

Institutional Research and Data Strategy

Office or Department of Academic Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

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For which department or area are you reporting?	Institutional Research and Data Strategy
What is the name and MGA email address of the person responsible for this report?	Samantha Boswell, samantha.boswell@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.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The Office of Institutional Research and Data Strategy (OIRDS) collects, analyzes, warehouses, and disseminates institutional data to support strategic and operational planning, data governance, institutional effectiveness, policy formation, and effective decision making.
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none">1) Maintain compliance with mandated federal and state reporting2) Support data-driven decision making across all campuses3) Produce and disseminate institutional data reports4) Develop a data-driven culture by improving data awareness, literacy, and accessibility5) Manage annual assessment and CPR to support quality improvement and compliance
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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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The Office of Institutional Research and Data Strategy will meet federal and state mandated reporting dates on time
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Track submission dates of federal and state mandated reports
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% of federal and state mandated reports are submitted on time
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)	100%
Objective 1: Did your department meet this objective?	The department met this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	To ensure that deadlines continue to be met, lessons from mandatory reporting shall be applied to optional reporting where we will continue to effectively communicate with departments regarding deadlines. We will continue to be proactive by discussing the data needed before the surveys are released with departments.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The OIRDS will meet or respond to 75% of data requests within a 10 business day window
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Banner Help Desk ticketing system, number of tickets, and time to completion.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	75% of non-administrative data requests responded to within the 10 business day window
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)	85 % of non-administrative data requests were met within the 10 day business window. Average time to completion was 5.99 days.
Objective 2: Did your department meet this objective?	The department met this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Users of ticketing system have difficulty identifying which category fits their request. The office will improve on communication when moving tickets to different categories to ensure the ticket gets resolved in a timely manner.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The OIR will meet or respond to 75% of administrative requests within a 10 business day window
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Banner Help Desk ticketing system, number of tickets, and time to completion.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	75% of administrative data requests responded to within the 10 business day window
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)	80% of administrative data requests were met within the 10 day business window. Average time to completion was 6.15 days.
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Office needs to continue to improve documenting administrative requests that come by email and other sources outside the ticketing system. Follow up with clients is essential in closing the loop and resolving tickets sooner.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	OIRDS will pursue professional development opportunities to enhance work efficiency and effectiveness.
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of conferences attended by office, external meetings, presentations, and continuing education opportunities
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%
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)	80% - Members of the OIRDS presented at a conference this past fall while attending others and pursuing higher degrees. Professional development was hindered in the Spring due to the pandemic and the elimination of travel funding.
Objective 4: Did your department meet this objective?	The department did not meet this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned to be adaptable and ready to work/learn in a remote environment. Due to budget restrictions it may be difficult to attend conferences this next year but we can actively look for virtual conferences or courses to participate in as an office.

Future Plans

<p>Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<p>1) The Office of Institutional Research and Data Strategy will meet federal and state mandated reporting dates on time 2) The OIRDS will meet or respond to 80% of data requests within a 10 business day window 3) OIRDS will increase data awareness and literacy on campus by offering at least two trainings for faculty and staff 4) OIRDS will increase assessment and accreditation awareness by offering at least three trainings for faculty and staff.</p>
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>The Office of Institutional Research recently merged with Enterprise Information Systems to make the Office of Institutional Research and Data Strategy (OIRDS). The new office structure will provide a collaborative one stop shop for the institution's data and information system needs.</p>

Open Box for Additional Comments

<p>Open Text Box For Assessment Comments:</p>	
<p>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	

