

Dear \_\_\_\_\_

As you may know, we (Michael Berke and Judith Bell), have been jointly researching alternatives to Trac-Dat and CurricUnet for SLO assessment reporting, and one that could also incorporate Program Review. We discovered eLumen, a one-of-a-kind software platform that connects curriculum to SLO assessment and Program Review, supports Guided Pathways, and more. This platform is truly unique, as you will see.

With the support of our respective committees, we plan to recommend that the Academic Senate adopt the eLumen platform for SLO assessment reporting and Program Review.

The first year's cost would be covered by a portion of an IEPI PRT grant that the College has received. This means that faculty will be able to continue to use our current software platforms during the first year when experimentation and training will take place.

As coordinators and chairs of data-intensive committees, we have ample opportunities to see and experience the problems that ineffective software platforms can create. The College, through our committees, must ensure that our data is complete, accurate, easily searchable, up to date, and accessible. Elumen makes this task much easier for everyone – for the faculty who provide the data, for the committees who collect it, and for the administrators who must keep a watchful eye on the collection progress.

As the future becomes the present, it has become clear that the tools that we are using are not doing what we need them to do. Each one is operating independently of the other. In the end, this negatively impacts the workability and efficacy of our college processes and ultimately generates unnecessary work for everyone.

We believe that eLumen will put an end to these inefficiencies and redundancies, and in the process, make the college experience better for students and the assessment process better for faculty.

We also realize that past software changes were problematic and fell short of expectations and frustrated practically everyone. It is of prime importance that we avoid repeating the mistakes of the past. But, that was then, and this is now. And in the past 18 months, eLumen has secured 40 new CCCs that had previously been CurricUnet clients. This is noteworthy.

It is important that we establish trust and credibility at every step. To that end, Michael arranged 3 demos that were attended by faculty, staff, administrators, and district representatives and more demos will be scheduled. Recorded video clips of the demos are also available to view. Faculty will be able to test drive eLumen while continuing to use the platforms they are used to. And training will be provided – free – by eLumen – as much as we need.

We will be presenting our findings and making a recommendation to adopt eLumen for use in SLO assessment reporting and Program Review at the Academic Senate meeting on Tuesday, May 15. We look forward to presenting our findings to you. In the meantime, we are also sending you an “FAQ” about eLumen as well as their official proposal.

Thank you.  
Respectfully,

Michael Berke - SLO Coordinator  
Judith Bell - Program Review Coordinator

# eLumen FAQ

## 1. Introduction: Why do we need this?

For years, colleges, including San Jose City College, have been using unconnected, siloed software platforms to run systems that are in fact intricately connected, and while each of them can potentially be useful for one or two specific functions, they cannot be truly effective in serving a college because the elements of college systems are inextricable. They must work together to serve ensure a positive college experience for students, job satisfaction for employees, and institutional effectiveness for the college.

eLumen is the first platform that combines assessment, curriculum, and advising in a way that is better for students, easier for faculty, and which is designed to allow the various interdependent elements of a college to easily and effectively work together to form one comprehensive system.

SJCC's SLO Assessment reporting system is flawed and Trac-Dat is problematic, as we know. Our Program Review processes do not even have a connected online reporting system, despite the data requirements it exacts from college cohorts. The results of the disconnectedness of our platforms include data errors, the subsequent data error corrections (if they are found), data inconsistencies across platforms, lost time due to redundant work (e.g. hand copying revised SLOs to Trac-Dat), and overall institutional inefficiency.

- eLumen, when fully implemented, connects Curriculum Management, the Catalog, student ed plans, and degree audit -- connected to outcomes performance. In this way, it allows for more visibility into student success.
- Driven by curriculum, any changes or revisions to courses or programs are shared across the system, ensuring that SLO data is current and that the data needed to advise students is up to date.
- eLumen automates plans ensuring greater institutional effectiveness and continuous improvement cycles.
- eLumen preserves faculty privacy when entering outcome results to ensure that any individual instructor's SLO assessment results are viewable by that faculty member only.
- Guided Pathways is coming. eLumen supports GP by helping to track student learning performance by outcome or competency at a demographic level, not just completion.
  
- eLumen provides both faculty **and students** with direct feedback on how they are performing on educational paths and measures them against expected objectives and outcomes.
- eLumen can handle SLOs and Competencies for CTE courses, but also be able to help track time to completion.

# eLumen FAQ

- eLumen integrates with Canvas and Colleague and facilitates and streamlines the assessment process while reducing errors.
- The use of Trac-Dat to report SLO assessment results can be an aggravating and bothersome experience for faculty members, and administrators become frustrated by having to track whether and how much assessment reporting is being completed. eLumen will alleviate these problems.
- Assessment data and resource requests that are entered into the system automatically feed into Program Reviews, reducing work and effort
- eLumen can display SLO assessment results, course and program data in data tables or graphical visualizations. Since it connects to Colleague, Program Review data will be immediately accessible. This means no more hand copying from the spreadsheets sent out by the deans.
- Assessment cycles and closing the loop results can be established and provides for both narrative commentaries and data sharing.
- eLumen allows the College to connect academic and student service performance.
- eLumen allows for student logins so they can check on their progress.

