CU Office of Institutional Research and Effectiveness
UNIVERSITY OF COLORADO
DENVER | ANSCHUTZ MEDICAL CAMPUS

I. **Improve Student Success: Improve Student Success (Due Date: 6/30/2019) (Coordinator: CASB) (ProjectID: 10006110)**

A. **Student Tracker Build-out: Complete implementation of strategy(ies) to perform student success (i.e., retention and graduation) that include all student degree levels (i.e., baccalaureate, masters, doctoral, professional) (Due Date: 6/30/2017) (Coordinator: CASB) (ProjectID: 10006111)**

01. Grad-Level Elements: Determine what grad-level data elements are needed (Due Date: 06/30/2017) (Assigned Staff: CASB/DD)

02. Populate Data Table: Add new data elements from I-A-1 to the appropriate data table(s). (Due Date: 06/30/2017) (Assigned Staff: CASB/DD)

03. Test Data: Test the data loaded in task I-A-2. (Due Date: 06/30/2017) (Assigned Staff: CASB/DD)

04. Finalize Data: Finalize the data loaded in task I-A-2. (Due Date: 06/30/2017) (Assigned Staff: CASB/DD)

05. Grad Student Success Queries and Visualizations: Develop standard queries and visualizations for grad student success. (Due Date: 06/30/2017) (Assigned Staff: CASB/DD)

06. Cross-Training: Cross-train on the standard queries developed in task I-A-5 (Due Date: 06/30/2017) (Assigned Staff: CASB/DD)

B. **Student Success Prediction: Research best practices and develop methodologies to predict student success (Due Date: 6/30/2018) (Coordinator: CASB) (ProjectID: 10006112)**

01. Best Practices: Identify and evaluate best practices in predicting student success (Due Date: 06/30/2018) (Assigned Staff: CASB)

02. Constituent Outreach: Invite constituents to join in this effort. (Due Date: 06/30/2018) (Assigned Staff: CASB)

03. Supplemental System Identification: Include on-going identification of supplemental systems as part of this effort (framed as additional data to assist in more accurately predicting success). (Due Date: 06/30/2018) (Assigned Staff: CASB)

04. Create Models: Create initial models to test their efficacy. (Due Date: 06/30/2018) (Assigned Staff: CASB)

05. Test Models: Test initial models created in task I-B-4. (Due Date: 06/30/2018) (Assigned Staff: CASB)

06. Communication Plan: Create and roll-out communication plan. (Due Date: 06/30/2018) (Assigned Staff: CASB)

07. Share Results: Share the results of the initial model tests from task I-B-5. (Due Date: 06/30/2018) (Assigned Staff: CASB)

08. Tweak Models: With constituents, tweak models for further testing. (Due Date: 06/30/2018) (Assigned Staff: CASB)

C. **Evaluate/Assess Program Efficacy: Identify opportunities to evaluate/assess institutional/unit programs' efficacy in enhancing student success. (Due Date: 6/30/2019) (Coordinator: CASB) (ProjectID: 10006113)**

01. Committee/Group Identification: Identify committees/groups that could benefit from our participation. (Due Date: 06/30/2019) (Assigned Staff: CASB)

02. Identify Ancillary Data Systems and Needs: Identify ancillary data systems and data needs, including both student and faculty systems. (Due Date: 06/30/2019) (Assigned Staff: CASB)

03. Individual/Unit Engagement: Engage with student-related individuals/units. (Due Date: 06/30/2019) (Assigned Staff: CASB)

04. Implement Outreach Plan: Implement outreach plan, based on results of tasks I-C-1 through I-C-3. (Due Date: 06/30/2019) (Assigned Staff: CASB)

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05. Create Assessment Plan: Create assessment plans (in collaboration with programs) to evaluate efficacy. (Due Date: 06/30/2019) (Assigned Staff: CASB)

06. Create Assessment Summaries: Analyze data and create assessment summaries to share with appropriate constituents. (Due Date: 06/30/2019) (Assigned Staff: CASB)

