

DELTA STATE UNIVERSITY: NON-ACADEMIC ANNUAL REPORT
Academic Year 2005-06

I. Unit Title: Institutional Research and Planning

Division or School/College: Graduate and Continuing Studies

Unit Administrator: Lisa Lord

II. Educational Program Learning Outcome Assessment Plan

These are Learner Outcomes identified for the **current** year. Contents of the table should be very brief. Footnotes may be included for items needing explanation or documentation. Not all units have direct student impact. Those that do should have clear learner outcomes developed. Those with no student contact may indicate that this section is not applicable.

Learning Outcome <i>What should a graduate in this major know, value, or be able to do at graduation and beyond?</i>	Data Collection and Analysis <i>What assessment tools and/or methods will you use to determine achievement of the learning outcome? Describe how the data from these tools and/or methods will be collected. Explain the procedure to analyze the data.</i>	Results of Evaluation <i>What were the findings of the analysis? List any specific recommendations.</i>	Use of Evaluation Results <i>What changes in curriculum, courses, or procedures were made as a result of the program learning outcome assessment process?</i>
N/A	N/A	N/A	N/A

III. Division/Department Goals for the Current Year

This is a report on progress towards goals for the **current year**. These are operational goals for the unit that are NOT tied directly to student learning outcomes which are reported in the table above. An example might be the implementation of a personnel development plan to enhance the skills of the staff in a unit.

A. Goal # 1: Support the executive administration of the University in its management and decision making. Support of other areas of the University are met as resources permit.

1. Institutional Goal which was supported by this goal:

Listed in the Strategic Plan or in the Quality Enhancement Plan. Please note if the unit goal is in support of a Strategic Plan goal (e.g., SP#2) or a Quality Enhancement Plan goal (e.g., QEP#1).

Provide administrative services and auxiliary enterprises which are effective and efficient in the support of the institutional mission.

2. Evaluation Procedure(s):

How did you determine if this goal is met?

In the spring 2006 semester, we administered the Survey of Use and Effectiveness to all Cabinet members, chairs, and directors. We used the responses from the survey to determine how well we met this goal.

3. Actual Results of Evaluation:

Explain if the evaluation is not complete

100% of the respondents of the Institutional Research and Planning “Survey of Use and Effectiveness” indicated that the Office of Institutional Research and Planning “provides pertinent information for decision making purposes.”

4. Use of Evaluation Results:

How were the results used to improve programs, operation, or services? Indicate if this led to a new goal for the next year.

Staff receives a copy of the results and we discuss suggestions for improvement.

B. Goal # 2: Support the planning processes of the University.

1. Institutional Goal which was supported by this goal:

Provide administrative services and auxiliary enterprises which are effective and efficient in the support of the institutional mission.

2. Evaluation Procedure(s):

The number of assessment surveys conducted by the Office of Institutional Research and Planning

3. Actual Results of Evaluation:

During the 2005-06 year, staff conducted and/or assisted departments with 27 surveys, an increase from 24 during the 2004-05 year. Staff also provided data and information to various SACS committees.

4. Use of Evaluation Results:

Staff is reviewing data and information provided to other in order to make data more readily available on the office website.

C. Goal # 3: Coordinate the submission of reports to the Board of Trustees of Mississippi Institutions of Higher Learning.

1. Institutional Goal which was supported by this goal:

Provide administrative services and auxiliary enterprises which are effective and efficient in the support of the institutional mission.

2. Evaluation Procedure(s):

Schedule of IHL MIS tape transmittals.

3. Actual Results of Evaluation:

95% of the IHL report requests were submitted by the due date.

4. Use of Evaluation Results:

Staff will continue to run edit checks two weeks prior to the due date and send a reminder to offices responsible for entering the data in an effort to increase the timeliness and accuracy of the reports.

D. Goal # 4: Provide consistent and reliable statistics and reports to external agencies.

1. Institutional Goal which was supported by this goal:

Provide administrative services and auxiliary enterprises which are effective and efficient in the support of the institutional mission.

2. Evaluation Procedure(s):

The number of surveys completed and received from external agencies during the 2005-06 year.

3. Actual Results of Evaluation:

30 surveys from external agencies surveys were completed in 2005-06.

