Description of Unit

The Institutional Research Office is managed by Hawaii Community College's Institutional Analyst. The IR Office was developed approximately 8 years ago as the support arm for data and services provided to faculty, staff, and administration. The office is responsible for managing all requests for data, both internally and externally for the college. This is accomplished through an online data request and tracking system, which is managed by the IR Office. Key functions of the office are as follows:

- Prioritize requests for data and services, and facilitates the tracking of requests
- Provide consulting on the development, deployment, and analysis of Surveys
- Provide data, evidence, and appropriate analyses to deliver on our accreditation self study and annual reporting
- Provide data, training, and support to the College for Annual and Comprehensive Program & Unit Reviews
- Provide data in support of numerous on-going Grants and Scholarships on campus
- Provide data, analysis, reporting and focus to the campus Achieving the Dream Initiative
- Foster positive working relationships across the University of Hawaii system
- Collaborate with the Office of Academic Planning, Assessment, and Policy Analysis whenever possible, to ensure that data is being reported consistently across campuses

Unit Mission

The Institutional Research Office (HawCC IRO) provides Hawaii Community College with information to support institutional planning, academic program development, and data driven decision making. The office also responds to adhoc requests for institutional data.

Unit Learning Outcomes

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

2. The IR Office will provide data, training, and support to the College for Annual and Comprehensive Program & Unit Reviews.

3. The IR Office provides data and information to the campus.

Assessment Plan/Rubric/Report

Assessment Plan

The assessment plan for the IR Office is to run a satisfaction survey once per year, evaluate the results of the survey, and make changes to improve services as needed.

This year's assessment plan is based on the following responses from the IR Office Satisfaction Survey:

Question #1: In order to prioritize all requests for services on the campus a website is provided with instructions, a request form, and a method to track your job in the queue. Do you find this process easy to use?

Of the 9 responses, 55.5% of respondents (5 people) thought that the current process was either very or pretty easy.

22.2% of respondents (2 people) were not even aware of the data request process.

11.1% of respondents (one person) said that the process was not easy at all.

11.1% of respondents (one person) checked "other" and commented, "I am sorry that I have not used the request form. I simply ask our IRO office."

Question #2: Was your request satisfied by the deadline you indicated on your request form?

Of the 9 responses, 75% of respondents (6 people) said "Yes"

Of the 9 responses, 25% of respondents (2 people) said "No"

Of the 9 responses, one person checked the "other" box and commented, "Honestly, I didn't use a request form. I've always just written to Shawn with things I've needed. Oops!"

Question #3: Did you receive the service that you requested?

Of the 9 responses, 77.8% of respondents (7 people) said "Yes"

Of the 9 responses, 22.2% of respondents (2 people) said "No"

Of the 9 responses, no one checked the "other" box and commented

Question #4: How can the IR Office improve upon the services they currently provide?

Of the 9 responses, 4 people answered with a comment and 5 people skipped the question. These are the comments:

My experience with the IR Office has been positive; when I've had a need, the office has been fairly quick to fill it.

Forms can not satisfy a face to face meeting with clarification. Less interpretation of what is wanted or knowing what data can be retrieved at the start could save time, with less modification to the proposal after receiving data.

I am happy with the services

Shawn's output of work is amazing for a one-man shop. The college should consider adding staff to his operation.

Analysis

Analyze the units' strengths and weaknesses in terms of the data elements:

The VCAA has not developed performance metrics for the IR Office. Therefore, there are no data elements selected for the evaluation of the Office of Institutional Research. The role of the analyst is to provide data and support for faculty, staff, and administrators, and to attempt to satisfy those requests in a predetermined (planned) amount of time. If one were to use a metric such as fall enrollment to evaluate program capacity we would find that in the last 8 years the IR office has been in operation the fall enrollment has climbed 50.12% without an increase in permanent positions within the IR Office. The following are the units' strengths and weaknesses:

Strengths

- The VCAA has been supportive of professional development opportunities such as participation in the Annual Association for Institutional Research (AIR) Conferences as well as participation in the local chapter of AIR, PacAIR. These development opportunities have provided numerous workshops, software demonstrations, and an opportunity to learn from professional speakers nation-wide, on topics within the field of institutional research.

