

Office of Institutional Research

Academic Affairs

Administrative Unit Assessment

FY 19 (July 2018-July 2019)

Department and Assessment Report Information

Prepared on 7/30/2019	By:michael.gibbons@mga.edu
For which department or area are you reporting?	Office of Institutional Research
What is the name and MGA email address of the person responsible for this report?	Michael Gibbons michael.gibbons@mga.edu

Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The Office of Institutional Research collects, analyzes, warehouses, and disseminates institutional data to support strategic and operational planning, policy formation, and effective decision making.
What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1) Maintain compliance with mandated federal and state reporting 2) Support data-driven decision making across all campuses 3) Produce and disseminate institutional data reports

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	1) The University will be in compliance with all federal and state mandated reporting coordinated by the Office of Institutional Research
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Track submission dates of federal and state mandated reports
Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% of federal and state mandated reports are submitted on time
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100%
Objective 1: Did your department meet this objective?	The department met this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Adding more lead time was helpful in securing information for mandated reporting. For the following year we will update the web with an annual calendar and process flowcharts to aid in understanding assessment protocol.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	2) Support data-driven decision making across all campuses
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	OIE work log - track requests and work output at different periods
Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	a) 75% of data requests responded to within the 10 business day window b) 100% of administrative requests responded to within the 10 day business window
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100 % of data and administrative requests were met within the 10 day business window
Objective 2: Did your department meet this objective?	The department met this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Ticketing system function, may add enhanced features to redirect requests and manage offsite request.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	3) The campus community will have access to institutional data reports on a scheduled basis.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	3) Disseminate data to internal clients tracked via work log - varying deadlines
Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% of maintenance data
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100%
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Daily and weekly data access is have impact on operational performance and success.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The OIR will provide more dashboarding and data availability to its internal clients (currently there is 1 Enrollment and 1 Admissions dashboard)
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of new dashboards created
Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	4 new dashboards for institutional use.
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100%
Objective 4: Did your department meet this objective?	The department exceeded this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Access to visual aid is valuable for daily operations and strategic planning. OIR will continue to enhance and expand offering with dashboards and raw data files for common analysis.

Future Plans

<p>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<ol style="list-style-type: none">1) The Office of Institutional Research will meet federal and state mandated reporting dates on time2) The OIR will meet or respond to 75% of data requests within a 10 business day window3) The OIR will meet or respond to 75% of administrative requests within a 10 business day window4. OIR will pursue professional development opportunities to enhance work efficiency and effectiveness.
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>The OIR is very busy and could benefit from additional resources and integration.</p>

Form run: