

Institutional Research Department

AUP for Academic Year 2023-2024

December 2022

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

For all of the last year, the OIR has been understaffed or unstaffed. Much of the information about what actions were taken by OIR were lost. Here are some of the actions that are known:

- Developed a variety of reports for targeted outreach and in-reach communications to students
- Administered the Student Experiences Survey and other surveys to assess student needs
- Served on the Student Equity and Achievement Committee and helped to inform the Guided Pathways Scale of Adoption Assessment and equity planning
- Provided disaggregated Program Review data and assisted with analysis.

Since the new director has been onboarded, some efforts have been made to support the data needs and literacy surrounding the equity plan currently being written. Additionally, OIR has assisted 8 departments or units in gathering and understanding equity data for use in annual unit planning and Program Review data continues to be provided.

Provide support in

- understanding how disproportionate impact is determined,
- the data needs for writing the student equity plan, and
- establishing metrics to evaluate the effectiveness of equity strategies employed by and across the college.

Outcomes Assessment: Loop-Back Improvements Made

Actions taken in the prior academic year

By the Spring 2022 semester, the Office of Institutional Research was unstaffed and remained so until July 2022, when the new Director was onboarded. Recruitment is underway for a new research analyst. As such, much of the below reporting is based on what the new director was able to locate and information about requests prior to July 1, 2022 are incomplete.

Considering the ad-hoc research requests: From November 1, 2021 through October 13, 2022, research requests were submitted via JotForm, the new Microsoft Forms, or email.

- Manager/Administrator: 10

- Faculty: 12
- Staff/Classified: 1
- External: 1

Compared to the 59 ad-hoc requests reported in the 2022-23 AUP, this is a 59.3% decrease in requests. The decrease in research requests is likely due to the fact that the office was vacant for much of the past year. The largest number of requests by far are for data to be used in AUP/Department Planning.

Also of note, baseline program review data is extracted without a research request required. If a program wishes to delve deeper into their program data or disaggregate characteristics not offered in the baseline data set, a research request can be submitted and OIR will work with the requestor to develop and provide the additional information. The faculty requests are primarily due to departmental planning and AUPs. A similar proactive process should be considered for AUPs.

Timeliness of research request completions is more challenging to determine this year. While there is a record of research requests, their completion status is unknown. The 15 requests that have come in since July have either been completed on time or are ongoing, with an average of 6 days to complete.

In addition to the ad-hoc requests, OIR has also been working on data and visualizations for Strategic Enrollment efforts, building the data literacy around the Disproportionate Impact data to inform the Student Equity Plan, and determining a path forward in creating a progress tracker for the Strategic Plan and its Targets and Tactics. Additionally, work has been done (and is continuing to be done) by request to modify certain Cognos reports to include filters and flags regarding ISEP students.

Professional development for all areas of IR is being taken advantage of whenever possible.

Finally, the district IR team has included CTE dashboards and a dashboard on the results of the CTEOS. Work still remains to be done this year on creating a "list" of resources for CTE programs.

Outcomes Assessment: Results of Last 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**

Target Met?

Did Not Assess

Target Met?

Did Not Assess

Outcomes Assessment: Missed Targets

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

Type:

AUO

Target Missed/Gap Detected:

Did not assess

Type of Gap:

Need to improve operational processes. Other (explain in Analysis).

Analysis and Plan for Improvement:

According to prior AUPs, there was a plan to develop and implement an annual survey. This has not occurred. The plan:

1. Nov 1, 2022: Draft customer service survey that incorporates quality of visualizations/infographics.
2. Dec 1, 2022: Collect feedback and edit survey
3. Jan 1, 2023: Begin implementation of survey to be distributed after data requests are completed. Include any data requests received from Oct 16, 2022 forward. This will serve as a way to test the survey implement and make necessary adjustments prior to the annual survey being distributed to the wider community.
4. Oct 1, 2023: Survey college community on OIR services.

Additionally, professional development in visualizations and infographics is a high priority for OIR, specifically creation of visualizations that are easily digestible by decision makers, constituents, and other audiences.

This AUO may be modified while IR goes through the PR process.

Anticipated Semester for Implementing Planned Improvements:

Fall 2023

Anticipated Semester of Next Assessment:

Fall 2023

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

Type:

AUO

Target Missed/Gap Detected:

Unknown

Type of Gap:

Need to improve customer service. Need to improve operational processes. Other (explain in Analysis).

Analysis and Plan for Improvement:

I am not actually sure if this is a "missed target". I was reviewing old AUPs and saw that this AUO was assessed and a plan was in place to improve in this area. A strategy to be employed was to establish a policy where requestors should aim for a minimum of 2 weeks between the request and the deadline. While this policy was implemented, a large number of AUP data requests were made with less than a week's notice. This is probably due to a combination of factors. Strategies:

- Proactively pull AUP data as soon as the information is updated in the fall.
- Better communicate the availability of a data request form and the 10 business day policy.

While these strategies may address OIR needs as far as time goes, they don't seem to address whether decision makers, planners, and other members of the college community are able to get the data they need. Utilizing the customer service survey (addressed in another AUO) may help OIR identify gaps on the customer-facing side of the office.

