

2019-2020
Unit Assessment Report
Division: Academic Affairs
Unit: Institutional Research and Planning

Special circumstances and activities related to the COVID-19 pandemic are highlighted in red.

I Mission and Goal/Outcomes Statement:

The mission of the Office of Institutional Research and Planning (OIRP) is to provide accurate and meaningful information and analysis to University decision makers, the broader university community, and external stakeholders in order to advance the University's mission. OIRP is a partner in the University's success by providing information and not only data. OIRP supports planning, management, accreditation, and assessment activities at every level of the University.

II Personnel:

Administrative Staff:

<u>Name</u>	<u>Position</u>
Nancy Robillard	Staff Associate position eliminated
Lecia Schuster (half pos.)	Staff Associate
Cate Kaluzny	Director of Assessment (eff. 9/9/19)
Rajeev Indira Nagaraju	Director of Institutional Research (eff. 11/1/19)
Pamela McCafferty	Asst. VP - Institutional Research & Planning
Susan Piro	Administrative Assistant II

III Facilities/Equipment:

N/A

IV Budget Expenditure Analysis:

As a result of the pandemic, the budget was not fully expended. Professional development, for staff and for faculty, which occurs in the spring and early summer, was cancelled.

V Action Plan for 2019-20:

See attached Action Plan for 2019-2020

VI Programs/Activities:

- University Committees:
 - R. Indira Nagaraju: NECHE Planning Team

- C. Kaluzny: UARC, Carnegie Classification for Community Engagement Committee, NECHE Planning Team, January 2020 Faculty Development Day Planning Committee
- P. McCafferty: Strategic Planning Steering Committee, UARC, AUC Policy, Student Success Taskforce, Leading for Change, Strategic Enrollment Group, NECHE Planning Team, January 2020 Faculty Development Day Planning Committee, Director of Career and Advising Center Search Committee (Chair)
- DHE Committees:
 - C. Kaluzny: AMCOA, VALUE Institute Working Group
 - P. McCafferty: Assessment Advisory Council, AMCOA, PACE/IR Working Group
- Provided assessment support to Student Affairs, Graduate & Continuing Education, deans and all departments undergoing program review/reaccreditation visits; provided assessment workshops for staff and faculty
- Provided data support to Leading for Change Committee, Strategic Enrollment Group, Finance & Administration, Grant Center, Graduate & Continuing Education, deans, department chairs and all departments undergoing program review/reaccreditation visits. Responded to all campus wide ad hoc requests for data.
- Maintained university compliance with all external data requests, such as HEIRS, IPEDS, NECHE, NPSAS, NEBHE, NCAA, SAM, U.S. News & World Report, Petersons, and College Board.
- Developed, administered and provided support for campus surveys, including COVID-19 Response Student Survey, Remote Learning Faculty Feedback Survey, Recreation Center Survey, Perceptions of Assessment Survey, Graduating Senior Survey and numerous strategic planning related surveys. Also developed a draft First Destinations Survey in conjunction with CSAC.
- Professional Development:
 - C. Kaluzny: NECHE Annual Conference, IUPUI Assessment Institute, NEEAN Conference, NECHE Self-Study Workshop
 - P. McCafferty: NECHE Annual Conference, NECHE Self-Study Workshop

VII Accomplishments 2019-2020:

- In conjunction with the external consultant, facilitated the strategic planning process
- Produced the undergraduate catalog; continued to pilot end-user updating of the catalog
- Continued to expand the utilization of SSC*:
 - Implemented Progress Report for mid-semester attrition due to the COVID-19 pandemic; 433 students identified as not engaged since the switch to remote learning
 - Expanded texting to include all faculty
 - Continued to see high participation rates with Progress Reports for Attendance and Deficient Midterm Grade Reporting

- Continued to utilize Progress Reports to identify why students have not yet registered
- Continued to participate in new faculty orientation and training
- Continued to support non-registered student outreach and the personal librarian program
- Continued to build various cohorts in SSC, such as freshmen, transfer, at-risk, PIF and RLC
- Continued to load CSI data and advising reports into SSC
- *See Section XI below for usage data*

- Continued to build a culture of assessment*:
 - Onboarded new Director of Assessment
 - Administered Perceptions of Assessment Survey; reviewed data with UARC; will use data to shape faculty training and resources
 - Conducted a university-wide Self-Study on Assessment based on NILOA Excellence in Assessment designation guidelines
 - Instituted semesterly assessment activity summary reports to the college deans
 - Developed Guide for External Accreditation
 - Developed Guide for Conducting Focus Groups
 - Supported the LA&S implementation
 - Continued UARC and faculty peer review work
 - Provided professional development opportunities to faculty and staff, both on and off campus:
 - Quantitative Literacy/TILT Assignment Design (October 25, 2019)
 - NEEAN Conference (November 1, 2020)
 - Held Assessment Planning workshop
 - Held Program Review workshop
 - Redesigned the assessment webpage
 - Participated in the AAC&U VALUE Institute
 - Administered COVID-19 Response Student Survey and Remote Learning Faculty Feedback Survey
 - Conducted remote learning assessment workshops:
 - Introduction to the Assessment of Online Learning (May 2020)
 - Constructing a Strategy for the Assessment of an Online Learning Course (June 2020)

- Continued to support the use of data in decision making and planning*
 - Onboarded new Director of Institutional Research
 - Provided comprehensive data for the strategic planning process
 - Partnered in the implementation of EAB Academic Performance Solutions (APS)
 - Participated in the implementation of EAB Adult Learner Recruitment (ALR)
 - Continued to improve the functionality of the Faculty Workload report
 - Produced Annual Trend Data for the academic departments

- Administered the Ruffalo Noel Levitz College Student Inventory (CSI) and Mid-Year Student Assessment (MYSA)
- Supported various grant proposals
- Produced data in response to various requests which have increased in number as a result of data informed decision making across campus
- Continued to support the annual reporting process within Academic Affairs

****Represents major goal of the IRP 2019-2020 Action Plan***

VIII Assessment Report:

The major goals of the department for 2019-2020 were met (see above * items) with the exception of developing a system for disseminating data on national higher education trends and contexts. It was a busy year that included onboarding a new director of assessment and a new director of institutional research.

IX Future Directions:

See 2020-2021 Action Plan to be submitted July 2020.

X Reflection:

Due to the nature of our work, we were able to transition to a remote environment fairly seamlessly. Our office provided support to university leadership by developing and administering various surveys related to the pandemic. SSC Navigate was utilized to gather information from faculty regarding students that failed to re-engage after spring break so that proactive outreach could occur. Overall, the office strove to be nimble and responsive to the needs of our students, staff, faculty and leadership during this unique time. Our experience adjusting to new and changing circumstances has strengthened our ability to serve our constituents.

XI. Supplemental Information: (See below)

SSC Utilization Chart – AY 2019-2020

Activity	Results Numbers impacted by switch to remote learning March 2020
Appointments	14,105 appointments scheduled with 3,053 students
Attendance Reporting by faculty	19,031 records submitted and 411 students identified as at-risk
Deficient Midterm Grade Reporting by faculty	10,238 records submitted and 1,179 students identified as at-risk
Missing Student Reporting by faculty (after switch to remote learning)	5,193 records submitted and 433 students reported as at-risk
Email	16,035 text messages sent
Text	10,378 email messages sent
Alerts	2,317 alerts issued
Notes	1,498 notes entered