

## Office of Institutional Research

### Academic Affairs

### Administrative Unit Assessment

FY 18 (July 2017-July 2018)

#### Department and Assessment Report Information

Prepared on:8/1/2018 8:40:28 AM	By:michael.gibbons@mga.edu
For which department or area are you reporting?	Office of Institutional Research
What is the name and MGA email address of the person responsible for this report?	Michael Gibbons michael.gibbons@mga.edu

#### Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	The Office of Institutional Research collects, analyzes, warehouses, and disseminates institutional data to support strategic and operational planning, policy formation, and effective decision making.
<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	1) Maintain compliance with mandated federal and state reporting 2) Support data-driven decision making across all campuses 3) Produce and disseminate institutional data reports

## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	1) The University will be in compliance with all federal and state mandated reporting coordinated by the Office of Institutional Research
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Track submission dates of federal and state mandated reports
<b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	100% of federal and state mandated reports are submitted on time
<b>Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	100%
<b>Objective 1: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	OIR will add more lead time to mandated reporting in the following year, to make meeting the deadlines easier

## Objective 2

<b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	2) Support data-driven decision making across all campuses
<b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	OIE work log - track requests and work output at different periods
<b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	a) 75% of data requests responded to within the 10 business day window b) 100% of administrative requests responded to within the 10 day business window
<b>Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	100 % of data and administrative requests were met within the 10 day business window
<b>Objective 2: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Work is tracked on a sampled basis. We have moved towards an email / web submission form. While not perfect, this is a more formalized system than in years past. May consider a ticketing system, if resources allow.

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	3) The campus community will have access to institutional data reports on a scheduled basis.
<b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	3) Disseminate data to internal clients tracked via work log - varying deadlines
<b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	100% of maintenance data
<b>Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	100%
<b>Objective 3: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Oracle BICS, and Blackboard analytics have been discontinued. We are moving towards a model of homegrown data dissemination and dashboarding. How well this will work and exactly what we can provide is still being developed. Currently data is disseminated through excel both automatically and manually, and dashboarding is done through open google dashboards

#### Objective 4

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	IR staff will engage in professional development
<b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Conference and workshop attendance
<b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	100% of staff attend 2 or more events
<b>Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	100%
<b>Objective 4: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Contiuned raining is imperative and more funding is necessary to support.

## Future Plans

<p><b>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</b></p>	<p>1) The Office of Institutional Research will meet federal and state mandated reporting dates on time 2) The OIR will meet or respond to 75% of data requests within a 10 business day window 3) The OIR will meet or respond to 75% of administrative requests within a 10 business day window 4) The OIR will provide more dashboarding and data availability to its internal clients (currently there is 1 Enrollment and 1 Admissions dashboard)</p>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>The OIR is very busy and could benefit form more resources and integration.</p>

Form run:

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