

# Administrative Unit Assessment Report

**Assessment** is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

## Be sure to **SAVE** your progress as you work!

**Administrative Unit**

Office of Planning, Analytics and Decision-Support

**Submission Year**

2022-2023

**Assessment Coordinator Name**

Mac Kirkpatrick, Taylor Johnston, Matt Braaten

**Enter Assessment Coordinator Email**

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## Unit Goal

### Goal

#### Goal 1

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

**Unit Goal**

To provide accurate and timely data to Lander stakeholders and to outside agencies.

**Pillar of Success Supported**

Financially Stable and Operationally Efficient

## Outcomes

### Outcome 1

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

Enter Outcome

Decrease the amount of time that it takes us to complete ad-hoc data requests.

**Timeframe for this Outcome**

2020-2021 Academic Year (data only available for spring and summer for this year)

**Performance Target for "Met"**

Average days taken to complete requests is 4 or less

**Performance Target for "Partially Met"**

Average days taken to complete requests is between 4 and 6

**Performance Target for "Not Met"**

Average days taken to complete requests is over 6.

**Assessment Measure Used**

Data from our data request form.

**Frequency of Assessment**

Each time a request is made and fulfilled.

**Data Collected for this Timeframe (Results)**

Spring and Summer 2022 (Jan 1 - August 14):  
Average is 4.03

**Score (Met=3, Partially Met=2, Not Met=1)**

2

**Comments/Narrative**

This is a new outcome and we only have data for part of the year. We developed a data request form and started collecting this data in January. There was one request that was removed from the average since it was passed along to ITS to complete. While we are happy that we are almost meeting this target, we hope to see an increase in these numbers next year and at that point we can determine whether our performance targets should be shifted.

We have already made a change to our process for collecting this data. We started our using Cognito Forms, but have moved to Service Desk in the last two weeks. This is the same system that ITS uses for ticketing, so faculty and staff should be more familiar with it.

**Resources Needed to Meet/Sustain Results**

None right now (besides a system for collecting data requests).

**Explanation of How Resources Will Be Used**

## Outcome 2

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**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

All federal and state reports are submitted before the due dates

**Timeframe for this Outcome**

Data submitted from August 15 2021 - August 15, 2022.

**Performance Target for "Met"**

All files (100%) submitted with clean data at least 5 days prior to the due date.

**Performance Target for "Partially Met"**

All files submitted with clean data either prior to the due date or by the due date.

**Performance Target for "Not Met"**

Some files submitted with clean data after the due date.

**Assessment Measure Used**

Confirmation of clean data.

**Frequency of Assessment**

Each time data is submitted to federal or state agencies.

**Data Collected for this Timeframe (Results)**

71.43% of data was submitted 5 days prior to the deadline

19.05% of data was submitted by the due date or within 4 days of it

9.5% of data was submitted after the due date.

**Score (Met=3, Partially Met=2, Not Met=1)**

1

Agency	Data Description	Due Date
	Clean Data Acknowledgement Received	
	Days "Met" Evaluation	
IPEDS	Institutional Characteristics	10/16/2021
	9/14/2021 32 M	
IPEDS	Completions	10/16/2021 10/1/2021
	15 M	
IPEDS	Twelve-Month Enrollment (fall)	10/16/2021
	10/8/2021 8 M	
IPEDS	Graduation Rates (200)	2/9/2022
	2/4/2022 5 M	
IPEDS	Admissions	2/9/2022 2/4/2022
	5 M	
IPEDS	Outcome Measures	2/9/2022
	2/4/2022 5 M	
IPEDS	Fall Enrollment	4/6/2022 3/3/2022
	34 M	
IPEDS	Finance	4/6/2022 3/3/2022
	34 M	
IPEDS	Acaemic Libraries	4/6/2022
	3/31/2022 6 M	
IPEDS	Enrollment Files (Spring)	5/30/2022
	3/29/2022 62 M	
IPEDS	Enrollment Files (Summer)	8/15/2022

8/9/2022	6	M	
SCCHEMIS	Completions file		9/30/2021
9/15/2021	15	M	
NCAA	ATS Report	11/22/2021	11/15/2021
7	M		
NCAA	GSR Survey	6/1/2022	5/9/2022
23	M		
NCAA	GSR Signature Page	7/1/2022	
5/17/2022	45	M	
IPEDS	Enrollment Files (Fall)	10/30/2021	
11/19/2021	-20	NM	
SCCHEMIS	Spring data	3/30/2022	
4/1/2022	-2	NM	
IPEDS	Student Financial Aid	2/12/2022	
2/8/2022	4	PM	
IPEDS	Graduation Rates	2/9/2022	
2/9/2022	0	PM	
IPEDS	Human Resources	4/6/2022	
4/4/2022	2	PM	
SCCHEMIS	Fall data	10/30/2021	
10/27/2021	3	PM	

