INSTITUTIONAL PERFORMANCE
& ASSESSMENT

INSTITUTIONAL EFFECTIVENESS (IE) PORTAL USER GUIDE FOR ACADEMIC AND STUDENT SUPPORT SERVICES UNITS

July 2026 Edition

ipa.fsu.edu
ipa@fsu.edu
iep.fsu.edu

READ THE FULL USER GUIDE STARTING ON THE NEXT PAGE OR SELECT A SPECIFIC TASK TO COMPLETE:

How do I get into the IE Portal and Access my Unit?

1. Navigate to the Institutional Effectiveness Portal in Nuventive: iep.fsu.edu. Note that the IE Portal may render differently based on the browser used. For the best results, we recommend using Google Chrome.

2. Login using your FSU employee credentials (username: fsuid@fsu.edu).
   - If unable to login, email ipa@fsu.edu for support.

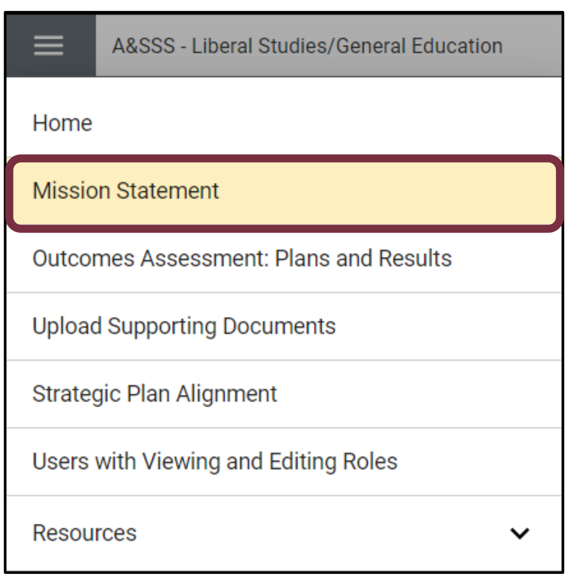
3. Once you have logged in, you will be taken to the home page which provides a brief overview of how to navigate to the page where prior reports are accessible and new reports are submitted, as well as how to access key resources including the IE Portal Quick Guide and Full Assessment Report.

4. On the top of the home page, there is a drop-down menu listing all reporting units (Offices, Departments, Centers, etc.) and summary units (Divisions) that you have access to. Select a single unit to view its Program Outcomes (POs). Note that if you have access to multiple units, you can use the same box to search for a specific unit (for example, type 'Global' to find the Center for Global Engagement).

Return to Questions List

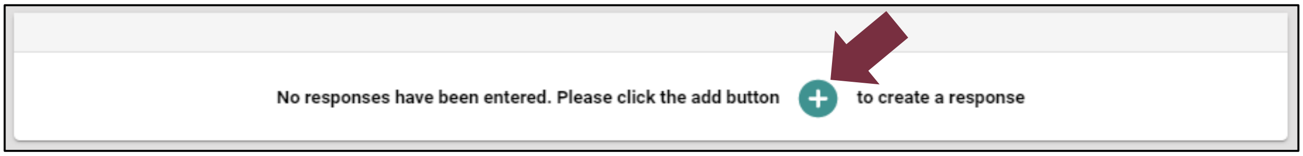
How do I add a new or edit an existing Mission Statement?

1. Once you have selected a reporting unit from the drop-down menu at the top of the page, expand the navigation menu located in the upper left corner of the screen and select **Mission Statement**:

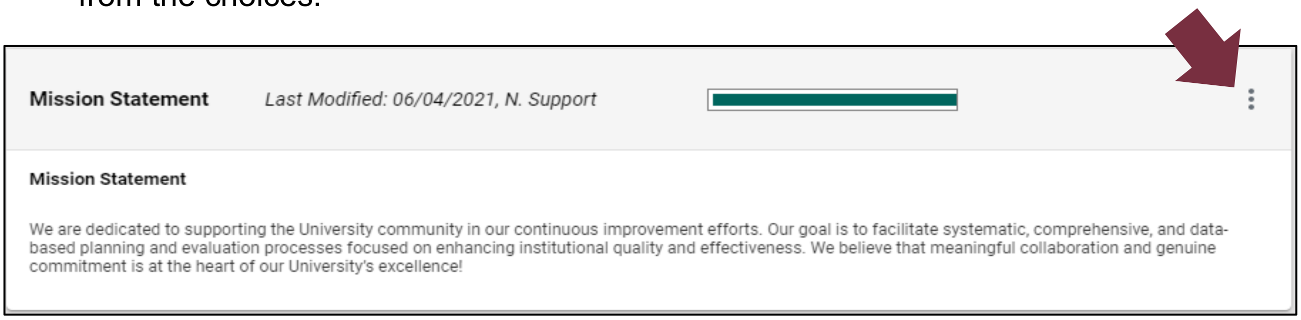


Every Academic/Student Support Services reporting unit should have an active and current mission statement. The statement of mission presents the purpose of the unit, the unit's stakeholders, its primary functions, and its connection to the University mission.

2. To add a new Mission Statement, click on the add button:



3. To edit an existing Mission Statement, click on the three-dot icon and select **Edit** from the choices:

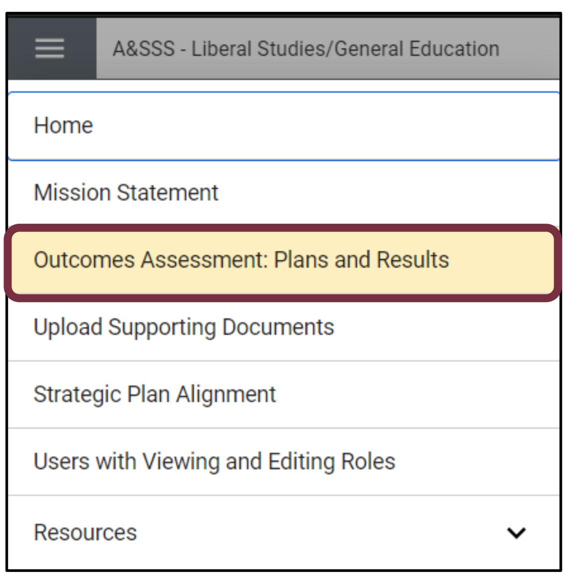


4. When the form opens, enter new or edit existing Mission Statement content in the text box, and click Save

Return to Questions List

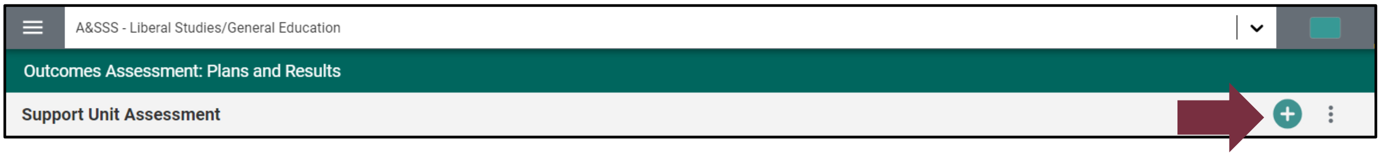
How do I add a new Program Outcome?

