

# **Administrative Offices Program Review Format 2001-2002**

## **Office of Institutional Research and Assessment**

### **I. Mission Statement**

The mission of the Office of Institutional Research is to provide verifiable data and information to improve the quality of decision-making at USCA. In addition, the Office seeks to disseminate accurate information about USCA to both on- and off-campus entities and to provide data services to the University, the community and to the State. To this end, the Office conducts surveys, provides data and assistance, offers a variety of on-line services, and undertakes studies for the university and its constituents.

### **II. Goals/Mission Mandates/University Strategies**

#### University Strategic Goals (2001-2002)

- Goal 1: To develop within USCA students, in the context of a liberal arts and sciences foundation, the knowledge, skills and abilities necessary for success in a global society.
- Goal 2: To enroll and retain a highly qualified and diverse community of undergraduate and graduate students
- Goal 3: To recruit, develop and retain a highly qualified faculty, staff and administration committed to excellent and effective programs.
- Goal 4: To maximize the appropriate use of technology by students, faculty and staff
- Goal 5: To increase external support for institutional advancement through collaborations, formal partnerships and funding initiatives

#### **Specific Goals for the Office of Institutional Research and Assessment which are linked to the above goals are:**

1. To provide studies and reports, both routine and special, to on- and off-campus units/constituents to assist with their efficiency and knowledge about USCA students, faculty, staff and other constituents (Linked to USCA Goal 2, Strategy B)
2. To provide accurate and timely performance funding information and data to the S.C. Commission on Higher Education, to on-campus and off-campus constituents as appropriate. (Linked to USCA Goal 3)
3. To serve on committee's both on- and off-campus to further the visibility and use of the Office of Institutional Research and Assessment, and to act as a resource for the institution. (Linked to USCA Goals 2,4)
4. To conduct, process, analyze, report and disseminate information from scannable and electronic surveys, or non-survey methods used at USCA in a timely, user-friendly fashion. (Linked to USCA Goal 1, Strategy C)
5. To respond to requests for information from outside agencies, e.g., CHE, SACS, IPEDS, USC Columbia, etc. with timely and accurate data, as well as to review such data for accuracy when prepared by others (Linked to USCA Goal 3)
6. To provide training in order for others to be able to use USCA data more effectively in their own areas.
7. To seek, secure and support grant efforts for the Office of Institutional Research and Assessment and for USCA. (Linked to USCA Goal 5, Strategies A,D)

### III. Year in Review

The following highlights should be noted:

**Objective #1 under Goal : To assist the university in having a satisfactory SACS visit (Linked to Assm. Goals 1-6; IR Goals 1-7. To that end,**

- *Two staff members of the Office served on the SACS Steering Committee (which had only 14 members and was the final committee responsible for the SACS visit outcomes).*
- *Over 300 documents, reports, charts, data requests, phone calls, or surveys directly connected with SACS study were generated by this Office in 2000-2001. Making a total of over 800 responses for SACS purposes from 1999-2001 by this office. This was entirely add-on responsibility for this office, and was accomplished by overtime hours.*

In addition to the above the highlights for the year in IR were:

- *The total number of “Web hits” to the Office of Research and Assessment server for this program review period (2000-01) was 192,797, a 242% increase over last year, with a high in April, 2000 of 32,252 (see attached chart). Approximately 63% of those were from “outside the institution” and 37% of those were from within USCA. This increase verifies that Web access is quite successfully used for this Office and was most probably highly used by the external SACS committee during its visit.*
- *Almost all surveys now done by the Office of Institutional Research and Assessment for departmental use are electronic, on-line surveys. This has helped to centralize surveys on campus to the Office rather than to over-survey students through departmental or even item overlap from one survey to the next. Currently there are 12,102 activities in this office connected with surveys or interviews. This represents an approximate 200% since 1998.*

### IV. Assessment Activities for Office of Institutional Research: (Selected Examples only)

For a complete listing of all assessment activities –Forms A,B and C – go to <http://assess.usca.sc.edu/ira/mission.htm> under IR/Assm. Office Mission and scroll to the bottom of the page:

*Excerpts from Office of Institutional Research and Assessment, Assessment Form C:*

**Goal 3, Obj.1: To assist the university in having a satisfactory SACS visit (Linked to Assm. Goals 1-6; IR Goals 1-7. Completed**

#### **Assessment Methods Goal 3 Objective 1**

Method #1: Counting number in Office Participating in SACS Leadership Roles: Two office members (out of 4) serving on SACS Steering Committee which consists of only 14 members in the University.