Survey development plan:

1. Nov 1, 2022: Draft customer service survey that incorporates availability and accessibility of data.
2. Dec 1, 2022: Collect feedback and edit survey
3. Jan 1, 2023: Begin implementation of survey to be distributed after data requests are completed. Include any data requests received from Oct 16, 2022 forward. This will serve as a way to test the survey implement and make necessary adjustments prior to the annual survey being distributed to the wider community.
4. Oct 1, 2023: Survey college community on OIR services.

NOTE: IR is also going through the Program Review process. As such, the AUOs may be changing.

Anticipated Semester for Implementing Planned Improvements:

Fall 2023

Anticipated Semester of Next Assessment:

Fall 2023

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:

Unknown

Type of Gap:

Other (explain in Analysis).

Analysis and Plan for Improvement:

As with the other AUOs, this is to be assessed via a survey. (See survey plan.) Due to changes at the district level (i.e., Tableau dashboards moving behind the Okta 2-factor authentication), ease of access will likely decrease for many users and OIR will likely see an increase in data requests. Further, as IR completes the PR process, the AUOs may change.

Anticipated Semester for Implementing Planned Improvements:

Fall 2023

Anticipated Semester of Next Assessment:

Fall 2023

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

Program Review

Institutional Research

Year of Last Program Review:

Never

Actions Taken in the Prior Year to Address Strategies:

Strategies Still to be Addressed:

It is a goal of OIR to write the PR this year.

Last Year's Initiatives

Cerro Coso Participatory Action Research Initiative

Not long after the last AUP was submitted, the OIR was vacated. At this time, the director is assessing and evaluating all processes and procedures of the office to determine future efforts. The future of PAR is to be determined.

Reminder of Initiatives for the Current Year

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Improving CTE Data Availability and Access

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Consolidate OIR

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

This is the director's first year in the role so many of the functions of OIR are being done for the first time and often slightly out of step with the ideal. Next year's primary initiative will be to take the lessons learned this year and apply them to learn the software and data OIR is responsible for, become familiar with the report cycles, continue to on-board staff, and establish a workflow in the office.

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

OIR anticipates the data needs of the college, participates in relevant professional development, creates an annual research agenda, establishes a workflow.

Does the department request help developing these instruments?

No

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

OIR staff show an increase in comfort and confidence in their roles. Expectations of OIR are known and data consumers are confident OIR will meet those expectations.

Person Responsible:

Director, IR

Unit gap or institutional goals addressed:

It addresses a Strategic Plan goal or objective, Other. Explain below

This year, OIR is "making it work" and taking lots of notes. OIR is in many ways creating a baseline to measure continual improvement off of.

Evaluate Resource Needs

Facilities

None at this time

Information Technology

The Office of Institutional Research currently employs two (2) data analytics softwares: SPSS and SurveyMonkey. Both will require periodic updates and troubleshooting that will require direct IT support fix, as well as other licenses that OIR holds through DIRT, such as Tableau.

The current two (2) SPSS licenses and CCCC SurveyMonkey account requires annual renewals. 5650 Category - Software Licensing/Maintenance Service Approximately \$2700 for all licenses and subscriptions

Marketing

None at this time

Professional Development

Professional development needs are substantial. In order to keep up with the best practices, emerging resources, and trends in the world of institutional research, specifically in the areas of

- visualizations and infographics that are easily digestible by the various constituent and decision-making groups,
- evaluating the effectiveness of strategies employed by and across the college through the strategic plan, strategic enrollment, and student equity,

a real effort needs to be expended to increase the office's skills in these areas.

Additionally, with the growing number of statewide initiatives grounded on data-driven 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. All conferences will require registration fees and travel costs. Any in-person meetings and trainings will require transportation.

Further, while professional development costs over the past several years have been offset by an IEPI grant, those funds will be expended this fiscal year.

Mostly, I am requesting maintenance of effort for the budget this year so that the needs of the office can be evaluated, professional development needs can be met as gaps in knowledge and skills are identified, and the office can regain or maintain currency in best practices.

5220 Category - Conferences -

Employee Travel

Location: IWV

Priority: High

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.

Conferences of Interest:

- Annual CAIR Conference (California Association for Institutional Research)
- RP Group Conferences and Workshops
- Tableau Conference (for data visualization)

5220DT Category - Conferences - Employee Travel DO

Location: KCCD Service Areas

Priority: High

Strategic Plan Goals Addressed: College goal 5.3 – Support for professional growth and development

This will also support the remote IR analyst for food/lodging when they travel to campus: \$300/trip at 4 trips per year.

Estimated Amount of Funding Requested: \$2000.00 annual expenditure from General Fund.

5230 Category – Food/Meetings

Location: IWV

Priority: Low

Strategic Plan Goals Addressed: College goal 5.3 – Support for professional growth and development

Estimated Amount of Funding Requested: \$800.00 annual expenditure from General Fund.

Other Needs

4313 - \$1000 Non-Instructional supplies and materials. While OIR has not spent any of the requested funds for non-instructional supplies and materials over the past couple of years, some supplies are starting to run low and purchases will likely need to be made for basic office supplies.

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff