eLumen for Student Services: Basic User Guide

OXNARD COLLEGE INSTRUCTIONAL SUPPORT SERVICES (OCISS@VCCCD.EDU)

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I. OVERVIEW

ASSESSING SLOS IN STUDENT SERVICES AREAS

With eLumen, student services departments that engage students in ways other than courses, such as student life, libraries, workshops, work study, service learning, and instructional support, can now also:

- Define student learning outcomes and rubrics
- Create assessment activities
- Directly assess individual students
- Report these results along with instructional SLOs
- Generate their own reports that show the effect on student achievement
- Report on their plans to improve student achievement

Note that eLumen is designed for assessments of student performance. If your area has outcomes that are based on service, staff performance, or other criteria, then be aware that eLumen is not the right tool for such measurements.

IMPORTANT TERMS

Here are terms specific to Student Services assessment in eLumen that you will need to know:

- **Context** is the term, in Student Services, for departments or areas of instructional support. It is the equivalent of the catalog course on the academic side of eLumen.
- **Setting** is the term, in Student Services, for particular events or situations. It is the equivalent of the course section on the academic side of eLumen.
- **Member** is the term for any person in Student Services who is authorized to assess student achievement. It is the equivalent of instructor on the academic side of eLumen.
- **Coordinator** is the term for any leader in Student Services who is authorized to set up assessment contexts. It is the equivalent of the department/program coordinator on the academic side of eLumen.

Other terms related to eLumen more generally:

- **Assessment** is the core of eLumen: a student activity, linked to an SLO, using a rubric to rate students’ performance.
Rubrics define student performance levels. A rubric’s levels range from a low of zero (0) to some maximum score. The 0-4 range is common, as that matches up with the A-F grade scheme, but the maximum score can be anything that is appropriate for your needs. There are two types of rubrics in eLumen:

- **Generic:** A basic rubric is provided to all users for ease of use:

  **Rubric: 0: Generic Evaluation Rubric, 0-4 Scale**

  **Description:** Use this rubric if you don't have one for your SLO. This will serve as the college's standard, default rubric.

  **Owner:** College - Oxnard College

  **Rubric Levels**

  0. Student demonstrates little or no proficiency in this area.
  1. Student demonstrates less than satisfactory proficiency in this area.
  2. Student demonstrates satisfactory proficiency in this area.
  3. Student demonstrates better than satisfactory proficiency in this area.
  4. Student demonstrates excellent proficiency in this area.

- **Descriptive:** A descriptive rubric is defined by your area for use with specific SLOs; it will look like this:
Achievement Area is the term for groups of related SLOs. Every SLO in eLumen resides in an Achievement Area, and initial Achievement Areas have already been created by the college. However, additional Achievement Areas can be created as needed by Coordinators.

Magnitude of Scale defines the level of the outcome in question:
- Completion of event: An achievement that covers a short period of time, such as a single assignment within a course, perhaps a building block to larger course-length assignments.
- Completion of academic term: An achievement that spans the length of an entire course, internship, or similar event; a final essay or exam.
- Completion of degree or certificate: An achievement that spans the length of several years or an entire program.

Standard of Evidence defines how student performance of an SLO will be judged.

II. COORDINATORS AND MEMBERS

For student services areas, a program coordinator can:
- Enter SLOs and create student-services contexts that will use those SLOs.
- Create student-services contexts (for example, Career Development) and link institutional-level SLOs to those contexts.
- Create specific settings (for example, Career Development Workshop) and link SLOs to those settings.
- Create recommended or required assessment activities and assign them to student services settings.

The coordinator’s opening screen (below) shows the functions available:
Within a student-services setting, a student services member can:

- Create assessment activities and link to the SLOs that have been recommended for that setting.
- Create assessment activities and search for SLOs that have been already created at the institutional-level.
- Create assessment activities and create unique SLOs that will be categorized with already-created Achievement Areas.

The member’s opening screen (below) shows the functions available to him or her:
COORDINATORS: MAINTAINING MEMBERSHIP

Student Services coordinators can add users to their department as either additional coordinators or members for student services contexts and settings.

**Note:** To be able to add members to a student-services program as a coordinator, those members need to have already been added as eLumen users. Contact Instructional Support Services for more information.

