

Biennial Assessment and Planning Report: 2001-03

Office of Institutional Research

Submitted by: Archer Gravely

Date Submitted: July 14, 2003

Reviewed and Approved:

By: _____
(*Vice Chancellor for Academic Affairs*)

Date:

Date(s) of Departmental Meeting(s) to Review Report: July 8, 2003

Departmental Members Present: Archer Gravely, Ken Wilson, Becky Elkin

Part I. Departmental Mission

I. Departmental Mission Statement

The Office of Institutional Research (OIR) provides management information and conducts analytical studies to support planning, policy development, resource allocation, and program evaluation. OIR has primary responsibility for reporting official statistical information on students, faculty/staff, financial aid, and facilities to UNC Office of the President (UNC-OP), state, and federal agencies. OIR responds to requests for information from college guide publications, other colleges, and the UNCA community. The OIR Director coordinates the University strategic planning process by working with the Chancellor, Vice Chancellors, and the University Planning Council.

II. Linkage to UNCA Mission

The Office of Institutional Research supports the UNCA mission by providing management information and assessment results needed to inform departmental and University wide planning efforts, evaluate programs and services, make resource allocation decisions, and comply with state and federal data reporting requirements.

Part II. Departmental Goals and Assessment Results

Goal 1: Provide Accurate and Timely Management Information Reports

A. Strategies and/or action steps

1. Create and maintain accurate electronic files for reporting admissions, enrollments, course work, grades, financial aid, graduates, space utilization, personnel, and student ratings of instruction.
2. Create and maintain accurate and complete internal documentation of electronic databases
3. Work effectively with administrative system file managers (Admissions/Financial Aid, Registrar, Alumni, Human Resources, University Architect, and Academic Affairs) to coordinate the timeliness and accuracy of institutional data used for internal management information and external reporting.
4. Increase the use of the web to reduce costs and increase access to management information.
5. Develop procedures and systems for creating data files and reports enabling the office to function effectively in the event of staff turnover or extended absence.

B. Assessment procedure(s) for determining the extent to which the goal has been achieved

1. Description

The effectiveness of our management information reporting function was assessed using two basic measures.

A. The extent to which the following major reports were distributed on time with few or no errors:

- UNCA Fact Book (Jan)
- Admissions Trend Report (Dec)
- Graduate Profile (July)
- Department Profile (April)
- Student Rating of Instruction reports (Dec/May)
- Faculty Workload reports (Nov/Mar)

B. Survey of department chairs and other key users to determine the extent to which they found these reports accurate, timely, and useful. The survey form also asked for suggestions for improving the reporting process.

2. Criteria for success

For the first measure (distribute reports on time with few errors), we expect to accomplish this goal one-hundred percent. Any deviation from this standard will cause us to re-examine our process and procedures in an effort to identify opportunities for improvement. For the user satisfaction survey, we expect to have at least 80 percent of our users respond with a “good” or “excellent” rating on the timeliness and accuracy of our work.

3. Assessment or data collection schedule

OIR is constantly engaged in discovering ways to improve the accuracy, timeliness, and usefulness of MIS reports. Most of the reports are discussed in our staff meetings prior, during, and after the reporting cycle. Our reporting processes constantly evolve each year as we adapt to improved technology and find ways to enhance the information value and user friendliness of the reports. The MIS user survey was conducted in Fall 1999, Spring 2001, and Spring 2003. The survey will be repeated on a spring biennial schedule with the next administration scheduled for 2005.

C. Assessment Results

1. Summary and conclusions of assessment results

During the period 2001-03, all MIS related reports have been generated on time with few or no errors. Our customer satisfaction survey of academic department heads and administrators was designed to assess the performance of OIR in providing management information. Response rates for these surveys are shown in the following table.

