

Hawai'i Community College Assessment Reporting Form

Use this form to submit assessment results for AY 2012-13. The form is due on July 1, 2013. Submit an MS Word version of the report to the Assessment Coordinator. The **Improvement Strategies** Section should be completed once the Action Plan has been implemented and assessed.

Office Name: **Institutional Research Office**

Submitted by: **Shawn Flood**

The last comprehensive review for this Unit was:

N/A – The IR office is not a unit and is therefore not required to submit a comprehensive unit review.

Unit Description

(Provide an overview of the unit, including excerpts from the catalog narrative, goals, values and other types of support services that the unit provides.)

Mission *(insert the office's mission statement)*

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.

Catalog Description and Other Narrative

(insert the office's catalog statement and add narrative that helps to describe the unit)

The IR Office does not have a catalog statement. The description of the Office follows:
The Institutional Research Office is managed by Hawaii Community College's Institutional Analyst. The IR Office was created after hiring the Institutional Analyst in January 2005, 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 also managed by the IR Office.

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Key functions of the office are as follows:

- Provides personal consultation for requests for data and services as needed by the college.
- 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

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Assessment Results

| IR Office Outcomes (OO's) <i>(Enter all the Office Outcomes (add rows if necessary) and indicate with an X in the first column if the UO is evaluated through this assessment)</i> | | |
|--|------------------------|--|
| Assessed this year? | <i>Office Outcomes</i> | |
| X | 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. |

| ASU Outcomes (UO's) <i>(Indicate with an X the ILO(s) which were supported through this assessment.</i> | |
|---|--|
| Aligned? | Academic Support Unit Outcomes |
| X | 1. The ASU will provide resources and services to faculty and staff to enable them to efficiently carry out their duties and responsibilities. |
| X | 2. The ASU will provide resources and services to promote student success. |

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| Institutional Learning Outcome Alignment | |
|--|--|
| <i>(Indicate with an X the ILO(s) which were supported through this assessment.)</i> | |
| Aligned? | Institutional Learning Outcome |
| X | Our graduates will be able to communicate effectively in a variety of situations. |
| X | Our graduates will be able to gather, evaluate and analyze ideas and information to use in overcoming challenges, solving problems and making decisions. |
| X | Our graduates will develop the knowledge, skills and values to make contributions to our community in a manner that respects diversity and Hawaiian culture. |

Note: The IR Office supports the above Institutional Learning Outcomes through decision support for the college. There are no direct measures for General Education ILO's that can be mapped to. All non-instructional units have a secondary support function to the college's mission and ILO's.

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Student Learning Outcomes (SLOs) (if applicable)

(Enter all the Student Learning Outcomes (add rows if necessary) and indicate with an X in the first column if the SLO is evaluated through this assessment)

N/A

| Assessed this year? | Student Learning Outcomes |
|------------------------|---------------------------|
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |

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Assessment Strategy/Instrument

Describe how you determined the sample used for this assessment (e.g. rubrics, CCSSE, surveys, data, longitudinal studies, portfolios, and evaluations). Were all students receiving services evaluated or only a random sample? Include the rubric used to evaluate the sample or attach the rubric to this report.

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The planned assessment strategy for the IR Office this year was to evaluate responses from the previous survey, make improvements as needed to office processes in order to refine best practices, and communicate those changes out to the college. Following the communication about what the office would be doing differently based on the satisfaction survey results, the office will refine the survey if needed and resurvey. Last year the IR office found out that there was a very small response rate using the contacts listed from the prioritization spreadsheet, so it was determined that this year the entire college would be surveyed in order to get a better response rate. According to the assessment plan developed last year, and in response to the fact that there were only nine respondents, it was determined that the IR office satisfaction survey would be deployed in the Fall, and to the entire campus.

Since the due date for this assessment is July 1st it does not appear that surveying the campus in Fall (and in time to meet the current July 1st deadline) will be possible. The office will make the assumption that the due date for this work will be every year roughly around July 1st. In order to plan for this the office will be deploying the IR office satisfaction survey 3 weeks prior to the end of Spring semester going forward. This will allow the office to collect survey responses while our 9 month faculty members are still on campus. It is hoped that this will increase the response rate for the office's satisfaction survey.

The survey was updated this year partly in response to the fact that some respondents from last year indicated that they did not receive the service they requested. The IR office added an additional question to try to ferret out the reason that some have this perception, as no comment was added to the comment box in the survey to explain why this might be.

