



Leveraging SmartSheet to Streamline Processes

Serena Murphy, Brad Sturz, Delena Bell Gatch
Georgia Southern University



National
Assessment
Week



Overview

- Institutional and Unit Context
- Relevant Processes
 - Overview
 - Timeline
 - Workflow
- Practical Considerations
- SmartSheet
- Value by Position
- Questions



Georgia Southern University



Multi-Campus Institution



Statesboro Campus

Georgia Southern's largest campus, home to more than 20,000 students, is located in historic Statesboro, a growing college town built around a shop-lined Main Street. It offers the exciting benefits of a large university and the personal feel of a smaller college. Students can choose from nearly 150 degree programs, be involved in hands-on learning within an individualized program, and conduct research with professors. The residential community offers some 300 clubs and organizations for involvement so students can connect with specific groups of friends. The resources on campus are seemingly endless.

[Statesboro Campus Map](#) • [More Information](#)



Armstrong Campus in Savannah

Situated on the Atlantic coast in beautiful Savannah, the Armstrong Campus of Georgia Southern University is located just minutes away from the National Historic Landmark District downtown and a short drive from the sunny beaches of Tybee Island. The 268-acre arboretum campus is home to more than 6,500 students offering more than 100 degree programs and an abundance of resources and activities for students. This close-knit community recognizes each student as the unique person they are — and truly fosters student success.

[Armstrong Campus Map](#) • [More Information](#)



Liberty Campus in Hinesville

Located in Hinesville, the Liberty Campus houses a new, state-of-the-art facility offering a variety of opportunities for local students, especially those affiliated with the military, to take advantage of a nationally recognized university in their own backyard. This campus, home to over 500 students, serves all undergraduate student types, including Dual Enrollment, new freshmen, transfers, and adult learners. Earn an associate's degree or take classes before transitioning to the Statesboro or Armstrong Campus.

[Liberty Campus in Hinesville](#) • [More Information](#)

Georgia Southern University



Fall 2022 FTE = 23,018¹



159 Degree Programs¹



93 Unique Core Curriculum Courses²



26 Student Services Units³

¹Georgia Southern Factbook

²Georgia Southern 2022-2023 Academic Catalog

³Georgia Southern Organizational Chart

Institutional Assessment and Accreditation



**GEORGIA
SOUTHERN
UNIVERSITY**

**INSTITUTIONAL ASSESSMENT
AND ACCREDITATION**



Data



Information



Resources

Facilitates the exchange of data, information, and resources across academic colleges and administrative units in support of an institutional culture of assessment and continuous improvement.

Relevant Processes



Institution



Institutional Accreditation

Institutional Assessment and Accreditation

General Education Student Learning Outcomes

General Education and Core Curriculum Committee

Program



Comprehensive Academic Program Review

Comprehensive Academic Program Review Steering Committee

Programmatic Accreditation

College and Departmental Leadership

Academic Program Student Learning Outcomes

Academic Assessment Steering Committee

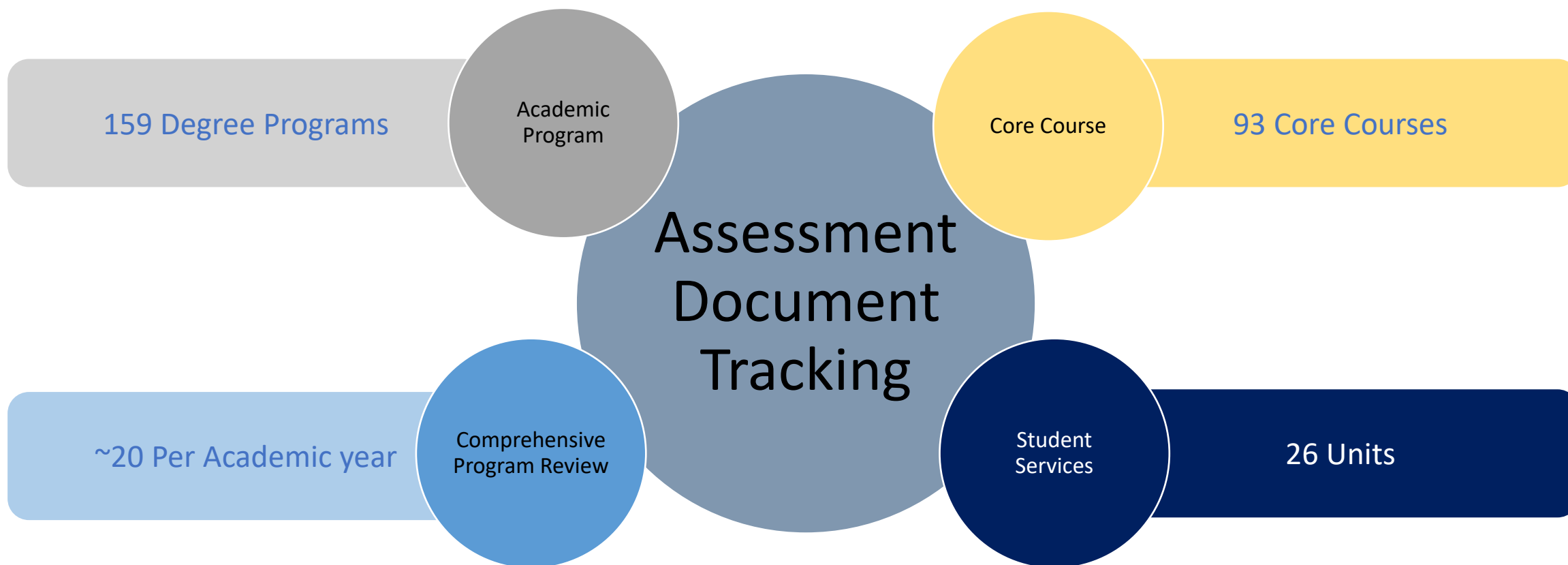
Co-Curricular



Student Services Outcomes

Student Services Outcomes Assessment Committee

Process Overview



Process Timeline

Call for Submissions

Institutional Assessment and Accreditation (IAA) sends a call for assessment documents with instructions to coordinators.

Documents Sent to Reviewers

IAA sends assessment documents to committee reviewers – two reviewers per documents.

Feedback Returned

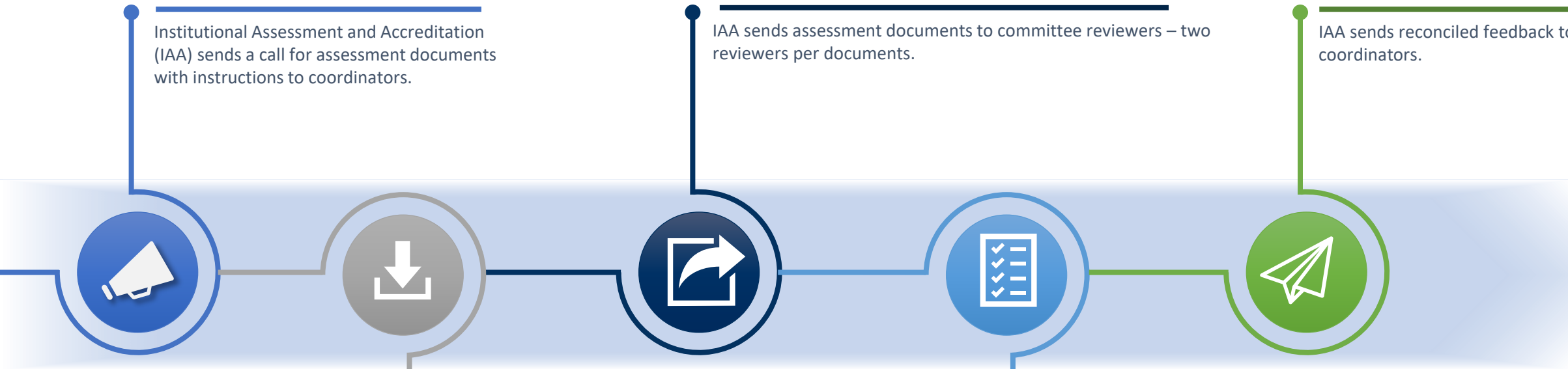
IAA sends reconciled feedback to coordinators.

Documents Submitted

Coordinators submit assessment documents.

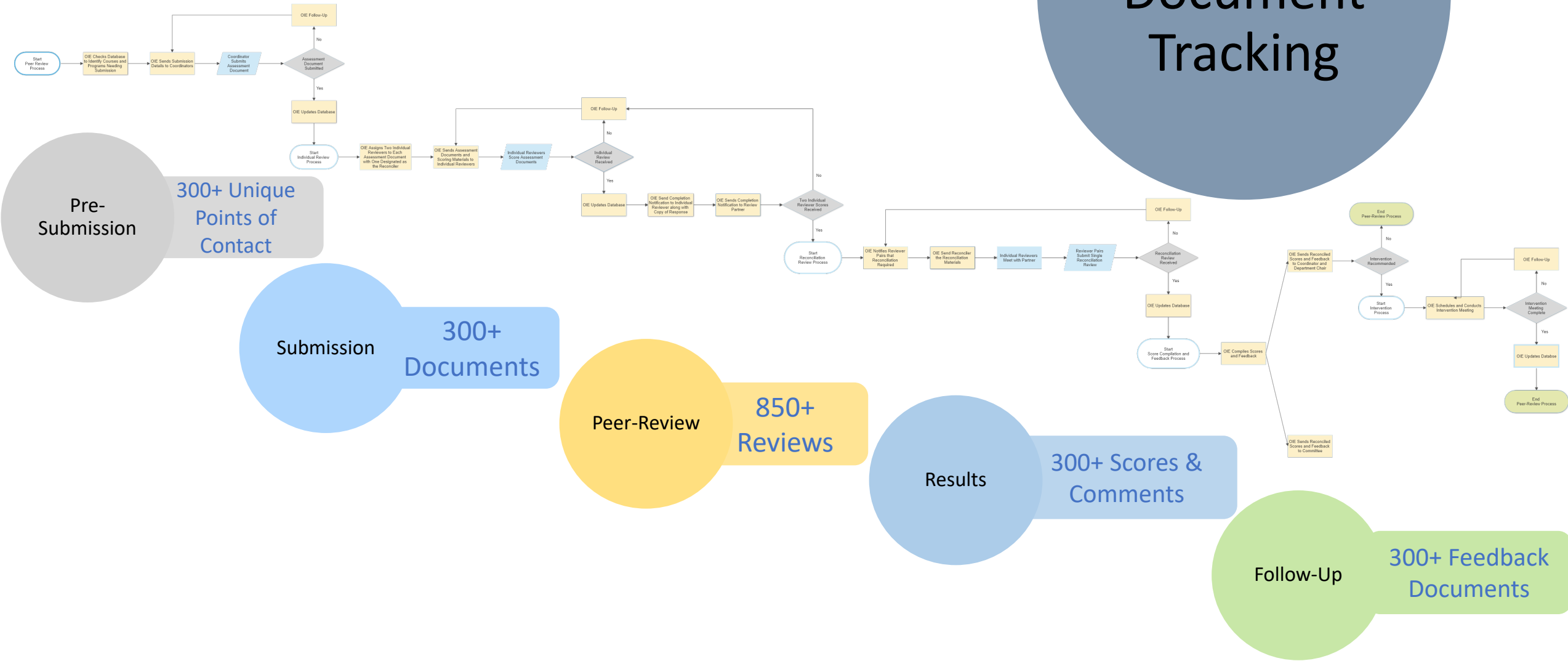
Reviews Submitted

Committee members submit individual reviews using the university-level rubric, meet to reconcile any differences in individual reviews, and submit a single reconciliation review.



Process Workflow

Assessment Document Tracking

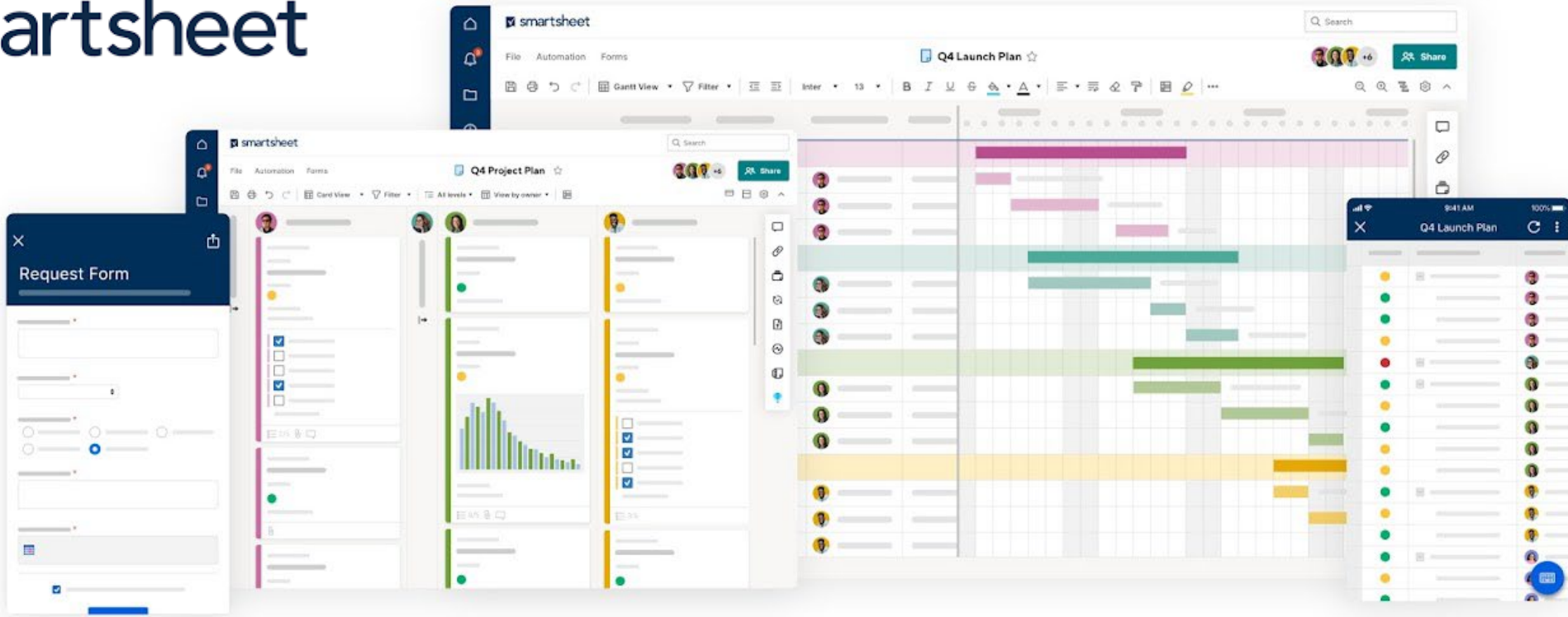




Practical Considerations

- Oversight
- Management
- Access
- Storage
- Format
- Volume
- Insight
- Effort
- Communication





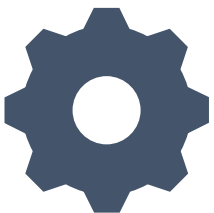
Database



Centralized
Communication



Real-Time
Updates



Automations



Reports



Dashboards



Database



Centralized Communication

Sample Database Fields

Academic Program

College

Department

Dean Contact Information

Department Chair Contact Information

Assessment Coordinator Contact Information

Prior Assessment Documents

Prior Assessment Document Feedback

Next Submission Due Date

Next Submission Contents

Submission Status

Submission Date

Reviewer Scores

Reviewer Comments

Program	Link to Assessment Document: 2020-2021	Link to Assessment Document Feedback: 2020-2021	Report Received Fall 2022	Actual Submission Date	Link to Assessment Document Submission Fall 2022	Actual Submission Contents
<ul style="list-style-type: none"> [-] Jiann-Ping Hsu College of Public Health <ul style="list-style-type: none"> [-] Public Health <ul style="list-style-type: none"> BSPH Public Health CERG Public Health DrPH Public Health MPH Public Health [-] Parker College of Business <ul style="list-style-type: none"> [-] Economics <ul style="list-style-type: none"> BA Economics BBA Economics CERG Applied Economics MS Applied Economics 	https://drive.google.com	https://drive.google.com	<input checked="" type="checkbox"/>	09/28/22	https://drive.gc	Assessment Plan
			<input checked="" type="checkbox"/>	10/02/22	https://drive.gc	2021-2022
	https://drive.google.com	https://drive.google.com	<input checked="" type="checkbox"/>	09/29/22	https://drive.gc	2021-2022
	https://drive.google.com	https://drive.google.com	<input checked="" type="checkbox"/>	09/30/22	https://drive.gc	2021-2022
	https://drive.google.com	https://drive.google.com	<input checked="" type="checkbox"/>	09/27/22	https://drive.gc	2021-2022
	https://drive.google.com	https://drive.google.com	<input checked="" type="checkbox"/>	09/27/22	https://drive.gc	2021-2022
	https://drive.google.com	https://drive.google.com	<input checked="" type="checkbox"/>	09/26/22	https://drive.gc	2021-2022
	https://drive.google.com	https://drive.google.com	<input checked="" type="checkbox"/>	09/26/22	https://drive.gc	2021-2022



Database



Centralized Communication

Sample Database Fields

Academic Program

College

Department

Dean Contact Information

Department Chair Contact Information

Assessment Coordinator Contact Information

Prior Assessment Documents

Prior Assessment Document Feedback

Next Submission Due Date

Next Submission Contents

Submission Status

Submission Date

Reviewer Scores

Reviewer Comments

The screenshot shows a spreadsheet interface with a context menu open over a selected row. The menu includes options like 'Cut', 'Copy', 'Paste', 'Delete', 'Sort Rows...', 'Lock', 'Move to Another Sheet...', 'Copy to Another Sheet...', 'View Row in Card View', 'Attachments...', 'Comments...', 'Generate Documents...', 'Proofs...', 'Set Reminder...', 'Send...', and 'Send Update Request...'. The 'Send...' option is highlighted.

The 'Send (3 rows)' dialog box is open, showing fields for 'To', 'Subject', and 'Message'. The 'Include' section is expanded to show a list of columns to include in the email:

- Attachments
- Comments
- Program
- Accrediting Body
- First Year Accredited
- Most Recent Accreditation
- Next Year of Accreditation Review
- Last CPR Year
- Next CPR Year
- Interaction Reports
- Interaction Counts
- Curriculum Change Reports
- Curriculum Change Counts

The 'Send' button is highlighted in blue, and the 'OK' button is also highlighted in blue.



Database



Centralized Communication

Sample Database Fields

Academic Program

College

Department

Dean Contact Information

Department Chair Contact Information

Assessment Coordinator Contact Information

Prior Assessment Documents

Prior Assessment Document Feedback

Next Submission Due Date

Next Submission Contents

Submission Status

Submission Date

Reviewer Scores

Reviewer Comments

Insert 3 Rows Above Insert Key

Insert 3 Rows Below

Cut Ctrl + X

Copy Ctrl + C

Paste Ctrl + V

Delete

Sort Rows...

Lock

Move to Another Sheet...

Copy to Another Sheet...

View Row in Card View

Attachments...

Comments... Ctrl + M

Generate Documents... **New**

Proofs...

Set Reminder...

Send...

Send Update Request...

Properties...

Link to Assess Document: 2020 2021

https://drive.google.com/

GEORGIA SOUTHERN UNIVERSITY

Hello Brad,
Brad Sturz needs 1 update from you.

Please update the assessment coordinator contact information.

Open request

Details

Program Name: BA Art

College: College of Arts & Humanities

First Name

Last Name

Email

GEORGIA SOUTHERN UNIVERSITY

Assessment Coordinator Contact Information

Please update the assessment coordinator contact information.

Program Name: BA Art

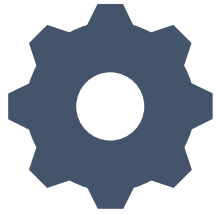
College: College of Arts & Humanities

First Name

Last Name

Email

Send me a copy of my responses



Automations

Trigger

Action

Action Details

Trigger: **When rows are added or changed**

When Row changes

Check

+ Specify

Run workflow: When triggered

- When a date is reached
- When rows are added or changed
- When rows are changed
- When rows are added

Trigger: **When rows are added or changed**

When Chair Request Ready to Send changes to:

Yes

+ Specify another change

Run workflow: When triggered

Select an action

Notifications

- Alert someone**
Alert people about rows on your sheet
- Alert a Microsoft Teams channel**
Send an alert to one of your Microsoft Teams channels
- Alert a Slack channel**
Send an alert to one of your Slack channels

Document actions

- Generate document**
Generate a document to attach to the sheet or request e-sign

Update & approval requests

- Request an update**
Collect data from others with an easy-to-fill form
- Request an approval**
Get approval from others on tasks and projects

Sheet changes

- Assign people**
Add people to tasks and other work items
- Change cell value**
Check boxes, change statuses, enter phrases in cells, and much more
- Record a date**
Insert the current date, based on the sheet owner's time zone, in a cell
- Clear cell value**
Remove the column contents, leaving them blank

Request an update

Send to contacts in a cell

Department Chair Email

Customize message

Send from sheet owner

Brad Sturz via Smartsheet

{{(Program Name)}: Coordinator Update Request

Dr. {{(Department Chair Name - Last)},

As we prepare for the upcoming academic year and the submission of Academic Program

Message includes:

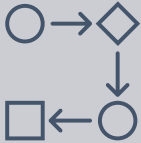



All fields

Specific fields

- Program Assessment Coordinator Email
- Program Assessment Coordinator Name
- Program Name
- Coordinator Campus Location
- Coordinator Rank
- Updated Coordinator Email
- Updated Coordinator Name
- Coordinator Contact Information - Confirmation



Automations

Automations	Sample Use Case
 Workflow	Checkbox requests chair to update assessment coordinator Request the review of document
 Record Date	Record a date when a document is submitted
 Reminders	Send submission requests to non-submitters every week at date/time
 Alerts	Notification that a document has been submitted



Reports



Dashboards

Sample Reports (Filter with Any Field)

Programs with Documents Submitted

Programs with Document Not Submitted

Program with Coordinator Name and Email Address

Programs with Certain Score



Program Assessment Document Submission Tracking

Fall 2022: Submission Status

Submissions Expected

106

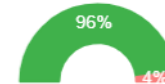
Submissions Received

102

Submissions Outstanding

4

Submission Status



● Submissions Received Fall 2022 - Percent
● Submissions Outstanding Fall 2022 - Percent

Quality Check - Status

Received	102
Assigned	102
Unassigned	0
Requires Resubmission	31
Passed Quality Check	102

Shortcuts

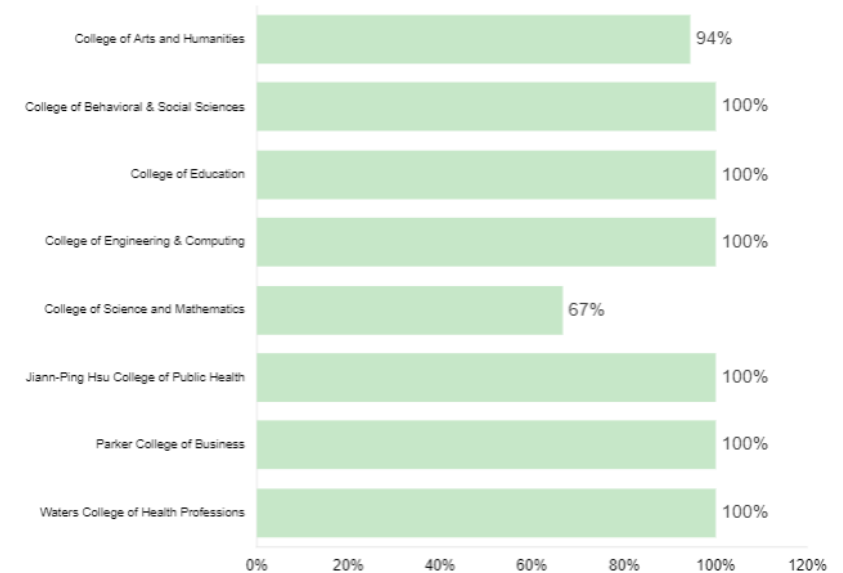
- 2021-2022 Academic Program Assessment Tracking
- 2021-2022 Program Submissions - Initial Quality CK

Submitted: Average Days Past Due

Days Past Due Date

165

Submissions Received



*Dashboard widgets are actionable – direct to underlying Report

*Publish Sheets, Reports, and Dashboard to Web – Embed or Link on Department Website



Reports



Sample Reports (Filter with Field)

Programs with Document

Programs with Document Not Submitted

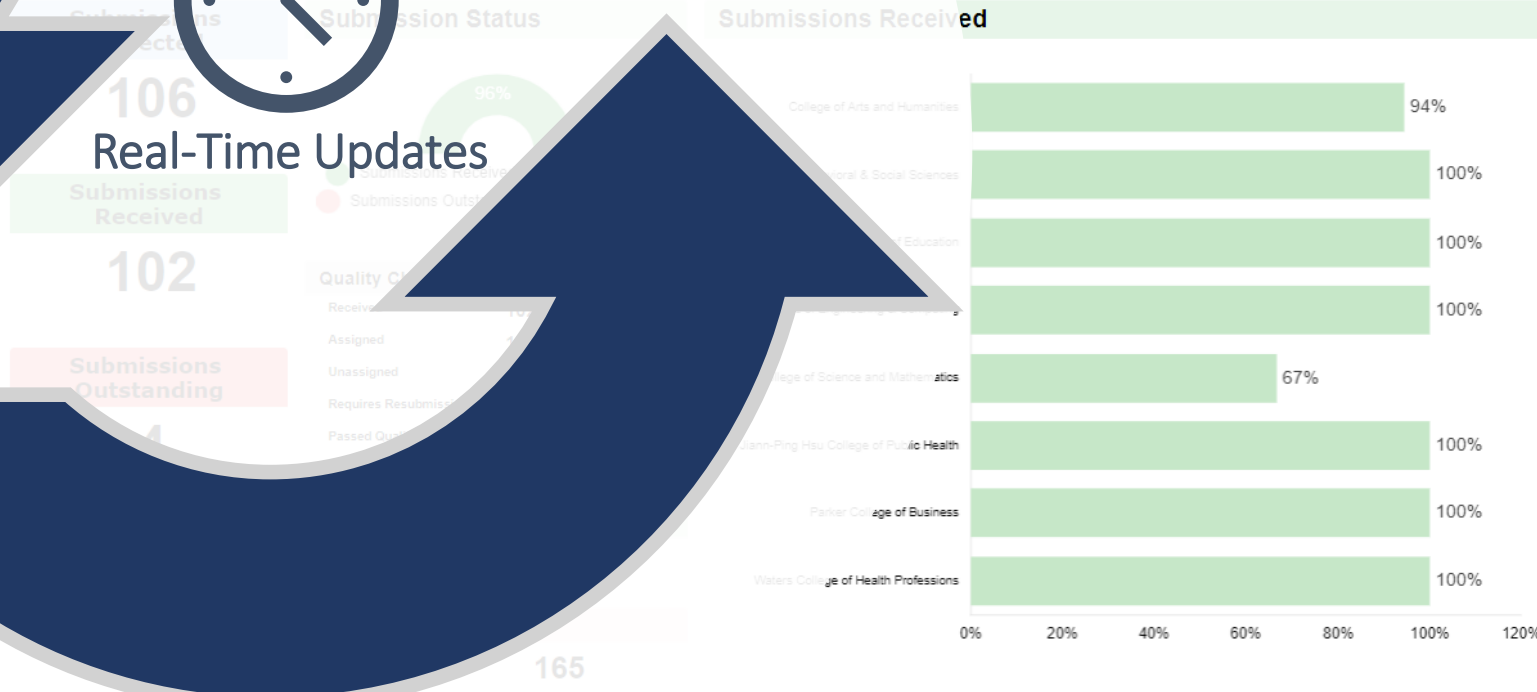
Program with Coordinator Name and Email Address

Programs with Certain Score

Assessment Document Submission Tracking



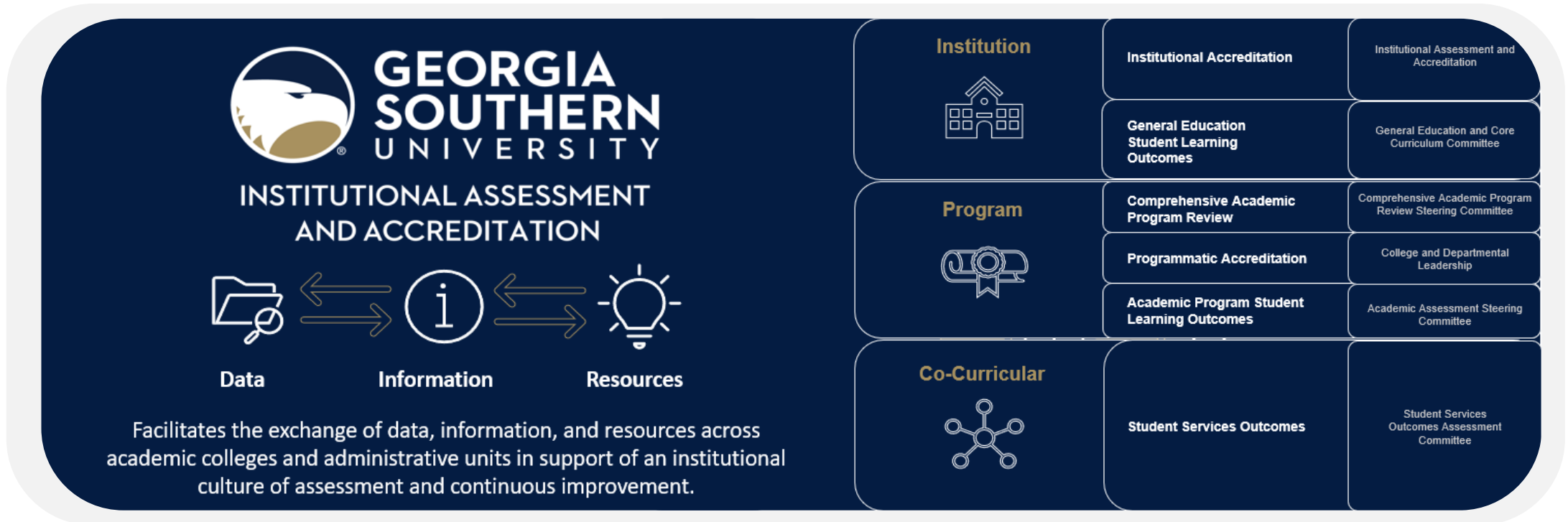
Real-Time Updates



*Dashboard widgets are actionable – direct to underlying Report

*Publish Sheets, Reports, and Dashboard to Web – Embed or Link on Department Website

Value by Perspective



Brad Sturz, PhD
 Associate Director of Assessment
 Georgia Southern University
bradleysturz@georgiasouthern.edu



Serena Murphy, MS
 Accreditation Coordinator
 Georgia Southern University
smurphy@georgiasouthern.edu



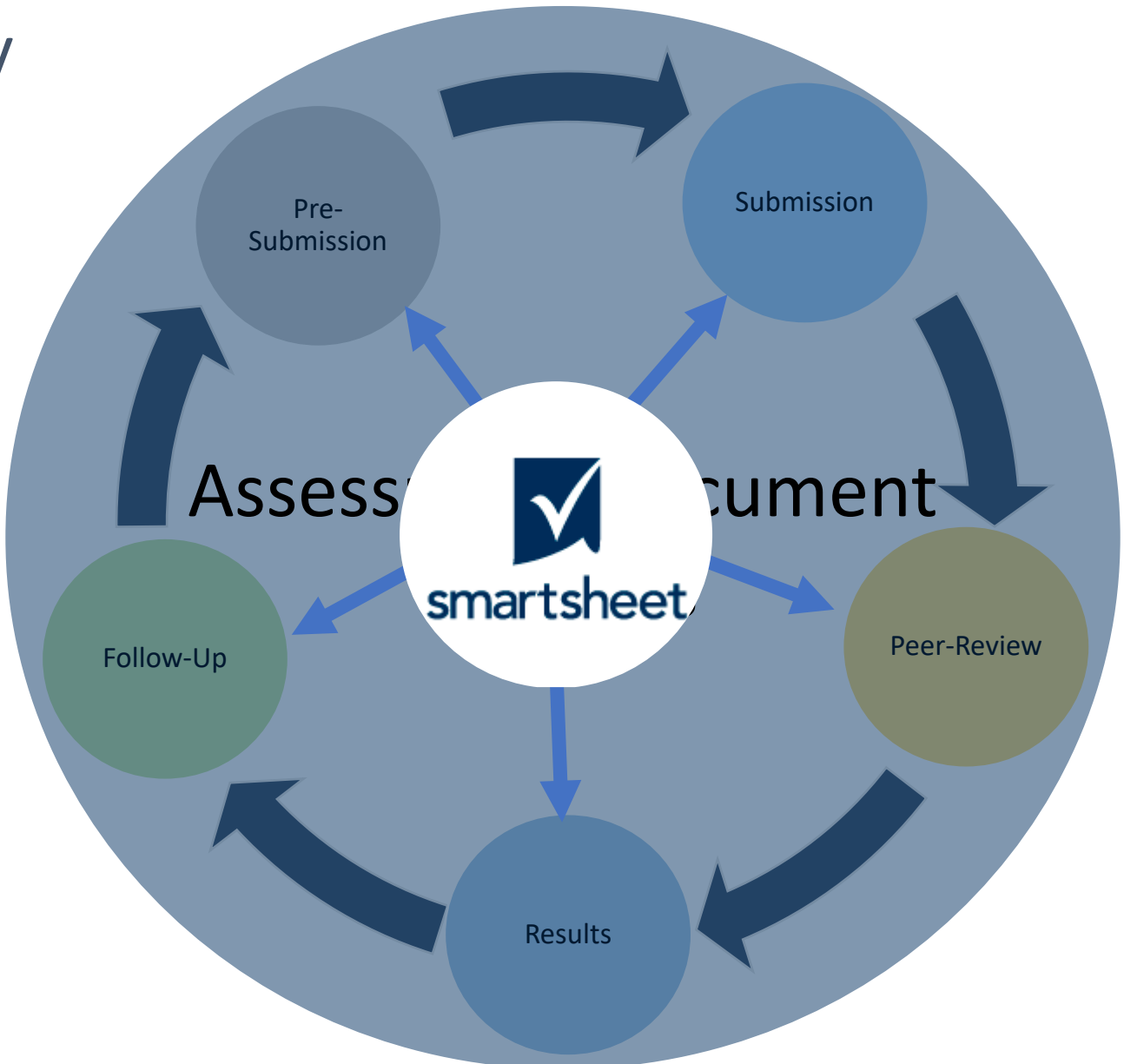
Delena Bell Gatch, PhD
 Associate Vice President
 Georgia Southern University
dbgatch@georgiasouthern.edu



