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

![Image of Measures tab in TK20]

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

![Image of Measures tab with example changes]

Based on the results from the previous academic year where only 53% of the students scored “competent” or “highly competent” on the comprehensive exam in AGRI 433 (Anatomy and Physiology in Agricultural Science), the department hired a graduate student from the veterinary college to serve as a part-time tutor for students enrolled in AGRI 433. Based on one year’s assessment data, it appears that the intervention may be successful. During the past academic year, the percentage of students scoring at least “competent” increased to 78%. In addition, the percentage of students who completed the Senior Survey who reported they felt “confident” or “very confident” in their knowledge of the anatomy of domesticated livestock species increased from 49% to 75% from the previous year.

• 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.

![Image of Measure 1 with example information]

**Students’ ability to analyze data and draw appropriate statistical conclusions** will be measured in AGR 375 (Agricultural Research and Statistics) using the AGR 375 final comprehensive exam. As part of the exam, students are required to complete a problem which requires that they analyze a data set, draw conclusions based on the results, and make recommendations on the best manner to address the problem.

(This is based on the same measure as in R (SLO 1-Quantitative) - Students apply scientific and quantitative information to test problems and draw conclusions.)
• Enter the Target for Success information.

<table>
<thead>
<tr>
<th>Target for Success (e.g., Performance Benchmark)</th>
</tr>
</thead>
</table>
| At least 75% of students should achieve “Competent” or “Highly Competent”.
| **Highly Competent** – Students who obtain at least 90% of possible points on the final exam in AGR 375 will be considered highly competent. |
| **Competent** – Students who obtain at between 75% and 89% of possible points on the final exam in AGR 375 will be considered competent. |
| **Below Competent** – Students who obtain less than 75% of possible points on the final exam in AGR 375 will be considered below competent. |

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

• 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.

![Population Assessed Measure 1 Results]

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

![Upload Document]

• 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]

• 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 for this outcome in the text box provided.
• Select that the data is complete.
• Select save at the bottom of the page.

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.

• Select the Actions tab
• Click **Add Row**

![Add Row](image)

• 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”).

![Actions](image)

• Here is an example

![Example](image)
• 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.

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.

• 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.

• 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.

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

<table>
<thead>
<tr>
<th>Program Outcome</th>
<th>Feedback Status</th>
<th>Is Data Entry Complete?</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO 1: Student graduating with a BS in Agricultural Science will find employment in the field</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>PO 2: Freshmen majoring in agricultural science will return for their sophomore year</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>
Enter 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.

![Plan Data Entry](image)

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

![View By menu](image)

• 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.

![Assessment Period](image)
## 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 (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.

- 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.

- 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 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 for this outcome in the text box provided.
• Select that the data is complete.
• Select save at the bottom of the page.

- 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.

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

![Image of TK20 interface with Add Row highlighted]

• 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.”)

![Image of TK20 interface with Action Details highlighted]

• Here is an example

![Image of TK20 interface with example action plan]
- 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.

<table>
<thead>
<tr>
<th>Comments on changes to be implemented or actions to be taken as identified above.</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Does this action plan need to be carried into the next planning cycle?</th>
</tr>
</thead>
</table>
| • Yes
| • No |

<table>
<thead>
<tr>
<th>Attachment(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select File(s)</td>
</tr>
<tr>
<td>AGR 350L Syllabus.pdf (70.4 kb)</td>
</tr>
</tbody>
</table>

- 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.

- 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.
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.
• 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

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**Entering Measures and Targets:**

• Click on the outcome that you will be completing.
• Make sure the Measures tab is selected

![Measures tab](image)

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

![Program Improvements Implemented](image)

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, student 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](image)

The Summer Student Ambassador program is an intensive two-week on-campus camp that trains juniors and seniors to work as student ambassadors 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](image)

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**

![Save button highlighted](Save_button.png)

• 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 homepage](Plan_Data_Entry.png)

• **Click the Measures tab.**

![Measures tab](Measures_tab.png)

• **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.**

![Measure 1 Results](Measure_1_Results.png)

70% of the student ambassadors received either “Satisfactory” (55%) or “Exemplary” (15%) on their reflection essay as scored by the standard rubric.
• 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

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

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

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

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

Although the Student Ambassadors demonstrated their knowledge of materials covered during the training camp by correctly answering at least 80% of the quiz questions, they were not able to describe their understanding in their reflection essay.

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

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.

Select the Actions tab.
• Click Add Row if the program plans to implement an action plan for improvement.

![Add Row button image]

• 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”).

![Action selection and details interface]

• Here is an example

![Assessment Plan: Administrative Assessment interface]
• 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.

• 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.

