Welcome to Campus Labs!

Get Ready to Experience Your Data

On behalf of everyone at Campus Labs, we'd like to welcome you to our Member Campus community. Like 1,400+ other campuses, you've taken the first step toward doing more with your data. Throughout the implementation process, different members of our team, including Campus Success consultants and Product Support specialists, will work with you to ensure your platform tools are meeting the unique needs of your institution. Use this guide as a reference, and don't hesitate to contact us if you ever have a question.

Our Commitment to You

Founded in 2001, Campus Labs strives to empower campuses and transform higher ed through the strategic use of data. We help institutions break down their silos and build a strong foundation for unified information, valuable insights, and better decisions. Whether the goal is meaningful reporting for accreditation, a more precise way to predict student success, or innovative tools to help students engage in campus life, our solutions can help.

Implementation at a Glance

At Campus Labs, we have a proven implementation approach divided into four distinct phases designed to maximize your success:

Discovery

The Discovery phase is the first step of implementation. Your implementation team will be introduced to your consultant, who will meet with you to discuss your campus's goals, desired timelines, and expectations. The Discovery phase allows our team to get to know your campus more specifically so we can better design an implementation timeline for you that supports your needs.

Technical Implementation

During Technical Implementation, our dedicated Technical Implementation team will work with your campus contacts to achieve any technical setup such as authentication, creating accounts, or configuring your site. Completing the majority of the technical setup will be necessary before we move into training your team on the product.

Customization & Consultation

In the Customization & Consultation phase, you will primarily work with our implementation team to learn the ins and outs of the product. You will also meet frequently with your consultant in between trainings to apply the material to your campus's goals, review homework completed during the training process, and ensure you are staying on track with your target launch timelines.

Launch & User Adoption

In the Launch & User Adoption phase, we will connect you to numerous resources, such as our ongoing trainings and our product Help Centers. In this phase, your consultant will continue to support you as you develop plans for marketing, student and/or staff training, resource development, or any other needs you may have to support a successful launch.

Discovery

Overview

Discovery is the initial step to transition you to the technical implementation and training process. During Discovery, you will be introduced to your consultant who will get to know your implementation team and your primary goals. Together, your team and your consultant will determine a training plan and timeline that aligns with your campus implementation goals.

Goals for Discovery

» Meet your Course Evaluations consultant

» Discuss reasons for purchase, main goals, launch timeline, and implementation strategy

» Gain a general understanding of processes and what to expect during your implementation

» Work with your consultant to prioritize trainings given established goals and learn how to sign up for these trainings

Questions to Consider

» What is your current course evaluation process?

» What are some barriers to student success in the classroom on your campus?

» Will you be using the Diagnostic Feedback, Learning Essentials, or Teaching Essentials instrument? Do you use a common instrument, or are there multiple instruments used on campus?

» Do you desire any consultation on your instrument?

» Who can/should see reporting in aggregate on your campus?

» Do you have any response rate goals you would like to achieve?

» How are you planning to communicate this new platform to students and faculty? What is your estimated launch timeline (when is your upcoming evaluation period?) What Learning Management System (LMS) do you currently utilize?

» Would you be interested in leveraging a Learning Tools Interoperability (LTI) connection that would allow for students to login through this portal?

Next Steps

- ☐ Complete Authentication Integration Worksheet to begin authentication process
- ☐ Identify Data Manager on campus and schedule Core Data call with your consultant

Technical Implementation

Overview

Technical implementation for Course Evaluations is made up of two to three phases; Authentication, Data Transfers and LMS Integration/LTI Set Up. Below is a brief description of each of these phases. For more detail on any of these phases, click on the links provided below.

