

# 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**

2023-2024

**Assessment Coordinator Name**

Mac Kirkpatrick, Taylor Johnston, Matt Braaten

**Enter Assessment Coordinator Email**

tjohnston@lander.edu

## 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, 2022 to Sept 15, 2023

**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: 4.98

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

2

Historical Data:

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

Average is 4.03

**Comments/Narrative**

Tracking our data requests is a new goal for our area and we have made several changes since we started. Last year we were using Cognito Forms and then switched to Service Desk (the same system that ITS uses for ticketing). This system has worked well for us so far.

This year, we can focus more on improving this number. We are happy with our response time for data requests, but will continue to improve this average.

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.

**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 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 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)**

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.

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

1

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)	6/13/2023	8/15/2023
	-63	Y	
IPEDS	Finance	4/5/2023	3/1/2023
	-35	Y	
IPEDS	Institutional Characteristics	9/16/2022	10/19/2022
	-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.

AgencyData	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

There was a large improvement in this data from last year. Over 10% more of the reports were submitted more than 5 days prior to the deadline. Over half (11 of 18) were submitted 10 days or more prior to the deadline. We only had one report that was submitted after the deadline (SCCHEMIS Fall Data).

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 do not want to change it, because it is still our goal to have each report accepted early. This year was an improvement over last and looking back at 2019-2020 data we have made a huge improvement since in 2019-2020 we had 60% of data accepted 5 days prior to the due date and 13.3% of data accepted after the due date.

The addition of team members has helped free up Mac from some of the ad-hoc data requests that come though. We have also added these data requests to Service Desk so that we all see when these reports are due.

**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 2022-2023

**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 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. This year a new policy for the "Release of Student Information to Third Parties" was developed and approved on 12/13/2022.

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 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

Last year, Taylor Johnston was added to the team and this year, Chase O'Dell was added. Our area is growing and changing. Having a larger team will allow our area to take on larger data projects and will help us to get data requests completed more quickly. This also helps free up some of Mac's time to get external reports completed early.

Last year we continued to implement our Data Request form for requestors to use when requesting data. This year we can shift our focus to improving on our use of Service Desk and improving our average time to complete data requests.

Last year we added a policy review date to our calendars to ensure that policies are reviewed each year. We will continue this practice.

#### 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, 2022 - Sept 15, 2023

**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 (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

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

3

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 made great strides this year in developing and releasing data via the Power BI Service. 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.



**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, 2022 - Sept 15, 2023)

**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)**

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

**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.

Last year we created and began using the Data Request form on January 19, 2022, so we do not have data for the full year. The data available is from 1/19/2022 - 8/15/2022 and in that timeframe we received 68 requests.

After discussing this outcome, we decided to add an additional question to our Data Request form that asked if the data will be needed on a reoccurring basis. This will allow for us to better track the ad-hoc requests.

For this year, we have only had 55, which is a sharp decline. Because of the changes in the way this data was captured we are hesitant to cite this decrease.

**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.).

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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 28, 2023 - Sept 21, 2023 (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)**

2022-2023 (6/28 - 9/21)

1. Enrollment + Next Term Latest

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

Views: 463  
Unique Viewers: 127

2. Weekly Retention Monitoring  
Views: 133  
Unique Viewers: 53

3. Retention  
Views: 155  
Unique Viewers: 49

4. Enrollment Monitoring for Deans  
Views: 179  
Unique Viewers: 63

#### **Comments/Narrative**

This is our first year with data for this outcome. Monitoring the traffic for our reports will help us gauge the interest in our reports and determine future report needs.

#### **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**

Convert reoccurring reports to Power BI when possible.

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

2022-2023

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

Will discuss next year

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

Will discuss next year

**Performance Target for "Not Met"**

Will discuss next year

**Assessment Measure Used**

Service Desk

**Frequency of Assessment**

Yearly

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

None (new outcome for next year)

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

This is a new outcome that we will begin collecting data for next year. We would like to be able to track the reoccurring requests that we get and then convert those to Power BI reports where the data is readily available to send or share with the requester.

**Resources Needed to Meet/Sustain Results****Explanation of How Resources Will Be Used**

## 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.

**Changes Made/Proposed Related to Goal**

This year we developed multiple new Power BI apps/reports, and have added another 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. In the coming year, we will continue to release new apps/reports and update our existing ones.

After discussing this goal, we decided to add an additional question to our Data Request form that asked if the data will be needed on a reoccurring basis. This will allow for us to better track the ad-hoc requests. We also added a new outcome for next year that will track the number of reoccurring requests that we transferred to Power BI.

**Upload Files (if needed)**

Spreadsheet image.JPG