I. Unit Title: Institutional Research and Planning

Unit Administrator: Lisa Lord

II. 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
III. Personnel:

Noteworthy activities and accomplishments:

*Lisa Lord*
- Chair of University Assessment Committee
- Secretary of Administrative Staff Council
- Committee member, Faculty Evaluation Task Force
- Attended the Mississippi Association for Institutional Research Conference
- Attended the Southern Association for Institutional Research Conference
- Secretary of the Mississippi Association for Institutional Research, 2002-03, 2003-04, and 2004-05
- Elected Vice-President/President-Elect of the Mississippi Association for Institutional Research, 2005-06
- Working on a Doctorate of Education
- Working on Post-Master’s Certificate in Institutional Research from Florida State University
- 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
- Attended the Southern Association for Institutional Research Conference

New position(s) requested, with justification:

- None

Recommended change of status
(such as promotion/change in title/change in responsibilities):

- None
IV. Department Goals for 2004 or 2004-05

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.

B. Institutional Goal which was supported by this goal:
(listed on pages 14-15 in the 2004-06 DSU Bulletin)

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

C. Expected Results:
(What happens if the goal is met?)

➢ 85% 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.”

D. Evaluation Procedure(s):
(How will you determine if this goal is met?)

➢ "Survey of Use and Effectiveness" of the Institutional Research and Planning Office.

E. Actual Results of Evaluation:
(Explain if the evaluation is not complete)

➢ 91% 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 purposes.”

F. 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.)

➢ Each member of the Institutional Research and Planning staff gets a copy of the results as well as the Executive Assistant to the President and Chief Planning Officer.
➢ The results of the survey are discussed and suggestions for improvement are given from all parties involved.
A. **Goal # 2:**

- Support the planning processes of the University.

B. **Institutional Goal which was supported by this goal:**

*listed on pages 14-15 in the 2004-06 DSU Bulletin*

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

C. **Expected Results:**

*What happens if the goal is met?*

- Institutional Research and Planning staff will assist departments/divisions in designing and conducting surveys.
- IR&P staff will assist SACS committees.

D. **Evaluation Procedure(s):**

*How will you determine if this goal is met?*

- Number of assessment surveys conducted by Institutional Research and Planning

E. **Actual Results of Evaluation:**

*Explain if the evaluation is not complete*

- During the 2004-05 year, Institutional Research and Planning staff conducted and/or assisted departments with 24 surveys, an increase from 18 during the 2003-04 year.
- IR&P staff provided data and information to various SACS committees.
- IR&P staff designed and reported results for the QEP student survey administered on campus.

F. **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.*

- The Institutional Research and Planning staff will review the surveys conducted.
- The IR&P staff will review data and information provided to SACS committees in order to make data more readily available on IR&P website.
A. Goal # 3:

- Coordinate the submission of reports to the Board of Trustees of Mississippi Institutions of Higher Learning.

B. Institutional Goal which was supported by this goal:
(listed on pages 14-15 in the 2004-06 DSU Bulletin)

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

C. Expected Results:
(What happens if the goal is met?)

- 85% of IHL reports will be submitted by the due date.

D. Evaluation Procedure(s):
(How will you determine if this goal is met?)

- Schedule of IHL MIS tape transmittals.

E. Actual Results of Evaluation:
(Explain if the evaluation is not complete)

- 95% of the IHL reports were submitted by the due date.

F. 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.)

- The Office of Institutional Research and Planning will continue to run the edit checks two weeks before 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.
A. **Goal # 4:**

- Provide consistent and reliable statistics and reports to external agencies.

B. **Institutional Goal which was supported by this goal:**

*(listed on pages 14-15 in the 2004-06 DSU Bulletin)*

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

C. **Expected Results:**

*(What happens if the goal is met?)*

- Complete and return 25 surveys from external agencies during the 2004-05 year.

D. **Evaluation Procedure(s):**

*(How will you determine if this goal is met?)*

- External publications containing information on Delta State University.
- List of external agency surveys completed.

