Office of Institutional Research and Data Strategy

Office or Department of Academic Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

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Department 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.

6. 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 and Data Strategy (OIRDS) collects, analyzes, warehouses, and disseminates institutional data to support strategic and operational planning, data governance, institutional effectiveness, policy formation, and effective decision making.

7. 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) Develop a data-driven culture by improving data awareness, literacy, and accessibility 4) Manage annual assessment and CPR to support quality improvement and compliance. 5) Successfully implement assessment and credentialing system that drives Faculty Information System.

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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The Office of Institutional Research and Data Strategy will meet federal and state mandated reporting dates on time.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Track submission dates of federal and state mandated reports
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% of federal and state mandated reports are submitted on time
11. 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%
12. Objective 1: Did your department meet this objective?	The department met this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	To ensure that deadlines continue to be met, OIRDS will work to guarantee that all departments have the capability to report data in their designated areas. We will continue to be proactive by utilizing the new reporting calendar implemented by the BPM Data Governance committee. This will provide full transparency across departments on the various reporting needs and time in which they are due.

Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The OIRDS will meet or respond to 80% of data requests within a 10-business day window
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of tickets from the Banner Help Desk system, internal tracking of administrative ad-hoc and open records requests. Additional metric is time to completion for the request.
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	80% of our requests would be completed within 10 business days of being submitted.
17. 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)	Of all request types, 96% of requests received were completed within 10 business days. Average time to completion for requests from the banner help desk was 4.88 days, ad hoc requests took on average 0.58 days, and open record requests were completed on average of 1.94 days.
18. Objective 2: Did your department meet this objective?	The department exceeded this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Users have become more aware of the banner help desk, but OIRDS needs to get better at closing the loop to ensure tickets are closed in a timely manner whether that be via phone or email. OIRDS could benefit from a more official process to track high priority requests from administration through a possible automated process.

Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	OIRDS will increase data awareness and literacy on campus by offering at least two trainings for faculty and staff
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Due to the pandemic creating a new work environment, OIRDS had to reevaluate how to measure this objective. Measurements include the number of data definition files published on website to enhance data awareness, number of meetings presented at regarding data literacy, and number of one-on-one technical trainings.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Minimum of two faculty and staff trainings.
23. 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)	85 percent
24. Objective 3: Did your department meet this objective?	The department met this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	OIRDS has learned adaptability by meeting people where their needs and skills level are at. To elevate data literacy and understanding we created data definition files for multiple highly utilized reports. Those are published on the OIRDS website. We are also involved in maintaining the Data Elements Dictionary produced from the BPM Data Governance committee which increases data awareness across campus. We will hopefully get back to the possibilities of face-to-face trainings on data awareness and literacy.

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	OIRDS will increase assessment and accreditation awareness by offering at least three trainings for faculty and staff.
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Due to the pandemic creating a new work environment, OIRDS had to reevaluate how to measure this objective. Measurements include the number of data definition files published on website to enhance data literacy for assessment and number of one-on-one assessment trainings via Teams or face to face when possible.
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	At least three trainings for faculty and staff.
29. 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)	90 percent
30. Objective 4: Did your department meet this objective?	The department met this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Due to the pandemic we had to be flexible and adaptable to ensure consistency and effectiveness in our assessment and accreditation efforts. We will continue to distribute information that is easily accessible for end users.

Future Plans

32. Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.	1. Office of Institutional Research and Data Strategy will meet federal and state mandated reporting dates on time. 2. OIRDS will complete 90% of the data requests received within 10 days. 3. Complete Anthology system implementation regarding assessment. 4. Add an automated Presidential dashboard to the OIRDS webpage.

Open Box for Assessment Comments

33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:	The Office of Institutional Research and Data Strategy is still working to create a more cohesive and effective unit between the two offices that merged just last year, Enterprise Information Systems (EIS) and the Office of Institutional Research (OIR). We plan to focus on providing certain departments with tools to access their own data, empowering them with the capability of timely and accurate reporting in their own unit. Over the past year, OIRDS has proven to satisfy requests efficiently while improving documentation efforts and will continue our strategies to develop a data driven culture at MGA.
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	The pandemic affected the way we planned to measure objectives three and four regarding faculty and staff trainings. We were still able to meet the objectives but in different ways which are documented in the objectives.

MGA's Strategic Plan

34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets, Own Student Success 3. Develop academic pipelines and expand degrees, Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 5. Attract talent and enhance employee development and recognition
35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Process Changes: Improve, Expand,

	Refine, Enhance, Discontinue, etc. Operational Processes, Customer Service Changes: Communication, Services, etc., Evaluating and/or Revising the Reporting Lines Internal Assessment Processes

Other

36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)	All USG initiatives eventually come through our office needing data to support their projects, coding changes within Banner, revision of curriculum policies, etc. The National Center for Education Statistics that operates the IPEDS survey is federally mandated.
38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.	NA