### Comments/Narrative

We still had two reports where our data was accepted after the due dates. This outcome remains difficult to meet since it looks at so many reports. We do not want to change it, because it is still our goal to have each report accepted early. We have improved compared to the acceptance of data in 2019-2020. In 2019-2020 we had 60% of data accepted 5 days prior to the due date; 26.6% of data accepted by the due date or within 4 days of it; 13.3% of data accepted after the due date.

This year we added a new person to our team. This should help to spread out the workload that comes from ad-hoc report requests and free up time to get this reporting done early.

### Resources Needed to Meet/Sustain Results

None.

### Explanation of How Resources Will Be Used

## Outcome 3

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

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### What type of Outcome would you like to add?

Operational Outcome

**Enter Outcome**

Policies related to data distribution are reviewed yearly and edited as needed.

**Timeframe for this Outcome**

Academic Year 2021-2022

**Performance Target for "Met"**

All policies were reviewed

**Performance Target for "Partially Met"**

Some policies were reviewed

**Performance Target for "Not Met"**

No policies were reviewed

**Assessment Measure Used**

Date of policy review

**Frequency of Assessment**

Yearly

**Data Collected for this Timeframe (Results)**

Summer discussion and review (due to Qualtrics)

**Score (Met=3, Partially Met=2, Not Met=1)**

3

**Comments/Narrative**

Last year we developed and published the Lander Population Survey Distribution Policy. This year, the University plans to offer a new survey tool, Qualtrics. During the discussions about Qualtrics this summer, we reviewed this policy to be sure it didn't pose any issues.

We are also working on a new policy pertaining to Data released to third parties.

To be sure that we meet this outcome, we have set a date in June to review policies and discuss any new policy needs.

**Resources Needed to Meet/Sustain Results**

None at this time.

**Explanation of How Resources Will Be Used**

## Goal Summary

**Goal Summary/Comments**

The Planning, Analytics, and Decision-Support area is growing and changing. This year, a new member was added to the team, which has made it possible to expand the data available and improve on the timeliness of the data to the University. Adding a Data Request form has helped us to gauge our workload and communicate with members of our team and the people making data requests.

**Changes Made/Proposed Related to Goal**

This year we added a new member to the team and implemented a Data Request form for requestors to use when requesting data. We also added a policy review date to our calendars to ensure that this happens each year.

**Upload Files (if needed)**

## Goal 2

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

#### **Unit Goal**

To increase the amount of data that is readily available to the Lander community for decision making.

#### **Pillar of Success Supported**

Financially Stable and Operationally Efficient

## **Outcomes**

### **Outcome 1**

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#### **What type of Outcome would you like to add?**

Operational Outcome

#### **Enter Outcome**

Increase the number of Microsoft Power BI reports/dashboards (interactive graphic display of information) available to decisions makers.

#### **Timeframe for this Outcome**

2021-2022 Academic Year (August 15, 2021 - August 15, 2022)

#### **Performance Target for "Met"**

10 or more new apps/reports created and released

#### **Performance Target for "Partially Met"**

N/A

#### **Performance Target for "Not Met"**

Less than 10 new apps/reports created and released

#### **Assessment Measure Used**

Number of apps/reports developed and released to stakeholders.

#### **Frequency of Assessment**

Yearly

#### **Data Collected for this Timeframe (Results)**

1. Enrollment
2. Academic
3. Enrollment Monitoring
4. CHE Data
5. Retention

#### **Score (Met=3, Partially Met=2, Not Met=1)**

3

6. Athletics (for PADS use only)
7. Attendance History report (S. Hunt-Barron)
8. Course Registration report (D. Slimmer))
9. Enrollment by Course (S. Jones)
10. Honor Society Data report (History and Biology)

**Comments/Narrative**

We have made great strides this year in developing and releasing data via the Power BI Service. We released several new reports, dashboards, and apps and expanded on existing reports. We have also improved the way that data is released by using Power BI Apps instead of reports and Workspaces. This will improve the user experience. We expect to continue growing our library of data available to the Lander community via Power BI.

**Resources Needed to Meet/Sustain Results**

Power BI licenses for us and for all faculty and staff at Lander.

**Explanation of How Resources Will Be Used**

To make data available.

## Outcome 2

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

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**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

Decrease the number of ad hoc data requests

**Timeframe for this Outcome**

2021-2022 Academic Year (August 15, 2021 - August 15, 2022)

**Performance Target for "Met"**

Number of ad hoc data requests for this academic year is less than last year.

**Performance Target for "Partially Met"**

None

**Performance Target for "Not Met"**

Number of ad hoc data requests for this academic year is equal to or greater than last year.

**Assessment Measure Used**

Data collected from our new Data Request form

**Frequency of Assessment**

Yearly.

**Data Collected for this Timeframe (Results)**

No data available for comparison

**Score (Met=3, Partially Met=2, Not Met=1)****Comments/Narrative**

As we develop more apps/reports in Power BI, we hope that the ad hoc data requests we receive will drop. We do expect for this to take a few years to happen. As this happens, it will free up support time spent on ad hoc reports and it will allow stakeholders to get to the data they need on their own and better understand it.

We created and began using the Data Request form on January 19, 2022, so we do not have data for this year.

The data available is from 1/19/2022 - 8/15/2022 and in that timeframe we received 68 requests. Although not a complete dataset, this data may be useful for discussions next year.

**Resources Needed to Meet/Sustain Results**

Power BI licenses for us and for all faculty and staff at Lander.

**Explanation of How Resources Will Be Used**

To make data available.

**Outcome 3**

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

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**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

Increase the number visits to Power BI reports/apps.

**Timeframe for this Outcome**

September 1st - November 30th of each year (since Power BI only stores 90 days of data)

**Performance Target for "Met"**

Number of unique and overall visits to Power BI reports/apps increased from last year.

**Performance Target for "Partially Met"**

None

**Performance Target for "Not Met"**

Number of unique and overall visits to Power BI reports/apps remained the same or decreased from last academic year.



**Assessment Measure Used**

Power BI usage metrics

**Frequency of Assessment**

Yearly

**Data Collected for this Timeframe (Results)**

No data available this year since this is a new outcome and data will be collected on Nov. 30th.

**Score (Met=3, Partially Met=2, Not Met=1)****Comments/Narrative**

As our area releases more reports/apps, we expect to see this number grow rapidly for a few years. We were not able to collect data for this year (will get it on Nov. 30th) and will not have comparison data until next year.

**Resources Needed to Meet/Sustain Results**

Power BI licenses for us and for all faculty and staff at Lander.

**Explanation of How Resources Will Be Used**

To make data available.

## Outcome 4

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

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**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

Number of unique views to the Planning, Analytics, and Decision-support webpage.

**Timeframe for this Outcome**

Academic Year 2021-2022

**Performance Target for "Met"**

Number of visits increased from last academic year

**Performance Target for "Partially Met"**

none

**Performance Target for "Not Met"**

Number of visits was the same or decreased from last academic year.

**Assessment Measure Used**

Count of unique visits from web master.

**Frequency of Assessment**

Yearly

**Data Collected for this Timeframe (Results)****Score (Met=3, Partially Met=2, Not Met=1)**

None for this year

**Comments/Narrative**

We did get the pageviews from the creation of the website (June 22, 2022 until Sept 15, 2022). For this timeframe we had 126 Pageviews and 27 Unique Pageviews. Although this is not a complete data set, it may offer some discussion for next year.

We will have a full year of data for this outcome next year, but no comparison data for another 2 years. Our webpage was launched this summer, so our first year of data will be included in next year's report.

As our division increases the reports available, we will add links to these reports on our webpage. We plan on letting stakeholders know about this and expect for page visits to increase and people know to look for links to reports on this page.

**Resources Needed to Meet/Sustain Results**

Power BI licenses for us and for all faculty and staff at Lander.

**Explanation of How Resources Will Be Used**

To make data available.

## Goal Summary

**Goal Summary/Comments**

As the university continues to grow, there is a growing need for data for decision making. Increasing the amount of data available the president, cabinet members, deans, etc. allows them to make decisions more quickly and accurately. This year, we have added several new outcomes which we do not have data for yet.

**Changes Made/Proposed Related to Goal**

This year, we published a webpage for our division, developed multiple new Power BI reports, and have added a new person to our team. While we do not have data available for the new outcomes for this goal yet, we believe that the outcomes set will offer important information to help gauge how these changes are increasing the use of data that we make available.

**Upload Files (if needed)**