

Institutional Research Department

AUP for Academic Year 2020-2021

November 2019

Describe Department/Unit

Connection to College Mission

The Office of Institutional Research (OIR) at Cerro Coso Community College strives to support the college's mission and commitment to academic learning and student success by providing quality, accessible, and relevant information to facilitate decision-making and planning processes, enhance institutional effectiveness, and promote a culture of evidence-based inquiry. Although 'housed' under the Office of Instruction, the OIR is a non-instructional, administrative office that serves the needs of the college, departments and programs through the access and dissemination of accurate data and information.

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity: Actions Taken

During AY2018-19, the Office of Institutional Research provided direct support in both unit-specific and college-wide student equity efforts. The OIR has adopted an equity-minded lens that is applied to all aspects of our institutional research and effectiveness framework. The core pillars of this work include:

1. Collecting and analyzing data in support of the 2019 Cerro Coso Student Equity Plan
2. Evaluating equity-focused interventions, to include Umoja, Hunger-Free, Incarcerated Student Education Program, Equity Library Textbook Services, and Veterans Support Services.
3. Integrating equity into college-wide plans and establishing mechanisms to evaluate intended goals.
4. Providing direct equity data support to instructional and administrative units for section, program, and unit planning
5. Modeling equity-mindedness in our research that surpasses traditional OIR's models by encouraging cross-collaboration with all stakeholder groups
6. Implementing the first student California Community College participatory action research pilot and becoming the state-wide research leaders in this field.

Student Equity: Gaps to be Addressed

Outcomes Assessment: Actions Taken

Actions taken in the prior academic year

The Office of Institutional Research will begin implementing a yearly Customer Service Oriented survey to gauge the satisfaction of the services (i.e. data requests, research support, and technical assistance) provided by the OIR and its staff. The specific services categories include:

- Planning (Strategic Plan, Educational Master Plan, KPIs)
- Accreditation
- Administrative Unit Outcomes (AUOs)
- Data Dashboards (a.k.a. the 'Thoyote')
- Program Review
- Reports (College-wide Surveys, Fact Book, Scorecard, Annual IEC Evaluation of Impacts)
- Research and Data Requests
- Student Learning Outcomes (SLOs)

Assessments completed in the prior academic year

The Cerro Coso Office of Institutional Research is a new unit under the Office of Instruction. Due to this, no formal assessment was completed in the prior academic year. The OIR will begin assessment procedures in the 2019-20 Academic Year.

Outcomes Assessment: Gaps to be Addressed

CC OIR increases the access of new and historic institutional data (as well as other complementary secondary data) that is visually appealing and easily accessible to CC staff.

Type:

AUO

Target Missed/Gap Detected:

Develop college research reports, such as data newsletters or research briefs, primarily based on new and interesting findings uncovered by the OIR that may support existing work at the college.

Increase our web presence – re-design CC OIR website that can be an archive to house certain research and data requests deliverables.

Launch an online data visualization platform (i.e. Power BI or Tableau) with the capabilities to disaggregate a variety of current and historic datasets by end-users.

Type of Gap:

Limited capacity/infrastructure. Need to alter/refine instructional techniques.

Analysis and Plan for Improvement:

Track web traffic to dashboards.

The Office of Institutional Research will begin implementing a yearly Customer Service Oriented survey to gauge the satisfaction of the services provided to the departments and units across the college.

Anticipated Semester for Implementing Planned Improvements:

Fall 2019

Anticipated Semester of Next Assessment:

Spring 2020

Program Review: Actions Taken

Office of Institutional Research

Year of Last Program Review:

Currently in first cycle

Actions Taken in the Prior Year to Address Strategies:

N/A

Strategies Still to be Addressed:

N/A

Annual Planning: Actions Taken

No prior year initiatives to report on.

Review of Current Year Initiatives

Reminder of Initiatives for the Current Year

Nothing to report.

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Cerro Coso Data Champions

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

There is a strong interest in working with faculty, classified, and students. We also want to frame it broadly as helping stakeholders that want to leverage data and gain research skills to create actions that lead to positive social changes for student success and learning communities. This includes creating a 'Data Champions' program that promotes faculty leads to build data-literacy among their peers. A pilot is planned for AY2019-20.

Lead Measure of Success:

Measure: Gauge interest of prospective champions within faculty members and classified staff to participate in the CC pilot
Target: Complete 6 faculty and 6 classified annually

Are any of the lead measures identified above lacking assessment instruments?

No

Does the department request help to develop these instruments?

Yes

Lag Measure of Success:

Measure: Faculty and Student Participatory IR Reflective Surveys
Target: 90% satisfaction rate across each area

Person Responsible:

Ryan Khamkongsay

It addresses a gap in outcomes assessment

Which strategic goal does this initiative address?

Evaluate Resource Needs

Facilities

None at this time.

Information Technology

The Office of Institutional Research currently employs three (3) data analytics software: SPSS, NVivo, and Tableau. All three will require periodic updates and troubleshooting that will require direct IT support fix. The current three (3) SPSS licenses and CCCC SurveyMonkey account requires annual renewals, which is also facilitated through the IT Department.

Marketing

None at this time.

Professional Development

With the growing number of statewide initiatives grounded on data-drive practices, continuous learning is crucial for the OIR. Strengthening the OIR staff's knowledge and abilities by increasing participation in professional IR groups and associations and attending trainings/seminars such as the annual RP Group Conferences, CAIR Conference, quarterly CAMP-Researchers and CVHEC-Researchers meetings, as well as all the KCCD DIRT monthly meetings and trainings. All conferences will require registration fees and travel costs. All in-person meetings and trainings will require transportation, with 1-2 DIRT Training Lunch hosted at Cerro Coso annually.

5220 Category - Conferences - Employee Travel

Strategic Plan Goals Addressed: College goal 5.3 – Support for professional growth and development
Estimated Amount of Funding Requested: \$10,000.00 annual expenditure from Categorical or General Funds.

Research and Data

N/A

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff

Department Assistant III

Location:

Ridgecrest/IWV

Salary Grade:

38

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

\$37,285

Justification:

Due to the overwhelming number of data-requests and research technical assistance, the OIR needs full-time department assistant to support day-to-day operations for the unit (i.e. interfacing/corresponding with staff on progress/status of requests, scheduling meetings/rooms, process personnel information on behalf of OIR staff, monitor/maintain office supplies, troubleshoot new equipment, and provide a variety of IR support).

With the ever-increasing demand for data across the CC Campuses, there is also a growing need for a variety of specialized administrative IR support, such as note-taking, transcribing, proofreading data reports and visuals, exporting Cognos/SurveyMonkey reports, and assisting in the development of IR data-dissemination and generating web-content. To keep up with such pressure and demands, the IR office's data capacity will require administrative support to be a full-time member of the OIR.