

Assessment Cycle 2022 – 2023

Institutional Research

Office of Institutional Effectiveness and Human Resources

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Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

The **Office of Institutional Effectiveness and Human Resources** is a responsive administrative service and support unit that provides University leaders with information to be used in strategic planning and evidence-based decision-making and human resource programs and services. The Office assesses, collects, analyzes, reports, and disseminates data on behalf of the University and supports all University units in assessment-based improvement efforts. Reporting of information is in accordance with Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) and federal and state regulations. The Office develops and delivers innovative human resource programs and services designed to support the mission of the University, including its core services and competencies such as staffing, employee relations, organizational and employee development, risk management, compensation and benefits, human resource information management, and regulatory compliance.

Within the **Office of Institutional Effectiveness and Human Resources**, the **Office of Institutional Research (OIR)** focuses on the analysis and provision of data to both internal and external constituents for the purposes of decision-making, accreditation, academic research, strategic planning, grant proposal and post-award reporting, as well as mandated governmental reporting. Strong ties with NSU's Office of Information Technology ensure that OIR continues to exploit the latest tools, data structures and methods to provide leadership and customer service in NSU's data analysis function. Strong ties with NSU's Internal Auditor allow OIR to:

- process data that is properly processed through University-approved methods
- work with the auditor and functional departments to address deficiencies in those methods to promote data integrity
- assist in designing enhanced methods to allow the most accurate and effective data sources for analysis and decision-making.

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Methodology: The assessment process includes:

- (1) Data from assessment tools (direct & indirect and quantitative & qualitative) are collected and returned to the executive director;
- (2) The executive director will analyze the data to determine whether the applicable outcomes are met;
- (3) Results from the assessment will be discussed with the appropriate staff;
- (4) Individual meetings will be held with staff as required (show cause);
- (5) The executive director, in consultation with the staff and senior leadership, will determine proposed changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes.

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Institutional Research (OIR)

Service Outcomes:

SO 1. Provide expertise and support for strategic planning, assessment, program design, and continuous improvement.

Measure 1.1. Complete 100% of data requests for unit and program assessments. The OIR regularly interprets, validates, and manages student and program assessment data at predetermined intervals to facilitate organizational planning and program design.

Finding. Target Met.

Analysis. In 2021-2022, the target was met.

Based on the analysis of the 2021-2022 results, OIR proposed to work with the Director for Institutional Effectiveness to develop specifications for a dashboard that would reflect IE Assessment data for units and/or Strategic Focus areas (SFAs). The purpose of this dashboard would be to allow interactive filtering and comparison of assessment data based on year, department, focus area, or other possible criteria.

As a result, in 2022-2023, OIR has continued to be involved in Unit Assessment Committee and Strategic Planning Team meetings with an eye toward defining dashboard components for internal use by team members and other designees. An inventory of assessment metrics has been assembled and categorized by SFA and source data. Of 130 unique metrics, 94 have no source documented by NSU.

An Excel workbook was created, documenting metrics, sources, and definitions. This source document is the foundation for analysis and design of the data to be included in a KPI tracking dashboard.

Source					
SFA	EvaluationKit	IR	RNL	(blank)	Grand Total
Academic Excellence	7			20	27
Athletic Prominence				22	22
Community Enrichment				21	21
Diversity Equity Inclusion		8		12	20
Market Responsiveness				10	10
Student Achievement		6		2	8
Student Experience		6	9	7	22
Grand Total	7	20	9	94	130

N:\Departments\InstitutionalResearch\Dawn Working Area\DRAFT KPI database for dashboard.xlsx

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Decision. Based on the analysis of the 2022-23 results, OIR proposes to prototype a dashboard for SFA **Academic Excellence** in consultation with the Director of Institutional Effectiveness. The first step will be to identify and standardize the sources and timing of update for 20 of the 27 Academic Excellence metrics.

