About Diagnostics

The Adaptive System of School Improvement Support Tools (ASSIST™) offers a suite of diagnostic tools, including a self assessment, executive summary, student performance, stakeholder feedback and more. These tools are designed to offer a comprehensive, yet simplistic way of identifying an organization’s strengths and challenges.

Internal and external diagnostics results are an important part of the AdvancED Accreditation Process, but the intent is for education institutions to use diagnostic tools as part of their ongoing data collection and improvement process.

You now can administer the following diagnostic tools in ASSIST!

- Executive Summary
- Self Assessment
- Student Performance
- Stakeholder Feedback
- and more...

Learn more at: www.advanc-ed.org/assistresources

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Accessing Diagnostics in ASSIST

Diagnostics can be accessed by logging into the Adaptive System of School Improvement Support Tools (ASSIST) at www.advanc-ed.org/assist.

To access ASSIST, enter your email address and password on the login page. Once successfully logged in, select the ASSIST link.

If you need additional assistance with the login process, refer to the ASSIST Quick Start Guide at www.advanc-ed.org/assistresources.

If you do not yet have an IEQ Dashboard, select the name of your school or school system to open the Portfolio tab onto the Overview page.

The School Year drop-down list contains tasks you need to complete or that have been completed. The Portfolio section gives a snapshot of all upcoming tasks as well as any submission of past due tasks. Select past school years to expand the box and see reports completed or past due.

For more information about the IEQ™ Dashboard, go to www.advanc-ed.org/assistresources and select the Technical Guide for the Index of Education Quality (IEQ™).
Select the **document title** to go to the report’s main page and see each component that needs to be completed. To start a new component, select the **pencil icon** and then **Add New**.

**NOTE:** If you are using Internet Explorer, make sure the **compatibility view function** is off or the **pencil icon** will not appear. To turn this function on or off, go to **Tools** on your browser and uncheck **Compatibility View**.

To start a new document, you can also select the **Diagnostic & Surveys** tab and select **Start Diagnostic**.

Any diagnostic that already has been started for your institution will show in a table within the **Diagnostic** section. Selecting the diagnostic name will take you to that specific diagnostic.
Administering Diagnostics

Diagnostics can be self-administered at any time. Schools and school systems are encouraged to use these diagnostic tools as part of an ongoing Self Assessment process.

NOTE: The only way to preview a diagnostic is to start it. You can delete the diagnostic if you decide it is not needed.

Select the Start Diagnostic button to go to the Start Diagnostic page, where you can select the diagnostic you would like to administer from a drop-down list.

Once you choose a diagnostic and provide a description, select Start.

All diagnostics are self-administered in the same way. If you need a diagnostic that is not provided in your institution’s drop-down list, please contact your AdvancED managing office or contactus@advanc-ed.org.

Be sure to provide a brief description that differentiates one diagnostic from another. You may decide to administer multiple diagnostics over time.
Completing Diagnostics: Executive Summary

The Executive Summary is a narrative diagnostic tool that captures your school or school system’s story. It contains the vision and cultural context of the institution, key information about how the school provides teaching and learning and highlights challenges and opportunities.

The diagnostic content is tailored for schools, school systems, corporations, Education Service Agencies (ESAs) and early learning institutions. ASSIST provides the appropriate content based on institution type.

The Executive Summary is a required component of the Accreditation Report that must be submitted in preparation for an External Review; however, institutions are encouraged to use it as an ongoing support tool.

Respond to each section of the Executive Summary by choosing the section title. On the Section Summary screen, select Respond to view the item and respond.

The number of items within a section is provided below the section title. The progress bar provides a visual of section completeness.
Select **Respond** to open a narrative box and **type your response** to the item. You can copy and paste text from a text editor or Microsoft Word® document. ASSIST does not support special formatting, so do not include bulleted lists, tables or images.

Select **Next** to save your work and move to the next item.

Once you complete every section of the **Executive Summary**, a **Publish** button will display at the bottom of the **Diagnostic Summary** screen. Selecting this button makes the Executive Summary available to the public from the **Find Accredited Schools** link on the AdvancED website if you are an accredited institution.

**NOTE:** Even after publishing, you can return to this screen at any time to change an item response, make updates and republish.

Once you review the Executive Summary, select **Complete** to mark the diagnostic as complete.

You can **reopen** the diagnostic at any time for editing before **submitting** the diagnostic.

