

HAWAI‘I COMMUNITY COLLEGE UNIT COMPREHENSIVE 3-YEAR REVIEW REPORT

Institutional Research Office

Date: 15Nov15

Review Period

July 1, 2012 to June 30, 2015

AY 2012-13, AY 2013-14, and AY2014-15

Initiator: Shawn Flood

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Program/Unit Review at Hawai‘i Community College is a shared governance responsibility related to strategic planning and quality assurance. Annual and 3-year Comprehensive Reviews are important planning tools for the College’s budget process. This ongoing systematic assessment process supports achievement of Program/Unit Outcomes. Evaluated through a college-wide procedure, all completed Program/Unit Reviews are available to the College and community at large to enhance communication and public accountability. Please see <http://hawaii.hawaii.edu/program-unit-review/>

PART I: ANALYSIS OF UNIT

For this section, analyze your Unit for the 3 year period from July 1, 2012 through June 30, 2015. Provide a narrative analysis that, at a minimum, describes and discusses the following aspects of the Unit:

- ARPD indicators: health factors, trends and other factors, strengths and weaknesses.
ARPD website: <https://www.hawaii.edu/offices/cc/arpd/index.php>

N/A – IR Office not included in ARPD

- College Mission: how the Unit aligns with and supports the College Mission and the Unit's effectiveness in its support/assistance in achieving the College Mission.

The IR Office provides data and information to the college in support of student success and decision support. As a support function the office does not routinely interface with our students.

- Institutional Learning Outcomes (ILOs): the Unit's effectiveness in its support/assistance in achieving the College's ILOs.
ILO website: <http://hawaii.hawaii.edu/assessment/outcomes.php#ilo>

The IR Office provides data and information to the college in support of student success and decision support. As a support function the office does not routinely interface with our graduates.

- 2008-2015 Strategic Plan: the Unit's alignment with the 2008-2015 Strategic Plan and the value of the Unit to the College in terms of achieving that Strategic Plan's goals and initiatives.
[Hawaii Community College Strategic Plan: 2008-2015](#)

[HawCC Strategic Outcomes and Performance Measures 2008-2015 listed with funding sources and responsible parties.](#)

The unit aligns with the 2008-2015 Strategic Plan in that it provides any requested data and/or information the college needs in achieving its strategic planning goals. In the Outcome and Performance Measures document linked above, the IR office is

not specifically called out with the other responsible parties. Although it has in fact contributed immensely in supporting the college, around; our annual program and unit reviews, CCSSE, Graduate Leaver Surveys, ESL Reporting, Accreditation Annual Reporting, Fulfillment of UHCC Dev Ed reporting, Louis Stokes Alliance for Minority Reporting, Design and deployment of several campus surveys, Maintaining the colleges Annual Fact Book, Transfer Effectiveness Reporting, National Community College Benchmark Project reporting, The Achieving the Dream Initiative, campus Student Success activities, and numerous adhoc data reporting on a variety of topics.

- Assessment results: discuss how the overall results of course-level assessments during the 3-year period under review demonstrate the Unit's achievements or challenges in meeting its Unit Outcomes (UOs).

The IR Office does not have any course-level assessments during the 3-year period under review. The office has not experienced any challenges in meeting its Unit Outcomes (UOs).

- CERC comments and feedback: based on the CERC comments and feedback from your most recent Comprehensive Review, discuss CERC's recommendations and your Unit's successes and/or challenges in implementing them.

N/A – The IR Office has not submitted a comprehensive review in the past to comment on.

- Other successes, challenges/barriers, concerns, and/or other issues not addressed elsewhere in this Comprehensive Report.

<p>The IR Office does not have any other successes, challenges/barriers, concerns, and/or other issues not addressed elsewhere in this Comprehensive Report.</p>
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PART II: ACTION PLAN

For this section, describe and discuss your Unit's Action Plan for the 3 year period from July 1, 2015 through June 30, 2018. For each action strategy or tactic, provide details about the goal, expected level of success, implementation timeline, and any challenges or barriers you anticipate may affect implementation or success.

Action Plan

In order to develop the action plan for the IR Office, IR planned to meet with the VCAA to determine which, if any of the responses to the survey were actionable, and to determine what action would be appropriate. This shared vision for the IR Office was helpful in setting the goals going forward. IR met with the VCAA on the 15th of May 2015, and reviewed the IR Assessment plan along with responses to IR Satisfaction Survey. After discussion with the VCAA the following 2 items were determined to be the office's action plan based on the conversation:

1. To the IR Office Satisfaction Survey, the IR office will add an additional answer choice to survey question #1 to capture the responses of those that made their data/service requests by phone, email, or in person.
 2. For the Fall All-College email the IR Office sends out every year, the office will now frame the information presented as, "Did you know..." i.e. Did you know that the IR Office offers the following support services to the campus...
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This should create a more engaging email subject line, with the hopes of drawing more readers to open their email message every year. The IR Office continues to receive feedback that folks are not aware of IR services on campus—even though the entire college receives a message highlighting the offices services every fall semester.

Assessment Strategy/Instruments

The development of an office satisfaction survey was determined to be the best approach to assess the operation of the Institutional Research Office. As part of the assessment function, the survey will be run once per year, 3 weeks prior to the end of the spring semester on campus. This timing will allow the office the opportunity to capture feedback from our 9-month faculty while they are still on campus. The survey will run for 2 full weeks and include a number of reminders along the way.

Since the survey is only run once per year, the office has found that some respondents may have forgotten what data or service they had originally requested from the office. To accommodate the need for reminders, the office now attaches a list of work completed, along with a link to the survey. The list of work completed also includes the name of the requestor, so that they can easily look up what data or service they had requested over the course of the previous year.

The survey sample that will be used for this assessment will be a census sample (all data/service requesters used in the denominator) due to traditionally small response rates. The survey consists of only 4 questions, to attract the largest audience possible. Longer surveys have been known to be abandoned by respondents prior to their completing the survey.

The survey was delivered based on the following schedule:

Survey sent: 16Apr15

1st Reminder: 23Apr15

Final Reminder: 29Apr15

Survey Closed: 30Apr15

19 surveys were sent out with 11 of those responding for a 57.89% response rate.

Results of the satisfaction survey are as follows:

Q1

In order to prioritize all requests for data and services on campus the Institutional Research website provides the requestor with instructions, a simple request form, and a method to track your job in the queue. Do you find this process easy to use?

Of the 11 responses to the question, 10 respondents selected an answer choice and one responded did not select an answer choice, but commented: "I did not use the formal process. I called or submitted an email and received prompt responses to my inquires."

Of the 10 respondents that selected an answer choice, 70% (N=7) responded that either Yes, it is very easy, or Yes, it is pretty easy. 30% (N=3) of respondents indicated that they were not aware of the process.

Q1 Conclusion:

Everyone that used the process was satisfied with it. It is not surprising that 3 out of 10 respondents said they were not aware of the process. Although the office sends out a campus-wide email message every fall, which highlights both the process and services of the office, not everyone reads their email, and people forget things they don't use frequently.

I would conclude that the process, when used, is in fact easy to use. I will add an additional answer choice to the survey question to capture those that made their requests by phone, email, or in person.

Q2

Did you receive your information or service by the requested deadline?

Of the 11 responses to the question, 90.91% (N=10) respondents answered yes, that they did receive the information or service by the requested deadline, and 9.09% (N=1) answered No.

This question also included a comment box to collect details that would aid the office in determining how to address gaps here. The comment box says, “If the IR office missed the deadline you requested could you provide the details?”

The details left were, “Have used email to request information and project scheduling has been difficult due to multiple demands on IR Office. Lots of support early on, but as year progressed, more and more difficult to get access and production.”

Q2 Conclusion:

Almost everyone that requested data or a service received it by the requested deadline. To the comment that was left in the survey, I agree wholeheartedly. Committing to an assignment at the beginning of the semester, then taking on other assignments which have a higher priority than the original assignment will undoubtedly push lower priority assignments back. This is proof that the current prioritization process is working as intended. If we were to miss our annual accreditation reporting deadline because we were working on the lower priority assignment, then we would have a problem. The IR office is a very busy operation and the IR must continually balance numerous demands and deadlines. The IR office strives to please as many people as possible with current staffing levels. We should staff according to the needs of the college. As demands grow for a greater level of support from the IR office, I am certain that the administrators in charge will do whatever is needed to keep up with the demand for services.

Q3

Did you receive the data or service that you requested?

Of the 11 responses to the question, 100% (N=11) of the respondents answered that yes, they received what they requested and none said they did not.

This question also included a comment box to collect details that would aid the office in determining how to address gaps here. The comment box says, “If you did not receive the data or service you requested, what happened? Did you contact the IR Office? The details left were, “Have received information requested on most topics requested.”

Q3 Conclusion:

Everyone surveyed said that they did receive the service requested with one respondent also indicating that they had a caveat that they received what they needed on *most* topics.

Q4

What can the IR Office do to improve upon the services currently provided to the college?