• 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.
WARNING! DO NOT USE BACK ARROWS WHILE IN TK20

Plan Data Entry

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]

<table>
<thead>
<tr>
<th>Student Learning Outcome</th>
<th>Feedback Status</th>
<th>Is Data Entry Complete?</th>
</tr>
</thead>
<tbody>
<tr>
<td>SLO 1: Students taking part in the Student Support Time Management Workshops will understand the factors necessary for good time management.</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>

Plan Data Entry

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]

<table>
<thead>
<tr>
<th>Program Outcome</th>
<th>Feedback Status</th>
<th>Is Data Entry Complete?</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO 1: Students taking part in Student Success Programming will be retained at a higher level than other students</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>

Plan Data Entry

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]

<table>
<thead>
<tr>
<th>Operations Outcome</th>
<th>Feedback Status</th>
<th>Is Data Entry Complete?</th>
</tr>
</thead>
<tbody>
<tr>
<td>OO 1: Staff in the Office of Student Support will attend at least 15 workshops geared toward student success during the academic year.</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>OO 2: Staff in the Office of Student Support will apply for at least two grants during the academic year.</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>
WARNING! DO NOT USE BACK ARROWS WHILE IN TK20

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 Office’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**

![Strategic Planning Dashboard](image)

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

![Plan Data Entry](image)

- 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

![Image of Measures tab]

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

![Image of a screenshot showing the Measures tab with an example of a staff in the Sample Administrative Office applying for at least four grants during the calendar year.]

• 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.

![Image of a screenshot showing the Measures tab with an example of Program Improvements Implemented and a description for Measure 1.]

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

![Image of a screenshot showing the Target for Success (e.g., Performance Benchmark) with an example of the Sample Administrative Office applying for at least 2 internal grants during the fiscal year.]
• Scroll to the bottom of the page
• Click **Save**

![Save button](image)

• 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**

![Plan Data Entry page](image)

• **Click the Measures tab.**

![Measures tab](image)

• 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.

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.

• Select the Actions tab
• 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.

- 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.

- 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.

![Plan Data Entry screenshot](image)

<table>
<thead>
<tr>
<th>Operations Outcome</th>
<th>Feedback Status</th>
<th>Is Data Entry Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1: Staff in the Sample Administrative Office will provide at least 2 training sessions each year to assist divisional staff in using the Administrative Systems Reporting software.</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>C2: Staff in the Sample Administrative Office will apply for at least four grants during the calendar year.</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>C3: Staff in the Sample Administrative Office will meet deadlines for entering monthly expense reports.</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>
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

![Tk20 interface screenshot]

• Make sure:
  o You are in the correct assessment period
  o Academic programs should choose “Program” as the **Organization Type**
  o Academic Support and Administrative Offices should choose “Department” as the **Organization Type**
  o Choose the report you want to print in the **Organization** box
  o “No” is marked next to **Display Blank Entries**
  o “Yes” is marked next to **Include Prepared On Date Stamp**
  o “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.
<table>
<thead>
<tr>
<th>Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
</tr>
<tr>
<td>Sandra Baker</td>
</tr>
<tr>
<td>To:</td>
</tr>
<tr>
<td>Enter email addresses separated by a comma</td>
</tr>
<tr>
<td>Subject:</td>
</tr>
<tr>
<td>Sandra Baker has shared a report with you</td>
</tr>
<tr>
<td>Attachment name:</td>
</tr>
<tr>
<td>Planning 001: Assessment Plan Data for Organizations</td>
</tr>
<tr>
<td>Attachment Type:</td>
</tr>
<tr>
<td>PDF</td>
</tr>
<tr>
<td>Excel</td>
</tr>
<tr>
<td>HTML</td>
</tr>
<tr>
<td>MS Word</td>
</tr>
<tr>
<td>Document Orientation:</td>
</tr>
<tr>
<td>Portrait</td>
</tr>
<tr>
<td>Landscape</td>
</tr>
<tr>
<td>Select all that apply:</td>
</tr>
<tr>
<td>Send a copy of this message to my email address</td>
</tr>
<tr>
<td>Message:</td>
</tr>
<tr>
<td>Sandra Baker has shared Planning 001: Assessment Plan Data for Organizations with you. Please open the attachment to view the report.</td>
</tr>
</tbody>
</table>
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.

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

![Export to Computer window](image)

- 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 screens:** No

**University:**

**2019-2020 Administrative Assessment**

**Sample Student Support Office**

**OO1 - 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.**

**Description of Assessment Measure 1**

This outcome will be measured by tracking the number of workshops offered during the 2019-2020 academic year.

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

The Office of Student Support will offer 15 workshops during the academic year.

**Measure 1 Results**

During the 2019-2020 academic year, the Office of Student Support offered 15 different workshops (a total of 12 sessions). The following workshops were offered at least one time in collaboration with other departments such as the Career Center, Student Counseling Services, and the Office of Distance Education: Choosing a Major Outside of Your Reading: Getting Organized Goal Setting How to be a Successful StudentAthlete How to Talk to Your Professor: How to Work as a Group Juggling School, Work, and Life Asking Presentations Matching Majors to Occupations Overcoming Test Anxiety 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.

**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.

**Foreword preparing report**

Dr. 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 15 different workshops (a total of 12 sessions). The workshops were offered at least one time, 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.

**Comment on changes: to be implemented or actions to be taken as identified above.**

The staff, including graduate assistants and undergraduate volunteers, in the Office of Student Support met during the annual post-season 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.
• Click **Planning** on the left-side menu.
- Click **Assessment Planning** at the top of the page
- **Assessment Planning**
- **Plan Data Entry**

![Image of assessment planning interface]

The interface includes options such as Unit Dashboard, Unit Setup, Mission, Outcomes/Goals, and Assessment Planning. There is also a table that lists different academic units, their types, and associated outcomes or goals.
• 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).
• Go to the first box under **Measure 1** and copy the information (use **Control C**)

• Click **Cancel** at bottom of page
• 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.
• Paste the information into the same box in the new academic year plan (use Control V)

• Click Save at the bottom of the page

• 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.