Syracuse University
Institutional Effectiveness and Assessment

effectiveness.syr.edu

May 2019

Tk20 by Watermark™

Assessment Planning Training Guide for Academic Programs

Need additional help or would you like to schedule a training session?

Email the Assessment Working Team at assessment@syr.edu

Syracuse University
Institutional Effectiveness and Assessment

Tk20 by Watermark ™

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Tk20 by Watermark™

Getting Started

- To access Tk20, log in to Tk20.syr.edu using your Syracuse University netID and password.

  - For information and resources, visit the IEA website: effectiveness.syr.edu/resources/

    - Tk20 guides, videos, and planning worksheets

    - Assessment resources including overviews, a four-year assessment cycle template, curriculum mapping tools, and rubric library

Important Reminders

- Chrome and Firefox are the preferred browsers for Tk20.

- Tk20 does not have auto-save. Save your work before exiting an area of the system or closing your browser.

- Do not hit your browser's back button. Doing so will result in data loss. If you would like to exit an area of the system, select "Save" to retain any entered information or "Cancel" or "Close."

- Be mindful of the occasional blank page. Sometimes when you save or move on to the next step, Tk20 will show a blank screen. If that happens, scroll to the top of the page.

Tk20 Log In Process

Note: Please note that **Tk20** is a cloud service and as such requires an active internet connection to use the software. The application is not downloaded to your computer.

1. In **Firefox** or **Chrome**, go to **Tk20.syr.edu**. The browser will redirect to the Syracuse University authentication log in page.

2. Enter your **NetID** and **Password**.

3. Click **Log In**. There may be a slight delay before the main Tk20 screen appears.

Home Overview
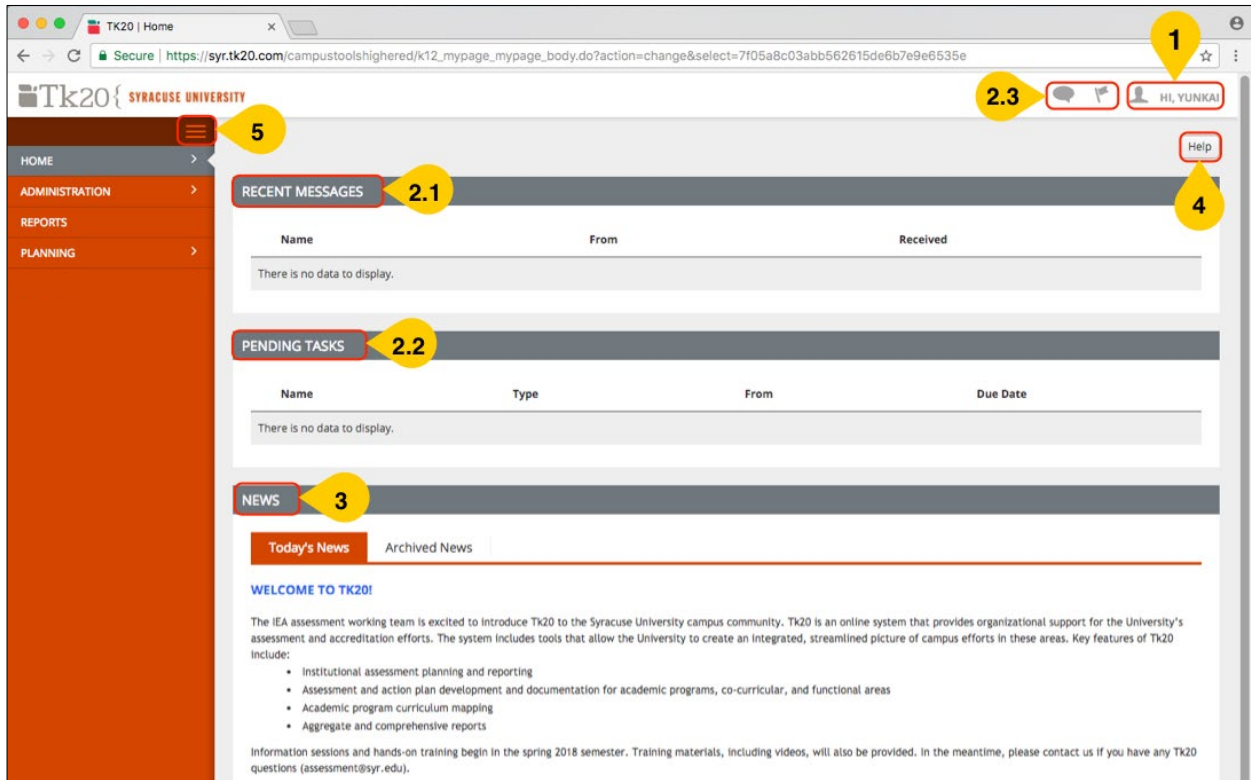
1. Once you have logged in to Tk20, the home screen is displayed. **Your name** appears in the top right of the screen. You can click on your name to sign out of the system.

2. If you have received any messages and tasks, these are listed in the **RECENT MESSAGES (2.1)** and **PENDING TASKS (2.2)** panels. You can also check your messages and tasks by clicking on the two **icons (2.3)** in the upper-right corner.

3. System-wide announcements are listed in the **NEWS** panel.

4. Click **Help** to view Tk20 help desk resources. You can also contact the Assessment Working Team for assistance at **assessment@syr.edu**.

5. Click on the [icon] to **Hide/Show** the main (side) menu.

Planning Platform Overview
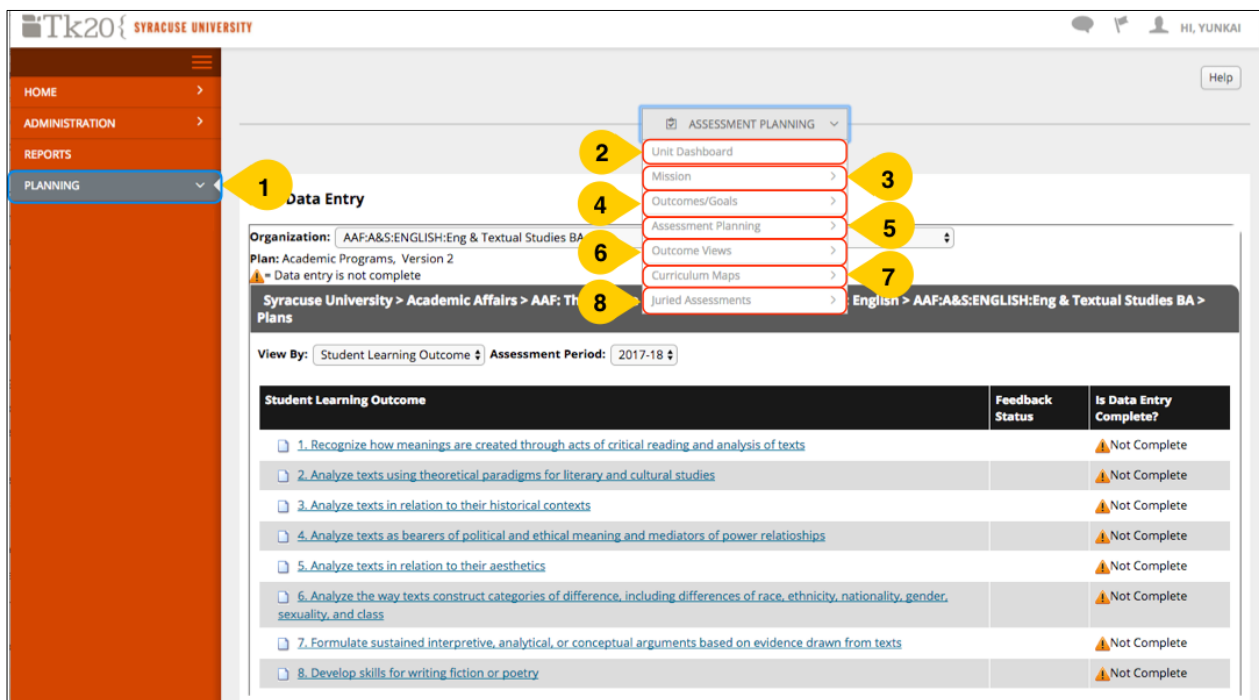
1. Click on **PLANNING** in the main menu to access Tk20's **ASSESSMENT PLANNING** pull-down menu.

