

OFFICE OF INSTITUTIONAL EFFECTIVENESS (IE) ADMINISTRATIVE UNIT REVIEW

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Report Submitted to:	Matt McCoy, VP for Administration

Office of Institutional Effectiveness (IE) Mission Statement

The Office of the Institutional Effectiveness fosters college-wide continuous quality improvement by supporting research, planning and assessment efforts.

Section 1: Mission Fulfillment

Mission: Central Oregon Community College promotes student success and community enrichment by providing quality, accessible, lifelong educational opportunities.

IE helps the College achieve both student success and community enrichment by supporting planning and assessment activities at the institutional level and within academic disciplines and administrative units. By fostering alignment between institutional and academic/administrative planning and assessment, the College is able to work more cohesively in pursuit of student success and community enrichment. IE also supports accountability reporting allowing the College to remain in compliance at the Federal, State and Regional level.

Section 2: Department Purpose

The Office of Institutional Effectiveness (IE) consists of three full-time staff members and supports the College's work in the following areas:

- *Accountability: Reporting required in order for COCC to remain in compliance with external entities*
- *Assessment and Effectiveness: Measuring success of the institution, program or activity*
- *Data Management and Stewardship: Fostering a cohesive approach to managing/utilizing data*
- *Planning: Supporting, developing and aligning planning at the College*
- *Reporting: Providing internal and external audiences access to basic College information*

IE's budget is 90% salaries/payroll and 10% outside contract services, materials and supplies, travel and professional development. IE is not a revenue generating department and is less than 1% of COCC's overall expenses.

IE Scope of Work: <https://www.cocc.edu/departments/institutional-effectiveness/about-the-office-of-institutional-effectiveness--research--planning-and-assessment.aspx>

Section 3: Department Strengths

- The Office of Institutional Effectiveness (IE) Team is at full strength. We have smart and capable team members who bring best practice and innovation to meeting IE's mission allowing COCC to continually improve and meet its mission.

- Research, planning and assessment are challenging activities and, at times, are outside a faculty/staff members comfort zones. The IE Team’s friendly, approachable manner and commitment to customer service allows the College community to build up confidence in these important areas.
- IE plays a vital and recognized role in Data Stewardship efforts – from promoting and managing data clean-up to ensuring a sense of transparency and understanding to data used by the College for decision making.
- We tend to be frugal and conservative and look to balance innovation with sustainability. If we do not have the capacity to maintain something, we will not advise moving forward.

Section 4: Department Challenges

- COCC does not have a long history of being proactive or planful when it comes to planning and assessment. In turn, being a support department for this work makes it difficult for IE to be planful. A substantial amount of tasks/projects arrive as adhoc requests. We are hopeful the 2018-23 Strategic Plan brings more structure and prioritization to the work. Academic Program Review and Administrative Unit Review are also welcome developments.
- Data Stewardship is a strength but also a challenge. The time and resources needed to manage data clean-up/adjustment is extensive with “issues” cropping up daily due to new and adapting initiatives and data management improvements. It is a major factor in balancing innovation with maintenance/sustainability.
- IE staff need feedback from those we support in order to celebrate wins and make improvements. Many IE projects are long-term or involve continual maintenance so feedback is critical to recognizing short and long-term adjustments and wins. We are working to formulate a process for gathering timely feedback without burdening those we support.
- IE Team members all have an affinity for consistency, structure and process and the College can be unstructured and perpetually changing so always looking for ways to remain adaptable.

Section 5: Department Goals and Outcomes

Goal 1: Improve College efficiency by providing data in a more accessible and secure interactive, online environment.

Outcome 1: Complete a pilot project in three years with Tableau Server and assess, both qualitatively and quantitatively, the impact/effect of upgrading the Tableau environment.

Goal 2: Provide a more secure and professional platform for College survey efforts.

Outcome 2: Complete the Qualtrics pilot project and assess, both qualitatively and quantitatively, the impact/effect of upgrading the College’s survey support environment.

Section 6: Procedure, Measurement Tool and Timeline

For **Outcome 1**, IE will be developing a project plan for the Tableau Serve Pilot and monitoring progress over the life of the pilot. Matt McCoy, VP for Administration, will receive quarterly updates.

For **Outcome 2**, the Qualtrics pilot began January 2018. IE will look to review the original project plan and refine it to include clearer assessment tasks and due dates. Progress will be monitored over the life of the pilot. Matt McCoy, VP for Administration, will receive quarterly updates.