E. **Actual Results of Evaluation:**

*(Explain if the evaluation is not complete)*

- 29 surveys from external agencies surveys were completed in 2004-05.

F. **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.)*

- The information, provided in the surveys, is used to increase public awareness of the University.
A. **Goal # 5:**

- Develop and maintain databases and files for reporting requirements and internal decision support and planning use.

B. **Institutional Goal which was supported by this goal:**

*(listed on pages 14-15 in the 2004-06 DSU Bulletin)*

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

C. **Expected Results:**

*(What happens if the goal is met?)*

- Purchase up-to-date versions of software packages as they become available.
- 95% of the respondents of the Institutional Research and Planning “Survey of Use and Effectiveness” will indicate that they have used our services as a source of information.

D. **Evaluation Procedure(s):**

*(How will you determine if this goal is met?)*

- Versions and types of software packages.
- Institutional Research and Planning “Survey of Use and Effectiveness.”

E. **Actual Results of Evaluation:**

*(Explain if the evaluation is not complete)*

- Of the total number of respondents to the Institutional Research and Planning “Survey of Use and Effectiveness,” 93% indicated they had used our services during the past year.
- The Office of Institutional Research and Planning added results from the graduation surveys and semester facts on its website as an added service.

F. **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.)*

- The "Survey of Use and Effectiveness" is reviewed to determine the satisfaction level of the users of the information.
A. **Goal # 6:**

- Develop and support an on-going institutional assessment program of student outcomes, teaching effectiveness, and program review.

B. **Institutional Goal which was supported by this goal:**

(listed on pages 14-15 in the 2004-06 DSU Bulletin)

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

C. **Expected Results:**

(What happens if the goal is met?)

- Assist departments in assessing their programs.

D. **Evaluation Procedure(s):**

(How will you determine if this goal is met?)

- University assessment plan.
- Requests for assistance by departments.

E. **Actual Results of Evaluation:**

(Explain if the evaluation is not complete)

- The Office of Institutional Research and Planning provided information to all academic departments regarding credit hours produced, number of majors, etc.

F. **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.)

- The Office of Institutional Research and Planning will continue to provide information to all departments and assist them in designing assessment instruments as needed.
- Institutional Research and Planning staff will maintain an assessment calendar for the University.
A. **Goal # 7:**

- Enhance the professional skill, competence and development of office staff and university colleagues.

B. **Institutional Goal which was supported by this goal:**  
(listed on pages 14-15 in the 2004-06 DSU Bulletin)

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

C. **Expected Results:**  
(What happens if the goal is met?)

- Office staff will attend, collectively, five conferences related to Institutional Research and Planning.
- 95% of respondents on the Institutional Research and Planning “Survey of Use and Effectiveness” will indicate that our office is effective in the area of research skills, knowledge, and methods.

D. **Evaluation Procedure(s):**  
(How will you determine if this goal is met?)

- Number of classes and/or seminars attended by office staff.
- Institutional Research and Planning "Survey of Use and Effectiveness."

E. **Actual Results of Evaluation:**  
(Explain if the evaluation is not complete)

- Office staff attended two conferences.
- 86% of respondents on the Institutional Research and Planning “Survey of Use and Effectiveness” indicated our office is effective in the area of research skills, knowledge, and methods.

F. **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.)

- At the end of each fiscal year, the Coordinator of Institutional Research and Planning will review the number and types of seminars/classes attended by staff and determine the schedule for the next year.
- The results from the "Survey of Use and Effectiveness" will be evaluated to determine if university colleagues are satisfied with Institutional Research's approach to developing skills related to research and assessment.

**Note:** All sections must be addressed
V. Learning Outcome Assessment Plan

A. Learning Outcome #1:
What should a learner know, value, or be able to do as a result of this outcome?

- Utilize statistics and other information available for decision making purposes

B. Assessment Tools and Methods
What assessment tools and/or methods will you use to determine achievement of the learning outcome?
Limit measures to three.

