

Administrative and Educational Support Report

Office of Institutional Research & Effectiveness

**Annual Action Plan
Annual Assessment Report**

June 2005 – May 2006



Annual Action Plan: June 1, 2005–May 31, 2006

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 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 FY06
Improve OIRE visibility. (1)	7	Well known as the designated repository for student related statistics at UTPA.	Improve relations with stakeholders and meet their reporting needs.	Customer service survey.	None
Systematize institutional data extraction,	7	All CBM reports are accurate and submitted	<ul style="list-style-type: none"> • Automate reporting of the CBM008 	Compare CBM008 prepared by the current	None

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programming and reporting processes for routine external reports and internal data requests. (2)		on time.		manual system to the new Oracle system.	
	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"> • Share data with selected users. 	Survey of user satisfaction.	None
	7	Expand the Online Factbook to meet user needs.	<ul style="list-style-type: none"> • Determine needs of users by communicating with Deans and other stakeholders. 	Survey users.	\$4,000 for SQL server software.
Improve the HOP process. (3)	7	Handbook of Operating Procedures is compliant, streamlined, efficient and effective.	<ul style="list-style-type: none"> • Standardize the format of all HOPs. • Review options for HOP with EC and UT System. 	<ul style="list-style-type: none"> • Review all HOPs for use of standardized format. • Document decision making by EC and UT-System. 	None
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	<ul style="list-style-type: none"> • Facilitate use of the Outcome Directed Planning (ODP) model for UTPA and all its divisions and units • Compile institutional planning and assessment 	Review planning and assessment process across campus with the SACS assessment division representatives.	None

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		continuing improvement and (b) demonstrate that the institution is effectively accomplishing its mission.	documents for FY05 and FY06 and post on the SACS website.		
Develop custom reports and systems to support executive decision making. (5)		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
		Institutional effectiveness and efficiency consistent with high quality organizational standards.	<ul style="list-style-type: none"> Support the quality improvement process investigation team. 	Review the status of the quality improvement process.	None



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Improve OIRE visibility. (1)	7	Well known as the designated repository for student related statistics at UTPA.	Customer service survey.	Over 95% of the clients are satisfied with the services provided by the OIRE office.	Scheduled routine meetings in Fall 2006 with Dean of Admissions to review in depth CBM reports.
Systematize institutional		All CBM reports are	Compare CBM008	Delay in implementation	NA

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data extraction, programming and reporting processes for routine external reports and internal data requests. (2)	7	accurate and submitted on time.	prepared by the current manual system to the new Oracle system.	of Oracle until Fall 2006	
	7	All CBM reports are accurate and submitted on time.	Feedback from external customers.	Data on HB1403, Hazelwood exemptions, and some other variables was reported incorrectly.	OIRE is working with systems analysts to review and update all the programs for CBM reports.
	7	Accurate class and class laboratory usage statistics.	Discuss the process with responsible parties. Check room codes against actual usage by visiting rooms.	Review of reported data was within acceptable parameters.	In Fall 2006 OIRE will check actual usage by visiting classrooms and labs at UTPA.
	7	Data warehouse will be developed and operational.	Survey of user satisfaction.	Delayed because of SACS, Banner and Oracle.	Will revisit data warehouse in 2007.
	7	Expand the Online Factbook to meet user needs.	Survey users.	The online factbook is operational but incomplete. Users have submitted additions and improvements.	Some small improvements have been made. List of future improvements is being compiled for implementation in 2007.
Improve the HOP process. (3)	7	Handbook of Operating Procedures is compliant, streamlined, efficient and effective.	<ul style="list-style-type: none"> Review all HOPs for use of standardized format. Document decision making by EC and UT-System. 	All new and revised HOPs are being put in standardized format.	<p>Obsolete HOPs have been deleted and similar ones have been combined.</p> <p>Unnecessary information</p>

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					in the HOP is being removed.
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.	Review planning and assessment process across campus with the SACS assessment division representatives.	Need for new planning and assessment processes to meet SACS requirements was identified.	Institution-wide, OIRE facilitated development of Outcome Directed Plans (ODP), annual action plans and assessment reports; and coordinated reporting of systematic program review and student learning outcome assessment.
Develop custom reports and systems to support executive decision making. (5)	7	Enrollment Projections (EP) model that is accurate and useful for planning.	Review actual vs. projections by EP Team, and interview clients.	Fall 2005 projections were off by 6% due to data errors on the daily registration report.	Admissions office has redesigned the registration report and submits it on a weekly basis.
	7	Institutional effectiveness and efficiency consistent with high quality organizational standards.	Review the status of the quality improvement process.	The IDEEL team was formed in February 2006 and the process began.	Road shows are being conducted on campus to inform all constituents about the quality improvement process. IDEEL is included in the FY07 budget.