Table1: MIS Survey Response Rates

Survey Year	Pop N	Responses	Percent
1999	32	26	81.3
2001	34	25	73.5
2003	50	40	80.0

As shown in Table 1, response rates to the assessment of the IR MIS function have been quite good as 80% of our administrators and academic department chairs (N=50) participated in the 2003 survey. The survey results (Tables 2-6) suggest that users of our management information reports have a high level of satisfaction with the overall performance of OIR. In 2003, nearly all respondents rated the *accuracy* (96%) and *timeliness* (97%) of all our reports as good or excellent. Respondents also judged overall performance in *communication* (92%) and *responsiveness* (94%) as good/excellent.

Table 2: Assessment of Management Information Reports, 2003
Rating of Accuracy

Report	n	Percent Rating of Accuracy					
		Don't Know	Poor	Fair	Good	Excellent	Good/Excell
UNCA Fact Book	40	20.0	3.1	0.0	25.0	71.9	96.9
Department Profile Report	40	17.5	3.0	0.0	48.5	48.5	97.0
Student Rating of Instruction Report	40	27.5	0.0	6.9	17.2	75.9	93.1
Enrollment/Admission Reports	40	37.5	0.0	8.0	24.0	68.0	92.0
Adhoc Requests for Information	40	22.5	0.0	0.0	12.9	87.1	100.0
Total Responses	200	25.0	1.3	2.7	26.0	70.0	96.0

Table 3: Assessment of Management Information Reports, 2003
Rating of Timeliness

Report	n	Percent Rating of Timeliness					
		Don't Know	Poor	Fair	Good	Excellent	Good/Excell
UNCA Fact Book	39	15.4	3.0	3.0	30.3	63.6	93.9
Department Profile Report	39	23.1	3.3	3.3	33.3	60.0	93.3
Student Rating of Instruction Report	38	26.3	0.0	0.0	21.4	78.6	100.0
Enrollment/Admission Reports	38	26.3	0.0	0.0	17.9	82.1	100.0
Adhoc Requests for Information	38	26.3	0.0	0.0	14.3	85.7	100.0
Total Responses	192	23.4	1.4	1.4	23.8	73.5	97.3

Table 4: Assessment of Management Information Reports
Percent Reporting "Good/Excellent" for Accuracy and Timeliness by Year

Report	Dimension					
	Accuracy			Timeliness		
	1999	2001	2003	1999	2001	2003
UNCA Fact Book	n/a	90.9	96.9	n/a	100.0	93.9
Department Profile Report	85.0	95.5	97.0	100.0	100.0	93.3
Student Rating of Instruction Reports	93.8	95.2	93.1	89.5	89.5	100.0
Enrollment/Admission Reports	88.9	90.5	92.0	94.7	94.1	100.0
Adhoc Requests for Information	91.3	95.2	100.0	87.0	100.0	100.0
Total Responses	89.6	93.5	96.0	92.6	96.8	97.3

Table 5: Overall Assessment of IR Office in Responding to Your Information Needs, 2003

Dimension	n	P E R C E N T					
		Don't Know	Poor	Fair	Good	Excellent	Good/Excell
Communication	38	2.6	0.0	8.1	18.9	73.0	91.9
Responsiveness	38	7.9	5.7	0.0	11.4	82.9	94.3
Accuracy	37	16.2	0.0	6.5	38.7	54.8	93.5
Timeliness	38	7.9	0.0	2.9	17.1	80.0	97.1

Table 6: Overall Assessment of IR Office in Responding to Your Information Needs by Year
(Percent Responding *Good/Excellent*)

Dimension	1999		2001		2003		All Years	
	n	Percent	n	Percent	n	Percent	n	Percent
Communication	26	84.6	24	95.8	37	91.9	87	90.8
Responsiveness	25	92.0	24	91.7	35	94.3	84	92.9
Accuracy	23	91.3	22	90.9	31	93.5	76	92.1
Timeliness	25	96.0	23	91.3	35	97.1	83	95.2
Overall	99	90.9	93	92.5	138	94.2	330	92.7