- Collaboration with the Office of the Vice President for Community Colleges has been very productive in the last year. The Director of the IR Cadre and her staff have been very good

about helping the colleges to deliver on some very large requests for data, most notably the provision for the routines used in our accreditation across all community colleges.

Weaknesses

- The published organization chart depicting Institutional Research within Academic Support needs to be corrected. As seen below, it illustrates that there are 3 resources working in support of IR. There is one resource.
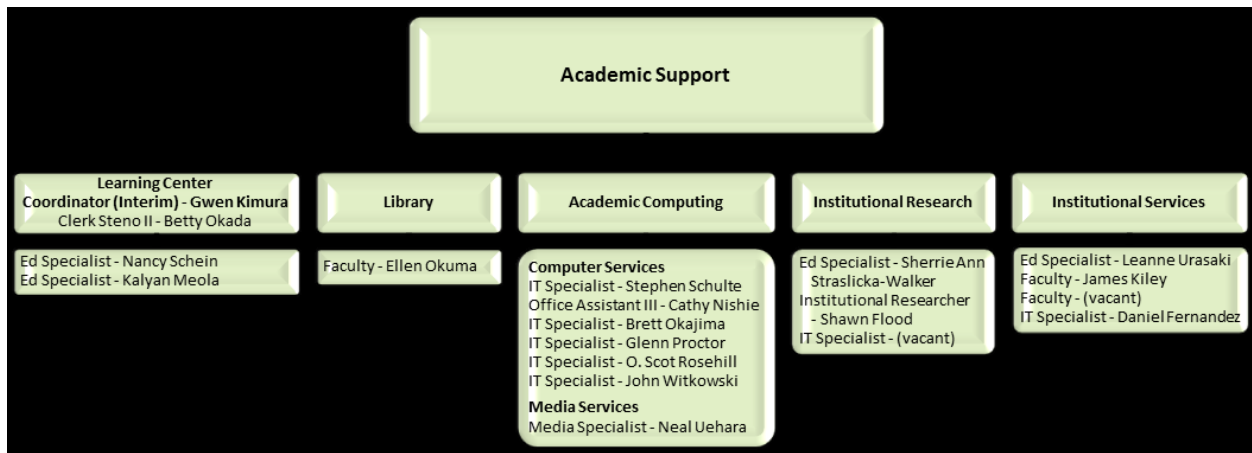
Results of prior year's action plan

From the 2011 Academic Support Unit Review...

"The action plan for the institutional research —unit is as follows:

The office will attempt to fill the open IR position so that we have the resources needed to accomplish an increasing number of requests for data and services".

The action plan from last year was based on a spreadsheet made available through the Achieving the Dream Initiative, intended to highlight the many IR/IT resources that were available to each campus to support the initiative. The spreadsheet indicated that there was an open IR position at Hawaii Community College. The IR Office followed up with the VCAA to see if we could move towards filling the position and it was found that there was no open position after all.

Implications/Plan Forward

The original intent of the IR satisfaction survey was to send it out to the entire faculty and staff. As an Institutional Analyst the majority of the work performed by the office is for the benefit of the entire college, not a just a handful of people. The survey needs to be sent to a large enough audience so that we can begin to collect responses from a larger pool of people that receive IR services. Nine responses is not nearly enough input from a survey to make an informed decision upon.

The plan going forward will be to meet with the VCAA to discuss how we might make better use of the Unit Assessment Plans by the individual contributors in the department—those that do not actually have a unit. Perhaps defining what is and what is not a unit would be a good place to start. Additionally, the IR Office will plan on sending the satisfaction survey out using the faculty/staff distribution list next year in order to get a larger response rate. The survey questions will also be reevaluated to ensure that the responses are in fact actionable.