

Mission

The Office of Planning, Analytics and Decision-Support provides support to the university through the collection, storage, analysis, and presentation of decision-support data to the Office of the President and institutional data for local, state, regional, and federal report requirements.

Academic Year 2024-2025

Office of Planning, Analytics and Decision-Support Non-Learning Outcomes

Goal 1: To provide accurate and timely data **MET**

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

MEASURES	RESULTS	ACTIONS
<p>Decrease the amount of time that it takes us to complete ad-hoc data requests.</p> <p>Assessment Measure Used: Average number of days taken to complete ad-hoc requests (from Service Desk). Date Range: September 1, 2024 - August 31, 2025</p> <p>Direct - Average Time</p> <p>Target</p> <p>Average days taken to complete requests is 4 or less</p>	<p>MET</p> <p>Summary</p> <p>This is the first year we have been able to meet this target since we started using Service Desk to track data requests. We had 89 requests that were fulfilled from Sept 1 2024 - August 31, 2025. Removing weekends, we completed over 75 percent of those in 4 days or less. The average days to completion was 3.76. Our average last year was 8.91.</p> <p>Service Desk Tickets 9124 - 83125.xlsx</p> <p>Analysis</p> <p>Average for this Timeframe: 3.76</p> <p>This is the first year we have met this target. We attribute this to better use of our system (Service Desk), data being more accessible via Power BI reports, and also better communication between our team and the people making data requests.</p>	<p>Revise Benchmark / Target</p> <p>IN PROGRESS</p> <p>We are lowering this target to 3 days since we have met the 4 day target and expect that our improvements will continue.</p>
<p>Meet Deadlines for External Reporting</p> <p>Due date set by IPEDS/CHE and the confirmation date of clean data that we receive after submission is collected and analyzed.</p> <p>Direct - Counts</p> <p>Target</p> <p>All files (100%) submitted with clean data at least 5 business days prior to the due date</p>	<p>PARTIALLY MET</p> <p>Summary</p> <p>88.24% (15 submissions out of 17) of the reports were submitted at least 5 business days prior to the deadline. Average submission was done 19 business days prior to the deadline.</p> <p>Copy of Mac Report Data for 2025 Submission Filled.xlsx</p> <p>Analysis</p> <p>This data has improved over the years, but we are still not completely meeting this outcome. This outcome remains difficult to meet since it looks at so many</p>	<p><i>No actions have been added.</i></p>

	<p>reports and Mac depends on other areas on campus to supply data on time. This year we did add the average submission days prior to the deadline, not as a measure, but as some additional information. We may decide to add this as another measure for for now, are just monitoring it. We will continue to track this outcome since it is one of our team's primary functions.</p> <p>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. Taylor continues to convert 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.</p>	
<p>Policies related to data distribution are reviewed</p> <p>Our policies are typically reviewed in the summer and the date is documented.</p> <p>Direct - Other</p> <p>Target</p> <p>Policies related to data distribution are reviewed yearly and edited as needed.</p>	<p>MET</p> <p>Analysis</p> <p>We reviewed our policies on June 18th and no changes were made.</p>	<p>Revise Benchmark / Target</p> <p>Not Started</p> <p>We have not made changes to this measure in about two years. We will discuss changing or removing this measure from our assessment report.</p> <p>Recommended Due Date: 01/15/2026</p>

Conclusion

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.

Goal 2: Increase Available Data **MET**

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

MEASURES	RESULTS	ACTIONS
<p>Increase the number of Informer reports available to decision makers</p> <p>We began implementation of Informer (a new reporting tool) alongside ITS in the summer of 2025. We will be migrating many of our reports from Power BI to Informer and also will be producing new reports. This target should be easily obtainable and will show our work towards this important implementation.</p>	<p>NOT APPLICABLE</p> <p>Summary</p> <p>This is a new measure, so results will be available next year.</p>	<p><i>No actions have been added.</i></p>

