

Kentucky Department of Education (KDE)  
Cognia Continuous Improvement Platform™ (formerly eProve™)  
User Manual



Kentucky Department of  
**EDUCATION**

## Cognia Continuous Improvement Platform and Improvement Planning:

The collaborative process associated with school and district improvement efforts allows shareholders an opportunity to establish and address priority needs, evaluate district funding, and determine a process for closing achievement gaps among identified subgroups of students. Additionally, schools and districts build upon their capacity for high-quality planning by making connections between academic resources and available funding to address targeted needs. Kentucky's schools and districts are required to upload several diagnostics related to continuous improvement efforts. The Cognia Continuous Improvement Platform (formerly eProve) has a new name, but the process for creating and uploading diagnostics remains the same.

## Continuous Improvement Timeline:

There are four phases that complete the diagnostic timeline in the Cognia Continuous Improvement Platform. Each phase has an opening date which indicates when the diagnostic will be made available in the platform while the ending date is the due date for that/those diagnostic(s). For example, the Continuous Improvement Diagnostic for Schools and Districts will open Aug. 1 in the Cognia Continuous Improvement Platform and it must be completed by Oct. 1. The specific timeline is as follows:

### Phase One: Aug. 1 - Oct. 1

- Continuous Improvement Diagnostic for Schools
- Continuous Improvement Diagnostic for Districts
- Executive Summary for Schools
- Executive Summary for Districts
- School Safety Report

### Phase Two: October 1 - November 1

- Needs Assessment for Schools
- Needs Assessment for Districts
- School Assurances
- District Assurances
- District Safety Report

### Phase Three: Nov. 1 – Jan. 1

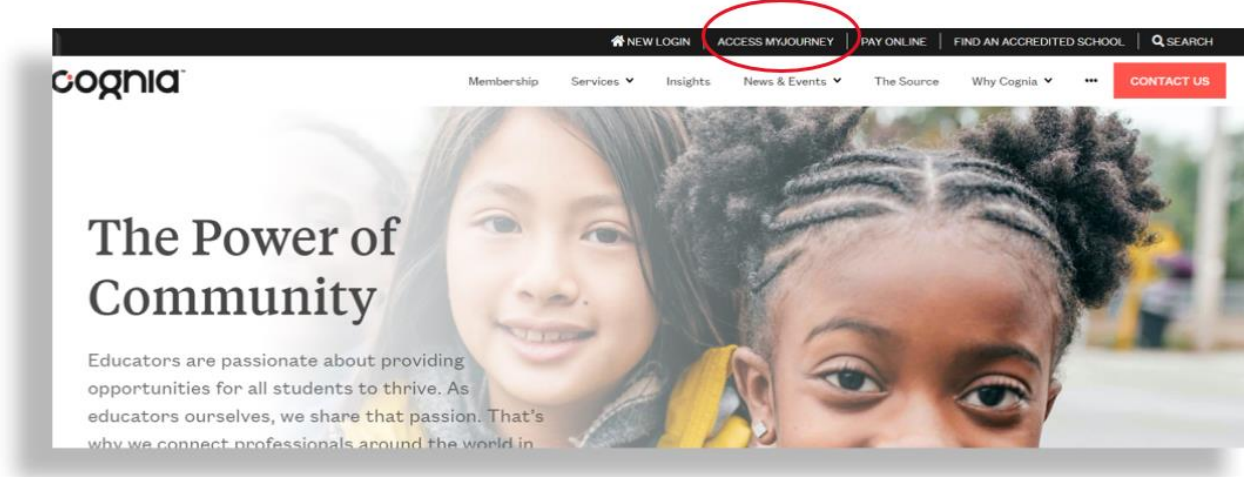
- Comprehensive School Improvement Plan
- Comprehensive District Improvement Plan
- Superintendent Gap Assurance

### Phase Four: January 1 - December 31

- Continuation of Learning Plan for Districts (Due May 1)
- English Learner Plan for Districts (Lau Plan) (Due May 1)
- Professional Development Plan for Schools (Due May 1)
- Professional Development Plan for Districts (Due May 1)
- Progress Monitoring

## Accessing the Continuous Improvement Platform

1. To login to the Continuous Improvement Platform, please visit <https://www.cognia.org> and select *Access My Journey* at the top of the screen.



2. Enter your login information (email address and password) on the screen that follows.

The image shows a login form for the Cognia platform. The form is titled 'Login' at the top. It contains two input fields: 'Email Address' and 'Password'. The email field has a placeholder text 'firstname.lastname@education.ky.gov'. The password field is masked with asterisks. Below the password field is a blue button labeled 'Login'. At the bottom of the form, there are two links: 'Request Password' and 'Contact us for login help'.

**NOTE:** If you are unable to login, please contact your district's Cognia Continuous Improvement Platform administrator to obtain rights to the platform. If that person is unavailable to assist you, please contact KDE at (502) 564-3791.

