



## Welcome to the inaugural issue of the COM IR newsletter!



Welcome to the inaugural edition of the Office of Institutional Research newsletter. We hope this regular newsletter will help by making the campus aware of current institutional data as well as larger trends in higher education.

In addition to mandated reporting, IR provides data analytics to support planning and decision making at COM.

In the past year IR has worked closely with several departments to improve campus processes and data integrity. We will continue facilitating improvement and work to make relevant and appropriate data more accessible to decision makers across campus.

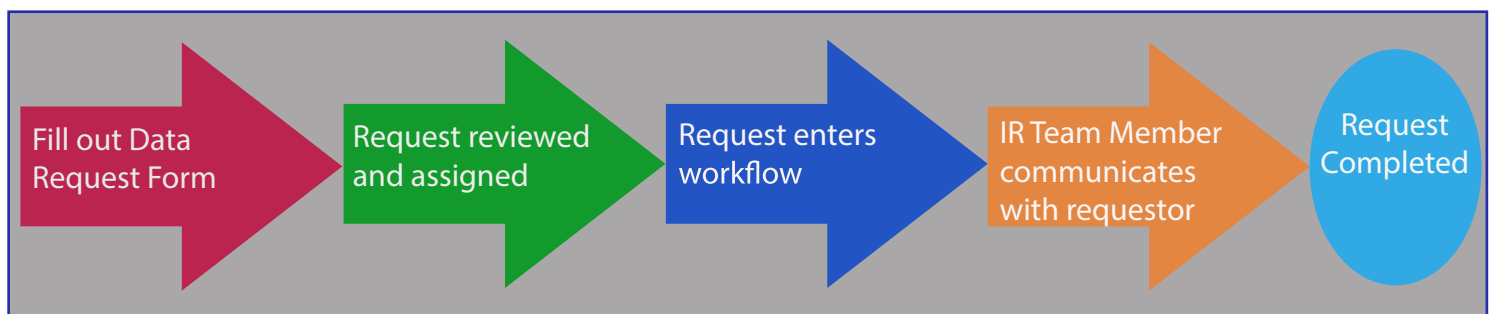
Some highlights of what IR has accomplished in the past year:

- Hired new IR director and former Achieving the Dream coach, Dr. Teri Walker
- Piloted a new course evaluation system, increasing the response rate for participating classes by 20%
- Implemented an Institutional Review Board to ensure ethical collection and use of data
- Created processes for campus communication regarding data integrity
- Conducted training for Student Services on Planning and setting appropriate and measurable Goals, Objectives, and Tasks

## IR Request Process

### How to Make a Data Request

Making an IR data request is simple. Go to <https://apps.com.edu/forms/ir/data-request> and complete the form with details about your request and include attachments as needed. Be detailed and also let us know your end goal, we may have preexisting information or reports that can meet your needs! Standard turn around on requests is 10 business days. Some requests may take longer due to their complexity or timing; the sooner we know about it the better we can assist you!



# What IR Can Do For YOU

## PLANNING

Planning Goals, Objectives, and Tasks is a vital aspect of moving the college forward, but do you know how to create an appropriate and achievable plan and assess your success? IR will be happy to facilitate your planning process. IR will work with you to determine and/or fine tune:

- Your overarching Goals and Objectives and the Tasks that will need to be completed
- How to measure your progress towards meeting your Goals and Objectives
- What data will be needed to assess your progress
- Whether the data already exists or if a process needs to be created
- How to continuously assess your progress and make adjustments to your plan as needed

## EVALUATION

Evaluation requires data. If you want to know what students need, how well you are meeting those needs, and if you are improving over time, you need evaluations. IR can help you determine what type of evaluation works best to meet your objectives.

- Traditional surveys of target population or sample
- Structured Interviews of key stakeholders or target population
- Focus groups

## PROCESS IMPROVEMENT

In the past year IR has spent a lot of time reexamining our own processes for areas of improvement. With changes and improvements in technology, there are many things that can be streamlined from “the way it’s always been done”. We have worked with several departments on campus to evaluate process effectiveness and find ways to streamline and improve processes to benefit students.

- Do you do a lot of manual look ups in Colleague? We can make updateable reports to pull data for you.
- Do you want to be able to build reports yourself? We will have beginners Informer training at Fall convocation. Participation will allow you to join our monthly Informer Users Group.
- Do you want your department to have training on using SPOL to track progress on your Goals, Objectives, and Tasks? IR will set up and conduct training for you.

## Did You Know?

Every term IR creates a **COMmon Fact Sheet** providing a snapshot of our student population as well as head count and contact hour information. These fact sheets are created twice each term – after census day with preliminary, uncertified data, and then the official fact sheet after the data is certified. Fact sheets exist for both **Credit** and **Noncredit Student** populations. These fact sheets are available on the website and go back to 2008. <http://www.com.edu/institutional-research/common-facts>

Fall 2010  
22% of Credit Students  
were Hispanic



Fall 2015  
27% of Credit Students  
were Hispanic