2. Use of results to improve the department

The 2003 survey results confirm that OIR is doing an excellent job in providing management information to academic department chairs and administrators. However, our internal discussions and review of reporting problems suggest that the *Department Profile* report is one area of management information reporting that can still be improved. This is a very complex report and errors are often caused by changes in faculty teaching activity, split assignments across departments, faculty leave arrangements, etc. that do not get posted to the official SIS or HRS electronic databases. We can reduce the number of these unreported changes by providing a more complete set of faculty status and teaching load edits early in the fall semester to help us catch these data problems before we produce the reports. A more systematic approach to editing individual faculty information will improve nearly all of our reports dealing with faculty information.

During almost every self-assessment effort, OIR will receive a critical comment or two faulting us for perceived weaknesses in the official UNCA student rating of instruction form. A number of faculty have the mistaken impression that OIR designed the evaluative questions and developed the policies and procedures. This form was developed and approved by UNCA academic department chairs in the early 1980's and administrative procedures were established by the Faculty Senate. During 2002-03, OIR will participate in a long overdue faculty review of the student rating process,

Goal 2: Conduct analytical studies to support UNCA's planning and assessment efforts

A. Strategies and/or action steps

1. OIR will participate in the following UNC system survey and institutional standard survey research projects:
 - New Student (yearly)
 - Sophomore (biennial)
 - Graduating Senior (every semester)
 - Alumni (biennial)
 - National Survey of Student Engagement (every three years)
 - UCLA Higher Education Research Institute (HERI) Faculty survey (every three years)
 - Student Activities Survey (biennial)
 - Program Assessment (annual)
2. Develop annual and biennial enrollment projections of headcount, FTE, and student credit hours by discipline for both resident credit and distance education
3. OIR will design and conduct a number of research projects:
 - Alumni longitudinal survey designed to assist Alumni operations, career planning and develop measures of community service
 - Update peer comparisons
 - Analysis of Undergraduate Research participants
 - Analysis of factors associated with "Best Teacher" nominations made on the Graduating Senior survey
 - Analysis of grade inflation and new plus/minus grading system

- Use of National Student Clearinghouse to: (1) track alumni enrollment in graduate school and (2) determine which schools enroll non-enrolling students accepted at UNCA
4. We will conduct additional survey projects via the web. The use of the web to conduct surveys has time, labor, and cost savings, but creates problems in response rates and confidentiality.
 5. Every two years, student survey results will be summarized into one comprehensive document with comparative statistics for common questions.
 6. We will continue to use the web to disseminate and archive the results of analytical studies and as a way of quickly communicating information to a large audience at lower costs.

B. Assessment procedure(s) for determining the extent to which the goal has been achieved

1. Description

We will conduct a one-page mail survey of key UNCA academic and administrative users every two years to assess the extent to which our analytical studies are: (1) methodologically sound; (2) meet the information needs of the University community; and (3) communicates effectively. We will also survey UNC-OP staff to assess the following dimensions: (1) submission of data on time; (2) data accuracy; and (3) UNCA's contribution to the development of assessment projects. Both of these survey projects were conducted in 1999, 2001, and 2003. These surveys will be repeated in the Spring of 2005.

2. Criteria for success

We expect to find at least 80% of administrators and faculty rate the IR Office as "good" or "excellent" in *designing, conducting, and communicating* analytical studies.

3. Assessment or data collection schedule

The UNCA and UNC-OP survey were conducted in Fall 1999, Spring 2001, and Spring 2003. This biennial survey project will be repeated in Spring 2005.

C. Assessment Results

1. Summary and conclusions of assessment results

The survey response rates for the 1999-2003 survey projects are shown in Table 7. The survey findings are provided in Tables 8-9. These findings suggest that we are perceived to be doing a very good job in *designing, conducting, and communicating* analytical studies. We also asked key UNC-OP staff (N=10) to complete a similar survey (see Appendix B) to assess our performance in conducting system wide assessment projects. An 80% response rate was obtained to this survey. As shown in Table 12, the UNCA OIR is perceived to be doing an excellent job by UNC-OP in conducting system wide assessment projects.

