Institutional Research Update

The following is a summary of our ongoing steps to assess and align the goals and objectives of Institutional Research with the objectives of the University.

A series of actions were taken to (1) mitigate the years of non-compliance in securing and mitigating the potential exposure of more than 3 million student records; (2) develop the initial WASC reports and additional dashboards; (3) realign the existing resources of the IR organization; and (4) increase the research capabilities from one staff member to three.

- In collaboration with an external resource from CSU Channel Islands, a framework was established for a set of WASC dashboards and supporting tabs
- Tableau was formalized as a presentation layer for external reporting; internal campus reporting will utilize Cognos Analytics
- A process was established to publish “public-facing reports” via Tableau while providing authenticated access for internal-facing reports
- From December 2017 through April 2019, ten fact books with thirty-five dashboards (tabs) were constructed, validated and posted for the WASC team
- A year-long data validation process was completed, aligning CSU, Chico data definitions and naming conventions with the CSU Chancellor’s Office
- An assessment of the IR organization and supporting IR auxiliary groups was completed
- A restructuring of support for Tableau was completed, shifting responsibility to IRES
- The vacated IR Tableau position was replaced with a second institutional reporting staff resource to increase the resource capability from 1 to 2 dedicated to analysis/reporting
- Requirements for access to Level 1 data were established with compensating controls
- A detailed process was established to respond to external and internal survey requests
- A detailed summary of all reoccurring annual tasks was developed with the support of Christine Williams, as well as Sacramento State who provided base-line data
- The Scantron infrastructure supporting the SET process, and a campus Scantron test/quiz scoring service, was upgraded to current software levels in the cloud
- A Scantron application update plan was developed and completed
- Additional dashboards, outside of the WASC process, were created for (1) Undergraduate Major Migration Pathways; (2) Annualized Enrollments; (3) Graduate Student Graduation; (4) Retention Rates; and (5) Time to Degree
- A detailed assessment of the Testing Office, Prometric Testing Center, and Scantron Testing Office was completed
- The prior Testing Office lead position was replaced with a 3rd institutional report writer increasing the institutional report writing group from 1 to 3
- The IR and Data Warehouse groups have been successfully combined to build out student, human resources, and finance data marts and IPEDS’ data
- The former ADS group was restructured, removing the data warehouse group, and shifting reporting to the IRES Associate Vice Provost
- The initial version of Academic Affairs’ ABC budget model (FTES and Costing a Class) was completed for college deans to review the beginning of November