Authenticate	**Data Transfer**	**LTI Setup** Not applicable to all campuses	**Transition to Product Platform Implementation**

Authentication

Worksheet Complete the Authentication Worksheet and return to authentication@campuslabs.com	**Authentication** Configuration of the Campus Labs Platform	**Verification** Test the authentication and return to Campus Labs to verify success

The process of Authentication will allow your users to sign into Campus Labs applications using credentials maintained in your institution identity management system. During this phase of implementation, a Campus Labs Authentication Specialist will work with an IT representative from your campus to complete the Authentication Integration Worksheet, and configure your Campus Labs Platform to authenticate against the selected method. Once this phase is complete, users will be able to access the Campus Labs application(s) using the same credentials they use to access other systems managed by your institution.
**Authentication must be complete before we can set up any applications.*

Data Importing

Most of the products on the Campus Labs Platform require data to be imported before the application can be used in a meaningful way. Data is usually extracted from a SIS (Student Information System) or ERP (Enterprise Resource Planning) System, formatted based on Campus Labs specifications, and then imported into your application manually, via SFTP, or via API

Several of our products, including Course Evaluations, require Core Data. The Core Data exchange process enables an institution to send basic, large data sets to the Campus Labs platform in order to establish user accounts and baseline user information that will be used for data insight and reporting. There are three sets of data that are collected in Core Data:

Accounts *Course Data* *Demographics*

The data will need to be extracted from your institution's SIS, ERP or Data Warehouse and transferred in a .csv format to Campus Labs in the central repository known as Management. From Management, the data will be pushed to the Campus Labs platform being utilized by your campus.

View the Core Data Implementation Guide.

Technical Implementation, Cont.

Data Transfer Methods

I. Scheduled file import via Secure File Transport Protocol (sFTP)
Allows institutions to send large data sets to the platform by saving .CSV "flat" files containing data for Accounts, Demographics and Courses into a Campus Labs hosted directory via a sFTP connection. The institution must provide the data in the file format indicated by Campus Labs along with a manifest file (.done file) which indicates to the platform that the data file is complete and ready to be imported. Once the data and manifest files are saved to the directory, the platform processes the file and incorporates the information into its data set.

II. Web service & API endpoints
A more advanced method, requiring proficient campus IT professionals, which allows both bulk and individual field loading of data to the platform via secure, scheduled transactions over the internet. Each data type endpoint offers the ability to create, retrieve, and update the data. This additional, fine toothed control of each data type offers institutions ultimate flexibility in the delivery and management of core data in the platform.

III. Manual file uploads
This method requires a user to import the data via a web interface. This method is the most limited in terms of flexibility and is generally reserved as a last resort if the more robust options are not possible.

IV. LTI Setup
Campus Labs tools have the ability to share authentication with a Learning Management System via LTI. After receiving a domain, key and secret from Campus Labs, the LTI configuration will be completed by your institution's IT resources, with instructions provided by Campus Labs.

For specific information regarding LMS Integration please review the instructions specific to your LMS here.

Customization and Consultation

Overview

Every new Course Evaluations campus participates in a training process consisting of two trainings at the start of their Course Evaluations implementation. In each training, we will review a different topic or area of Course Evaluations and you will learn new features and functionality of the system. Each training is approximately an hour long and will be recorded so you can review the trainings when needed. This allows you to learn and work at your own pace.

What is the consultation call?

The consultation call is your opportunity to meet one-on-one with your consultant to discuss and apply what you have learned in the trainings. Your consultant will review your completed homework and strategize about how to take what you learn in the trainings and adapt it to your campus and implementation goals.

Training Process at a Glance

Training Plan Consultation Call

Implementation Training 1: Configuration and Settings

Implementation Training 2: Establish and Launch Evaluations

Consultation Call

IDEA Live Webinars: Learning for Greater Impact

As part of our efforts to provide support to campuses using our Student Ratings of Instruction tool, IDEA is providing regular, live webinars for faculty and administrators to learn how to use the IDEA SRI

Learn more about the webinars and how to use them on your campus to help faculty and administrators get the most from the system.