Table 7: Analytical Studies Survey Response Rates

Survey Year	Pop N	Responses	Percent
1999	86	52	60.5
2001	95	75	78.9
2003	65	43	66.2

Table 8: Assessment of Analytical Studies Function, 2003

Dimension	n	PERCENT					
		Don't Know	Poor	Fair	Good	Excellent	Good/Excell
Design of Analytical Studies	43	27.9	3.2	6.5	48.4	41.9	90.3
Analysis of Data	43	18.6	0.0	8.6	42.9	48.6	91.4
Communication of Results	43	7.0	2.5	10.0	35.0	52.5	87.5
Response to Your Questions/Concerns	43	11.6	2.6	2.6	23.7	71.1	94.7

Table 9: Assessment of Analytical Studies Function by Year
(Percent Responding "Good" or "Excellent")

Dimension	1999		2001		2003		All Years	
	n	Percent	n	Percent	n	Percent	n	Percent
Design of Analytical Studies	52	93.5	74	82.5	43	90.3	169	87.9
Analysis of Data	52	85.4	74	86.2	43	91.4	169	87.2
Communication of Results	52	81.6	75	86.1	43	87.5	170	85.1
Response to Questions/Concerns	51	89.6	75	92.5	43	94.7	169	92.2
Total Responses	207	87.4	298	86.9	172	91.0	677	88.0

2. Use of results to improve the department

The four 2003 survey measures for the UNCA survey range from a low of 87% to a high of 95% in the percent of respondents assigning a "good" or "excellent" rating to our performance in accomplishing this goal. Overall, we think that we are doing an excellent job in this area, but we still have room to improve in decreasing the time between the end of the data collection and the communication of the survey results. Part of this delay is due to the number of mandatory UNC-OP projects resulting in more data than time to analyze and report. Additionally, UNC-OP is often very late in providing us with UNC system comparisons so we may need to release survey project findings in stages. The first stage would provide a quick report on the major UNCA findings and we would follow-up with how we compare to the other UNC schools when these data are made available. During 2003-04, we will also adjust some reporting responsibilities among OIR staff to reduce the time it takes to report survey projects to the university community.

Goal 3: Respond to requests for information on students, faculty, and staff in a timely and accurate manner

A. Strategies and/or action steps

1. In consultation with other UNCA departments, prepare the *Common Data Set* for use by college guidebook editors.
2. Complete college guidebook and other external survey requests on time with accurate information.
3. Respond promptly and accurately to on-campus requests for ad hoc studies and data.

B. Assessment procedure(s) for determining the extent to which the goal has been achieved

1. Description

- a) Compare due dates with completion dates for major external surveys.
- b) Survey key UNCA users every two years (same survey used for Goal 1) to assess the satisfaction with ad hoc on-campus requests for studies and information. (See last item in tables 2, 3 and 4.)

2. Criteria for success

We will complete 100% of external survey projects on time and give supporting offices (e.g. Admissions) sufficient time to provide qualitative information and review the data before the surveys are submitted. We

expect to find at least 80% of administrators and faculty rate the IR office as “good” or “excellent” in ratings of *timeliness* and *accuracy* of ad hoc requests for information.

3. Assessment of data collection schedule

The analysis of our record in responding to external surveys and the survey of academic department chairs and administrators was conducted in 1999, 2001, and 2003. These assessment procedures will be repeated every two years.

C. Assessment Results

1. Summary and conclusions of assessment results

During 2001-02 and 2002-03, we completed, on time, with almost no errors, over 80 external survey and edit requests from college guides such as *US News and World Report Best Colleges*, *Princeton Review*, *The Fiske Guide to Colleges*, etc. We responded to numerous requests from other external agencies (e.g. COPLAC, SACS, NSF) with requests for comparative data. During the regular school year we average five to ten ad hoc data requests per week from faculty, staff, students and the external media. We can generally provide the data the same day it is requested or shortly thereafter. The MIS survey of academic department chairs and administrators (Tables 2-4) indicate a 100% good/excellent rating on both *timeliness* and *accuracy* in responding to ad hoc requests for information.

