

Columbia College

Processing SAOs, PAOs and ISLOs in eLumen – Student Services and Administration Departments

This is the second in a collection of overviews of the eLumen system. This segment focuses on visuals, screen shots, and an orientation to the Student Services side of the eLumen system. If 2017 Accreditation team members have questions, staff will be available to help answer any questions that may arise, and/or provide a focused exploration into the eLumen system.

Student Services

Unlike the instruction side of eLumen, service areas have somewhat more flexibility in crafting and revising their Service Area Assessments and like the instruction departments, adhere to a set schedule and calendar in which to complete their assessments. Because the SAOs are closely tied to programmatic outcomes and goals, they are assessed during the same period as their program reviews per the following schedule (image is linked to the online schedule):

Four Year Cycle of Program Review

Department	2015-16	2016-17	2017-18	2018-19	2019-20
Academic Achievement Center (AAC)					x
Admissions and Records (A&R)		x			
CalWORKS/Job Placement	x			x	
Counseling	x				x
DSFS				x	

Based on this schedule (partially represented in the screen shot above), each service manager or coordinator will complete their assigned assessments in eLumen following the same procedure as the instructors. Their assessments however, differ somewhat from the course assessments in name and function.

eLumen

Diana Sunday as Data Steward in CalWorks

Inbox Account Settings Support Log Out

Strategic Planning SLOs & Assessments Org Management Reports System Settings

SSSO Listings Curriculum Map Outcomes Groups Assessments

CSLOs PSLOs ISLOs ISLO Classes Associated PSLOs Associated ISLOs

Type: Context Context Group: No Context Group selected Include Inactive SLOs: No Include Inactive Contexts: No Term: CC Fall 2017

Unmapped CSLOs	CSLOs not included in any Assessment Rubric
All Completed CSLO	All Completed CSLO

CalWorks

WORK - CalWorks

☐ Add CSLO

CSLO	SLO Performance			
	Expected	CC Fall 2017		
<input type="checkbox"/> Participants will demonstrate ability to develop an appropriate educational plan.	90 %	-	-	-
<input type="checkbox"/> Participants will demonstrate knowledge of campus support services including deadlines for application to the various resources, such as, but not limited to EOPS/CARE, Financial Aid, and DSPS.	80 %	-	-	-
<input type="checkbox"/> Participants will demonstrate self-advocacy skills.	70 %	-	-	-

Services are called “Contexts” in eLumen and what are called CSLOs for instruction, are called SAOs for the services. The SAOs are entered under the Context as in the CalWork SAOs above.

“Settings” in eLumen however, are for housing the assessments and are the equivalent of the course sections under the instructional departments. The Settings are updated each time a new assessment is generated per the annual schedule and not appear in the managers screens for completion until these three steps are completed.

CalWorks

Type: Contexts Include Inactive: No Course Group: All Groups Terms: CC Summer 2017 [Add Context](#)

WORK - CalWorks [Add CSLO](#) [Edit Context](#)

Context Coordinator(s): [Add Context Coordinator](#)

☐ Add Setting

Setting	Attribute	Evaluators	Import Roster
<input type="checkbox"/> CalWorks 2017	No attributes assigned.		

Some of the Service areas also write program level outcomes, or PSLOs. In eLumen, these “PSLOs,” are mapped from SAO to PSLO – and from SAO to ISLO. The PSLO is not mapped as this could inflate the numbers for the ISLOs. However, many of the services’ SAOs are assessed at the program level, so it is not atypical for them to map from their SAOs directly to the ISLOs without writing and mapping to PSLOs.

Though it is not required, Service managers have the option to upload student rosters. If a roster is applicable, the service manager will upload a list that contains his/her student ID numbers. If the IDs in the list contain students who are also enrolled in the same term as the assessment, their SIS information is matched in the eLumen system and the demographic detail is provided – as done for the instructional courses.