2. **Unit Dashboard** provides a summary, as well as the status, of the assessment data collected for your organization (Tk20's term for programs and units).

3. **Mission** allows you to enter your organization's mission and vision and upload supporting documents.

4. **Outcomes/Goals** allows you to browse, create, modify, and map goal statements and program- and course-level outcome statements.

5. **Assessment Planning** is used to view, collect, and enter assessment and action plan information for your organization(s).

6. **Outcome Views** allows you to search and view outcome statements by organization and goal.

7. **Curriculum Maps** stores curriculum maps for each academic program. A curriculum map can be viewed in a simple format or a more detailed one.

8. **Juried Assessment** can be used to score anonymous student work using a pool of up to four assessors, or "jurors." Juried assessment is not covered in this guide. Contact the assessment working team (assessment@syr.edu) if you would like to learn more.

Unit Dashboard
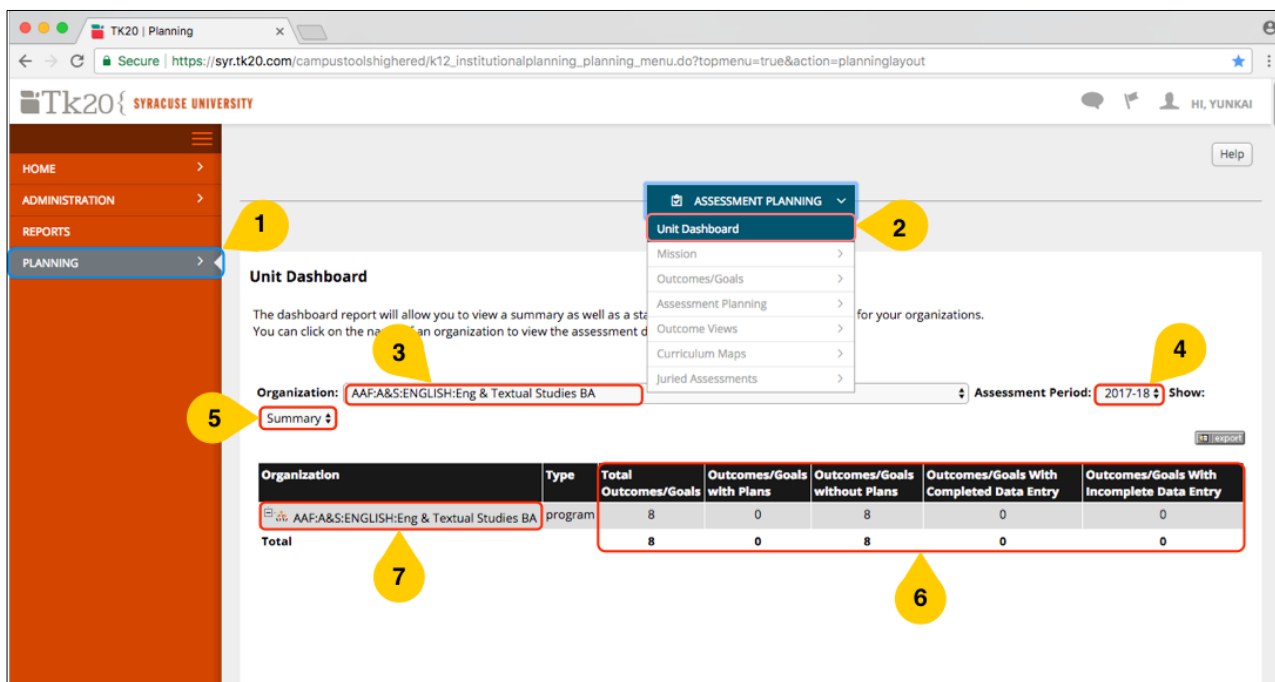
1. Click **PLANNING** in the main menu.

2. After clicking **ASSESSMENT PLANNING** in the menu at the top of the screen, click **Unit Dashboard** to view a summary, as well as the status, of the assessment data collected for your organization.

3. **Organization** shows the program(s) with which you are associated. If you are associated with more than one, select the organization you wish to view from the drop-down menu.

4. Select the **Assessment Period** you want to view (e.g., 2017-18).

5. There are two options for viewing: **Summary** and **Status**.

6. In the **Summary** view (above), columns 3-7 indicate whether **Outcome/Goals** (e.g., student learning outcome) have plans and completed data entry.

   The **Status** view details the **status** of data entry and **Outcomes/Goals** achievement.

7. To view **assessment data**, click on the organization name in the first column, **Organization**. More detail is provided on the next page.

Unit Dashboard continued
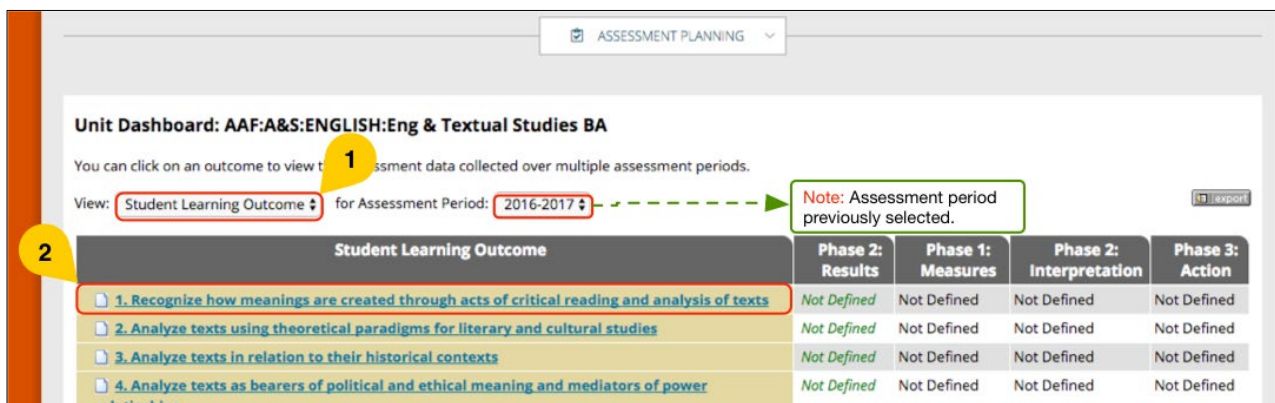
Note: This screen is viewed after selecting the **organization** on the previous page

1. Click **View** to select the type of statement you would like to view. Most academic programs only have **student learning outcomes**.

