LiveText ®

CUSTOMER SUCCESS
PROGRAM REVIEW

Review prepared for:

COLUMBUS STATE
UNIVERSITY
College of Education

LiveText user since **2006**

For over 14 years, LiveText has been providing student learning assessment and reporting solutions to hundreds of higher education institutions. We believe that providing a technology itself doesn't necessarily deliver success or help you meet your goals. In fact, our mission is:

> *"To empower institutions and individuals with **world-class technology** and **leadership** to **elevate** and **demonstrate the quality of learning**."*

Our clients' success is our top priority. As such, in addition to high-performing technology, we recognize it is our responsibility to provide opportunities to improve all aspects of learning – which includes both improving WHAT you're able to learn from using our tools and also HOW you use our services.

As part of our ongoing efforts to improve customer service and support, we are excited to introduce to you our LiveText Customer Success Planning and our Optimization Review. LiveText values the process of learning and continuously improving, which is why we have developed this complimentary service for our customers. Our annual review and follow up plan is designed to help you better understand where gaps in use are, and how you can continue to improve the quality of data at your institution.

We believe it is important that we work together to continuously improve. During the review process, we will work to establish measurable, customer-specific goals and review progress against those goals. This collaborative process is highly tailored and designed to provide you with a roadmap to meet your established goals.

Participating in this process will help ensure that you are using LiveText to its fullest potential and improving the quality of your institution's educational experiences.

We believe your success is our success!

On behalf of the LiveText Team,
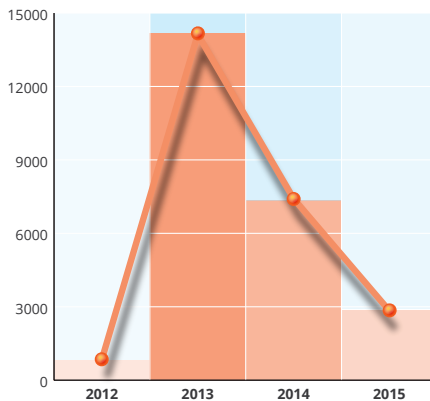
Ashley O'Connor
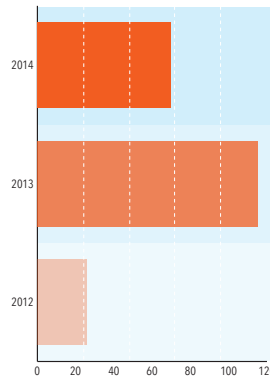*Client Success Specialist*
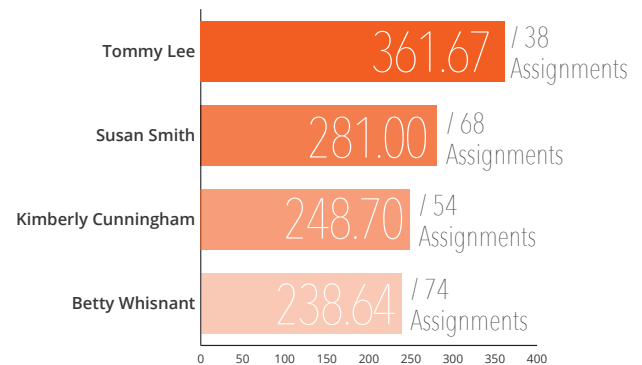LiveText Inc.

YOUR PROGRAM BY THE NUMBERS
(PER ACADEMIC YEAR)

TOTAL RUBRIC ASSESSMENTS

ELEMENT ASSESSMENTS PER STUDENT

2015 (to date) : **49.55**

TOP 3 ASSESSORS (2014)

Assessor	Score	Assignments
Tommy Lee	361.67	/ 38 Assignments
Susan Smith	281.00	/ 68 Assignments
Kimberly Cunningham	248.70	/ 54 Assignments
Betty Whisnant	238.64	/ 74 Assignments

REGISTERED USERS

STUDENTS

Year	Count
2011	26
2012	676
2013	169
2014	225

FACULTY

Year	Count
2011	38
2012	63
2013	23
2014	12

FEATURE USAGE

COURSE-EMBEDDED ASSESSMENT ✓
Course-based assessment with direct, indirect, formative, and summative assessment methods for measuring outcomes-based learning.

VIDEO ASSESSMENT ✓
Engage students more deeply in their learning with annotated video feedback and rubric evaluation of student-submitted videos.

FIELD EXPERIENCE MANAGEMENT ✓
A shared workspace for students, mentors, supervisors and placement coordinators to manage all field based learning requirements.

LIVETEXT ANALYTICS ✓
Advanced data reporting on student progress, trends in learning, gaps in curriculum, and students at risk.

SIS INTEGRATION ✓
Automate course, roster, and student profile/demographics uploads into LiveText for improve reliability and reduction in administrative support time.

DEMOGRAPHIC DATA INTEGRATION ✓
Importing or integrating student demographics data with LiveText provides improved data reporting and supports predictive analytics tools

CUSTOM INSTITUTIONAL BRANDING ✗
Customize the LiveText interface to match your institution's branding and logo, giving your users a more coherent, streamlined experience of your campus software systems.

LMS SINGLE SIGN-ON & GRADE RETURN ✓
Administer your existing Course Management or Learning Management System through LiveText, having your users login once to your systems and passing outcomes between LiveText and your LMS.

KEY CODE MANAGEMENT ✗
More efficiently manage the distribution of both faculty and student key codes for account registration with the Key Code Management tool in LiveText.

THIRD-PARTY ASSESSMENT SET-UP ✓
Be able to have student assessed by third parties, other than the instructor; multiple and blind assessment options are also available.

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SUMMARY OF OUR **RECOMMENDED BEST PRACTICES**

CURRENT PRACTICE: In the Manager User Privileges feature, faculty accounts are added for additional access.

RECOMMENDED BEST PRACTICE: Add department-based admin accounts to the Manage User Privileges tool, rather than faculty accounts

BENEFITS: In the event that roles change, the accounts, access, and reporting will remain the same, making transitions more seamless.

CURRENT PRACTICE: Many rubrics are course-based. Rubrics have varying performance levels across college.

RECOMMENDED BEST PRACTICE: Utilize common rubrics across multiple courses and terms. Rubric performance levels (i.e., number of levels and titles) and point values are consistently applied at both the department and college level.

BENEFITS: Common assessment tools used at the program and department provide longitudinal data and a more in depth look at student learning outcomes. Consistent performance levels and point values across the department and college provides benchmarks against which to measure students' progress in achieving learning outcomes. It also allows for more of a longitudinal view of data gathered, which increases the effectiveness of the Analytics tool.

CURRENT PRACTICE: Assessments are either created each term or copied from past terms to active terms.

RECOMMENDED BEST PRACTICE: Create a Master Term that contains all of the signature assignments for the institution.

BENEFITS: Within a Master Term the institution can build out the shell of the signature assignment and make the alignment with appropriate rubric. Once shell of the assignment is created, the institution will be able to copy the assignment to desired courses. Since Master Terms are constructed to remain open longer than a traditional academic term the assignments can be used from term to term. This streamlines the process of assignment creation, distribution, and editorial process when changes are needed. Our implementation team will assist is establishing our Master Term so it is constructed to the fit the needs of the institution.

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