Analysis Questions and Analysis Answers

For Administrative Support and Student Support Units

Informed by your assessment activities, what changes have you made in your unit in the last three to five years? Describe the changes, the general results that prompted the changes, and the impact on your unit’s clients/customers that you might attribute to these changes.

One of the core functions of the Office of Institutional Research and Assessment (OIRA) is decision-support information for University units, both academic and administrative. For the last five years, three of the primary assessment measures used by OIRA are:

- the number of completed information requests,
- the average time needed to complete information requests, and
- requester (customer) service satisfaction surveys.

The results of these assessment measures have shown that:

1. the number of information requests to OIRA has increased to approximately 600 per year,
2. OIRA completes the requests in a timely manner, and
3. requesters are primarily ‘satisfied’ to ‘very satisfied’ with the OIRA service.

Key to the successful management of this workload has been the initial development and continued improvement of an in-office ‘projects-tracking’ system. Project-tracking started as a rudimentary Access database but quickly developed into a more robust system. It features an on-line information request form found on the OIRA website that loads data about the request into an Oracle database. Web enhanced management features allow OIRA staff to track all the required steps in the process of completing requests: assigning information requests both internally (to OIRA analytical staff ) and externally (to University staff in other units), documenting the data and programs used to generate the requested information, and tracking the communication of the information back to the requester. The system includes search features by requester, information reported, dates, and ‘key words’ which have greatly improved OIRA’s ability to identify repeat requests or find similar past requests. In turn, this has eliminated the past practice of unfortunately ‘reinventing the wheel’ for repeat or similar information requests. In addition, the tracking database has allow OIRA to develop schedules for anticipated data requests better balancing the workload of the analytical staff and increasing the turn-around time for the delivery of requested information for decision support.

Mission / Purpose

The mission of the Office of Institutional Research and Assessment is to provide institutional information to external reporting groups as well as University decision-makers in support of planning, policy formulation, resource allocation, and the advancement of University operations. This is accomplished by conducting data analyses, performing assessment research, and developing web services.

Goal: To be a trusted provider of timely, relevant, and unbiased information and services.

Core Functions:

1. Mandated regulatory reporting to external groups (National Center for Education Statistics (NCES), Alabama Commission on Higher Education (ACHE), Southern Association for Colleges and Schools (SACS), and University of Alabama System Administration (UAS), as well as media and ranking agencies that have bearing on the University image and reputation)
2. Decision-support information for University units (central administration, colleges or schools, departments, programs, or committees) administration and operational support.
3. Assessment-related research to evaluate and illuminate issues associated with the University units operations and functions.
4. Web applications and tools to advance the University units operations and enhance the information flow within the University.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 1: Regulatory reporting

Complete all mandated regulatory reporting accurately and on time.

Related Measures

M 1: Timeliness measured by project tracking records.

Timeliness measured by project tracking records.
M 2: Accuracy measured by agency feedback
Accuracy is measured by agency feedback. Mandated regulatory reports typically generate automatic feedback reports that identify possible discrepancies, or large differences from previously reported values. Some agencies also supply a summary of all data submitted that OIRA checks for accuracy against departmental records. Each questionable amount identified in these reports is reviewed, verified, and corrected, if necessary.

Source of Evidence: Administrative measure - other

OthOtcm 2: Report institutional information
Report relevant institutional information to support the University administration in planning, policy formulation, and resource allocation.

Related Measures

M 1: Timeliness measured by project tracking records.
Timeliness measured by project tracking records.

Source of Evidence: Efficiency

M 3: Requester feedback
Requester feedback

Source of Evidence: Administrative measure - other

M 4: User feedback
User feedback: A survey of UA's top management group was conducted in July 2012. Of 61 surveyed, 26, or 43% responded. See link to uploaded survey full report.

Source of Evidence: Client satisfaction survey (student, faculty)

OthOtcm 3: Web-based applications and tools
Create, improve and maintain web-based applications and tools that advance University operations and/or enhance information flow within the University.

Related Measures

M 3: Requester feedback
Requester feedback

Source of Evidence: Administrative measure - other

Finding (2013-2014) - Target: Met
Removed by Kathy at WEAVEonline.

Related Action Plans (by Established cycle, then alpha):

Automatic Follow-up Survey/Project Tracking System
Established in Cycle: 2012-2013
Add enhancement to Project Tracking System to automatically survey users 10 days to 2 weeks after information request completion...

For full information, see the Details of Action Plans section of this report.
M 4: User feedback
User feedback: A survey of UA’s top management group was conducted in July 2012. Of 61 surveyed, 26, or 43% responded. See link to uploaded survey full report.

Source of Evidence: Client satisfaction survey (student, faculty)

Connected Documents
2013 Customer Survey Report (Administrators)
Institutional Research & Assessment Timetable

Target:
No target established.

Related Action Plans (by Established cycle, then alpha):
Develop and Implement "OIRA Resources" Web Assessment Instrument
Established in Cycle: 2011-2012

Develop method to assess OIRA Resources component of website: One of the core functions of OIRA is the provision of web applications and tools to advance the University units operations and enhance the information flow within the University. There is a need to develop a survey, or surveys, to assess use and satisfaction with the various web applications available through the OIRA Resources component of the website.

