Syracuse University
Institutional Effectiveness and Assessment

effectiveness.syr.edu

May 2019

Tk20 by Watermark™

Assessment Planning Training Guide for Co-Curricular Programs and Units

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

Email the Assessment Working Team at assessment@syr.edu

Tk20 by Watermark

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Tk20 by Watermark™

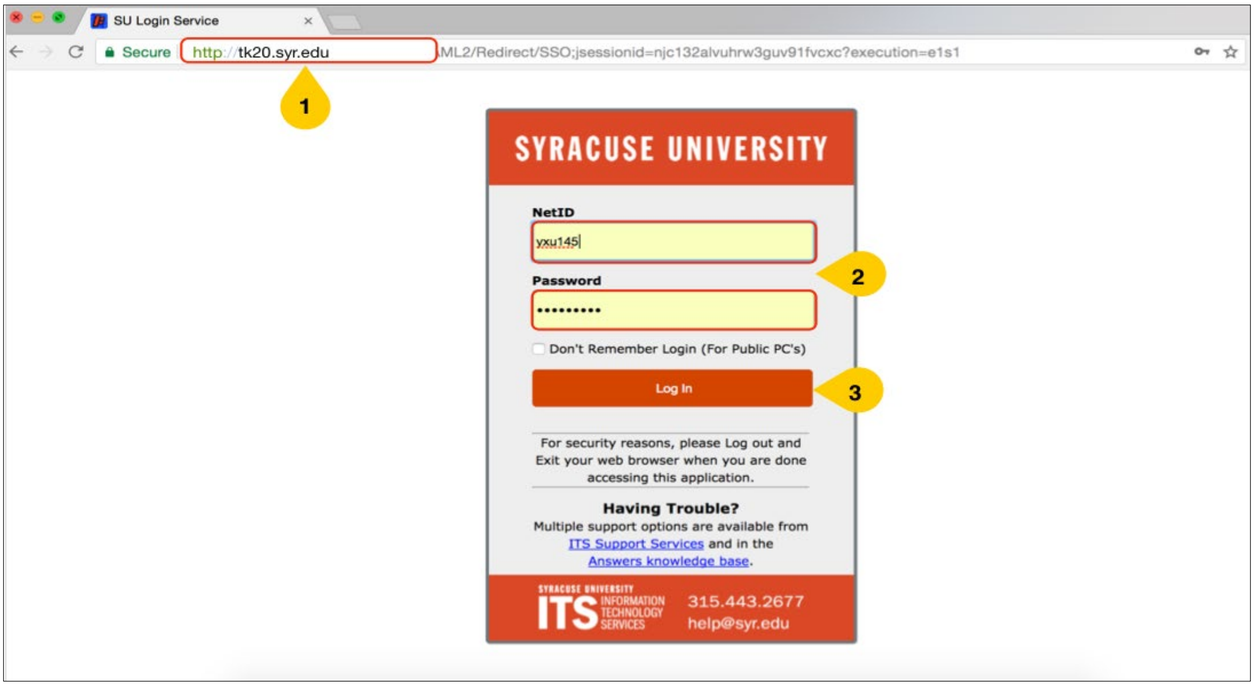
Getting Started

- 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



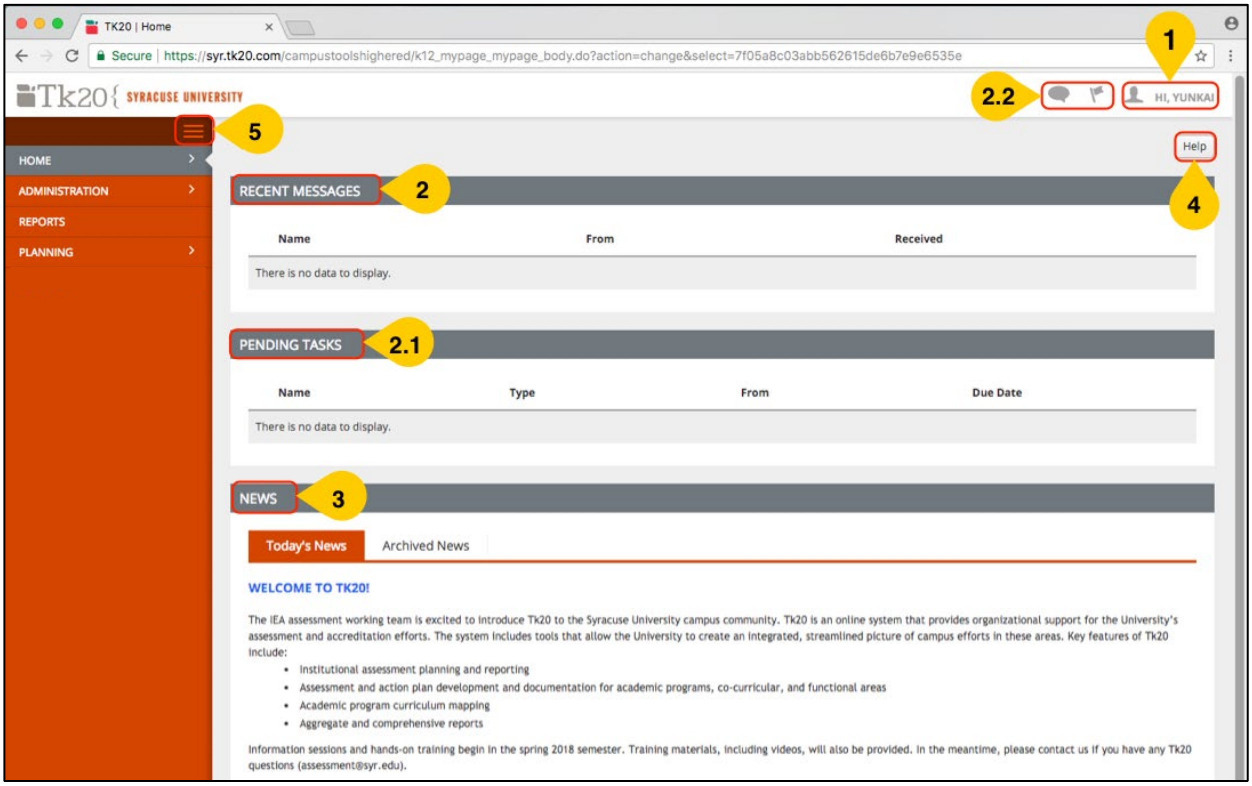
Note: Please note that **Tk20** is a cloud service and as such requires an active internet connection to use the software. The application is not downloaded to your computer.

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 into 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.

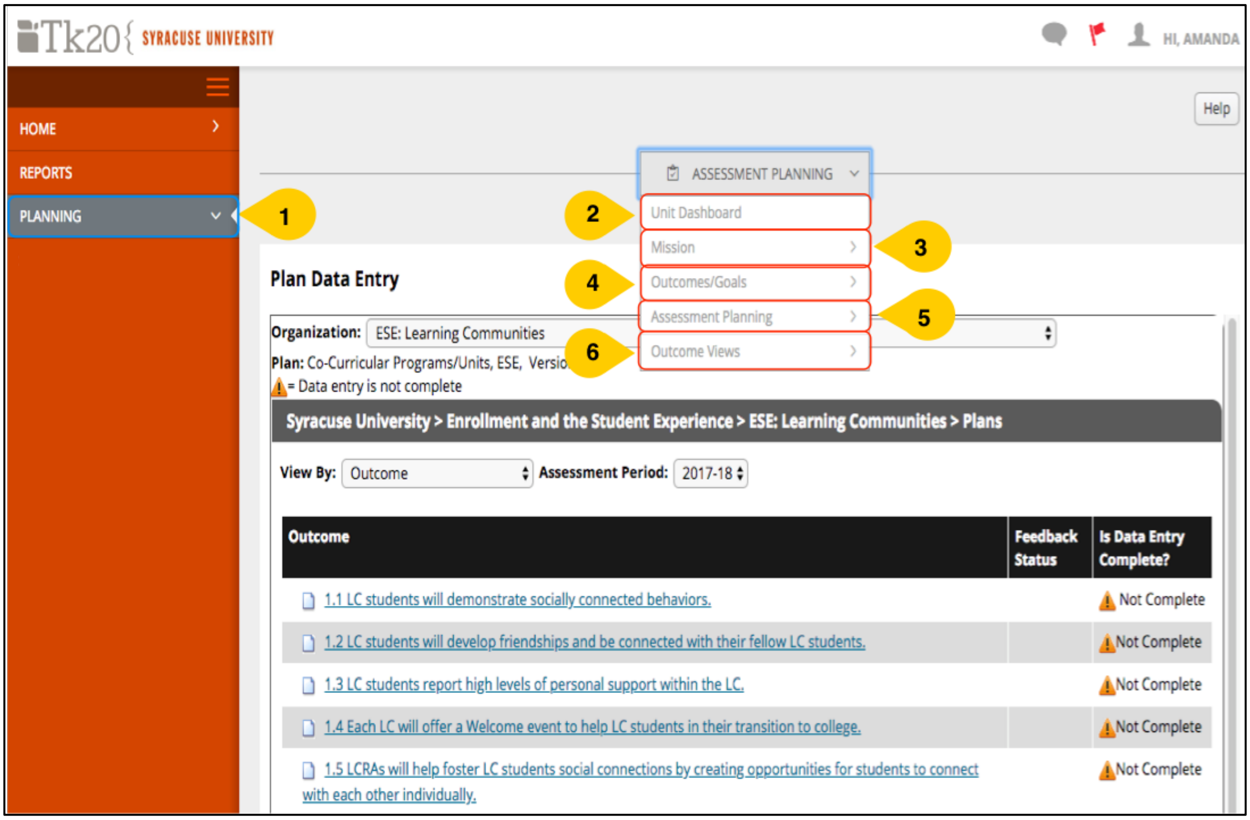
2. If you have received any messages and tasks, these are listed in the **RECENT MESSAGES (2)** and **PENDING TASKS (2.1)** panels. You can also check your messages and tasks by clicking on the two **icons (2.2)** in the upper-right corner.

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  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/units).

