

Institutional Research Department

AUP for Academic Year 2022-2023

October 2021

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 Last Year

Since last year's AUP, the Office of Institutional Research provided direct support in both unit-specific and college-wide student equity efforts. The OIR continues to advance our work using 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 college-wide data to assess and adjust the institution's direction in response to measuring disproportionate impact and closing equity gaps (CC Strategic Plan Goal 2 – Equity)
- 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 surpass traditional OIRs models by encouraging cross-collaboration with all stakeholder groups
- Continuing in participatory action research projects with faculty to uncover student equity gaps in distance education during the COVID-19 pandemic

Gaps to be Addressed

Gaps to be addressed this year:

- Continue support to identify disproportionate impact in marginalized student groups by closer examination of underrepresented student populations and service areas

- Support in identifying measurable targets and key performance indicators for Student Equity planning

Outcomes Assessment: Loop-Back Improvements Made

Actions taken in the prior academic year

As noted in the previous AUP, the Office of Institutional Research began its formal assessment procedures in the 2019-20 Academic Year once the hiring of the Institutional Research Analyst was successfully achieved and the analyst was properly on-boarded. The Office of IR re-opened its Research/Data Request Form in Fall 2019 and reviewed 12 months of submission data to establish a baseline for last year's AUP (N = 61). The following table provides a snapshot of adhoc requests (by type) received since last year's reporting, to include a % change based off the previous year's figures:

| CC OIR Adhoc Data/Research Requests (November 2020 to October 2021) | | | |
|---|-----------|--------------|---------------------------------|
| Primary Purpose of Request (All) | Count | Percent | % Change from previous AUP year |
| Annual Unit Plan or Section Plan | 11 | 18.6 | -7.6 |
| Program Review (5-year) | 8 | 13.6 | -9.4 |
| Support Committee/ Task Force Work | 9 | 15.3 | 5.5 |
| Promotional/ Marketing | 7 | 11.9 | -2.9 |
| Student Engagement/ Outreach | 12 | 20.3 | 8.8 |
| Grants/ External Reporting | 9 | 15.3 | 5.5 |
| Data Validation | 2 | 3.4 | -1.5 |
| Other | 1 | 1.7 | 1.7 |
| Total | 59 | 100.0 | |
| Source: CC Research Request Form intake system, October 2021. | | | |

The table above shows the primary purpose of all adhoc requests received within the recent 12-month timespan. The OIR received a total of 59 adhoc requests (-2 from last year). Of the 59 total requests received, the top three purpose of requests were Student Engagement/Outreach (20.3%), Annual Unit Planning (18.6%), at a tie for third place is Support Committee/Task Force Work (15.3%) and Grants/ External Reporting (15.3%).

A noteworthy mention is how the OIR has successfully reduced the number of Program Review data requests by half since last year's AUP. This is a result of planning and forward thinking to address a bottleneck identified in the instructional program review data retrieval process. The OIR successfully streamlined this year's process for instructional faculty by:

<![i- actively participated with the PR Task Force in revamping the CC Instructional PR Template,

<![-- ensured the KCCD PR Data Dashboard provided the essential trends data to mirror CC's new template

<![-- preemptively exported all necessary instructional trends data for faculty in advance (which allowed for authors to save copious amounts of time to redirect towards writing their PR narratives)

Of the eight (8) Program Review requests received for this year, almost all were exclusively for our non-instructional units requesting specialized IR support to collect/analyze data to fit their specific program outcomes. Furthermore, the OIR also experienced a decrease in the number of AUP/Section Plan adhoc requests this year by one-third compared to last year. This is a result of the Office of Instruction offering staff support to extract AUP data for all instructional units this year.

Outcomes Assessment: Results of Last Year's Assessments

This year, one request (Not a CC Employee or Student) was referred to a different source for their information; and one request is still currently in-progress.

| On-Time Status by Due Date* | | Manager | Faculty | Classified Staff | Not a CC Employee/Student |
|------------------------------|--------------------------|---------|---------|------------------|---------------------------|
| On-Time (Due Date) | Count | 22 | 9 | 1 | 0 |
| | % within Role at College | 57.9% | 60.0% | 50.0% | 0.0% |
| On-Time (Before Due Date) | Count | 11 | 6 | 1 | 2 |
| | % within Role at College | 28.9% | 40.0% | 50.0% | 100.0% |
| Not On-time (After Due Date) | Count | 5 | 0 | 0 | 0 |
| | % within Role at College | 13.2% | 0.0% | 0.0% | 0.0% |
| Total | Count | 38 | 15 | 2 | 2 |
| | % within Role at College | 100% | 100% | 100% | 100% |

Source: CC Research Request Form intake system, October 2021.

The table above shows a breakdown of the On-Time status of requests completed by IR Staff. Of the 57 requests completed by IR Staff, 32 were completed on the due date, 20 were completed before the due date, and 5 were completed after the due date. Of the 5 requests not completed by the due date, all five were from Managers.

*Note: Due dates are set by the requestor and these deadlines often do not coincide with the two-week minimum window required by the OIR (and stipulated on the CC Research Request Form instruction guidelines) to properly facilitate and complete a request.

| Is your request due date at least 2 weeks (or 10 business days) from today? | | | | | |
|---|--------------------------|---------|---------|------------------|---------------------------|
| | | Manager | Faculty | Classified Staff | Not a CC Employee/Student |
| No | Count | 33 | 8 | 0 | 2 |
| | % within Role at College | 86.8% | 53.3% | 0.0% | 100.0% |
| Yes | Count | 5 | 7 | 2 | 0 |
| | % within Role at College | 13.2% | 46.7% | 100.0% | 0.0% |
| Total | Count | 38 | 15 | 2 | 2 |
| | % within Role at College | 100% | 100% | 100% | 100% |

Source: CC Research Request Form intake system, November 2020.

The table above shows the number of requests submitted that included a due date under the two-week minimum window required by the OIR during this 12-month reporting span. Of the total 57 requests completed by IR Staff, 43 requests (75.4%) had a deadline under two-weeks: 33 from Managers, 8 from Faculty, and 2 from Not a CC Employee/Student.

| Time to Completion (Average) | |
|---|-------------------------------|
| All | -1.241 day prior to due date |
| Managers | -1.111 day prior to due date |
| Faculty | -0.871 day prior to due date |
| Classified Staff | -3.504 days prior to due date |
| Not a CC Employee/ Student | -1.001 day prior to due date |
| Source: CC Research Request Form intake system, October 2021. | |

The table above shows the average time to completion for requests disaggregated by constituent group. On average, CC IR Staff completes research requests for all constituents one (1) business day prior to the due date indicated by the requestor (these include due dates that are under the two-week minimum window).

Target Met?

Yes

Outcomes Assessment: Missed Targets

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:

CTE related data to increase informed decision-making power and departmental planning for overall CTE Division

Type of Gap:

Other (explain in Analysis).

Analysis and Plan for Improvement:

Continue to work with KCCD IR to improve CTE data dashboards and create a more seamless data-retrieval process for stakeholders to access for CTE program review and planning.

Anticipated Semester for Implementing Planned Improvements:

Fall 2021

Anticipated Semester of Next Assessment:

Summer 2022

Outcomes Assessment: Schedule of This Year's Assessments

Produce high quality data deliverables and provide the necessary research support to all constituents in a timely and

professional manner.

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 in the past twelve months. The survey will be administered at the end of every Fall to constituents that have submitted a request. Service categories include:

- Program Review and Annual Planning
- State Mandated Reporting
- Cross-collaborative Participatory Action Research Projects
- College Planning (Strategic Plan and College Employee Climate)
- Visualizations - Data Dashboards and Infographics

Program Review

Institutional Research

Year of Last Program Review:

n/a

Actions Taken in the Prior Year to Address Strategies:

This current academic year is the initial Program Review year for the Office of Institutional Research, hence there is nothing to report on progress made on prior year initiatives.

Strategies Still to be Addressed:

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 2021.

Last Year's Initiatives

Cerro Coso Data Champions

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- actively participated with the PR Task Force in revamping the CC Instructional PR Template
- ensured the KCCD PR Data Dashboard provided the essential trends data to mirror CC's new template
- preemptively exported all necessary instructional trends data for faculty in advance (which allowed for authors to save copious amounts of time to redirect towards writing their PR narratives)
- created brief step-by-step guides for authors to access their pre-formatted datasets and provided live technical assistance sessions

Reminder of Initiatives for the Current Year

Reminder of Initiatives for the Current Year

Cerro Coso Participatory Action Research Initiative

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Improving CTE Data Availability and Access

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Work with KCCD IR to develop KCCD CTE Dashboards for constituents.

Collaborate with CTE Dean and Faculty on improving use and availability of a wide array of CTE resources provided by CCCCO.

Early Observational Data, or "Lead" Measure(s):

Assessment of number of reliable sources and the accessibility

Does the department request help developing these instruments?

Yes

Institutional Performance Data, or "Lag" Measure(s):

Increase usage of different CTE data sources in planning documents, such as Program Review, Section Plans and AUPs.

Person Responsible:

Director, Institutional Research

Unit gap or institutional goals addressed:

It addresses a gap in outcomes assessment, It addresses a Strategic Plan goal or objective

Evaluate Resource Needs

Facilities

None at this time.

Information Technology

The Office of Institutional Research currently employs three (2) data analytics softwares: SPSS and SurveyMonkey. Both will require periodic updates and troubleshooting that will require direct IT support fix. The current three (3) SPSS licenses and CCCO SurveyMonkey account requires annual renewals, which is also facilitated through the IT Department. 5650 Category - Software Licensing/Maintenance Service

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: \$500.00 annual expenditure from General Fund.

5230 Category – Food/MeetingsLocation: IWVPriority: LowStrategic Plan Goals Addressed: College goal 5.3 – Support for professional growth and developmentEstimated Amount of Funding Requested: \$800.00 annual expenditure from General Fund.

Other Needs

None at this time.

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff

Department Assistant III

Location:

No Location Specified, Ridgecrest/IWV

Salary Grade:

38.0

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

\$68,738.20 (Salary + benefits)

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.