

Administrative and Educational Support Report

Office of Institutional Research & Effectiveness

**Annual Action Plan
Annual Assessment Report**

June 2004 – May 2005



Annual Action Plan: June 1, 2004–May 31, 2005

Unit: Office of Institutional Research and Effectiveness

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: President

Unit Head: Susan Griffith

Unit Mission: The Office of Institutional Research and Effectiveness at The University of Texas-Pan American extracts and transforms data into information for analysis; conducts policy analysis, institutional research and executive management studies to support informed decision making at the university; assures that institutional policies and procedures are in compliance with all appropriate rules and regulations; directs and coordinates institutional planning, assessment and evaluation; acts as a repository for institutional data; serves as a reporting official for mandated state and federal agencies; responds to internal and external surveys and requests for data; and acts as liaison between UTPA and the UT System for institutional research, accountability and planning.

Unit Goal: Provide data, information, and systems that improve UTPA’s decision-making ability.

Link to UTPA Goal(s): 3. Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Improve OIRE visibility. (1)	7	Efficient and effective processes and improved relations with stakeholders.	<ul style="list-style-type: none"> Develop ways of improving visibility of OIRE. 	Self-Assessment and External Peer Review.	None.
Systematize institutional data extraction, programming and	7	All CBM reports are accurate and submitted on time.	<ul style="list-style-type: none"> Improve communications among stakeholders 	Review status of reports available on THECB website and talk to	None.

Annual Action Plan, June 1, 2004–May 31, 2005

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
reporting processes for routine external reports and internal data requests. (2)			<ul style="list-style-type: none"> Keep all stakeholders informed of the big picture of institutional reporting. 	stakeholders.	
	7	Accurate class and class laboratory usage statistics.	<ul style="list-style-type: none"> Work closely with physical plant to make sure room codes are updated accurately each year. 	Discuss the process with responsible parties. Check room codes against actual usage by visiting rooms.	None.
	7	Data warehouse will be developed and operational.	<ul style="list-style-type: none"> Freeze data every semester on 20th class day so that data used for reporting is accurate and consistent. 	Check for availability of frozen data.	None.
	7	Online Factbook will be developed and operational by Fall 2005.	<ul style="list-style-type: none"> Train research analyst to develop interactive Factbook online 	Survey users.	\$5,000 for Web App SPSS software. \$5,000 for a new dual processor server.
Improve the <i>Handbook of Operating Procedures (HOP)</i> process. (3)	7	<i>Handbook of Operating Procedures</i> is compliant, streamlined, efficient and effective.	<ul style="list-style-type: none"> Talk to stakeholders and research other universities <i>HOP</i> websites to improve UTPA's <i>HOP</i> processes. 	<ul style="list-style-type: none"> Review the <i>HOP</i> divisional status report for improvements in timeliness. Survey users. 	None.
Coordinate institutional assessment and planning processes. (4)	7	Ongoing, integrated, and institution-wide research-based planning and evaluation processes that incorporate a	<ul style="list-style-type: none"> Facilitate development of strategic planning for UTPA and all its divisions and units. 	Review planning and assessment process across campus.	None.

Annual Action Plan, June 1, 2004–May 31, 2005

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
		systematic review of programs and services that (a) result in continuing improvement and (b) demonstrate that the institution is effectively accomplishing its mission.			

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Develop custom reports and systems to support executive decision making. (5)	7	Academic Planning Statistics Report (generated every semester) will be useful to the Provost and Deans.	<ul style="list-style-type: none"> • Use up-to-date data to prepare reports for administrators and deans. • Communicate with administrators and deans to see what their needs are. 	Conduct interviews with Provost and Deans.	\$5,000 for a new dual processor server.
	7	Enrollment Projections (EP) model that is accurate and useful for planning.	<ul style="list-style-type: none"> • Consider all variables that can impact enrollment and use them in the EP model. 	Review actual vs. projections by EP Team, and interview clients.	None.



Annual Assessment Report: June 1, 2004-May 31, 2005

Unit: Office of Institutional Research and Effectiveness

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master's and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: President **Unit Head:** Susan Griffith

Unit Mission: The Office of Institutional Research and Effectiveness at The University of Texas-Pan American extracts and transforms data into information for analysis; conducts policy analysis, institutional research and executive management studies to support informed decision making at the university; assures that institutional policies and procedures are in compliance with all appropriate rules and regulations; directs and coordinates institutional planning, assessment and evaluation; acts as a repository for institutional data; serves as a reporting official for mandated state and federal agencies; responds to internal and external surveys and requests for data; and acts as liaison between UTPA and the UT System for institutional research, accountability and planning.