Measure 1.2. – One hundred percent (100%) completion of federal and state reports. The University consistently utilizes historical enrollment, retention, and completion data to analyze performance trends and develop forecasts to assist leadership with strategic and operational planning decisions. The OIR contributes data for the University Strategic Plan and University Operating Plan on an annual basis utilizing enrollment, retention, and graduation rate data. The University submits enrollment, finance, facilities, human resource, financial aid, library, graduate, and completer data reports each semester and annually to the Louisiana Board of Regents and the Integrated Post-Secondary Education Data System. The information submitted is reviewed at the system level to ensure data accuracy and to monitor compliance with and the attainment of state and system level goals and objectives. Additional reports of significance include the Statewide Student Profile System, the Facilities and Space Utilization Report, Louisiana Performance Accountability reports, and the Board of Regents Strategic and Operational Plans.

Finding. Target met.

Analysis. In 2021-2022, the target was met.

Based on the analysis of the 2021-2022 results, OIR determined that we can provide open access to our IPEDS reporting, which is summarized data and publicly available already through the NCES website. Faculty and administrators often ask for information that is contained in these reports, and having the data available in its originally submitted survey instrument is often helpful in their research.

As a result, in 2022-2023, OIR expanded the OIR website to display 2022-2023 IPEDS reports in the Reports & Disclosure section.

Also based on the analysis of the 2021-2022 results, OIR decided that brief “training” videos for Fact Book and OIR dashboards might increase usage and understanding among faculty and staff. When requests come in to OIR, if they are answerable by accessing a dashboard, we try to walk the requestor through that process.

As a result, in 2022-2023, OIR met with all academic departments along with Enrollment Management. We demonstrated the use of two of the dashboards. Following that, OIR developed a 5-minute overview video of how to use the Institutional Facts dashboard. This video was shared with Emily Perritt in ECE who gave some feedback and offered assistance for future videos. Posting videos to our website will require some decisions about technology and sometime investment on our part to learn the technology.

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Decision: Based on the analysis of the 2022-23 results, OIR will work with ECE to publish our first training video on the OIR website. Based on these experiences, OIR will determine whether and how to proceed with these training snippets.

<p>SO 2. Develop, provide, and maintain timely and accurate institutional data to internal and external audiences.</p>

Measure 2.1. – One hundred percent (100%) of data source files will be documented for federal and state reports to enable responsiveness to all inquiries, requests, and audits. Complete any audits with no substantial findings. The OIR ensures accuracy, consistency, and timeliness among federal, state, and internal reports (IPEDS, Louisiana Board of Regents, Louisiana Performance and Accountability System, and internal assessment reports) through data validation protocols and audit and balancing of state and federal standardized reports. The Louisiana Legislative Auditors, (the independent audit body for the state of Louisiana), has the authority to audit as they deem appropriate to verify data accuracy.

Finding. Target met.

Analysis. In 2021-2022 the target was met.

Based on the analysis of the 2021-2022 results, OIR still planned to consolidate STS extracts to enable better understanding of the high school coursework from NSU's entering freshmen.

As a result, in 2022-2023, OIR worked with IT to discuss work order #57177 which had requested assistance with this project. In September 2022, IT began a regular refresh of STS data directly into Banner, eliminating the need for OIR to create an intervening structure. While there were some issues with reliability of this load process at first, IT and Admissions have built in stable processes. In addition, two specific STS values that IR needed for SSPS reporting are no longer required as of February 2023.

Decision. Based on the analysis of the 2022-2023 results, OIR has decided not to collect and maintain STS data in a separate repository since the data is flowing directly to CRM and Banner through IT loads.

Going forward, Graham-Leach-Bliley Act compliance seems to be a major push nationally, and NSU has hired a consultant to assist in assessing our readiness. In the coming year, IR will work with the consultant on this assessment and devise plans to remediate as needed.

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Measure 2.2. – One hundred percent (100%) compliance with Board of Regents' modifications to report specifications. The OIR consistently reviews data collection and reporting processes to identify relationships among reports and across departments to synchronize data reporting and to validate accuracy employing different data extraction and reporting methods in compliance with reporting standards as established by the Louisiana Board of Regents. Report procedures exist for all major state reports that are compiled by the OIR, however, the Board of Regents often issues modifications to specifications for the required reports. The Office of Institutional Research will implement continuous improvement processes to continuously revise reporting methods to comply with Board of Regents reporting specification revisions.

Findings. Target met.

Analysis. In 2021-2022 the target was met.

Based on the analysis of the 2021-2022 results, OIR decided that accuracy, efficiency, and responsiveness to changes in governmental reporting specifications could be achieved. By sharing and discussing these changes with various departments who contribute to the data processing, we can more effectively determine whether programming or procedural changes might be needed.

As a result, in 2022-2023, when IPEDS hosted a webinar called "Changes to the 2022-23 IPEDS Data Collection", OIR attended this webinar and distributed information about upcoming changes to Provost and Financial Aid. Other information about future IPEDS changes related to non-credit reporting was shared with EDIO department, where non-credit courses are overseen.

In addition, specification changes to the Board of Regents Statewide Student Profile System occurred multiple times in 2022 and continuing in early 2023. These changes came about as a result of major statewide Admissions and Placement policy changes in the year. Enrollment Management, Registrar, OIR and others collaborated to understand these changes, how to implement them, and how to record the data in Banner so that it can be reported accurately.

For example, Counselor Recommendation was implemented during Covid as a valid placement option for dual enrollment students. Since that time no processes were implemented at NSU to specifically record counselor recommendations. Instead, when reporting SSPS enrollment data to BoR, it was assumed that:

IF no other criteria were met (ACT, GPA, other tests)
AND a student was enrolled,
THEN the placement method was "Counselor Recommendation".

In 2023, Gwen Fontenot designed a process whereby counselor recommendations must be expressly documented using a standard form and recorded in Banner for each student, just like a test score would be.

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Decision. Based on the analysis of the 2022-2023 results, OIR will turn our focus to a new data collection of Prior Learning Assessments being requested by BoR. This collection was designed to occur simultaneously with SSPS. Specifications have been circulated but IR statewide still has unanswered questions and clarifications. In 2023-24 we will provide the first full data submission and review its usefulness for internal planning and design purposes.

SO 3. Conduct project-based research and analyses.

Measure 3.1 – Eighty percent (80%) overall completion of requests for ad hoc data reports and surveys. One hundred percent (100%) completion of all requests for ad hoc and recurring data requests related to **accreditation, planning and compliance**. The OIR compiles, analyzes, and reports student and program data in a timely and accurate manner to assist departments with new program initiatives, grant applications, compliance/accreditation, recruiting, and other strategic and planning initiatives as appropriate.

Finding. Target met.

Analysis. In 2021-2022 the target was met.

Based on the analysis of the 2021-2022 results, OIR planned to develop and deploy a Retention dashboard on the OIR website. The design of the dashboard should allow filtering at the term and department level.

As a result, in 2022-2023, OIR developed and deployed the Retention dashboard on the OIR website.

Student Retention

Retention/Graduation Rates

Cohort Semester: Fall 2020
Dept: CJHS
Classification: (All)
Selected Category: Classification
Include Graduated As Retained? True False

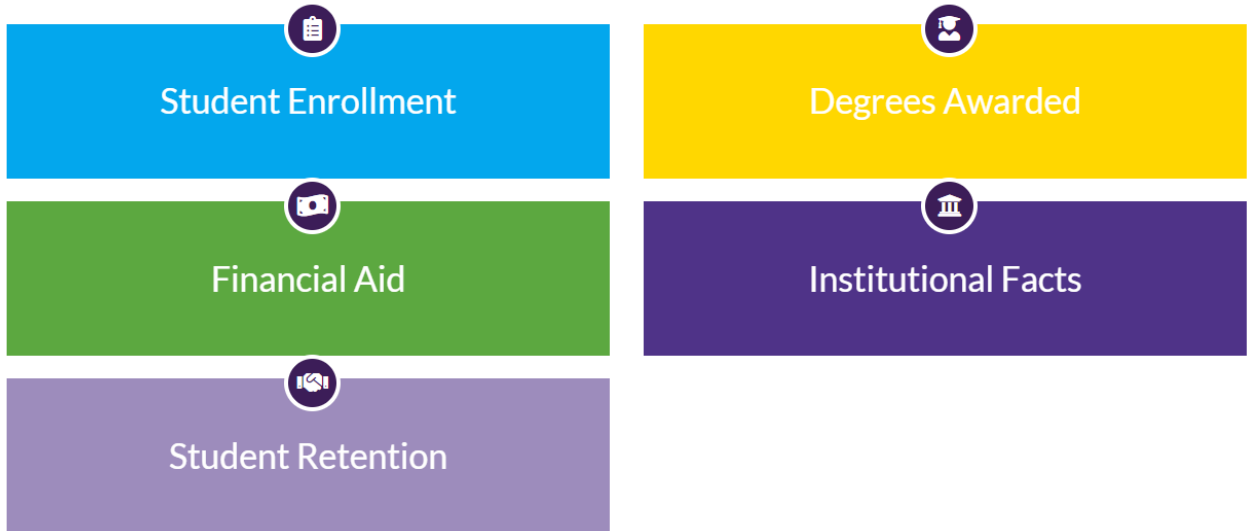
Category	♀+ ▾	Cohort	% Retained In Department	% Graduated In Department	% Retained In College	% Graduated In College	% Retained In University	% Graduated In University
2 - Entering Freshmen		92.0	45.65%	0.00%	46.74%	0.00%	52.17%	0.00%
3 - Continuing Freshmen		40.0	40.00%	0.00%	40.00%	0.00%	42.50%	0.00%
4 - Sophomores		87.0	70.11%	0.00%	73.56%	0.00%	79.31%	0.00%
5 - Juniors		106.0	73.58%	8.49%	76.42%	9.43%	78.30%	9.43%
6 - Seniors		158.0	82.91%	46.20%	84.18%	46.20%	84.81%	46.20%
7 - Graduates		33.0	90.91%	48.48%	90.91%	48.48%	90.91%	48.48%
Grand Total		516.0	69.38%	18.99%	71.12%	19.19%	73.84%	19.19%

The Retention dashboard has been added to the selection of dashboards available at: <https://www.nsula.edu/oir/dashboards/>

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DASHBOARDS



Decision. Based on the analysis of the 2022-23 results, OIR will design and implement a Faculty dashboard in the coming year to expand transparency and completeness of NSU’s profile.

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Comprehensive summary of key evidence of improvement based on analysis of results.

SO	Measure	Key Evidence
1	1.1	Analyzed IR requests and SFA metrics to develop approach for an IE Assessment KPI dashboard for SFAs. [N:/OUTPUTS/Dawn working area/DRAFT KPI database for dashboard.xlsx]
1	1.2	Uploaded submitted IPEDS reports to OIR website.
1	1.2	Created and submitted for ECE review one 5-minute training video for OIR dashboard called Institutional Facts. Feedback will require some additional training and decisions about publishing methods.
2	2.1	Suspended consolidation of STS extracts. Instead, IT worked with Admissions and BoR to standardize and improve STS data loads to Banner.
2	2.2	Documented anticipated changes to IPEDS and other reporting and alerted appropriate NSU departments about changes to data or process requirements.
3	3.1	Published Retention dashboard on OIR website.

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Plan of Action Moving Forward.

SO	Measure	Plan
1	1.1	Identify and standardize data sources for Academic Excellence metrics.
1	1.1	Prototype KPI dashboard for Academic Excellence SFA.
1	1.2	Work with ECE to publish tutorial video on OIR website.
2	2.1	Work with GLBA consultant to assess IR compliance with requirements.
2	2.2	Submit PLA data at the detailed design level and review possible institutional use of this data for continuous improvement of undergraduate graduation rates and potential in reducing time to graduate.
3	3.1	Publish Faculty dashboard on OIR website.