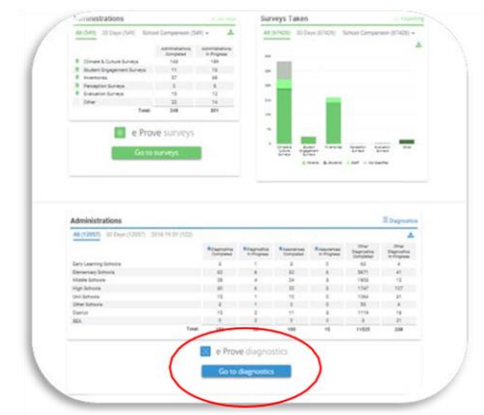
3. Select your school from the drop-down menu by first locating your district/institution from the menu. Select the dropdown arrow by your district/institution and then select your school. If you are a district level administrator, you have rights to all schools in your district. Please note that you will not see an exhaustive list like that of the screenshot below as your access will be limited to your district and/or school and not statewide as shown.



4. Once you have selected your institution, you will automatically be referred to the dashboard page, which houses several Cognia Continuous Improvement Platform features. Locate the widgets on the left side of the screen and select the second one to go to Diagnostics. You may also scroll down to the section with the diagnostics and select the *Go to diagnostics* button.



OR



## Adding a Cognia Continuous Improvement Platform User

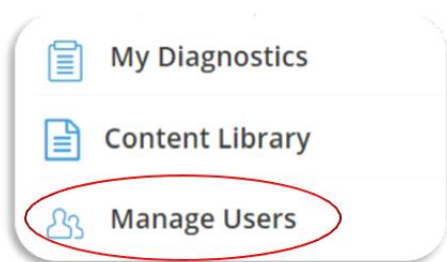
- After having completed the login process on pages 3-4 of this user manual, you will be routed to the *My Diagnostics* page, which should resemble the image below. The hamburger button (three lines) in the upper left-hand corner will allow you to add users. Select the hamburger button and the following three options will appear: *My Diagnostics*, *Content Library* and *Manage Users*. **Note:** If you do not have administrator rights, you cannot grant someone user access. It is best practice to limit administrator access per district/school. User access allows the person to view and edit diagnostics at the district and/or school level(s).

**My Diagnostics** 373 diagnostics Include Associated Institutions ⓘ

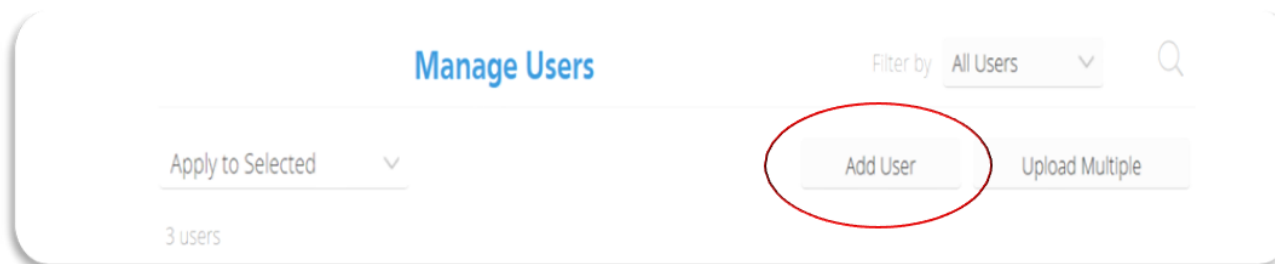
Filter by All All 🔍 ⬇️

Name	Institution	Creator	Last Modified	Date	Status
<b>2023-2024 Phase Two: The Needs Assessment for Schools_09202023_14:01</b> <i>2023-2024 Phase Two: The Needs Assessment for Schools</i>	Kentucky Department of Education (KDE) <i>Frankfort, Kentucky</i>	Ruth Swanson <i>Kentucky Department of Education (KDE)</i>	Sep 26 2023		<span>🔄</span> <span>⋮</span>
<b>2023-2024 Phase One: Executive Summary for Districts_09242023_21:20</b> <i>2023-2024 Phase One: Executive Summary for Districts</i>	Kentucky Department of Education (KDE) <i>Frankfort, Kentucky</i>	Ruth Swanson <i>Kentucky Department of Education (KDE)</i>	Sep 24 2023		Draft <span>⋮</span>
<b>2023-2024 Phase Three: Comprehensive School Improvement Plan_09202023_15:13</b> <i>2023-2024 Phase Three: Comprehensive School Improvement Plan</i>	Kentucky Department of Education (KDE) <i>Frankfort, Kentucky</i>	Ruth Swanson <i>Kentucky Department of Education (KDE)</i>	Sep 24 2023		<span>🔄</span> <span>⋮</span>

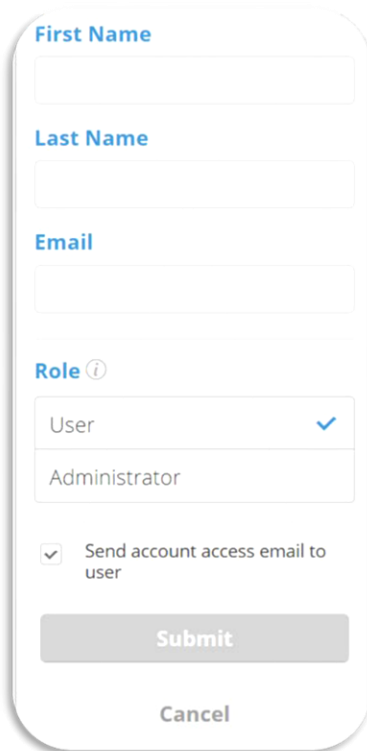
- From the hamburger button, select *Manage Users* to start *Add User*.



- Select *Add User* on the right side of the screen.