This was an open ended question intended to elicit any other information that could be helpful in improving office operations. 6 of the 11 respondents took the time to add additional comments as listed below:

- 1 keep up the good work...
- 2 In addition to obtaining data, it would be helpful to have assistance in correctly analyzing the data according to where/how the info was obtained and what the numbers actually signify. I appreciate that when our request was a little confusing, Shawn scheduled a meeting with us to discuss face-to-face what information exactly we were looking for.
- 3 Shawn is very responsive and helpful. I like what he did with the CCSSE Report.
- 4 Might need a broader communication to all faculty and staff about availability of services? Would love to see data available used for more than Program Reviews. How about an IRO data-blast with "did-you-know?" type data sharing that provokes response of interest to the college community?
- 5 As one person doing the work of several, Shawn you're doing a great job! Not sure what else could be expected of the IR office by the college, but the college should support you with additional staff.
- 6 Keep up the good work!

Expected Level of Achievement

The IR Office Assessment Rubric is intended to measure the expected level of achievement for the stated outcome. The percentages given in the rubric are the percent of positive responses received from the IR Office Satisfaction Survey. The performance goal set for the office is 70% or higher. I.e. 70% of all customers surveyed will experience good or excellent service in the assessed activity. The outcome being assessed is;

The IR Office will communicate a clear process for requesting data, information, and services to the campus.

2015 Institutional Research Office Assessment Rubric			
Poor	Fair	Good	Excellent
< 60%	60-69%	70-79%	80-100%

Results of Unit Assessment

It appears that most comments given in the IR Satisfaction Survey were in the positive. Some of these ideas have been suggested in the past. For the most part, everyone that asked for data/services received the information within the agreed-to timeline for completion. All questions responded to were rated at 70% or higher, using the IR Office Assessment Rubric. The office will continue to make strides to improve the delivery of information to the college community.

Next Steps

The next steps to improve services in support of the College's Mission of promoting student learning is to develop an assessment plan in the Fall, assessment report in the Spring, and completion of the action plan for the unit by Summer. This is based on the IR Office Assessment Schedule below:

IR Office Assessment Schedule AY14-AY15					
Fall 2013	Spring 2014	Summer 2014	Fall 2014	Spring 2015	Summer 2015
Assessment Plan due Nov 30th	Assessment Report due May 31st	Completion of Action Plan & Annual Assessment Cycle	Assessment Plan due Nov 30th	Assessment Report due May 31st	Completion of Action Plan & Annual Assessment Cycle

IR Office Assessment Schedule AY16-AY17					
Fall 2015	Spring 2016	Summer 2016	Fall 2016	Spring 2017	Summer 2017
Assessment Plan due Nov 30th	Assessment Report due May 31st	Completion of Action Plan & Annual Assessment Cycle	Assessment Plan due Nov 30th	Assessment Report due May 31st	Completion of Action Plan & Annual Assessment Cycle

Action Plans must align with the new Hawai'i Community College 2015-2021 Strategic Plan. Discuss how the Unit's Action Plan aligns with and supports the 2015-2021 Strategic Plan's Initiatives, Strategies, and Tactics.

<http://hawaii.hawaii.edu/docs/hawcc-strategic-directions-2015-2021.pdf>

The action plans that my office delivers, in order to satisfy all of the customers it services, probably is not in direct alignment with what the UH system, UHCC system, or Hawaii Community College has listed. My action plans are based off what the office's customers are saying they would like to see more of, in order for the IR Office to best support the needs of the college community. Most of my customers are not making their data/service requests based on this new strategic direction for UH. Perhaps a more fitting/appropriate question would be, "What services does your unit provide the college in support of the new strategic directions?" Then, the answer would be:

Our annual program and unit reviews, CCSSE, Graduate Leaver Surveys, ESL Reporting, Accreditation Annual Reporting, Fulfillment of UHCC Dev Ed reporting, Louis Stokes Alliance for Minority Reporting, Design and deployment of several campus surveys, Maintaining the colleges Annual Fact Book, Transfer Effectiveness Reporting, National Community College Benchmark Project reporting, The Achieving the Dream Initiative, campus Student Success activities, and numerous adhoc data reporting on a variety of topics, and all data needed for the strategic directions of Hawaii Community College that the IR Office can collect from our student information database.

The IR Office services could be said to be imbedded within the Productivity and Efficiency Measures for Hawai'i Graduation Initiative (HGI).

PART III: Budget Items

For this section, describe and discuss your Unit's cost-item "budget asks" for the 3 year period from July 1, 2015 through June 30, 2018. For each budget item, describe the needed item in detail, including cost(s) and timeline(s).

Budget asks for all categories of cost items may be included in the 3-year Comprehensive Review. Explain how the item aligns with the Hawai'i Community College 2015-2021 Strategic Plan (see link above in Part II). Identify and discuss how each item aligns with the Strategic Plans Initiatives, Goals, Action Strategies, and Tactics.

N/A – The IR Office does not have any budget asks.