---

**ADDING COORDINATORS**

1. As the program coordinator, select Maintain Membership.
2. Click “Assign Coordinators.”

**Org Entity Details**

**Advising**

This is a Root Org Entity

Included members: [New]

Organization Type: Student Services Program

Data Integration Lock: N

Data Integration Substitute: [Assign Coordinators]

Coordinators: 1. Hayden, Kelsey

Members: [Assign Members]

3. In Text Search, type the first or last name of the coordinator to be added and then click “Search.”

**Select Coordinators for Org Entity: Advising**

<table>
<thead>
<tr>
<th>Find Users to Select</th>
<th>Selected Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text Search:</td>
<td>No Users have been selected.</td>
</tr>
<tr>
<td>Include only where last name starts with above text?</td>
<td></td>
</tr>
<tr>
<td>Search</td>
<td></td>
</tr>
</tbody>
</table>

4. From the list of names that appears,
   a. click “Select.”
b. After the name appears in the right column under “Selected Users,” click Apply.

**Select Coordinators for Org Entity: Advising**

![Select Coordinators for Org Entity: Advising](image)

5. Click “Return to what I was doing.”

---

**ADDING MEMBERS**

1. As the program coordinator, select “Maintain Membership.”

![Welcome to eLumen](image)
2. Click [Assign members].

**Org Entity Details**

**Advising**

This is a Root Org Entity

Included members: [New]

<table>
<thead>
<tr>
<th>Organization Type:</th>
<th>Student Services Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Integration Lock:</td>
<td>N</td>
</tr>
<tr>
<td>Data Integration Substitute:</td>
<td></td>
</tr>
<tr>
<td>Coordinators:</td>
<td>[Assign Coordinators]</td>
</tr>
<tr>
<td>Members:</td>
<td>[Assign Members]</td>
</tr>
</tbody>
</table>

3. In Text Search, type the first or last name of the member to be added. Click “Search.”

**Select Members for Org Entity: Advising**

![Select Members Interface]

- Text Search: 
- Include only where last name starts with above text: 
- Search

4. From the list of name that appears,
   a. Click “Select”
   b. After the name appears in the right column under “Selected Users,” click Apply.
5. Click “Return to what I was doing.”

III. CREATING CONTEXTS

OVERVIEW

Contexts are the general categories within your student services area in which students will be evaluated using SLOs.

For example, if Advising is the department that you are coordinating:

- You may have several contexts, such as “Career Development,” “Transfer,” and “Personal Development.” Within each of those contexts, your staff might offer several activities, workshops, or other events in which students might be evaluated using institutional or other SLOs.
• Or, you may want just one context for your department, such as Advising, and create all of the activities within that context.

Your decision on how to organize your assessment activities—and, therefore, contexts—may depend on how you want to see data organized into reports: all in one context or divided among several contexts. Your decision may also depend on big or varied your department is.

**CREATING A CONTEXT STEP BY STEP**

1. Log in to eLumen with your username and password and click your Coordinator tab.
2. On the next screen (shown below), click Define Contexts.
3. On the new screen click Define a new context.
4. On the new screen, follow these steps:
   a. Type a Name for this context.
   b. Add a Description (optional).
   c. Choose either Instructional Support or Student Support; most student services areas will use Student Support.
   d. Click Save.
5. Repeat this process for all of the contexts that you want to create at this time.

**IV. CREATING SETTINGS**

**OVERVIEW**

To understand how Settings are used in eLumen, you might consider them as both:

• A subset of a Context – much in the same way that a particular course section is a subset of the catalog course (for example, the catalog course English 101 is offered in a particular academic term as English 101, Section 05).
• The individual instance in which students will be evaluated. For example, if the Advising Department offers a career search workshop twice each semester, each of those workshops would be a separate setting.

**CREATING A SETTING STEP BY STEP**

1. After logging in and clicking your coordinator tab,
   a. Click “Define Contexts”
   b. On the next screen, click on the Context you want to work within.

2. On the new screen, click “Add a new Setting.”

3. On the next screen,
   a. Type a name for this setting.
   b. Select an academic term.
c. Click Step 2.

4. On the new screen, choose one or more evaluators for this setting by
   - Clicking “Add myself as an evaluator” and/or
   - Scrolling and selecting someone from your department and/or
   - Searching by name or id for someone within the institution

5. After choosing as many evaluators as needed, click “Continue to Step 3.”

6. On the next screen (shown below), you have these options:
• Save this setting without adding any students’ names to the create a roster
• Create a student roster by either:
  o Selecting names from an existing set of students’ names in a course or other setting
  o Selecting names from your institution’s database that has been imported into eLumen

7. To save without creating a student roster, click Save as shown on the screen above. Later, you can go back to this setting and add students, or the setting’s evaluator(s) can do so.