Questions

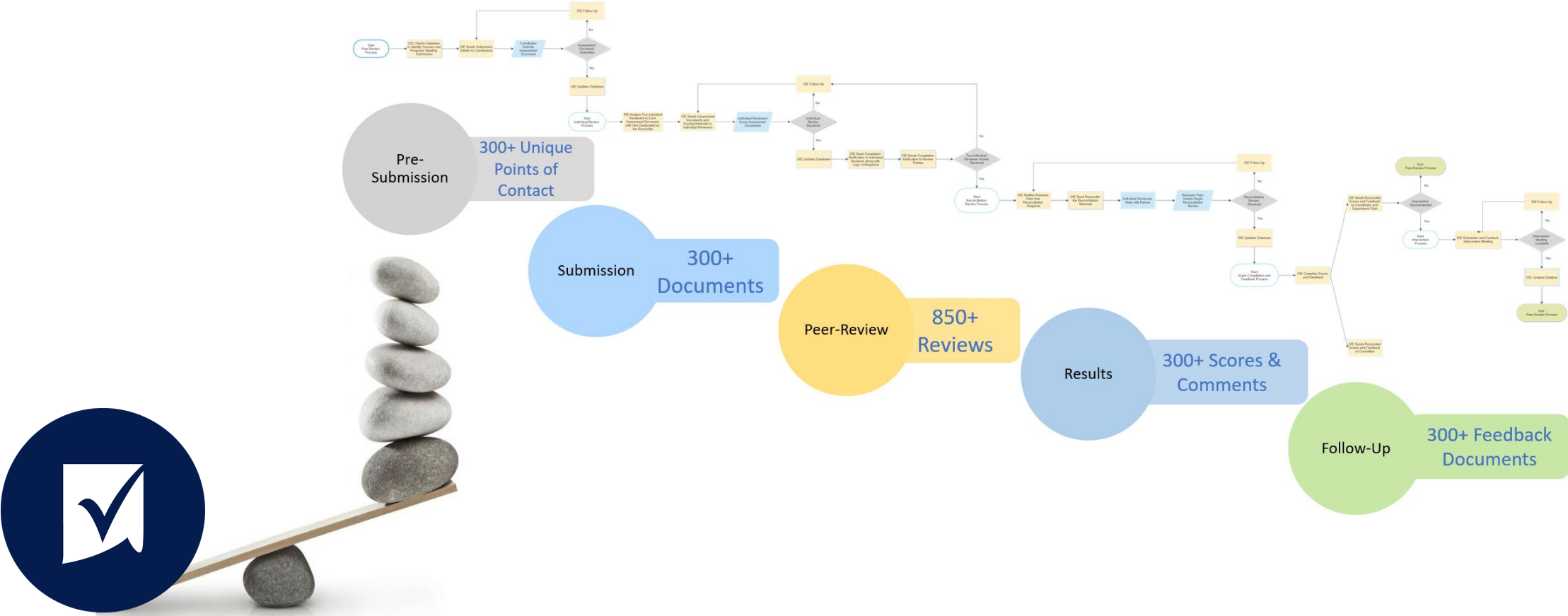


Summary



SmartSheet Solution Walkthrough

Process Workflow





Pre-Submission

Department Chairs



Coordinator Updates

One for each Core Course
One for each Academic Program
Embedded Information
Link to Form



Embedded Information

Core Course/Academic Program Name
Coordinator Name (on file)
Coordinator Email (on file)



Form Questions

Confirmation/Change of Information
Updated Coordinator Name (if applicable)
Updated Coordinator Email (if applicable)
Coordinator Rank
Coordinator Home Campus



Notifications

Copy of Responses
Reminders



Pre-Submission

Brad Sturz via Smar. Program E: Coordinator Update Request 8:23 AM

Program E: Coordinator Update Request SmartSheet/SmartSheet Test Emails X

Brad Sturz via Smartsheet <automation@app.smartsheet.com> Unsubscribe to me

Sun, Aug 2, 3:59 PM (16 hours ago)

Dr. Sturz,

As we prepare for the upcoming academic year and the submission of Academic Program assessment documents, Institutional Assessment and Accreditation is updating contact information for faculty responsible for submitting assessment documents for each academic program.

Please review details below and confirm the program coordinator contact information, rank, and campus location currently on record for Program E by clicking the "Open Update Form". If this information is blank or incorrect, please enter the correct information in the form so that we can update our records.

Please submit this information by 08/21/20.

Program E
Brad Sturz
Brad Sturz

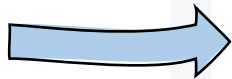
Embedded Info

If you have any questions regarding this request, please contact Brad Sturz (bradleysturz@georgiasouthern.edu).

Thank you for your assistance.

Institutional Assessment and Accreditation

Open Update Form



Program E: Coordinator Update Request

Dr. Sturz,

As we prepare for the upcoming academic year and the submission of Academic Program assessment documents, Institutional Assessment and Accreditation is updating contact information for faculty responsible for submitting assessment documents for each academic program.

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Please submit this information by 08/21/20.

Program E
Brad Sturz
Brad Sturz

If you have any questions regarding this request, please contact Brad Sturz (bradleysturz@georgiasouthern.edu).

Thank you for your assistance.

Institutional Assessment and Accreditation

Program Name
Program E

Program Assessment Coordinator Name
Brad Sturz

Program Assessment Coordinator Email
Brad Sturz

Coordinator Contact Information - Confirmation

Updated Coordinator Name

Updated Coordinator Email

Coordinator Rank

Coordinator Campus Location



Submit Update



Submission

Coordinators



Submission Request

One for each Core Course
One for each Academic Program
Embedded Information
Link to Form



Embedded Information

Core Course/Program Name
Reporting Cycle
Prior Cycle Report
Prior Cycle Peer-Review Feedback
Document Template
Document Rubric
Report Writer Handbook



Form Questions

File Upload
Date of Submission



Notifications

Copy of Responses
Reminders



Submission

☆ Brad Sturz via Smar. **Program E: Assessment Document Submission Request** 8:39 AM

Program E: Assessment Document Submission Request Inbox X

Brad Sturz via Smartsheet <automation@app.smartsheet.com> [Unsubscribe](#) 8:39 AM (1 minute ago) ☆ ↶ ⋮
 to me ▾

Dear Brad,

As part of Georgia Southern's on-going commitment to student success, academic degree programs engage in an intentional, systematic, and self-reflective process of assessing student learning outcomes to make strategic decisions aimed at improving curriculum, teaching, and learning. This assessment process is documented following the guidelines provided in the Academic Program Assessment template and rubric. Each Academic Program Assessment document is submitted to Institutional Assessment and Accreditation who facilitates the peer-review process of assessment documents conducted by the Academic Assessment Steering Committee.

