

Institutional Effectiveness  
SACSCOC REPORT

Institutional Effectiveness

Collect, Analyze And Disseminate Institutional Data And Relevant Information In An Accurate, Timely And Understandable Manner

Goal Description:

The Office of Institutional Effectiveness will collect, analyze, and disseminate institutional data and relevant information in an accurate, timely, and understandable manner.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Develop And Maintain Outcome Indicators

Performance Objective Description:

Develop and maintain a core of outcome indicators at multiple institutional levels.

RELATED ITEM LEVEL 2

Data Definitions - Create Operational Document Identifying Key Data Definitions

KPI Description:

Data Definitions - Create operational document identifying key data definitions and begin developing training sessions for SHSU employees

Results Description:

Data Cookbook is an online inventory of data definitions and reports. Institutional Effectiveness maintains the information contained in SHSU's Data Cookbook at [shsu.datacookbook.com](https://shsu.datacookbook.com).

- Added Official Race and First Generation status variables to the General Student Report at the recommendation of IE and approval of the VPED and Registrar.
- AVP for IE presented a Virtual Tour of IE and the Data Cookbook as part of a Learning Academies Come for Coffee session and a Staff Council Professional Development Conference track.

Attached Files

 [Data Cookbook Definitions Example](#)

 [IE Virtual Tour Excerpt - Data Cookbook](#)

RELATED ITEM LEVEL 1

Develop New And Enhance Existing Cognos Reports

Performance Objective Description:

Develop new and enhance existing Cognos reports to provide a comprehensive overview of critical activities of the university.

Attached Files

 [Cognos - Enrollment Verification Letter Template](#)

RELATED ITEM LEVEL 2

Cognos Reports

KPI Description:

Create four new Cognos reports for use by university personnel.

Attached Files

 [Cognos - Enrollment Verification Letter Template](#)

Results Description:

The following Cognos reports were created:

- Application Comparison by High School (for UG Admissions)
- Graduate Applicant List (for Dept. of Educational Leadership)
- SHSU Degree Awards for All Terms (for Registrar)
- Employee Past Due Balance (for Bursar)
- Enrolled Students Using VA Education Benefits

The following Cognos reports were updated or modified:

- Open Records Report (for Registrar)
- Employee Master Report - Veteran Status (for HR)

RELATED ITEM LEVEL 1

**Develop and Design Interactive Fact Book**

**Performance Objective Description:**

Develop and design an interactive institutional dashboard (Fact Book).

RELATED ITEM LEVEL 2

**Identify Platform for Institutional Fact Book**

**KPI Description:**

**Results Description:**

Institutional Effectiveness staff researched platforms to be used for the development of an institutional Fact Book (dashboard). Tableau was chosen, and three licenses were purchased.

Tableau is business intelligence software that helps transform data into actionable insights, explore data with visual analytics, build dashboards and perform ad hoc analyses, and share work with others.

Attached Files

 [Tableau Features](#)

RELATED ITEM LEVEL 1

**Team Performance**

**Performance Objective Description:**

Improve communication with clients

RELATED ITEM LEVEL 2

**Client Checklist for Initial Work Order Review**

**KPI Description:**

Create a checklist of items for discussion with clients to improve accuracy of final report and client satisfaction.

**Results Description:**

AVP for IE and Asst. Dir. for APR will work with Asst. Dir. of IR and IR Analysts to determine specific information analysts need to know before working on a ticket. A one-page document will be designed.

(Pending - This item was moved to FY18 per the APR Action Plan.)

RELATED ITEM LEVEL 2

**Cross Training**

**KPI Description:**

Cross train with 2 Enrollment Management Departments

**Results Description:**

Institutional Effectiveness (IE) staff trained in the areas below:

- The following IE staff were trained by Cindy Hardy, Assistant Registrar, on Family Educational Rights and Privacy Act of 1974 and SHSU policies and procedures: Xiaohong Li, Judy Sjogren, Kristina Yount, Michelle Lewis, Fei Wang, David Arriola
- The following IE staff attended New Student Orientation (Summer 2017): David Arriola, Kristina Yount

Attached Files

 [SHSU FERPA Information - Student Guidelines](#)

 [FERPA - Registrar's Office Web Info](#)

RELATED ITEM LEVEL 2

**Improve Quality Assurance Communication**

**KPI Description:**

Conduct internal review on strategies to follow up with clients and ensure satisfaction

**Results Description:**

Created follow-up review telephone call procedure and developed a log to track phone calls and client responses.

Attached Files

 [IE Client Satisfaction Call Log Example](#)

RELATED ITEM LEVEL 1

**Track And Evaluate User Satisfaction**

**Performance Objective Description:**

Increase the overall satisfaction level of those who receive data requests.

RELATED ITEM LEVEL 2

**Post Fulfillment Survey**

**KPI Description:**

Post Fulfillment Survey – Evaluate user satisfaction via survey.

Attached Files

 [Institutional Effectiveness Survey of Satisfaction Results for FY 16](#)

**Results Description:**

Due to employee turnover, survey results for FY17 are not available. The survey will be reviewed for improvement and implemented in FY18. Cherwell Development software may provide an automated function to eliminate the dependence on a staff member to conduct each survey, therefore decreasing the opportunity for lost data or failure to conduct the survey.

**Contribute Materially In The University-wide Process For Continuous Improvement By Assisting Administrative Units In The Evaluation Of Operations**

**Goal Description:**

The Office of Institutional Effectiveness will contribute materially in the University-wide process for continuous improvement by assisting administrative units in the evaluation of operations.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

**Administrative Program Review Evaluation**

**Performance Objective Description:**

Administrative Program Review will be evaluated by the department undergoing the review. APR will receive a satisfactory rating in this review.

RELATED ITEM LEVEL 2

**APR Process Satisfaction**

**KPI Description:**

The APR process will receive a rating of at least satisfied on the evaluation rubric completed by the administrative department under review.

**Results Description:**

An online survey was used to collect feedback from staff involved in the APR process. During FY2017, three departments were surveyed.

- 83% of respondents were either satisfied or extremely satisfied with the completion of the APR Self-Study. The remaining respondents were neutral.
- 83% of respondents were either satisfied or extremely satisfied with the completed Action Plan. The remaining respondents were neutral, with one respondent stating that the action plan consisted of things the department already knew needed improvement.
- 83% of respondents would recommend the APR process to a colleague as a tool for seeking continuous improvement.

The APR survey has since been revised to include a question to gauge overall satisfaction with the APR process. The new survey will be distributed to the remaining completed units in August 2017.

Attached Files

 [APR Survey Results](#)

 [New APR Survey](#)

RELATED ITEM LEVEL 1

**Conduct APR Process in Institutional Effectiveness**

**Performance Objective Description:**

Complete the APR process for the Office of Institutional Effectiveness.

RELATED ITEM LEVEL 2

**Complete IE Action Plan**

**KPI Description:**

Complete an Action Plan for Institutional Effectiveness

**Results Description:**

IE completed the APR action plan in July 2017.

Attached Files

 [IE Action Plan](#)

RELATED ITEM LEVEL 1

**Expand Administrative Program Review**

**Performance Objective Description:**

Expand the Administrative Program Review process into more University departments.

RELATED ITEM LEVEL 2

**Continue to Conduct and Improve APR**

**KPI Description:**

Complete five Administrative Program Reviews.

**Results Description:**

The APR process was completed for the following departments:

- Newton Gresham Library
- First-Year Experience / SSI
- Student Advising and Mentoring Center (SAM Center)

- Academic Success Center
- Testing Center
- Continuing Education
- Institutional Effectiveness

Pending: Office of International Programs