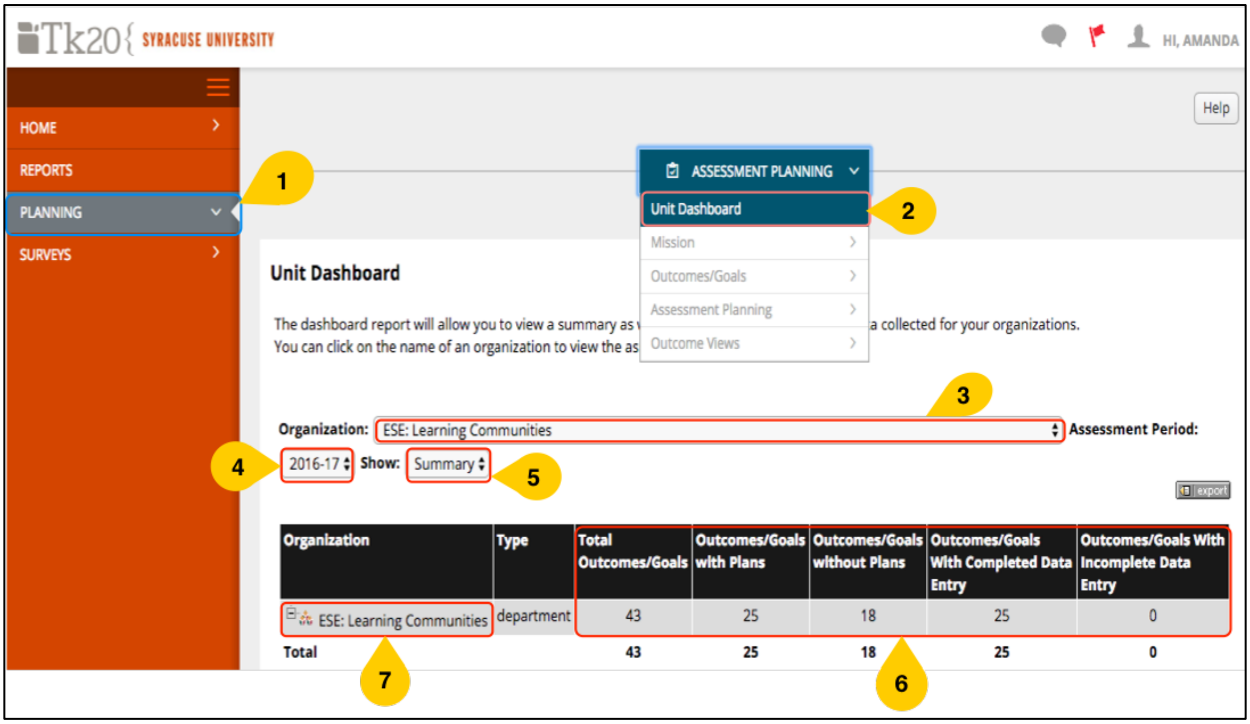
3. **Mission** allows you to enter your organization's mission and vision and upload supporting documents.

4. **Outcomes/Goals** allows you to browse, create, modify, and map goal statements and 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.

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/unit(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., 2016-17).

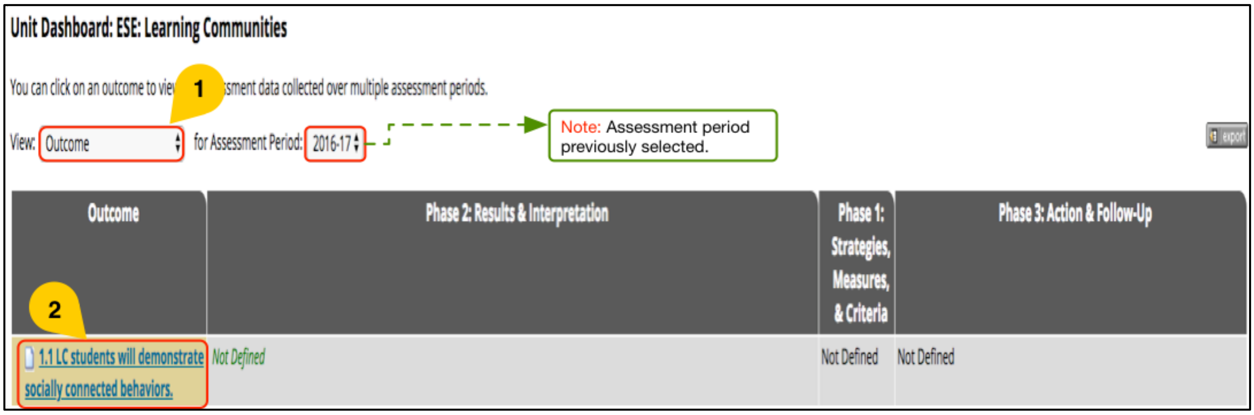
5. There are two options for viewing: **Summary** and **Status**.

6. In the **Summary** view (above), columns 3-7 indicate whether **Outcome/Goals** 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.

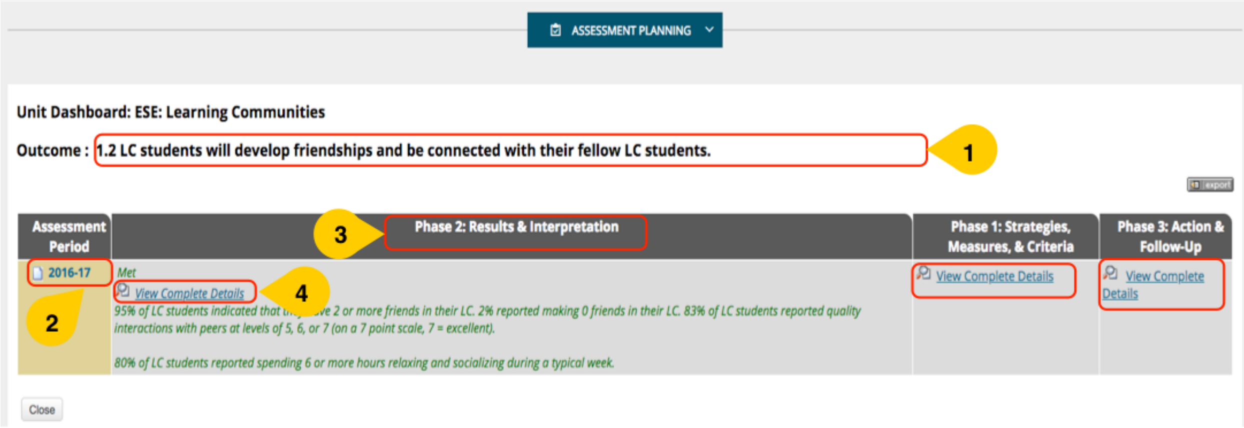
Unit Dashboard continued



Note: This screen is viewed after selecting the **organization**.

1. Click **View** to select the type of statement you would like to view. Co-curricular programs/ units have **outcomes and goals**.

2. Click on one of the statements to see the data entered for the selected assessment period.



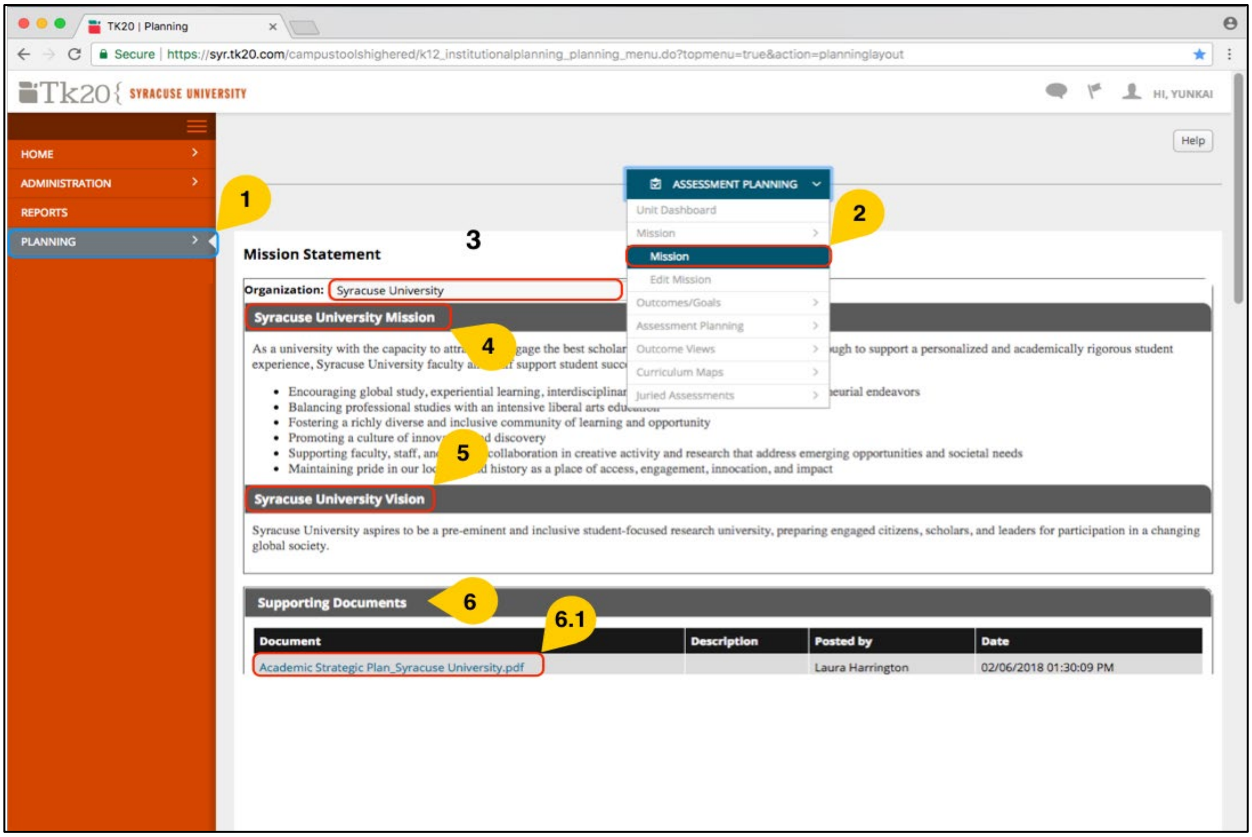
1. In a new page, the statement that was selected is shown at the top.

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 to view existing mission and vision information.