Method #2: SACS visit of outside evaluators (see evaluator’s report on Office Web Site)

Method #3: Count of reports, requests and consultations regarding SACS.

Criteria for Success: Successful SACS visit

Use of Outcomes: SACS Commendation (one of two given) for the use of assessment for planning at USCA

## **Goal 4: Serve as the primary liaison to outside agencies and institutions. (Supports USCA Goal 3)**

*Obj. 1: Service on statewide committees*

### **Assessment Methods # 1 Goal 4 Objective 1**

- a. Method of Assessment (the procedure, strategies, or means by which you collected information to validate the program or student outcome goal:  
Count of service committees for Office
- b. Criteria for Success (the criteria or benchmark established: Refer to Form B)  
Service on at least 3 statewide committees without hurting internal service commitment.
- c. Assessment Results (the results or findings of the assessment strategies)  
*South Carolina Institutional Researchers Association  
(state secretary- LUS)  
USCA Rate Committee member - LUS  
S.C. National FIPSE Study, Co-Chair, Executive Committee- LUS  
PEW National Research Team (1 of 19 nationwide researchers)-LUS  
USCA Campus Cabinet- LUS  
USCA Enrollment Planning Team- LUS/JH  
USCA Enrollment Services Institutional Planning (ESIP)- LUS/JH  
USCA Institutional Planning Cabinet- LUS  
USCA SACS Steering Committee- LUS, MB  
USCA SACS Data Collection Committee, Chair and 1 member- LUS,JH  
State Teaching Sector Performance Funding Committees, Chair or Co-chair of all mtgs. - LUS  
State Society of College and University Planners, member- LUS  
CHE Statewide Planning Committee – IR representative- USCA LUS/JH  
Chair of Classified Employees and 2 additional members (Internal to USCA) -MB, JH, MB  
First- Year Advisor (Internal to USCA)- JH  
Chancellor's Search Committee-MB*
- d. Use of Results (documentation of how the results are used by the unit/program)  
Maintain leadership role for USCA in state in assessment and institutional research.

## **Goal 6. Conduct faculty/staff workshops, as needed, on assessment-related issues. (Supports USCA Goal 1-Strategies A,C; Goal 2-Strategy G)**

### **Assessment Method#1, Goal 6**

- a. Method of Assessment (the procedure, strategies, or means by which you collected information to validate the program or student outcome goal: Please refer to Form )  
*Number of workshops offered by Office of Assessment*
- b. Criteria for Success (the criteria or benchmark established: Refer to Form B)  
*Workshop attendance should be at least 6 per workshop*
- c. Assessment Results (the results or findings of the assessment strategies)  
*2 workshops offered. Attendance was 15.*
- d. Use of Results (documentation of how the results are used by the unit/program)  
*Validate service of offering a workshop.*

*Below is a chart of work transactions for the Office of Institutional Research and Assessment. It is important for the reader to look at the total office load and its increase over the past three years.*

## WORK TRANSACTIONS

<u>ACTIVITY</u>	<u>FY</u> <u>1995-96</u>	<u>FY</u> <u>1996-97</u>	<u>FY</u> <u>1997-98</u>	<u>FY</u> <u>1998-1999</u>	<u>FY</u> <u>1999-2000</u>	<u>FY</u> <u>2000-2001</u>
<b>SURVEYS (Distrib &amp; Processed)</b>						
Total Survey Load.....IR	1697	3222	6549 est.	6062	6586	11,587
Total Survey Load.....Assm.	482	322	522 est.	389	363	515
<b>Total Load.....Combined</b>	<b>2,179</b>	<b>3,544</b>	<b>7071 est.</b>	<b>6,451</b>	<b>6,949</b>	<b>12,102</b>
<b>TESTS/ TRANSCRIPTS/ REPORTS</b>						
Total Load.....IR	370	1171	1631 est.	1112	723	1676
Total Load.....Assm.	1084	950	940 est.	1404	1479	1285
<b>Total Load .....Combined</b>	<b>1454</b>	<b>2121</b>	<b>2571 est.</b>	<b>2516</b>	<b>2202</b>	<b>3106</b>
<b>REQUESTS/CONSULTATIONS/ PRESENTATIONS</b>						
Total Load.....IR	484	522	308 est.	329	774	999
Total Load.....Assm.	59	59	25 est.	92	72	119
<b>Total Load.....Combined</b>	<b>543</b>	<b>581</b>	<b>333 est.</b>	<b>421</b>	<b>846</b>	<b>1118</b>
<b>NUMBER OF HOURS SPENT IN MEETINGS/WORKSHOPS</b>						
Total Hours.....IR	423	1016	724 est.	653.5	813	1391
Total Hours.....Assm.	149	166	300 est.	260.5	315	369
<b>Total Hours.....Combined</b>	<b>572</b>	<b>1182</b>	<b>1024 est.</b>	<b>914</b>	<b>1128</b>	<b>1760</b>

