eLumen: Coordinator Training
(non-instructional units and areas)

Assessing service area outcomes (SAOs)

November 23, 2020

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I. Signing into eLumen
1. Live Site: https://honolulu.elumenapp.com
2. Use the UH system’s ID and password.

II. Top banner

From left to right, beneath the logo, are:
1. User’s name (User icon)
2. User’s role(s) (via drop-down Role menu)
3. User’s assigned unit(s) (e.g., Academic Counseling) or an area (e.g., Student Services) (via drop-down Organization menu)
4. Inbox (e.g., with messages if your Action Plan is due)
5. Account Settings
6. Link to the Knowledge Base and Technical Support
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III. Bottom banner
I. Strategic Planning tab

There are several tabs, but the currently relevant tab is the Planner.

a) Planner

The Institutional Assessment Specialist plans the assessments.

All other users focus on the progress visualization and follow-up notifications:
- Customize your view by setting the filters above the table and selecting Refresh.

- Please note that Contexts indicate non-instructional units (e.g., academic counseling, library) to distinguish them from Courses.
- If you are an Area Coordinator, click in the white space inside the box in order to enter more detailed views: from area (e.g., Student Services) to Unit (e.g., Academic Counseling).
The icon color indicates the level of progress:
- Green for completed items
- Blue for in progress items
- Gold for active items that are awaiting completion
- Red for items not completed prior to the end of the term they were scheduled

If you are an Area coordinator, you can send a message to the liaisons (e.g., when following up for compliance):
- Select the desired Term
- Select the box for desired unit(s)
- Select the Notification button.
- Fill in the Subject and Message—Indicate your email address in the text because the recipient cannot reply to an eLumen message.
- Select Send Email.

To go back, make a selection on top of the table (e.g., Area).
2. SLOs & Assessments tab
There are four tabs under SLOs & Assessments but only SLOs Listing and Assessments are relevant at the moment.

a) SLOs Listing
- SAOs is the only tab relevant to you.
- Customize your view by setting the filters above the table, especially Term
- Area Coordinator: Click on the unit inside the table for a closer view

- Modifying outcomes must be done prior to wanting to assess them, prior to the term when the assessment is due:
  1. To add an outcome, select Add SAO; type the SAO Statement (skip Short Name, Code, and 70% Performance default); select Save; in the new window, select upcoming term for the outcome to begin in eLumen and Save.
2. To revise an outcome, select the box in front of each outcome, select *New Version*; Type the *SLO Statement* (skip Short Name, Code, and 70% Performance default); select *Save*; in the new window, select upcoming term for the outcome to begin in eLumen and *Save*.

3. To review outcome changes overtime, select the box in front of each outcome and select *Show History*.

4. To remove an outcome (if no assessment data exist) or deactivate an outcome (if data exist), select the box in front of each outcome and select the *More* pull-down menu.

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b) Assessments

- Select an assessment from the table list
- Select the Results Explorer icon

The next section explains the Results Explorer, which can be also accessed from the *Org Management* tab.
3. Org Management tab

a) Organization

- Use the Filters to target specific assessments (e.g., academic term)
- Click on the white space around the filters to refresh.

(i) Unit coordinators: Add scores to aggregate assessment

- Select the Aggregated Scores icon.
- In the new window, select the unit to open the assessment.
- Type number of participants who met and did not meet each outcome.
- Check the Mark as Complete box, if you are ready to submit.
- Save.
(ii) Action Plan

- Select the Action Plan icon—the red number indicates the Action Plan responses needing attention.
- Save as Draft as often as necessary to complete all responses.
- When finished responding to all actions, select Submit at the bottom of the screen. The Action Plan will no longer be available in the inbox after submit.
(iii) Results Explorer

- Select the Results Explorer next to the targeted unit
- Confirm the term and click on the unit in the new window
- Use the drop-downs to select the filters, including _Show Results as_ (i.e., by either _Count_ or _Percent_) as well as _Chart_ versus _Table View_.

Select _View Rubric_ to view the Mastery Level per Criteria.
Table View
Changes in the outcome performance from last term are indicated with a green arrow pointing up for increased performance, or a red arrow pointing down for decreased performance.
4. Reports tab
There are two tabs: Available Reports that User can run (to generate reports) and Document Library (to access generated reports).

a) Available Reports
The list of reports can be rearranged by dragging and dropping reports.

Click on the report that you want to run. For example,

Outcome lists
● SLO Presentation: Provides a list of outcomes.

Assessment participation
● Manager Participation Report: Provides unit and area information on the number of assessments and action plans.
● Institutional Statistics: Provides overall number of contexts with assessments and action plans for the whole institution.

Outcome results
● Course Statistics and Evidence: Provides results of unit outcomes.
● SLO Performance Reports: Provide results of outcomes, broken down by level, term, and various organizational descriptors.
To run a report, select the *Report Name*, then the *Dimensions Desired*, and *Generate Report*.

Each report has specific options that are unique to that report, but there are some general features shared by many or all reports:

- **Report Title**: Report type that the User is about to run
- **Report File Name**: Type the title of your document.
- **Report Folder**: Select the folder where to save the report—by default all reports are sent to the User’s *Document Library* folder.
- **Units**: Select a certain unit(s).
- **Terms or Cycles**: Select targeted semesters.
- **Includes SLOs**: Select SAO.
- **Number format**: Choose between count and percentage
- **Show results for**: Filter what’s of interest, for example assessments and action plans, but not RFI.
- **Show Inactive**: Display the results for older versions of the outcomes.
- **Output format**: Select the export format.
- **Link duration**: Specify how long a link should be active or create a permanent link—ensure that the link duration is *Permanent* if it will be posted on a website. User will receive the link via email. The link can be posted on the website or forwarded, so anyone can download the report without logging into eLumen.
b) **Document Library**

All generated reports are housed in the *Document Library*.

Select each folder to:
- Delete it
- Rename it
- Share it
- Move it

Select each report to:
- Delete it
- Rename it
- Rerun it (with the same report settings that User initially selected)
- Move it
- Note: To use the Share feature, move reports inside a folder