

Support Services Review Update Template

Suggested template for SSR annual update submission

Update Year: 2012
Accountability

Unit Name:

Office of Institutional Effectiveness and

Today's Date: April 11, 2012

Unit Review Leader:

Soon Merz

Data Update: (Please enter and update information)

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Click here to enter text.	Automate Data Requests via Enhancement of TIPS	Number of users of TIPS	9	50% increase over 5 years	98
Click here to enter text.	Automate Data Requests via Enhancement of TIPS	Number of reports available on TIPS	8	Increase over previous year	17
Click here to enter text.	Standardize Data Request Process	Number of requests by exception	40%	Less than or equal to 25%	40
Click here to enter text.	Cross-Train OIEA Staff	Percent of positions with a backup	30%	75% increase over 5 years	60%
Click here to enter text.	Educate Users	Number of workshops	7	Increase over previous year	9

Enter the information from last year's report into the corresponding fields and fill in the updates

Narrative Update: (Please supply a narrative explanation on the progress of your improvement)

TIPS users:

To formulate the baseline data for TIPS users, we defined a "user" as a unique individual who accesses the system, regardless of the number of times they access it. In the first 5 months, we had 9 people access the system. From March 1, 2011 to present, we have seen 238 users access the system. Some of these were during training and others during regular usage. We will be looking at enhancing the usage reports and other tracking elements to help us understand the system and its usages. The current data reflects numbers at the end of the nearest completed month, January 2012

TIPS reports:

To compile the count for TIPS reports, again we used the user data to determine what reports were actually being run in the system from October 2010 to Feb 2011. The number was 8, if you include that several reports have a college-wide format and another with the ability to drill down into disaggregations by demographic parameters. The current data reflect numbers at the end of the nearest completed month, January 2012

Standardize Data Request Process:

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In an effort to standardize the data request process we have revised the data request form to be shorter and give explicit instructions detailing the process and time frame involved. We have requested that the turnaround for data requests be at least 10 business days. Upon initial examination it appears this will help cut down on data requests by exception, as with the most recent data requests, most have given ample time for turnaround

We are currently also working at moving away from Form Site, our current data request tool. Our web administrator has created a data request form that will come directly from OIEA and be linked to our SQL server. One of our programmers is creating an application that will link the data requests into our SQL database. This will allow us to run reports on the types of data requests are coming in, who is requesting these data, and what time frames we are working with. Currently, it is difficult to determine what is the most common type of data request and what is the time involved. Having our own form linked to our database, with our own customizable application, will allow us to investigate and take appropriate actions where needed.

Given our new form, new application, and new processes we hope that data requests by exception will truly be only for special request. Baseline numbers for data requests by exception the the past have run between 30-40%, but we quickly hope to move this percentage down with the new way of doing things. The current data reflect numbers at the end of the nearest completed month, January 2012

Cross-Training:

To compile this data, we have had discussions within the office of OIEA and worked out the details. In finding the baseline, we determined during February 2011 OIEA meeting that an approximate number was 30%. In the February 2012 discussion, it was determined that we have reached approximately 60% of staff cross-training. The cross-training seems to be due to the "team" model used for working on different projects vs specific or detailed training sessions. Examples are most of the data warehouse team being able to fill in for each other, CIPA cross-training, analysts cross-training, and research cross-training. The current data reflect numbers at the end of the nearest completed month, January 2012

Educate Users:

We have used numbers provided by Prof Dev. and other means to calculate this number. Again, we have had a slight increase, but due to work on the SACS Compliance Certification, the focus on training has been a lower priority. Most of the training activities have been related to TIPS use and SACS issues. The current data reflect numbers at the end of the nearest completed month January 2012

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