- IDEA SRI on Campus Labs Overview
- IDEA SRI on Campus Labs Faculty Reports Training
- IDEA SRI on Campus Labs “Department Heads” Reports Training

Implementation Training One

Configuration and Settings

This training session will focus on preparing Site Administrators for their upcoming cycle of student evaluations. We will provide an overview of the steps to take for setup and review to ensure a smooth process. We will discuss the importance of goal setting, review how course data is populated within the site, and discuss configurations and settings associated with getting your course evaluations ready to launch. *Appropriate attendees include all members of your implementation team.*

Homework

- [ ] Review organizational units within site to ensure they appropriately align with your reporting structure on campus
- [ ] Create mailing templates using placeholders for students (initial announcement, reminders)
- [ ] Create mailing templates using appropriate placeholders for instructors (initial announcement, custom questions, reports)
- [ ] Create and assign Faculty Roles
- [ ] Create and assign Report Administrator Roles
- [ ] Work with campus stakeholders to decide on use of custom questions by organizational unit and/or attributes, if applicable/desired
- [ ] Communicate established goals to campus stakeholders
- [ ] View or attend Implementation Training Two

Implementation Training Two

Establish and Launch Evaluations

In this training session, we will discuss how to create and launch evaluations to students. We will also cover strategies to encourage high response rates when launching your evaluations. *Appropriate attendees include all members of your implementation team.*

Homework

- ☐ Decide which response rate strategies to utilize on campus
- ☐ Setup Administrations for Evaluations to go live:
  - ☐ Schedule reports to be released to Instructors and Report Administrators where applicable
  - ☐ Include appropriate course sections into Administration (pay close attention to low enrollment and resolve any existing Warnings)
  - ☐ Schedule associated mailings for students and instructors
- ☐ Encourage faculty to log into faculty portal and do the following:
  - ☐ Review course section roster and details
  - ☐ Add custom questions where applicable
  - ☐ Preview evaluation questions
  - ☐ Monitor Response rates
- ☐ Schedule consultation call with your consultant to continue to the next stage of implementation

Reporting Training One

IDEA Student Ratings of Instruction (SRI) on Campus Labs Overview

This training focuses primarily on the selection of learning objectives, best practices for response rates, and the addition of custom questions. Reports are touched on briefly, but primarily to provide context for objective selection. *Appropriate attendees include instructors, but administrators who will be reviewing faculty reports are encouraged to attend as well.*

Next Steps

- [ ] As needed, schedule your Consultation Call with your consultant to answer residual questions

Reporting Training Two

IDEA SRI on Campus Labs Faculty Reports Training

This training focuses on understanding and navigating faculty reports and explores how to use that data to make improvements to a given course. *Appropriate attendees include faculty, but administrators who will be reviewing faculty reports should attend as well.*

Next Steps

- [ ] As needed, schedule your Consultation Call with your consultant to answer residual questions

Reporting Training Three

IDEA SRI on Campus Labs “Department Heads” Reports Training

This training focuses on *department* reports, with attention primarily given to the navigational elements of the system. In addition to focusing on where unit-level data exists within the system, we discuss how to use that data to target professional development, examine how objectives are selected across the unit, and how to assess unit-level teaching effectiveness. *Appropriate attendees include “department heads (chairs, deans, or other unit administrators).”*

Next Steps

- [ ] As needed, schedule your Consultation Call with your consultant to answer residual questions

Glossary of Terms

Academic Terms

Academic Terms can also be referred to as semesters. Typically identified as Spring, Summer, Fall, or Winter with the year identifier, Academic Terms are used in the Course or Section import to identify when the course is to be assessed.

Administrations

An administration may also be referred to as a session or survey. Administrations can be set up for 5-week, 8-week, 16-week courses, etc. The system allows for multiple administrations to run concurrently to accommodate rolling administrations.

Course Section Attribute

Course Section Attributes identify information about the course section such as the type (Lab, Lecture, Online), the time in which the course section is assessed, or the location of the course. Attributes can be used for question assignment and for reporting.

