

# Annual Administrative Unit Assessment Report 2009-2010

**Name of Unit:** Institutional Research

**Program Responsible Person:** Mark Ghan, Vice President and General Counsel, Human Resources and General Counsel

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**College Mission:** Western Nevada College inspires success in our community through opportunities that cultivate creativity, intellectual growth and technological excellence, in an environment that nurtures individual potential and respects differences.

**College Strategic Plan Goals:**

1. Improve student success in program completion and graduation rates.
2. Ensure institutional excellence in teaching, programs and services.
3. Embrace our college's many communities and respond to their diverse needs.

**Unit Mission:** The Institutional Research office oversees the collection, analysis, interpretation, and distribution of information descriptive of the institution and its activities, including its students and staff, programs, management, and operations, in order to aid the college in its planning, decision-making, and policy formation efforts. The office is dedicated to improving institutional effectiveness by fulfilling the reporting requirements mandated by state and federal agencies, completing various student outcomes, and assisting all departments and units of the college with their institutional research, assessment, and data analysis needs.

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## Outcome #1

<b>Program Goal:</b>	Eliminate barriers to accessing information contained within the Institutional Research website.
<b>Outcome:</b>	All HTML pages of the Institutional Research website are compliant with Section 508 accessibility standards and Web Content Accessibility Guidelines (WCAG 2.0), and they contain no broken links or spelling errors.
<b>Assessment Methods Used and Criteria for Success:</b>	<p>The desktop version of Total Validator, a free tool for web developers, was used to validate all IR website pages. The following validation options were selected:</p> <ul style="list-style-type: none"> <li>• HTML validation</li> <li>• WCAG v2 AA (Priority 2 guidelines)</li> <li>• Section 508</li> <li>• Broken link check</li> <li>• Spell check</li> </ul>
<b>Summary of Results, and Conclusions Drawn:</b>	<p>No broken links or spelling errors were found. Total Validator did identify errors and warnings that fell into four groups: parsing errors, HTML errors, Section 508 errors and warnings, and WCAG 2.0 AA errors.</p> <p><b>Parsing Errors</b> All parsing errors identified were the result of hand-coding errors while using the website administration (WebAdmin) tool developed by WNC's webmaster. Five of the 23 pages contained such errors, and all were corrected.</p> <p><b>HTML Errors</b> Some errors were due to non-conformance with the XHTML Strict specification used on WNC's website. For example, browser-specific attributes were improperly used within tags for layout. These attributes were changed to inline-style Cascading Style Sheets (CSS).</p> <p>Instances of identical anchor "name" attributes (link text) were found. These referred to different assessment reports in different years (under different headings) but for the same department. Such ambiguity causes problems for assistive technology. This problem was solved when updating the pages to remove links to older reports.</p> <p>Some HTML errors were caused by the WebAdmin tool and cannot be corrected by Institutional Research staff.</p> <p><b>Section 508 Errors and Warnings</b> The Data Request System page contained a table that improperly identified table cells in the first column as header cells, which would cause problems for users of assistive technology. This was corrected.</p> <p>A warning suggests that where a script is used, a &lt;noscript&gt;</p>

Assessments are overseen by Institutional Research and the Program Assessment & Review Committee (PARC).

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	<p>alternative should follow it to ensure that pages are usable when scripts are turned off or not supported. In the case of these pages, there would be no consequences to users if the scripts did not execute since the only scripts utilized are JavaScript tracking code that executes Google Analytics, providing information about domain settings for the page, cookies, and browser characteristics to the Webmaster.</p> <p><b>WCAG 2.0 AA Errors</b> A table on the Data Request System page lacked a caption, title, or summary to ensure that structure and relationships are conveyed through any means of presentation (visual, auditory). This was corrected.</p> <p>On many pages, heading levels were skipped or used for presentation effects (to control font size, for example). This type of error is disorienting to users who depend on those relationships to navigate content or to understand the relationship of one piece of content to another. In most cases, the ability to correct these errors rests with the college Webmaster as developer of the WebAdmin tool and not with this department. For all other such coding errors, the heading levels were corrected and font sizes were controlled with inline styles.</p>
<b>Use of Results:</b>	Where possible, all errors were corrected. (See above.)

## Institutional Research Website Validation Report

Page	Parsing	HTML	Broken Links	Spelling	Section 508	WCAG 2.0 AA
<b>Institutional Research</b>						
Home page						
Contact and Staff						
Data Request System					E810	E879
External Resources						
Glossary					W800	
Mission and Goals					W800	
Policies and Procedures					W800	E883
Survey Policies and Procedures	E001	E604			W800	E883
<b>Program Review / Assessment</b>						
Overview	E020	E604, E620			W800	E883
Academic Program Assessment	E007				W800	E883
Academic Program Review					W800	E883
Administrative Program Assessment	E007	E620, E609, E631			W800	E883, E894
Administrative Program Review	E020, E007	E609			W800	E883
Assessment Newsletter					W800	E883
Program Review Summaries					W800	E883
Grading Rubrics					W800	E883
<b>Data</b>						
Campus Statistics					W800	E883
Institutional Portfolios					W800	E883
Internal Statistics					W800	E883
Strategic Plan					W800	
Student Access and Success					W800	
Student Course Evaluations					W800	E883
Survey Results					W800	E883, E898

# Institutional Research

## Website Validation Report

### Parsing Errors:

**E001:** A > character was expected but was not found.

**E007:** You should not use the & character within attribute values as this may be confused with the start of character references. This error may also appear if you used a character reference but did not terminate it with a semicolon.

**E020:** Either you have forgotten the start tag, or you may have tags that are improperly nested e.g. `<b><i></b></i>`

### HTML Errors:

**E604:** According to the HTML specification being validated against, the tag must have an end tag. Sometimes this error is caused by improperly nested tags where the end tag exists but cannot be matched with the corresponding start tag.

**E609:** If this error is preceded by an E604 error (missing end tag) then correcting the earlier E604 error may correct this one. Otherwise note that there are strict rules as to what tags may be nested within others, as well as the order and number of tags allowed.

**E620:** The most common reason for this error is the use of a browser-specific attribute (such as 'leftmargin' in the <body> tag), which is not part of the official HTML specification being tested against. If the attribute is for purely for layout then consider using CSS instead.

**E631:** All 'id' and anchor 'name' attributes in the same document must have unique values.

### Section 508 Errors and Warnings:

**E810:** For data tables you should use markup to associate data cells and header cells, and no such markup was found.

**W800:** This warning appears if you have defined a <script> and there is no <noscript> alternative following it. You should ensure that pages are usable when scripts are turned off or not supported. Using <noscript> is a common way of doing this, but if you have used an alternative mechanism you can ignore this warning.

### WCAG 2.0 AA Errors:

**E879:** Provide either a <caption>, 'title' or 'summary' attributes to describe the table.

**E883:** Heading elements must be ordered properly. For example, H2 elements should follow H1 elements, H3 elements should follow H2 elements, etc. Developers should not skip levels or use headings for presentation effects.

**E894:** IDs must be unique within a document to ensure that Web pages can be interpreted consistently.

**E898:** If you have different links with the same link text it can be confusing to the user. So you should either change the link text or add a unique 'title' attribute to each link.