4. Complete the information in the box and select *Submit*. **NOTE:** To activate the account, users must follow the link in the email from Cognia.



First Name

Last Name

Email

Role ⓘ

User ✓

Administrator

☒ Send account access email to user

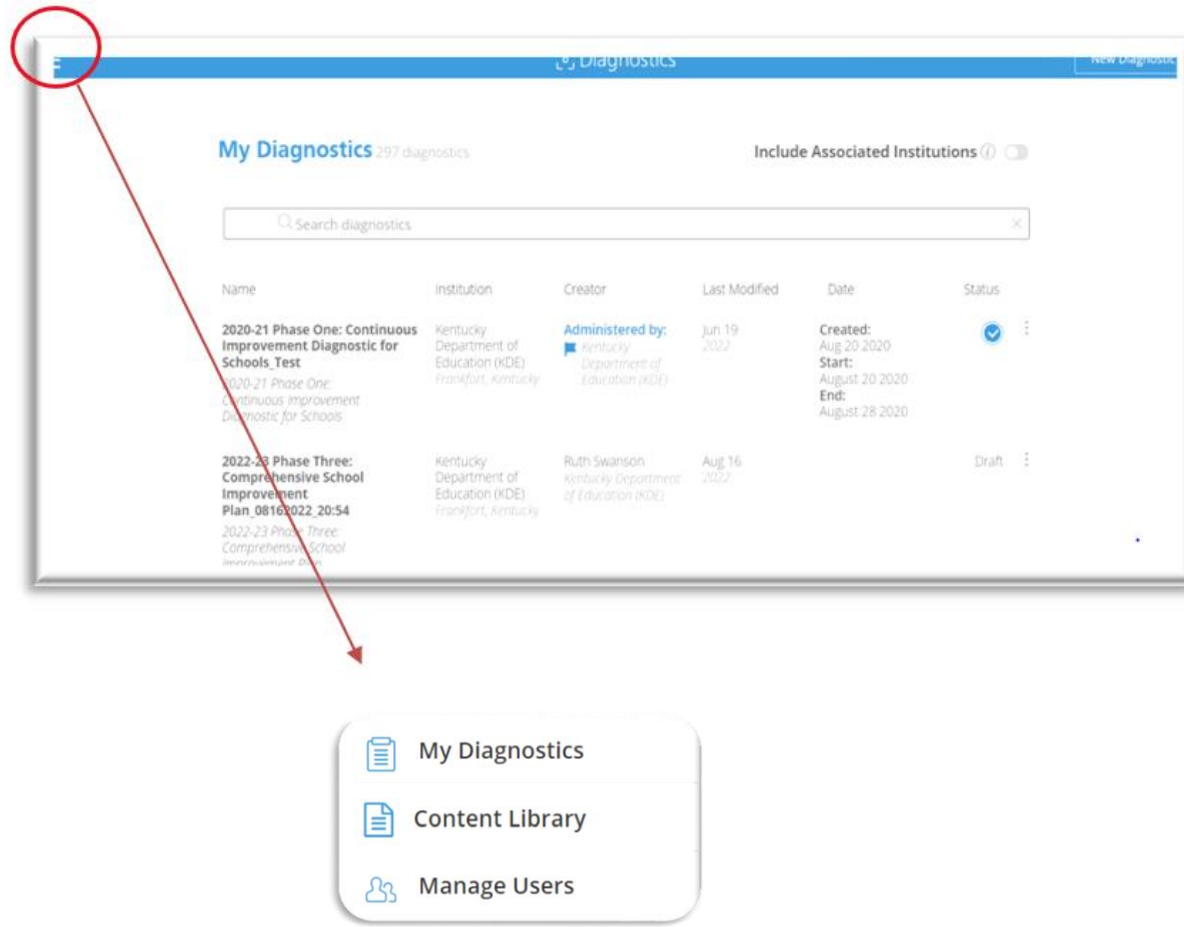
Submit

Cancel

5. Should the email not appear in the user's inbox, please double-check the email's Junk Mail folder.

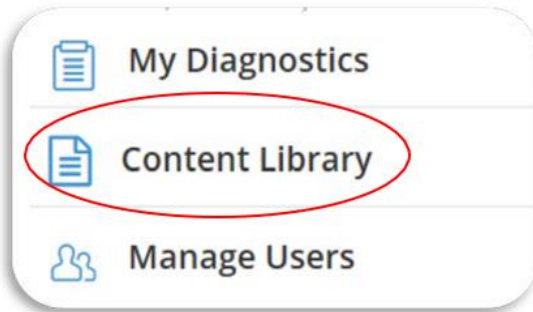
## Creating a New Diagnostic

1. After having completed the login process on pages 3-4 of this user manual, you will be routed to the *My Diagnostics* page, which should resemble the image below. The hamburger button (three lines) in the upper left-hand corner will allow you to start a diagnostic. Select the button and the following three options will appear: *My Diagnostics*, *Content Library* and *Manage Users*. **Note:** If you do not see *Content Library* as an option, you do not have administrator rights. Someone with these rights in your district may grant administrator level access to you if appropriate. Only those with administrator rights can start a diagnostic but anyone with user rights can edit a diagnostic that has already been created.

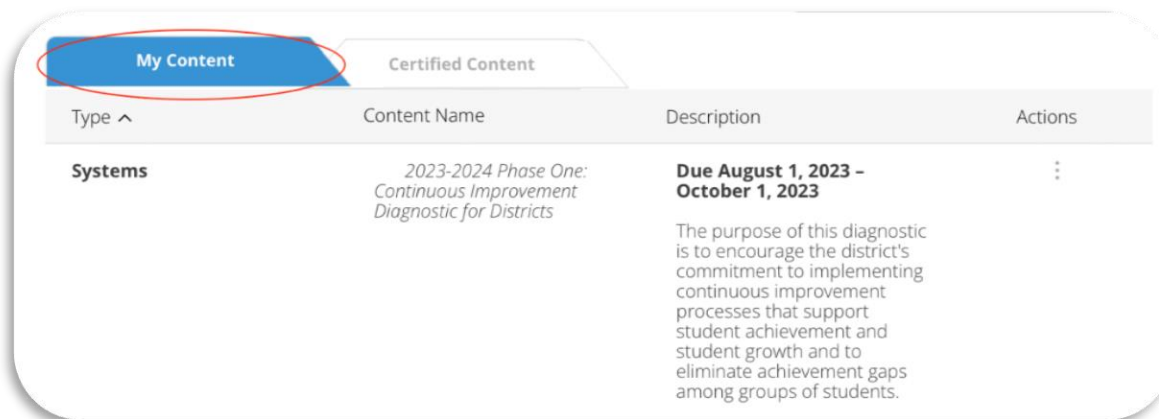




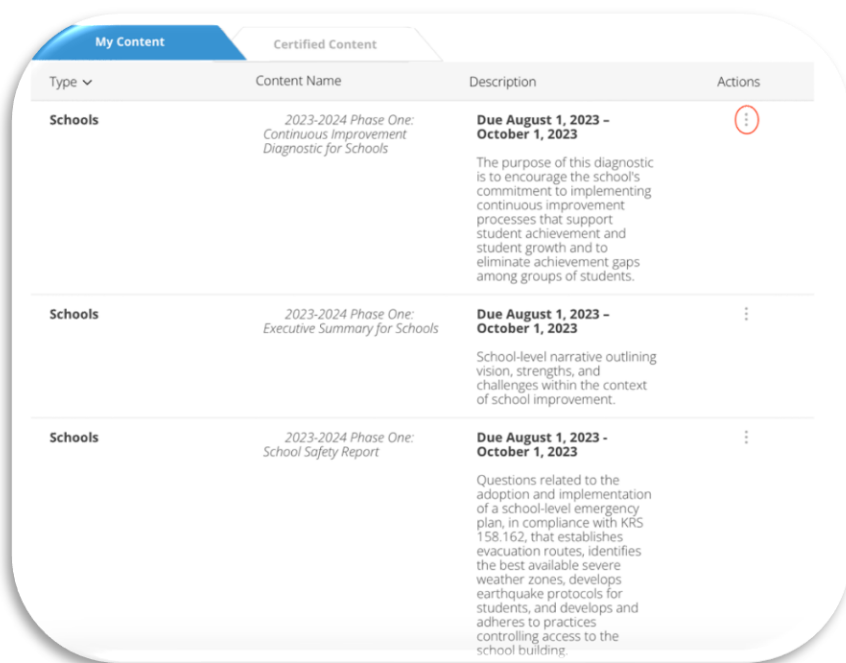
- From the hamburger button, select *Content Library* to start a new diagnostic.



- On the subsequent screen, you should see two tabs at the top of the page: Certified Content and My Content. **Select the My Content tab.**



4. After selecting the My Content tab, locate the diagnostic you wish to begin. **NOTE:** All school level diagnostics are listed as *Schools* under the Type column. All district level diagnostics are listed as *Systems* under the Type column. After locating the diagnostic you wish to complete (at the appropriate level [either Schools or Systems]), select the vertical ellipsis under the Actions column.

