

HAWAI'I COMMUNITY COLLEGE UNIT ANNUAL REVIEW REPORT

Institutional Research Office

Date: 15Nov15

**Review Period
July 1, 2014 to June 30, 2015**

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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/>

Unit Description

Please provide a brief description of your Unit. Include your Unit Mission statement.

The Institutional Research Office is a one-person support unit, providing data and information both internally and externally, for college decision support. The office fosters a culture of inquiry on campus in support of student success through the following activities:

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- ◇ Provide personal consultation for requests for data and services as needed by the college
 - ◇ Prioritizes requests for data and services on campus, and facilitates the tracking of requests
 - ◇ Consulting on the design, development, deployment, and analysis of surveys
 - ◇ Provide evidence and appropriate analyses to deliver on our accreditation self study and annual accreditation reporting
 - ◇ Deliver supplementary data and training to the college in support of our local program & unit review process
 - ◇ Data support for numerous on-going Grants and Scholarships on campus
 - ◇ Provide data, analysis, and reporting, for our campus Student Success Committee
 - ◇ Foster positive working relationships across the University of Hawaii system
 - ◇ Collaborate with the UH System Office of Academic Planning, Assessment, and Policy Analysis to ensure that data is being reported consistently across campuses
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Unit Mission

The Institutional Research Office supports the College's mission and institutional learning outcomes by providing the information needed to support institutional planning, academic program development, and data driven decision making.

Part I. Review of Unit Data

If ARPD data is submitted for your Unit, go to the Annual Reports for Program Data (ARPD) website linked below and review the data for your Unit.

<http://www.hawaii.edu/offices/cc/arpd/>

N/A – No ARPD Data Available for this unit

Part II. Analysis of the Unit

Provide a detailed analysis of the Unit during the review period. If ARPD data is available for your Unit, base this part on the ARPD data from Part 1 and analyze the Unit in terms of Demand, Efficiency, and Effectiveness, and include analysis of any Perkin's Core Indicator(s) for which the Unit's goal was not met. All Units should include and analyze significant Unit actions or changes (e.g., changes to the Unit's services or numbers served, gain/loss of positions, etc.). Also discuss results of prior year's action plan and include any trends or other factors (internal/external) affecting the Unit. Describe and analyze other significant information not included elsewhere.

Provide a detailed analysis of the Unit during the review period:

In order to do a detailed analysis of the unit during the review period, a method for assessment has been developed in conjunction with an office assessment rubric. Based on the results of the assessment and use of the rubric, the unit's analysis indicates that the unit is currently operating effectively, with no budget, and with no additional personnel added in the reporting period.

All Units should include and analyze significant Unit actions or changes:

As far as numbers served by the unit, the IR office supports the entire college in its institutional reporting and program/unit review training. There are no real changes to the offices services other than improvements to the office listed in the action plan below. Most deliverables of the office are cyclic in nature, and ad hoc requests for data are satisfied as they arise. The IR Office manages requests for data, and continuously tracks where the request is within the queue for services. This process is made available through the IR website. An instructional page has links to both the data request form and the request tracker tool at [Requests for Data](#). Faculty and Staff can submit their requests for data, and track its completion all through one convenient webpage.

Discuss results of prior year's action plan and include any trends or other factors (internal/external) affecting the Unit:

The prior year's action plan included 2 major deliverables:

1) Provide modifications to the wording of the customer service survey the office sends out every year. This will ensure that the questions are clear, and that the office is collecting actionable responses, which are used to improve the function of the office.

2) The office will develop an assessment rubric with the expected level of achievement set at a 70% positive response rate for any question in the survey.

The office has since improved the satisfaction survey questions to ensure that they were more actionable, and has developed the IR Office assessment rubric.

The IR Office Assessment Rubric is intended to measure the expected level of achievement for the stated outcome. The percentages given in the rubric is the percent of positive responses received in 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.