2. Use of results to improve the department

Our assessment survey results indicate a very high level of customer satisfaction in responding to requests for information from the university community. However, we can strive to improve the marketing and distribution of our information services to the campus. We plan to produce an inexpensive one-page (3-fold) pocket-size UNCA facts sheet that provides a comprehensive set of interesting data and trends about UNCA students, faculty, programs, resources, staff, and facilities. This mini-hardcopy fact book should be of potential interest to a wide range of audiences, e.g. job applicants, new hires, visitors, community members, and campus faculty, staff, and students. We also plan to produce a site map on the OIR web page to make it easier for people to find information.

Goal 4: Prepare and submit electronic data files on students, personnel, and facilities as required by UNC Office of the President on time with few or no errors

A. Strategies and/or action steps

1. OIR will take an active role in advising UNC-OP on development of new and reshaping existing reporting requirements

2. OIR will prepare and submit the following electronic data files:

File	Due Dates	Number of Files
Student Data Preliminary File	September	1
Student Data, Resident and Extension	October, March, August	3
Financial Aid	November	1
Graduated Student Sub-file	September, June	2
Personnel Data	November	1
Student Courseload, Resident Credit	September, March, June, August	4
Student Courseload, Extension	December, May, June, August	4
Student Course Grade, Res Credit	January, June, August (2)	4
Student Course Grade, Extension	January, June, August (2)	4
Course Description Table, Res. Credit	September, January, March, June, August (2)	6
Course Description Table, Ext.	December, January, May, June, August (2)	6
Room Inventory	December	1
Building Inventory	December	1
Room Utilization	December	1
Freshman Survey	November	1
Sophomore Survey	May (bi-yearly)	1
Graduating Senior Survey	May (bi-yearly)	1
Name/Address of Non-enrolled applicants	November	1
Name/Address for Alumni Survey	March (bi-yearly)	1
Total		44

3. OIR will increase the amount of staff cross-training and office procedure documentation to ensure the ability of our office to produce critical files and reports in the event of staff turnover or illness.:

B. Assessment procedure(s) for determining the extent to which the goal has been achieved

1. Description

Our ability to perform this critical function is reflected in the lack of errors identified by the edits performed by UNC-OP and the extent to which all of the files are submitted on time. Additionally, we will ask UNC-OP staff (N=10) to provide us with a formal assessment of our performance in preparing these electronic data files.

2. Criteria for success

- We expect to submit all UNC-OP electronic data files on time with few errors.
- For the survey of UNC-OP staff, we expect to find at least 80% reporting that our performance has been either “good” or “excellent”.
- For institutionally administered UNC system standard survey projects (New Student Survey, Graduating Senior Survey, Sophomore Survey) we expect to obtain a response rate of at least 80%.

3. Assessment or data collection schedule

As we produce approximately 45 electronic data files each year, we receive immediate feedback on errors, missing or inconsistent data from UNC-OP staff on each file. The survey of UNC-OP (N=10) staff was conducted in 1999, 2001, and 2003. The survey will be repeated in Spring 2005. Response rates for each UNC survey project are calculated soon after the survey is completed.

C. Assessment Results

1. Summary and conclusions of assessment results

Over the last two years, we have provided UNC-OP with approximately 45¹ electronic data files each year. This is a challenge in that the data file definitions and formats are constantly changing and UNC-OP frequently adds new reporting requirements. During 2001-02 and 2002-03, we have submitted virtually all files on time with few errors. UNCA is viewed as one of the more capable institutions in the state in reporting accurate data on a timely basis. As evidence, the results of the survey of UNC-OP staff members are shown in Table 10-12, and 14.