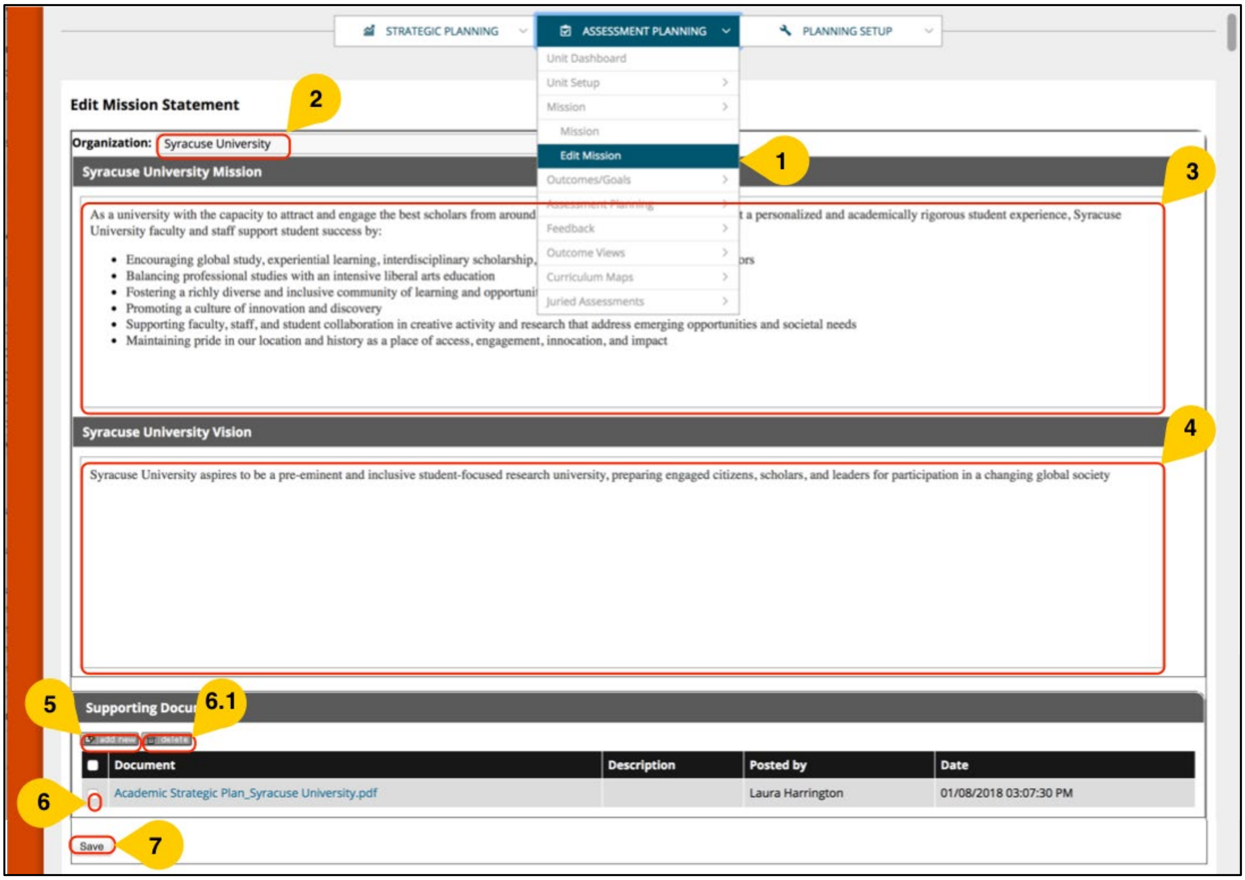
3. **Organization** shows the program/units(s) with which you are associated. If you are associated with more than one, select the organization you would like to view from the drop-down menu.

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/unit(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.

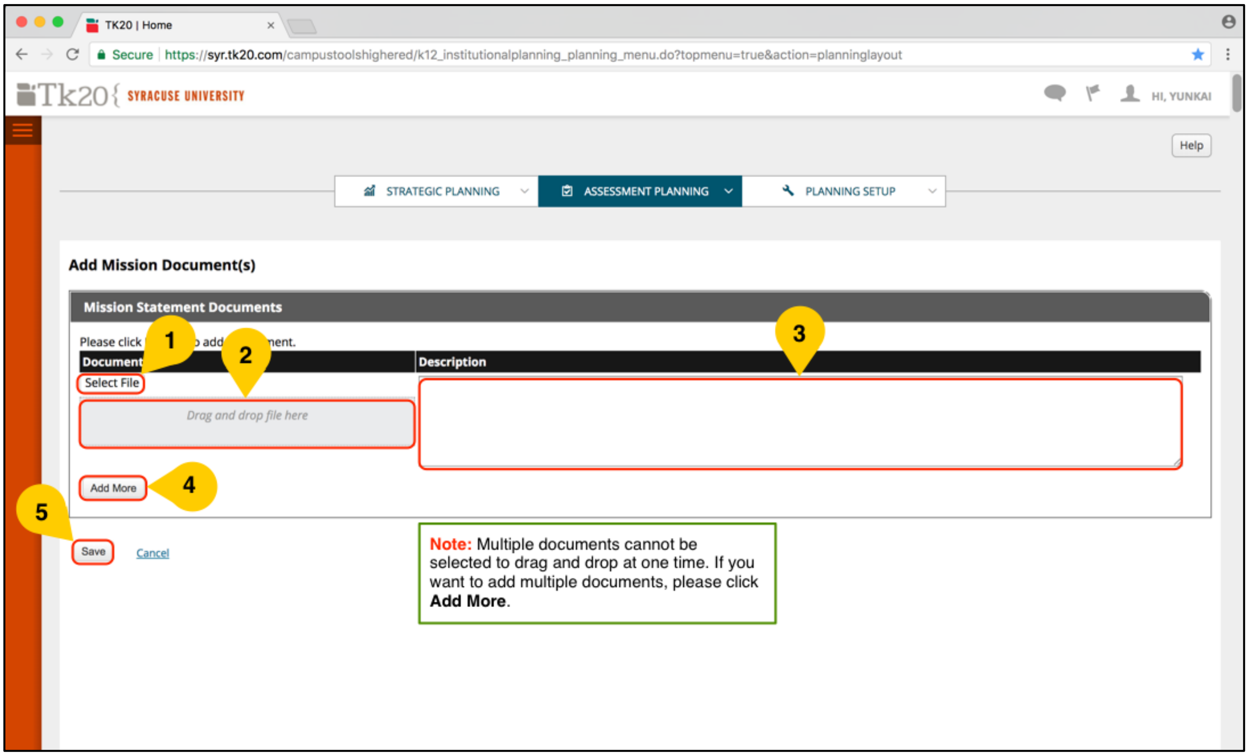
4. Enter your organization's **Vision** in this text box.

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)** corresponding to the document, then click the **delete (6.1**) button.

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

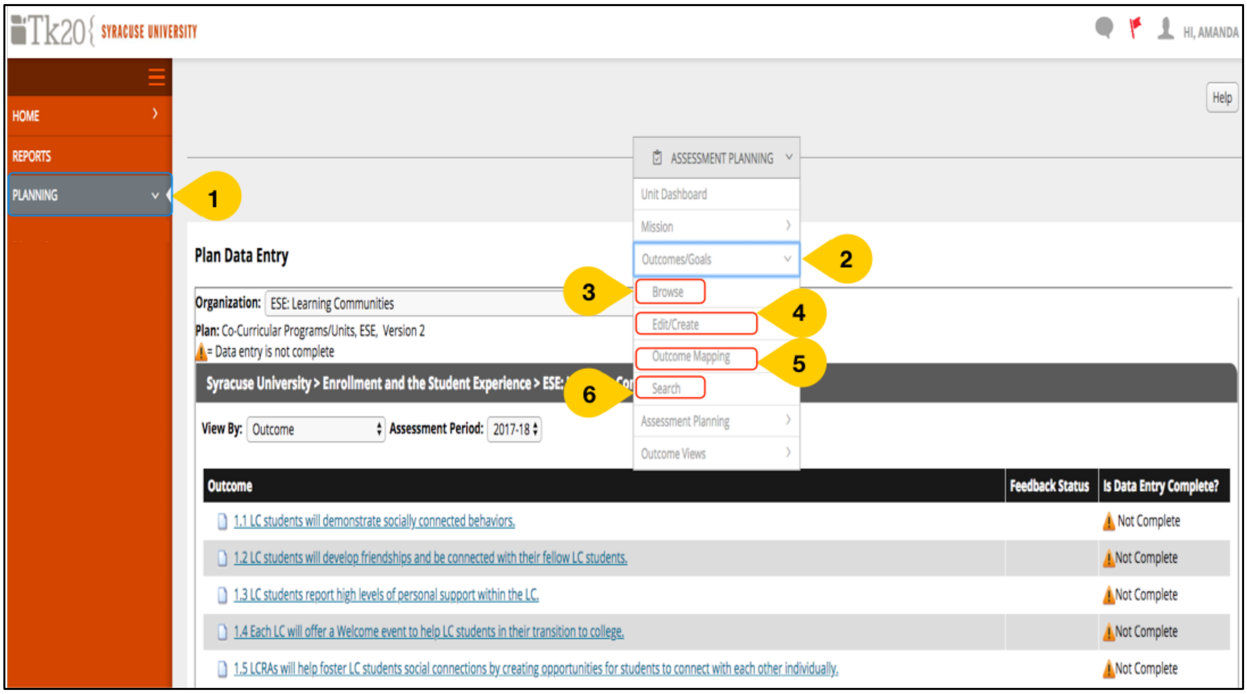
Add Supporting Documents



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.

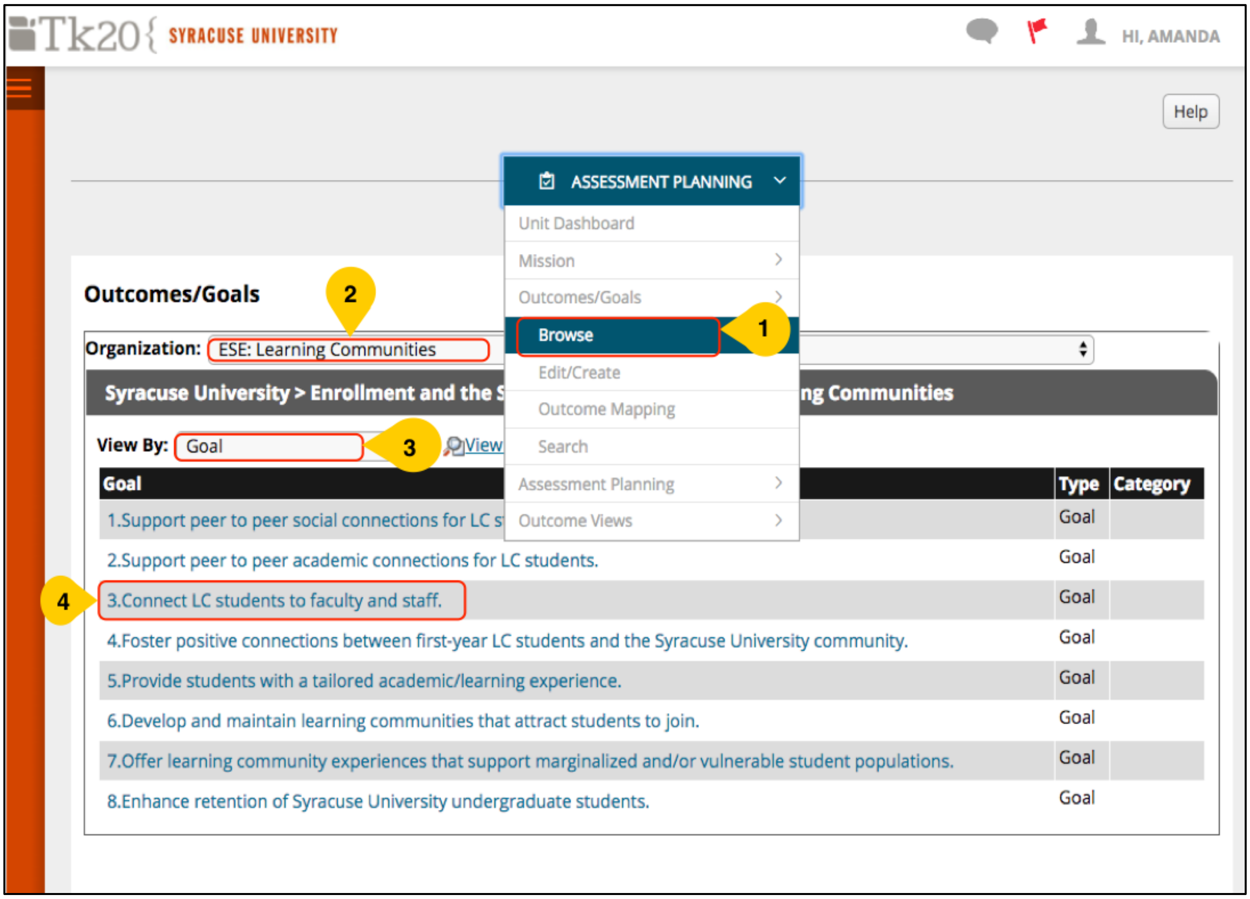
3. **Browse** is used to view the goals/outcomes of your organization.

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

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

6. **Search** uses designated keywords to search for goals/outcomes among multiple organizations if you are associated with more than one.

Browse Outcomes/Goals



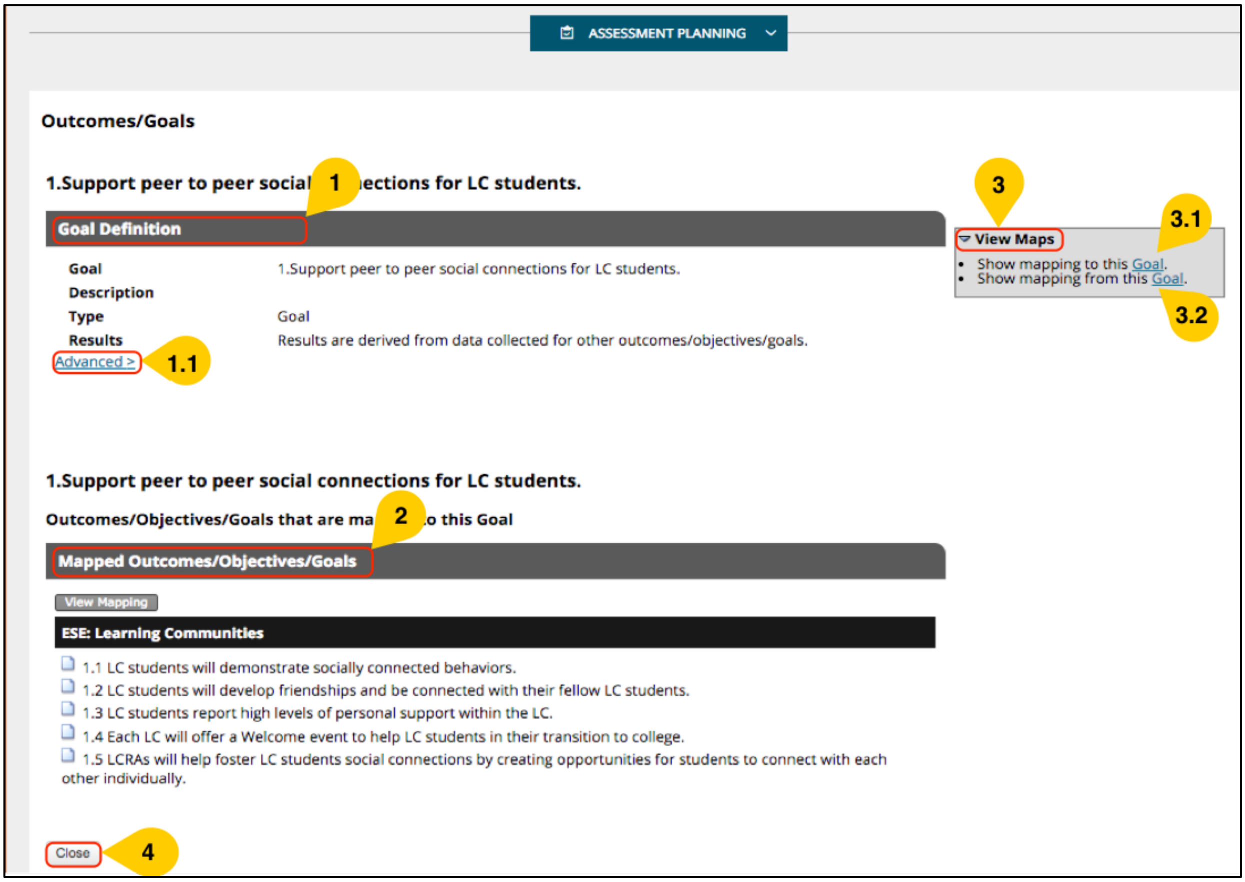
1. After clicking **ASSESSMENT PLANNING** in the menu at the top of the screen, click **Outcomes/Goals** and select **Browse** from the submenu.

2. **Organization** shows the program/unit(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 (e.g., goal, outcome).

4. Click on one of the statements to browse. More detail is provided on the next page.

Browse Outcomes/Goals continued



Note: This screen is viewed after selecting one **Goal**.

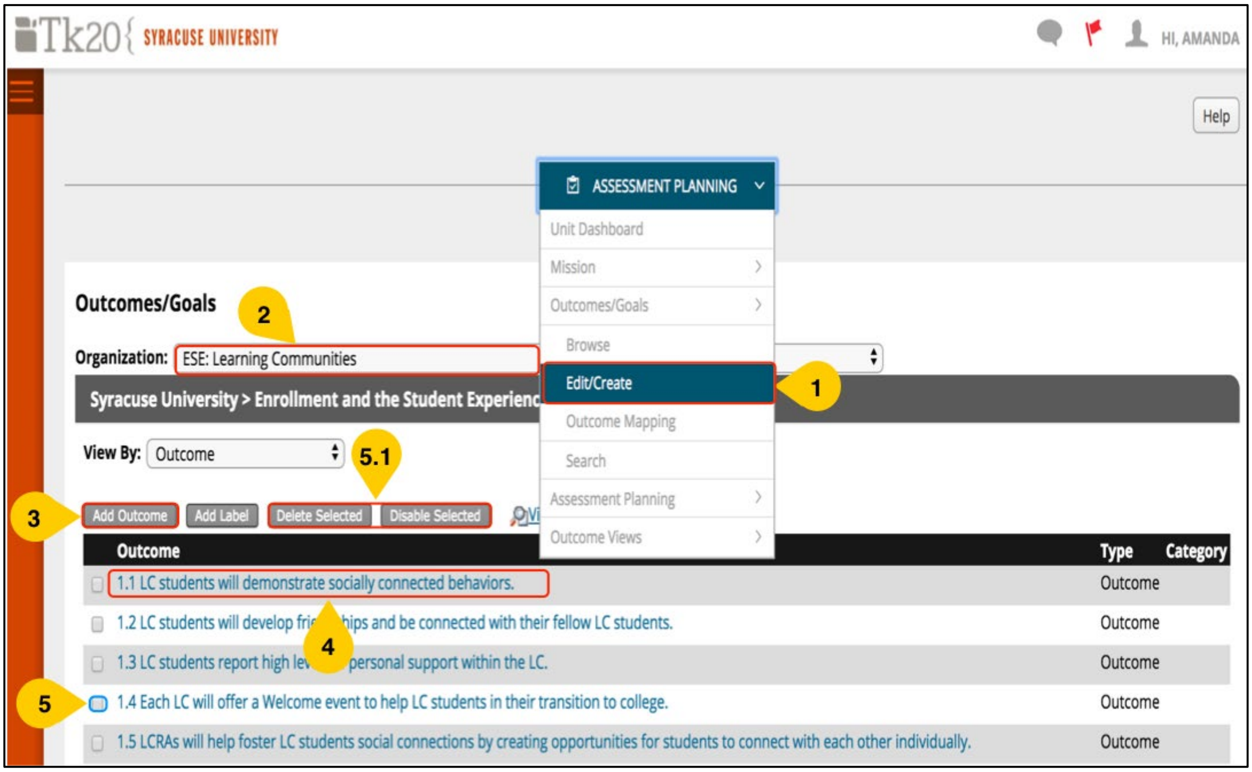
1. Basic information is included in the **Goal Definition (1)** panel**.** Click **Advanced (1.1)** to see more detail about the statement including start date and sort order.

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

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

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.

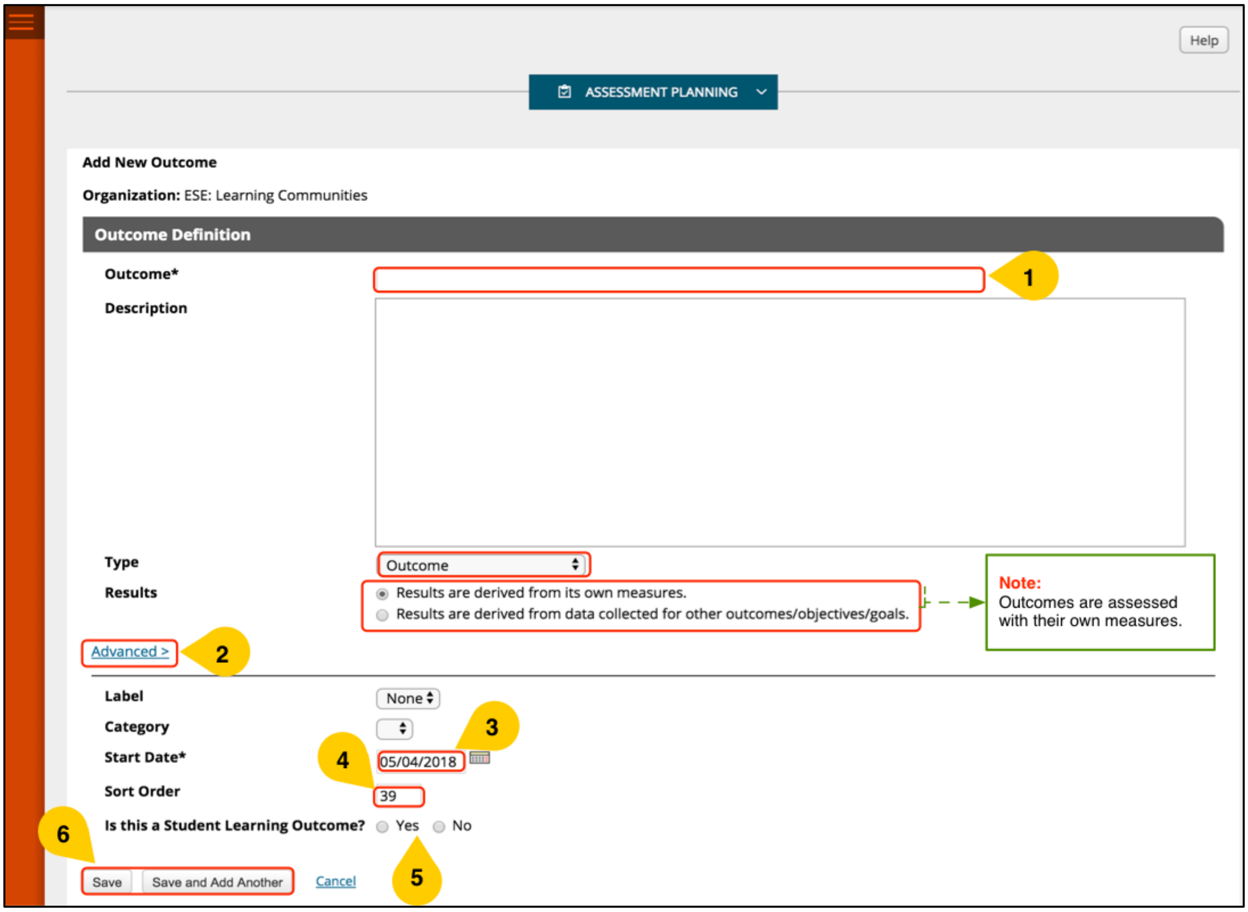
2. If you are associated with multiple organizations, select the **organization** for which you would like to **create** and/or **edit** a goal/outcome from the drop-down menu.

3. If you want to **add** a new statement, click **Add Outcome** (this example highlights adding an outcome statement)**.** This action will bring you to a new screen. More detail is provided on the next page.

4. If you want to make an **edit**, click on the statement listed in the first column. This will bring you to a new screen. More detail is provided on the “Edit Outcomes and/or Goals” page.

5. If a statement is no longer relevant to the organization, click the **checkbox (5)** to the left of the outcome, then select the appropriate option. Choose **Delete Selected (5.1)** if no data have been documented for the outcome or **Disable Selected (5.1)** if there are data associated with it. Disabled statements are archived.

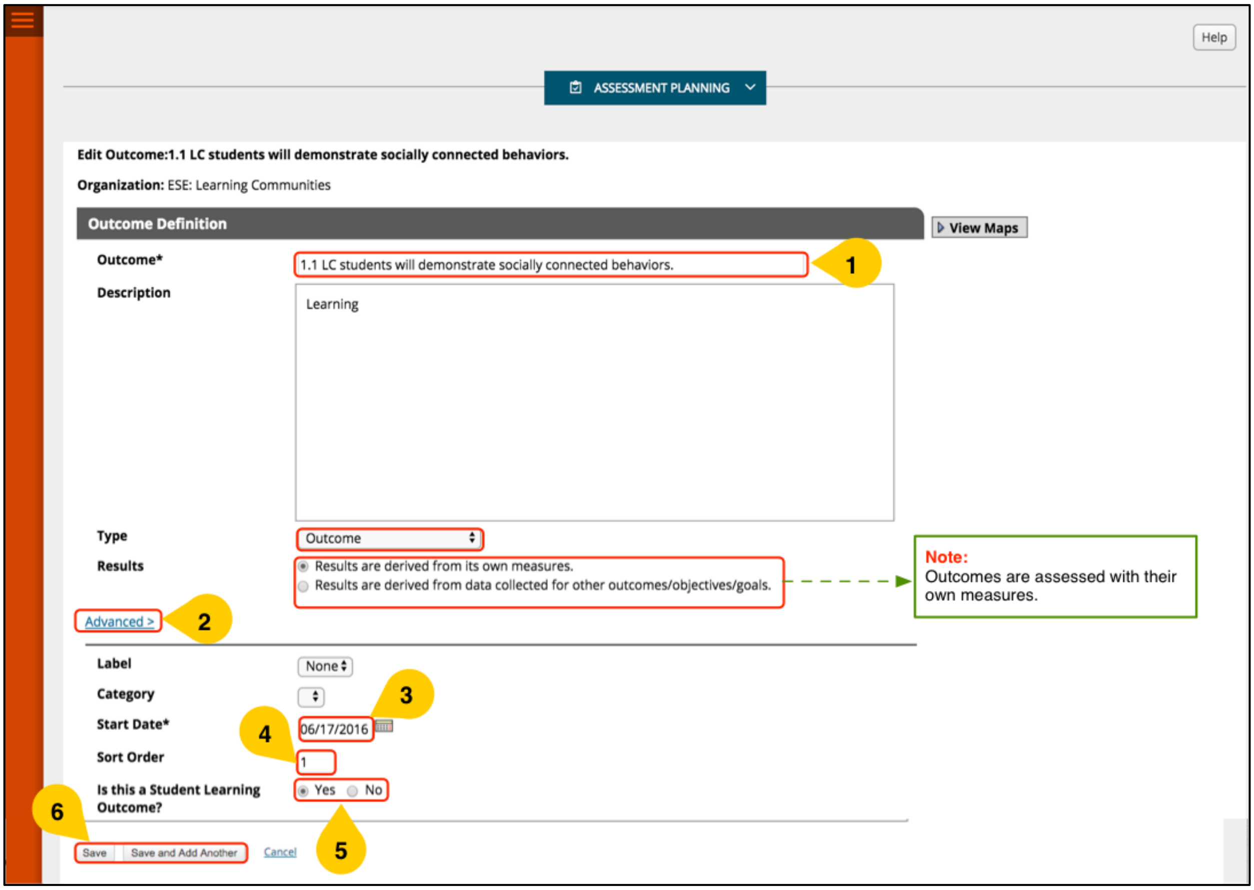
Create Outcomes and/or Goals



Note: This screen is viewed after clicking **Add Goal/Outcome**.

1. Type a new statement 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** (e.g., academic year).
4. The **Sort Order** of the statements can be edited. A new statement will automatically be added to the end of existing statements.
5. If the new statement is a student learning outcome, click **yes**.
6. If you want to create more statements, click **Save and Add Another** to repeat the process. If you are done, click **Save.**

Edit Outcomes and/or Goals



Note: This screen is viewed after clicking a goal/outcome to **edit** it.

1. Edit the existing statement in the text box.

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

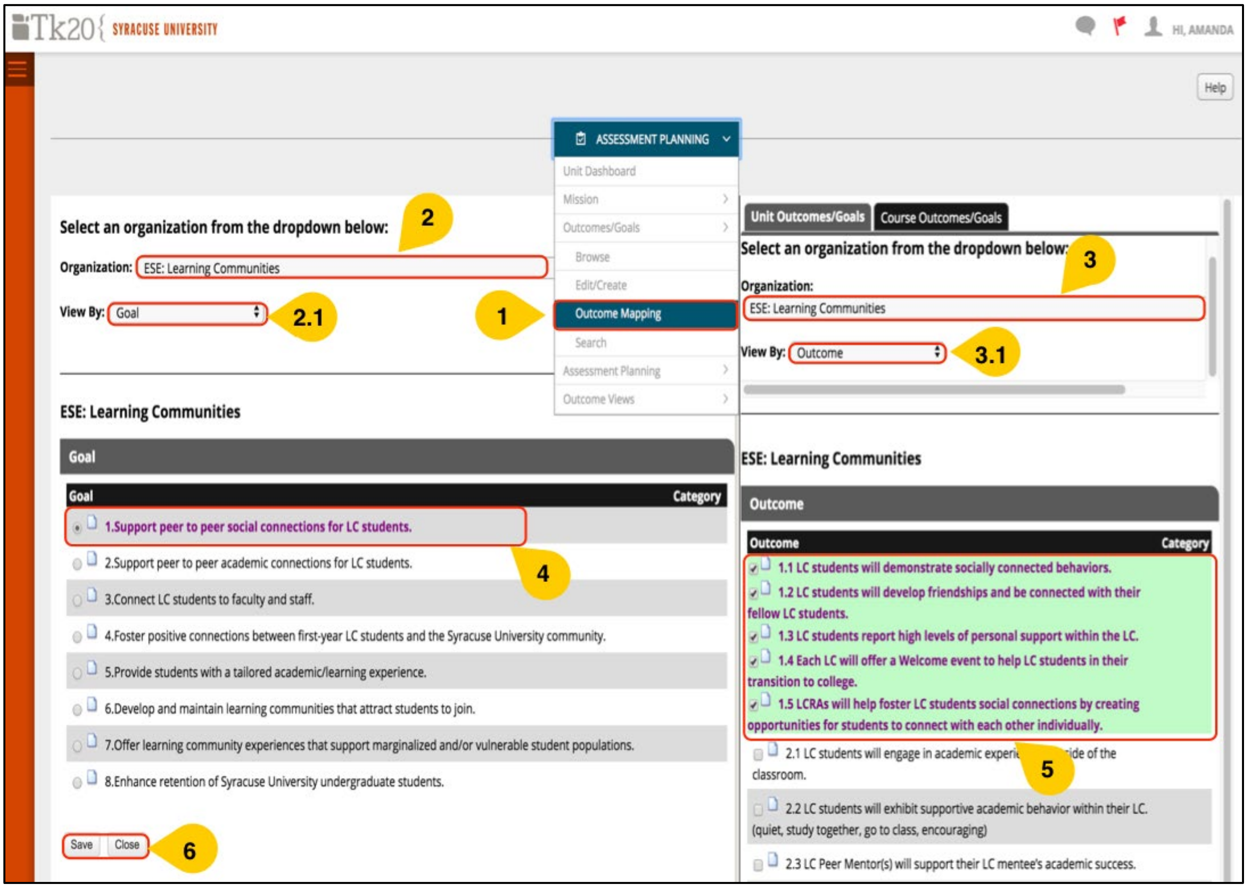
3. The default **Start Date** will be the current date. If you will be documenting assessment information for a **prior assessment period**, the start date should be during that **assessment period** (e.g., academic year).

4. The **Sort Order** of the statements can be edited. A new statement will automatically be added to the end of existing statements.

5. Click **Yes** to identify a new statement as a goal/outcome.

6. If you want to create more statements, click **Save and Add Another** to repeat the process. If you are done editing, 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)** and **statement type (2.1)** on the left-side of the screen. In this example, we are mapping a **Goal**.

