBS) > School of Communication > Communication (BA/BS) > Plans

View By: Student Learning Outcome Assessment Period: 2018-2019 Academic Assessment

Student Learning Outcome	Feedback Status	Is Data Entry Complete?
SLO 1: PROGRAM WIDE Using the transactional model of communication draw and label how communication takes place		⚠ Not Complete
SLO 2: PROGRAM WIDE Design and implement effective informative message strategies for a professional context.		⚠ Not Complete
SLO 3: COMMUNICATION STUDIES Define attitudes, values and beliefs		⚠ Not Complete
SLO 4: COMMUNICATION STUDIES Demonstrate ethno- relativism in intercultural communication		⚠ Not Complete
SLO 5: PUBLIC RELATIONS Write a media release in the correct format with all the relevant details for the point of the release.		⚠ Not Complete
SLO 6: PUBLIC RELATIONS Develop appropriate goals, measurable objectives, strategies and tactics for a communication campaign		⚠ Not Complete
SLO 7: PUBLIC RELATIONS Within a campaign, identify relevant audiences and prepare appropriate message strategies for each of the identified audiences		⚠ Not Complete

- Paste the information into the same box in the new academic year plan (use **Control V**)

Measure 1

Description of Assessment Measure 1 [Rich Text Formatting](#)

Assessed in COMS 330 which is required of all communication students

Application Questions

Specific Type of Measure

Measure Type*

Direct = assessment of student work
Indirect = survey of student dispositions

- Click **Save** at the bottom of the page

Feedback

Feedback Form	From	Last Update
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- Go back to the first year's plan and copy the next set of information and paste into the appropriate box in the next year.

Note: Don't forget to do the program outcomes after completing the student learning outcomes.