HOW TO CREATE A ROSTER FROM AN EXISTING SET OF STUDENTS’ NAMES

a. Choose to search either Contexts or Courses.
b. Select an academic term.
c. Choose an Owner and a course and click Search.
d. Choose to View or Use this roster to move the roster to the right column “Selected Students.”
e. Remove individual students by clicking the X next to a name or use Remove All to clear the list completely.
f. Click “Save and Continue.”
HOW TO CREATE A ROSTER BY SELECTING NAMES FROM THE STUDENT DATABASE

1. Click “Selected individual student names.”

2. On the next screen,
   a. Type in the name or student ID of the student you wish to add and click Search.
   b. Click Select next to the name(s) you want to add to your roster. Repeat these steps as many times as needed.
c. When complete, click “Save and Continue.”

V. CREATING ASSESSMENT ACTIVITIES

OVERVIEW

Both coordinators and members can create assessments, which are assessable activities linked to one or more SLOs and rubrics.

Student Services Coordinators can:

- Create assessments that will be available to all settings within a context (“shared assessments”)
- Create assessments for particular settings

Student Services Members can:

- Create assessments in their settings
- Accept recommended assessments for their particular settings

COORDINATORS: HOW TO CREATE ASSESSMENTS THAT WILL BE AVAILABLE TO ALL SETTINGS WITHIN A CONTEXT

1. After logging in and clicking your coordinator tab
   a. Click Define Assessments
   b. Click New Shared Asmt Package
2. On the new screen that appears,
   a. Type the name for this new assessment activity or package*

*Note: An assessment package is a set of related assessment activities that can then be assigned to settings or contexts as a group. The assessment that you create through these steps may, alternatively, have only one activity, but the process is the same.

   b. Add a description (optional)
   c. Check that the Status is Active
   d. Click Save.

3. On the new screen that appears, you can
   a. Select the term that you want this assessment applied to (or leave this blank to have it applied for all terms)
   b. Assign this assessment to a particular context
   c. Click “Add a New Shared Assessment” to define one or more assessment activities in this package.
4. On the new screen that appears,
   a. Type the name for this assessment activity
   b. Choose Direct or Declared as the assessment method

See Declared Scores vs. Direct Assessment for more detailed information; direct assessment is the usual choice, meaning that individual students will be directly assessed on their work.

c. Click “Add a New Shared Assessment” to define a particular assessment activity.

5. On the new screen, click the green linking icon to select SLOs for this assessment.
6. On the new screen, you have three options for linking one or most SLOs to this activity:
   a. Create a new SLO
   b. Select one or more of Suggested SLOs that have previously been created for this Context
   c. Search for other SLOs that have been created elsewhere in your organization
7. When you have linked your SLO(s), click “Return to what I was doing” as shown at the top of the screen above. You can then add other assessment activities to your assessment package.

COORDINATORS: HOW TO CREATE ASSESSMENTS FOR PARTICULAR SETTINGS

1. After logging in and selecting your coordinator tab,
   a. Click Define Contexts
   b. Click Settings
   c. Click either:
      • Add a new Setting to create a new setting in which students will be assessed, create that setting, AND THEN click the orange icon to create your assessment.
      • Click the orange icon to create your assessment in a setting that already exists.
2. On the new screen, click Create an assessment.

3. On the new screen,
   a. Type a name for this new assessment activity
   b. Choose an assessment method: Direct or Declared (see Appendix A: Declared Scores vs. Direct Assessment for more detailed information; direct assessment is the usual choice, meaning that individual students will be directly assessed on their work).
   c. Click Save.
4. On the new screen, click Name SLOs for this assessment.

MEMBERS: HOW TO CREATE ASSESSMENTS WITHIN YOUR OWN SETTING

Creating an assessment in a setting requires two basic steps: defining the assessment, then connecting one or more SLOs to the assessment. Here are the step-by-step instructions.

1. After logging in to eLumen and clicking on your member tab,
   a. Select an academic term
   b. Select the particular setting you want to work with.

2. On the next screen, click “Create an assessment.”
3. On the new screen,
   a. Type a name for this assessment activity
   b. Choose an assessment method: Direct or Declared (see Appendix A: Declared Scores vs. Direct Assessment for more detailed information; direct assessment is the usual choice, meaning that individual students will be directly assessed on their work).
   c. Click Save.