The improved survey was sent out to 20 contacts (including the entire admin team in support of annual program and unit review planning, training, and data delivery) that had requested data and or services from the IR office in the last full year, and according to the schedule below:

Survey Sent: 13Jun13
1st Reminder: 17Jun13
Final Reminder: 8am 20Jun13
Survey Closed: 5pm 20Jun13

Number of surveys sent out: 20
Number of surveys returned: 7

Survey Response Rate: 35%

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Expected Level of Achievement

(Set the Performance Rate (e.g. 85% of the sample assessed will meet or exceed expectations, or perhaps use how the unit performs in relation to the Demand, Efficiency, and Effectiveness Indicators and student surveys)

An expected level of achievement will be set as soon as the survey has been refined to a point that the responses are actionable and there are enough responses to make an informed decision upon.

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Assessment Results

Results of Unit Assessment

(What were the results of the assessment and the conclusions based on the results? Include the sampling results and detailed discussions that led to the conclusions.)

The following section covers last year's assessment based on the IR office satisfaction survey and is followed by this year's assessment:

2012 IR Office Satisfaction Survey Results

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."

Conclusion:

9 Responses is not enough input to make a determination about whether this metric is being met. Most of the responses were positive, though. In order to better communicate the data/services request process to the campus, the IR office will be sending out a campus-wide info-message in the Fall (once everyone is back on campus) to refresh everyone's memory regarding our local data request process, and to highlight improvements in office best practices. This step should help to raise awareness for those that are unaware of our current process on campus.

The survey was also improved this year to put less emphasis on the data request process itself, as this is not the only way that work is assigned in the office. Much work is completed through collaboration outside of the formal data request process. Only the larger requests go through the prioritization and tracking process. Requiring *every* request to go through a formal process would not be in the best interest of either the requestor or for IR Office operations.

The one person that responded that they did not feel that the data request process was easy did not elaborate by indicating what the issues might be in the surveys comment box.

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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!"

Conclusion:

9 Responses is not enough input to make a determination about whether this metric is being met. Most of the responses were positive, though. The IR office is unaware of any requests in the last year where the requested deadline was not made. No additional information was given on the survey in the form of a comment in order to corroborate the claim.

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

Conclusion:

9 Responses is not enough input to make a determination about whether this metric is being met. Most of the responses were positive, though. The IR office is unaware of any requests in the last year where the requested service was not delivered. No additional information was given on the survey in the way of a comment in order to corroborate the claim. An additional question was added to the new survey to ferret out more information about why there might be a perception that services were not delivered.

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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.

The comments are listed below:

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.

Conclusion:

Most of the responses were positive. One of the responses dealt with the need for a face to face meeting in order to clarify specs to specific data requests. Although the IR office already responds to requests to meet, the office will further clarify this by adding a bullet to the IR Office webpage highlighting personal consultation as an actual "service" to the college. In addition to that, a checkbox will be added to the data request form so that a more formal means of requesting the consultation can be sought.

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2013 IR Office Satisfaction Survey Results

Question #1: 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 7 responses, 85.7% of respondents (6 people) thought that the current process was either very or pretty easy.

14.3% of respondents (1 person) were not aware of the data request process.

None of the respondents said that the process either was not easy or was not easy at all.

None of the respondents provided additional comments.

Conclusion:

7 Responses is not enough input to make a decision on. Although everyone that was aware of the process thought that it was easy enough to follow, which is encouraging. Again, not everyone that receives data or services has gone through the formal process of requesting data or services by means of the request process, so it is not at all surprising that some folks may not be aware of the process. Sending out an informative email in the Fall to remind everyone of our current local process will help.

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

Of the 5 responses, 100% of respondents (5 people) said "Yes"

Of the 5 responses, No one said "No"

Of the 5 responses, one person checked the "other" box and commented, "I did not put in a request"

2 people skipped this question

Conclusion:

5 Responses is not enough input to make a determination about whether this metric is being met. Of all of the people that answered the question, every one of them said that their request was answered on time, which is encouraging. I will reword the question on the next survey to allow the survey taker to indicate that they did not use the request form. Use of the form is not what is being measured here. The 2 people that skipped the question may have not used the request form

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and did not comment to the same. Hopefully, rewording the question will help reduce skipped questions by allowing more options.