The OIRA customer service survey instrument, used until 2011-12, does not contain questions that target these specific web applications, and the administrative group survey contains primarily open ended questions. There is a need for more targeted feedback on OIRA Resources.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: User feedback | Outcome/Objective: Web-based applications and tools

Projected Completion Date: 06/2014
Responsible Person/Group: Lorne Kuffel, Jason Phillips, Jon Acker, and Julie McAdams

Connected Documents
2013 Customer Survey Report (Administrators)
OIRA Survey Question Alignment 2012.2013

Automatic Follow-up Survey/Project Tracking System
Add enhancement to Project Tracking System to automatically survey users 10 days to 2 weeks after information request completion. This enhancement enables OIRA to get more immediate customer feedback, and is done instead of surveying requesters once a year. Hopefully this will increase response rates from requesters and allow OIRA to enact beneficial changes faster and more effectively.

Established in Cycle: 2012-2013
Implementation Status: In-Progress

OthOtcm 4: Assessment-related research
Assists with and facilitates assessment-related research.

Related Measures
M 3: Requester feedback
Requester feedback

Source of Evidence: Administrative measure - other

Connected Documents
2013 Customer Survey Report (Administrators)
Institutional Research & Assessment Timetable

Target:
No target established.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Develop and Implement "OIRA Resources" Web Assessment Instrument

Develop method to assess OIRA Resources component of website:

One of the core functions of OIRA is the provision of web applications and tools to advance the University units operations and enhance the information flow within the University. There is a need to develop a survey, or surveys, to assess use and satisfaction with the various web applications available through the OIRA Resources component of the website.

The OIRA customer service survey instrument, used until 2011-12, does not contain questions that target these specific web applications, and the administrative group survey contains primarily open ended questions. There is a need for more targeted feedback on OIRA Resources.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: User feedback | Outcome/Objective: Web-based applications and tools

Projected Completion Date: 06/2014
Responsible Person/Group: Lorne Kuffel, Jason Phillips, Jon Acker, and Julie McAdams

Connected Documents
2013 Customer Survey Report (Administrators)
OIRA Survey Question Alignment 2012.2013

Automatic Follow-up Survey/Project Tracking System
Add enhancement to Project Tracking System to automatically survey users 10 days to 2 weeks after information request completion. This enhancement enables OIRA to get more immediate customer feedback, and is done instead of surveying requesters once a year. Hopefully this will increase response rates from requesters and allow OIRA to enact beneficial changes faster and more effectively.

Established in Cycle: 2012-2013
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: User feedback | Outcome/Objective: Report institutional information

Projected Completion Date: 05/2014
Responsible Person/Group: Jason Phillips, Julie Proctor
Mission / Purpose

The mission of the Office of Institutional Research and Assessment is to provide institutional information to external reporting groups as well as University decision-makers in support of planning, policy formulation, resource allocation, and the advancement of University operations. This is accomplished by conducting data analyses, performing assessment research, and developing web services.

Goal: To be a trusted provider of timely, relevant, and unbiased information and services.

Core Functions:

1. **Mandated regulatory reporting** to external groups (National Center for Education Statistics (NCES), Alabama Commission on Higher Education (ACHE), Southern Association for Colleges and Schools (SACS), and University of Alabama System Administration (UAS), as well as media and ranking agencies that have bearing on the University image and reputation)

2. **Decision-support information** for University units (central administration, colleges or schools, departments, programs, or committees) administration and operational support.

3. **Assessment-related research** to evaluate and illuminate issues associated with the University units operations and functions.

4. **Web applications and tools** to advance the University units operations and enhance the information flow within the University.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 1: Regulatory reporting

Complete all mandated regulatory reporting accurately and on time.

**Related Measures**

**M 1:** Timeliness measured by project tracking records.

Timeliness measured by project tracking records.

**Source of Evidence:** Efficiency

**Connected Document**

Institutional Research & Assessment Timetable

**Target:**
No target established.

**Finding (2012-2013) - Target: Met**

**Results Summary:** At least once a month, an Outstanding Projects Report is monitored to ensure that projects are on track and completed on a timely basis. For the year ended August 31, 2013, 100% of the mandatory regulatory reporting was submitted by the deadlines. This performance level has been achieved for the last previous seven years. There was an approved late submission in fall 2005 due to the implementation of Banner.

**Interpretations and Conclusions:** Mandated regulatory reporting has been conducted in an accurate and timely fashion.

**M 2:** Accuracy measured by agency feedback

Accuracy is measured by agency feedback. Mandated regulatory reports typically generate automatic feedback reports that identify possible discrepancies, or large differences from previously reported values. Some agencies also supply a summary of all data submitted that OIRA checks for accuracy against departmental records. Each questionable amount identified in these reports is reviewed, verified, and corrected, if necessary.

**Source of Evidence:** Administrative measure - other

**Connected Document**

Institutional Research & Assessment Timetable

**Target:**
No target established.

**Finding (2012-2013) - Target: Met**

**Results Summary:** In 2012/2013, each questionable amount identified in these reports was verified and corrected, if necessary, by the agency deadline. This performance level has also been achieved for at least the last six previous years.