### **V: Advisory committees:**

The only advisory committee is the Academic Assessment Committee which advises this office on general education assessment, as well as some selected reporting guidelines. See USCA committees for members and the Faculty Handbook for other information on this committee.

There are no Institutional Research Advisory Committees.

### **V. Technology issues and needs: None at this time**

### **VII: Personnel and Programmatic Resource Needs:**

The Office of Institutional Research and Assessment generated approximately 16,326 separate total activities during the 2000-01 year. One should note that this is an increase of 61% output in this office since Dr. Ulmer-Sottong became director. Even with the addition of one staff member (that was added as a result of Dr. Ward's overload) this office is stretched to its capacity.

**IR Request: as we head into a year of Strategic Planning that most certainly will culminate (as SACS did) in an increase in the PERMANENT ACTIVITIES ASSIGNED TO THIS OFFICE over the next several years, I STRONGLY URGE THE HIRING OF ANOTHER STATISTICAL ANALYST, AND ALSO THE FUNDING OF THE BELOW ¼ TIME RELEASE TIME FACULTY MEMBER FOR ASSESSMENT IF USCA EXPECTS BOTH AREAS TO PRODUCE WHAT IS NEEDED IN THE COMING YEARS.**

**Assessment Request:** The office requests one quarter-time faculty member (released time) assigned to assist with assessment. This would allow the current focus on assessment to be maintained and to assist faculty with a renewed emphasis on classroom assessment. An increased emphasis on teaching and learning, assessment of student outcomes, cycles of accreditation of professional schools, CHE program reviews, ratings and rankings for national publications, and performance funding will continue to place increased data demands on this office which far outstrip its capacity to offer assessment support to the departments. \$1500.

**PART II - STATISTICAL DATA (APPENDICES DO NOT COPY FOR IPC)**

**APPENDIX A: Chart 1- Surveys**

**COMPLETE BREAKDOWN OF SURVEYS, DISTRIBUTED AND PROCESSED,  
RELATED TO INSTITUTIONAL RESEARCH AND ASSESSMENT**

<b>SURVEYS</b>	<b><u>FY</u> <u>1995-96</u></b>	<b><u>FY</u> <u>1996-97</u></b>	<b><u>FY</u> <u>1997-98</u></b>	<b><u>FY</u> <u>1998-99</u></b>	<b><u>FY</u> <u>1999-2000</u></b>	<b><u>FY</u> <u>2000-2001</u></b>
# of surveys distributed(D)/processed(P) for on-campus needs	661D/ 1036P	1939D/ 1283P	4472D/ 2077P	*2295D/ 3767P	2771D/ 3815P	5967 D/ 5620P
<b>Total activities for IR</b>	<b>1697</b>	<b>3222</b>	<b>6549</b>	<b>6062</b>	<b>6586</b>	<b>11,587</b>
Academic Department Interviews and Surveys Required Under Academic Assessment:						
# of surveys/interviews conducted/analyzed with seniors for departments/schools	175	150	162	389	363	515
<b>Total activities for assessment</b>	<b>482</b>	<b>322</b>	<b>522</b>	<b>389</b>	<b>363</b>	<b>515</b>
<b>Grand Total Survey Load Distributed and Processed for Office</b>	<b>2179</b>	<b>3544</b>	<b>7071</b>	<b>6451</b>	<b>6949</b>	<b>12,102</b>

\*Some surveys distributed by other offices but processed by IR & Assessment (Advisement, Library, etc.)