Unit Goal(s)
Link to UTPA Goals: Provide data, information, and systems that improve UTPA's decision-making ability.
 3. Improve organizational effectiveness.

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve OIRE visibility. (1)	7	Improved relations with stakeholders.	Self-Assessment and External Peer Review.	Recommendations to improve visibility. Improve information processes. More involvement of staff on campus committees.	OIRE submits a monthly column to the Campus Report. Website has been enhanced with more reports and presentations for use by clients. Conducted online customer satisfaction survey. Staff sits on Tex-Prep advisory board, DATA Team, Staff Senate, SACS Compliance Certification Team and selection team for Banner software.

Annual Assessment Report, June 1, 2004–May 31, 2005

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Systematize institutional data extraction, programming and reporting processes for routine external reports and internal data requests. (2)	7	All CBM reports are accurate and submitted on time.	Reviewed status of reports available on THECB website and talked to stakeholders.	Our reports are usually submitted late and all stakeholders do not understand their involvement in the process.	Formed DATA Team to put flowcharts and processes in place so that CBM reports are submitted without problems. Due to improved communications the number of CBs submitted in time improved from 81% delinquent in FY04 to 37% delinquent in FY05.
	7	Accurate class and class laboratory usage statistics.	Discussed the process with responsible parties. Checked room codes against actual usage by visiting rooms.	Over 50 classrooms and labs were miscoded. Updated inventory was never given to SIS.	Flowcharted the process, so stakeholders now know their responsibilities. Invited experts from TSU-SM to conduct a workshop on space utilization for Deans and Chairs and other stakeholders. UTPA's class utilization increased from 24.8 in Fall 03 to 35.6 in Fall 04; and lab utilization improved from 13.6 in Fall 03 to 27.7 in Fall 04.
	7	Data warehouse will be developed and operational.	Reviewed current databases and systems.	Data is not frozen on the SIS system, it is always live.	Worked with IT to save frozen data for Fall 2004 & Spring 2005. Began conversations with IT to expand and formalize the warehouse.
	7	Online Factbook will be developed and operational by Fall 2005.	Reviewed the current PDF Factbook and had discussions with stakeholders.	The PDF Factbook is not user friendly. It is not interactive.	OIRE Research Analyst underwent training and developed a pilot website for online data.

Annual Assessment Report, June 1, 2004–May 31, 2005

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve the HOP process. (3)	7	Handbook of Operating Procedures is compliant, streamlined, efficient and effective.	Reviewed procedures for developing policies for the HOP by interviewing the president's office. Reviewed data to see how long a HOP takes to go through the entire procedure. Reviewed other University HOPS.	Responsibilities for various tasks in the HOP process are unclear. Data show that HOPS take a long time on campus and at the System to get processed. System and other institutions do not include procedures and details in the HOP.	Flowcharted processes for new and revised policies. Revising system for removing procedures from the policies. Drafted introductory policy. Drafted Presidential Memorandum. Prepared and presented delinquent policy report to PC. Improved the HOP website. Notified all users of new HOPs and HOP revisions.
Coordinate institutional assessment and planning processes. (4)	7	Ongoing, integrated, and institution-wide research-based planning and evaluation processes that incorporate a systematic review of programs and services that (a) result in continuing improvement and (b) demonstrate that the institution is effectively accomplishing its mission.	Reviewed planning and assessment process across campus.	There is no consistency in planning and assessment processes across campus.	Facilitated development of UTPA mission statement and drafting a vision statement and values statements. Presented Outcome Directed Planning (ODP) model to Joint Institutional Assessment and Strategic Planning Committee (JIASPC) who adopted it for strategic planning for all divisions and units on campus. Facilitated development of assessment reports for June 2004-May 2005 period by all units at UTPA.
Develop custom reports and systems to support executive decision making. (5)	7	Academic Planning Statistics Report (generated every semester) will be	Interviews with Provost and Deans were conducted.	Deans requested additions to report.	Added breakdown by majors and undeclared majors by college.

Annual Assessment Report, June 1, 2004–May 31, 2005

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
		useful to the Provost and Deans.			
	7	Enrollment Projections (EP) model that is accurate and useful for planning.	Reviewed actual vs. projections by EP Team, and interviewed clients.	For Fall 2004, projected 17,300-17,500, actual was 17,030.	With EP Team, used May 2005 student registrations to develop the range for Fall 2005 total enrollment.

Additional Resources Needed (if any) that were requested for FY06 during the budget cycle: None