Office of Institutional Research and Data Strategy

Division of the University: Academic Affairs

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

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Department 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.

6. 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.

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1) Maintain compliance with mandated federal and state reporting 2) Support data-driven decision making across all campuses 3) Develop a data-driven culture by improving data awareness, literacy, and accessibility 4) Manage annual assessment and CPR to support quality improvement and compliance. 5) Successfully implement assessment and credentialing system that drives a Faculty Information System.

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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

Objective 1

8. 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.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Whether or not OIRDS submitted surveys on time.
10. 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 submitted on time.
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	Past performance data and survey set deadlines.
12. 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% of surveys were submitted on time. This outcome has been consistent for the past four years.
13. Objective 1: Did your department meet this objective?	The department met this objective.
14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: 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, OIRDS will work to guarantee that all departments have the capability to report data in their designated areas. We found that not many refer to the reporting calendar published on the webpage and that shared calendar reminders to appropriate individuals regarding their reporting needs is most effective. While time consuming it has improved reporting awareness and communication.

Objective 2

15. 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 80% of data requests within a 10 day window.
16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of tickets from the Banner Help Desk system, internal tracking of administrative ad-hoc and open records requests. Additional metric is time to completion for the request.
17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	90% of our requests would be completed within 10 business days of being submitted. Prior year's target was 80%.
18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	Past performance data. We have consistently outperformed our target over the past four years and decided to increase the target outcome.
19. 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)	Of all request types, 97% of requests received were completed within 10 business days. This is a 1% increase from last year. Average time to completion for these requests was 2.1 days which is an increase from last year's average time to completion of 2.5
20. Objective 2: Did your department meet this objective?	The department exceeded this objective.
21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	While users have done well adopting the ticket system for data requests, we have found that the majority of requests drag out longer than needed. The cause of this lengthy request lifecycle is from users not identifying their data needs up front leading to multiple requests and versions. In an effort to minimize the number of iterations, OIRDS will begin asking more questions upfront to increase office and user efficiencies.

Objective 3

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Complete Anthology system implementation regarding assessment.
23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Whether or not the system was fully implemented to utilize for the SACS level change review.
24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% system implementation.
25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	System was needed for successful SACS review.
26. 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)	100% implemented and successfully used for the most recent SACS review. We were able to upload faculty credentialing documents and other requirements for SACSCOC.
27. Objective 2: Did your department meet this objective?	The department met this objective.
28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	This system implementation was beneficial as we found other uses for the system such as the academic roster and the primary source for identifying faculty full-time/part-time status. We will continue to use the software and clean up the data and expand its use.

Objective 4

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Add an automated Presidential dashboard to the OIRDS website.
30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Whether or not the dashboard was created and published.
31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% dashboard creation and shared
32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	This project was requested by the President and elevated as a top priority for last year.
33. 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)	100% successful creation of the dashboard and distributed through a shared link.
34. Objective 4: Did your department meet this objective?	The department met this objective.
35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned this dashboard displays valuable information for multiple university stakeholders. We still need to work with graduate studies and clearly define the graduate metrics and clean up the graduate student records. OIRDS will work with our Web Developer to automate the transition from one term to the next and will also inquire if stakeholders want this information published for public consumption. It is currently accessible to those with a shared link.

Future Plans

36. 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.	1. Office of Institutional Research and Data Strategy will meet federal and state mandated reporting dates on time. Previous and future goal remains 100%. 2. OIRDS will maintain a completion rate of 90% for all data requests. Previous goal was 80%. 3. OIRDS will expand the data warehouse with new tables, new data source connections, and documentation. Our target will be one new table, one new data source and one data elements dictionary for one table. 4. OIRDS will enhance efforts for on time submission of annual assessment across all departments. Target will be 70% of administrative, academic program, and student support assessments submitted by the deadline of July 31.

Open Box for Assessment Comments

37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).	With the recent departure of our Associate Provost of Data Strategy the office is in a state of uncertainty with a possible restructure coming in the near future. This potential restructure and new Associate Provost could possibly affect the OIRDS future goals and focus. With the new Database Administrator we hope to expand our data warehouse to gather information from multiple sources leading to better information for university stakeholders. We will continue our efforts of providing certain departments with tools to access their own data, empowering them with the capability of accurate reporting in their own unit. Over the past year, OIRDS has proven to satisfy requests efficiently while improving documentation efforts and will continue our strategies to develop a data driven culture at MGA.
38. Optional Open Text Box for Assessment Comments:	

| 42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below. | |

MGA's Strategic Plan

39. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets, Build Shared Culture 7. Cultivate engagement with its local communities
40. Please indicate which of the following actions you have taken because of the 2021/2022 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes, Request for Additional Financial or Human Resources, Customer Service Changes: Communication, Services, etc, Evaluating and/or Revising the Reporting Lines Internal Assessment Processes

Other

| 41. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your | All USG initiatives eventually come through our office needing data to support their projects, coding changes within Banner, revision of curriculum policies, etc. The |

unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc.)	National Center for Education Statistics that operates the IPEDS survey is federally man
43. Mindset Update (Academic Deans ONLY)	