Our records indicate that Program E is on a 1 year reporting cycle and is scheduled to submit an academic program assessment document Fall 2020. The assessment document submission should contain 2019-2020 information.

As you prepare for the 10/01/20 submission date, please refer to the linked documents containing the most recent academic program assessment document submitted to our office along with the feedback from the peer-review process conducted by the AASC.

Please click the "Open Update Form" link in this email to submit your program Assessment Document as a PDF file upload and confirm your submission. Please use the file naming structure ProgramName2019-2020.pdf (e.g., BA Art 2019-2020).

Our office is available to assist you with any questions.

Institutional Assessment and Accreditation

PRIOR ASSESSMENT DOCUMENTS AND FEEDBACK

Document: <https://drive.google.com/file/d/0B3wZKBfzCs3GalJsQm9FODUwS1E/view?usp=sharing>

Feedback: <https://drive.google.com/file/d/0B3wZKBfzCs3GUmYtMDhuTjRaSW8/view?usp=sharing>

Academic Program Assessment Template: <https://academics.georgiasouthern.edu/vpie/files/Template-for-Annual-Academic-Assessment-Reports-2017-2018.docx>

Academic Program Assessment Rubric: <https://academics.georgiasouthern.edu/vpie/files/Academic-Assessment-Rubric-Final-Revised-5-10-2017.docx>

RESOURCES

Academic Program Handbook: <https://drive.google.com/file/d/1aKsHIKubk0Z2fgEzPDDyfeSJQudA4RG2/view?usp=sharing>

Embedded Info

[Open Update Form](#)

Program E: Assessment Document Submission Request

Dear Brad,

As part of Georgia Southern's on-going commitment to student success, academic degree programs engage in an intentional, systematic, and self-reflective process of assessing student learning outcomes to make strategic decisions aimed at improving curriculum, teaching, and learning. This assessment process is documented following the guidelines provided in the Academic Program Assessment template and rubric. Each Academic Program Assessment document is submitted to Institutional Assessment and Accreditation who facilitates the peer-review process of assessment documents conducted by the Academic Assessment Steering Committee.

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Institutional Assessment and Accreditation

PRIOR ASSESSMENT DOCUMENTS AND FEEDBACK

Document: <https://drive.google.com/file/d/0B3wZKBfzCs3GalJsQm9FODUwS1E/view?usp=sharing>

Feedback: <https://drive.google.com/file/d/0B3wZKBfzCs3GUmYtMDhuTjRaSW8/view?usp=sharing>

Academic Program Assessment Template: <https://academics.georgiasouthern.edu/vpie/files/Template-for-Annual-Academic-Assessment-Reports-2017-2018.docx>

Academic Program Assessment Rubric: <https://academics.georgiasouthern.edu/vpie/files/Academic-Assessment-Rubric-Final-Revised-5-10-2017.docx>

RESOURCES

Academic Program Handbook: <https://drive.google.com/file/d/1aKsHIKubk0Z2fgEzPDDyfeSJQudA4RG2/view?usp=sharing>

Program Name

Link to Assessment Document: 2018-2019

Link to Assessment Document Feedback: 2018-2019

Submission: Deadline

Assessment Document Submission Date

Attachments

 ▶ 1 Attachment

[Submit Update](#)



Submission



Program Assessment Document Submission Tracking

Fall 2022: Submission Status

Submissions Expected

106

Submissions Received

102

Submissions Outstanding

4

Shortcuts

- 2021-2022 Academic Program Assessment Tracking
- 2021-2022 Program Submissions - Initial Quality CK

Submission Status



- Submissions Received Fall 2022 - Percent
- Submissions Outstanding Fall 2022 - Percent

Quality Check - Status

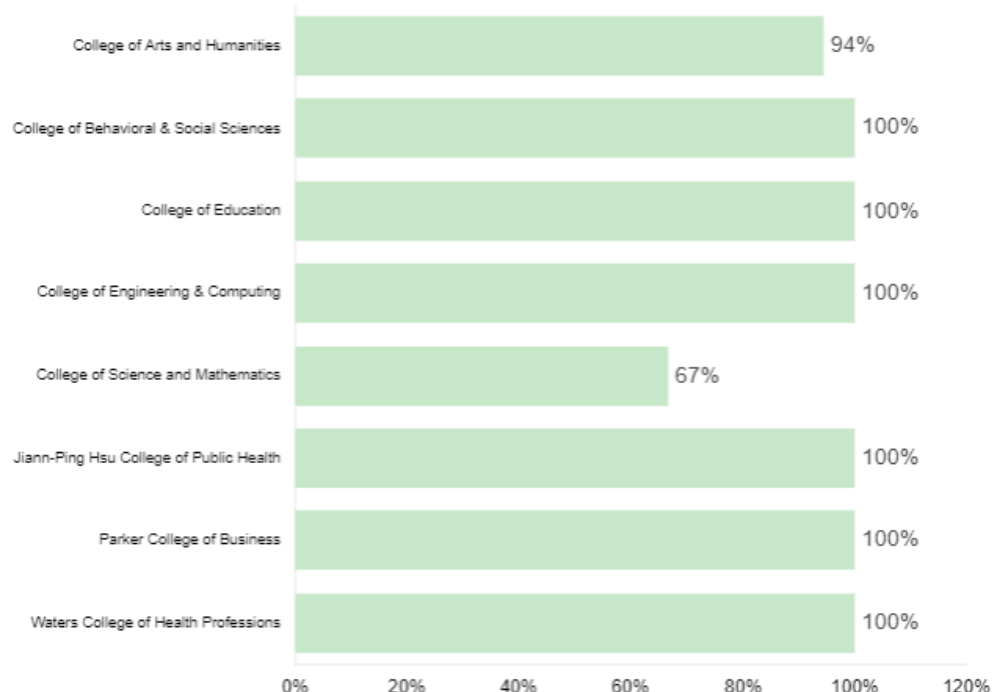
Received	102
Assigned	102
Unassigned	0
Requires Resubmission	31
Passed Quality Check	102

Submitted: Average Days Past Due

Days Past Due Date

165

Submissions Received



Dashboard







Real-Time Updates



Reports

Reviewers



 Review Request	One for each Core Course One for each Academic Program Embedded Information Link to Portal
 Embedded Information	Core Course/Program Name Reporting Cycle Expected Submission Contents Prior Cycle Recommendation Prior Cycle Report Prior Cycle Peer-Review Feedback Review Partner Information Designated Reconciler Document Rubric Document Template
 Form Questions	Date of Submission Rubric Trait Scores Rubric Trait Comments
 Notifications	Reviewer Partner Submission Two Individual Reviews Complete Both Sets of Individual Scores Reconciliation Needed

Brad Sturz via Smartsheet <automation@app.smartsheet.com> [Unsubscribe](#)
to me



You have been assigned to review Program or Course Name assessment document as Reviewer 1. Please visit your reviewer portal to view the associated documents and complete your review.

