

## Progress Update (Past Two Years) - Academic Affairs

1. Provide an update on your program or department's progress on your last objectives or action plans:

Develop a suite of tools, trainings, and guides to pull and analyze data from Precision Campus

### Progress Update Past Action Plans

What type of program review did you last submit?

- Old annual
- Old six-year
- PU
- CPR

What is the status of your last program review action plan/objective?

- Completed
- In Progress
- No Longer Pursuing

Discuss the progress made on the goals in your action plan(s) (if last program review was a PU or CPR) or annual objective(s) (if last program review was an annual or old six-year).

The past objective was part of Institutional Research's (IR) last annual program review in 2020-2021. The objective was designed to provide users support in utilizing the new data reporting and dashboards tool, Precision Campus, which was initially adopted and implemented in Spring of 2021. IR sought to develop a suite of tools and guides as well as offer live training opportunities. The department has completed this objective by providing a half a dozen trainings (4 via Zoom due to the pandemic, 2 in person) since Fall 2021, 2 step-by-step guides/manuals, approximately 15 short "how-to" videos posted on IR's YouTube account (and linked to the SMC IR website), and offering Precision Campus Office Hours. Currently, the office is working on developing a data dictionary and creating an "at a glance" view for

Furthermore, since the launch of Precision Campus, IR has responded to key stakeholders' data needs by adding new data filters (i.e., course distance ed status, student AOI, etc.) and new data reports (i.e., Students Headcount by Zip Code, Alumni Outcomes Employment, Faculty View for Course Outcomes by Race/Ethnicity). We've partnered with specific departments and programs, for example Equitizing Gateway Courses, to integrate opportunities for the campus community to pull and analyze data in the context of their teaching/programs which has increased usage of Precision Campus.

There is evidence of high campus engagement with the tool. In calendar year 2021, there were 17,026 page views by 329 unique users. Last calendar year

Develop guides for the analyses and interpretation of the NACCC

### End of Progress Update Past Action Plans

2. Considering your program's past plans and the developments over the past two years, what challenges and concerns need to be addressed in the next two-year review period?

As an office serving the entire campus, and with the limitations of the current College budget (unable to replace or increase staffing), the Institutional Research (IR) departments continues to face challenges in meeting the data and research demands of the College as data, research, and evaluation are central to grants, college-wide initiatives, state/federal mandates, and program review and planning. Since the start of the pandemic, the FTE of the department has decreased by 2.0 FTE, from 6.0 to 4.0. Furthermore, during this period, the workload and responsibilities of the Institutional Research (IR) Department has evolved. For example, the responsibility of responding to ad hoc WebISIS data requests has been absorbed by IR since 2021-2022 to relieve the workload of the MIS Department. Historically, the MIS Department has fulfilled data requests related to pulling student lists, providing demographics of currently enrolled students, etc. However, IR has agreed to respond to such requests in exchange for increased access to WebISIS reports

and queries. In another example, IR has stepped up to support the fiscal staff in providing data and evidence for state and federal audits and reporting (i.e., SCFF, HEERF, etc.), a function that is typically addressed by the Enrollment Services, Financial Aid, and MIS departments. In a third example, with the campus' priority on addressing student equity gaps, departments and programs have been requesting more and more research support that requires qualitative methods which requires more time and effort than many quantitative research projects.

While the office has made some adjustments to address the increased workload, for example, implementing a new request intake process called "90-minute" or less, reallocating grant-funded positions to district funds to create more flexibility in IR's workload, and leveraging self-service data dashboard tools, the staffing challenges and growing workload have strained the ability of the office to be responsive to the campus' data, research, and inquiry needs and produce high-quality work. One opportunity to address the workload demands is to explore the use of Artificial Intelligence (AI) tools to facilitate the work of the staff and reduce time spent on lower-level and routine tasks such as editing survey questions for clarity, finding trends and themes across plans and reports, and developing media content to communicate research findings more effectively. We anticipate that incorporating the use of AI tools may free up our workload that can be allocated towards higher-level, more complex tasks and activities.

3. Broadly discuss the most critical resources you anticipate needing to effectively implement the goals in your program's action plan in the next review period. If applicable, your answers here should inform the specific line item requests in your future Annual Resource Requests (ARR).

The IR department needs support from the College to access training and professional development on how to leverage AI tools to facilitate the daily work and research/data processes and procedures. While there are free online courses offered to learn specific tools, the department may need additional funding to access more advanced training. Beyond the technical aspects of AI tools, the IR team seeks professional learning opportunities focused on how to use AI effectively within the context of higher education and institutional research, planning, and effectiveness.

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The second annual objective set in the 2020-2021 annual program review report involved developing support materials to help the campus make sense of the results of the student National Assessment of Campus Collegiate Climates (NACCC) survey. The 110-item racial climate survey for students, the National Assessment of Campus Collegiate Climates (NACCC), was administered to students in November/December 2019. The college received the findings of the survey during the 2020-2021 year from USC's Center for Race and Equity who developed and administers the instrument. The IR office, in collaboration with the Equity Steering Committee, presented the findings of the survey across the campus, including Fall and Spring flex, during the annual Equity Summit, and as the focus of an Equity Speaks and Research Roundtable series event.

Furthermore, during the 2021-2022 year, IR addressed this objective by developing guides and tools, including a PowerPoint template and guiding discussion questions, to be used by other campus leaders to support meaningful and thoughtful sense-making of the data and facilitate discussions in their departments and committees.

This form is completed and ready for acceptance.