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 1,100+ 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.

Consultation & Customization

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 Baseline consultant
» Discuss reasons for purchase, main goals, launch timeline, and implementation strategy
» Gain 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 are your success goals for the upcoming year/3 years?
» Who will be using the tools, and why?
» Who will oversee the launch and adoption of these tools on campus?
» Do you have an LMS on campus? If so, do you intend to integrate Baseline Rubrics with the LMS?
» What programs and services are currently in place to collect and assess data?
» How familiar are your campus stakeholders with assessment?
» Who is responsible for doing assessment, and in what structure? (e.g., committee, unit designees, etc.)
» Does your campus already have data it might want to upload into the platform (survey/demographic data) right away?
» What does the political environment look like on campus in terms of assessment?
» Do you use an assessment plan, framework, or reporting structure?
» Which individuals will be key to achieving success in this implementation?
» Who will be the primary contact overseeing the launch and adoption of different tools in the platform?

Useful documents to provide to your consultant during Discovery:

» Organizational chart
» Strategic and/or assessment plan (if applicable)
» Preferred campus logo to be included on your projects

Next steps:

- ☐ Complete Authentication Integration Worksheet to begin authentication setup process
- ☐ After authentication setup is complete, register for the first training using the link received from your consultant
- ☐ Send consultant availability for necessary consultation calls

Technical Implementation

Overview

Technical implementation for Baseline is made up of two to three phases; Authentication, Data Transfers and LMS Integration/LTI Set Up (if applicable). 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.

The Baseline Rubrics tool requires 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 is one set of data that is collected in Core Data for Baseline Rubrics: *Accounts*.

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.

LTI Setup (for Rubrics integration only)

Campus Labs tools have the ability to share authentication with a Learning Management System via LTI. This allows your faculty to access the Campus Labs Rubrics tool via their Learning Management System (Moodle/Moodlerooms, D2L, Canvas, or Blackboard).

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.

Users and Organizational Chart (required)

Once authentication has been achieved and verified by a campus user, Campus Labs team members will begin the process of enabling the application for your campus. We will need the following information from your campus:

- copy of your institution's or division's organizational chart *(see "Organizational Units" here for the desired format.)*
- a list of all of your users of Baseline *(see "Accounts File" here for the desired format.)*
- (optional) a list of all students *(see "Accounts File" here for the desired format.)*

Customization and Consultation

Overview

Every new Baseline campus participates in a training process with a series of trainings customized based on their goals for implementation. In each training, we will review a different topic or area of Baseline 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:

Implementation Training 1: Baseline Rubrics Training

Implementation Training 2 *(optional)*: Baseline Rubrics - LMS Training

Consultation Call

Implementation Training 1: Baseline Survey Training Part I

Implementation Training 2: Baseline Survey Training Part II

Consultation Call

***Based on your implementation goals, you may attend both Rubrics and Survey trainings, or only one set of trainings. Your Baseline Consultant can help you determine which trainings to attend.*

Baseline Rubrics Training

In this training session, site administrators will learn how to create their own rubrics using the Rubrics tool in Baseline. During this live demonstration, we will walk participants through all the features of this tool including the template library, grading, weighting, sharing rubrics, and reports. We'll also discuss how user access works within the Rubrics tool. *Appropriate attendees include all members of your implementation team and key stakeholders who will be responsible for training additional users on Rubrics.*

Homework:

- [ ] Login to Rubrics and familiarize yourself with the tool
- [ ] Review the formatted rubric templates available to you
- [ ] Identify opportunities to incorporate rubrics into your division/institutions current assessment practices
- [ ] Ensure accounts have been added for all users to access Rubrics
- [ ] Contact your consultant if you would like to schedule a training to review your LMS integration

Baseline Rubrics - LMS Training *(optional)*

Once your institution's LMS integration is complete, your users can send their enrollment and assignment information to Rubrics. This one-on-one session will help to prepare you as a site administrator to have conversations and provide training to your Rubrics users. We will review how users can evaluate course participants and sync their rubric scores and commentary back into your LMS system. Available integrations: Blackboard, Canvas, Desire2Learn, Moodle/Moodle Rooms. *Appropriate attendees include all members of your implementation team and key stakeholders who will be responsible for training additional users on Rubrics.*

Homework:

- ☐ Login to your LMS system and familiarize yourself with the Rubrics/LMS connection
- ☐ Determine and schedule time to train faculty on using the Rubrics/LMS connection
- ☐ Schedule consultation call with your consultant to discuss training plan and answer questions

Baseline Survey Training Part I

Our first training will cover all the basics that Baseline Survey Site Administrators will need to manage their Baseline site. We will discuss how your campus' organizational chart is used to manage users' survey access, how you can manage your users' permissions, and the differences between requesting projects in Baseline and building them yourself. We will also provide you questions to consider when deciding how you want to manage survey administration on your campus. *Appropriate attendees include anyone who will be managing user access, the org chart, and the survey request process for Baseline surveys.*

Homework:

- ☐ Add users to your Baseline site using the User tab
- ☐ Create a New User Notification email template
- ☐ Decide on a survey coordination strategy with the following in mind:
  - ☐ Will users be requesting projects, building projects, or both?
  - ☐ Will anyone else be managing user access?
  - ☐ Who at your institution will be responsible for communicating any changes to your org chart?
  - ☐ Will there be a review process before users can request projects in Baseline? Before projects are built?

Baseline Survey Training Part II

This training will focus on the some of the advanced features and opportunities available to Baseline Survey users. As Site Administrators, you will decide which, if any of the following advanced features align with your implementation plan: uploading past projects, utilizing demographic files, using Panels (with or without Engage integration), assigning users to be device managers, participating in NASPA Consortium or Project CEO benchmarks, and using comparison reports. The Student Response System is also introduced. *Appropriate attendees include anyone who will be managing user access, the org chart, and the survey request process for Baseline surveys.*

Homework:

- ☐ Schedule a call with your Baseline consultant to discuss the following:
    - ☐ Are there any old projects you would like to add into Baseline?
    - ☐ Will you be utilizing Demographic Data in Baseline?
    - ☐ Who will be your Device Managers?
    - ☐ Will you be participating in any Benchmarks?
    - ☐ What trainings do you want your users to attend a part of your implementation strategy?
- ☐ *Recommended:* Sign up for at least one of the following ongoing trainings of your choice on the training site:
    - ☐ Assessment Methods in Baseline
    - ☐ Building Your Own Surveys in Baseline
    - ☐ Baseline Reporting Tools
    - ☐ Formative Assessment and the Student Response System
    - ☐ Rubric Methodology and the Baseline Rubrics Tool

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 on-going trainings offered are designed to support increased adoption or staff/student transitions on your campus. Whether you need to brush up on a concept or introduce new staff members to the platform, our on-going trainings will support your efforts. These on-going 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 on-going Baseline 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 a.m.-5:00 p.m. EDT
Support Phone Hours: 8:00 a.m.-8:00 p.m. EDT
Phone: 716-270-0000
Email: support@campuslabs.com

Help Center

Learn how to use the Campus Labs tools through a combination of in-depth text articles and video walkthroughs, resources 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 the Baseline Help Center

Within the Help Center, you'll also find a collection of case studies, best practices, and resources from other member campuses. Our Best Practices are intended to assist you in discovering new, thoughtful, and creative ways to use the application to achieve your goals, increase adoption, and support your campus.

View Baseline Best Practices