



Los Rios CCD

2014-2015 UNIT PLAN

SUPPORT SERVICES

Unit: Institutional Research

Submitted by: Flora Yen June 17, 2014
Submitter Date

Approved for Submission: _____
Unit Administrator Date

Plan Approved: Susan T. Torrie 6/17/14
Chancellor/District ALO Date

Table of Contents

- I. Unit Plan
- II. Mission Statement
- III. Unit Responsibilities and Projects
- IV. Unit Plans
 - A. Budget Needs: Equipment, Software, Supplies
 - B. Budget Needs: Staffing
 - C. Facilities Needs: New Buildings/Major Renovations
 - D. Facilities Needs: Minor Remodels or Alterations
 - E. Professional Development Activities
 - F. Safety and Information Security Procedures
 - G. Plans to Participate in and Provide Leadership
 - H. Satisfaction/Quality Assessment
 - I. Referring Individuals Needing Support Services
 - J. Individual Service Activities
 - K. Special or Long Term Projects
 - L. Suggestions for Improving the Unit Plan Process
- V. Appendix

I. Unit Plan

Definition of a Support Services Department/Unit

For purposes of this planning document, a support services unit is defined as a District department which is responsible for providing services throughout the District in a manner which creates and maintains an optimal learning environment for students and/or provides services necessary to support the overall operation of the District and colleges.

Unit Plan Purpose

Unit plans are annual documents created and used by District units to develop and maintain high quality services to support student learning and District and college operations. This operational plan allows the department/unit to appropriately implement its specific responsibilities to support accreditation standards, the LRCCD Vision/Mission/Values Statement, the LRCCD Strategic Directions document, changes to federal and state laws that impact the colleges and District, annual LRCCD executive staff goals, and other major district plans. Plan implementation is supported by allocations provided in the annual District Budget. Together these documents make up a major portion of the ongoing institutional planning, implementation, and evaluation cycle necessary to ensure continuous program and service improvement. The Accrediting Commission's Standard 1.B.3-4 states:

The institution assesses progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data.

The institution provides evidence that the planning process is broad-based, offers opportunities for input by appropriate constituencies, allocates necessary resources, and leads to improvement of institutional effectiveness.

The Role of Unit Plans in the Overall Institutional Evaluation, Planning, and Improvement Cycle

LRCCD supports the concept of evaluating current services to determine opportunities for improvement. Unit plans are used by units to identify growth and improvement needs at the operational level, and then provide information to the appropriate administrative and governance levels about the resources and activities required to meet the identified needs.

The District recognizes that its current rate of change, increased enrollment demand, unstable state budget allocations, ongoing facility expansion, changing technology requirements and the rapid growth and demographic changes in its surrounding communities require both short-term and long-term planning efforts. Therefore, unit plans focus on a 1-year time frame directly linked to resource allocations, while also encouraging departments/units to reference or append long-term plans where appropriate.

Plan Due Date

Unit plans are required to be updated annually by June 1 of each year and use this template. A copy of the review will be maintained in the unit and the Office of Education and Technology

II. Mission Statement

Provide your unit's mission statement below. Your statement must align with the District's mission statement.

Provide your unit's mission statement below.

Our mission is to provide exceptional research resources to our District and colleges to enhance student success and effective decision making at all levels of the organization. We support our institution by:

- **Enhancing data capability throughout the district to ensure access to data and research**
- **Providing ongoing intelligent data and analytics for planning and informed decision making**
- **Integrating accountability metrics into an overall framework focused on enhancing institutional effectiveness**
- **Maintaining research of the highest quality and usefulness**
- **Maintaining data of the highest integrity**
- **Interpreting research findings clearly and compellingly**
- **Serving as an ongoing research resource for district-wide constituency groups**
- **Supporting a “culture of evidence” environment where decisions are supported by data and research**

For reference, the following are LRCCD's Vision and Mission statements.

Vision Statement

We, the Los Rios community colleges, provide outstanding programs and services so that all students meet and exceed their educational, career, personal and social goals. We meet the social and economic needs of the community.

Mission Statement

Relying on their professional and organizational excellence, the Los Rios community colleges:

- Provide outstanding undergraduate education, offering programs that lead to certificates, associate degrees, and transfer;
- Provide excellent career and technical educational programs that prepare students for job entry and job advancement through improved skills and knowledge, including the demands of new technologies;
- Provide a comprehensive range of student development programs and services that support student success and enrich student life;
- Provide educational services that address needs in basic skills, English as a second language, and lifelong learning; and
- Promote the social and economic development of the region by educating the workforce and offering responsive programs such as service learning, business partnerships, workforce literacy, training, and economic development centers.

III. Unit Responsibilities and Projects

List your unit's primary assigned responsibilities including those related to creating and/or supporting an effective learning environment. Also, identify any expected changes in responsibilities or major new projects (e.g. opening of new facilities, IT infrastructure upgrades, etc.) for the next academic year (summer, fall, spring). Please reference any LRCCD Strategic Plan strategies, accreditation standards or policies, or changes to state or federal laws that are informing your changes in primary responsibilities or new projects.