Cross Listed Course

All students who are enrolled in a cross listed section, regardless of the subject listing through which he or she may have enrolled, experience the same course. We will combine cross listed course sections together for reporting purposes.

Evaluation

An evaluation is also referred to as a questionnaire. Evaluations are groupings of questions that can be asked collectively, or by college, department, program, or course attribute. A core set of questions is not required but is recommended.

Faculty Role

This role has two different applications within the Course Evaluations system:

- Accessible through instructor enrollments: Utilized for question assignment. Typically used to identify the faculty as Primary, Secondary, or Teaching Assistant. Questions are then assigned by type so that a different set of questions may be asked about a Primary faculty than the Teaching Assistant. Faculty Types are identified in the Instructor import.
- Accessible when establishing permissions: Identifies what the role(s) of a user are on campus. Typically used to identify Full Time Faculty, Part Time Faculty.

Organizational Unit

Organizational Units are used to identify areas within the institution for question assignment and reporting access. An example of an organizational unit might be

College of Arts and Sciences --> Foreign

Languages --> French

Part of Term

A Part of Term is also referred to as an intersession. It is typically used to identify groups of accelerated course sections that might need to be evaluated on a different schedule than the majority of full-term course sections.

Report Administrator Role

Report Administrator Roles are used to identify anyone who has reporting access. Roles include Department Chair, Dean, Provost, or Administrative Assistant.

Launch and User Adoption

Overview

Once your training and consultation is complete, it's time to prepare for your launch! As you roll-out your new system on campus, we will provide you with ongoing support through on-going trainings, resources, and one-on-one attention from our consulting and support teams. We'll be by your side every step of the way to help your team achieve the most successful launch possible and to support your users through the adoption process.

Dedicated Consultant

Your greatest resource for your launch, adoption, and continued success with your Campus Labs product is your dedicated consultant! Your consultant will continue to be the main point of contact for your team moving forward from implementation, available to chat with you about adoption strategies, implementation of site features, new updates, best practices, training, and more. As you prepare for your launch and beyond, do not hesitate to reach out to your consultant for support!

Ongoing Trainings

The ongoing trainings offered are designed to support increased adoption of staff/student transitions on your campus. Whether you need to brush up on a concept or introduce new staff members to the platform, our ongoing trainings will support your efforts. These ongoing trainings are offered throughout the year and can be attended live or watched via a recording, allowing you to review concepts as needed.

Register for an Ongoing Training

Campus Intelligence

Campus Intelligence is where thought leaders in higher education discuss emerging best practices, share creative strategies, and uncover valuable insights. It offers something for all areas of campus: Analytics & Insight, Improvement & Assessment, Teaching & Learning, Retention & Success, and Student Engagement. Whether you're focused on improving student engagement, assessing student learning, or aligning goals with your institutional mission, we're confident you'll find valuable insights to support your daily work.

Visit Campus Intelligence

Support

Help is just a phone call, online chat, or email away. Campus Labs provides industry-leading support for you and your users. Students, faculty, and staff all receive access to comprehensive one-on-one support and unmatched product expertise.

Support Chat Hours: 9:00 AM–5:00 PM ET
Support Phone Hours: 8:00 AM–8:00 PM ET
Phone: 716-270-0000
Email: support.campuslabs.com/ticket

Help Center

Learn how to use the Campus Labs tools through a combination of in-depth text articles and video walkthroughs—resources you can share with your campus in your launch and adoption process. The Help Center provides up-to-date information for users at all levels, from those who are just getting started using the application to platform administrators.

Visit our Support Sites

Council for the Advancement of Standards in Higher Education

The CAS website is where you can find all things CAS. From their mission and vision to their history as a consortium. This site also provides information on the CAS Standards, Student Learning and Development Outcomes as well as additional resources for specific audiences. You can also stay up to date on the latest CAS happenings by checking out the "New and Notes" area of the site.

Visit CAS Site