1. Once you have selected a reporting unit from the drop-down menu at the top of the page, click the navigation menu located in the upper left corner of the screen and select **Outcomes Assessment: Plans and Results**:



The Outcomes Assessment: Plans and Results page shows a list of all Program Outcomes under the selected unit, including their Name, Statement, Status, and the Active Cycle(s).

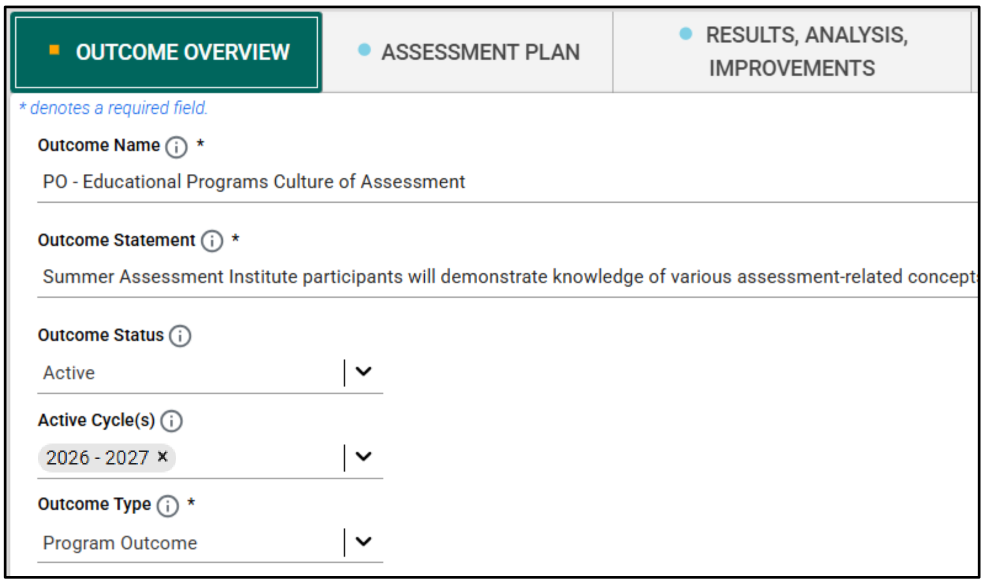
2. Click the green plus icon on the far right of the **Support Unit Assessment** header.



3. Once the blank form opens, enter information into the appropriate fields (see completed example and a brief description of each field below).

4. To save the changes to the Outcome, click **Save** in the upper right corner.

5. Click **Close** to go back to the listing of all Program Outcomes for the selected unit.



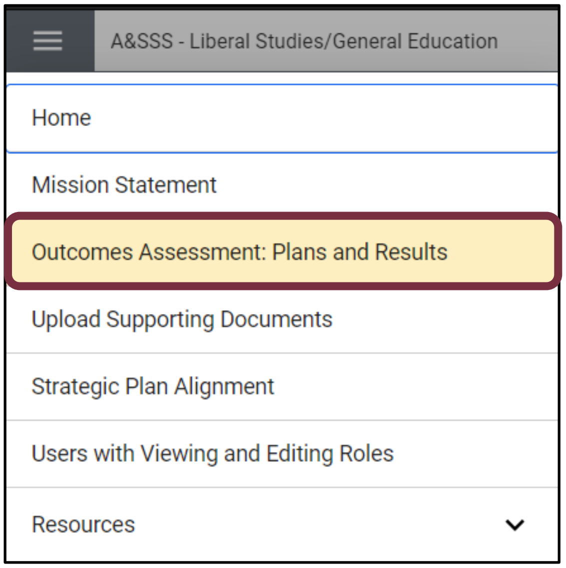
- The **Outcome Name** is the succinct title of the PO. Start the name with “PO – “.
- The **Outcome Statement** is a brief statement of the goal you set for your unit.
- For **Outcome Status**, select **Active.**
- In **Active Cycle(s)**, enter the upcoming reporting cycle ‘2026-2027 ’ for which you are entering the Plan details.
- For **Outcome Type,** select ‘Program Outcome’.

Remember to click the information icons for more details about what kind of narrative should go in each field and to see examples.

Return to Questions List

How do I continue or archive an existing Program Outcome?

1. Once you have selected a reporting unit from the drop-down menu at the top of the page, click the navigation menu located in the upper left corner of the screen and select **Outcomes Assessment: Plans and Results**



The Outcomes Assessment: Plans and Results page shows a list of all Program Outcomes under the selected unit, including their Name, Statement, Status, and the Active Cycle(s).

2. Double click anywhere on the card, or click the Options icon on the far-right side of the Program Outcome's name and select Open

3. To continue pursuing the Program Outcome into the next reporting cycle, the year '2026-2027' should be in the **Active Cycle(s)** field. The next reporting cycle should auto-populate in the IE Portal each year.

4. To indicate that you will not be pursuing the Program Outcome anymore, remove '2026-2027' from the **Active Cycle(s)** field and change the **Outcome Status** field from 'Active' to 'Archived'. Do not delete or overwrite any of the content in the other fields; it should be saved for accreditation and other purposes.

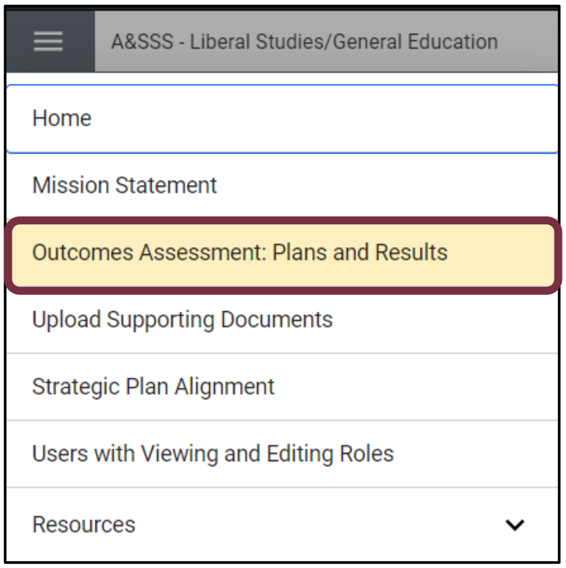
5. To save the changes to the Outcome, click Save in the upper right corner.

6. Click Close to go back to the listing of all Program Outcomes for the selected unit.

Return to Questions List

How do I add a new Assessment Plan?

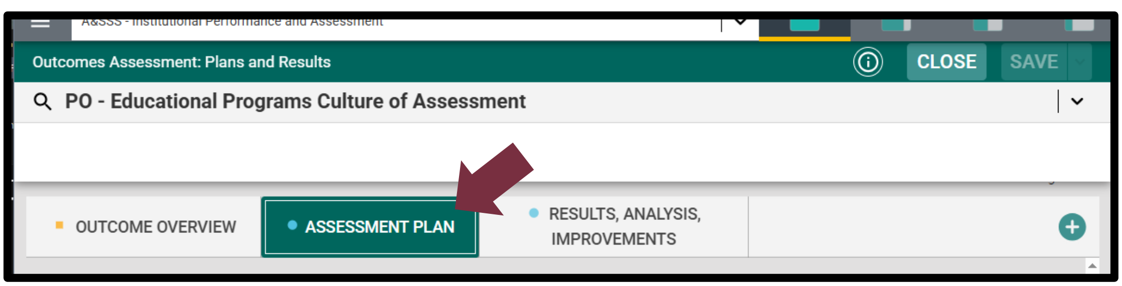
1. Once you have selected a reporting unit from the drop-down menu at the top of the page, click the navigation menu located in the upper left corner of the screen and select **Outcomes Assessment: Plans and Results**:



The Outcomes Assessment: Plans and Results page shows a list of all Program Outcomes under the selected unit, including their Name, Statement, Status, and the Active Cycle(s).