**NOTE:** There is not a **Submit** button on this screen. All documents required for accreditation are submitted in the **Portfolio** tab of ASSIST. The submission process is covered at the end of this document.
Completing Diagnostics: Self Assessment

The Self Assessment diagnostic is based on the AdvanceED Standards of Quality, which serve as the foundation of the accreditation and continuous improvement process. The Self Assessment is a valuable tool that should be used to engage staff members and stakeholders in purposeful and honest dialogue and reflection in order to evaluate the institution's adherence to the Standards and guide continuous improvement efforts. The External Review Team uses the results of the Self Assessment to learn about the institution in preparation for the External Review. The Self Assessment includes the institution's self-ratings and the evidence cited for each of the indicators for the Standards. At the conclusion of the Self Assessment, an overall assessment summary is provided in graphic and text forms.

The diagnostic content is tailored for schools, school systems, corporations, ESAs and early learning institutions. ASSIST provides the appropriate content based on institution type.

The Self Assessment is a required component of the Accreditation Report that must be submitted in preparation for an External Review; however, institutions are encouraged to use it as an ongoing support tool.

The number of items within each section is provided below the section title. The items within the Self Assessment represent the Indicators within each Standard, plus a Standard Narrative. The progress bar provides a visual of section completeness.

Select the Standard name to respond to each section of the Self Assessment.
Each Standard provides a table that includes each Indicator within the Standard.

You can return to the Diagnostic Summary at any time to view a different Standard or overall diagnostic progress.

To choose an Indicator, select the Respond link.

Reflect on your responses to the Standard and highlight strengths and areas for improvement in the Narrative.

To respond to each Indicator, select the performance level that most accurately represents your institution. Then identify the evidence your institution has to substantiate the selection of that performance level.

Select Next to save your work and move to the next item.

NOTE: You can return to this screen at any time to change an item response.
Once all questions in the Self Assessment have a response, select **Complete** to finalize the Self Assessment.

You can **Reopen** the diagnostic at any time for editing before submitting the diagnostic.

Select **View Results** to see a bar graph of your results.

Viewing diagnostic results provides the overall ratings for your institution at the Standard level. Standard level ratings are calculated by an algorithm in ASSIST that looks at your performance level responses to each Indicator.

**NOTE**: There is not a **Submit** button on this screen. All documents required for Accreditation are submitted in the **Portfolio** tab of ASSIST.

The submission process is covered at the end of this document.
Completing Diagnostics: Student Performance Diagnostics

The Student Performance Diagnostic facilitates the process of collecting and analyzing student performance data in order to identify areas of achievement and those in need of improvement.

This diagnostic will be a required component of the Accreditation Report submitted in preparation for External Reviews beginning in spring 2013. However, institutions are encouraged to use it as an ongoing support tool.

NOTE: Before you begin this diagnostic in ASSIST, download and read the Student Performance Data Document. This document gives suggested areas for inclusion in your documentation and provides a reference to the criteria you must respond to. It also includes the rubrics you need to evaluate the quality and results of the assessments chosen to represent student performance at your institution.

The Areas of Notable Achievement and Areas in Need of Improvement sections of the diagnostic are narrative in format. Each section contains six reflection questions that guide a thoughtful analysis of student performance data.
Select **Respond** to enter the question and choose the option that best describes your institution.

Select **Next** to save your work and go to the next page.

Once you have completed each section, select **Complete** to finalize the Student Performance Diagnostic.

**View, save or print** a PDF of the Student Performance Diagnostic at any time during the process.
Completing Diagnostics: Stakeholder Feedback Diagnostics

The Stakeholder Feedback Diagnostic facilitates the process of analyzing stakeholder feedback data (survey data) in order to identify areas of achievement as well as areas in need of improvement.

This diagnostic will be a required component of the Accreditation Report submitted in preparation for External Reviews beginning in spring 2013. However, institutions are encouraged to use it as an ongoing support tool.

**NOTE:** Before you begin this diagnostic, administer AdvancED stakeholder perception surveys, which are located in the Diagnostic and Surveys tab of ASSIST, and download and read the Guidelines for Creating the Stakeholder Feedback Data Document. This document gives suggested areas for inclusion in your documentation and provides a reference of the criteria to respond.

The number of items within each section of the Stakeholder Feedback Diagnostic is provided below the section title. The progress bar provides a visual of section completeness.

Select the **section title** to respond to each section of the diagnostic.

The **Areas of Notable Achievement** and **Areas in Need of Improvement** sections of the diagnostic are narrative in format. Each section contains reflection questions that guide a thoughtful analysis of stakeholder feedback results.
**Stakeholder Feedback Data Document**

The Stakeholder Feedback Data document is one component of the Stakeholder Feedback Diagnostic and helps you with the completion of the Evaluative Criteria and Diagnostic Questions within the Stakeholder Feedback Diagnostic. The document you create should not be overwhelming in length or in the time you spend putting it together. Use documentation you already have whenever possible. You always should provide additional, in-depth information to the External Review Team members when they arrive onsite.