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

Of the 5 responses, 100% of respondents (5 people) said "Yes"

Of the 5 responses, no one said "No"

Of the 5 responses, one also checked the "other" box and commented, "I did not put in a request"

2 people skipped this question

Conclusion:

5 Responses is not enough input to make a determination about whether this metric is being met. Of all of the responses, everyone indicated that they had received the data or service they were requesting, which is encouraging. I will also reword this question to include something like...regardless of whether you submitted a data request form or not, did you receive the data or service you requested. The 2 people that skipped the question may have thought that this referred to the data request form.

There is also a question about what my perception is of providing a service and what others think they are receiving. For example, if I provide training, data, and support for program and unit reviews, I think I am providing a valuable service to all that receive the support. (Admin Team, DC's, Program leads, Program Writers, etc.) The recipients may not think that they are actually receiving a service because they did not request it. Someone using the information published to the IR or Achieving the Dream websites may not think they are receiving a service although someone is in fact collecting data, and providing the content to the website.

Question #4: If you did not receive the data or service you requested, did you contact the IR office and make it known?

Of the 1 response, none of the respondents said "Yes"

Of the 1 response, one person said "No"

Of the 1 response, one person also checked the "if not, why not" box and commented, "I received the data or service requested thus I did not need to contact the IR office."

6 people skipped this question

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Conclusion:

1 Responses is not enough input to make a determination about whether this metric is being met. I will consider rewording this question or using skip logic so others that received the service do not have to answer the question.

Question #5: What can the IR Office do to improve upon the services currently provided?

4 people answered this question and made a comment and 3 people skipped it. The following are the comments:

Analyze the incoming data and give those that need to know a head up regarding anything that may require attention. Thank you for asking, Good work being done.

Thanks Shawn for all the help you give us. It really helps when you can look at the data and suggest trends or concerns we should be addressing. Thanks for making the statistics understandable.

I have no suggestions.

Keep on doing what you do. Mahalo!

Conclusion:

All of the comments seemed to be of a positive nature so I don't think that there is any immediate need for attention within the IR office. I would like to further refine the survey questions and get more responses back in future assessments, though.

Other Internal/External Factors Affecting the Unit

(What factors affected the assessment? Did the economy, other factors, or a specific incident affect how services were performed, influence student enrollments, etc.)

The factor that most affected the assessment of the IR office this year and last, is the response rate is still quite low. Some of those that did respond to the survey but had indicated that they did not receive the data or service, or that they did not receive them by the deadline, was not substantiated with any details or information that would help my office to improve services.

The IR Office assessment plan for next year, to send the satisfaction survey to the entire campus, while they are still on-site should help improve the response rates.

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Action Plan

Using the previous assessment results, develop an action plan to improve services and/or student learning opportunities. The plan may include any proposed changes to services/activities and/or unit reorganization.

1. The IR office will schedule future satisfaction surveys to occur 3 weeks prior to the end of the spring semester. This will allow the office to collect the most responses while 9 month faculty are still on-site, and allow the office to be better prepared for a July 1st deadline for the assessment plan.
2. The data/services prioritization spreadsheet for the IR office will include the office's assessment scheduling as an on-going deliverable to the Academic Support Unit.
3. Based on some the responses from last year's satisfaction survey, the survey will be improved to collect more actionable information.
4. The IR website will be updated to include a service regarding personal consultations for data requests and services.
5. The data request form will be modified to include a checkbox to ensure a "formal" invitation to meet for personal consultations is provided to the college.
6. A message will be sent out to the campus in the fall highlighting the changes made in the IR Office based on the satisfaction survey as listed above. This will help inform and remind the campus about our existing process for requesting data and services.

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Improvement Strategies

This section is to be completed after the Action Plan is implemented and the results evaluated.

Based on the results of prior years' Action Plans, describe in detail what changes will be made to the unit's services or future assessment strategies. Include documentation of the dialog, process, and planning that led to the proposed changes.

Recommendations for Unit

(Based on the Action Plan outcomes, what changes should be implemented to improve services and/or student learning. Modifications might include redefining the unit's mission, modifying or changing UOs and SLOs, changing approaches, etc.)

See "Action Plan" section above for the IR Office improvement strategies (i.e., what changes will be implemented to improve services)

Recommended Assessment Modifications

(What was learned from the Action Plan implementation that can be used to improve subsequent assessments. These changes will be incorporated into the unit's five-year assessment plan.)

What was learned from the action plan implementation to improve subsequent assessments is that, in the absence of responses to the IR Office satisfaction survey, one can only conclude that the needs of the organization are being met with the existing process. Slight changes to office best practices will be made as needed going forward.

The IR Office is not a unit, thus not contributing to a 5 year assessment plan.