D. **Course Instruction Analysis: Develop assessment summaries of who is teaching which courses to what populations of students (to include characteristics of faculty, courses, and students) (Due Date: 6/30/2019) (Coordinator: NS) (ProjectID: 10006114)**

01. Evaluation of Current Data: Evaluation of data currently available – and how to better use them (e.g., faculty degrees, faculty experience, FCQ data). (Due Date: 06/30/2018) (Assigned Staff: NS/DD)

02. Identify of New Data Sources: What other faculty data elements are needed? (Assessment of ethnicity, disability status, veteran status and who is responsible for collection, data scrubbing/audits, storage, etc.). (Due Date: 06/30/2018) (Assigned Staff: NS/DD)

03. Develop Impact Assessment Plan: Develop analytic plan to assess impact of faculty characteristics on student/course outcomes. (Due Date: 06/30/2018) (Assigned Staff: NS/DD)

04. Create Assessment Summaries: Analyze data and create summaries to share with appropriate constituents. (Due Date: 06/30/2018) (Assigned Staff: NS/DD)

II. **Enhancement of Data Visualizations: Enhancement of Data Visualizations (Due Date: 6/30/2019) (Coordinator: PD) (ProjectID: 10006120)**

A. **Identify Opportunities for Visualizations: Identify opportunities/strategies to incorporate data visualizations into existing reports (e.g., through use of standards, outreach, best practices) (Due Date: 6/30/2017) (Coordinator: PD) (ProjectID: 10006121)**

01. Identify Recurring Reports: Identify existing recurring reports to be converted (e.g., admissions reporting, enrollment reports, credit hour, DBR reports, Raul community college reports, data for HLC Accreditation) for both public-facing and dashboards for targeted groups. (Due Date: 06/30/2017) (Assigned Staff: PD)

02. Documentation Standards: Develop strategies/standards for articulating data/report documentation within Tableau. (Due Date: 06/30/2017) (Assigned Staff: PD)

03. Meta-data Documentation: Continue parallel work in documentation of meta-data. (Due Date: 06/30/2017) (Assigned Staff: PD)

04. Outreach: Continue outreach to individuals and groups. (Due Date: 06/30/2017) (Assigned Staff: PD)

05. Ad hoc Visualization Strategies: Identify ad hoc methods/strategies for visualizations. (Due Date: 06/30/2017) (Assigned Staff: PD)

06. Best Practices and Tools: Identify and implement best practices, and possible tools, for providing "tabular" and visual data. (Due Date: 06/30/2017) (Assigned Staff: PD)

07. Create Visualizations: Ensure that OIRE staff consider augmenting project requests with visualizations. (Due Date: 06/30/2017) (Assigned Staff: PD)

B. **Staff Training: Train OIRE staff to effectively use Tableau and data visualization (Due Date: 6/30/2017) (Coordinator: PD) (ProjectID: 10006122)**

01. Tableau Users Group: Discern OIRE role in CU Denver Tableau users group community. (Due Date: 06/30/2017) (Assigned Staff: PD)

02. Tableau Software Training: Determine who needs training and who needs to be able to use Tableau. (Due Date: 06/30/2017) (Assigned Staff: PD)

03. Training Timeline: Determine timelines for training. (Due Date: 06/30/2017) (Assigned Staff: PD)

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04.	Individualized Training For Staff: Decide what kind of training each staff member prefers/needs. (Due Date: 06/30/2017) (Assigned Staff: PD)

05.	Project Assignment: Identify projects to use Tableau so that staff members don't lose the skills. (Due Date: 06/30/2017) (Assigned Staff: PD)

06.	2016 Conference: Attend annual conference in Austin. (Due Date: 11/10/2016) (Assigned Staff: PD/DD)

C.	**Customer Training: Combined with III-C into new V-A. (Due Date: 6/30/2019) (Coordinator: MB) (ProjectID: 10006123)**

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D.	**Evaluate Enhancements Success: Evaluate the success of OIRE's visualization enhancements (including assessment plan/implementation/evaluation) (Due Date: 6/30/2019) (Coordinator: CASB) (ProjectID: 10006124)**

01.	Identify Efforts: Identify each effort to be evaluated. (Due Date: 06/30/2019) (Assigned Staff: CASB/MB)

02.	Develop Assessment Plan: Develop an assessment plan for the efforts identified in task II-D-1. (Due Date: 06/30/2019) (Assigned Staff: CASB/MB)

03.	Analyze Assessment Information: Collect/examine assessment information (e.g., does the volume or type of request change after the implementation of visualizations?). (Due Date: 06/30/2019) (Assigned Staff: CASB/MB)

04.	Evaluate Visualization Efficacy: Using assessment information, evaluate visualization efficacy. (Due Date: 06/30/2019) (Assigned Staff: CASB/MB)

III.	**Implement Self-Service Capabilities: Implement and roll-out customer self-service capabilities to enhance the customer experience (Due Date: 6/30/2018) (Coordinator: DD) (ProjectID: 10006130)**

A.	**Determine Self-Service Implementation: Determine how self-service will be implemented (e.g., software, website/non-website strategies) (Due Date: 6/30/2018) (Coordinator: DD) (ProjectID: 10006131)**

01.	Identify Software/Tools: Identify what software/tools to use. (Due Date: 06/30/2018) (Assigned Staff: DD/JLF)

02.	Engage with CU Online: Continue engagement with CU Online to assess how this influences these decisions. (Due Date: 06/30/2018) (Assigned Staff: DD/JLF)

03.	Modify OIRE Website: Identify and implement what changes will need to be made to the OIRE website (and website backend) to accommodate self-service implementation. (Due Date: 06/30/2018) (Assigned Staff: DD/JLF)

04.	Integrate Self-Service to OIRE Website: Integrate self-service within OIRE website. (Due Date: 06/30/2018) (Assigned Staff: DD/JLF)

05.	Identify Website Beta-testers: Identify customer beta-testers (e.g., OIA, Rich Allen, Jeff Franklin). (Due Date: 06/30/2018) (Assigned Staff: DD/JLF)

06.	Implement Communication Plan: Create and roll-out communication plan. (Due Date: 06/30/2018) (Assigned Staff: DD/JLF)

07.	Assess Self-Service Implementation: Collect data and assess self-service implementation success. (Due Date: 06/30/2018) (Assigned Staff: DD/JLF)

B.	**Identify Reports/Data To Be Provided via Self-Service: Enumerate what reports, data, information will be provided via self-service (Due Date: 6/30/2018) (Coordinator: DD) (ProjectID: 10006132)**

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01. Identify Recurring Reports: Identify existing recurring reports to be converted (e.g., admissions reporting, enrollment reports, credit hour, DBR reports, Raul community college reports, data for HLC Accreditation) for both public-facing and dashboards for targeted groups. (Due Date: 06/30/2018) (Assigned Staff: DD/PD)

02. Develop Documentation Standards: Develop strategies/standards for articulating data/report documentation within self-service. (Due Date: 06/30/2018) (Assigned Staff: DD/PD)

03. Identify Ad Hoc Methods: Identify ad hoc methods/strategies for self-service. (Due Date: 06/30/2018) (Assigned Staff: DD/PD)

04. Continue Meta-Data Documentation: Continue parallel work in documentation meta-data arena. (Due Date: 06/30/2018) (Assigned Staff: DD/PD)

IV. **Succession Planning and Crosstraining: Identify, develop, and plan for OIRE leadership and IT transitions/succession planning, as well as for general staff cross-training and skills development (Due Date: 6/30/2019) (Coordinator: CASB) (ProjectID: 10006140)**

A. **Leadership Planning: Develop and implement a succession planning strategy for OIRE leadership changes (Due Date: 6/30/2019) (Coordinator: CASB) (ProjectID: 10006141)**

01. Identify Areas/Skills: Identify key areas/skills to train/transition. (Due Date: 06/30/2019) (Assigned Staff: CASB/DD)

