

UNIVERSITY OF COLORADO DENVER: OIRPA
ANNUAL ADMINISTRATIVE UNIT ASSESSMENT FORM

Department/Office: Office of Institutional Research, Planning and Analysis

Year: 2008-2009

Mission of UCD:

UC Denver is a diverse teaching and learning community that creates, discovers, and applies knowledge to improve the health and well-being of Colorado and the world. The mission statement frames our commitment not just to teaching our students but also to their learning as part of a community. It emphasizes the educational richness that we believe comes from diversity of thought and experience. It emphasizes that the creation and discovery of knowledge must, where appropriate, be applied to the needs of communities and society, including their health, general well-being, and quality of life. It emphasizes that we seek not only to be seen as a world-class university but also to have a profound impact throughout Colorado and the nation through our service activities.

Purpose of unit and relationship to mission of UCD:

We are the institutional research unit for the Downtown and Anschutz Medical Campuses at UCD. Our mission is to provide educational, administrative, institutional, and related information to enhance knowledge-driven decision making among leadership, academic departments, administrative units, and student service areas.

Goals	Departmental/Unit Objectives	Relate to Strategic Plan Objective*	Customer/ Departmental Outcomes	Criteria for Measurement	Achievement Measures [Actual Results]	Use of Results/ Changes Made	Institutional Implications
Enhance information-driven decision-making by providing data that are accurate, consistent, relevant, reliable and timely	Incorporate a hit counter on each of the OIRPA webpages to assess the usefulness of each	2.6.2	Comparisons of each OIRPA webpage will be made using the OIRPA website hit counter and those webpages in the lowest quartile will be evaluated to decide if they need improved or simply eliminated.	Based upon the hit counter data, the web pages in the lowest quartile (of number of hits) will be evaluated by the staff for potential improvements/elimination.	Current UCD website technology does not permit this. Due to delays in website technology, the new OIRPA website is not yet available.	OIRPA is proceeding with the development of its new website. Phase I of its deployment is planned for summer 2009. Once data are available, we will be able to set some minimum "hits" to refine this measure.	The delays in the larger UCD website technologies have delayed OIRPA's delivery of new content and functionality.
	Ensure that the information we provide to our customers is timely.	2.6.2, 7.3.2	For those projects initiated during FY09, 90% will be completed on-time or early.	Using the data from the OIRPA Project Tracking System, projects will be completed by the recorded due date in 90% of the projects for FY09.	Objective data from Project Tracker (as of 5/14/2009): 95.3% of those projects/requests initiated during FY09 were completed early or on time. Just 5% of the 254 projects/requests were delivered late. [FY1: 94.6% early/on time for FY08.] Source: Project Tracker (qry2007000001_RequestorReport_FY09_OnTime)	While OIRPA achieved this goal, the office staff continues to employ Project Tracker as a tool to monitor progress on projects/requests and ensure on-time delivery of work products. Our new website will include a portal for customers to check on the status of their reports and confirm our delineations of whether or not a request was completed on-time.	Customers receive the information needed to assist in knowledge-driven decision making in a timely manner.

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	OIRPA provides reports that are easy to interpret (by the customer).	2.6.2, 7.3.2	Using the OIRPA online assessment/evaluation survey, 90% of the individuals responding will "agree" or "strongly agree" with the statement: "The reports were easy to interpret."	Customers report 90% agreement with the annual assessment instrument item: "The reports were easy to interpret."	Using data from the FY09 survey: If "NA" responses included in the denominator: 94% of those responding agreed ("Strongly Agree" or "Agree"). If "NA" responses excluded from the denominator: 100% of those responding agreed.	Through our work in revamping the OIRPA website, we have developed additional templates for reports that will, it is hoped, enhance their interpretability.	Better understanding of data and information increases the opportunity for that data/information to be employed to make better decisions.
Develop and enhance strategies to extract and provide data regarding student performance	Each fiscal year, OIRPA will provide retention and graduation rate data to leadership so that student performance may be assessed.	2.2.4	Student retention and graduation rate data (Fall 2008) provided to constituents by April 30, 2009.	OIRPA will post to its website (http://administration.ucdenver.edu/admin/ir/graduation.htm) no later than April 30, 2009, the annual student retention and graduation rate data.	Graduation and retention data posted to IR website on March 9, 2009.	OIRPA is evaluating the programming/processing used to produce these data so that it can be done more efficiently. In addition, we are examining other report formats to identify best practices and use those to enhance the presentation of these data for our customers.	UCD graduation and retention rates need to be monitored because of the interest shown by a variety of constituencies. Greater transparency of these data allows for thoughtful discussions regarding how they might be improved.
Assess the student experience and identify areas for improvement and of excellence	Using survey data to assess student opinions regarding their UCD experiences develop reports for leadership identifying areas for improvement and of excellence.	2.9.4	NSSE and FSSE data will be provided to constituents by June 30, 2009.	By June 30, 2009, the summary of the 2008 NSSE and FSSE administrations will be made available on the OIRPA website (http://administration.ucdenver.edu/admin/ir/survey.htm).	NSSE documents posted to website on August 25, 2008 and September 3, 2008. FSSE documents posted to website on August 25, 2008.	Due to fiscal constraints, competing resources, and poor response rates, it was determined by two committees that the FSSE would not be administered in FY2010. However, the NSSE will be administered in FY2010, but with more attention paid to improving response rates.	Reduced cost to the institution. In addition, if response rates are improved for the NSSE in the next administration, the resulting data will be better (e.g., deemed more valid/reliable by leadership) and more widely used by the university to identify areas of strength and opportunities for improvement).

* List the Strategic Plan Objective # that the program objective relates to.

Note: These are 5 goals/objectives selected from OIRPA's strategic plan. They do not reflect all of this unit's goals/objectives. See I:\OIRPA\Projects\2008\20080245_StrategicPlanning_Assessment\OIRPA Strategic Plan w MVV.doc for the comprehensive listing.