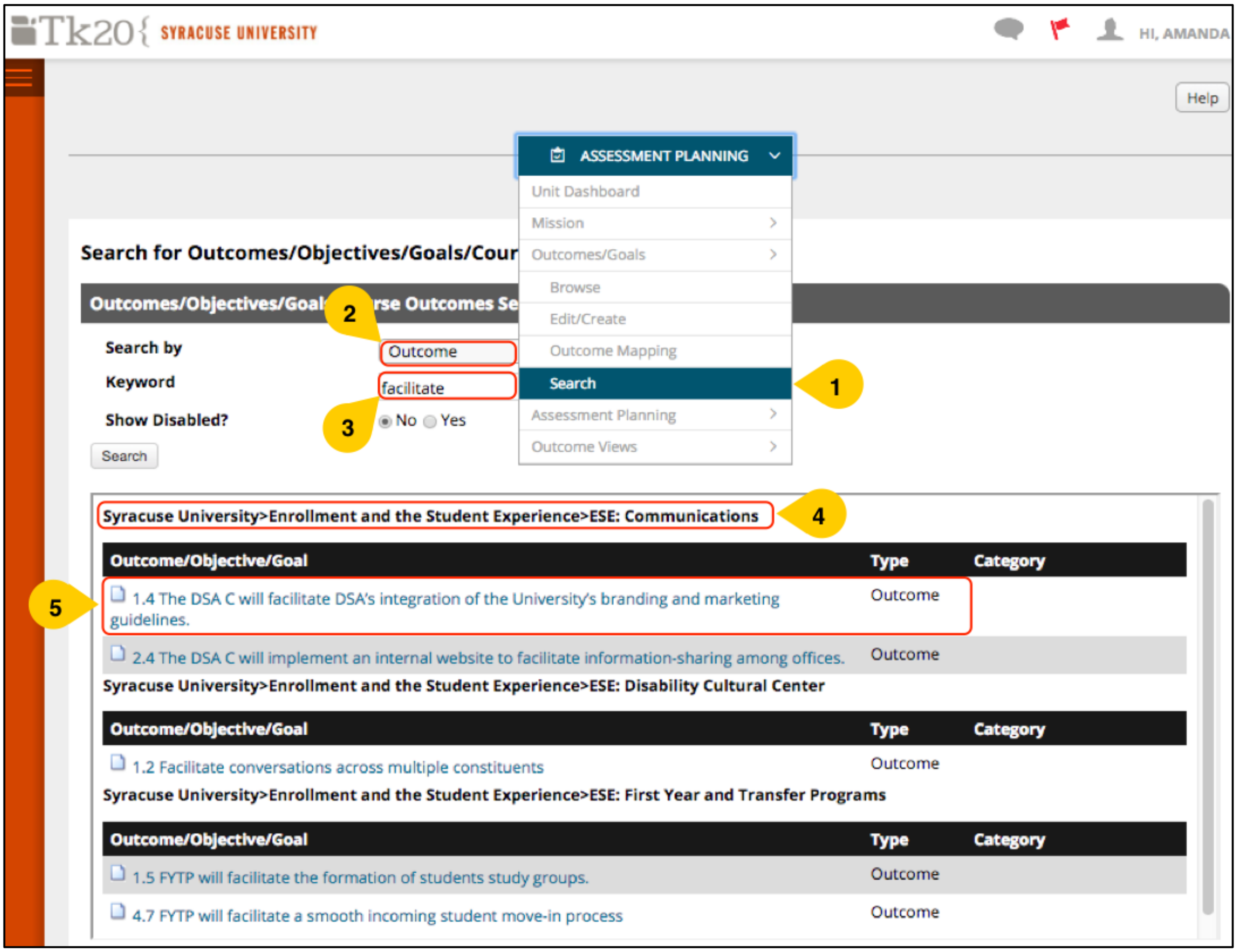
3. Select the **second organization (3)** and **statement type (3.1)** on the right-side of the screen. In this example, we are mapping a **Goal** and **Outcome** for the same organization.

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 outcomes associated with the selected goal. These outcomes 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.

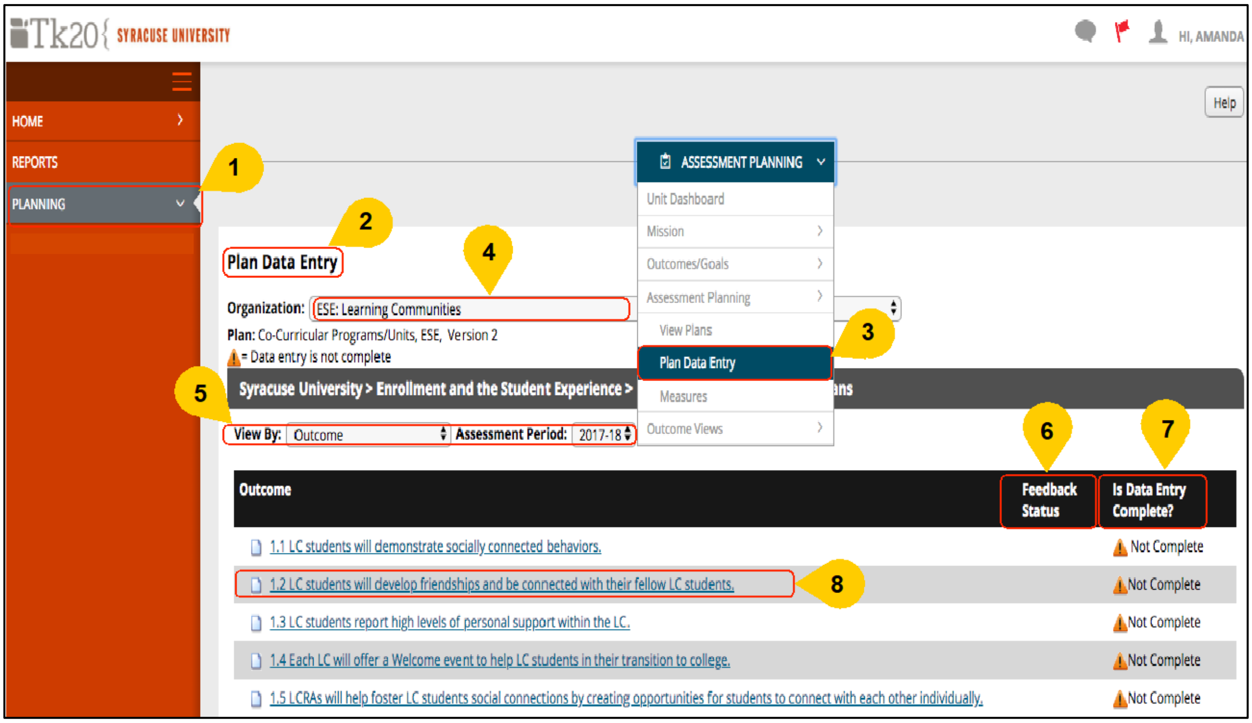
2. **Goals/outcomes** are searchable across organizations with which you are associated.

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

4. The **organization** shown in bold identifies the program/unit(s) whose statements contain the keyword.

5. Below the organization, the statement(s) containing the keyword are listed. Click on the statement to view, on a new page, additional information about the statement'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 program/unit (e.g., 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 program/unit for which you want to enter assessment plan data.

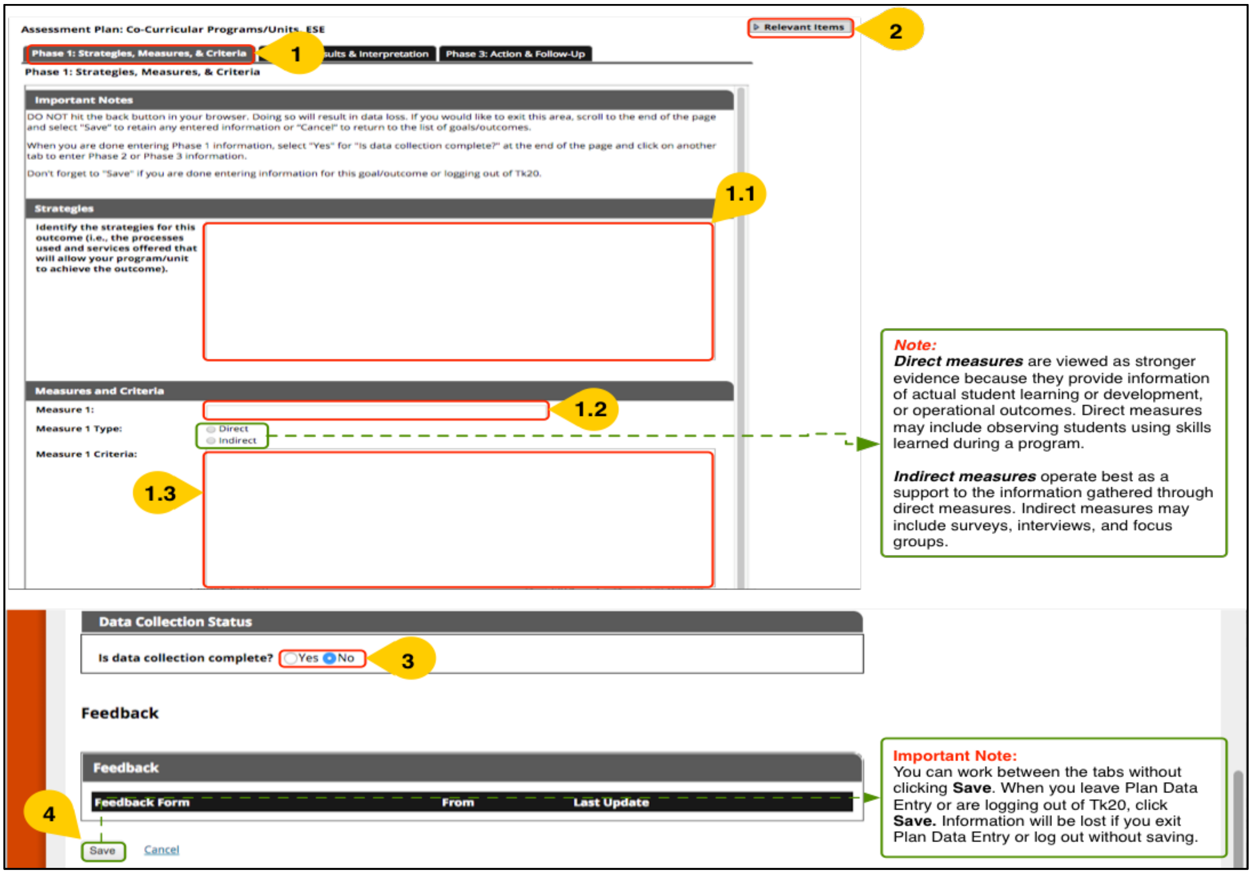
5. Choose the statement type in the **View By** (e.g., outcome) drop-down menu and the **Assessment Period** (e.g., 2017-18) for which you want to enter data.

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 statement.

8. Click on the statement to enter assessment plan data (Phase 1, Phase 2, Phase 3). 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 goal/outcome.

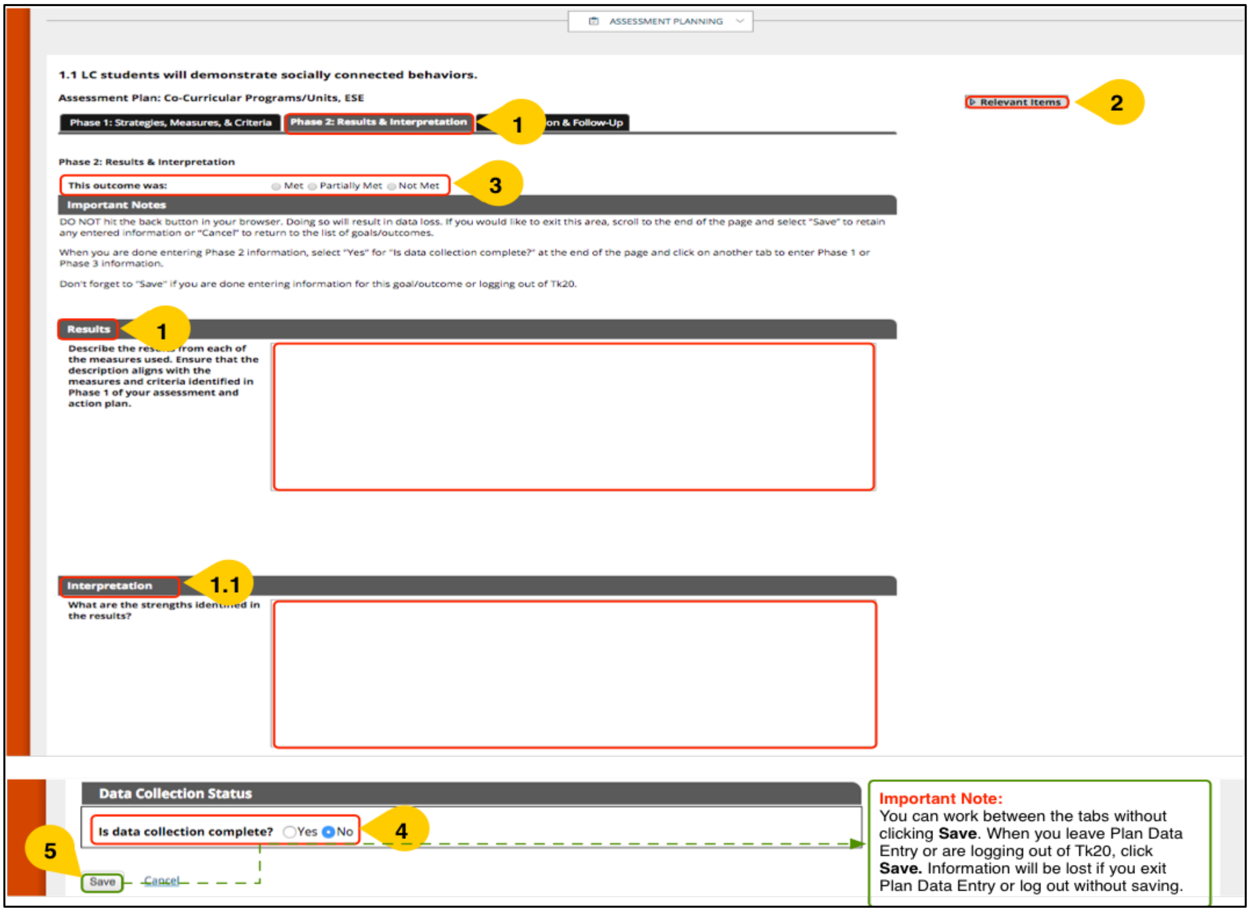
1. This page aligns with **Phase 1 (1)** of the assessment and action plan template. Enter the **Strategies (1.1), Measures (1.2)** and **Criteria (1.3)** for the statement. Select the **Measure Type (Direct or Indirect)**. Up to four measures can be separately entered. If you have more than four measures, 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 **Strategies, 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)** for each measure identified in the first tab (Phase 1). The **Interpretation (1.1)** section now includes three prompts that can be used to summarize what the results mean to the program/unit.

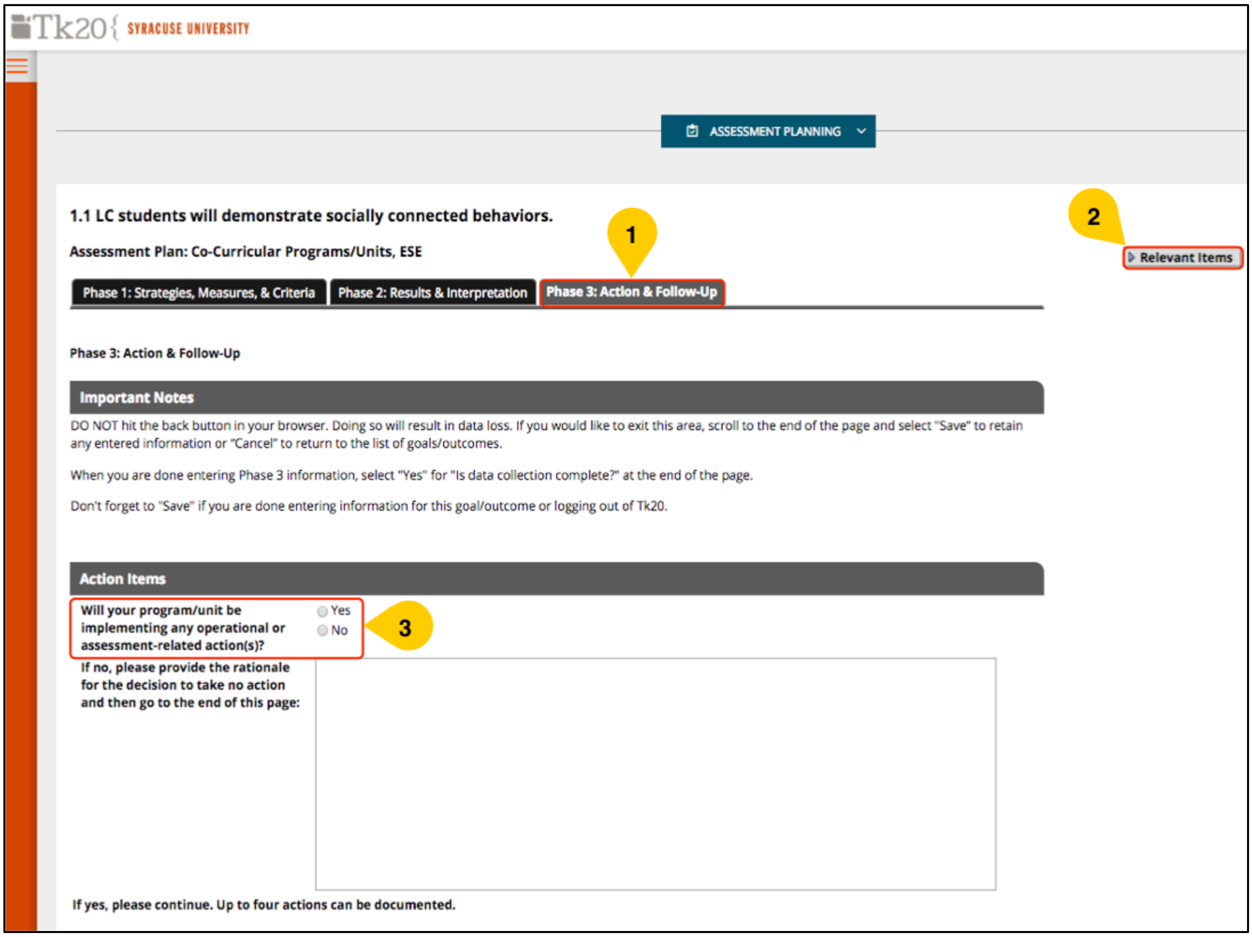
2. Click **Relevant Items** in the upper right corner of your screen to review information entered in each tab via pop-up window.

3. Indicate whether the 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.**

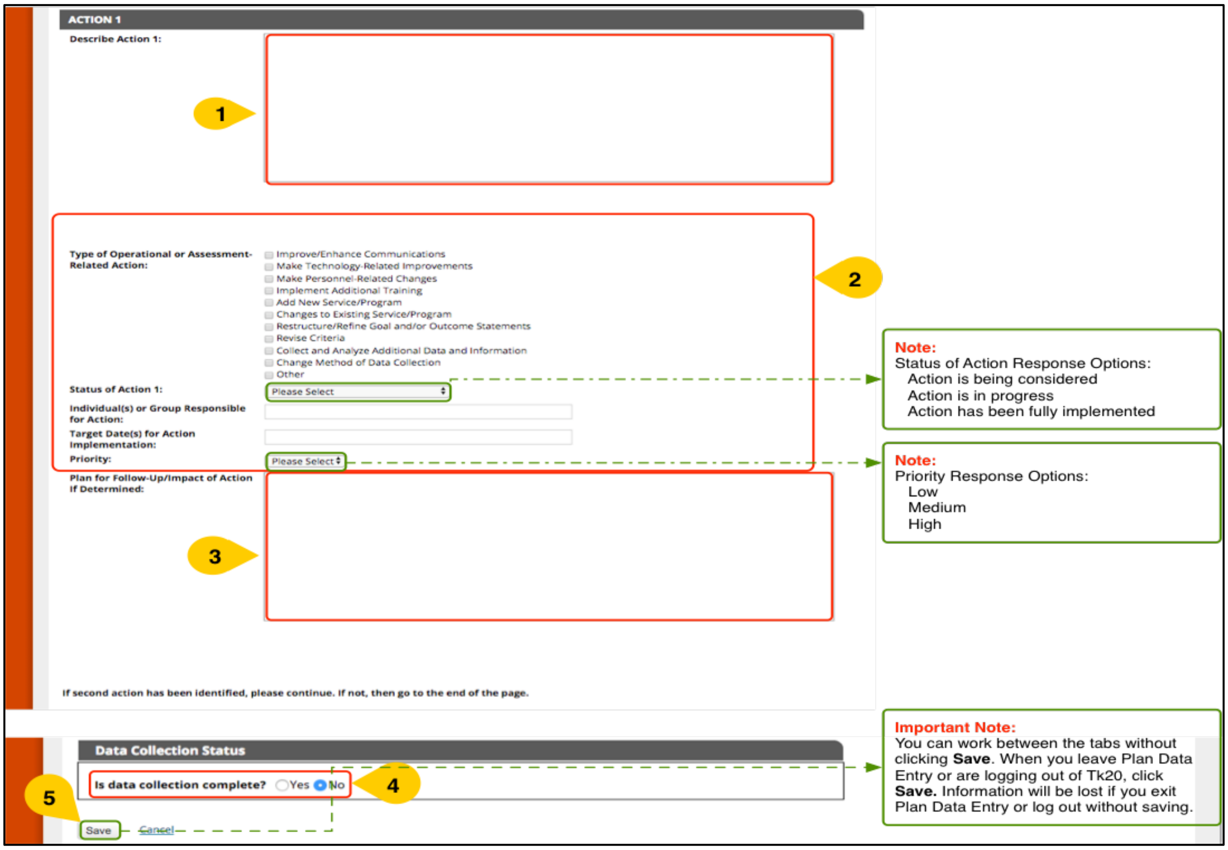
1. Enter your **Action and Follow-Up** for the statement based on the results and interpretation.

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 your program/unit will be taking action(s). If no actions are being considered, choose **No**, and provide the **rationale** for the decision. Then scroll to the end of the form.

   If your program/unit has determined that an **operational 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 statement.

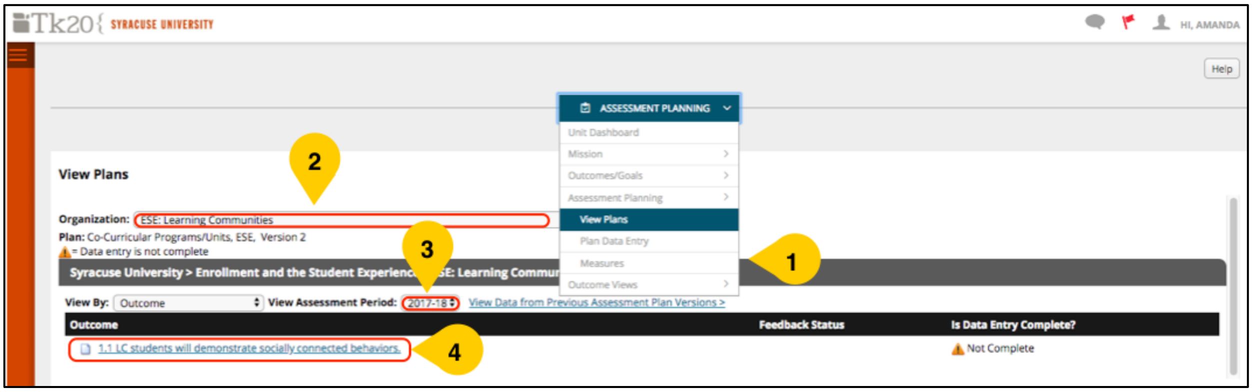
2. Various options are provided to allow you to include more detail. See above.

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 statement. 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 statement, click **Save**.

View Plans

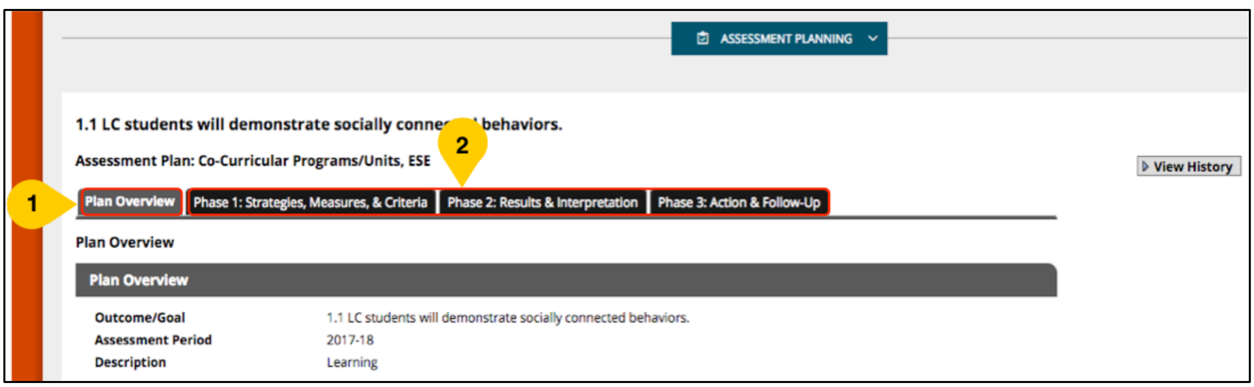


1. After clicking **ASSESSMENT PLANNING** in the menu at the top of the screen, click **Assessment Planning** and select **View Plans** from the submenu.

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

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

4. Click on a statement to view detailed assessment data entered. Note: To view assessment and action plan information from 2016-17, click the **View Data from Previous Assessment Plan Versions** hyperlink.

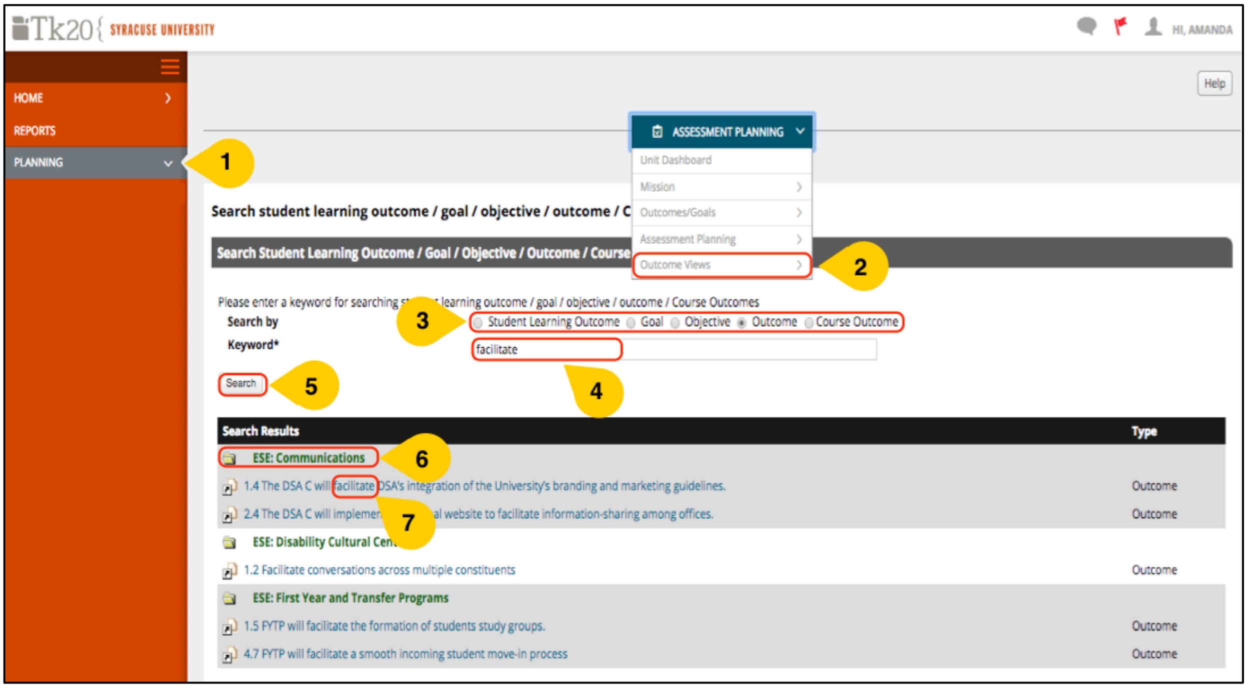


Note: This screen is viewed after selecting an **outcome**.

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

2. 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., outcome).

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

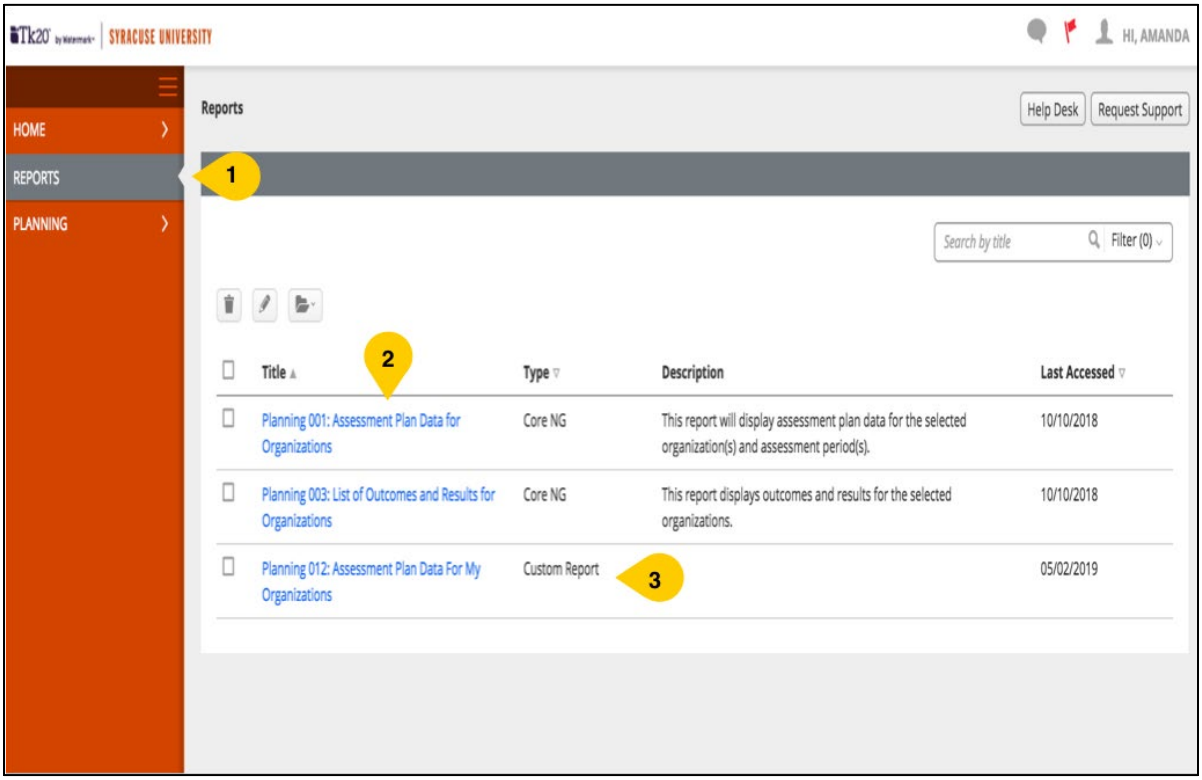
5. After you type in the keyword, click **Search**. **Important:** On this screen, always click **Search**. Hitting the "Enter" or "Return" key will result in an error where the screen will go blank.

6. The organization(s) shown in green identify the program/unit(s) with statements containing the keyword.

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

Note: Other **Outcome Views** submenu options include viewing statements **by Organization** and **Goal**.

Reports



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

2. Three reports are available to co-curricular programs/units.

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.