



Connecting What's Possible

Rethinking practices for sustainable continuous improvement and a new era of student success

Joel Hernandez, CEO & the eLumen Customer Success Team





eLumen's Promise: No More Dirt Roads or Dead Ends

At eLumen, we built an integrated system for curriculum development, outcomes assessment, and program review because we believe these things form part of a holistic ecosystem on campus and should intrinsically support continuous improvement.

Since we integrate with your Student Information System (SIS) and can be connected to your Learning Management System (LMS) via LTI, eLumen lets you maximize the value of data and systems you already have—while letting you capture processes and data in ways that were previously unimaginable.

It's Time to Do This Right.

From “Doing SLOs” to Implementing “Competency-Based Approaches.”

The Age of the Template is Over

Let's face it: the Assessment Template is at the end of its lifespan and it's time to unlock the power of data. More importantly, it's time to operationalize what have traditionally been “paper-locked” bureaucratic necessities: curriculum design, learning outcomes assessment, and program review. These can and should be managed in such a way that they not only inform each other, but add value to the working lives of faculty & administrations and meaning to the experience of students.

What is “Closing the Loop” Anyway?

We hear “closing the loop” all the time—but what loop are we closing? If you're doing curriculum development in Microsoft Word and your assessment data is only gathered every couple years in an archaic Web template application and your Program Review exists somewhere between SharePoint and a shelf of D-ring binders, what is it you're *actually* closing the loop on? eLumen partner institutions believe Curriculum should be developed against learning outcomes and program competencies; Outcomes Assessment should be continuous and course-embedded; and that Program Review should help determine not just things like fill rate but attainment of the outcomes and competencies that the Curriculum was developed to deliver. More importantly? The system should be supporting your faculty and staff in models *they* develop, not enforcing one on them.

Let's stop “Doing SLOs.”

Student Learning Outcomes Assessment needs to enter a new era: the era of Competency-Based Approaches to Student Success. When learning outcomes are mapped to competencies and assessment is done for student success (measuring real student achievement), a new world of possibilities opens. While gathering even better data than traditional “assessment day fire drills,” course-embedded outcomes assessment can provide opportunities to deliver the following sustainable improvements:

- Sustainable Co-Remediation Strategies
- More Meaningful and a Wider Range of Meaningful Credentials
- Truly Continuous Improvement of Courses and Programs
- Richer Student Service Delivery

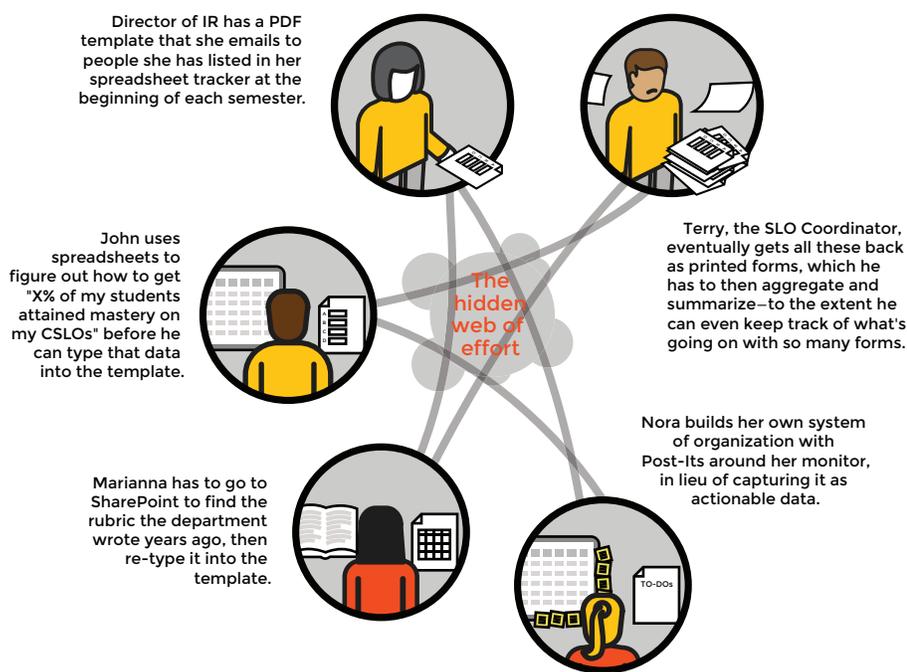
We Want to Show You How This Works...

