

SPRING 2016 OFFICE OF INSTITUTIONAL RESEARCH EFFECTIVENESS SURVEY
 IR Response to the Results of the IR Effectiveness Survey Conducted in Spring 2016

Areas of Strength with Comments

Area of Strength	Comments
Accuracy and Consistency of Data	The majority of IR effort is invested in creating, updating, maintaining, organizing, and validating the data warehouse.
Appropriate and Pertinent Data	A good amount of effort is invested in determining up front the context of needs to best align capabilities with desired outcomes.
Presentation of Data	A lot of thought and research goes into the best ways to present data in an effort to understand what will be most efficient, succinct, readable, and understandable by the client / stakeholder.
Thorough explanation of definitions and assumptions.	This contributes the most to building trust for our services.

Areas of Concern, Responses, and Action Steps

Area of Concern	Response	Action Step(s)	Status
Timeliness: 86% of respondents feel their needs are being met promptly. One negative comment about the timeliness was pertaining to a time of transition.	Timeliness is a top priority as it upholds IR's reputation and trustworthiness.	Continue to communicate closely with clients (stakeholders) to manage expectations against resources.	Sustained
Data Overload: Too much data can distract from specific needs.	Continued attentiveness to client experience.	Aim to be more surgical and succinct in what is provided to clients (stakeholders) and emphasize our willingness to help them interpret and understand data.	Sustained
Dashboards: More strategic data to provide ongoing monitoring.	Only recently feasible.	Economize time getting the wide range of data compiled, built, and organized. Completed the design of departmental KPI dashboards that were published in Spring 2017.	Completed
Technical Resources: Survey comment..."Analytics will be the wave of the future." Better data accessibility through interactive business intelligence.	Analytics is "now." BI tools have been on the wish list since day one.	Challenging roadblocks in the way of time, resources, and technical knowledge shared between both IR and ITS. A replacement position in the IE and IR unit was modified to devote more effort into moving in this direction.	Ongoing
Closing the Loop on Surveys: Many surveys conducted; need to communicate actionable data items to stakeholders who'll close the loop.	Progress on "closing the loop" was made after this survey was administered in 15-16.	Full sets of vendor reports have been made available in the IR portal (intranet). NSSE, DLE, SSI Survey results were presented at the Academic Council retreat in Summer 2016, as a part of designing initiatives for areas of the Academic Strategic Plan. Data from surveys are incorporated in the program review template and KPIs. Embark on a more comprehensive analysis focusing on drilling down to the department level.	Completed Ongoing

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Long-Term Actions for Continuous Improvement

Area of Concern	Description	Action Step(s)	Status
Inclusion of IR Director	A better understanding of the “bigger picture” would create efficiency in determining the appropriate and pertinent data.	Continue meetings with Vice Provost of Assessment and Institutional Effectiveness, Associate Vice President of Enrollment and Retention, members of Academic Council (includes Academic Deans), and other university stakeholders to understand context(s).	Sustained
Data Standards	More support for data standards necessary across the university.	Work within and across information systems at the university to enhance communication, expectation, and consistency with regard to data standards.	Sustained