**APPENDIX A1: Chart 2 –Tests and Reports**

**COMPLETE BREAKDOWN OF TESTS, TRANSCRIPTS ANALYZED, AND REPORTS  
RELATED TO INSTITUTIONAL RESEARCH AND ASSESSMENT**

<b>TESTS ADMINISTERED TRANSCRIPTS ANALYZED REPORTS PREPARED</b>	<b><u>FY</u> <u>1995-96</u></b>	<b><u>FY</u> <u>1996-97</u></b>	<b><u>FY</u> <u>1997-98</u></b>	<b><u>FY</u> <u>1998-99</u></b>	<b><u>FY</u> <u>1999-2000</u></b>	<b><u>FY</u> <u>2000-2001</u></b>
# Tests given (General Education and Major Field Tests)	884	751	744	1148	1273	1237 Gen.Ed. 215 Major Field
Written reports prepared (counted in assessment- includes reports generated for internal use and on-line reports)	200	199	186	225(individual faculty reports – advising/teachi ng/exit surveys	197 (advising survey reports, paper and on-line reports)	173 (advising survey reports, paper and on-line reports)
On-Line Assessment Dept./institutional Surveys administered				31	9	51
<b>Total activities for Assessment</b>	<b>1084</b>	<b>950</b>	<b>940</b>	<b>1404</b>	<b>1479</b>	<b>1676</b>

# Transcripts analyzed	360	1139	1431	300	22	0
On-Campus Reports				135	30*	110
# Off-campus data reports received for review and verification (all data points per page checked, counted as one report)	10	32	200	600 PF/Columbia/ CHEMIS/Feds/ other	425	1020
On-Line IR Reports/Info				77	246	155
<b>Total activities for IR</b>	<b>370</b>	<b>1171</b>	<b>1631</b>	<b>1112</b>	<b>723</b>	<b>1285</b>
<b>Grand Total Tests, Transcripts Analyzed, Reports for Office</b>	<b>1454</b>	<b>2121</b>	<b>2571</b>	<b>2516</b>	<b>2202</b>	<b>3106</b>

\*have not completed several semesters of grade distributions yet. They are in the process of being completed.

**APPENDIX A2: Chart 3- Meetings with Faculty, Presentations**

**COMPLETE BREAKDOWN OF REQUESTS, CONSULTATIONS, AND PRESENTATIONS  
RELATED TO INSTITUTIONAL RESEARCH AND ASSESSMENT**

<b>REQUESTS/CONSULTATIONS/ PRESENTATIONS</b>	<b><u>FY</u> <u>1995-96</u></b>	<b><u>FY</u> <u>1996-97</u></b>	<b><u>FY</u> <u>1997-98</u></b>	<b><u>FY</u> <u>1998-99</u></b>	<b><u>FY</u> <u>1999-00</u></b>	<b><u>FY</u> <u>2000-2001</u></b>
# Consultations with departments or faculty on Assm.	53	52	20 (3 mo. only)	55 Lovely 15 Jodi 12 Lisa	47 Lovely 15 Jodi 6 Myles	Lovely 51 Jodi 15 Myles 42
# Presentations/workshops/ attendance at professional Assm conferences	6	7	5	12*	1Lovely 1 Jodi 1Myles 1 Maureen	Lovely 8 Jodi1 Myles1 Maureen 1
<b>Total activities for Assessment</b>	<b>59</b>	<b>59</b>	<b>25</b>	<b>94</b>	<b>72</b>	<b>119</b>

# Consultations with departments or faculty on IR(in person/on phone/on line)				10 accreditation - Lovely 25 accrd. Jodi	30 Jodi 12 Myles 20 Lovely	Lovely 267 Jodi 70 Myles25
# Presentations/workshops/ attendance at professional conferences IR				12 Lovely 5 Jodi 2Lisa	1 Jodi 2 Myles 14 Lovely	Lovely 16 Jodi1 Myles2
# Requests for information responded to for on-campus data need IR	444	467	277	250	636	553
# Requests for information responded to for off-campus data needs IR	40	55	31	35	50	65
<b>Total presentation/conference/ meeting activities for IR</b>	<b>484</b>	<b>522</b>	<b>308</b>	<b>339</b>	<b>774</b>	<b>999</b>
<b>Grand Total Requests/ Consultations/ Presentations for Office</b>	<b>543</b>	<b>581</b>	<b>333</b>	<b>433</b>	<b>846</b>	<b>1118</b>

\*Includes 7 faculty members who attended SCHEA conference on Assm. Budget Monies. Office coordinated attendance.

