SUPER
System for University Planning, Evaluation & Reporting

Delivery Toolbox
# Delivery Toolbox

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Introduction to the Delivery Dashboard

Why is it called Delivery?
This module is called Delivery because it tracks the measures of production (outputs) and measures of results (outcomes) from the delivery of educational programs. A program is an educational response to one or more identified needs. A program uses inter-related strategies for education. In other words, it provides a set of learning opportunities for a specific audience. It has specific, measurable objectives. Any one delivery method alone does not constitute a program.

![Figure 1: Dashboard](image)

After logging into SUPER, you are brought to the Delivery module. You can go to the dashboard anytime by clicking on Delivery at the top of your screen. The SUPER dashboard includes a brief look at your programs and assignments to certain grants or contracts (Figure 1: Dashboard). Dashboards are customized for each Extension professional.

My Programs
Programs are separated into individual action agendas and one or more base program assignments. Reporting is done via these programs. The base program assignments are pulled directly from IRIS.
**Days this Month**
While you enter hours worked into the Activity entry screen, SUPER converts your hours into days and displays the days reported this month. This shows an estimate of effort toward various program goals for the current month, and it is calculated using 8 hours per day.

**Days this Year**
While you enter hours worked into the Activity entry screen, SUPER converts your hours into days and displays the days reported this year. This shows an estimate of effort toward various program goals on an annual basis, and it is calculated using 8 hours per day.

**Total Direct Contacts**
SUPER summarizes the direct contacts (from group meetings, office visits, on-site visits, direct mail and telephone calls) you have entered and displays the sum here on your dashboard.

**Total Indirect Contacts**
SUPER summarizes the indirect contacts you enter and displays the sum here on your dashboard.

**My Assignments**
The sub-heading “My Assignments” appears only if you are assigned to a certain grant or contract that has a required match. While you enter hours worked into the Activity entry screen, SUPER converts your hours into days and displays the days reported here. This shows an estimate of effort toward your match requirement(s), and it is calculated using 8 hours per day. If you do not have any assignments for grants and contracts, you will not have the subheading “My Assignments” on your screen.

The percentage complete is an indicator of how much reporting you have made toward the grant or contract. This allows you to quickly view your progress toward completing and reporting specific assignments.

**Entering Activities**

**Activity Names and Session Status**
To add an activity, click on View/Add found to the right of your program names on the dashboard (Figure 2: View/Add). This takes you to the Activity Summary. You can sort each column just by clicking the column title. For example, if you want to line-up your activity entries by topic, click topic, and SUPER will order the list in alpha-numeric order.
To add an activity click Add

Your activity screen will look like Figure 3: Activity Screen.
Activity Name – A convention for describing the work you do. Every activity name has a status. The status is either single session or multi-session. Single session is designated by “1 of 1” and multi-session is designated by “1 of n” where n is the total number of sessions you enter.

Single Session – Refers to routine Extension activities. For efficient data entry, under a given base program, the vast majority of activities should just be reported using the base program as the activity name. Likewise, under a given individual action agenda, the majority of reporting should be done under the individual action agenda’s title.

- An activity name with a status of 1 of 1 may be used repeatedly.
- No need to make a diary with new activity names each time you report. Just change the knowledge area and topic as needed.
- You can do 100% of your reporting within the base program or individual action agenda with just one activity name. The activity name for the base program “Family and Consumer Sciences” would be “Family and Consumer Sciences.”
- In fact, on the very first activity entry for an individual action agenda or base program, the activity name defaults to the name of the agenda or base program. Make that first entry using the default, session 1 of 1, and then use that activity name for the majority of your activity entries.
- Click the “Edit/De-Activate” link beside the Activity Name to see a list of all your activity names and make edits. Click the box beside the activity name; it is deactivated when you see the green check mark.

Multi-Session – This term refers to education offered over multiple days, weeks or months to the exact same audience. Typically, multi-sessions are either direct mail (i.e. a monthly newsletter) or group meetings/demonstrations. Multi-session is designated by “1 of n” where n is the total number of sessions you enter; n may be changed at anytime, but only by returning to the first session you entered (session 1 of n).

Base Program, Knowledge Area and Topic
For every Activity entry…

…One base program must be indicated:

- 4-H Youth Development
- Agriculture and Natural Resources
- Family and Consumer Sciences
- Community Economic Development

These four base programs comprise the mission-mandates of Extension work in Tennessee.

…One knowledge area must be indicated:

- 4-H Positive Youth Development
• Community Economic Development
• Economic Development
• Family Economics
• Health and Safety
• Home and Garden
• Human Development
• Natural Resources and Environmental Quality
• Nutrition and Food Safety
• Production Agriculture
• Volunteer Development/Management

These knowledge areas represent Extension’s core areas of expertise in knowledge and research. For the individual action agendas, the base program is populated from the selections you made during planning.

For base programming, defaults and cannot be changed. Knowledge areas are filtered by base program. If the base program is Community Economic Development, applicable knowledge areas are 4-H Positive Youth Development, Community Economic Development, Economic Development, Family Economics, Health and Safety, Nutrition and Food Safety, and Volunteer Development/Management.