## 2. **When would eLumen start their work and how long would it take?**

eLumen can start whenever the College is ready; however, summer is the best time to make this transition. The process takes about 3-4 months to have things ready for faculty and for end users to be trained.

# eLumen FAQ

**3. Who will be trained and how? When would it take place?**

eLumen trains all those involved including all faculty as part of the annual license fee, including retraining or repeat training as needed. Methods include training guides, videos, webinars as well as web-based conference tools like Zoom. Sessions are recorded and remain available for viewing. In-person training is also available.

**4. Don't the Curriculum Committee and Counseling Dept. need to complete their evaluations of the software?**

No. If Curriculum and Counseling need more time to research, that poses no problem. The SLO Assessment and Program Review modules can be put into place and other modules can be added later.

**5. Once eLumen is up and running for Program Review and SLO Assessment, will Curriculum and Counseling be able to try it, too?**

They will be able to interact with the SLO Assessment Management and Program Review areas. Curriculum and Counseling would need the additional modules of 1) Curriculum Management and 2) Student Pathways (student ed planning, degree audit, skills transcript, badging, ePortfolio, etc.) if/when that decision is made.

**6. What is included, apart from the software platform, itself?**

Implementation, training, and concierge support with a dedicated assigned customer support manager (CSM). The CSM's purpose is not only to help set up the software or provide training, but s/he will be there to help with ongoing questions, support, or issues that may arise for as long as we're using the software.

**7. What about the set-up (e.g. getting all our data in there, implementation, etc.) -- Cost? Time factor?**

No additional cost. The implementation and training are already built into the software cost. Each module takes about 3-4 months on average, but parallel implementation of modules is possible as well. For example, the assessment module could be implemented as the curriculum management module is being implemented. The Student Pathways module takes far less time because it uses much of the data of the other modules to show ed plans and badges based on assessment data and SLOs.

March 15, 2018

## Proposal: SLO Assessment, Program Review and Curriculum Management/Catalog Modules

Michael,

Thank you for the opportunity to showcase our solution these past couple of months. We appreciate your interest in our SLO Assessment, Program Review, Curriculum Management/Catalog and Student Engagement modules. You have communicated your dissatisfaction or disappointment with existing curriculum management and SLO management solutions. I'd like to help you find solutions that not only meet your "must haves" but help you do things previously thought impossible. We commit to delivering solutions that are compliant with state, regional (ACCJC), and federal initiatives, standards, mandates and legislation. We commit to working with your district office to interoperate with your existing investments and solutions. We commit to continuously improving. We are excited for the opportunity to have such a progressive and visionary community college help inform our future direction as well as magnify the use of our current capabilities. The key aspects of our platform are as follows:

### SLO Assessment

We provide all the tools you need to create and align learning outcomes and competency models. You can then tailor your assessment and improvement planning to your institution's culture and needs. As you gather your data, enter reflections and actions-taken (including resource requests), your data can be viewed against things like demographics and course performance, and institutional strategic goals to give true insights into student success. Our SLO module includes:

- **Rich, Flexible Model** for Designing and Aligning Learning Outcomes/Competencies
- **Customizable Scales and Rubrics** at the course and section level
- **Configurable Rubric Builder**
- **Per-Student or Aggregate Score** entry using Rubrics or Scorecards to deliver rich dis-aggregated demographic data, reports and accountability
- **Curriculum/Competency Mapping**



- **Cycle & Term-Based Planning & Workflows** for Action Plans, Assessments, and Surveys—with notifications & alerts
- **Exportability of all data**

### **Program Review/Accreditation**

Every college’s program review and accreditation management processes are different—often even between programs at the same institution. eLumen provides powerful tools to designing and managing templates and workflows that allow you to be up and running on your reporting quickly, manage your processes in a sustainable way, and obtain the data you need for reporting when and how you need it. Our Program Review includes:

- **Configurable, Role-Based Templates** and Approval/Review Workflows
- **Alignment of Program and Service Area** Goals to Institutional Goals
- Assessment, Action Plan, and Survey Data Seamlessly flow to all Templates
- **Resource Requests and Budget Allocation** with Approvals & Alerts
- **Activity Dashboards** to keep your initiatives on track

### **Curriculum Management**

eLumen’s Curriculum Management and Catalog module contains everything you need to be COCI compliant, to create and revise courses, configure CCC state codes, calculation rules, and validations for your approving/funding agencies, and design workflows that fit your course and program approval processes then place all the relevant detail in the hands of your students and counselors with no additional effort, time or resources. Since your developed, revised and approved curriculum flows directly into our core assessment and program review modules, you can build dashboards that give you a real-time view into performance of your courses and programs.