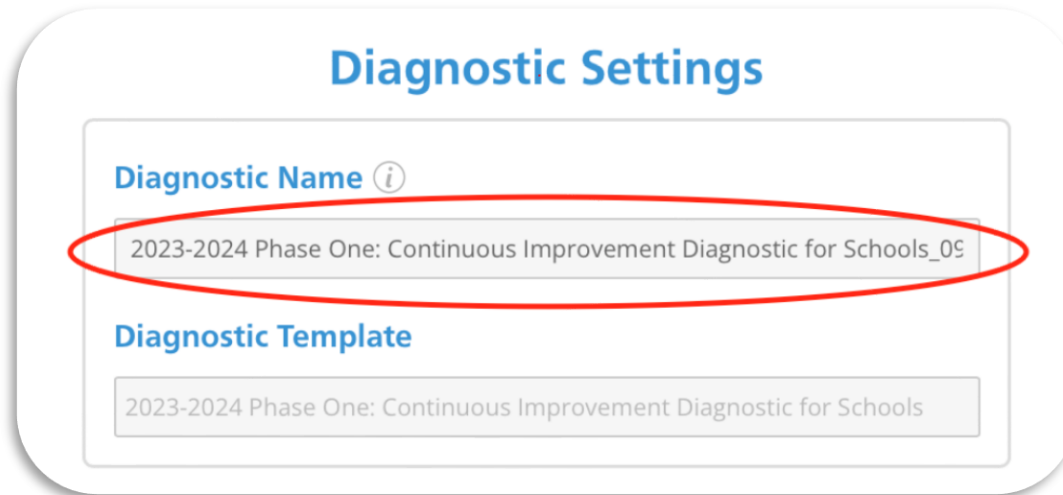


Type	Content Name	Description	Actions
Schools	2023-2024 Phase One: Continuous Improvement Diagnostic for Schools	<b>Due August 1, 2023 – October 1, 2023</b>  The purpose of this diagnostic is to encourage the school's commitment to implementing continuous improvement processes that support student achievement and student growth and to eliminate achievement gaps among groups of students.	⋮
Schools	2023-2024 Phase One: Executive Summary for Schools	<b>Due August 1, 2023 – October 1, 2023</b>  School-level narrative outlining vision, strengths, and challenges within the context of school improvement.	⋮
Schools	2023-2024 Phase One: School Safety Report	<b>Due August 1, 2023 – October 1, 2023</b>  Questions related to the adoption and implementation of a school-level emergency plan, in compliance with KRS 158.162, that establishes evacuation routes, identifies the best available severe weather zones, develops earthquake protocols for students, and develops and adheres to practices controlling access to the school building.	⋮

There are two options for creating a new diagnostic available at the district level only:

- If the district selects **“Start a diagnostic with Custom Content,”** the system will start a diagnostic on the district’s dashboard only.
- If the district selects **“Start administration,”** a wizard will display steps that allow the district to assign and start a diagnostic on the district’s dashboard and selected institutions within the district. Once the administration has been published, only those chosen can start a diagnostic. Publishing makes it available to the institutions chosen within their content library. You may remove and add institutions and edit the date. With this option, the district will be able to pull a status report on the institutions involved in the administration to show the completion percentages of these diagnostics. It’s important to note that it will not show the status of any diagnostics that are “not started.”

5. Rename the diagnostic to include your school's name. Specificity is key here and will allow you to easily sort through the diagnostics that your school/district collects over the course of time. The Diagnostic Template's name **cannot** be modified.



**Diagnostic Settings**

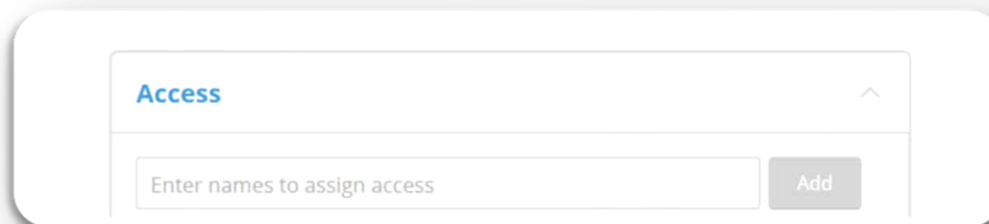
**Diagnostic Name** ⓘ

2023-2024 Phase One: Continuous Improvement Diagnostic for Schools\_09

**Diagnostic Template**

2023-2024 Phase One: Continuous Improvement Diagnostic for Schools

6. Administrators can assign access to the diagnostic by entering names in the Access section. **NOTE:** Any user being assigned access here must first have been granted access to the Cognia Continuous Improvement Platform to access the diagnostic. See the *Adding a Cognia Continuous Improvement Platform User* section of this manual for additional details.

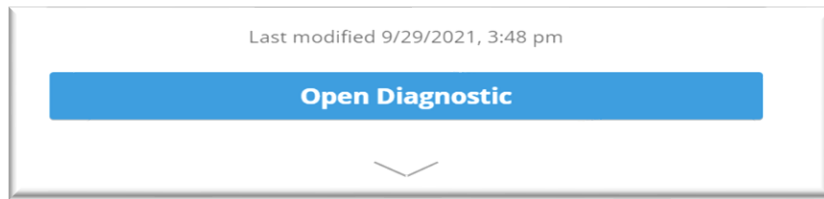


**Access** ^

Enter names to assign access

Add

7. To begin working on the diagnostic, select the Open Diagnostic button.




## Completing/Submitting a Diagnostic

1. To complete the report, each question **must** have a response—even if you record Not Applicable (N/A). Some responses may be as simple as selecting a checkbox. **NOTE:** Read each question carefully as some questions may require multiple responses, dates, names, detailed descriptions, etc.... In *some* instances, attachments are optional; however, supporting evidence may be helpful to your audience.
2. There is **no** submit button. If every question within that diagnostic has been answered, the Cognia Continuous Improvement Platform will automatically change the status of that diagnostic to a checkmark.

### My Diagnostics

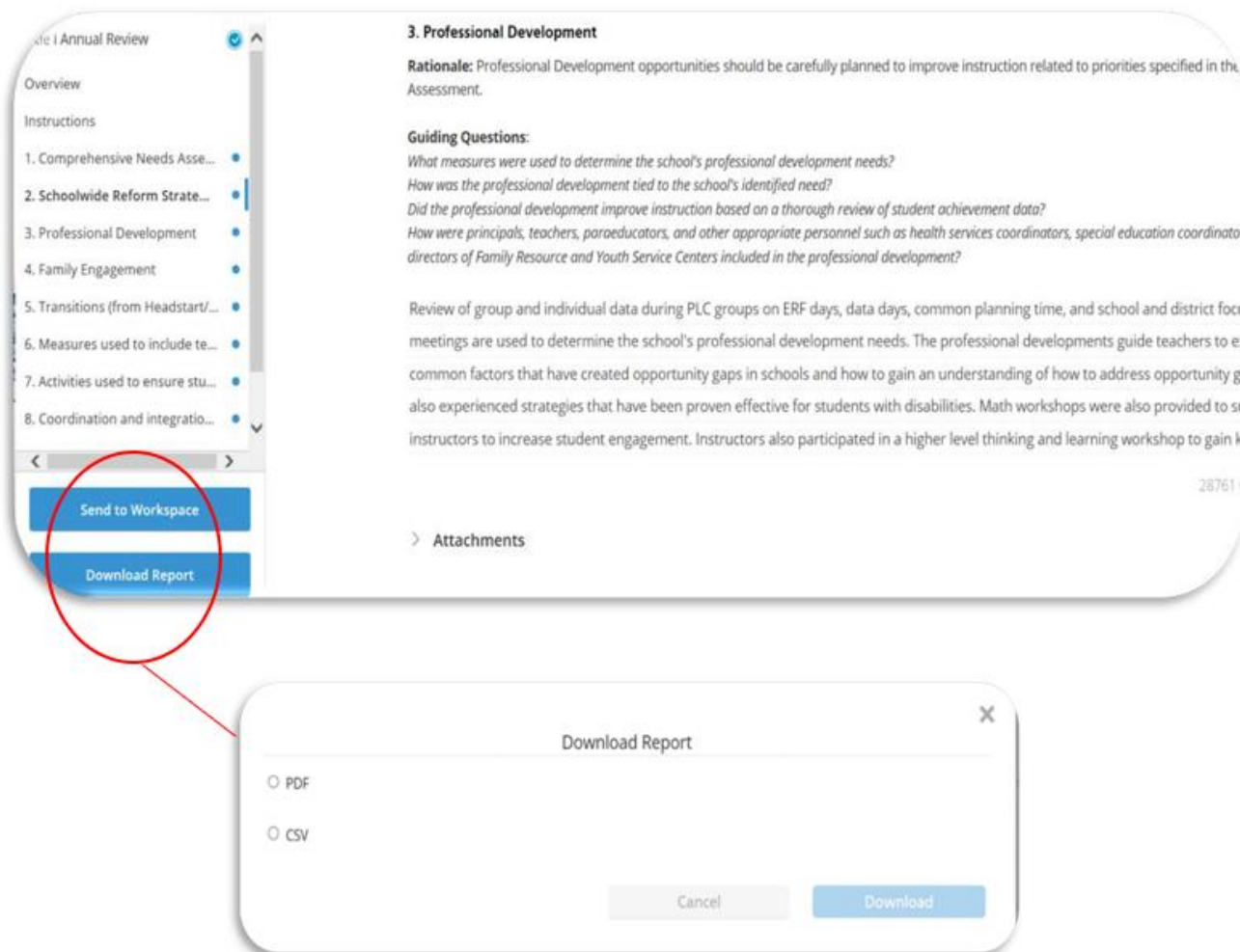
22 diagnostics

Include Associated Institutions ⓘ ☐

Name	Institution	Creator	Last Modified	Date	Status
<b>2023-2024 Phase One: Continuous Improvement Diagnostic for Districts_08032023_15:36</b> 2023-2024 Phase One: Continuous Improvement Diagnostic for Districts	Kentucky Department of Education (KDE) Frankfort, Kentucky	Ruth Swanson Kentucky Department of Education (KDE)	Aug 3 2023		

## Downloading Diagnostics

To download a diagnostic for your records or for ease when posting the report to your school or district's website, select Download Report on the left side of the page. Select the PDF option and then select the Download button. You will receive an email with a link to access the report.



## Cognia Continuous Improvement Platform Diagnostics Frequently Asked Questions

### 1. I am having issues logging in. What do I need to do?

If using Chrome as your browser, try clearing your cache with directions found on the [Clear Google Chrome Browser Cache Quick Start Guide](#). If users have determined that the issue is unrelated to a lack of internet connectivity and/or have tried another browser (i.e., Chrome, Safari, Firefox, Explorer, etc....), users should contact Veronica Boller by email at [veronica.boller@education.ky.gov](mailto:veronica.boller@education.ky.gov) for additional support.

### 2. I am attempting to attach a document; however, the Cognia Continuous Improvement Platform will not allow me to do so. What's wrong?

Most often the diagnostic that the user is working on has not been formally opened. Please double-check that the diagnostic has been opened by selecting the *Open Diagnostic* button while working in the Cognia Continuous Improvement Platform and attempt to attach the document again.

### 3. Why can't I save what I have attached?

Please ensure that each comment box has information entered within it. Comments do not have to be detailed. A simple *Not Applicable (N/A)* is sufficient where applicable. Once each comment box has information added to it, users will be able to save attachments.

### 4. I have administrator rights; however, I cannot grant someone access to a diagnostic that he/she needs to review and/or contribute to in my district. What am I doing wrong?

If that person is an administrator at the district level, he/she already has access to view/modify it and does not require additional rights granted to him/her.

### 5. Who can lock a diagnostic? Why is it important to lock one?

Anyone with administrative rights can lock a diagnostic. Locking a diagnostic will prevent other users from modifying it.