“It Only Seemed Easy”

The Hidden Web of Effort Behind Template-Based Program Planning & Assessment

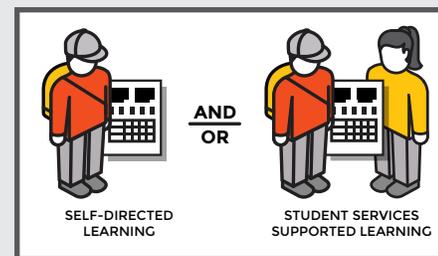
The Most Important Thing We’ve Learned from Our Partner Institutions is How Much Work They Used to Do.

Whether it’s using Word docs, PDF templates or last-generation Web applications that mimic them, we all know what an “assessment template” looks like: 2-4 pages with some grids for typing in things like your SLOs, your rubric, some reflections, actions you’re going to take (or suggest)... nothing could be simpler or easier, right? Let’s see...



The Worst Part is What is NOT Happening

That PDF template seems easy, but it hides a lot of the tedious work that goes into getting data *into* it. The real challenge comes when you want to get data *out* of it. Or put an action identified in one into effect. Or share results. Or just about anything else you want to do. Real opportunities for insight-generation are lost because what you’ve done and what you’ve learned are trapped in a document that doesn’t allow you to *do* anything. Reports are great (ours are amazing), but they’re just a look back and what you really want are tools for moving forward.

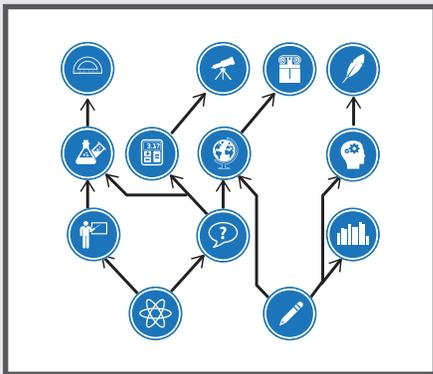


Co-Remediation: The Power of Competency-Based Approaches

Non-Credit Basic Education courses costs students and schools billions of dollars annually—with very little to show in the way of success. Recent research has shown that a much better model is Co-Remediation: delivering the basic skills required to succeed in a course at the time they are needed.

By building Curriculum around Learning Outcomes and identifying the Basic Skills needed to succeed in those Learning Outcomes (and the assessment level that indicates those basic skills are lacking), institutions can deliver Directed Learning Activities (DLAs) against basic skills during a course.

Course-Embedded Assessment isn’t just a way to make Accreditation and Program Review easier: it will drive actions resulting in real student success.



“Skills Builders” and Badge-Based Pathways

There are two fantastic use cases for badging: Pathways and new attainment models for “Skills Builders,” a particularly problematic kind of “drop-out” who is not really dropping out, but self-designing a micro-credential.

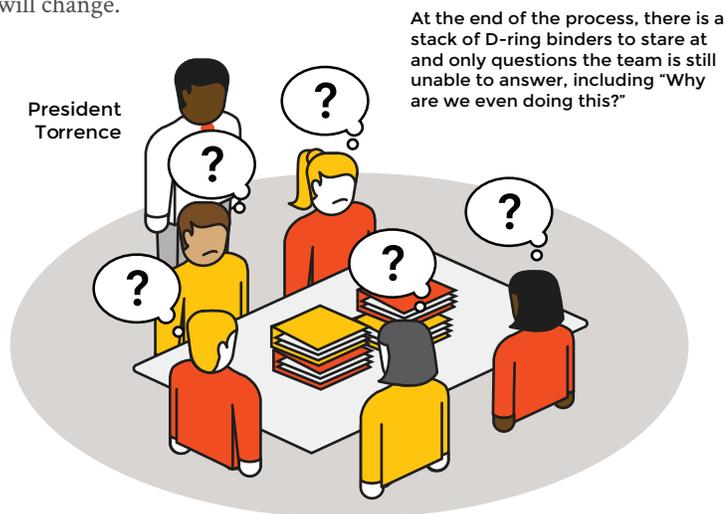
Pathways are a great concept but we think that making them competency-driven, with badges representing the competencies, makes them both more powerful and more flexible. Shouldn't students have more accountability and involvement in realizing and creating their competency set than in traditional ed planning?