2. Click on one of the **student learning outcomes** to see the data entered for the selected assessment period.
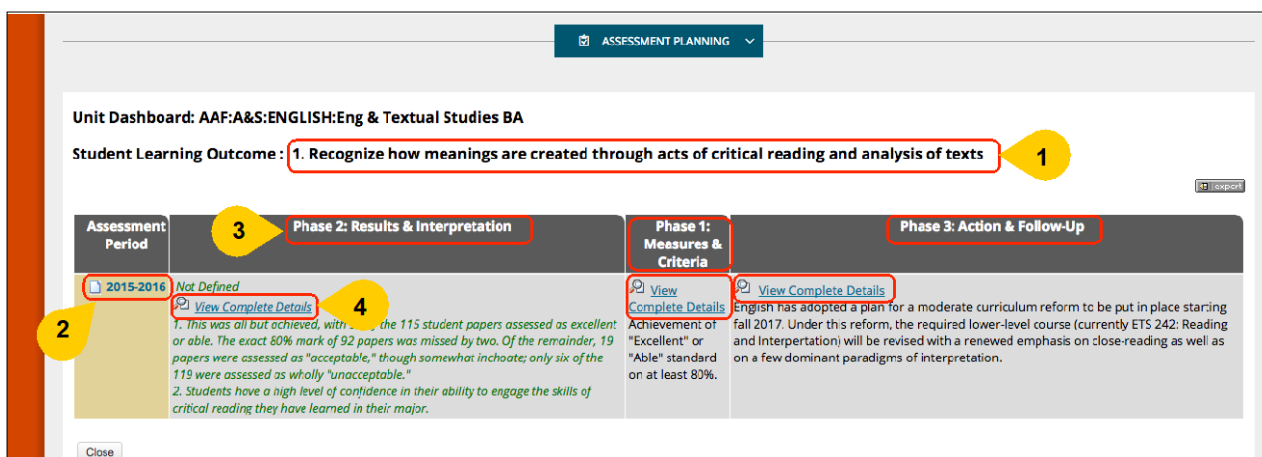

1. In a new page, the **Student Learning Outcome** that was selected is shown at the top.

2. The first column indicates the **Assessment Period** that was selected.

3. The remaining columns show a portion of the information entered for each of the **assessment** phases**.**

4. Click the **View Complete Details** hyperlink to launch a pop-up window showing all information entered for that phase.

View Mission and Vision Statements
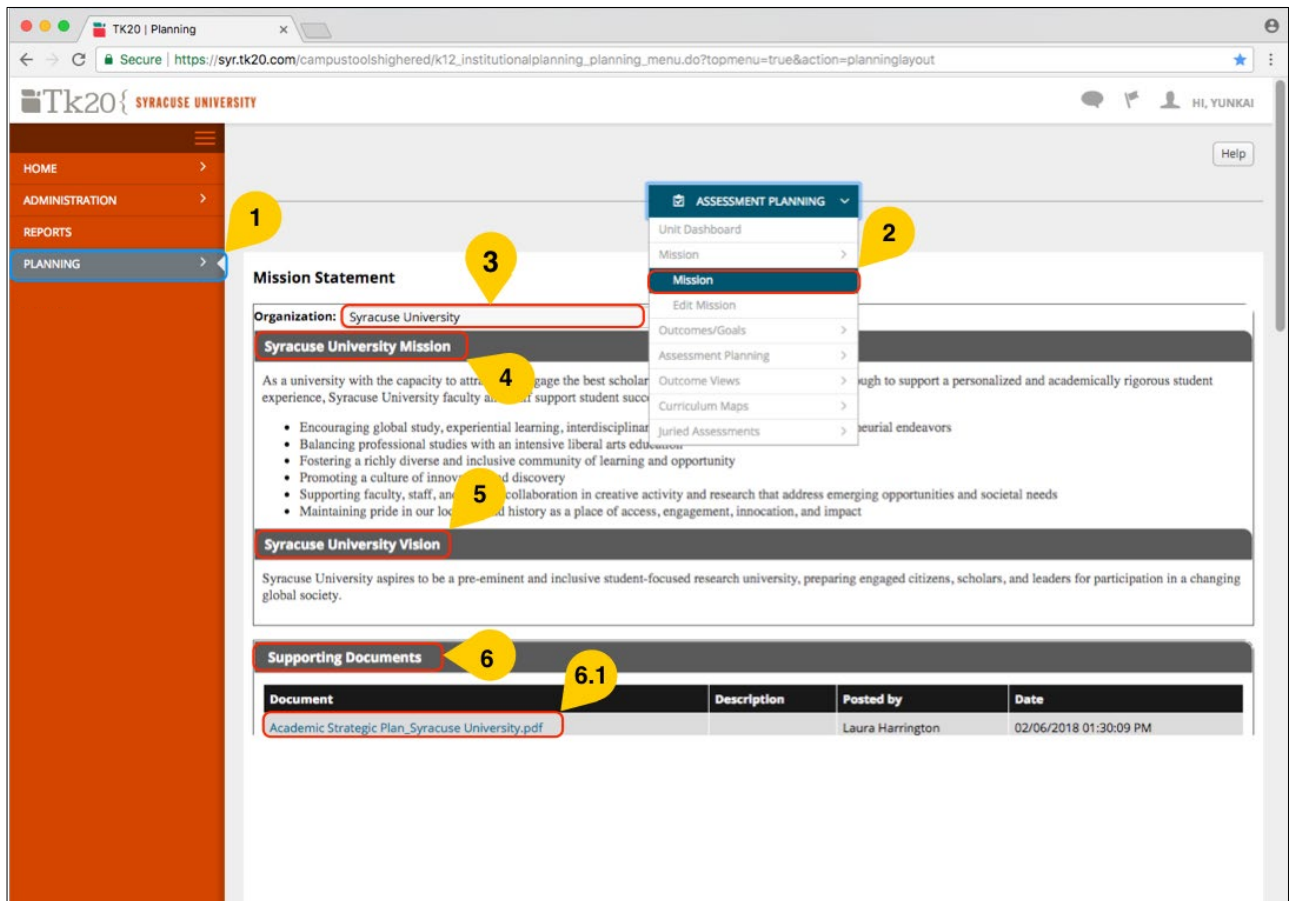
1. Click **PLANNING** in the main menu.

2. After clicking **ASSESSMENT PLANNING** in the menu at the top of the screen, click **Mission** and select **Mission** from the submenu.

3. **Organization** shows the program(s) with which you are associated. If you are associated with more than one, select the organization you would like to **view** from the drop-down menu.

4. The organization's mission statement is shown in the **Mission** panel.

5. The organization's vision statement is shown in the **Vision** panel.

6. This panel shows the organization's **Supporting Documents**. Click on the document **hyperlink (6.1)** to view the document in a separate screen.

