

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

2024-2025

Assessment Coordinator Name

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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

Sept 15, 2023 to August 1, 2024

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

Average number of days taken to complete ad-hoc requests (from Service Desk).

Frequency of Assessment

Each time a request is made and fulfilled.

Note: regular/scheduled requests and on-hold requests were removed.

Data Collected for this Timeframe (Results)

Average for this Timeframe: 8.91

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

1

Comments/Narrative

This year, we did not meet our goal to complete requests in an average of 4 or less. While we believe this goal is useful to monitor, the nature of the request sometimes makes this goal difficult to reach.

This spring and summer we have worked closely with the Student Success Center to improve their reporting. Several of the data requests included in this year's numbers took over a month to fully complete. There were also a few requests that were put in prior to when we could actually pull the data (ex. GPA or graduate lists put in prior to end of term completion). Things like this increase the number of days taken for us to complete the requests.

We will continue to monitor this data, but do not think making changes is necessary for this year.

Resources Needed to Meet/Sustain Results

None right now (besides a system for collecting data requests) which is currently being provided by ITS.

Explanation of How Resources Will Be Used

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.).

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

All federal and state reports are submitted before the due dates

Timeframe for this Outcome

Data submitted from August 15 2023 - August 15, 2024.

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 data.

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)

2023-2024 Data

82.35% (14 submissions) of data was submitted 5 days or more prior to the deadline

17.65% (3 submissions) of data was submitted by the due date or within 4 days of it

0% (0 submission) of data was submitted after the due date.

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

2

Agency	Data Description	Due Date
	Clean Data Acknowledgement Received	
	Days between	
IPEDS	Admissions	2/6/2024 1/4/2024
		-33
IPEDS	Outcome Measures	2/6/2024
		1/4/2024 -33
IPEDS	Graduation Rates (200)	2/6/2024
		1/10/2024 -27
IPEDS	Graduation Rates	2/6/2024
		1/10/2024 -27
IPEDS	Fall Enrollment	4/3/2024 3/7/2024
		-27
IPEDS	Finance	4/2/2024 3/7/2024
		-26
IPEDS	Institutional Characteristics	10/17/2023
		9/28/2023 -19

IPEDS Academic Libraries	4/4/2024		
3/20/2024	-15		
IPEDS Twelve-Month Enrollment (fall)	10/17/2023		
10/3/2023	-14		
IPEDS Completions	10/17/2023	10/5/2023	
	-12		
NCAA GSR Survey	6/1/2024	5/22/2024	
	-10		
SCCHEMIS Completions file	9/30/2023		
9/21/2023	-9		
IPEDS Human Resources	4/5/2024		
3/27/2024	-9		
IPEDS Student Financial Aid	2/6/2024		
2/1/2024	-5		
SCCHEMIS Fall data	10/30/2023		
10/27/2023	-3		
SCCHEMIS Enrollment Files (Summer)			
8/15/2024	8/12/2024	-3	
SCCHEMIS Spring data	3/30/2024		
3/28/2024	-2		

2022-2023 Data

83.33% (15 submissions) of data was submitted 5 days or more prior to the deadline

11.11% (2 submissions) of data was submitted by the due date or within 4 days of it

5.56% (1 submission) of data was submitted after the due date.

Agency	Data Description	Due Date		
	Clean Data Acknowledgement Received			
	Days between 5 Days Prior?			
NCAA	GSR Survey	6/1/2023	3/24/2023	
	-69 Y			
IPEDS	Enrollment Files (Summer)	8/15/2023		
	6/13/2023 -63 Y			
IPEDS	Finance	4/5/2023	3/1/2023	
	-35 Y			
IPEDS	Institutional Characteristics	10/19/2022		
	9/16/2022 -33 Y			
IPEDS	Fall Enrollment	4/5/2023	3/13/2023	
	-23 Y			
IPEDS	Graduation Rates (200)	2/8/2023		
	1/26/2023 -13 Y			
IPEDS	Admissions	2/8/2023	1/26/2023	
	-13 Y			
IPEDS	Academic Libraries	4/5/2023		

	3/23/2023	-13	Y
IPEDS Human Resources			4/5/2023
	3/23/2023	-13	Y
IPEDS Completions	10/19/2022		10/7/2022
	-12	Y	
IPEDS Graduation Rates			2/8/2023
	1/27/2023	-12	Y
IPEDS Outcome Measures			2/8/2023
	1/30/2023	-9	Y
SCCHEMIS Spring data			3/30/2023
	3/22/2023	-8	Y
IPEDS Enrollment Files (Spring)			3/30/2023
	3/23/2023	-7	Y
IPEDS Student Financial Aid			2/8/2023
	2/2/2023	-6	Y
IPEDS Twelve-Month Enrollment (fall)	10/19/2022		
	10/18/2022	-1	N
SCCHEMIS Completions file			9/30/2022
	9/29/2022	-1	N
SCCHEMIS Fall data			10/30/2022
	11/2/2022	3	N

Historical Data:

2021-2022

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.

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

This data continues to improve and we are now partially meeting this outcome. 100% of the submissions were made before the deadline, which hasn't happened in the last few years. This outcome remains difficult to meet since it looks at so many reports and Mac depends on other areas on campus to supply data on time. We will continue to track this outcome since it is one of our team's primary functions.

Several changes that have been made in the last few years have contributed to the improvements. The addition of team members has helped free up Mac from some of the ad-hoc data requests that come though. This year, Taylor converted many of the internal requests that are reoccurring into Power BI reports that make it much quicker to provide data. We will continue to monitor the internal requests and identify ones that can be built in Power BI.

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.).

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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

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

Timeframe for this Outcome

Academic Year 2023-2024

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 (June each year)

Frequency of Assessment

Yearly

Data Collected for this Timeframe (Results)

Summer 2024 discussion and review

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

3

Comments/Narrative

Policies related to data are continually being reviewed and changed.

We added one new policy this year: "Solomon Amendment" This policy provides clarification and consistency on what should be provided to military recruiters from the university which helps our area and University Publications, since they typically receive these data requests.

This summer, we discussed the policies that are in place and decided that no changes to existing policies were needed.

Resources Needed to Meet/Sustain Results

None at this time.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

The main goal of our area is to "provide accurate and timely data to Lander stakeholders and to outside agencies". We are constantly making changes to meet this goal.

Changes Made/Proposed Related to Goal

This year we were able to ramp up our report building since we had another member of our team. We were able to take on more complex data requests, which did result in longer completion times. One new policy was added that helps to spell out the approved data that we give military recruiters. This gives us something to reference when they ask why we can't give them certain information or when we need to know what has been approved to give them.

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

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

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

Timeframe for this Outcome

Sept 15, 2023 - August 1, 2024

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)

Data Collected for this Timeframe (2023-2024):

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

3

Student Success Center App (includes reports below)

1. Probation Outcomes Report
2. Progress Reports & Final Grades Report
3. Registration Time Tickets Report
4. Testing Report
5. Tutoring Report
6. Advisees Assigned Report
7. Course Attempts Report
8. ENGL 101 High Contact Report
9. Registered Below 12 Hours Report
10. General Education Enrollment Report (added to the Enrollment App)
11. Transfer Analysis Report (Enrollment App)
12. Finance Data Report
13. Factbook

Data Collected for this Timeframe (2022-2023):

1. Budget (Joe and Ashley)
2. Grade Reports
3. Housing
4. International Students
5. Transfer Students
6. Athletics (for their use)
7. Athletics Review
8. Academic Program Review
9. Course Schedule History (for Deans)
10. CHE Data

Data Collected from 2021-2022:

1. Enrollment
2. Academic
3. Enrollment Monitoring
4. CHE Data
5. Retention
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 continued our development of reports in Power BI and have exceeded our goal. We have developed the reports listed above and also have developed multiple dataflows that are used to create them. We expect to continue growing our library of data available to the Lander community via Power BI.

This year we worked closely with the Student Success Center to improve their reporting. We have built about 10 reports for them and are continuing to work with them as needed. We have also continued our work with the Finance area and will make their area a higher priority in the coming months.

Another accomplishment for this year was to build a "Factbook" that we hope to make available to Lander employees. This is something that Mac published years ago and it should reduce some of the data requests that we receive and will give the Lander community better insights into our student population.

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

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Decrease the demand of ad hoc data requests

Timeframe for this Outcome

Sept 15, 2023 - August 1, 2024

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)

2023-2024: 67 Ad-hoc requests (excludes scheduled reports)

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

1

Historical Data:

2022-2023: 55 Ad-hoc requests (excludes scheduled reports)

1/19/2022 - 8/15/2022: 68 requests.

Comments/Narrative

Last year was our first full year tracking data requests through Service Desk and we saw a decline from the partial data that was collected in 2022. This year our numbers went up from 55 last year to 67 this year, which is not that surprising since we are doing better with logging all requests that come to our area for data. I suspect that some data requests may have gone undocumented last year. Also, as we work with certain areas on their data, we are logging those as Ad-Hoc requests.

When this goal was created, we expected it to take a few years to see a decline in data requests and we still believe this will be the case. We are seeing the benefit of building reports in Power BI since many of the reoccurring requests we received in the past are just a data refresh now. This allows Mac to focus on our external reporting instead of stopping for these ad-hoc reports. Improvements in his submission of data have been seen since we began doing this.

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

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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

June 5, 2024 - Sept 1, 2024 (since Power BI only stores 90 days of data)

Performance Target for "Met"

Number of visits and unique visitors to select Power BI reports increased from last year.

Performance Target for "Partially Met"

None

Performance Target for "Not Met"

Number of visits and unique visitors to select Power BI reports remained the same or decreased from last academic year.

Assessment Measure Used

Power BI usage metrics for four of our most highly used reports.

Frequency of Assessment

Yearly

Data Collected for this Timeframe (Results)

Usage Data for Apps
2024 (6/5 -10/27)

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

2

1. Enrollment

Views: 1905

Distinct Viewers: 27

2. Enrolled Student Detail

Views: 2038

Distinct Viewers: 21

3. Retention

Views: 1920

Distinct Viewers: 11

4. Student Success Center

Views: 1094

Distinct Viewers: 12

5. Grade Reports

Views: 96

Distinct Viewers: 8

Comments/Narrative

Last year was our first year tracking these metrics. The data has been difficult to capture in Power BI and this year we drastically changed the way we pull this data. Last year we counted something called "Viewers", which was a duplicated count of people viewing the reports. This was not useful and going forward we will be capturing data for Distinct Viewers instead.

In the past, we could only look at usage for a report instead of usage for an entire Power BI app. We are now able to pull usage for an entire app, so we will be looking at usage in this way going forward.

Due to these changes, we will not be doing a comparison from last year since the data we are collecting

has changed.

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. We have been steadily building new reports and are starting to see the benefits of this in our data (namely the improvement in meeting or exceeding external reporting deadlines).

Changes Made/Proposed Related to Goal

This year we developed multiple new Power BI apps/reports. We also have developed a better way to collect data related to Power BI usage, which has been an issue. Next year, we should have much better data related to this goal.

Upload Files (if needed)