…One topic must be indicated:

All topics are filtered by knowledge area. For example, if the knowledge area is Family Economics, the topics include All Other Family Economics Topics, Bankruptcy Education, Disaster Preparedness for Family Finances, Entrepreneurship and Small Business Development, Youth Financial Education Simulations, etc.

If you do not see a topic that is applicable to your program, mark “All Other.” An “All Other” entry is provided for each knowledge area. The collective work that extension personnel do will never be fully represented with a list of topics, and it doesn’t have to be! The list of topics includes only those programs for which we report statewide data! We do not need a topic for everything!

For multi-disciplinary programming, only one knowledge area may be indicated, yet the multidisciplinary nature is often shown in the topic name; i.e. Food Entrepreneurship.

**Funding**

Funding defaults from your selection in the individual action agenda.

For base program, funding does not default. The funding lists for base programming follows:

• Regular State/County Extension funds
• Indicate Federal funds –
  o Smith-Lever b and c
  o Smith-Lever d (EFNEP only)
- Smith-Lever d (IPM only)
- Smith-Lever d (ERRA only)
- NARETPA Section 1444 and 1445 (TSU only)
  - Donors
  - Endowment
  - User Fees

Smith-Lever b and c and Regular State/County Extension Funds” is defaulted for you. TSU employees should indicate “NARETPA Section 1444 and 1445”. Personnel working in the EFNEP should indicate “Smith-Lever d: EFNEP”.

If the work is at least partially funded by a grant or contract, click the grant or contract in the grant/contract list. This list has been filtered by topic, so only the applicable grants are shown.

**Hours**

Enter your hours and volunteer hours (Figure 4).

There is no need to enter annual leave, sick leave, or any other administrative time. Why do we enter hours? We enter hours so that we can provide for a match documentation on some grants and contracts; to prorate Federal funds for reporting purposes; and to conduct a cost-benefit analysis of certain programs.

![Figure 4 Entering Hours](image)

**Location of Benefit/Scope**

The location of benefit defaults to state-specific, meaning Extension work taking place in Tennessee. The location of benefit defaults to your unit if you are in a county unit.

Specialists will typically mark the statewide check box. When reporting work for specific counties, select those counties in the location of benefit box. **Multiple counties may be selected by holding down on the Control (CTRL) key while clicking on the desired county names.**

To move to the next screen, click on Next in the top left corner (Figure 5: Moving to the next screen).

![Figure 5: Moving to the Next Screen](image)
Methods
If direct hours are entered, then the number of direct methods used must be entered. Likewise, if indirect hours are entered, indirect methods must be entered. If you prepared one newsletter for 500 consumers, enter one direct mail/telephone call. The 500 clients are reported on the contacts screen. Mail sent to “Boxholder” does not fit the Extension definition of direct mail, therefore, it should be reported as an “other” indirect method.

For indirect, enter the number of methods, as in 5 newspaper articles, 2 radio programs, etc. The number you enter is the number produced, not the number of times the program ran, as in a TV program that was broadcast twice.

Enter Direct and Indirect Methods (Figure 6: Entering Methods). The agent had previously entered both direct and indirect hours, therefore the direct methods and indirect methods are shown. The agent had one telephone call. The agent also produced two radio programs and sent five twitter messages. The listenership at the radio station is 1,000 so the total indirect contacts for Radio Programs is 2,000. The agent has 100 twitter followers so the total contacts reached for the twitter messages is 500. The Next to move to the next screen.

![Figure 6 Entering Methods](image)

Contacts
If direct hours are entered, then contacts must be entered by audience description, gender, race and ethnicity. First, from the contacts screen, indicate an audience description. The audience descriptions are in the drop-down box.

Indicate the number of direct contacts by gender, race, and ethnicity (Figure 7).
To add an audience for this same report, click on Add Audience Then you can click on the down arrow to see a list of audiences.

We serve youth and adults. However, many stakeholders frequently want us to describe the audience served in more detail. An example is the Tennessee Nutrition and Consumer Education Program (TNCEP) grant. The funding agency requires a report of our contact with clientele in the Supplemental Nutrition Assistance Program. The audience descriptions are:

- 4-H
- Advisory Leaders
- Applicants
- Business
- Owners/Cooperatives
- Child Care Providers
- Children and Youth
- College Students
- Community Leaders
- Consumers
- Donors
- Extension Personnel
- Families
- Farmers/Producers
- FCE Members
- Food Handlers General
- Public
- Government Officials
- Landowners
- Limited Resource
- Older Adults
- Parents
- People with Chronic Diseases
- People with Disabilities
- Professionals
- SNAP Eligible 0-4 years
- SNAP Eligible 05-17 years
- SNAP Eligible 18-59 years
- SNAP Eligible 60 years or more
- SNAP Recipient 0-4 years
- SNAP Recipient 05-17 years
- SNAP Recipient 18-59 years
- SNAP Recipient 60 years or more
- Volunteers

If you do not see an audience description on this list that is applicable, indicate “General Public.”
Volunteer Contacts

If you manage volunteers who conduct direct education (group meetings, office visits, on-site visits, phone calls and direct mail), then you may wish to capture the volunteer contacts.