Edit Mission and Vision Statements
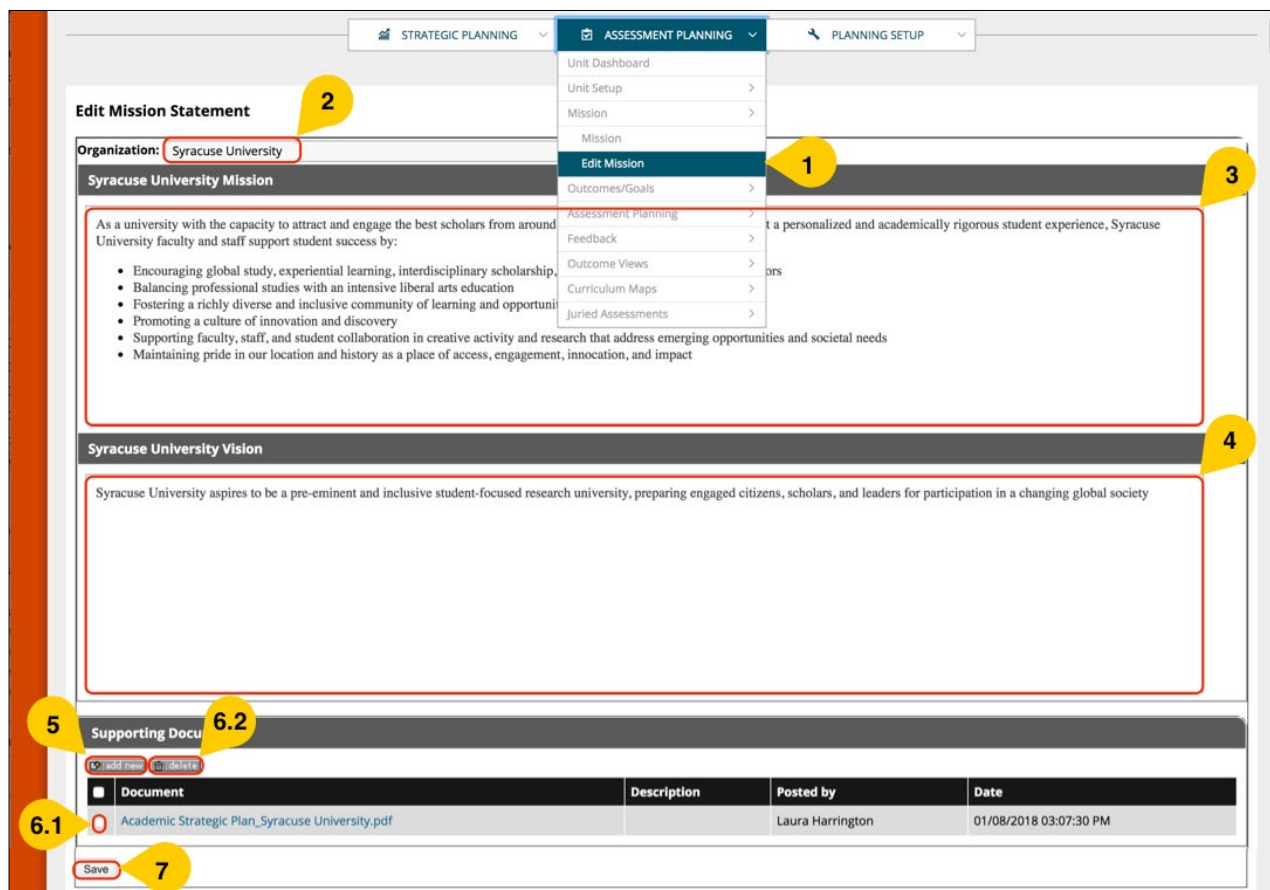
1. After clicking **ASSESSMENT PLANNING** in the menu at the top of the screen, click **Mission** and select **Edit Mission** from the submenu.

2. **Organization** shows the program(s) with which you are associated. If you are associated with more than one, select the organization you would like to **edit** from the drop-down menu.

3. Enter your organization's **Mission** in this text box.

4. Enter your organization's **Vision** in this text box.

5. To **add** a supporting document, click **add new** and a new page will be launched. More detail is provided on the next page.

6. To **delete** a supporting document, click the **checkbox (6.1)** corresponding to the document, then click the **delete (6.2)** button.

7. When you are done with the Mission, Vision, and Supporting Document(s) panels, click Save.

Add Supporting Documents
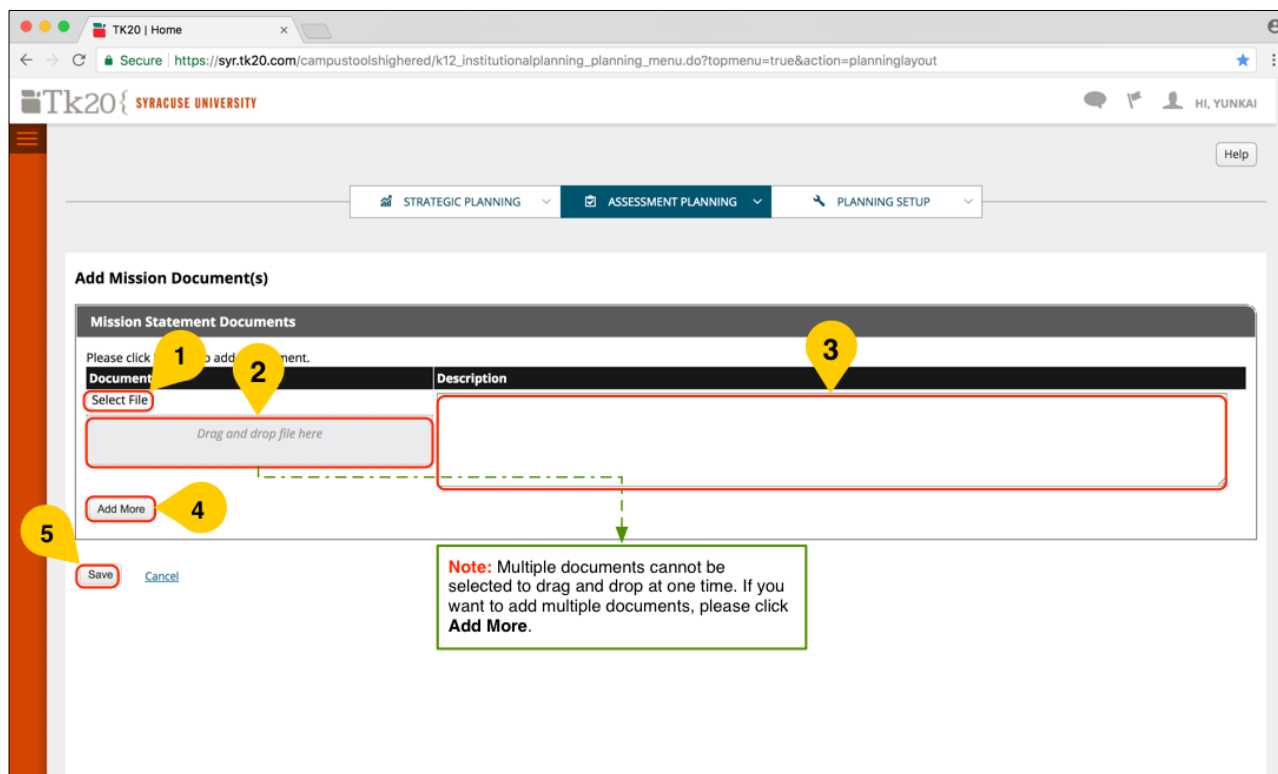
Note: This screen is viewed after clicking **add new** in the **Supporting Documents** panel**.**

1. Click **Select File** to choose one document from your computer.

2. Or you can **drag and drop** one document from your computer to the Tk20 system.

3. You can include a **description** of the document if you choose.

4. Click **Add More** to upload additional documents.

5. When you are done **adding** new document(s), click **Save**.

Overview of Outcomes/Goals
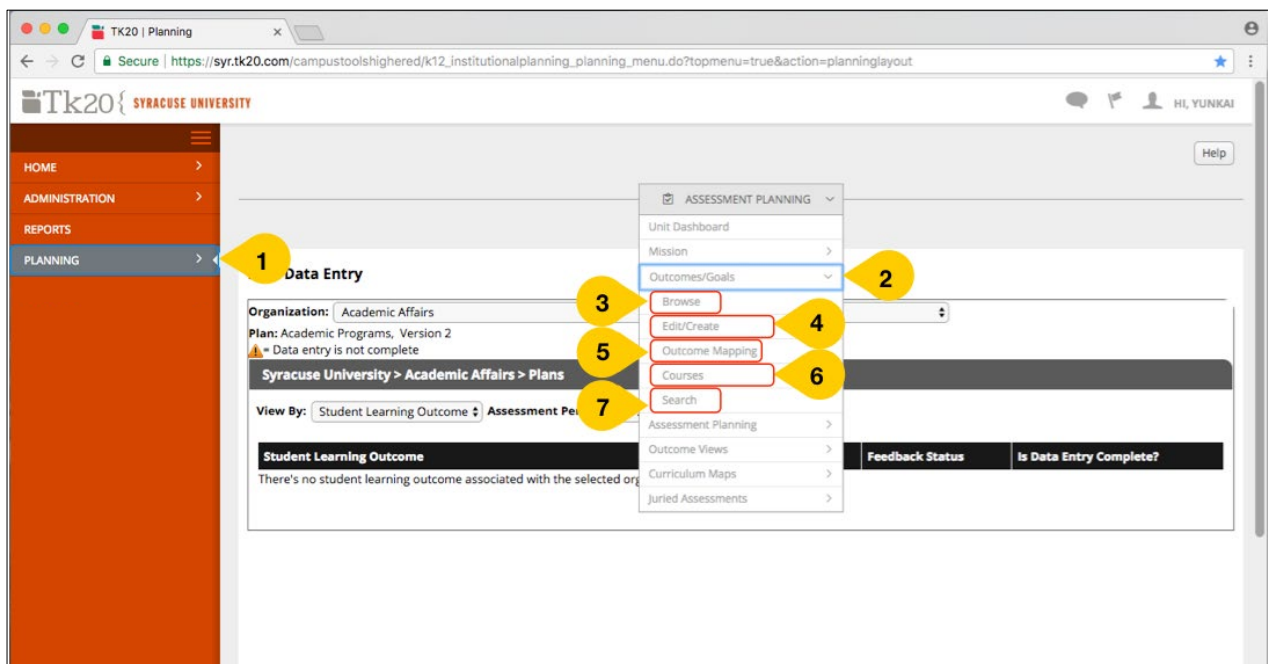
1. Click **PLANNING** in the main menu.

2. Click **ASSESSMENT PLANNING** in the menu at the top of the screen and select **Outcomes/Goals** to browse, create, modify, and map statements for your organization.

3. **Browse** is used to view the student learning outcomes of your organization.

4. **Edit/Create** allows you to revise existing or create new student learning outcomes.

5. **Outcome Mapping** can be used to map outcomes between organizations or to map program goals with student learning outcomes.

6. **Courses** allows you to search for particular courses and view any course-level outcome that may be identified.

7. **Search** uses designated keywords to search for student learning outcomes among multiple organizations if you are associated with more than one.

Browse Outcomes/Goals
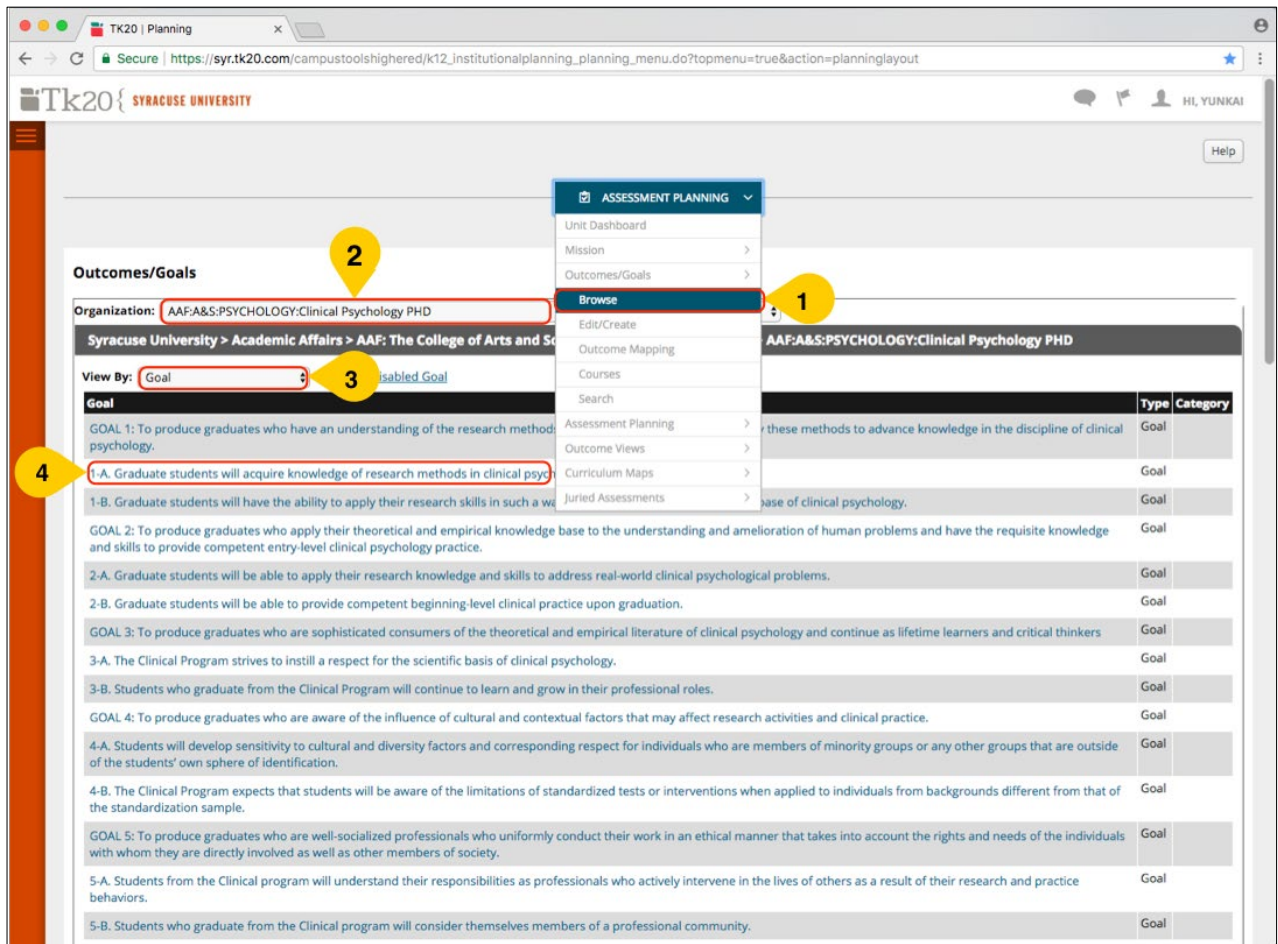
1. After clicking **ASSESSMENT PLANNING** in the menu at the top of the screen, click **Outcomes/Goals** and select **Browse** from the submenu.