Additionally eLumen’s catalog and student education planning modules work in tandem with our curriculum management system to provide seamless updates of approved course and program changes. Our robust curriculum mapping eliminates the months of manual work of catalog updates for printed or online catalog postings and the mind numbing work of scribing articulation or requisite rules into a separate education planning tool. eLumen’s Curriculum Management features include:

- Configurable “**Smart Workflows**” for both Course and Program Development
- **Prerequisite, Outcomes, and Entrance Skills alignments**—including 3rd party standards
- **Gen Ed and Transfer Designer** allows you to align courses and learning outcomes to transfer targets
- **Seamless integration** with **Outcomes Assessment and Program Review** for “closing the loop”
- **Catalog** - online and printable.
- **Public View** of Course and Program Outlines of Record



- **Seamless integration with Education Planning tools**
- **Exportability of all Curriculum data**
- Innate support for **Guided Pathways**

### **Canvas Integration**

Our proposal includes integration to Canvas that goes beyond LTI integration. We add to this single sign-on capability, a rich synchronization and transfer of information including SLOs, SLO descriptors, scale and rubric - a capability no other vendor can claim. Our collaborative work with Instructure/Canvas addresses the following faculty/course assessment related shortfalls when using Canvas by itself:

- eLumen solves the need for faculty to re-enter SLO scores in an enterprise SLO system after scoring in Canvas' SpeedGrader (course, department, institution level assessment efforts are not made aware of course level assessment activities in Canvas)
- eLumen solves the assessment of performance across multiple courses or pathways
- eLumen is able to enable strong pedagogy work at the course level and map to program, departmental and institutional outcomes and competencies
- eLumen allows each faculty member to use different rubric types and scales including multiple activity, multi-rubric - Canvas does not.
- eLumen enables the creation of assessment and review schedules to be created and tracked over multiple terms or years

This integration is provided at no additional cost and takes minutes to set up. This is one of many steps and features eLumen has built to increase the meaning of assessment to faculty and their students. We have many more planned.

### **Desired Outcomes**

A common refrain we hear about outcomes assessment as well as program planning and review is "How can I get my faculty to do it better?" Equally often, we hear from faculty, "Can someone tell me why I have to do all of this?" If all you're doing is filling up D-ring binders about the past or if all you're doing is fulfilling a compliance mandate, it's hard to work up the energy to do the work of continuous improvement when it doesn't feel like anything will change.

The best way to remove the obstacles to better assessment is to provide better reasons, leading to better results—and in a more sustainable manner. When faculty see that their data is protected, that their resource requests are taken seriously, that their assessment is leading to real efforts to align and improve activity on campus, and that their students can see the results of their assessment effort and it drives them to improve, sustain, or inquire, they get involved. More importantly, when what used to be a dead-end process is now a tool they can use for their own purposes, **faculty are engaged**.

What eLumen partner institutions quickly learn is that our Customer Success Team not only helps them accomplish the work, we help them move down the path to truly effective



assessment and sustainable, value-added processes at their institution. We are excited to partner with San Jose City College and possibly Evergreen College to help provide you both with the tools to continue excellence, make processes more meaningful and contribute to quality, relevant instruction and student success.

Sincerely,

Matt Coombs

**Matthew A. Coombs | COO**

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## eLumen Software and Implementation Services Proposal

<b>San Jose City College</b>		<b>5,440</b>	<b>FTES</b>			
	<b>Standard Rate per FTES</b>	<b>Annual Cost</b>	<b>20% CCC College Discount</b>	<b>Standard Implementation</b>	<b>1st Year Cost For Platform</b>	<b>On-going Annual Cost For Platform</b>
<i>SLO Assessment and Strategic Initiatives</i>	\$3	\$20,000.00 <i>Minimum</i>	-\$4,000.00	\$10,000.00 <i>(One time cost)</i>	\$26,000.00	\$16,000.00
<i>Curriculum Management &amp; Catalog</i>	\$3	\$20,000.00 <i>Minimum</i>	-\$4,000.00	\$10,000.00 <i>(One time cost)</i>	\$26,000.00	\$16,000.00
	<b>\$6.00</b>	<b>\$40,000.00</b>	<b>-\$8,000.00</b>	<b>\$20,000.00</b>	<b>\$52,000.00</b>	<b>\$32,000.00</b>
					<b>\$52,000.00</b>	<b>\$32,000.00</b>
					Payment at Execution of Contract	

\* Student # based upon CCCC Scorecard for San Jose City College. \*\* 20% CCC Foundation District Discount applied to annual SaaS Service.