Analysis:

The development of an office satisfaction survey was determined to be the best approach for assessing the operation of the Institutional Research Office. As part of the offices 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/services 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 requested over the course of the previous year, if they choose to do so.

The survey sample 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 analysis of the unit, based on the satisfaction survey and the rubric used, is that the unit is operating in an effective manner. All of the office satisfaction survey questions rated at 70% or higher on the rubric.

Part III. Action Plan

Describe in detail the Unit's overall action plan for the current/next academic year. Discuss how these actions support the College's Mission. Include specific action plans to address any barriers or challenges that affect the Unit's efficiency, effectiveness, and operational performance.

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.

Discuss how these actions support the College's Mission:

These actions support the college's mission of promoting student learning indirectly, by ensuring that the college has the data and information it needs to promote student success activities on campus. As a support function for the college, the IR Office does not routinely interface with students.

Part IV. Resource Implications

Please provide a brief statement about any implications of current operating resources for the Program. Budget asks are included in the 3-year Comprehensive Review, except for the following that may be included here: health and safety needs, emergency needs, and/or necessary needs to become compliant with Federal/State laws/regulations. Describe the needed item(s) in detail, including cost(s) and timeline(s). Explain how the item(s) aligns with one or more of the Strategic Initiatives of the Hawai'i Community College 2015-2021 Strategic Plan. Identify and discuss how the item(s) aligns with the Initiative's Goal, Action Strategy, and Tactic. [HAWCC Strategic Plan](#)

Currently there are no implications of current operating resources for the Unit.

Part V. Comprehensive Review Information

Please provide a short summary regarding the last comprehensive review for this Unit. Discuss any significant changes to the Unit since the last comprehensive review that is not discussed elsewhere.

N/A -- No comprehensive reviews completed for this unit

Required for ARPD Web Submission: Provide the URL to the specific location of this Unit's last Comprehensive Review on the HawCC Program/Unit Review website (see link on page 1):

N/A -- No comprehensive reviews completed for this unit

Part VI. Unit Outcomes

For all parts of this section, please provide information based on the Unit Outcomes assessed in AY 2014-15

A) Assessment Strategy/Instruments

Provide a description of the Unit's assessment strategy, including the type of work or activities assessed; type of assessment rubrics developed/adopted and used; how and when the assessment was conducted; and how the assessment was analyzed

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 respondent 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 provided 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 provided 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!

B) Expected Level of Achievement

For each assessment conducted during the review year, describe the rubric(s) standards and the benchmark goal(s) for successful achievement of the Unit's Outcomes (e.g., "85% of work orders will have been filled within the original estimated completion time" or "90% of students will report satisfaction with Unit services").

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%

Discuss why this achievement level is expected and how it compares to appropriate service industry standards.

The 70% achievement level is expected because it is a reasonable goal, and was selected after several assessments where made where a rubric was not used. Based on this track record, the office was able to approximate a useful achievement level.

C) Results of Unit Assessment

Provide a detailed description of the assessment(s) results. Discuss how these results collectively demonstrate achievement of the Unit's Outcomes and support of the College's Mission. Describe how the Unit's assessment results have guided the implementation of changes to improve the Unit's function(s), service(s), delivery, and/or organizational structure during the review period. If no change has been implemented for improvement based on assessment results, discuss any barriers or challenges that have hindered implementing improvements.

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.

D) Other Comments

Include any additional information that will help clarify the assessment results. Include comparisons to any applicable College or Unit standards, or to any national standards from industry, professional organizations, or accrediting associations. Include, if relevant, a summary of student survey results, graduate-leaver survey, special studies, or other assessment instruments used.

N/A –No other comments needed

E) Next Steps

Based on the Unit's overall AY 2014-15 assessment results, describe the Unit's intended next steps to improve services in support of the College's Mission of promoting student learning. Discuss plans the Unit has developed for continuous improvement based on assessment results.

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