

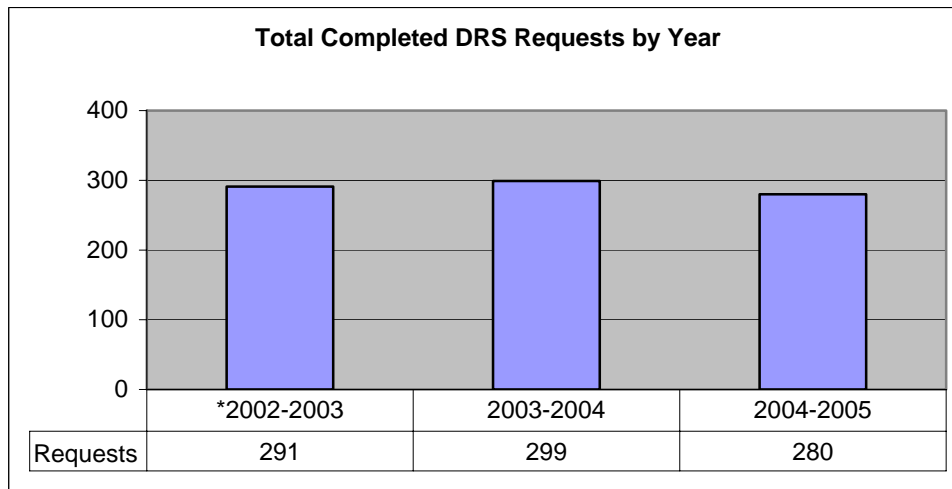
Institutional Research

DRS 2004-2005 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. In March of 2004, Admissions & Records and Human Resources also began using the DRS system to handle requests and track workflow.

The following is a report on the use of the DRS system for the 2004-2005 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 2004-2005: 280



Total DRS Requests Completed by Completing Department

	2002-2003	2003-2004	2004-2005
Admissions & Records	16	19	22
Human Resources	0	30	61
Institutional Research	281	252	197
Total	297	301	280

*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). HR began using the system in March, 2004.

Report Summary

Since 2002, Institutional Research has completed 787 DRS requests. Admissions & Records has completed 57 requests, and Human Resources has completed 91 requests.

In 2004-2005, other than Institutional Research (37%), Academic and Student Affairs (11%) made the most DRS requests completed in 2004-2005. Human Resources (7%), Information & Marketing (6%), President's Office (6%), Admissions and Records (5%), Allied Health (5%), and Finance & Administrative (4%) combine to make up 33% percent of all completed requests in 2004-2005. Of academic divisions, Allied Health (5), Business and Technology (3%) and Social Science, Education, Humanities & Public Service (2%) made 10 percent of all completed requests. The five most popular requests completed by category were: Other (66%), Enrollment (12%), Programs (4%), Labels (3%), and Distance Education (3%). Of those using the DRS system 23% used the information to make a decision and 30% used it to write a report.

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.***
 - a. Continue to increase data on the IR website.
 - b. Refer questions to IR website when appropriate.

The number of completed ad-hoc requests is decreasing and we assume this is because we have increased the number of publications over the last three years that provide the college and community with enrollment related data. While we do not track the number of times we refer people to the information on our website, this has become a common practice. Not only has IR published two new reports, the *Quick Facts* brochure (published in cooperation with Information and Marketing), and *The Institutional Portfolio*, IR has added a multitude of information to its website including all survey instruments and summary reports, *The Biennial Performance Indicators* (created by Finance and Administration), links to NSHE reports, administration assessment information, internal IR statistics, and student course evaluation information. IR does not track processes we manage in DRS as individual requests (ex. Administrative Assessment). Admissions & Records has also begun to pick up more and more requests under their area of responsibility previously completed by IR. While IR's workload and responsibilities have increased in the last three years, requests for data from outside of IR have decreased.

2. ***Reduce the use of "Other" under Category (Type_Id) and Use (Use_Id) by further refining the list of categories available so that DRS reporting truly reflects work of IR Office.***

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.

3. ***Work with college personnel or SCS to create a new DRS application that will allow for more modification, scale, and improvements.***

A solution is currently being explored with Eric Thornton of Admissions & Records and SCS personnel. We hope to have a new system in place by this time next year if time and resources allow.

All Completed DRS Requests by Department: 2004-2005

The chart on the following page 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.