### 6. I need help with a particular diagnostic. Who can assist me with that diagnostic's content?

If you have a question regarding any of the following diagnostics, please contact Ruth Swanson by email at [ruth.swanson@education.ky.gov](mailto:ruth.swanson@education.ky.gov):

- |   |  |
|---|--|
| • Continuous Improvement Diagnostic for Districts/Schools |  |
| • The Needs Assessment for Districts/Schools              | • Comprehensive Improvement Plan for Districts/Schools |
| • Executive Summary for Districts/Schools                 | • The Superintendent Gap Assurance                     |
|   | • District/School Assurances                           |

**For all other diagnostics, please contact the appropriate KDE contact listed below:**

- District/School Safety Report—[Blake Konny](#)

- Professional Development Plan for Districts/Schools—[Renee Yates](#)
- Continuation of Learning Plan—[Steve Kissinger](#)
- English Learner Plan (Lau Plan) - [Neil Watts](#)

**7. As a new principal with administrator rights in the Cognia Continuous Improvement Platform, I noticed that there are four former employees who are still listed as administrators for my school even though those people are no longer employees at the school. Am I allowed to delete them from my school?**

As a platform administrator, you bear the responsibility of cleaning up and monitoring who has access to your school's diagnostics. You may delete anyone who has never contributed to a diagnostic, but you can only *disable* those accounts who have contributed to a diagnostic.

**8. How do I save my diagnostic?**

Each key stroke is automatically saved without having to take any additional steps.

**9. Who can assist me with Cognia Continuous Improvement Platform technical issues?**

Please contact Veronica Boller by email at [veronica.boller@education.ky.gov](mailto:veronica.boller@education.ky.gov) for any Cognia Continuous Improvement Platform technical issues.

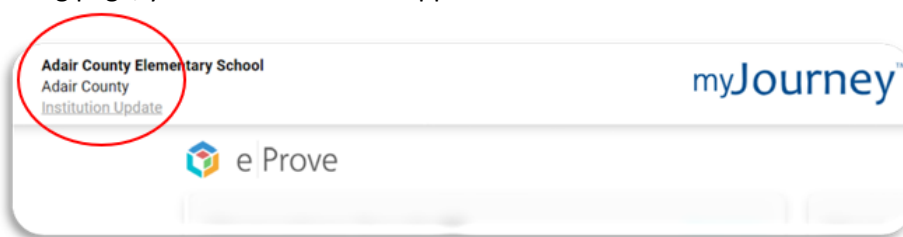
**10. I work for a technical school in Kentucky, but I cannot find my school listed under my district. Are technical schools included in the Cognia Continuous Improvement Platform?**

Yes, all Kentucky technical schools are located under the Kentucky Tech dropdown option under Institutions.

**11. Our principal left midyear and the diagnostics that were already completed in the Cognia Continuous Improvement Platform still list the former principal's name. How can we change this?**

Schools and even districts have the rights to update the Head of Institution (HOI), which will remedy the issue of associating the correct principal to the contents of the Comprehensive School Improvement Plan (CSIP). To do this, anyone with administrator rights may complete an Institution Update once he/she has logged into the Cognia Continuous Improvement Platform and selected the institution he/she wishes to view from the dropdown menu. For most users, this is a default for the school where he/she is assigned.

Once you have selected your institution from the dropdown menu and are forwarded to the myJourney landing page, you will notice in the upper left-hand corner the words Institution Update.





By selecting the Institution Update link, you will be able to submit a request to change the HOI. Include in your request the name of the new HOI and his/her email address. Cognia, not KDE, will follow-through with the update. The same steps apply to districts, as well.

The same process listed above applies for any district or system level change, as well.

**12. Must independent districts and districts with only one school complete both a CDIP and a CSIP?**

Yes, ALL schools and districts must now complete a Comprehensive District Improvement Plan and a Comprehensive School Improvement Plan, including all associated diagnostics. Ensure both the school and the district are completing the appropriately named diagnostic.

For example:

- ABC Independent Elementary School needs to complete diagnostics under the school name, ABC Independent Elementary School.
- ABC Independent District must complete diagnostics under the district name, ABC Independent District.

**13. What diagnostics must be posted to our school/district website as part of the CDIP/CSIP?**

Pursuant to [703 KAR 5:225](#), Comprehensive District Improvement Plans and Comprehensive School Improvement Plans must be posted. CDIPs must be posted to the district's website while CSIPs must be posted to each school's website. When posting CDIPs and CSIPs to the respective website, remember to include any attachments referenced in a diagnostic. Please see below for additional information on what should be posted for each improvement plan:

**District's Improvement Plan:**

- Continuous Improvement Diagnostic for District
- Needs Assessment Diagnostic for Districts
- District Assurances
- Professional Development Plan for Districts
- Comprehensive District Improvement Plan
- Executive Summary for Districts
- Superintendent Gap Assurance

**School's Improvement Plan:**

- Continuous Improvement Diagnostic for Schools
- Needs Assessment for Schools
- School Assurances
- Professional Development Plan for Schools
- Comprehensive School Improvement Plan
- Executive Summary for Schools

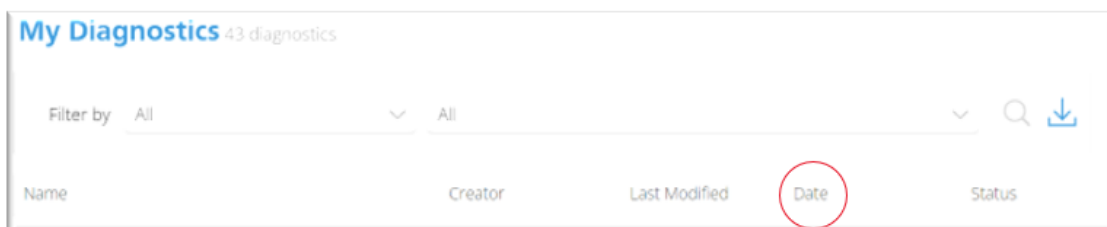
**14. My school's archive is filled with previous years' diagnostics. Do I have the ability to archive those diagnostics in my library so that I can view this year's diagnostics only?**

While a school or district cannot archive its diagnostics in the CIP, you do have the ability to sort the diagnostics so that the most recent ones can be readily accessed.

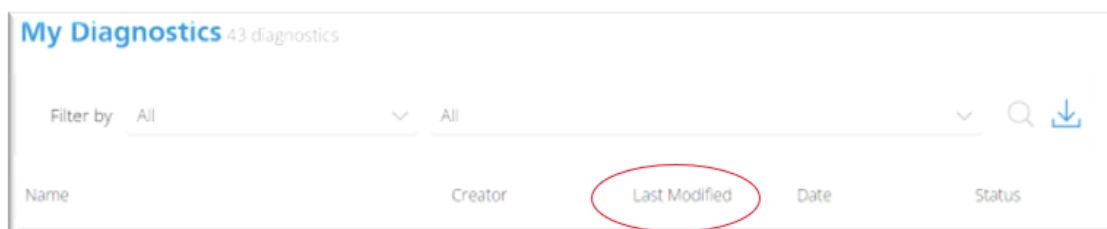
Diagnostics

can be sorted by date, last modified date and diagnostic name.

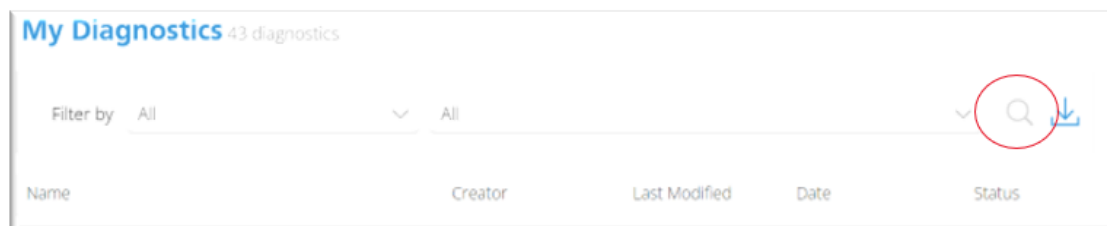
- **By Date:** Click the “Date” button in the menu bar and an arrow will appear. Clicking on the arrow will sort the diagnostics by start date depending on the direction of the arrow. An arrow pointing down will have the oldest diagnostics by start date at the top. An arrow pointing up will bring up the most recent diagnostics by start date.

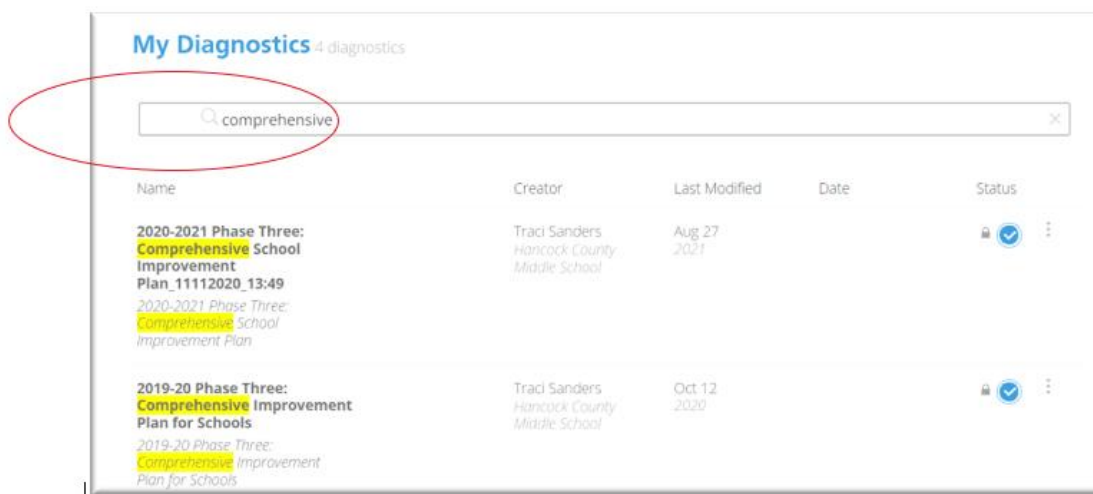


- **By Last Date Modified:** Click the “Last Modified” button to sort the diagnostics by last modification date which may be different than the start date.



- **By diagnostic name:** Click on the spyglass and a single line will appear. Type in the diagnostic name and all with that name will appear. Then you can sort to find the particular year diagnostic you wish to view.





**15. My school is a recipient of Title I, Part A funds and operates a Title I Schoolwide Program. Does the CSIP serve as my Schoolwide Program Plan?**

For those schools operating a Title I Schoolwide Program, this plan meets the requirements of Section 1114 of the Every Student Succeeds Act as well as state requirements under 703 KAR 5:225. **No separate Schoolwide Program Plan is required.**