4. On the new screen, click Name SLOs for this assessment.

5. On the next screen, choose an option for linking SLOs to this assessment:
   - Create a new SLO
   - Link to any SLOs that have been suggested for your setting
   - Search for other SLOs within your institution
Note: If you choose to create your own SLO, you will be stepped through the process of finding or creating a rubric, selecting a Standard of Evidence and Magnitude of Scale level, and selecting an Achievement Area for your SLO. Members cannot create new Achievement Areas.

VI. ENTERING SCORES FOR A STUDENT-SERVICES ASSESSMENT

1. To score students on a student-services assessment:
   a. Click your Student Services Member tab.
   b. Select the term.
   c. Select a Student Services setting (if more than one exists).
2. Scroll down and then click “Consider recommended assessments.” (If you have previously done this step, go directly to the next step below.)

3. On the following screen, select the assessment(s) you want and click apply.

You will be returned to the opening page, with that assessment now ready for scoring.

4. Click “Declare Scores.”

**Note:** Most student-services assessments used “declared scores,” which means you are entering aggregated scores for all students who were part of a student-services
event, etc. If you were entering scores for individual students, your option here would be to select “Score students.”

5. For declared scoring, enter the number of students who scored at each level of the rubric for each SLO and click “Return to what I was doing.” For direct scoring, click the score for each student on the roster. (In both cases, scores are automatically saved, but you can also click Save.)

Note: Hovering over the rubric-level number will display the descriptive words for that level of the rubric.

Note that your screen now shows that “Scores exist” (for declared scoring) or the number of scores entered (for direct scoring) for this assessment.

6. Click "Return to what I was doing" to return to your previous screen.
VII. POST-ASSESSMENT ACTIONS

MEMBER POST-ASSESSMENT ACTIONS

The tools under the Post-Assessment Actions become available after a member has entered assessment data. To access these tools:

1. Find the post-assessment tab:
   a. Click the Member tab.
   b. Select the term desired.
   c. Select the context.

2. Select “Post-assessment Actions.”
Here is what you will see on the Post-Assessment Actions screen:

- A “dashboard” for the assessments in this setting: number of SLO’s, etc.
- “View Grades” is not applicable for student-services since grades are not being suggested, via eLumen, for student-services’ assessments.
- “Review per-student assessment results for this setting” will not yield data if you are using “declared” scores. (See Appendix A for more information about direct vs. declared scores.)
- “Review aggregated assessment data for this setting” – This will yield data for either direct or declared scores. Click “Return to Setting view” when you are done viewing the data.
- Analyze assessments and report next steps. This is where you will enter your setting improvement plans.
  - Type your responses to the prompt.
  - Click Save.
  - IMPORTANT: eLumen will automatically log you out for security purposes after 15 minutes. The time you spend entering answers into the Section Improvement Plan counts as inactivity unless you click Save before that time, so it is recommended that you save after each answer to make sure your information is preserved. You can also copy and paste your answers from another program, such as MS-Word.
F. **View Roster:** Some student-services’ settings do not have rosters of students, but if they do, that roster can be viewed here.

**CONTEXT ANALYSIS (CONTEXT IMPROVEMENT PLANS)**

1. As the program coordinator for a student-services program, click “Define Contexts” and then choose a specific context.
2. On the next screen, click “Context Analysis.”

3. On the next screen,

   d. Select the Term you want to work in.
   e. Type your responses to the prompts. **Note:** The prompts are customizable; contact Instructional Support Services for more information.
   f. **IMPORTANT:** eLumen will automatically log you out for security purposes after 15 minutes. The time you spend entering answers into the Section Improvement Plan counts as inactivity unless you click Save before that time, so it is recommended that you save after each answer to make sure your information is preserved. You can also copy and paste your answers from another program, such as MS-Word.
4. Click “Save.”

6. What changes did you actually make? Did these changes make a difference?

5. On the next screen, click “OK.”

DEPARTMENT-LEVEL ANALYSIS (PROGRAM IMPROVEMENT PLAN)

Click Add Analysis and then select an academic term to add comments about your department’s assessment work. The template shown below is a sample; the
Program Improvement Plan is customizable. Contact Instructional Support Services for more information.

VIII. COORDINATORS: SETTING UP ACHIEVEMENT AREAS, SLOS, AND RUBRICS

Creating an SLO involves several steps, including entering the SLO itself, attaching a rubric to it, and indicating its magnitude scale and standard of evidence.

FIRST STEP: SETTING UP ACHIEVEMENT AREAS

As a coordinator, one of the first tasks is to set up one or more Achievement Areas (eLumen’s name for groups of related SLOs, and the building block for many reporting functions) for the SLOs that will be unique to your student services area. Instructional Support Services may have created an initial achievement area for your use, but these steps explain how to create new ones if or when necessary.

