

The University of Virginia's College at Wise
Planning and Institutional Effectiveness

Unit/Department or Functional Area	Name and Title of Person Completing Form
Institutional Research	Scott Bevins, Director of External Programs & Institutional Research

Mission of Department or Functional Area
<p>The office of Institutional Research exists to support the fulfillment of University mission and goals by providing information relative to both internal and external decision-making. The office actively participates in the research for academic planning, policy formulations, and dissemination of appropriate data as requested.</p>

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2005-2006						
Outcome Goals in Measurable Terms	Desired Accomplishments/Goals	Critical Priorities	How Outcomes Will Be Achieved (Action Plan)	Method(s) of Assessment (Be Specific)	Results	
1. Eighty percent of IR users report satisfaction with IR reports and services.	All		<ul style="list-style-type: none"> • Create full-time staff position to be located in Abingdon at SW Center Higher Educ Center (Research Analyst) • Additional part-time staff member to be located on Wise campus (Assoc or Asst Dir of IR) • Additional training/seminars (COCO, SPSS, webpage design and maintenance, utilization of databases, etc.) • Maintenance of departmental data in password protected links for program reviews and annual assessments • Work more closely with academic departments at UVAW 	<ul style="list-style-type: none"> • Peer Evaluations of the Office of IR • Evaluations by data recipients 	<p>According to the Summer 2006 IR Evaluation, the Office of Institutional Research exceeded expectation, as shown below.</p> <p><u>47% Response Rate (14/30)</u> Exceptional</p> <ul style="list-style-type: none"> - Attitude <p>Exceeds Expectations</p> <ul style="list-style-type: none"> - Goals & Priorities - Supervisory Skills - Reliability - Flexibility - Communication - Leadership - Professional Competence - Commitment - Initiative - Availability <p>Meets Expectations</p> <ul style="list-style-type: none"> - Organization 	
2. Seventy-five percent improved efficiency of external reporting (national, state, and other academically related entities, such as US News and Petersons)	All		<ul style="list-style-type: none"> • Create full-time staff position to be located in Abingdon at SW Center Higher Educ Center (Research Analyst) • Additional part-time staff member to be located on Wise campus (Assoc or Asst Dir of IR) • Additional training/seminars (COCO, SPSS, webpage design and maintenance, utilization of databases, etc.) • Post more data on IR webpage (such as the common data set which would enable external entities to collect data directly from webpage) 	<ul style="list-style-type: none"> • Number of completed reports and/or documents (such as the College fact book, faculty productivity, enrollment analyses, and student success – native and transfer students) • Track time of completion of reports • Track the number of entities collecting data from the IR webpage 	<p>81% improved submission time of external reports</p> <p>72 Completed Report</p> <ul style="list-style-type: none"> - 37 External - 35 Internal <p>Requesting Entities</p> <ul style="list-style-type: none"> - 16 Admin. Offices - 11 Faculty Members <p>Counter to the webpage published in July 2006</p>	

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	<p>3. Seventy-five percent of departments report satisfaction with IR services, departmental web pages, and reports for program review</p>	<p>1.1 1.2</p>		<ul style="list-style-type: none"> • Create full-time staff position to be located in Abingdon at SW Center Higher Educ Center (Research Analyst) • Additional part-time staff member to be located on Wise campus (Assoc or Asst Dir of IR) • Integrate assessment and program review – incorporate annual departmental assessment data into five-year program review • Compare academic programs to those of peer institutions • Maintenance of departmental data in password protected links for program reviews and annual assessments • Improve faculty online evaluation process (improve evaluation instrument, data collection, and reporting of results) • Enhance working relationship with information technology department 	<ul style="list-style-type: none"> • Tracking number of hits on IR webpage (particularly password protected departmental links) • Survey of departmental chairs on validity and usefulness of data 	<p>Survey of departmental chairs will be implemented in 06-07.</p>
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Analysis and Documented Improvements Narrative

Outcome Goal #1: Eighty percent of IR users report satisfaction with IR reports and services.

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?

Partially met – only 47 percent of those surveyed responded. However, the results from all of those who responded provided overall ratings of “meet expectations” or better.

2. What improvements have been made as a result of your efforts on this goal?

Working to improve better communication and/or exchange of information.

3. Did your assessment suggest other areas for further improvement?

To improve organization and to reduce workload

4. Provide a one paragraph executive summary for the annual institutional effectiveness report:

In an effort to improve user satisfaction, the Office of Institutional Research will work to improve better communication and/or exchange of information. In addition, to improve organization and reduce the amount of last minute work, the Office will conduct regular monthly meetings to discuss requests, responsibilities, and deadlines. The agenda and notes regarding the meeting will be kept in the Office. Lastly, a “request” form will be posted on the IR webpage. Any office or individual requesting information from the Office will have to complete the form. This will enable the office to track requests, as well as to monitor time for completion.

Outcome Goal #2: Seventy-five percent improved efficiency of external reporting (national, state, and other academically related entities, such as US News and Petersons)

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

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1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?

Goal #2 was partially met.

2. What improvements have been made as a result of your efforts on this goal?

A counter to detect "hits" was added to our IR webpage July 2006.

3. Did your assessment suggest other areas for further improvement?

4. Provide a one paragraph executive summary for the annual institutional effectiveness report:

The Office of Institutional Research completed seventy-two reports for 2005-06, thirty-seven external reports and thirty-five internal reports. Twenty-seven internal entities requested information from the Office, sixteen administrative offices and eleven faculty members. Lastly, the Office improved submission time for eighty-one percent of its reports.

Outcome Goal #3: Seventy-five percent of departments report satisfaction with IR services, departmental web pages, and reports for program review

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?

Not met – Assistant Director of Institutional Research will be assigned the sole responsibility of continually updating departmental data for program review. Departmental chairs will be asked to evaluate "goal #3" with regards to the Office in 2006-07.

2. What improvements have been made as a result of your efforts on this goal?

Statistical Analyst has been assigned the responsibility of keeping data updated on the IR webpage.

3. Did your assessment suggest other areas for further improvement?

4. Provide a one paragraph executive summary for the annual institutional effectiveness report:

In an effort to improve departmental satisfaction, the Office of Institutional Research will work to improve better communication and/or exchange of program review data. The Assistant Director of Institutional Research will be assigned the sole responsibility of continually updating departmental data for program

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review. The Statistical Analyst will keep data updated on the IR webpage. Departmental chairs will be asked to evaluate “goal #3” with regards to the Office in 2006-07. As mentioned in Goal #1, a “request” form will be posted on the IR webpage. Any office or individual requesting information from the office will have to complete the form. This will enable the office to track requests and increase efficiency in the completion of the requests.