You know the “Skills Builder:” Susan took Intro to Marketing, Composition, Tech Writing I, Tech Writing II—and a Social Media Management class on Lynda. She didn't drop out: she became a Junior Tech Writer at ACME Engineering.

By tracking competencies and looking at them as clusters of skills, institutions can start designing meaningful pathways even smaller than the traditional 35-credit certificate: if Susan's employer awards her skills, shouldn't you award her, too?

“What Are We Getting Done Here?”

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; 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.



Overcoming the Obstacles

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, and that their assessment is leading to real efforts to align and improve activity on campus 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? They get *engaged*.

When contemplating adopting a curriculum management or assessment management system, many administrative and faculty teams consider the very real challenges of implementing them:

- Entering Course and Learning Outcomes Information
- Designing Scoring Options and Rubric Development
- Modeling Their Manual and Paper-Based Processes

But what eLumen partner institutions quickly learn (and some have gone live in as little as 90 days, including faculty training) 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.

Let's See What That Looks Like...

Shouldn't It Work Like This?

Putting "Assessment Day" Behind You and Moving to a Sustainable Model.

Our Partner Institutions Show Us Better Ways to Use eLumen Daily: Here's Some of What We've Learned

Setting up a new platform of any kind is hard work—and a lot of that work is as conceptual as it is the everyday tasks of data entry and planning meetings. At eLumen, we are continuously building tools to help you understand what you're doing and working with you to put practices as well as our platform in place.



Jayne, working with data from her SIS in eLumen, aligns institutional goals, discipline areas, and other key data to review last cycle's achievements.

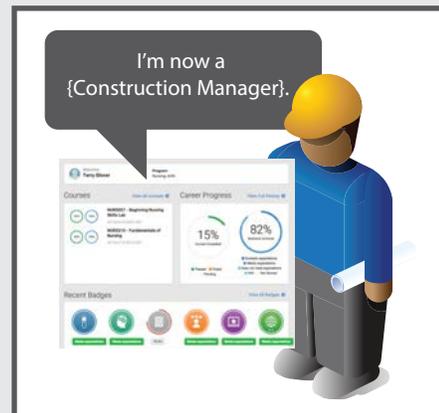


Terry worked with eLumen and his team of coordinators to import SLOs and Credentials & then designed assessment frameworks using visual design & planning tools.

How Do We Help Make This Sustainable?



By storing your learning outcomes, competency models, 3rd-party standards, and basic skills as libraries of expectations, eLumen lets you do things with your assessment that you never thought possible (like getting Gen Ed data from courses or showing how your student services impact learning, by demographic category). The data science behind our assessment scales and score model allow you to generate SLO scores with criteria-level breakdowns, recommended grades and grade submission to your LMS, and badge-based pathway progression for students all from a single assessment. Our ability to align your SLOs and their evaluation to improvement actions and resource requests tied to program goals, institutional strategies, and to budget cycles transform continuous improvement.

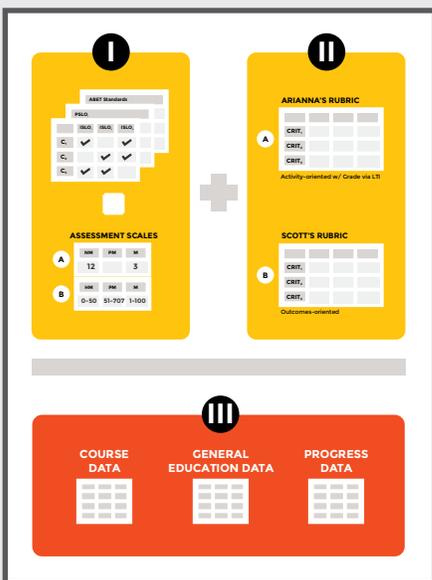


"I Want to Be A..."

Imagine this: You align your Curriculum to both Learning Outcomes and Competencies. You make your Outcomes Assessment course-embedded. You align your program resources to your student service delivery. What is the result? You enable a new set of possibilities for student success.

Let's dive deeper into student success: Ed Planning and Degree Audit are easy to configure if they mirror Curriculum Design. Badge attainment can be displayed in scorecard format to create a visual pathway. ePortfolios can be tied to Directed Learning Activities, Outcomes Assessments, and Student-Driven Achievements (including pulling in 3rd-party badges). Pretty awesome, right?

eLumen's operationalization of curriculum and assessment management means students can now become an integral part of the process from the time they first say, "I want to be a..." until they arrive at their final destination.



Changing the Expectations of What's Possible

It's time to set some new goals—and we're just getting started on them at eLumen. Faculty should have tools for collecting and analyzing data the way they want to do it, then publish it to their department or institution. Design of Curriculum and Assessments should be collaborative, but allow for individual variations and uses by faculty. The task of assessment should not only be easy, but a powerful tool for communicating achievement and next steps for students. And your systems should do the rest of the work for you.



John is looking at Faculty Results Explorer & can't believe that all his data was calculated for him. Now he has power to examine his trends and inform his actions.



Marianna, an EMT faculty, can evaluate key procedures on her tablet while her students are practicing them. eLumen's data science allows her to create data for program outcomes and issue badges in one process.



Nora has embedded data views in her Program Review: now she can see how the data and her actions align to program/institutional goals. She can use Milestone publishing to track key developments within a cycle or between cycles.



Now the whole team can review actions, resource requests, program performance together. Using the eLumen Distribution Planner, their shared conversation can set goals for next cycle—and track the effectiveness of their initiatives in real-time throughout the process. No more fire-drills, no more "Assessment Day;" just real results.

Data Science is a MUST

Other systems let you score a single learning outcome or competency: eLumen lets you build systems of meaning and implication—allowing you to do everything from let your faculty design and choose their own rubrics (with their own assessment scales) to score once and generate data on course outcomes, Gen Ed, and badge progress on competencies.

As more and more decisions become data-driven, you also want to know that the data will be used for the right reasons, at the right time. From eLumen's "Faculty Promise" that allows them to control the views of their per-student, per-section data to our Student Privacy "Nutrition Label" settings, we know how to crunch the numbers *and* make sure they're used responsibly on your campus.

eLumen Can Help You Enter a New Era of Success

We know this sounds hard. Some of it is. But our vision of helping institutions put new possibilities for sustainable, continuous improvement in place; and turn bureaucratic processes into tools for student success is guided by some of the largest institutions in the U.S.: San Antonio College in Texas, Anoka-Ramsey Community College in Minnesota, Pima Community College in Arizona—and more than 50 of the large California Community Colleges. We are leaders in next-generational interoperability standards with IMS Global and partners with LMS vendors like Instructure (Canvas) and D2L (Brightspace). We know how to help you get this done.

The needs and possibilities for data-driven, system-supported success have never been greater and eLumen is built from the ground up to deliver your success in these initiatives. As the workforce changes and new models of education pop up (as older ones continue to deliver), you need a partner that can not only help you with technology but with understanding gained from peer institutions about what works, what's possible—and then connecting what's possible to what you do today.

We Can Help You Get There

Our Customer Success Team knows how to do more than get you up and running—we help your institution grow.

We've Thought A LOT About How This Works

You don't have to talk to someone from eLumen for very long before you get the impression that we have thought about your problems from every angle. Not only do our Customer Success Managers have M.A.s and Ph.D.s, they have worked in community college systems and in competency-based programs before joining eLumen. We hold a Faculty-Centered Design workshop every fall and we provide weekly webinars on key topics of interest ranging from Accreditation Self-Studies to Learning Outcomes Models for Student Services to Best Practices for Gen Ed Assessment.

Our Tools Were Built for Flexibility

With eLumen, your faculty are not stuck using the same rubric, or even to the same measurement scales. Many aspects of our platform can be tailored to specific department or program needs—and our data science allows you to analyze your data against common goals and institutional outcomes despite varying practices among your faculty. In addition, we give you tools to get up and running quickly.

We're Growing a Community of Partners

As you talk with eLumen partner institutions, you will hear again and again, "It's like they're not really a company." Whether it's our CEO donning a hoodie and sneakers to be an undercover faculty trainer or one of our Customer Success Managers working to solve LMS implementation problems, you will not find a company more committed to the day-to-day execution as well as the long-term vision of America's large, open-access institutions. We were founded by Community College administrators and continue to have former Community College and University administration and staff in roles ranging from Strategic Partnerships, Customer Success, to our COO, who liked the product so much as VP/CIO at his college that he joined eLumen. We're great at technology, but what we're really building is a community.

We look forward to partnering with you to deliver the next generation of success. Let's talk soon: about your current struggles and what you hope to accomplish—we can help with both.

Implement YOUR Model— at YOUR Pace

eLumen knows that no initiative is painless, but that's why we're with you every step of the way, with tools to help you implement correctly and at the cadence that suits your culture and needs.

Here are some of the tools we provide during implementation:

XML Assistant: Configurable integration tool to create easy uploads from your SIS or other systems on campus.

SLO Import: Give us a spreadsheet and we'll import your SLOs.

Assessment Scales, Default Assessments, and Default Performance Descriptions: You can define them and set them institutionally or allow for variation down to the rubric level.

Program Review/Strategic Initiative Templates: Less SharePoint and Word and more synchronized online collaboration.

Predefined, Configurable Curriculum Workflows: You define your workflow collaborators and we make it consistent with your institution or system's processes.

Your Personal Customer Success Manager and our eLumen Webinar Series: We take care of you and schedule regular meetings to make sure you are leveraging your resources at eLumen. We teach you new skills and listen to your feedback every week in our Webinar series.

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Three Paths to Adopting eLumen

eLumen Core Outcomes Assessment and Strategic Initiatives For Institutions Seeking Sustainable Continuous Improvement Processes

“Connecting What’s Possible” was written just for you. eLumen’s flexible learning outcomes modeling, curriculum mapping, assessment scales, collaborative Strategic Initiative templates (including document library integration), and unparalleled reporting are the key first step for any institution looking to enable a sustainable culture of continuous improvement. More importantly, they enable your institution to expand into the other eLumen modules to not only truly “close the loop” from course design to program review, but open the door to next-generation student engagement and success. eLumen’s integration with Emsi’s best of breed labor market data provides real time insights for program alignment to regional demand.



eLumen Curriculum and Assessment Management

For Institutions Looking to Create Systematic Programs of Institutional and Student Success

Whether it’s workforce alignment, accreditation demands, or just plain better design of curriculum, you need to start the design of your courses and programs with competencies and learning outcomes in mind. eLumen lets you build your curriculum around your learning outcomes and integrate them seamlessly with outcomes assessment and program review, letting you “close the loop” like no other partner can. Our configurable course and program design workflows let you manage every type of curriculum, while also designing Guided Pathways, Transfer Programs, and other important curriculum management functions. Additionally eLumen’s catalog module works in tandem with curriculum management to provide seamless updates to approved courses and requirements for online catalog posting via a robust curriculum map tool, eliminating the manual work of catalog updates—and opening the possibility of ed plan and advising integration. Additionally our Catalog feature integrates with Emsi labor market data so students can make informed decisions on course selection.



eLumen Student Success Suite

For Delivering Next-Generation Student Engagement and Success Initiatives

eLumen was founded around a core idea: institutions should design themselves around student success. For every student who says, “I want to be a...,” you should have a pathway, with specific steps to success. With our Student Success Suite, you can provide ed plans based on Course and Competency-Based Pathways, ePortfolio assessment and self-discovery, Badge Scorecards, and our new Extended Transcript—while engaging your students assessment-by-assessment through their journey. When they’re stuck you can integrate student service delivery with our Directed Learning Activities. From Advisor to Faculty to Mentor, our Student Success Suite lets you engage your students like no other platform—and integrates seamlessly with your LMS and SIS to ensure continuous touchpoints and analytics are always available. With eLumen’s integration with Emsi, having integrated labor market data and comparable program data ready at-hand in your curriculum and assessment platform means keeping your programs aligned to a rapidly changing workforce and enables students to visualize their pathways to successful careers.



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