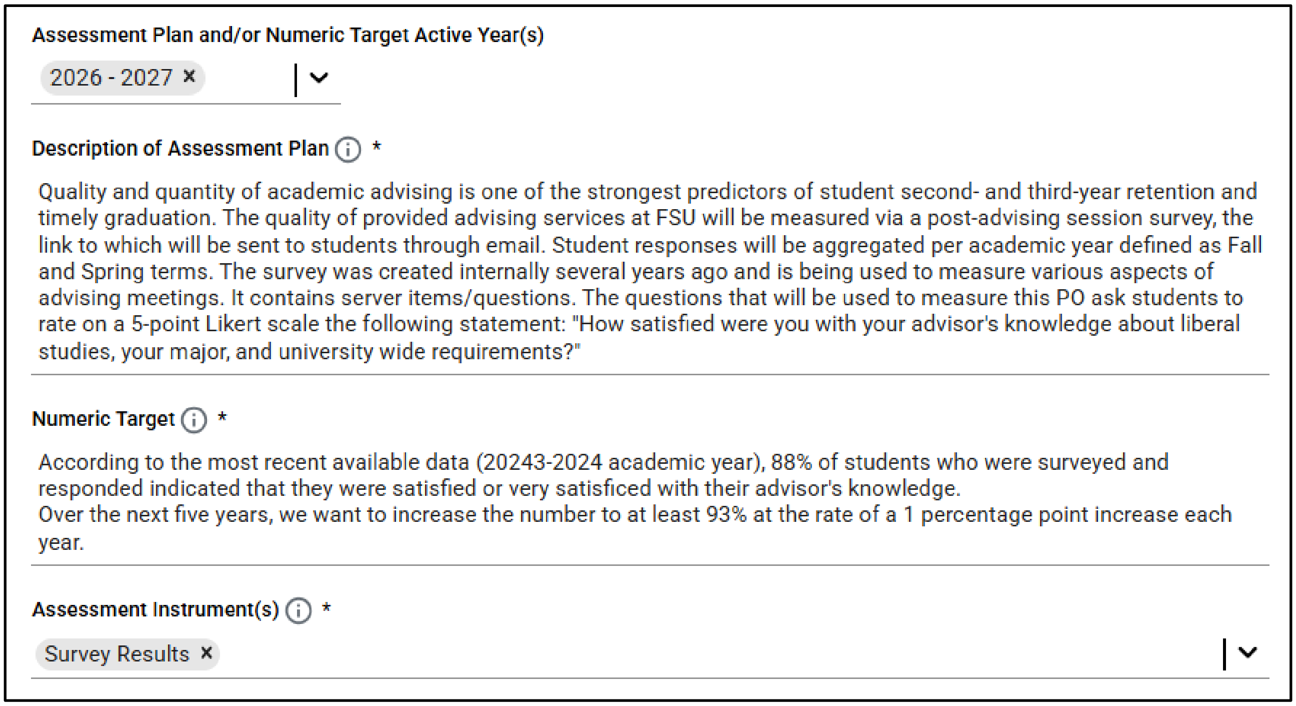
1. Double click anywhere on the card, or click the **Options** icon on the far-right side of the Program Outcome's name and select Open

2. Select the **Assessment Plan** tab in the top ribbon.



3. Click the green plus icon at the end of the tab's header.

4. Enter information into the appropriate fields (see completed example and brief description of each field below).



Assessment Plan and/or Numeric Target Active Year(s)

2026 - 2027

Description of Assessment Plan *

Quality and quantity of academic advising is one of the strongest predictors of student second- and third-year retention and timely graduation. The quality of provided advising services at FSU will be measured via a post-advising session survey, the link to which will be sent to students through email. Student responses will be aggregated per academic year defined as Fall and Spring terms. The survey was created internally several years ago and is being used to measure various aspects of advising meetings. It contains server items/questions. The questions that will be used to measure this PO ask students to rate on a 5-point Likert scale the following statement: "How satisfied were you with your advisor's knowledge about liberal studies, your major, and university wide requirements?"

Numeric Target *

According to the most recent available data (20243-2024 academic year), 88% of students who were surveyed and responded indicated that they were satisfied or very satisficed with their advisor's knowledge.
Over the next five years, we want to increase the number to at least 93% at the rate of a 1 percentage point increase each year.

Assessment Instrument(s) *

Survey Results

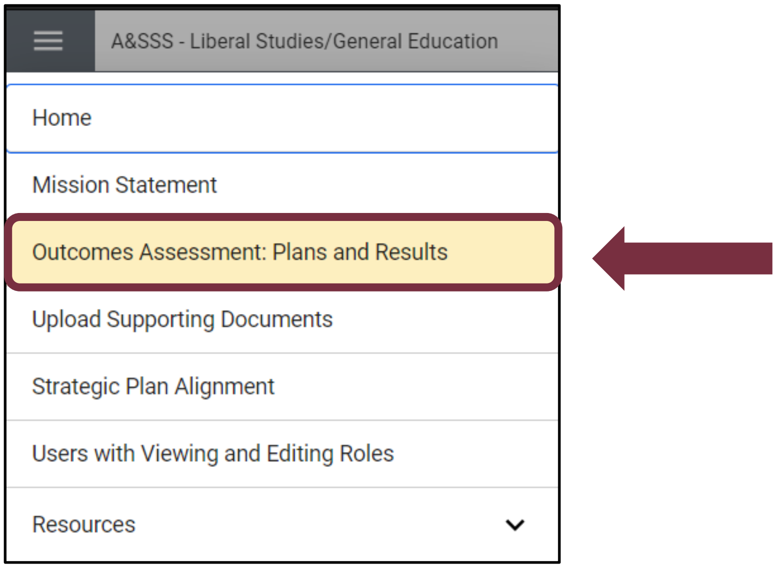
- Select the next reporting cycle, '2026-2027' from the **Assessment Plan and/or Numeric Target Active Year(s)** drop-down.
- Enter the **Description of Assessment Plan** including details on which measure will be used, why is it an important and suitable metric, how will it be calculated, what is the data source, who will pull data/information and report on progress, and when will those steps take place (make sure the description conforms to the guidelines in the IE Assessment Handbook for A&SSS Units).
- In the **Numeric Target** field, provide a measurable assessment standard that will be used to define successful implementation of the Program Outcome (make sure the description conforms to the guidelines in the IE Assessment Handbook for A&SSS Units).
- You have an option to indicate which **Assessment Instrument** you will be using to measure the Outcome. If it is present on the list, simply select it. Otherwise, do not select any.

5. To save the new Assessment Plan, click in the Save upper right corner.
6. Click Close to go back to the listing of all Program Outcomes for the selected unit.

Return to Questions List

How do I edit or 'retire' an existing Assessment Plan?

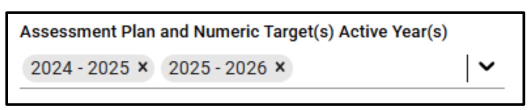
1. Once you have selected a reporting unit from the drop-down menu at the top of the page, click the navigation menu located in the upper left corner of the screen and select **Outcomes Assessment: Plans and Results**:



The Outcomes Assessment: Plans and Results page shows a list of all Program Outcomes under the selected unit, including their Name, Statement, Status, and the Active Cycle(s).

2. Double click anywhere on the card, or click the **Options** icon on the far-right side of the Program Outcome's name and select Open

3. To 'retire' an existing Assessment Plan, remove the next year '2026-2027' from the **Assessment Plan and/or Numeric Target Active Year(s)** field.



4. You may edit the existing Assessment Plan form if the edits you wish to make are limited to (1) minor spelling, grammar, or phrasing adjustments to the narrative, (2) adding clarifying details, or (3) other updates that do not alter the method of Outcomes assessment (e.g., name of program changed but program remains the same).

   To make edits to the Numeric Target, simply add the details to the existing narrative. You should never delete or overwrite existing content. If you are increasing or lowering the previous Numeric Target, record the new Numeric Target and note the applicable timeframe (for example, "Beginning with the 2026-2027 reporting cycle, the goal is…").

If you are changing key aspects of the Assessment Plan for the next reporting cycle, you should create a new Assessment Plan form and mark the existing inactive. If you are unsure whether your intended changes require replacing the entire Assessment Plan, please contact ipa@fsu.edu for guidance.

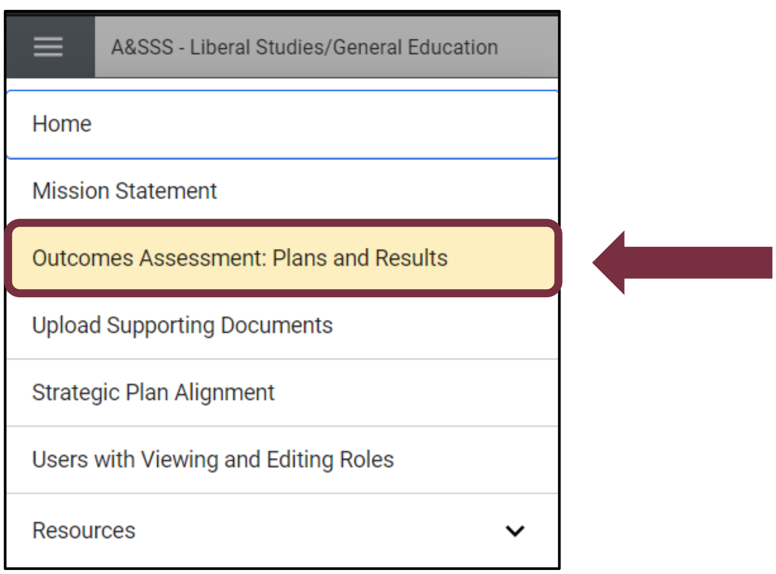
5. To save the updates to the Assessment Plan, click in the Save upper right corner.

6. Click Close to go back to the listing of all Program Outcomes for the selected unit.

Return to Questions List

How do I add a new Results, Analysis, and Improvements Report?

1. Once you have selected a reporting unit from the drop-down menu at the top of the page, click the navigation menu located in the upper left corner of the screen and select **Outcomes Assessment: Plans and Results**:



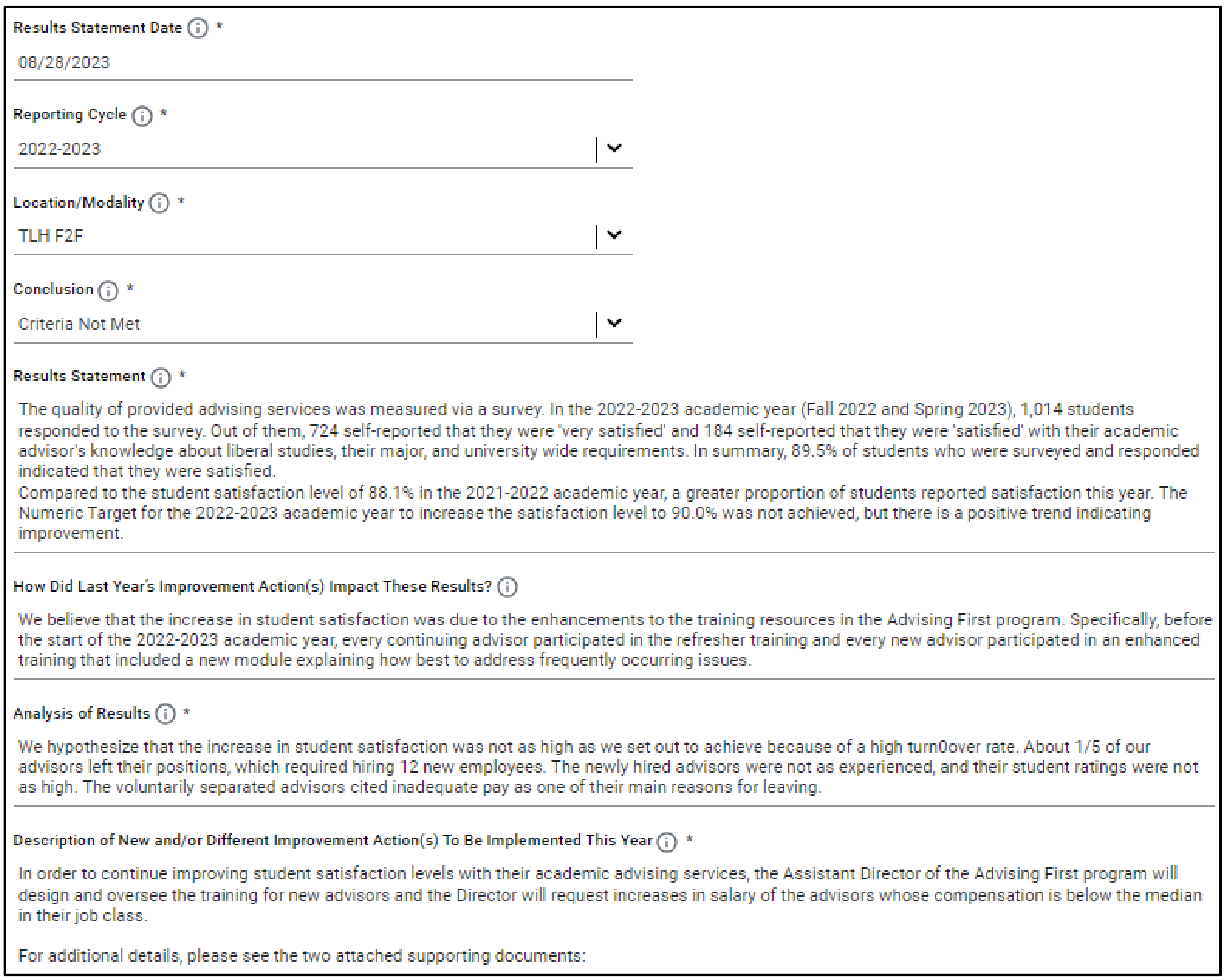
The Outcomes Assessment: Plans and Results page shows a list of all Program Outcomes under the selected unit, including their Name, Statement, Status, and the Active Cycle(s).

2. Double click anywhere on the card, or click the **Options** icon on the far-right side of the Program Outcome's name and select Open

3. Select the Results, Analysis, Improvements tab from the top ribbon.

4. Click the green plus icon at the end of the Assessment Plan ribbon.

5. Enter information into the appropriate fields (see completed example and brief overview of each field below).



Results Statement Date *

08/28/2023

Reporting Cycle *

2022-2023

Location/Modality *

TLH F2F

Conclusion *

Criteria Not Met

Results Statement *

The quality of provided advising services was measured via a survey. In the 2022-2023 academic year (Fall 2022 and Spring 2023), 1,014 students responded to the survey. Out of them, 724 self-reported that they were 'very satisfied' and 184 self-reported that they were 'satisfied' with their academic advisor's knowledge about liberal studies, their major, and university wide requirements. In summary, 89.5% of students who were surveyed and responded indicated that they were satisfied.

Compared to the student satisfaction level of 88.1% in the 2021-2022 academic year, a greater proportion of students reported satisfaction this year. The Numeric Target for the 2022-2023 academic year to increase the satisfaction level to 90.0% was not achieved, but there is a positive trend indicating improvement.

How Did Last Year's Improvement Action(s) Impact These Results?

We believe that the increase in student satisfaction was due to the enhancements to the training resources in the Advising First program. Specifically, before the start of the 2022-2023 academic year, every continuing advisor participated in the refresher training and every new advisor participated in an enhanced training that included a new module explaining how best to address frequently occurring issues.

Analysis of Results *

We hypothesize that the increase in student satisfaction was not as high as we set out to achieve because of a high turn0ver rate. About 1/5 of our advisors left their positions, which required hiring 12 new employees. The newly hired advisors were not as experienced, and their student ratings were not as high. The voluntarily separated advisors cited inadequate pay as one of their main reasons for leaving.

Description of New and/or Different Improvement Action(s) To Be Implemented This Year *

In order to continue improving student satisfaction levels with their academic advising services, the Assistant Director of the Advising First program will design and oversee the training for new advisors and the Director will request increases in salary of the advisors whose compensation is below the median in their job class.

For additional details, please see the two attached supporting documents:

- Enter the **Results Statement Date** for your Results Statement. It will default to the current day of access, but you can choose a different calendar date if necessary.
- In the **Reporting Cycle** field, select the academic/fiscal year for which you are reporting results. In most cases, it will be the academic/fiscal year that just ended.
- For **Location/Modality**, select which FSU campus your A&SSS unit is a part of. If you are reporting for multiple locations, you should enter separate Results Section entries for each of them (do not report data for multiple locations in one form).
- If reported results meet or exceed the Numeric Target you set for this Program Outcome, please select “Criteria Met” in the **Conclusion** drop-down menu. If not, select “Criteria Not Met”. The “Inconclusive” option is reserved for situations when there is insufficient information/data to draw conclusions. The ”Criteria Partially Met” is for when the Numeric Target has multiple goals or benchmarks, only some of which were met.
- Enter the **Results Statement** by specifying quantitative information regarding the levels at which the PO was achieved (e.g., headcounts, percentages, tallies, dates/semesters, dollar amounts, etc.) as well as a comparison to last reporting cycle’(s’) results (ensure the description conforms to the guidelines in the IE Assessment Handbook for A&SSS Units).
- Provide a response for ‘**How Did Last Year’s Improvement Action(s) Impact These Results’** by explicitly stating whether the changes indicated last reporting cycle were indeed implemented as planned and whether they had the intended positive effect.
- Enter the **Analysis of Results** by examining the reason(s) why the Outcome was attained at this particular level and reporting on any data trends (ensure the description conforms to the guidelines in the IE Assessment Handbook for A&SSS Units).
- Enter your **Description of New and/or Different Improvement Action(s) To Be Implemented This Year** to address any issues described in the Analysis of Results. This field may include small-scale enhancements or significant changes in your unit’s operations to improve Program Outcome (ensure the description conforms to the guidelines in the IE Assessment Handbook for A&SSS Units).

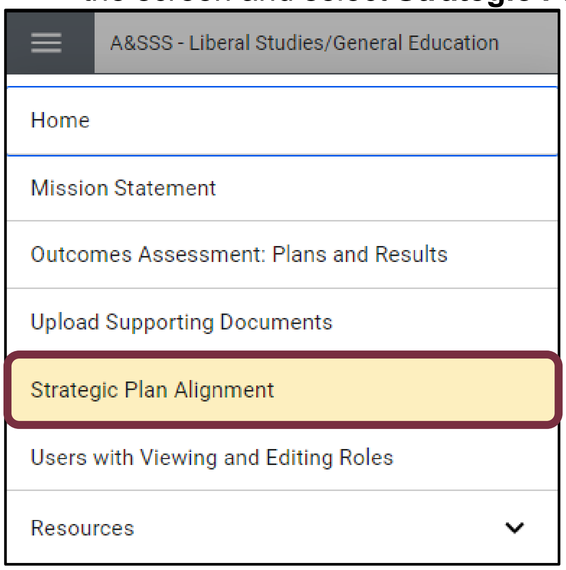
6. To save the report, click Save in the upper right corner.
7. Click Close to go back to the listing of all Program Outcomes for the selected unit.

Return to Questions List

How do I align my Program Outcomes with the University's Strategic Plan Goals and Initiatives?

Program Outcomes must be connected to the institutional goals as they are outlined in the FSU Strategic Plan. In addition, the Goals and Initiatives of the FSU Strategic Plan and units' Program Outcomes should be in alignment with budgetary decisions and resource allocation.

1. Once you have selected a reporting unit from the drop-down menu at the top of the page, expand the navigation menu ≡ located in the upper left corner of the screen and select **Strategic Plan Alignment**:



The Strategic Plan Alignment page contains a table listing all Strategic Plan Goals & Initiatives as rows and all the Unit's Program Outcomes as columns.

2. Select the boxes where each Program Outcome directly or indirectly supports the Strategic Plan Goals and Initiatives.

   NOTE:

   ✓ Each PO should have 1-3 selections.

   ✓ Only active (i.e., not archived) Program Outcomes need to be aligned.

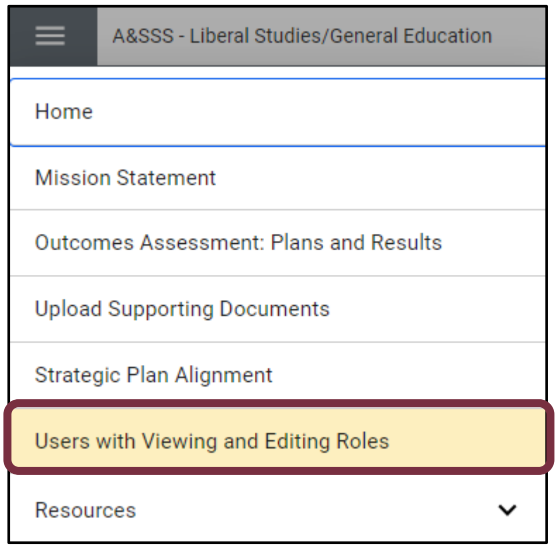
   ✓ New Program Outcomes only need to be aligned to the Initiatives in the 2023-2027 Strategic Plan Goals and Initiatives list (use drop-down menu in top left corner of page to swap between the prior and current Strategic Plan).

3. To save the alignment, click **Save** in the top right corner.

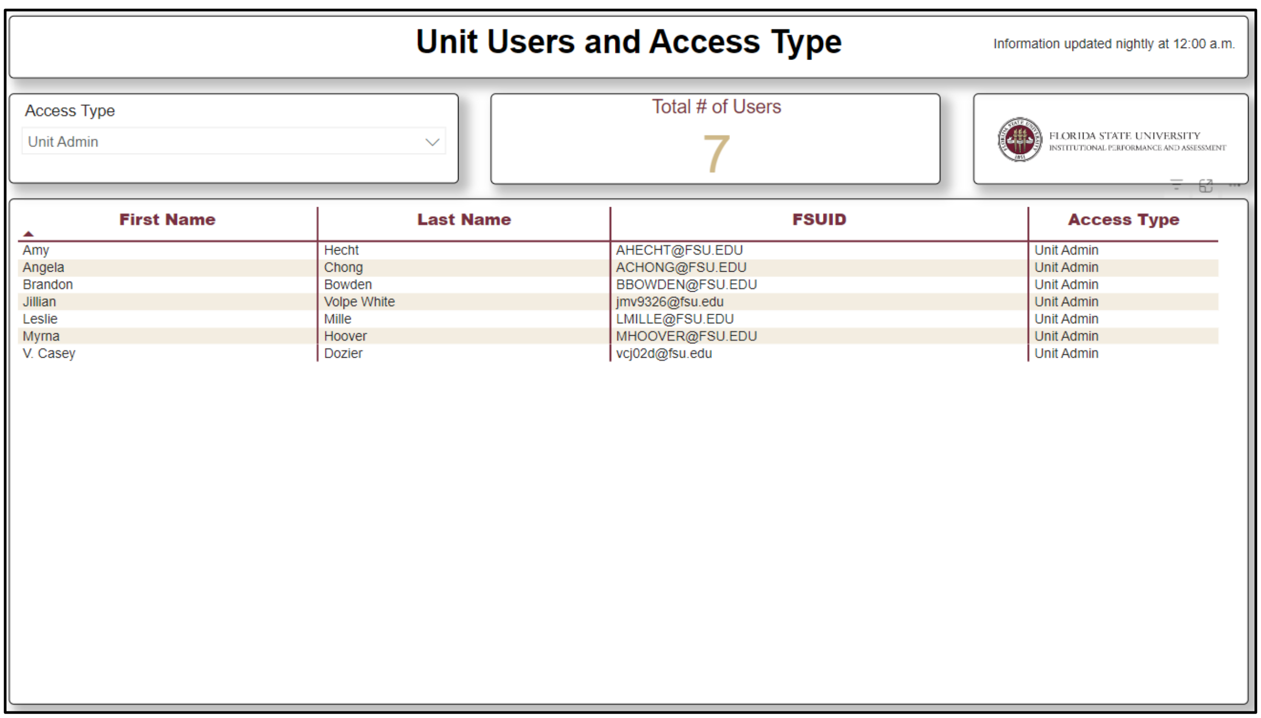
Return to Questions List

How do I view the list of Users who have access to a Unit?

1. Once you have selected a reporting unit from the drop-down menu at the top of the page, expand the navigation menu ≡ located in the upper left corner of the screen, then select **Users with Viewing and Editing Roles**:



The Unit Users and Access Type table provides the name, FSUID, and access type for all users with access to the reporting unit. Unit Admins can view and edit content, while Read Only users can only view the content. Power Users have access to all university units.



Unit Users and Access Type

Information updated nightly at 12:00 a.m.

Access Type: Unit Admin

Total # of Users: 7

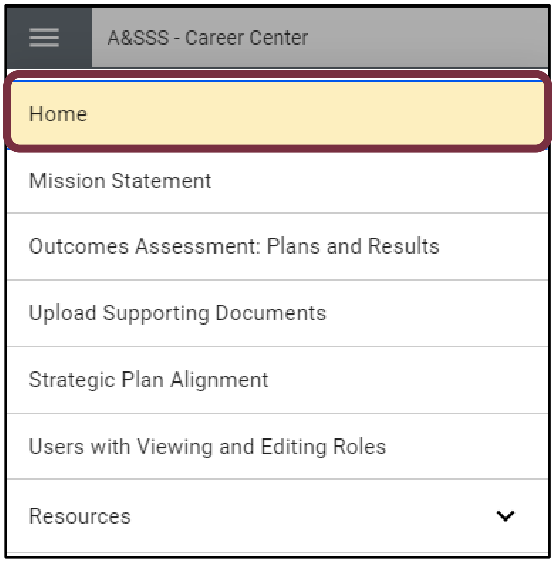
FLORIDA STATE UNIVERSITY INSTITUTIONAL PERFORMANCE AND ASSESSMENT

First Name	Last Name	FSUID	Access Type
Amy	Hecht	AHECHT@FSU.EDU	Unit Admin
Angela	Chong	ACHONG@FSU.EDU	Unit Admin
Brandon	Bowden	BBOWDEN@FSU.EDU	Unit Admin
Jillian	Volpe White	jmv9326@fsu.edu	Unit Admin
Leslie	Mille	LMILLE@FSU.EDU	Unit Admin
Myrna	Hoover	MHOOVER@FSU.EDU	Unit Admin
V. Casey	Dozier	vcj02d@fsu.edu	Unit Admin

Return to Questions List

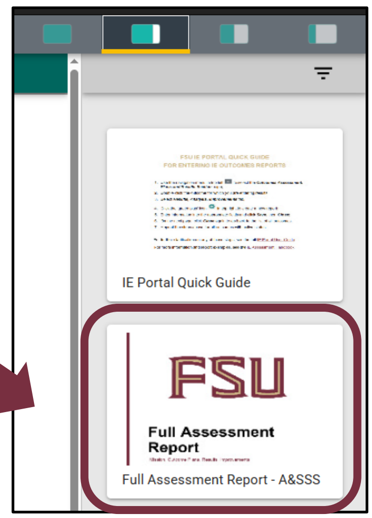
How do I download and save my unit's IE Assessment reports?

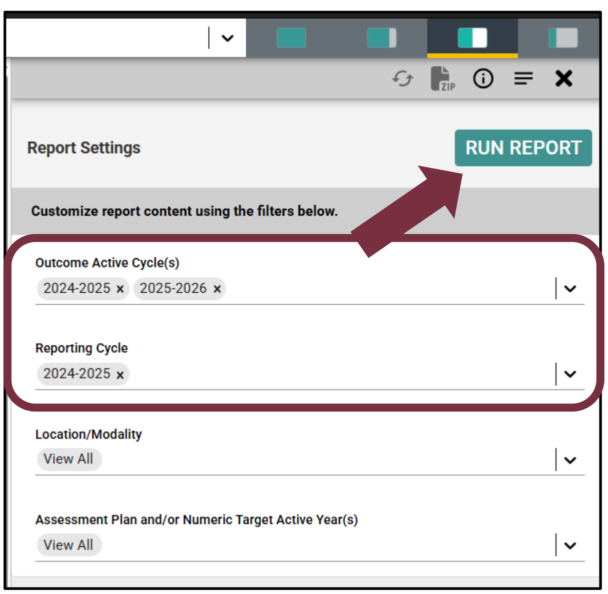
1. Once you have selected a reporting unit from the drop-down menu at the top of the page, expand the navigation menu located in the upper left corner of the screen and select **Home**:



On the Home page, and all other pages in the IE Portal, you can view and export the assessment reports for the unit you have selected by accessing the Full Assessment Report in the Resources Panel on the right side of the page.

2. In the right-hand side of the screen, click on **Full Assessment Report**.





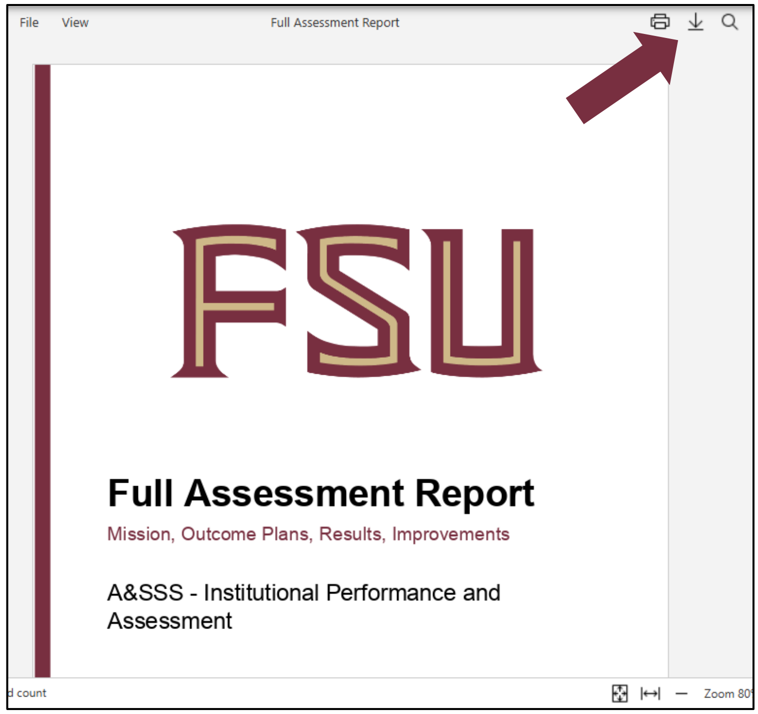
3. Once selected, you can customize your unit's report by changing any of the available filter options. To include only information for this current year, make the following filter selections:

   Outcome Active Cycle(s):
   2025-2026, 2026-2027

   Reporting Cycle:
   2025-2026

4. Click on **Run Report** in the upper right corner to view the report

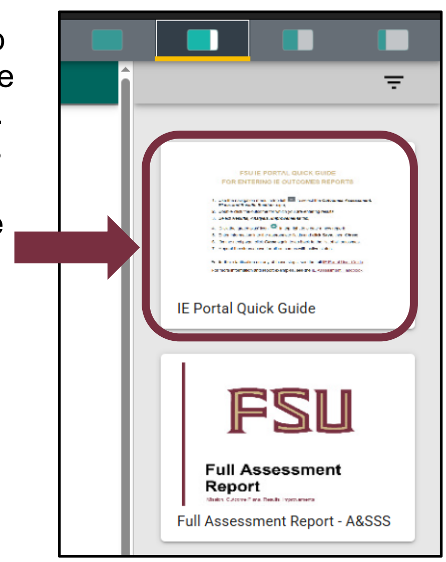
5. To extract the report, the simplest method is to click on **Download** in the upper right corner of the side-panel. Note: to download both the report and any supporting documentation, click on the **Zip** icon above download.



Return to Questions List

How do I quickly navigate the IE Portal?

On the right-hand side of all pages in the IE Portal, across the top are icons for the different side-panel viewing options, including the default minimized panel, split screen, focus, and hiding the panel. The right-side panel contains two key documents, one of which is the IE Portal Quick Guide. This one-page guide succinctly describes the main tasks of entering the assessment report in the system.



1. Locate the panel on the right-hand side of any page in the platform.

2. Click on the document titled **IE Portal Quick Guide**.

3. Once you select the document, the view will automatically adjust to split screen with the guide and the content on the page you were already accessing.

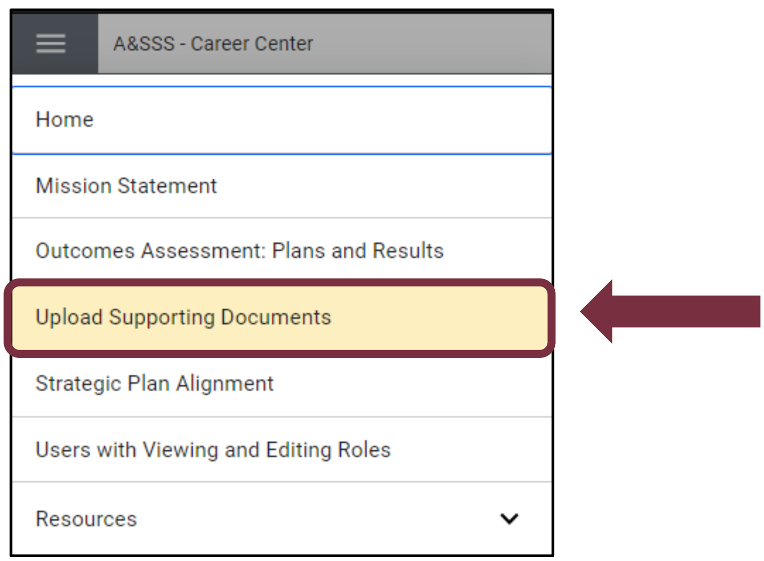
4. Follow the guide to quickly navigate the IE Portal.

Return to Questions List

How do I upload and align supporting documentation for my Program Outcomes?

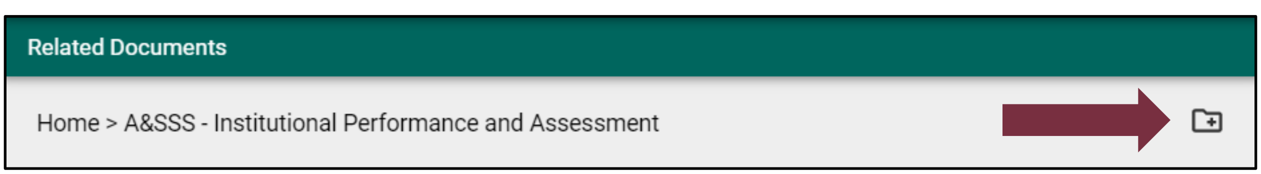
As supporting documentation provides evidence of continuous improvement efforts and is required by accrediting bodies, each unit is strongly encouraged to include these files when available. In the Assessment Plan tab, these documents may pertain to the Assessment Plan, such as copies of the assessment instrument (survey questions, evaluative rubric, etc.) and data tables and graphs related to setting the goal/benchmark. In the Results, Analysis, Improvements tab, relevant supporting documentation may include data tables and visuals/graphics showing the results, minutes/notes from the unit's meeting(s) where results were analyzed and discussed, or department memos announcing changes to support improvements.

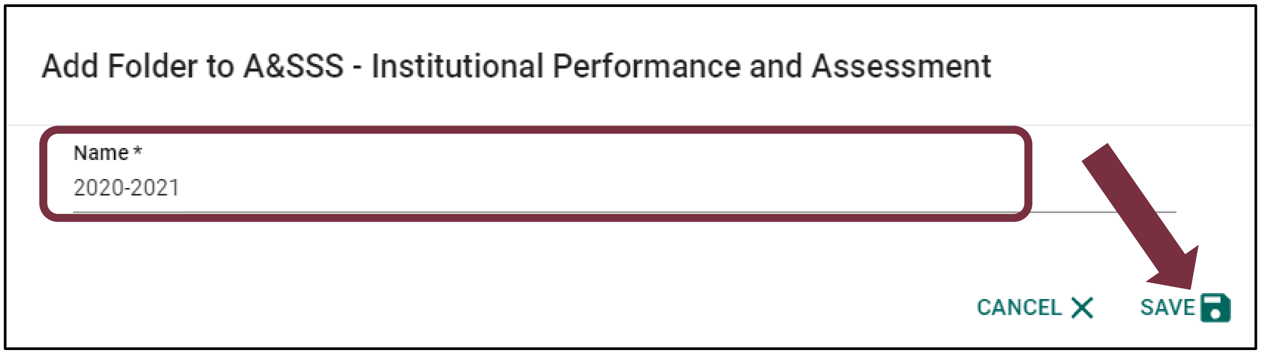
1. Once you have selected a reporting unit from the drop-down menu at the top of the page, expand the navigation menu located in the upper left corner of the screen and select **Upload Supporting Documents**:



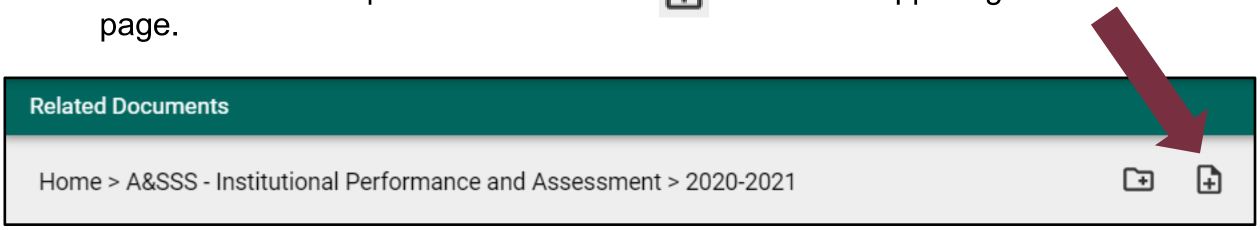
The Upload Supporting Documents page contains a document repository for the selected reporting unit where you can upload and organize supporting documentation that you want to link in the reports on the Outcomes Assessment: Plans and Results page.

2. To add a folder, select the icon in the upper right corner of the page. It is good practice to organize documentation by reporting period.

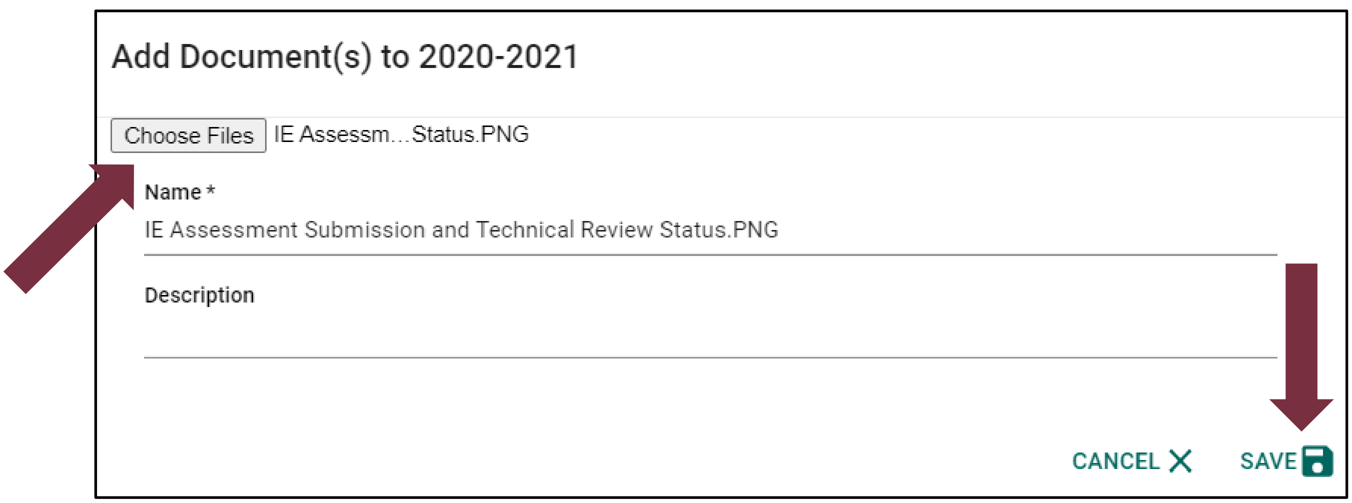




3. Select a folder to open and click on the icon in the upper right corner of the page.



4. Click on 'Choose Files', locate the document(s) you want to upload and click SAVE



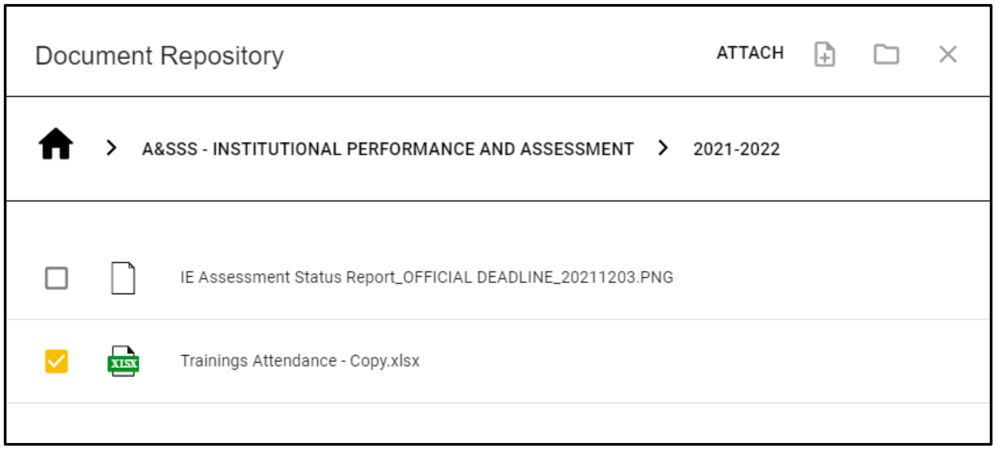
5. Use the Navigation Menu located in the upper left corner of the screen and select the **Outcomes Assessment: Plans and Results** page.

6. Double click to select a specific Program Outcome and navigate to its Assessment Plan or Results, Analysis, Improvements tab where you want to relate a document.

7. Either double click on an existing, or create a new report, and locate the **Link Documents** section.

8. Click on the green plus icon  at the end of the section header.

9. In the ‘Document Repository’, locate the document(s) using the folders and select the checkbox to left of the item(s).



10. Click on ATTACH in the upper right corner of the document repository pop-up to relate and save the supporting documentation.

Return to Questions List

If you experience any difficulties with this process, please reach out to ipa@fsu.edu with request for assistance.