1. Click your Coordinator tab, then click Define SLOs to begin this process.

2. On the next screen, click New Achievement Area.
3. On the next screen,
   g. Type the name for your Achievement Area.
   h. Add a description (optional).
   i. Check to see that the Status is Active.
   j. Click Save.

Repeat this process for any other Achievement Areas that you want to create or go to the next step of adding SLOs to an Achievement Area.

SECOND STEP: ENTERING SLOS

1. After an Achievement Area has been created, click “Add New SLO.”

Note: If you have created your Achievement Area(s) previously, click the pencil icon next to your selected Achievement Area to access a screen like the one shown below.

2. On the new screen,
   a. Type your SLO into the field below.
   b. Click Continue.
Every SLO is connected to a rubric that is used to measure students’ performance on it. After creating an SLO, eLumen leads you right into creating or selecting a rubric, which also includes naming the Standard of Evidence and the Magnitude of Effort.

Your next screen will look like the screen below and present a choice: Do you want to “use an existing rubric” or “create a new rubric”?

1. Click Create a new rubric (as shown on the screen above).
2. On the next screen (shown below), do the following:
   a. Type a name for this new rubric
   b. Add a description (optional)
   c. Choose an Owner.
   d. Click “Add rubric level” as many times as needed to set up the levels of your rubric and then type the descriptions for each level of the rubric.
   e. Click Continue.
Note about Rubric Level 0

Keep in mind that the '0' on the rubric indicates a student's low-level performance for this SLO, not an absence. The scorecard generated from this rubric (shown below) automatically includes another choice for instructors: n/a (for “not assessed”), which indicates that the student cannot be scored for any of a number of reasons, such as:

- The instructor has done his or her work of assessing for this SLO and for marking this student’s non-work
- The student is not being assessed for this SLO/rubric for various reasons: No longer in the course but is still on the roster, etc.
The reports which show the extent to which an instructor has entered scores will count the N/As, so it is clear that instructors have completed their scoring. Also, the instructor’s own report that shows scoring completion (circled in the screen shot below) will count the N/As as scores that have been entered.

Various reports also provide data on NS’s (No Scores, which means that no score at all has been entered: No 0, no other number, no N/A

**Select a Magnitude Scale***

When you have completed your rubric and clicked Continue, you will see the screen below. Select the level of magnitude to reflect the size of the achievement this rubric will be used with.

* These levels are customizable. Contact Instructional Support Services for more information.
Select a Standard of Evidence Level*

On the next screen, select a Standard of Evidence level.

* These levels are customizable. Contact Instructional Support Services for more information.

On the next screen, select Save and Close to complete this process.

TO CHOOSE AN EXISTING RUBRIC

1. After defining your SLO, click Use an existing rubric, define your search through either the Owner or Text Search, and click Search.
2. From the list of rubrics generated by your search, click
   • **View** to see the complete rubric
   • **Select** to choose this rubric for your SLO
   • **New Copy** to “clone” this rubric by making changes to the existing rubric
     and then save it under a new name. Note: Rubrics that have been used in scoring students
     cannot be changed. Changing the name of a rubric that has been used in scoring will allow
     you to save it with the changes.

3. After clicking Select for the rubric that you have chosen, click “Use this rubric—it’s the one I want,”
   as shown on the screen below.
4. On the next screen (shown below), you will be guided through the steps in choosing the Magnitude Scale and Standard of Evidence levels, which are explained in the Create a New Rubric section above.

4. On the next screen (shown below), you will be guided through the steps in choosing the Magnitude Scale and Standard of Evidence levels, which are explained in the Create a New Rubric section above.
APPENDIX A: DECLARED SCORES V. DIRECT ASSESSMENT

When you create an assessment, choose either Direct or Declared as the Assessment method as shown below.

What is the difference between declared scores and direct assessment?

**Direct assessment** means that a member will directly assess each student’s performance in terms of a student learning outcome and according to either a descriptive or generic rubric. Each student, by name (or ID), receives a rating with the SLO’s rubric.

With **declared scores**, the student services member captures aggregated results for a group of students (for example: all students enrolled in one section who completed an objective test that relates to an SLO). The only information reported in this case is the total number of students who scored at each level of the rubric.

When you enter scores, you enter the number of students who scored at a particular level on the rubric, so the scorecard layout for declared scores is displayed differently.