

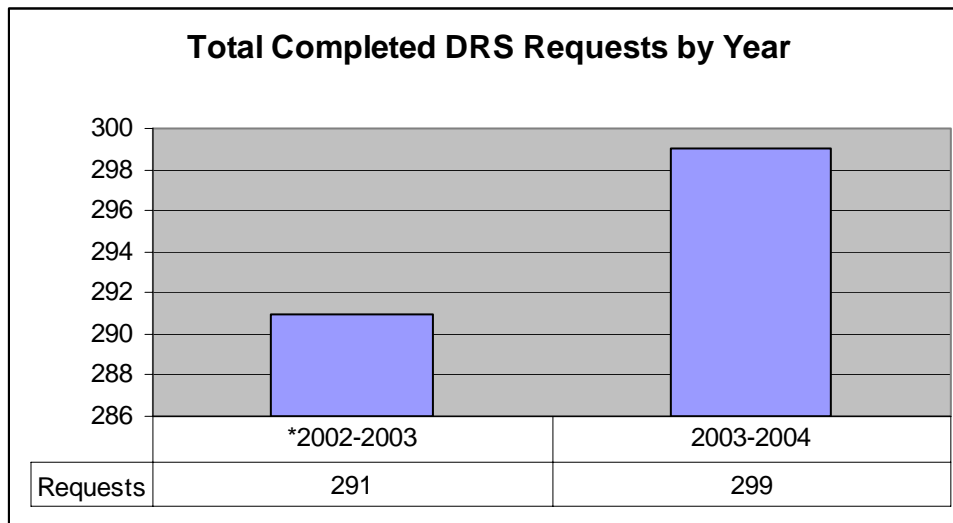
Institutional Research

DRS 2003-2004 Use Report

In August of 2002, Institutional Research implemented the Data Request System (DRS), an online request system that handles workflow for the Institutional Research office. The DRS system tracks all requests for college-related data from the Student Information System received by or created by Institutional Research.

The following is a report on the use of the DRS system for the 2003-2004 fiscal year. The workflow information gathered will be used for internal assessment purposes. This report will also give the college community a better idea of how many requests Institutional Research completes each year and how the information generated is used by programs, committees, and the administration.

Total DRS Requests Completed in 2003-2004: 299



*2002-2003 does not reflect a complete annual reporting cycle. DRS was implemented on 8/01/02 and this report is run at the conclusion of the fiscal year (6-30).

Report Summary

Other than Institutional Research (37%), Human Resources (10%) made the most DRS requests completed in 2003-2004. Academic & Student Affairs (9%), Information & Marketing (6%), Applied Science, Math, and Engineering (6%), Financial Assistance (5%) and Finance & Administration (5%) combine to make up 31% percent of all completed requests in 2003-2004. Of academic divisions, Applied Science, Mathematics & and Information Systems (6%) and Social Science, Education, Humanities & Public Service (4%) made 10 percent of all completed requests. The five most popular requests completed by category were: Other (45%), Enrollment (19%), Programs (7%), Faculty (5%), and Class Schedule (5%). Of those using the DRS system 34 percent used the information to make a decision and 25 percent used it to write a report. Clearly, the data generated by Institutional Research through the DRS system plays an important role in the decisions made by college personnel, departments, and divisions.

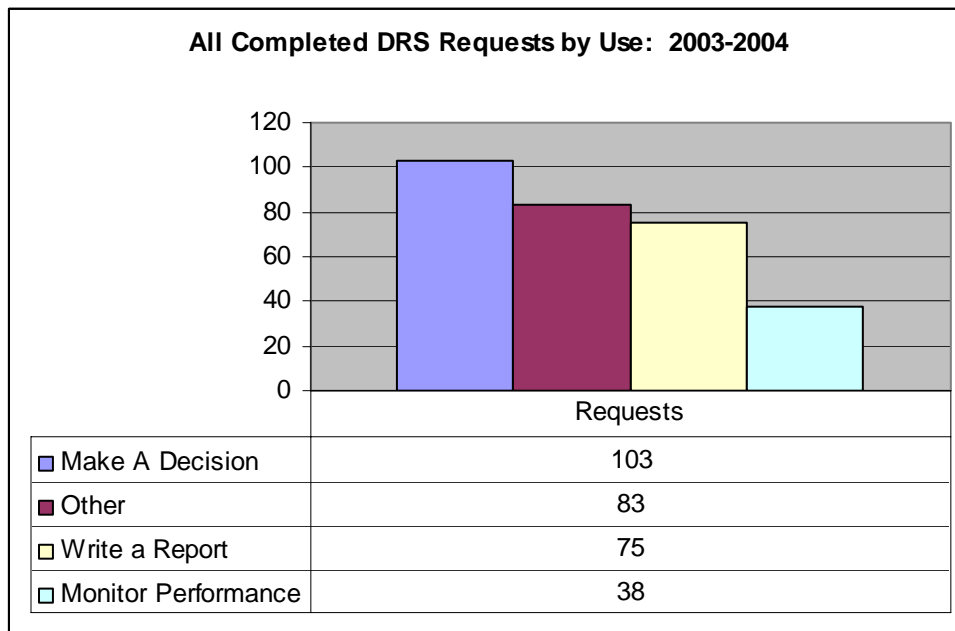
Goals for Institutional Research and its use of DRS:

- 1. Reduce the number of ad-hoc requests completed each year by providing customers with data through reports published on our website.**

This appears to be happening and we can tell this by looking at two trends. First, there is an increase in the number of survey related requests being completed. Survey-related requests are considered a new category and were not logged in 2002-2003. In 2003-2004, there were 42 survey-related requests completed. Second, there were only eight fewer requests completed in 2002-2003, and that report did not cover a complete year (DRS was implemented on 8/01/02 and reports are run on 6/30 of each year). In 2003-2004, almost the same number of requests were completed and include an additional month of requests. However, the fact that Institutional Research completed less requests last year does not mean that the workload has decreased. Institutional Research has assumed additional duties like Administrative Assessment while continuing with the management of the student course evaluation process. Also, work requests related to surveys is incredibly time intensive and survey requests increased significantly in 2003-2004.