4. Use of Evaluation Results:

The information provided in the surveys is used to increase public awareness of the University so staff is currently reviewing the list of surveys completed to make sure the University is represented in all major surveys.

E. Goal # 5: Develop and maintain databases and files for reporting requirements and internal decision support and planning use.

1. Institutional Goal which was supported by this goal:

Provide administrative services and auxiliary enterprises which are effective and efficient in the support of the institutional mission.

2. Evaluation Procedure(s):

In the spring 2006 semester, we administered the Survey of Use and Effectiveness to all Cabinet members, chairs, and directors. We used the responses from the survey to determine if we met this goal.

3. Actual Results of Evaluation:

During the 2005-06 year, staff conducted and/or assisted departments with 27 surveys, an increase from 24 during the 2004-05 year. Staff also provided data and information to various SACS committees.

4. Use of Evaluation Results:

Purchased Zoomerang software that is used to administer online surveys.

F. Goal # 6: Develop and support an on-going institutional assessment program of student outcomes, effectiveness, and program review.

1. Institutional Goal which was supported by this goal:

Provide administrative services and auxiliary enterprises which are effective and efficient in the support of the institutional mission.

2. Evaluation Procedure(s):

Requests for assistance by departments, SACS reports, Strategic Plan

3. Actual Results of Evaluation:

Staff provided information to all academic departments regarding credit hour production, number of majors, and graduates as well as assistance with writing their annual report.

4. Use of Evaluation Results:

Staff reviewed the list of information provided and are developing a method that will help us continue to provide information to departments and assist them in designing assessment instruments as needed.

IV. Data and information for department:

The mission of the Office of Institutional Research and Planning is to enhance institutional effectiveness by supporting and strengthening the planning process, decision making and management operations of the executive administration of Delta State

University. In implementing this mission, the Office coordinates the development of statistical information to meet legitimate reporting requirements, remains alert to the types of information needed by senior administrators in the exercise of their responsibilities, and provides technical assistance in the analysis and use of such information. More specifically, the Office is responsible for providing consistent and reliable summaries of selected university-wide statistical information, both for reporting to external agencies and for internal use in planning and management decisions.

In an effort to accomplish its purpose, the Office of Institutional Research and Planning offers the following services:

- Support the executive administration of the University in its management and decision making
- Prepares institutional studies
- Compiles and distributes annually a Factbook containing pertinent information about the University
- Works closely with the Mississippi Institutions of Higher Learning Board staff in meeting reporting requirements.
- Assists other university departments and offices in designing and implementing research projects that provide them with pertinent information.
- Provides leadership in implementing the University's strategic planning process
- Submits reliable statistics and information to external agencies.
- Supports University assessment efforts and institutional effectiveness
- Develop and maintain statistical databases

V. Personnel:

Noteworthy activities and accomplishments:

Lisa Lord

- Elected Vice-President/President-Elect of the Mississippi Association for Institutional Research, 2005-06
- Served as Secretary of the Mississippi Association for Institutional Research, 2002-03, 2003-04, and 2004-05
- Ex-Officio Member of Strategic Planning Committee
- Chair of University Assessment Committee
- Working on a Doctorate of Education
- Working on Post-Master's Certificate in Institutional Research from Florida State University
- Served on DSU Campaign for the United Way for Cleveland-Bolivar County
- Adjunct instructor in ACC/CIS/FIN division
- GST instructor

Marcie Moore

- Ex-Officio Member of University Assessment Committee
- Working toward a Master of Science in Community Development degree
- Attended the Mississippi Association for Institutional Research Annual Conference
- Member of the American Association of University Women

Callie Towles

- Secretary of the Bolivar County Alumni Association
- Attended the Mississippi Association for Institutional Research Annual Conference
- Attended the Association for Institutional Research Annual Forum

New position(s) requested, with justification:

Recommended change of status

(such as promotion/tenure/change in responsibilities):

VI. Division/Department Goals for Coming Year

This is a statement of goals for the **coming year**. These are operational goals for the unit that are NOT tied directly to student learning outcomes.

A. Goal # 1: Support the executive administration of the University in its management and decision making. Support of other areas of the University are met as resources permit.

