

2024 Annual Report of Program Data

<<Program Name>>



1. Program or Unit Mission

The Office of Institutional Research & Analysis at Kaua'i Community college serves as a resource by providing systematic, timely data and research services that are used to enhance decision making, policy formulation, prepare reports and to measure institutional effectiveness.

Institutional Research & Analysis supports the Kaua'i Community College's mission by providing access to data that supports decision making for learners, educators and the community. Such decision making should positively impact course and program offerings that are affordable and accessible while perpetuating the unique history and culture of Kaua'i.

2. Program Student Learning Outcomes or Unit/Service Outcomes

The following were assessed in 2023 - 2024 and align with the Institutional Effectiveness Strategic Plan.

PSO 1: Provide accurate and actionable data for faculty and staff.

Metric: Closed Requests

Desirable Outcome: Ninety Five percent of requests meet stakeholder need and were closed in Fiscal Year 2024.

Results: There were a total of 66 requests between August 24, 2023 and May 30, 2024 with 57 requests completed representing 86%. This PSO is considered unmet.

PSO 2: Reduce the number of ad hoc requests through self-service reporting options.

Metric: Number of current dashboards

Desirable Outcome: Ninety percent of dashboards up-to-date by end of Fiscal Year 2024.

Results: There were a total of 31 Active Dashboards between January 23, 2024 and May 24, 2024 with 30 of 31 dashboards refreshed and up-to-date representing 97%. This PSO is considered met.

3. Analysis of the Program/Unit

Quantitative Indicators

DEMAND	2023 - 24
# of Internal Institutional Research Requests	65
# of External Institutional Research Requests	1
# of Surveys reviewed, created or administered	14
# of Dashboards & Self-Service tools created/updated	31
EFFICIENCY	
Percent of Internal Institutional Research Requests completed on-time	$\frac{29}{65} = 45\%$
Percent of External Institutional Research Requests completed on-time	$\frac{1}{1} = 100\%$
EFFECTIVENESS	
Net Promoter Score	Insufficient data available

This is the first year data have been collected for Institutional Research after the position was vacant for more than two years. There are not multiple years of data for trend analysis.

The number of Institutional Research Requests were received via the Data Request Form, emails and conversations. There was no approval process in place for what requests were to be filled and what requests were not. A request in general should be fulfilled when the purpose is aligned with the Kaua'i Community College Strategic Plan.

Surveys that were created were aligned to previous surveys when archival information was available. To add to the archive a survey calendar was created to document administration of surveys. Additionally, documentation of timeline to address results of surveys administered were also kept. Finally, the process of following Kaua'i Community College Policies Institutional Survey Policy and Procedures (KCCP 1-6) was also documented.

Dashboards previously created have been either refreshed or retired. Dashboards are commonly refreshed at CENSUS or End-of-Semester. Retired dashboards have been documented in a Goggle Sheet.

The Net Promoter Score data is considered insufficient due to the lack of consistency in the delivery of completed requests. Moving forward satisfaction of request will be asked as part of the Data Request process.

4. Action Plan

The Institutional Research & Analysis Program Action Plans for 2024 - 2025 are listed below. These were derived from the IE Strategic Plan and office and PSOs.

Action Plan 1: Incorporate a Net Promoter score into future Data Request Completion Form.

Action Plan 2: Update the Data Request Form to include a supervisor approval process.

Action Plan 2024 - 2025: Revise the Data Request Form and its delivery method to include a level or approval by an Executive/Managerial Supervisor. This will allow the total number of requests to be accurate, rather than the current method which is a combination of the current Data Request Form, conversations and emails. This will ensure Institutional Research requests align with campus mission and strategic plan. This will also improve the percent of on-time request completions.

The next Comprehensive Program Review (CPR) will be completed Fall 2027.

5. Resource Implications

x I am NOT requesting additional resources for my program/unit.