02. Develop Training/Transition Plan: Develop a plan for training staff. (Due Date: 06/30/2019) (Assigned Staff: CASB/DD)

03. Seek Opportunities for Leadership Enhancement: Continue to seek opportunities for leadership enhancement (e.g., committees, conferences, etc.). (Due Date: 06/30/2019) (Assigned Staff: CASB/DD)

04. Engage with Campus Leaders: Engage with campus leaders to assess possible futures for OIRE. (Due Date: 06/30/2019) (Assigned Staff: CASB/DD)

B. **IT Transition: Develop and implement a succession planning strategy for technology simplification and transition. (Due Date: 6/30/2018) (Coordinator: JLF) (ProjectID: 10006142)**

01. Identify Areas/Skills for Training/Transition: Identify and assess areas for transition, and skills for training. (Due Date: 06/30/2018) (Assigned Staff: JLF/DD)

02. Develop Training/Transition Plan: Develop and implement a plan for staff training, technology transition, and technology simplification. (Due Date: 06/30/2018) (Assigned Staff: JLF/DD)

03. Evaluate OIT Offerings Influence: Evaluate OIT growth/evolution and current offerings, and how that influences OIRE IT transition. (Due Date: 06/30/2018) (Assigned Staff: JLF/DD)

C. **Crosstraining and Skills Development: Develop and implement a cross-training and skills development plan for OIRE staff. (Due Date: 6/30/2019) (Coordinator: BL) (ProjectID: 10006143)**

01. Identify Key Areas/Skills: Identify a set of key areas/skills to cross-train OIRE staff. (Due Date: 06/30/2019) (Assigned Staff: BL)

02. Develop Training Plan: Develop a plan for training OIRE staff. (Due Date: 06/30/2019) (Assigned Staff: BL)

03. Create Documentation Guidelines: Design and implement documentation guidelines for project-specific projects and general skills. (Due Date: 06/30/2019) (Assigned Staff: BL)

04. Identify Project to Document: Identify projects that require documentation. (Due Date: 06/30/2019) (Assigned Staff: BL)

05. Create Documentation Plan: Create a documentation plan for projects. (Due Date: 06/30/2019) (Assigned Staff: BL)

06. Implement Documentation Plan: Training staff on project documentation plan, and implement templates, technologies, etc. (Due Date: 06/30/2019) (Assigned Staff: BL)

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07.   Assess Project Documentation: Identify and follow-up with specific projects to see if documentation is helpful. (Due Date: 06/30/2019) (Assigned Staff: BL)

V.   Customer Training: Identify, develop, and plan for OIRE leadership and IT transitions/succession planning, as well as for general staff cross-training and skills development (Due Date: 6/30/2019) (Coordinator: CASB) (ProjectID: 10006150)

A.   Develop Customer Training for Self-Service: Develop and deploy customer training/information/documentation to accompany self-service (Due Date: 6/30/2018) (Coordinator: MB) (ProjectID: 10006151)

01.   Review Customer Feedback Loop: Determine if we want to enhance the customer feedback loop (to include request process, check-ins on project status). (Due Date: 06/30/2018) (Assigned Staff: MB)

02.   Identify Training Needs - Software: Identify specific software functionality/aspects on which to train – will vary by user level. (Due Date: 06/30/2018) (Assigned Staff: MB)

03.   Identify Training Needs - Concepts: Identify concepts to communicate (e.g., enrolled vs. eligible to enroll). (Due Date: 06/30/2018) (Assigned Staff: MB)

04.   Develop Customer Help Desk: Develop customer help desk for OIRE website elements. (Due Date: 06/30/2018) (Assigned Staff: MB)

05.   Create Communication Plan: Create and roll-out communication plan (to include when to use self-service, when to request interpretation, when to ask for more/different data or differently formatted data, sensitive data requests – including posting this communication to the website and within NOIRE). (Due Date: 06/30/2018) (Assigned Staff: MB)

06.   Roll-out Training Sessions: Roll out customer training sessions. (Due Date: 06/30/2018) (Assigned Staff: MB)

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