List your unit's primary responsibilities (ongoing):

- **Maintain a research database on student enrollment, demographics, academic performances, transfers, and awards for district and colleges' ongoing planning and reporting needs**
- **Provide annual Trend Line Reports and Fall Profiles on student enrollment, demographics, persistence, transfer, student success, and completions, for planning and evaluation**
- **Serve on the District Accreditation Coordinating Committee**
- **Coordinate data gathering for accreditation evaluation reports**
- **Maintain a district-wide accreditation website for the 2015 site visits**
- **Coordinate and submit data to meet federal and state accountability and regulatory reporting requirements**
- **Conduct, analyze, and report on district-wide student and employee surveys**
- **Compile External Environmental Scan for strategic planning and accreditation reporting**
- **Provide data to support Educational Center applications and need studies**
- **Coordinate district-wide research projects**
- **Provide district-wide analytic reports including fall student profiles, transfers to four-year institutions, recent high school graduates, and studies on special student populations**
- **Manage projects and coordinate efforts of the District Research Council**
- **Serve on the District Research Council**
- **Maintain an Institutional Research website**
- **Provide data for district-wide grant applications and grant evaluations**
- **Enhance data resources and tools for district and college use**
- **Strengthen integrity of district-wide student data**
- **Work with regional researchers to standardize reporting definitions and develop new data gathering resources**
- **Respond to ad hoc requests for district data**

List any new or expected changes in primary responsibilities this year (ongoing):

- **Address data needs for the federal 150% direct loan legislation**
- **Work with district IT to validate data for expanded IPEDS reporting**
- **Assist district administrators and college research users in utilizing SAS Visual Analytics for data sharing and reporting to district/college community**
- **Develop and implement a student tracking system for cohort group reporting to support accreditation and accountability needs**
- **Coordinate and administer research feasibility reviews for district and colleges in partnership with college research offices**
- **Coordinate and support district application for an IRB**

- **Develop survey guidelines and create a district-wide survey calendar for the district and the colleges**

List any new projects your unit expects to implement this year (one-time only):

- **Work collaboratively with District IT to provide infrastructure to implement SAS Visual Analytics**
- **Develop data queries for special populations, e.g., student athletes, veterans, CalWORKs students**
- **Work collaboratively with District IT to enhance usability of SDM**

IV. Unit Plans

Based on your unit's listed responsibilities and projects, most recent Program Review, and any additional information provided by the appropriate administrator and/or DIR, use the following question prompts and linked forms to document how your unit will complete your assigned responsibilities and projects. State your unit's plans to:

A. Identify appropriate **equipment, software, supplies** needed to support new projects, expanded responsibilities, and necessary upgrades.

- (1) **Equipment:** replace Institutional Research Department server containing research data used for research and accreditation since the current one is near its expected lifecycle (about \$9,000) or explore alternatives such as procurement of district IT resources in Virtual Machines (VM);
- (2) **Software:** develop replacement and maintenance plan for SQL server software to keep pace with increased storage and processing of data (about \$2,000);
- (3) **Upgrade district-wide accreditation web server for faster processing and improved reliability (explore alternatives in purchasing district IT resources);**
- (4) **Statistical Package:** Renew SPSS Statistical Package for another year in order to ensure ready access to existing survey data for accreditation needs;
- (5) **Computer Replacements:** maintain a three-year cycle of computer replacements due to intensive data processing uses;
- (6) **Purchase a test server to test software (explore alternatives in purchasing district IT resources).**

B. Identify appropriate **staffing** needed to support new projects or expanded responsibilities.

The unit recommends that a full time research technician position be created in order to support the expanded volume and quick turnaround times needed in data processing and regulatory reporting functions of the unit. The activities that the research technician will be responsible for are: (1) assisting with routine preparation of databases for the semester tables and for accreditation-related data reporting needs; (2) preparing and formatting the high school reports from existing data; (3) assisting with survey preparation, administration, and reporting; (4) gathering external data for environmental scan and need studies for educational centers ; (5) maintaining the websites; and (6) creating automated transfer and high school data tables.

C. Identify **new buildings or major renovations** needed to support the completion of unit responsibilities.

Not needed at this time.

D. Identify **minor remodels or alterations** needed to support the completion of unit responsibilities.

Not needed at this time.

E. Identify **professional development** activities that help unit members stay current with their job requirements. Please list expected individual and department requests for professional development activities.

(1) Training in Data Warehouse and Business Intelligence Systems: attend Kimball Group training on DW/BI Lifecycle in Depth, December 2 – 5, 2014;

(2) Conference Attendance: attend Association for Institutional Research National Forum – May 25-29, 2015, held in Denver, Colorado – to stay current with best practices in institutional research and to better understand/anticipate changing federal accountability requirements including IPEDS reporting;

F. Ensure required **safety and information security procedures** are followed to create and maintain a safe work environment. If individuals in your unit require training, please refer to the LRCCD Human Resources online safety and information security training opportunities.

Staff member serves as building coordinator for evacuation program (ACES) and all members attend safety-related sessions on an ongoing basis as offered by the district.

G. Ensure unit members participate, and provide **leadership** to the district, in their areas of expertise.

Unit will schedule campus visits to plan collaboratively on how to best gather and validate data to respond to expanded federal reporting requirements;

Unit will schedule presentations to various district-wide committees and work groups on data and reports available at its website <http://irweb.losrios.edu> and to provide orientation on SAS Visual Analytics reporting tool.

H. Ensure that the results from **assessments on quality and satisfaction** are used to improve services.

Briefly describe the techniques/assessments currently used to ensure quality or required external standards (e.g., audits, inspections). Also, describe techniques/assessments being developed for use next fiscal year.

(1) Ongoing input and recommendations from college research offices through the District Research Council meetings and from individual requests/consultations;

(2) Follow up with individuals/offices requesting ad hoc requests for data/research;

(3) Gather emails sent by offices/departments that have received data/research assistance and provided comments on the support provided;

(4) Conduct a satisfaction survey of District Research Council members and district offices on services provided (summer 2014).

- I. Ensure unit members know where and how to **refer employees or members of the public** needing support assistance not provided by your unit. Briefly describe what is being done in this regard.

All requests for data from the public are reviewed and approved by the Vice Chancellor of Education and Technology and in consultation with the Associate Vice Chancellor of Communications and Media Relations as needed.

- J. State how your department/unit encourages participation in **individual service activities** and volunteerism supporting students (e.g., access/success, e-recycling, presentations, leading workshops, district committees, etc.).

Unit members participate in Foundations' annual campaigns and fund raising activities.

- K. State your unit's plans to develop and implement **any special or long term projects**, including those identified in your most recent Program Review (if applicable) and the LRCCD Strategic Plan (if applicable). If project plan(s) are contained in another document, list each plan below and attach a copy to your unit plan. For all other project plans, briefly describe projects and indicate implementation timelines below.

None scheduled for current fiscal year.

- L. Please provide any **suggestions for improving** the District's unit plan process, including how to more effectively align with other District and college processes (strategic plan, other planning, resource allocation, etc.).

It would be helpful to schedule periodic meetings with district IT, with district Student Services (including district Financial Aid Director), and Associate Vice Chancellor, Communications & Media Relations to understand their annual priorities and to better coordinate district responses in addressing external requirements including state mandates.

V. Appendix

List your unit's accomplishments based on completion of last year's unit plan.

Provided an overview of fall enrollment, student demography, and academic outcomes for the district community in the fall 2013 Trend Lines;

Completed Fall Profile report;

Completed administration of district-wide Employee Survey for planning and accreditation use;

Completed administration of district-wide Distance Education student survey;

Completed data analysis and reporting on the pilot phase of the Sacramento Pathways initiative;

Completed database development and reporting on student athletes and academic outcomes;

Coordinated the development of the 2013-14 District-wide Research Agenda;

Completed External Environmental Scan on the 2010 Census and population projections;

Updated the Elk Grove Center Needs Study enrollment projections for center-status application;

Updated the National Student Clearinghouse Student Tracker database;

Managed projects and coordinated meetings/agenda of the District Research Council;

Maintained an Institutional Research website at <http://irweb.losrios.edu>;

Maintained a district-wide accreditation website for the 2015 site visit;

Maintained and shared a research database updated every semester on student enrollment, demographics, academic performances, transfers, and awards for district and colleges' ongoing planning and reporting needs;

Worked with instructional departments and financial aid offices at the colleges to strengthen the integrity of the federal Gainful Employment data and reporting;

Met the changing and increased reporting requirements from federal, state, and regional levels (e.g., NCES IPEDS, ACCJC, State Legislation, and State Chancellor's Office);

Updated the net price calculators for district and colleges' websites;

Worked with district IT and district financial aid director to strengthen data alignment of program coding (CIP codes) and academic plan coding used in reporting student completions and progress reporting;

Expanded research database to facilitate cohort reporting of CTE, basic skills, and transfer students to support accreditation data requirements;

Coordinated the review and discussions on the 2014 Scorecard metrics with college researchers;

Provided student data for the Bridges to the Baccalaureate Sacramento State-Los Rios Science Transfer Project (broaden participation of underrepresented minority groups in biomedical science research careers);

Uploaded district-wide enrollment data three times each semester to National Student Clearinghouse on behalf of colleges' financial aid offices;

Uploaded district-wide awards data annually to the National Student Clearinghouse;

Uploaded financial aid files two times a year to California Student Aid Commission on behalf of colleges' financial aid offices;

Updated National Student Clearinghouse Student Tracker data on behalf of college research offices for status of enrollments of Los Rios students at other higher education institutions post-Los Rios or concurrently;

Responded to ad hoc requests for district data;

List sources you used to support your unit plan statements.

Data tables and analytic reports provided on the Institutional Research website;

Meeting notes from the District Research Council;

Committee meeting notes;

Email feedback from district and college offices/departments;

Attach supporting documents (Supporting Data from the DIR, etc.) following this page, identifying those you have attached in the text box, below.

Please see above on documents and sources.