1. Institutional Goal(s) supported by this goal:

Listed in the Strategic Plan or in the Quality Enhancement Plan. Please note if the unit goal is in support of a Strategic Plan goal (e.g., SP#2) or a Quality Enhancement Plan goal (e.g., QEP#1).

Strategic Planning Goal #3: The university community will benefit from better communication, effective operational and administrative systems, an optional work environment, and a performance-responsive reward structure.

2. Expected Results:

What happens if the goal is met?

We expect that 100% of the respondents of the Institutional Research and Planning “Survey of Use and Effectiveness” will indicate a “yes” response to the question “provides pertinent information for decision making purposes.”

3. Evaluation Procedure(s):

How will you determine if this goal is met?

We will administer the Survey of Use and Effectiveness to all Cabinet members, chairs, and directors and use the responses from the survey to determine how well we met the goal.

4. Use of Evaluation Results:

How will the results be used to improve programs, operation, or services?

Each member of the Institutional Research and Planning staff will receive a copy of the results and we will discuss suggestions for improvement.

B. Goal # 2: Support the planning processes of the University.

1. Institutional Goal(s) supported by this goal:

Strategic Planning Goal #3: The university community will benefit from better communication, effective operational and administrative systems, an optional work environment, and a performance-responsive reward structure.

2. Expected Results:

Institutional Research and Planning staff will assist departments/divisions in designing and conducting surveys as well as providing information to various accreditation committees.

3. Evaluation Procedure(s):

Number of assessment surveys conducted by Institutional Research and Planning.

4. Use of Evaluation Results:

Staff will review surveys conducted and data provided in order to make information more readily available on office website.

C. Goal # 3: Coordinate the submission of reports to the Board of Trustees of Mississippi Institutions of Higher Learning.

1. Institutional Goal which was supported by this goal:

Strategic Planning Goal #3: The university community will benefit from better communication, effective operational and administrative systems, an optional work environment, and a performance-responsive reward structure.

2. Expected Results:

100% of all IHL report requests will be submitted by the due date.

3. Evaluation Procedure(s):

Schedule of IHL MIS tape transmittals.

4. Use of Evaluation Results:

Staff will continue to run edit checks two weeks prior to the due date and send a reminder to offices responsible for entering the data in an effort to increase the timeliness and accuracy of the reports.

D. Goal # 4: Provide consistent and reliable statistics and reports to external agencies.

1. Institutional Goal which was supported by this goal:

Strategic Planning Goal #3: The university community will benefit from better communication, effective operational and administrative systems, an optional work environment, and a performance-responsive reward structure.

2. Expected Results:

Complete and return 25 surveys from external agencies during the 2006-07 year.

3. Evaluation Procedure(s):

The number of surveys completed and received from external agencies during the year.

4. Use of Evaluation Results:

The information provided in the surveys will be used to increase public awareness of the University.

E. Goal # 5: Develop and maintain databases and files for reporting requirements and internal decision support and planning use.

1. Institutional Goal which was supported by this goal:

Strategic Planning Goal #3: The university community will benefit from better communication, effective operational and administrative systems, an optional work environment, and a performance-responsive reward structure.

2. Expected Results:

95% of the respondents of the “Survey of Use and Effectiveness” will indicate that they have used our services as a source of information.

3. Evaluation Procedure(s):

We will administer the Survey of Use and Effectiveness to all Cabinet members, chairs, and directors and use the responses from the survey to determine how well we met the goal.

4. Use of Evaluation Results:

Results of the survey will be used to determine the satisfaction level of the users of the information.

F. Goal # 6: Develop and support an on-going institutional assessment program of student outcomes, effectiveness, and program review.

1. Institutional Goal which was supported by this goal:

Strategic Planning Goal #3: The university community will benefit from better communication, effective operational and administrative systems, an optional work environment, and a performance-responsive reward structure.

2. Expected Results:

Assist departments in assessing their programs.

3. Evaluation Procedure(s):

Requests for assistance by departments, SACS reports, Strategic Plan

4. Use of Evaluation Results:

Staff will continue to provide information to departments and assist them in designing assessment instruments as needed.