<p>Direct - Counts</p> <p>Target</p> <p>10 or more new dashboards/reports created and released</p>																										
<p>Decrease the demand of ad hoc data requests</p> <p>Assessment Measure Used: Data collected from our Data Request form in Service Desk.</p> <p>Direct - Counts</p> <p>Target</p> <p>Number of ad hoc data requests for this academic year is less than last year.</p>	<p>MET</p> <p>Summary</p> <p>Below are counts of data requests that came through service desk with scheduled reports excluded.</p> <p>2023-2024: 87 Requests 2024-2025: 53 Requests (39% decrease from previous year)</p> <p>Analysis</p> <p>This is the first year we have seen a decrease in this metric. Over the past two years we have been scheduling repeat data requests so that we can provide better customer service and can better monitor our workload. Taylor has developed many of these repeat/scheduled requests as Power BI reports so they can be quickly refreshed and the data sent before the due date. We are now seeing the expected decline in the "ad-hoc" data requests. We still expect some decline in this metric in the coming years and will keep this target as is for now.</p>	<p>Maintain Assessment Strategy</p> <p>We still expect some decline in this metric in the coming years and will keep this target as is for now.</p>																								
<p>Increase the number visits to Power BI reports/apps.</p> <p>This usage data is collected from Power BI and is broken down by both Apps (collection of reports) and Reports.</p> <p>Direct - Counts</p> <p>Target</p> <p>Number of visits and unique visitors to select Power BI apps/reports increased from last year.</p>	<p>NOT APPLICABLE</p> <p>Summary</p> <p>Power BI App Views and Unique Visitors from 9/1/2024 - 8/31/2025 Total Views = 10761; Total Unique Viewers = 64</p> <table border="1"> <thead> <tr> <th>App</th> <th>Views</th> <th>Distinct Viewers</th> </tr> </thead> <tbody> <tr> <td>Enrollment</td> <td>1840</td> <td>42</td> </tr> <tr> <td>Enrolled Student Detail</td> <td>3225</td> <td>32</td> </tr> <tr> <td>Grade Reports</td> <td>959</td> <td>24</td> </tr> <tr> <td>Retention Student Success Center</td> <td>1259</td> <td>19</td> </tr> <tr> <td>Faculty Dashboards</td> <td>88</td> <td>14</td> </tr> <tr> <td>Public Data</td> <td>85</td> <td>7</td> </tr> <tr> <td></td> <td>10761</td> <td>64</td> </tr> </tbody> </table> <p>Power BI Report Views and Unique Visitors from 9/1/24 - 8/31/2025 -</p>	App	Views	Distinct Viewers	Enrollment	1840	42	Enrolled Student Detail	3225	32	Grade Reports	959	24	Retention Student Success Center	1259	19	Faculty Dashboards	88	14	Public Data	85	7		10761	64	<p>Implement New Program or Services</p> <p>IN PROGRESS</p> <p>We are in the process of implementing Informer, which many of the Power BI app/reports will be moved to.</p>
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	<p>included in attached file</p> <p>App Views and Viewers 9124-83125.csv</p> <p>Report Views and Viewers 9124-83125.csv</p> <p>Analysis</p> <p>The data has been difficult to capture and last year we did not have a full year of this data available. We are now able to pull usage for an entire app and also usage by Power BI report, so next year we should have data available to compare. We are still very happy with our usage for the year and with our improvements on capturing this data.</p> <p>This year the university approved a new strategic plan which includes a pillar related to Data Governance. This pillar shows the importance of data at the university and we expect to see an increase in reporting needs. We are currently implementing a new data reporting tool (Informer) and we will be migrating many of the reports built in Power BI to this new tool. As this is done, we will be conscience of our need to have good usage data, so we can show our growth in this area.</p>	
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General Outcome Actions

ACTIONS
<p>Implement New Program or Services</p> <p>IN PROGRESS</p> <p>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. This year we will begin moving reports to Informer and will need to determine how we can capture this data in that system.</p>

Conclusion

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 a pillar has been added to the strategic plan related to data availability. We are also implementing Informer which is a reporting tool to replace the Access databases that many areas use as well as many of the reports we have built in Power BI.