Roster assessments aren't always applicable for service programs however, such as the financial aid or admissions and records programs. General purpose, collective assessments has been created for overall programmatic or activity assessments along with a student-specific assessment that requires rosters.

The image below is a screen shot of a completed “collective” assessment, in this case for the CalWorks program. The manager provided an “overall” distribution of the scores for all of the program’s students in the CalWorks program. Here the rubric has been simplified to the 3-pt scale: “Exceeds – Meets – Does not Meet” expectations.

CalWorks-2017-2018-Collective Assessment

[Select Assessment Level](#)

[Reset to previously-generated scores](#)

Department: CalWorks
Context: [WORK] CalWorks
Term: CC Summer 2017

	Exceeds expectations	Meets expectations	Does not meet expectations		Scored Students
SSSO	3	2	1	N/A	Current
Participants will demonstrate ability to develop an appropriate educational plan.	<input type="text" value="0"/>	<input type="text" value="30"/>	<input type="text" value="3"/>	<input type="text" value="0"/>	33
Participants will demonstrate knowledge of campus support services including deadlines for application to the various resources; such as, but not limited to EOPS/CARE, Financial Aid, and DSPS.	<input type="text" value="0"/>	<input type="text" value="29"/>	<input type="text" value="4"/>	<input type="text" value="0"/>	33
Participants will demonstrate self-advocacy skills.	<input type="text" value="0"/>	<input type="text" value="25"/>	<input type="text" value="3"/>	<input type="text" value="5"/>	33

☒ Mark as completed

Note: The name of the assessment will help differential the type of assessment that will be completed. The manager will see an upload button on an assessment that requires an upload or roster of the students and will not see it when it is a collectively scored assessment.

An example of a Context rubric for a roster-based assessment that has been configured on a five-point rubric per the manager’s choice. The screen shot of a five point rubric (below) has been taken from an assessment generated for the TRiO program (the manager could opt for the three-point rubric if desired):

		Exceeds expectations	Meets expectations		Does not meet expectations	
		5	4	3	2	1
✗	Enrolled SSS students will demonstrate an ability to continually set and achieve (or modify appropriately) short and long term goals.	Exceeds all expectations for the outcome or criteria	Meets all expectations for the outcome or criteria	Meets minimum expectations for the outcome or criteria	Does not meet, but shows movement toward meeting the expectations for the outcome or criteria	Does not meet the minimum expectation for the outcome or criteria
✗	Enrolled SSS students will demonstrate self-advocacy skills and high levels of self-efficacy.	Exceeds all expectations for the outcome or criteria	Meets all expectations for the outcome or criteria	Meets minimum expectations for the outcome or criteria	Does not meet, but shows movement toward meeting the expectations for the outcome or criteria	Does not meet the minimum expectation for the outcome or criteria
✗	Enrolled SSS students will demonstrate the ability to conduct university/transfer research and use this research to make appropriate decisions about preparing for and transferring to a four-year institution with the goal of completing a bachelor's degree.	Exceeds all expectations for the outcome or criteria	Meets all expectations for the outcome or criteria	Meets minimum expectations for the outcome or criteria	Does not meet, but shows movement toward meeting the expectations for the outcome or criteria	Does not meet the minimum expectation for the outcome or criteria
✗	Enrolled students will demonstrate knowledge about how to afford college, specifically the costs associated with transferring to a university to complete a bachelor's degree.	Exceeds all expectations for the outcome or criteria	Meets all expectations for the outcome or criteria	Meets minimum expectations for the outcome or criteria	Does not meet, but shows movement toward meeting the expectations for the outcome or criteria	Does not meet the minimum expectation for the outcome or criteria

An example of the TRiO program's PSLOs and how they have been mapped is represented below—the SAOs are to the left, the PSLOs are across the top and the mapping has been accomplished (check marks) in the squares that contain the matches between SAOs and the PSLOs:

SSSO Listings Curriculum Map Outcomes Groups Assessments					
Mapping source	Organization	Outcomes Groups		Programs	
CSLOs	TRIO	- No Outcomes Group selected -		- No Program selected -	
Core PSLOs	SSS participants will demonstrate higher GPAs than their SSS-eligible peers/not-served (baseline of 87% college-wide).	SSS participants will graduate and then transfer at a higher rate than their eligible peers/not-served (baseline 6.6%).	SSS participants will graduate at higher rate, within four years, from Columbia College than their eligible peers/not-served...	SSS participants will persist from fall term to fall term at a higher rate than their eligible peers/not-served (baseline of...	
Contexts					
- No Context Group Selected -					
<input type="checkbox"/> Include inactive Contexts					
TRiO - TRiO Student Services					
Enrolled SSS students will demonstrate the ability to conduct university/transfer research and use this research to make...		✓ Specify Asmt Levels			
Enrolled SSS students will demonstrate an ability to continually set and achieve (or modify appropriately) short and long term...		✓ Specify Asmt Levels		✓ Specify Asmt Levels	
Enrolled SSS students will demonstrate self-advocacy skills and high levels of self-efficacy.	✓ Specify Asmt Levels	✓ Specify Asmt Levels	✓ Specify Asmt Levels		
Enrolled students will demonstrate knowledge about how to afford college, specifically the costs associated with transferring to...		✓ Specify Asmt Levels			
TRiO-MEOC - Mother Lode Educational Opportunity Center					

The data stewards add assessments to a programs' collection of assessments that will accumulate as each assessment period progresses.

Assessments Reflection Templates

Assessment Library

Show Filters ➤

Add Assessment					
			<input type="checkbox"/> Display Inactive Assessments	Distributed Assessments	▼
<input type="checkbox"/>	Assessment Name ⇅	Assessment Description ⇅	Type ⇅	Terms	
<input type="checkbox"/>	TRiO-Roster-Assessment	TRiO-Roster-Assessment	Quantitative or Qualitative Assessment	No Plan defined	
<input type="checkbox"/>	TRiO - 2017-2018 (5 point scale)	TRiO - 2017-2018	Quantitative or Qualitative Assessment	No Plan defined	
<input type="checkbox"/>	TRiO 2017-2018 (3 pt scale)	TRiO 2017-2018 (3 pt scale)	Quantitative or Qualitative Assessment	No Plan defined	

In this way, any of these assessments are available at any time for the program but before they are activated, they must be “planned” for assessment. For the TRiO program, several assessments could be planned for a single SAOs as the TRiO SAOs and PSLOs are directly related to the program’s mandated federal program reporting while others are related to the college’s program review.

In the same manner as for the instructional programs, mapping of the SAOs to the ISLOs is also a “point and click” relationship. The eLumen system provides Data Stewards and Coordinators the ability to see at a glance the mapping of SAOs to their PSLOs and ISLOs:

Mapping source	Organization	Outcomes Groups	Programs	
CSLOs	TRiO	- No Outcomes Group selected -	- No Program selected -	
Core ISLOs	Awareness and Personal Responsibility			
Awareness and Personal Responsibility	Aesthetic Factors – describe and interpret a variety of visual arts, dance, music, and/or literature	Cultural Factors – describe how multiple perspectives and values contribute to a diverse society	Global Factors – articulate factors that influence global issues (biodiversity, politics, economics, sustainable practices, human...	Self – set and monitor goals (e.g. health, education, careers, relationships, etc.)
Contexts				
- No Context Group Selected -				
<input type="checkbox"/> Include inactive Contexts				
TRiO - TRiO Student Services				
Enrolled SSS students will demonstrate the ability to conduct university/transfer research and use this research to make...				<div>✓</div> <div>Specify Asmt Levels</div>
Enrolled SSS students will demonstrate an ability to continually set and achieve (or modify appropriately) short and long term...				<div>✓</div> <div>Specify Asmt Levels</div>
Enrolled SSS students will demonstrate self-advocacy skills and high levels of self-efficacy.				<div>✓</div> <div>Specify Asmt Levels</div>
Enrolled students will demonstrate knowledge about how to afford college, specifically the costs associated with transferring to...				<div>✓</div> <div>Specify Asmt Levels</div>
TRiO-MEOC - Mother Lode Educational Opportunity Center				

Other service programs, such as EOPS/CARE, have additional “context” assessments. You can see the assessments that have been created and planned and are awaiting the manager’s input for scoring

below. The manager will select either, or both types of assessment waiting for input in Settings for this area:

eLumen

as Data Steward in EOPS / CARE

Strategic Planning SLOs & Assessments Org Management Reports System Settings

Department Profile Organization Courses & Contexts Groups Student Groups Committees

EOPS / CARE

Type: Contexts Include Inactive: No Course Group: All Groups Terms: CC Summer 2017, CC Spring 20... [Add Context](#)

CARE - Cooperative Agencies Resources for Education [Add Context](#)

Context Coordinator(s): [Add Context Coordinator](#)

Setting	Attribute	Evaluators	Import Roster
<input type="checkbox"/> CARE	No attributes assigned.	Add Evaluator	Import Roster
<input type="checkbox"/> CARE-Collective-Scores	2016-2017	Add Evaluator	Import Roster

EOPS - EOPS Student Services [Add Context](#)

Context Coordinator(s): [Matthew Fox](#), [Add Context Coordinator](#)

Setting	Attribute	Evaluators	Import Roster
<input type="checkbox"/> EOPS-Collective-Scoring	2016-2017	Add Evaluator	Import Roster
<input type="checkbox"/> EOPS-Roster-Setting	2016-2017	Add Evaluator	Import Roster

Upon clicking the assessment name (which is the link), the director or coordinator is taken to either a list of the students (in the case of a roster assessment), or the collective 5-pt or 3-pt rubric (in the case of a collective assessment) as depicted above. The scoring is accomplished via “point and click”, or by entering a score or a number in the distribution boxes across the rubric.

For the same privacy reasons as in the instructional document, we are not showing the results of individual student score sheets in this public document. However, the summarized results of the assessments are shown below and have been taken from the “Results Explorer” available to each manager, instructor and data steward.

A word about the higher levels roles in eLumen: The Data Stewards’ and Coordinators’ primary roles are for system maintenance, to build and plan the assessments, upload the data from the SIS each term, and to run administrative reports as was true for the instructional departments for the Fall Flex Day activity.

The screens for these roles are dense with options, tabs, and options (also true of the instructional departments) and full of opportunities and for mishap. Therefore, Data Stewards and Coordinators

require considerable training and time invested in becoming familiar with the system's complex navigation and features of its interactive interface. Data Stewards and Coordinators can also assign users roles and access in the system.

Administration Units

The administration assessments, e.g., for the President, Vice Presidents and Deans, are handled in the same manner as the service areas, or Contexts. "Contexts" such as the President's Office (similar to the Department levels of the instructional areas) but without course sections assigned to them, these administrative programs are also "Contexts." An example, the President's "Department" and "Contexts" assigned to her:

President's Office

Type: Contexts Include Inactive: No Course Group: All Groups Terms: CC Fall 2017 Add Context

1-PRES - President's Office Context Coordinator(s): Angela Fairchild, Add Context Coordinator

Setting	Attribute	Evaluators	Import Roster
No Settings defined.			

2-PDEV - Foundation/Resorce Development Context Coordinator(s): Amy Nilson, Add Context Coordinator

Setting	Attribute	Evaluators	Import Roster
No Settings defined.			

3-PIRO - Office of Institutional Research and Planning Context Coordinator(s): Diana Sunday, Add Context Coordinator

Setting	Attribute	Evaluators	Import Roster
No Settings defined.			

Assessments can be designed to accommodate these area requirements and department outcomes as well just as with the Student Services programs. These departments will, for the most part, map directly to the ISLOs.