Many Extension professionals have asked for a quick and easy way to report the contacts made by the volunteers who they manage. Typical examples are Master Gardener Volunteer contacts cannot be embedded with contacts made by the Extension professional for Civil Right reporting purposes. If volunteers are involved in the same program at the same time as you, there is no need to capture the volunteer contacts, unless you desire to do so. **This section is not required.**

Entry of volunteer contacts is the same function as entering contacts made by you, in other words, enter an audience description and then enter the contacts by gender, race and ethnicity.

When you finish entering contacts, your screen will look this Figure 8. Click on Finish to save all of the data you have entered for this activity.

![Figure 8: Menu Finish](image)

Multi Session

This term refers to education offered over multiple days, weeks or months to the exact same audience. Typically, multi-sessions are either direct mail (i.e. a monthly newsletter) or group meetings/demonstrations. Multi-session is designated by “1 of n” where n is the total number of sessions you enter; n may be changed at anytime, but only by returning to the first session you entered (session 1 of n).

Data entry (all of the screens discussed above) is the same for multi-session reporting, except for the session status of 1 of x, where x is the total number of sessions you plan to conduct. Notice the session status is “2 of 6” for the example in Figure 9.
On the contacts screen, SUPER provides a “load from previous activity” feature to load contacts by gender, race/ethnicity from the previous session. This is highly valuable for activities that have the same clients in multiple sessions. This applies to newsletters, club meetings, weekly courses, etc. Typically, you should always use the “load from previous activity” feature when conducting multi-session activities.

**Triggers and Filters**

Here is a summary of how the SUPER triggers and filters work behind the scenes to make your data entry efficient and accurate:

“Add Activity” has up to five screens for data entry: Activity, Hours, Methods, Contacts, and Volunteers. Marking a grant or contract triggers that grant or contract to interact with your dashboard and display progress toward your assignment. Likewise, multi-state and integrated scope triggers those assignments on the dashboard, if applicable.
<table>
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<th>Hours</th>
<th>Methods</th>
<th>Contacts</th>
<th>Volunteers</th>
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<tr>
<td>“My Hours” Direct Hours</td>
<td>Direct Methods</td>
<td>Contacts by audience description, gender, race/ethnicity</td>
<td>Not shown</td>
</tr>
<tr>
<td>“My Hours” Indirect Hours</td>
<td>Indirect Methods</td>
<td>Not shown</td>
<td>Not shown</td>
</tr>
<tr>
<td>“Volunteer Hours” direct</td>
<td>Not shown</td>
<td>Not shown</td>
<td>The contacts screen allows you to enter the direct contacts by made volunteers</td>
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**Outcomes**

To enter data into outcomes, click on **Add** on the dashboard (Figure 10: Adding Outcomes). Outcomes can be added throughout the year. Notice that for individual action agendas, the outcomes are the ones you selected in your action agenda.

![Figure 10: Adding Outcomes](image)

For the base program outcomes, you select the outcomes that you want to report. First click on **Add** (Figure 11: Edit Outcomes) to see short-term, intermediate, and long-term outcomes.
Now, find the outcome you want by indicating the knowledge area and topic. Notice that to see other outcomes, you just select another topic. Place a check mark beside the outcome group you want: short-term, intermediate, and/or long-term (Figure 12: Selecting Outcomes). Once the green arrow appears, these outcomes will be added to your impact statement. Click on Save to save your selection.

Clicking on Save will take you to Figure 13 where you can enter your results for each outcome. SUPER only takes numbers here. Enter your outcomes and click on Save. You can return to these outcomes at any time. To additional results, you must do the addition yourself and put in the sum; SUPER does not sum different results for you.
**Impact Statement**

Impact Statements are created automatically based on what you enter into the SUPER Activity screen and Outcomes screen. SUPER will summarize what you have entered. Outcome indicators that you created “on your own” will not automatically transfer into the Impact Statement. Copy/Paste can be used to copy the data from your Individual Action Agenda (IAA) into the Impact Statement.

To see your summary, add or edit data, click on Edit from the Dashboard (Figure 14: Impact Statement).

![Figure 14: Impact Statement](image)

You may add to your impact statement. Notice the text box in the “What has been done” portion and the “Impact” portion. These boxes allow you to add additional data regarding Extension response to the issue (What has been done) or the results of the program (Impact).
When you click on the plus sign under Program, you will see an Activity Summary (Figure 15: Editing an Activity). Clicking on Activity Name will pull this activity up to make changes. Use the Next button to move through your screens and make your corrections. Click on Finish when you are finished.

Note: You will not be able to edit a single session and make it a multi-session. You may, however, edit a multi-session. If an activity has a status of 4 of 5, and you want to make the status 4 of 6, simply return to the first entry, 1 of 5, and change it to 1 of 6. SUPER will change the session status for all previous entries and allow you to enter the additional entry, 6 of 6.

Revision History

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