¹ In 1986, we provided UNC General Administration with two electronic data files each year.

The UNCA OIR has also performed well in conducting UNC system survey research projects. We have taken a leadership role in helping to define and shape these projects. Additionally, we have worked collaboratively with the Registrar's Office, Computer Center, and Student Affairs, to develop procedures for ensuring very high response rates in excess of 80%. Our response rates also exceed the UNC system averages as shown in Table 13.

Table 10: OP Staff Survey Response Rates

Survey Year	Pop N	Responses	Percent
1999	10	8	80.0
2001	10	6	60.0
2003	10	8	80.0

Table 11: UNC-OP Assessment of UNCA's Institutional Research Performance in Providing Electronic Data Files, 2003

Dimension	n	P E R C E N T					
		Don't Know	Poor	Fair	Good	Excellent	Good/Excell
Submission of Files on Schedule	8	0.0	0.0	0.0	0.0	100.0	100.0
Accuracy of Data Submitted	8	0.0	0.0	0.0	12.5	87.5	100.0
Communication with UNC-OP	8	0.0	0.0	0.0	12.5	87.5	100.0
Contribution to Development of Reporting Procedures	8	12.5	0.0	0.0	14.3	85.7	100.0
Overall	32	3.1	0.0	0.0	9.7	90.3	100.0

Table 12: UNC-OP Assessment of UNCA's IR Participation in UNC System Survey Research Projects (Percent Responding "Good/Excellent")

Dimension	1999		2001		2003		All Years	
	n	Percent	n	Percent	n	Percent	n	Percent
Submission of Files on Schedule	8	100.0	6	100.0	8	100.0	22	100.0
Accuracy of Data Submitted	8	100.0	6	100.0	8	100.0	22	100.0
Survey Response Rates	8	100.0	6	100.0	8	100.0	22	100.0
Contribution to Development of Survey Projects	8	100.0	6	100.0	8	100.0	22	100.0

Table 13: Response Rate (Percent) to Institutionally Administered UNC System Surveys

AY	New Student		Sophomore		Graduating Senior	
	UNCA	UNC	UNCA	UNC	UNCA	UNC
1996-97	89.9	81.9	95.3	55.7	NA	NA
1997-98	92.4	83.0	94.4	61.7	84.3	66.5
1998-99	85.0	83.7	NA	NA	89.0	NA
1999-00	82.5	NA	89.2	72.5	89.0	67.9
2000-01	85.9	NA	NA	NA	87.8	NA
2001-02	85.3	NA	96.0	NA	82.8	72.2
2002-03	89.0	NA	NA	NA	NA	NA

Table 14: UNC-OP Assessment of UNCA's IR Overall Performance in Comparison to the Other Fifteen Campuses in Responding to Requests for Accurate and Timely Information

Overall Rating	1999		2001		2003		All Years	
	n	Percent	n	Percent	n	Percent	n	Percent
Among Top Quartile	7	87.5	6	100.0	7	87.5	20	90.9
Middle Fifty Percent	1	12.5	0	0.0	1	12.5	2	9.1
Among Bottom Quartile	0	0.0	0	0.0	0	0.0	0	0.0
Total Responses	8	100.0	6	100.0	8	100.0	22	100.0

2. Use of results to improve the department

The UNC-OP assessment survey results and analysis of UNCA response rates to UNC system survey projects provide strong evidence to indicate that we are achieving this goal to a high degree. We put a lot of effort into these activities and they have a direct impact on our ability to achieve other office goals. A major reason for our high level of performance in this area is that we have very experienced and talented staff who have been doing this work for many years. However, given that our small staff has one person for each major function, we are very vulnerable should we have employee turnover or serious illness. The amount of complex work required by OP is such that an employee absence of less than a month could cause a severe problem, especially since OP reporting requirements are due in virtually each of the twelve months of a calendar year. Our challenge is to find the time for cross-training and to ensure that we have excellent documentation to enable us to perform multiple roles in a crisis.

Part III. Organizational and Resource Issues

- I. Have there been changes in department organization, leadership or staffing over the last two years? Describe the impact of any changes on the effectiveness of the department in achieving its goals.

Not applicable.

- II. Describe key relationships to other UNCA academic and administrative departments and/or external agencies. How do these relationships impact your department's effectiveness?

The IR Office works with all academic units and most administrative units. We provide student rating results, management information, and assessment results to academic departments. We work extensively with the owners of administrative data systems (Human Resources, Registrar, Admissions/Financial Aid, and Financial Affairs) and the Computer Center (to a lesser extent) to create the frozen extract census files that we use for official reporting and research. A major strength of our office is the very positive relationships we have forged with both the owners of these data systems upon whom we depend and the users of our data. The IR Office is somewhat unique in our relationship to the Computer Center in that we do not depend on them to run reports or create files for us. We have an excellent working relationship with the Computer Center that is primarily focused on hardware, networks, and system changes to administrative data systems.

We also work extensively for UNC Office of the President in providing approximately 45 electronic data files each year and in participating in numerous survey projects. We try to be very proactive with UNC-OP so as to have a voice in helping to define new reporting and assessment projects and modify existing processes as appropriate.

- III. What have been the major accomplishments of the department over the last two years?

- OIR performed a key role through service on the University Planning Council and Institutional Effectiveness Committee in helping the campus develop both institutional and unit level institutional effectiveness processes that comply with SACS *Must* statements. As a result, UNCA completed its re-accreditation process with no recommendations in either strategic planning or institutional effectiveness. OIR also served as a major information resource for the compliance and alternative self-studies.

- Implemented procedures for obtaining 80%+ response rates to UNC System mandated surveys (New Student, Sophomore, and Graduating Senior) with minimal aggravation to students.
- Revised and improved computer code used to generate all of our major MIS reports: Fact Book, Student Profile, Admissions Trend, and Weekly Admissions.
- Won a best paper award at the 2003 North Carolina Association for Institutional Research Conference for a paper on “Using Logistic Regression to Assess the Impact of First-Year Experience Programs.”

IV. In what areas does the department need to improve?

- We need to develop internal procedures and documentation for generating the 45+ electronic data files required by UNC-OP in case our Applications Programmer II position becomes ill or we have turnover in this position.
- OIR needs to decrease the time between completing a survey research project and the communication of the results to the university community.
- We need to increase our proficiency in developing web survey projects and have at least two staff trained to perform these tasks.
- We need to convert our current back-up system for the OIR server from tape to CD.

V. How does the current level of resources (personnel, equipment, facilities, and budget) affect the ability of the department to achieve its goals? Include any significant changes (increase or decrease) in your resource level during the past two years.

The instability of the budget over the last two years has made it difficult to even determine if we even have a base budget figure. Historically, OIR has been able to achieve its goals with a UNCA budget of 9-10K per year which has been supplemented by OP with a special annual appropriation of approximately \$4,500 to support the mandatory UNC system survey projects. Last year, we did not receive the special OP appropriation and its future status is uncertain. As a technology driven unit with three professional and one support staff, we need a minimal base budget of 8-10K per year to accomplish our goals. While this amount includes the cost of software upgrades it does not cover computer hardware. UNCA very much needs to conduct a longitudinal alumni survey, and we cannot cover the costs (approximately \$2,500) from our base budget.

Part IV. Changes in Department Goals

I. If new or modified goals have emerged, attach an amended departmental goal statement (see Part I), including required information about assessment.

In previous institutional effectiveness reporting cycles, OIR has had a goal of “coordinating the university strategic planning process” as the director performed the role of university planning officer and coordinated the strategic planning process by working with the Chancellor’s Cabinet and the University Planning Council. Given the uncertain status of the University Planning Council in strategic planning issues, we have tabled this goal for this reporting period.