2. **Organization** shows the program(s) with which you are associated. If you are associated with more than one, select the organization you would like to **Browse** from the drop-down menu.

3. Click **View By** to select the type of statement you would like to view. Most academic programs only have **student learning outcomes.**

4. Click on one of the **student learning outcomes** to browse. More detail is provided on the next page.

Browse Outcomes/Goals continued

Note: This screen is viewed after selecting one **Student Learning Outcome**.

1. Basic information is included in the **Student Learning Outcome Definition** panel**.** Click **Advanced (1.1)** to see more detail about the outcome including start date and sort order.

2. The Mapped Outcomes/Objectives/Goals panel details statements that have been mapped between organizations or if program goals are mapped to student learning outcomes.

3. Click **View Maps** to show **mapping to (3.1)** the selected student learning outcome or **from (3.2)** the selected student learning outcome.

4. When you are done viewing, click **Close**.

Overview of the "Edit/Create" Function

1. After clicking **Outcomes/Goals**, select **Edit/Create** from the submenu.

2. If you are associated with multiple organizations, select the **organization** for which you would like to **create** and/or **edit** a student learning outcome from the drop-down menu.

3. If you want to **add** a new outcome, click **Add Student Learning Outcome.** This action will bring you to a new screen. More detail is provided on the next page.

4. If you want to **edit** an outcome, click on the outcome listed in the **Student Learning Outcome** column. This will bring you to a new screen. More detail is provided on the "Edit Outcomes and/or Goals" page.

5. If an outcome is no longer relevant to the organization, click the **checkbox (5.1)** to the left of the outcome, then select the appropriate option. Choose **Delete Selected (5.2)** if no data are documented for the outcome or **Disable Selected (5.2)** if there are data associated with it. Disabled outcomes are archived and will not appear in your list of current outcomes. The archived information associated with disabled outcomes can be viewed and exported by running the Planning 001 report.

Create Outcomes and/or Goals

Note: This screen is viewed after clicking **Add Student Learning Outcome.**

1. Type a new **student learning outcome** in the text box.

2. Click the **Advanced** hyperlink to see additional options, which are described below.

3. The default **Start Date** will be the current date. If you are documenting assessment information for a prior assessment period, the start date should be during that **assessment period** (i.e., academic year).

4. The **Sort Order** of student learning outcomes can be edited. A new outcome will automatically be added to the end of existing outcomes.

5. Click **Yes** to identify a new statement as a student learning outcome.

6. If you want to create more student learning outcomes, click **Save and Add Another** to repeat the process. If you are done adding outcomes, click **Save**.

Edit Outcomes and/or Goals

Note: This screen is viewed after clicking a student learning outcome to **edit** it.

1. Edit the existing **student learning outcome** in the text box.

2. Click the **Advanced** hyperlink to see additional options, which are described below.

3. The default **Start Date** will be the current date. If you will be documenting assessment information for a **prior assessment period**, the start date should be during that **assessment period** (i.e., academic year).

4. The **Sort Order** of student learning outcomes can be edited. A new outcome will automatically be added to the end of existing outcomes.

5. Click **Yes** to identify a new statement as a student learning outcome.

6. If you want to create more student learning outcomes, click **Save and Add Another** to repeat the process. If you are done editing outcomes, click **Save.**

Outcome Mapping

1. After clicking **Outcomes/Goals,** select **Outcome Mapping** from the submenu. You will then select the two organizations and types of statements to be used in the mapping.

2. Select the **first organization (2.1)** and **statement type (2.2)** on the left-side of the screen. In this example, we are mapping a **Goal**.

3. Select the **second organization (3.1)** and **statement type (3.2)** on the right-side of the screen. In this example, we are mapping a **Goal** and **Student Learning Outcome** for the same organization.

4. On the **left-side** of the screen, click the checkbox next to the goal that you plan to map.

5. On the **right-side** of the screen, click the checkbox next to the student learning outcome(s) associated with the selected goal. These outcome(s) will be highlighted in green.

6. Click **Save** to keep the newly created mapping. Repeat the process if there is mapping for additional goals/outcomes. Click **Close** when you are done mapping.

Search Outcomes and/or Goals

1. After clicking **Outcomes/Goals,** select **Search** from the submenu.

2. **Student Learning Outcomes** are searchable across organizations with which you are associated.

3. Type in the **Keyword** you want to search, such as **"Writing"** in the example above.

4. The **organization** shown in bold identifies the academic program(s) whose outcomes contain the keyword.

5. Below the organization, the **student learning outcome(s)** containing the keyword are listed. Click on the outcome to view, on a new page, additional information about the outcome's **definition** and **mapping** to other organizations or goal statements.

Assessment Planning, Plan Data Entry
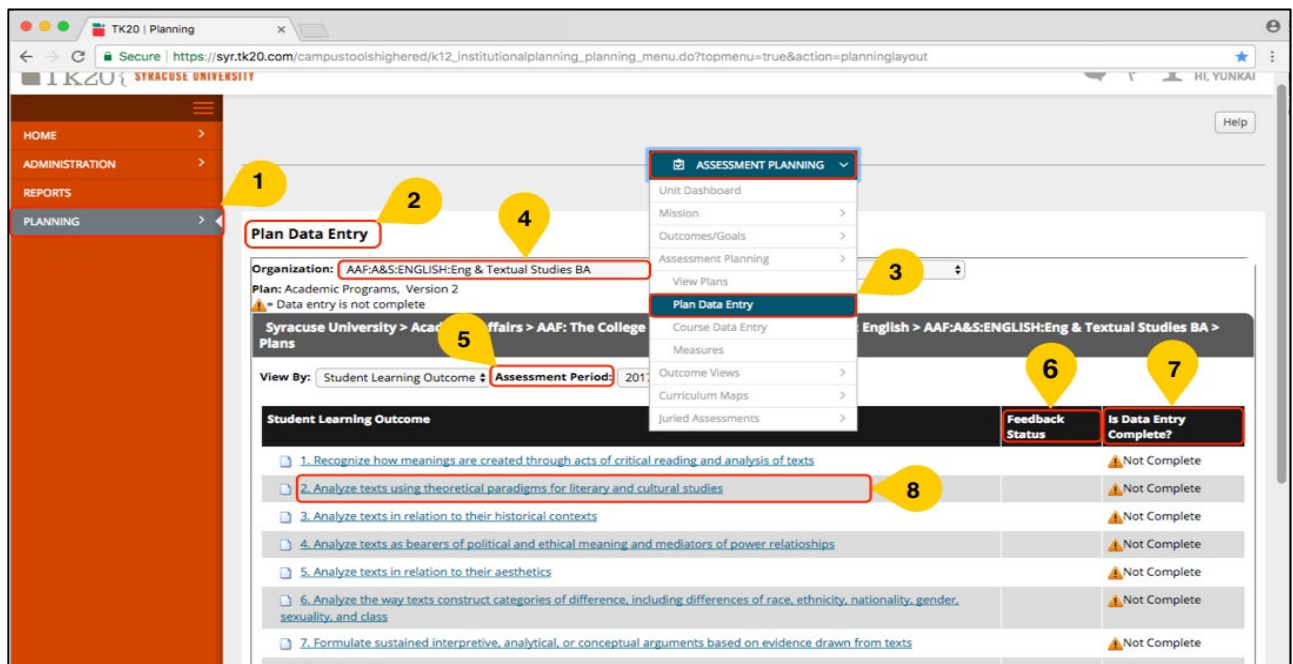
1. Click **PLANNING** in the main menu to access the **Assessment Planning** functionality.