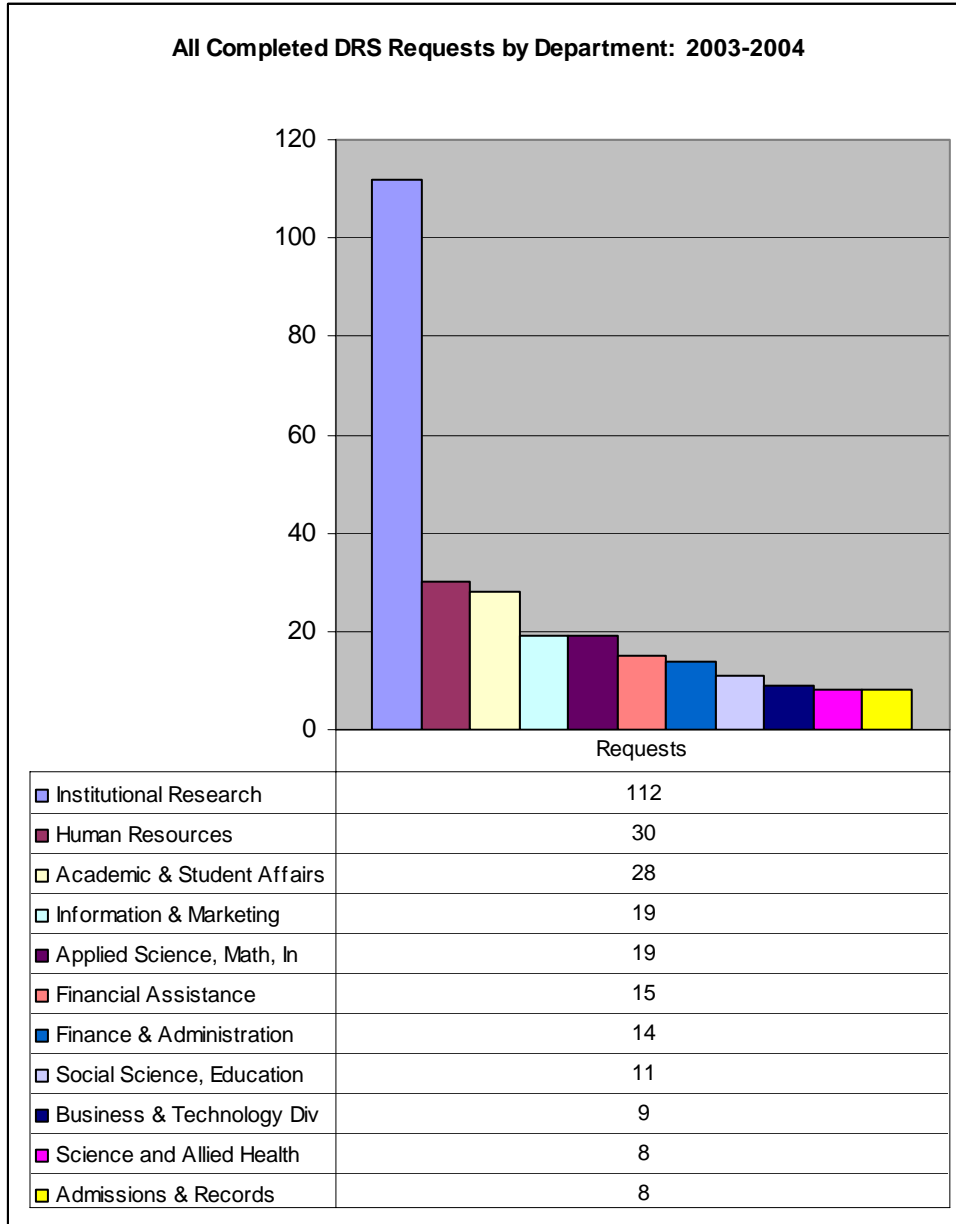
- 2. Reduce the use of "Other" under Category (Type_Id) and Use (Use_Id) by further refining the list of categories available.**

As soon as the DRS has an assigned administrator on campus or at SCS, the categories list can be updated. At this time, the DRS has no dedicated administrator and this hampers efforts to improve the system. Options are being explored.



All Completed DRS Requests by Department: 2003-2004

The chart below details requests made by department. Requests made by Institutional Research far out number requests made by other departments for several reasons. First, Institutional Research personnel input requests for people who request information without using the DRS system, and second, Institutional Research personnel complete many requests for state, federal, and other educational entities and log them into DRS to reflect workflow accurately.



All Completed Requests by Type: 2003-2004

