

# Institutional Research Department

## AUP for Academic Year 2021-2022

December 2020

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## 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.

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## Report on Improvements Made and Gaps Identified in the Prior Year

### Student Equity: Actions Taken

During AY2019-20, 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:

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

### Student Equity: Gaps to be Addressed

### Outcomes Assessment: Actions Taken

#### Actions taken in the prior academic year

Since the OIR has established one year of baseline data with our research/data requests, this is the initial academic year the AUP for the Office of Institutional Research will identify gaps, hence there is nothing to report on gaps identified in prior year's assessments.

#### Assessments completed in the prior academic year

For this year's gaps, the OIR has identified the 2-week (minimum) window required for IR staff to complete a request. We see that a

significant number of stakeholders (in relation to their employee group) are making requests with a due date that is less than the 2 week window required by IR staff to work on their request. Less than a 2-week window requirement for Requests Received

<b>Less than a 2-week window requirement for Requests Received</b>	<b>Manager</b>	<b>Faculty</b>	<b>Classified Staff</b>
Count	29	8	2
% within Role at College	83%	47%	40%

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 starting at the end of Fall-2020.

### **Outcomes Assessment: Gaps to be Addressed**

#### **CC OIR ensures pertinent and relevant data is available and accessible to all college stakeholder groups**

**Type:**

AUO

**Target Missed/Gap Detected:**

For this year’s gaps, the OIR has identified the 2-week (minimum) window required for IR staff to complete a request. We see that a significant number of stakeholders (in relation to their employee group) are making requests with a due date that is less than the 2 week window required by IR staff to work on their request.

**Type of Gap:**

Need to improve customer service. Need to improve operational processes.

**Analysis and Plan for Improvement:**

<b>Less than a 2-week window requirement for Requests Received</b>	<b>Manager</b>	<b>Faculty</b>	<b>Classified Staff</b>
Count	29	8	2
% within Role at College	83%	47%	40%

The goal for next year will be to reduce the number of short notice requests down to 25%. Our plan is to establish a formal policy around this area and to pro-actively inform constituents to submit their requests as early on as possible so that IR staff won't have to rush to complete.

**Anticipated Semester for Implementing Planned Improvements:**

Fall 2020

**Anticipated Semester of Next Assessment:**

Spring 2021

## 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:

There is no previous program review.

#### Strategies Still to be Addressed:

n/a

## Annual Planning: Actions Taken

No prior year initiatives to report on.

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## Review of Current Year Initiatives

### Reminder of Initiatives for the Current Year

#### Cerro Coso Data Champions

N/A - college decided not to pursue this initiative.

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## Plan Initiatives for Next Year

### Initiatives for Next Academic Year

#### Cerro Coso Participatory Action Research Initiative

##### Is this part of a multiyear initiative?

Yes

##### Specific Action Steps to be Taken:

Participatory Action Research (PAR) projects have already been built-in with the CC OIR research agenda. We are now officially integrating it as a formal and on-going initiative with the OIR AUP. Past PAR projects have focused on empowering CC students to be community-based researchers. Although we will continue with strengthening our student research capacity, this new academic year the OIR is partnering up with our faculty on collaborative research design. The goal is to expand PAR to all constituent groups that are interested in creating positive actions for the Cerro Coso College community.

- Specific next steps include:
- Identify relevant research projects
- Recruit and maintain cohorts of participants (i.e. students, faculty, classified staff, managers, and community members)
- Co-create the research design and tools
- Collect data and analyze results
- Report-out and disseminate findings
- Turn the data into actions that result in positive impacts
- Evaluate the effectiveness of the initiative

**Lead Measure of Success:**

**Measure:**

Count of the number of participants by constituent group

Count of the number of PAR projects

**Target:** Complete a minimum of two PAR projects annually (1 student-centered and 1 staff-centered)

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

Yes

**Does the department request help to develop these instruments?**

No

**Lag Measure of Success:**

**Measure:**

Track any positive institutional outcomes that can be directly linked to actions of PAR Projects that maximize student success (e.g. enrollment, decreases in equity gaps, any changes to pedagogy and learning outcomes, etc.)

Track any positive individual outcomes that can be directly linked to actions of PAR Projects (e.g. increase in knowledge or skills, changes in behaviors/attitudes/perceptions, stronger affinity to the institution, etc.)

**Tools:**

Institutional Data (Target: may vary based on the charge)

Student and Staff PAR Reflective Surveys (Target: 90% satisfaction rate across each area)

**Person Responsible:**

Ryan Khamkongsay

**It addresses a gap in student equity**

**Which strategic goal does this initiative address?**

Goal 1: Maximize Student Success

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## Evaluate Resource Needs

### Facilities

None at this time.

### Information Technology

The Office of Institutional Research currently employs three (3) data analytics softwares: 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. 5650 Category - Software Licensing/Maintenance ServiceLocation: StatewidePriority: HighStrategic Plan Goals Addressed: College goal 5.4 - Keep technology currentEstimated Amount of Funding Requested: \$3,900.00 annual expenditure from Categorical or General Funds.

## 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 TravelLocation: IWVPriority: HighStrategic Plan Goals Addressed: College goal 5.3 – Support for professional growth and developmentEstimated Amount of Funding Requested: \$10,000.00 annual expenditure from Categorical or General Funds.

5220DT Category - Conferences - Employee Travel DOLocation: KCCD Service AreasPriority: HighStrategic Plan Goals Addressed: College goal 5.3 – Support for professional growth and developmentEstimated Amount of Funding Requested: \$2,000.00 annual expenditure from General Fund.

## Research and Data

Our technical assistance work so far has been focused mostly on direct data and research requests made by CC management and faculty-chairs. 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.

The OIR will also be working closely with key social science faculty to embed a Student Participatory Action Research component in AY 2020-21, which is the first step to engaging students in conducting primary research and qualitative data-collection that support college initiatives (Student Equity and Guided Pathways). A successful pilot may lead to future external funding opportunities for CC's OIR. 1340 Category - Acad Emp-Inst Non-Cont StipendLocation: IWV/East Kern/ESCCPriority: HighStrategic Plan Goals Addressed: College goal 5.2 – Opportunities at the college to learn and growEstimated Amount of Funding Requested: \$8,000.00 annual expenditure from categorical funding to support college initiatives 5230 Category – Food/MeetingsLocation: IWV/East KernPriority: HighStrategic Plan Goals Addressed: College goal 5.2 – Opportunities at the college to learn and growEstimated Amount of Funding Requested: \$1000.00 annual expenditure from categorical funding to support college initiatives 4313 Category – Supplies & Materials - InstLocation: IWVPriority: HighStrategic Plan Goals Addressed: College goal 5.2 – Opportunities at the college to learn and growEstimated Amount of Funding Requested: \$3000.00 annual expenditure from general funds

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## Staffing Requests

### 1000 Category - Certificated Positions

n/a

Location:

Justification:

n/a

## 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). The IR manager is covering these duties, as well as the work of a full-time IR analyst. 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.