**APPENDIX A3: Chart 3 Time on Tasks**

**COMPLETE BREAKDOWN OF NUMBER OF CONTACT  
HOURS SPENT IN MEETINGS/WORKSHOPS**

<b># OF CONTACT HOURS SPENT IN MEETINGS/ WORKSHOPS</b>	<b><u>FY</u> <u>1995-96</u></b>	<b><u>FY</u> <u>1996-97</u></b>	<b><u>FY</u> <u>1997-98</u></b>	<b><u>FY</u> <u>1998-99</u></b>	<b><u>FY</u> <u>1999-2000</u></b>	<b><u>FY</u> <u>2000-2001</u></b>
<i># Hours of interaction with various ON-CAMPUS groups and committees/ testing of students</i>	IR 328  Assm 48	IR 215  Assm 63	IR 53 (3 mo) 27.5 Jodi  Assm 38 (3 mo)	IR Lovely 280 IR Jodi 40.5 IR Lisa 14  Assm. 65 Lovely 48 Maureen (testing, surveys, assm. co)	IR Lovely 220 IR Jodi 38 IR Myles 10  Assm. 172 Lovely 95 Maureen	IR Lovely 321 IR Jodi 66 IR Myles 58 IR Maureen 294  Assm. Lovely 178 Maureen 108
<i># Hours of interaction with various OFF-CAMPUS groups and committees</i>	IR 95  Assm 81	IR 791  Assm 73	IR 68 (3 mo) 22.5 Jodi  Assm 32 (3 mo)	IR 215 Lovely IR 85 Jodi IR 15 Lisa  Assm. 127.5 Lovely	IR Lovely 583 IR Jodi 36 IR Myles 64  Assm. 30 Lovely	IR Lovely 487 IR Jodi 75 IR Myles 20  Assm Lovely 35 Myles 15
<i># Hours faculty workshops/ dept. meeting presentations provided (plus preparation)</i>	IR ?  Assm 20	IR 10  Assm 30	IR 10 (3 mo)  Assm 5	IR 4 Lovely  Assm. 20	IR Lovely 10  Assm. 18	IR Lovely 40 IR Jodi 20 Assm Lovely 13 Myles 20
<i>Total hours spent in meetings &amp; workshops for IR</i>	423	1016	181 (3 mo)	653.5	813	1391
<i>Total Hours Spent in Meetings and Workshops for Assessment</i>	149	166	75 (3 mo)	260.5	315	369
<b>Grand Total hours spent in meetings and workshops</b>	<b>572</b>	<b>1182</b>	<b>256 (3 mo. only)</b>	<b>914</b>	<b>1128</b>	<b>1760</b>

NOTE: Remaining hours spent on generating reports, phone calls, in-office; the above time on tasks only includes meetings and workshops given. There are 2080 working hours in each 12 month contract.

**APPENDIX B:**

**COMMITTEE MEMBERSHIP OF IR/ASSM. STAFF**

*Dr. Lovely Ulmer-Sottong*

*South Carolina Institutional Researchers' Association  
(state secretary)  
Rate Committee  
S.C. National FIPSE Study, Co-Chair, Executive Committee  
PEW National Research Team (1 of 19 nationwide researchers)  
Campus Cabinet  
Enrollment Planning Team  
Enrollment Services Institutional Planning (ESIP)  
Institutional Planning Cabinet  
SACS Steering Committee  
Data Collection Committee, Chair  
Teaching Sector IR Committee, Chair or Co-chair of mtgs.  
Society of College and University Planners*

*Ms. Jodi Herrin*

*S.C. Institutional Researchers Association  
SACS - Data Collection Committee  
S.C. FIPSE Study*

*Mr. Myles Black*

*S.C. Institutional Researchers Association  
RATE Committee  
S.C. FIPSE Study*

*Ms. Maureen Bergstrom*

*Classified Employees Assembly, Chair  
Institutional Planning Cabinet  
SACS Steering Committee  
Campus Cabinet  
Chancellor Search Committee*