Measure One: Institutional Research and Planning Survey of Use and Effectiveness

Measure Two:

Measure Three:

C. Data Collection and Analysis
Describe how the data from the assessment tools and methods will be collected. Explain the procedure to analyze the data.

Data Collection Procedure: The survey was administered in March 2005 to vice presidents, deans, directors, department/division chairs, and other major users of the office.

Analysis Procedure:

D. Results of Evaluation
What were the findings of the Analysis Team? List any specific recommendations.

Findings: 91% of survey respondents indicated that the Office of Institutional Research and Planning provides pertinent information for decision making.

Recommendation 1: The Office of Institutional Research and Planning will provide “Quick Facts” to members of Cabinet, deans, directors, and department/division chairs on a weekly basis.

Recommendation 2:

Recommendation 3:

E. Use of Evaluation Results
What changes in curriculum, courses, or procedures were made as a result of the program learning outcome assessment process?

Response:

F. Assessment Team Members
List members of the Assessment Team.

Members: Lisa Lord, Callie Towles, Marcie Moore
A. **Learning Outcome #2:**
What should a learner know, value, or be able to do as a result of this outcome?

- Blend IHL data reporting policies and departmental data entry policies to ensure data integrity

B. **Assessment Tools and Methods**
What assessment tools and/or methods will you use to determine achievement of the learning outcome?
Limit measures to three.

**Measure One:** IHL error reports for student, employee, and faculty files

**Measure Two:** Submission of IHL MIS tape transmittals by the due date

**Measure Three:**

C. **Data Collection and Analysis**
Describe how the data from the assessment tools and methods will be collected. Explain the procedure to analyze the data.

**Data Collection Procedure:** IHL Office of Research and Planning issues edit reports for all data files submitted.

**Analysis Procedure:**

D. **Results of Evaluation**
What were the findings of the Analysis Team? List any specific recommendations.

**Findings:** 95% of all scheduled IHL reports were submitted by the due date.

**Recommendation 1:** Work with offices responsible for entering data into Banner to ensure data integrity.

**Recommendation 2:**

**Recommendation 3:**

E. **Use of Evaluation Results**
What changes in curriculum, courses, or procedures were made as a result of the program learning outcome assessment process?

**Response:**

F. **Assessment Team Members**
List members of the Assessment Team.

**Members:** Lisa Lord, Callie Towles, Marcie Moore
A. Learning Outcome #3:
What should a learner know, value, or be able to do as a result of this outcome?

- Utilize assessment services offered to assess departmental programs, services, etc.

B. Assessment Tools and Methods
What assessment tools and/or methods will you use to determine achievement of the learning outcome?
Limit measures to three.

Measure One: Office of Institutional Research and Planning Use and Effectiveness Survey

Measure Two: Number of assessment survey requesters

Measure Three:

C. Data Collection and Analysis
Describe how the data from the assessment tools and methods will be collected. Explain the procedure to analyze the data.

Data Collection Procedure: The survey was administered in March 2005 to members of Cabinet, deans, department/division chairs and directors, and other major users of the office.

Analysis Procedure:

D. Results of Evaluation
What were the findings of the Analysis Team? List any specific recommendations.

Findings: 36% of survey respondents indicated that they have utilized the Office of Institutional Research and Planning for the purpose of designing and/or administering surveys for assessment purposes. Also, the number of surveys requested increased from 18 in 2003-04 to 24 in 2004-05.

Recommendation 1: IR&P staff will work department administrators to determine their assessment needs.

Recommendation 2:

Recommendation 3:

E. Use of Evaluation Results
What changes in curriculum, courses, or procedures were made as a result of the program learning outcome assessment process?

Response:

F. Assessment Team Members
List members of the Assessment Team.

Members: Lisa Lord, Callie Towles, Marcie Moore

Note: All sections must be addressed