2. The landing page for **Assessment Planning** is **Plan Data Entry** where you will enter assessment information for your academic program (i.e., organization).

3. You can also access **Plan Data Entry** by clicking **ASSESSMENT PLANNING** in the menu at the top of the screen, then **Assessment Planning**, then **Plan Data Entry** from the submenus.

4. Your **Organization** will be shown. If you are associated with multiple organizations, use the drop-down box to select the academic program for which you want to enter assessment plan data.

5. Choose the **Assessment Period** (2015-16, 2016-17, or 2017-18) for which you want to enter data.

6. **Feedback Status** denotes whether feedback has been provided by the Assessment Working Team.

7. **Is Data Entry Complete?** indicates the data entry status for each student learning outcome.

8. To enter assessment plan data (Phase 1, Phase 2, Phase 3) for a student learning outcome, click the outcome. This will take you to a new screen. More detail about how to enter assessment and action plan information is provided on the following pages.

Plan Data Entry—Tab 1, Phase 1

Note: This screen is viewed after clicking on a **student learning outcome**.

1. This page aligns with **Phase 1** of the assessment and action plan template. Enter the **Measures (1.1)** and **Criteria (1.2)** for the student learning outcome. Select the **Measure Type (Direct or Indirect)**. Up to four measures can be separately entered. If you have more than four measures, you can enter all of the direct measures under **Measure 1**, and all of the indirect measures under **Measure 2**.

2. Click **Relevant Items** in the upper right corner of your screen to review information entered in each tab via pop-up windows.

3. When you are done listing the **Measures** and **Criteria**, change the **Is data collection complete?** response option at the bottom of the screen to **Yes**. This is used to update the **Unit Dashboard**.

4. Click on the **Phase 2** tab if you are ready to enter your **Results and Interpretation**. Click **Save** if you want to leave **Plan Data Entry**.

Plan Data Entry—Tab 2, Phase 2

Note: This screen is viewed after clicking on the **middle tab**, **Phase 2: Results & Interpretation.**

1. Enter the **Results (1.1)** for each measure identified in the first tab (Phase 1). The **Interpretation (1.2)** section now includes three prompts that can be used to summarize what the results mean to the academic program.

2. Click **Relevant Items** in the upper right corner of your screen to review information entered in each tab via pop-up window.

3. Indicate whether the student learning outcome was **Met**, **Partially Met** or **Not Met.**

4. When you are done describing the **Results and Interpretation**, change the **Is data collection complete?** response option at the bottom of the screen to **Yes.** This is used to update the **Unit Dashboard**.

5. Click on the **Phase 3** tab if you are ready to enter information about **Actions and Follow-Up**. Click **Save** if you want to leave **Plan Data Entry**.

Plan Data Entry—Tab 3, Phase 3

Note: This screen is viewed after clicking on the **third tab, Phase 3: Action & Follow-Up.**

1. Enter your **Action and Follow-Up** for the student learning outcome based on the results and interpretation.

2. Click **Relevant Items** in the upper right corner of your screen to review information entered in each tab via pop-up windows.

3. The first question under **Action Items** asks if faculty will be taking action(s) for the outcome. If no actions are being considered, choose **No**, and provide the **rationale** for the faculty's decision. Then scroll to the end of the form.

   If faculty have determined that a **programmatic or assessment-related action** will be taken, select **Yes** and scroll to **Action 1**. Next steps are described on the following page.

# Plan Data Entry—Tab 3, Phase 3 continued

Note: If you are documenting **Actions and Follow-Up**, up to four actions can be documented.

1. Describe the **Action** identified for the student learning outcome.

2. Various options are provided to allow you to include more detail. See above.

3. Describe the plan for **Follow-Up** or the impact of the **Action** if this has been determined.

4. Up to four actions can be documented for each outcome. When you are done documenting **Action(s) and Follow-Up**, scroll to the end of the form and change the **Is data collection complete?** response option at the end of the screen to **Yes**.

5. If all information has been added for this outcome, click **Save**.
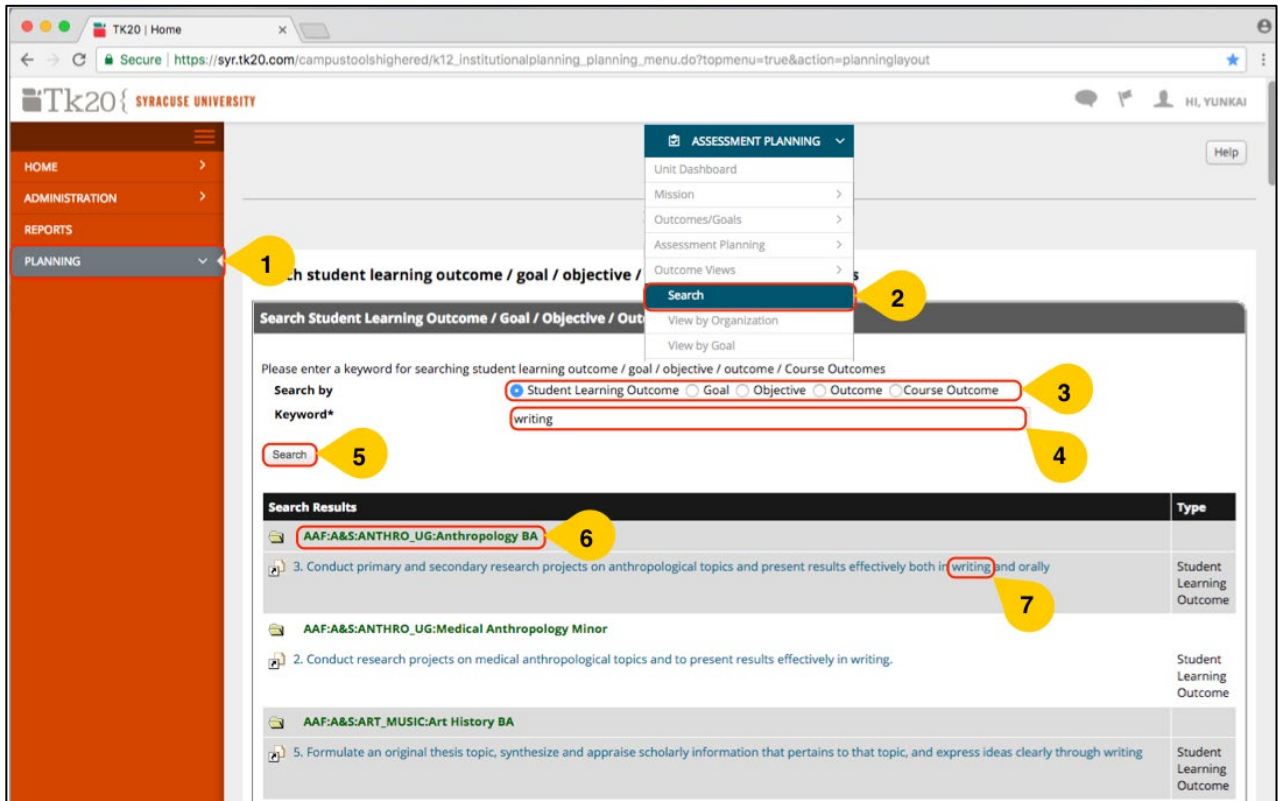
View Plans
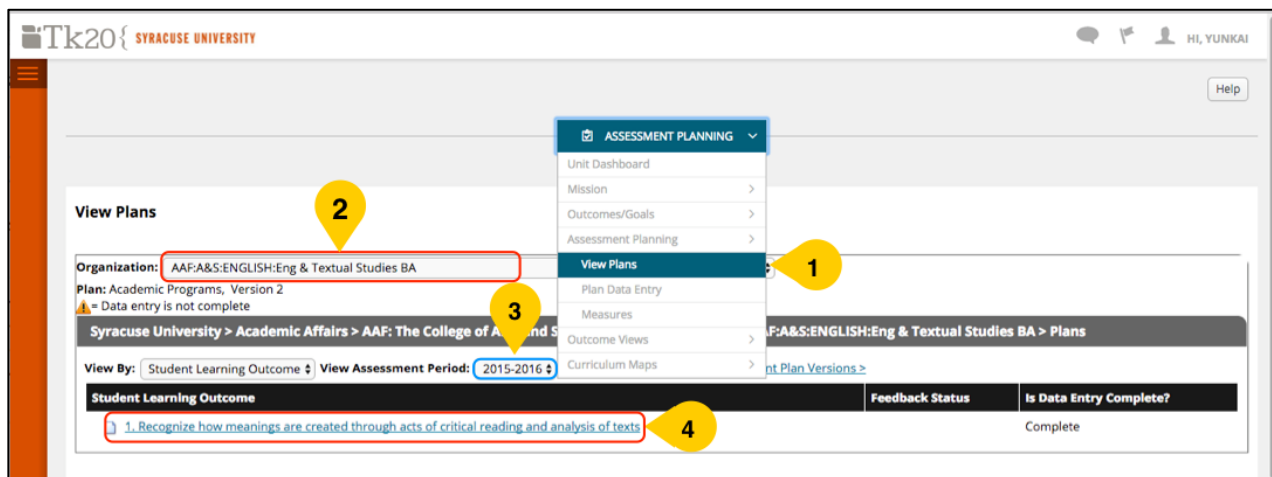
1. After clicking **ASSESSMENT PLANNING** in the menu at the top of the screen, click **Assessment Planning** and select **View Plans** from the submenu.

2. **Organization** shows the name of the academic program(s) with which you are associated.

3. Choose the **Assessment Period** you would like to view (e.g., 2017-18).

4. Click on a student learning outcome to view detailed assessment data entered for this outcome. **Note:** To view assessment and action plan information from 2015-16, click the **View Data from Previous Assessment Plan Versions** hyperlink.
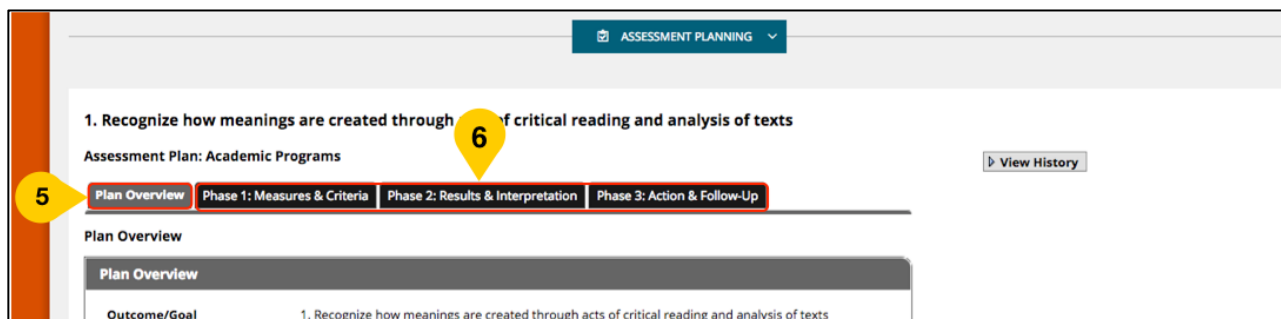
Note: This screen is viewed after selecting a **student learning outcome**.

5. Click on the **Plan Overview** tab to view all three phases of the plan on one screen.

6. Click on the **Phase 1**, **Phase 2** and **Phase 3** tabs to view the information entered for each phase of the assessment process.

Outcome Views

1. Click **PLANNING** in the main menu.

2. After clicking **ASSESSMENT PLANNING** in the menu at the top of the screen, click **Outcome Views** and select **Search** from the submenu.

3. Choose the type of statement you want to **Search by** (e.g., student learning outcome).

4. Type in the **Keyword** you want to search, such as **"Writing"** in the example above.

5. After you type in the keyword, click **Search**. **Important:** On this screen, always click **Search**. Hitting the "Enter" or "Return" key will result in an error where the screen will go blank.

6. The organization(s) shown in bold identify the academic program(s) with student learning outcomes containing the keyword.

7. Below the organization, **Search Results** containing the keyword are listed. Click on the outcome to view additional information about the outcome's **hierarchy** and **mapping**.

Note: Other **Outcome Views** submenu options include viewing outcomes **by Organization** and **Goal** (if your organization has established goals).

View an Existing Curriculum Map

Note: **Curriculum Maps** can be viewed in Tk20 in both simple and detailed formats. If you have edits to your existing curriculum map or developed a new one, send it to assessment@syr.edu. The assessment working team will edit/create the map in Tk20.

1. Click **PLANNING** in the main menu.

2. After clicking **ASSESSMENT PLANNING** in the menu at the top of the screen, click **Curriculum Maps** and select **Browse** from the submenu.

3. An alphabetical list of Syracuse University's existing **curriculum maps**, named after the associated academic programs, is provided. Click the map you would like to view.

4. Tk20 does not include a search function for curriculum maps. Select a page or use the **First**, **Previous**, **Next** or **Last** options to find the map you would like to view.

View an Existing Curriculum Map continued

Note: This screen is viewed after selecting a **curriculum map**.

On the new screen, the **name** of the curriculum map you selected is identified.

The **student learning outcomes** for the associated academic program are included on the map.

The list of **courses** that were originally identified by faculty are included on the map.

View options allow you to look at either a Simple Curriculum Map or a Detailed Curriculum Map.

The **View By** drop-down menu can be used to select how the map is organized (e.g., whether the courses or the outcomes are listed on the vertical axis). If your map includes more than 25 courses, the courses can only be listed vertically.

In the **Simple Curriculum Map**, a **checkmark (✔)** means that the student learning outcome is addressed in the course.

The **Detailed Curriculum Map** shows the degree to which the outcomes are addressed in the courses (i.e., * introduced, ** practiced/reinforced, *** fully realized), the level of emphasis (i.e., low, medium, high), and measures that can be used.

Reports

1. Click **REPORTS** in the main menu.

2. Six reports are available to academic programs.

3. Click on the report you would like to run and select your parameters (organization, assessment period, etc.). Reports can be exported to your computer.