Review Portal:
<https://app.smartsheet.com/b/publish?EQBCT=435972ce88ff47c5a954c4e909aa9886>

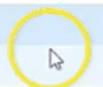


2021-2022 Academic Program Reviewer Dashboard

Sample Reviewer Dashboard - R1

Filter

Review Status (R1) Symbol	Program Name	Review Status (R1)	2021-2022 Assessment Document	Date Review 1 Received
⊕	Program or Course Name (2)	Not Started	https://drive.google.com/file/d/1BtJS1kMni	
✓	Program or Course Name	Complete	https://drive.google.com/file/d/1BtJS1kMni	06/01/22
✓	Test Program Name 13	Complete	https://drive.google.com/file/d/1BtJS1kMni	
✓	Test Program Name 12	Complete	https://drive.google.com/file/d/1BtJS1kMni	10/11/21
✓	Test Program Name 11	Complete	https://drive.google.com/file/d/1BtJS1kMni	09/30/21
✓	Test Program Name 8	Complete	https://drive.google.com/file/d/1BtJS1kMni	10/01/21
✓	Test Program Name 7	Complete	https://drive.google.com/file/d/1BtJS1kMni	09/30/21
✓	Test Program Name 6	Complete	https://drive.google.com/file/d/1BtJS1kMni	09/23/21
✓	Test Program Name 5	Complete	https://drive.google.com/file/d/1BtJS1kMni	09/23/21
✓	Test Program Name 4	Complete	https://drive.google.com/file/d/1BtJS1kMni	09/23/21
✓	Test Program Name 3	Complete	https://drive.google.com/file/d/1BtJS1kMni	09/23/21
✓	Test Program Name 2	Complete	https://drive.google.com/file/d/1BtJS1kMni	09/22/21
✓	Test Program Name	Complete	https://drive.google.com/file/d/1BtJS1kMni	09/22/21



Dashboard



Real-Time Updates



Reports



Program Assessment Results

Recommendation Summary

Recommendations Received

102

Consultations

11

1 year

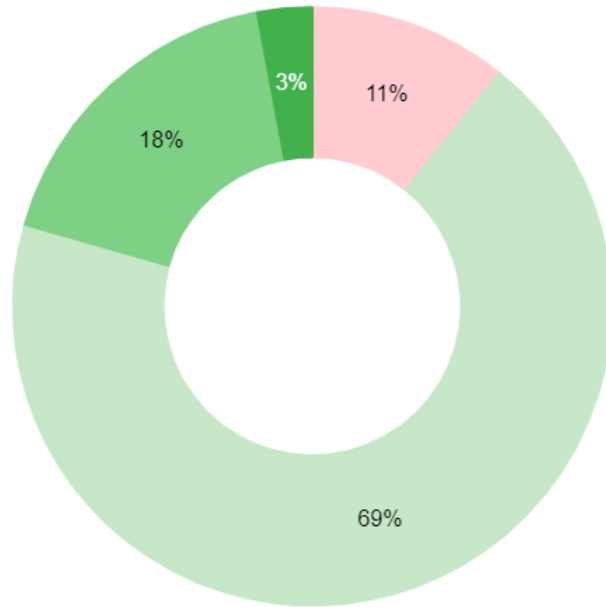
70

2 years

18

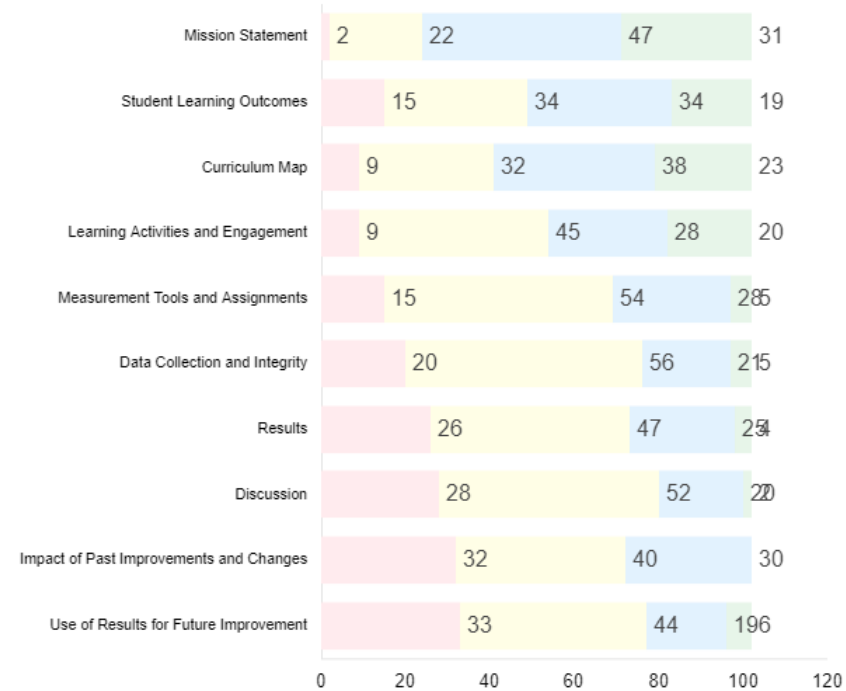
3 years

3



● Consultations ● 1 year ● 2 years ● 3 years

Trait Results Summary



● Beginning ● Developing ● Acceptable ● Exemplary



Dashboard



Real-Time Updates



Reports

Provost
Deans
Department Chairs
Coordinators



Feedback

Academic Affairs Summary (Dashboard)

College Summary (Dashboard)

Department-Level Summary (Report)

Individual Course/Program Results (Report)

Drag and Drop Columns

Click and drag fields onto your document

Columns

- Program Name
- Reconciliation Received
- Submission Date
- Assigned to:
- Expected submission contents
- Feedback Document Generated
- Link to 2021-2022 Feedback Document
- Document saved as PDF
- Document transferred to IAA qooqle drive
- Document link sharing for GSU turned on in drive
- Feedback Document Ready to Send
- Department Chair Email
- Program Coordinator Email

Output Document Name

Program Name 2021-2022 Assessment Document Feedback

Academic Program Student Learning Outcome Assessment Feedback



Academic Program Information


ACADEMIC PROGRAM	Program Name
DEPARTMENT	Department Name
COLLEGE	College Name
ASSESSMENT CYCLE(S)	Expected submission contents
DATE SUBMITTED	Submission Date


Insert Above Insert Key

Insert Below

 Cut Ctrl + X

 Copy Ctrl + C

 Paste Ctrl + V

 Edit...


 Delete


 Sort Rows...


 Lock


Move to Another Sheet...


Copy to Another Sheet...


 View Row in Card View


 Attachments...


 Comments... Ctrl + M

 Generate Documents... **New**

 Proofs...

 Set Reminder...

 Send...

 Print...

 Send Update Request...

Properties...

