

***Online Assessment Tracking Database***

Sam Houston State University (SHSU)  
*2014 - 2015*

**Institutional Effectiveness**

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Goal	<p><b>Collect, Analyze And Disseminate Institutional Data And Relevant Information In An Accurate, Timely And Understandable Manner</b> 🔑</p> <p>Institutional Effectiveness will continue to develop tools available to users such as Data Cookbook and Cognos.</p>
Objective (P)	<p><b>Data Cookbook Access</b> 🔑</p> <p>Facilitate the ability for faculty, staff, and administration to have access to common Cognos reports in a user friendly interface, Data Cookbook.</p>
KPI Performance Indicator	<p><b>Data Work Order Reduction</b> 🔑</p> <p>Data Cookbook will reduce the number of work orders for data that can be obtained through Data Cookbook rather than pulled by an Institutional Effectiveness analyst.</p>
Result	<p><b>Data Cookbook Development</b> 🔑</p> <p>Data Cookbook has seen significant development. It is used by faculty, staff, and administration to locate and access reports, determine the terms of the report, which department owns the report, and request any new reports.</p>

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Goal	<p><b>Contribute Materially In The University-wide Process For Continuous Improvement By Assisting Administrative Units In The Evaluation Of Operations</b> 🔑</p> <p>Administrative Program Review has completed 3 reviews and has two in the final stages within the Enrollment Management Division. APR will expand into Academic Affairs in the coming year with 5 departments identified.</p>
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Objective (P)	<p><b>Administrative Program Review Process Expansion</b> 🔑</p> <p>Expand the Administrative Program Review Process into more University departments.</p>
KPI Performance Indicator	<p><b>APR Process Improvement</b> 🔑</p> <p>Continue to conduct and improve the APR process to units within Enrollment Services, completing at least 5 units.</p>
Result	<p><b>APR Completion</b> 🔑</p> <p>APR has been completed in 3 units with 2 more in the final phase.</p>

Objective (P)	<b>Administrative Program Review Evaluation</b>  Administrative Program Review will be evaluated by the department undergoing the review. APR will receive a satisfactory rating in this review.
KPI Performance Indicator	<b>APR Process Rating</b>  The APR Process will receive a rating of at least satisfied on the evaluation rubric completed by the administrative department under review.
Result	<b>Action Plan Perceptions</b>  The only concern after the survey results is that the departments may not see the Action Plan as useful and realistic.
<hr/> <b>Goal</b>	
Objective (P)	<b>Improve Office Of Institutional Effectiveness Satisfaction</b>  Improve Office of Institutional Effectiveness work order management and fulfillment strategies so that measurable improvement in quantity and user satisfaction occur.
KPI Performance Indicator	<b>Track And Evaluate User Satisfaction</b>  Track and Evaluate User Satisfaction - Increase the overall satisfaction level of those who receive data requests.
KPI Performance Indicator	<b>Post Fulfillment Survey</b>  Post Fulfillment Survey – Evaluate user satisfaction via survey.
Result	<b>Post Fulfillment Survey Complete</b>  Institutional Effectiveness issued an invitation via email to individuals who requested data through the IE work order process from Fall 2014 – Spring 2015. The results of the survey were compared to the results of the same survey issued for Fall 2012 – Summer 2013 and Fall 2013-Summer 2014. In terms of positive and negative changes by topic or question, the results are as follows: 1. Did you receive the information you requested? improvement

2. Please indicate your level of satisfaction with the customer service received from the staff –slight improvement
  3. Please indicate your level of satisfaction with the response time in starting your request-slight loss
  4. Please indicate your level of satisfaction with the time required to complete your request-slight loss
  5. Please indicate your level of satisfaction with the presentation style or format of the response-slight loss
  6. Please indicate your level of satisfaction with the usefulness of the response/data to your project/work-slight improvement
  7. Please indicate your level of satisfaction with the clarity of Written Explanations-slight loss
  8. Please indicate your level of satisfaction with the clarity of the Oral Explanation-slight improvement
  9. Please indicate your level of satisfaction with the thoroughness of Written Explanations-slight improvement
  10. Please indicate your level of satisfaction with the thoroughness of Oral Explanation-slight improvement
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