Once you have completed each section, navigate back to the **Diagnostic Summary** page and select **Complete** to finalize the Student Performance Diagnostic.

The **Evaluative Criteria and Rubrics** section of the diagnostic is where you review all options and select the one that best describes your institution.

View, save or print a PDF of the Student Performance Diagnostic at any time during the process.
Completing Diagnostics: Additional Unique Diagnostics

In addition to the AdvancED Executive Summary, Self Assessment, Student Performance and Stakeholder Feedback Diagnostics, ASSIST supports content from several AdvancED partner agencies. Some partner agency content is provided in the form of unique diagnostic tools.

Partner agency diagnostics are made available to schools and school systems affiliated with the partner agency.

To view all affiliations for your institution, select the Affiliations tab in your ASSIST Profile.

If you are affiliated with a partner agency that has unique diagnostic content, a partner agency diagnostic is displayed in the Start Diagnostic drop-down menu. Below is an example of the ACSI Diagnostic.

AdvancED also partners with some State Departments of Education that provide unique diagnostic tools for their schools and school systems in ASSIST.

If you think there is a discrepancy with the diagnostics you see in your drop-down list, please contact your AdvancED managing office or contactus@advanc-ed.org.
We strongly encourage the use of all diagnostic tools available in ASSIST as part of a healthy continuous improvement process. However, you only are required to submit diagnostic results if you have an upcoming or past due reporting task listed in your institution’s ASSIST Portfolio page.

The submission of an Accreditation Report is required four to six weeks prior to an External Review.

The Document Details page provides a list of all components to be included in the submitted document.

Select the pencil icon to start a diagnostic or to select a completed diagnostic to attach.

You can find components of the document not required for submission under Additional.

The document details identify what needs to be submitted, but we can tell that nothing has been attached because the Components section is blank.
Select the *pencil icon* next to the diagnostic name to open a window that allows you to select the diagnostic you would like to attach from a list of active diagnostics. To Select a diagnostic, check the *box* and *Save* your selection.

**Note:** If you select the *pencil icon* prior to starting that diagnostic you will not see anything to attach, but you will have the option of starting a new diagnostic.

If you have created multiple diagnostics (e.g., two Self Assessments), you will see them both in the list. Select only the one you want to attach for submission. Not sure if the document you are checking is the one you want to add to the report? Choose the name of the document that shows in blue to enter and review the content for that diagnostic.

Saving a selected diagnostic makes it appear within the *Components* section of the report table. You can choose the name to view the diagnostic results.

**NOTE:** If all questions in a diagnostic have been answered, and the *Complete* button has been selected, a green check mark appears in the *Complete* column. Responses can be edited on any diagnostic until the document is submitted.

Once all required components of the document have a completed checkmark, Select *Submit*.

Select *View PDF* view a PDF of the document at any time during the process. *Draft* will appear on the document until it has been submitted.
**Frequently Asked Questions**

**How often can diagnostics be administered?**
Diagnostics can be self-administered as often as a school/school system would like. ASSIST does not impose any limitations or restrictions on the frequency of administration.

**Are diagnostics required?**
Yes, institutions engaged in the accreditation process are required to complete the AdvancED Self Assessment, Executive Summary, Stakeholder Feedback and Student Performance Diagnostics in ASSIST during the 12 months prior to an External Review.

**Is there a cost to administer diagnostics?**
No. All diagnostics are available through ASSIST to institutions engaged in the AdvancED Accreditation Process at no additional cost.

**Can additional questions be added to a diagnostic?**
Additional questions cannot be added to diagnostic tools in ASSIST.

**Can a school system view a summary report to see which schools have completed diagnostics?**
Yes, school systems can use the Reports tab and select the Diagnostic Status Report to see the status of their schools diagnostics.

**Are diagnostics available in languages other than English?**
At this time, diagnostics are only available in English.

**How are diagnostics submitted?**
Diagnostics only can be submitted in the form of an Accreditation Report in the Portfolio tab of ASSIST.

**Can diagnostics be downloaded and/or printed?**
Yes. All diagnostics in ASSIST can be downloaded, saved and printed at any time during the process by selecting the View PDF button at the bottom of the diagnostic screen.

**Can diagnostic responses be changed?**
All diagnostic responses can be changed until the diagnostic is submitted as part of a report in the Portfolio tab of ASSIST.

**Can a diagnostic be deleted?**
Yes, diagnostics can be deleted by selecting the Delete button at the bottom of the Diagnostic screen unless the diagnostic has been submitted as part of a report in the Portfolio tab. Submitted diagnostics cannot be deleted.

**Does the Executive Summary have to be published?**
Institutions engaged in the AdvancED Accreditation Process are required to publish an Executive Summary prior to an External Review. A published Executive Summary can be updated at any time.