II. If new resources are needed, attach a resource request indicating:

- A. Specific resource requested.
- B. Justification for the resource, based on your departmental goals and assessment.

Appendix A: MIS Survey



Office of Institutional Research

Assessment of Institutional Research Management Information Reports

A. A key goal for the Institutional Research Office is to provide accurate and timely management information reports. Please assess the *accuracy* and *timeliness* of the reports listed below:

	Accuracy <i>Circle One</i>					Timeliness <i>Circle One</i>				
	Poor	Fair	Good	Excellent	Don't Know	Poor	Fair	Good	Excellent	Don't Know
1. UNCA <i>Fact Book</i>	1	2	3	4	?	1	2	3	4	?
2. Department Profile report	1	2	3	4	?	1	2	3	4	?
3. Student Rating of Instruction reports	1	2	3	4	?	1	2	3	4	?
4. Enrollment/admissions reports.....	1	2	3	4	?	1	2	3	4	?
5. Adhoc requests to IR for information	1	2	3	4	?	1	2	3	4	?

B. Please give us your overall assessment of the Institutional Research Office in responding to your information needs.

	Overall Assessment <i>Circle One</i>				
	Poor	Fair	Good	Excellent	Don't Know
1. Communication	1	2	3	4	?
2. Responsiveness	1	2	3	4	?
3. Accuracy in reporting statistical information	1	2	3	4	?
4. Timeliness in producing reports.....	1	2	3	4	?

C. Comments:

Appendix B: Analytical Studies Survey



Assessment of Institutional Research Analytical Studies

An important function of the Institutional Research Office is to design and conduct analytical studies. The results of these projects generate information for assessing the quality of our educational program and the services we provide to students. As part of our institutional effectiveness program, we are asking members of the campus community to provide feedback on how well we are performing this function. We would appreciate your taking a few minutes to rate our performance in designing, conducting, and communicating survey and other research projects. *Please return your completed survey to Mark Padilla in the envelope provided.*

Based on your experience during the past two years:

A. Please rate the Office of Institutional Research’s performance in the following areas:

	Poor	Fair	Good	Excellent	Don't Know
1. Design of analytical studies.....	1	2	3	4	?
2. Analysis of data from analytical studies.	1	2	3	4	?
3. Communication of results.....	1	2	3	4	?
4. Response to your questions and concerns	1	2	3	4	?

B. Do you have suggestions to help us improve?

C. What other analytical studies would you like the Institutional Research Office to do?

Appendix C: Office of the President Survey



Office of Institutional Research

Office of the President Assessment of UNCA’s Institutional Research Function

A. How would you assess the UNCA Institutional Research Office’s performance in providing OP with electronic data files on enrollment projections, students, faculty, course, and space resources during the last two academic years?

	Poor	Fair	Good	Excellent	Don’t Know
1. Submission of electronic files on schedule	1	2	3	4	?
2. Accuracy of data submitted.....	1	2	3	4	?
3. Communication with OP.....	1	2	3	4	?
4. Contribution to the development of data reporting procedures....	1	2	3	4	?

B. Assessment of UNCA’s participation in UNC system survey research projects over the last two academic years?

	Poor	Fair	Good	Excellent	Don’t Know
1. Submission of data files on schedule	1	2	3	4	?
2. Accuracy of data submitted.....	1	2	3	4	?
3. Survey response rates.....	1	2	3	4	?
4. Contribution to the development of survey projects	1	2	3	4	?

C. Over the last two academic years, how would you compare the *overall performance* of the UNCA Office of Institutional Research with the other fifteen campuses in responding to requests for accurate and timely information?

- 1 Among the top quartile
- 2 In the middle fifty percent
- 3 Among the bottom quartile
- 4 Don’t Know

D. Other comments:

Thank you for taking the time to respond.
Please return your completed survey to Dr. Mark Padilla in the envelope provided