**Interpretations and Conclusions:** Mandated regulatory reporting has been conducted in an accurate and timely fashion.
OthOtm 2: Report institutional information

Report relevant institutional information to support the University administration in planning, policy formulation, and resource allocation.

Related Measures

**M 1:** Timeliness measured by project tracking records.

Timeliness measured by project tracking records.

Source of Evidence: Efficiency

Connected Document

Institutional Research & Assessment Timetable

Target: No Target Established

**Finding (2012-2013) - Target: Met**

Results Summary: During the year ending April 30, 2013, 555 total projects were tracked. Of the 555 total projects, 477 were information requests, and 78 were standard reporting (ACHE, IPEDS, etc.). Of the information requests, the working days to completion are summarized in the following table:

<table>
<thead>
<tr>
<th>Projects Tracked</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Requests*</td>
<td>477</td>
<td>85.9%</td>
</tr>
<tr>
<td><strong>Information Requests - Working Days to Completion</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 (same day)</td>
<td>118</td>
<td>24.7%</td>
</tr>
<tr>
<td>1 day</td>
<td>69</td>
<td>14.5%</td>
</tr>
<tr>
<td>2-3 days</td>
<td>63</td>
<td>13.2%</td>
</tr>
<tr>
<td>4-7 days</td>
<td>71</td>
<td>14.9%</td>
</tr>
<tr>
<td>8-11 days</td>
<td>42</td>
<td>8.8%</td>
</tr>
<tr>
<td>12 or more days</td>
<td>114</td>
<td>23.9%</td>
</tr>
<tr>
<td><strong>Standard Reporting (ACHE, IPEDS, Surveys, etc.)</strong></td>
<td>78</td>
<td>14.1%</td>
</tr>
<tr>
<td><strong>Total Projects Tracked</strong></td>
<td>555</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Over 52% of information requests were completed within 3 days and over 67% were completed within 7 days.

Interpretations and Conclusions: The results data from the projects time analyses show that projects are completed on a timely basis—almost 25% on the same day as receipt. There was some increase in the time required for requests. This change is likely due to reduced staffing--two analyst positions were vacated during this timeframe. In addition, changes in the mix of projects can impact this measure.

**M 3:** Requester feedback

Requester feedback

Source of Evidence: Administrative measure - other

Connected Documents

2013 Customer Survey Report (Administrators)
Institutional Research & Assessment Timetable
Requester Feedback: Spontaneous Email

Target: No target established.

**Finding (2012-2013) - Target: Met**

Results Summary: Requester feedback related to data requests has been very positive. There have been many (> 20) spontaneous emails expressing the requester's satisfaction with data received, the response time, and the ease of working with OIRA staff. Please see link to Connected Document "Requester Feedback: Spontaneous Email" for samples. A sample of each email content is in the left column, and the Outcome that it relates to is in the right column.

Interpretations and Conclusions: OIRA customers have frequently expressed satisfaction with OIRA’s response to their data requests. Spontaneous email is a rich source of customer feedback and provides detailed information.

**M 4:** User feedback

User feedback: A survey of UA's top management group was conducted in July 2012. Of 61 surveyed, 26, or 43% responded. See link to uploaded survey full report.

Source of Evidence: Client satisfaction survey (student, faculty)

Connected Documents
Target: No target established.

Finding (2012-2013) - Target: Met
Seventy eight percent of the administrative group surveyed classified the level of support received from OIRA as Good or excellent.

They also expressed a high level of satisfaction with OIRA’s response to their data request needs. Specific comments were made such as, OIRA provides prompt responses to requests for data. Data provided is highly accurate. Provides crucial data required for our accreditation and assessment purposes. See uploaded report.

Related Action Plans (by Established cycle, then alpha):

Automatic Follow-up Survey/Project Tracking System
Established in Cycle: 2012-2013
Add enhancement to Project Tracking System to automatically survey users 10 days to 2 weeks after information request completion...

For full information, see the Details of Action Plans section of this report.

OthOtcn 3: Web-based applications and tools
Create, improve and maintain web-based applications and tools that advance University operations and/or enhance information flow within the University.

Related Measures

M 3: Requester feedback
Requester feedback
Source of Evidence: Administrative measure - other

Connected Documents
2013 Customer Survey Report (Administrators)
Institutional Research & Assessment Timetable
Requester Feedback: Spontaneous Email

Target: No target established.

Connected Document
Requester Feedback: Spontaneous Email

Finding (2012-2013) - Target: Met
Results Summary: Requester feedback related to web-based applications and tools has been very positive. There have been several spontaneous emails expressing the requester’s satisfaction with existing OIRA Web Resources’ web applications, the support provided by OIRA, and the ease of working with OIRA staff. In addition, satisfaction was expressed with the development of a new application for the UA Judicial Board, where OIRA Web Resources’ programmers worked as a team with the Academic Affairs Creative Director for Special Projects. Please see link to Connected Document “Requester Feedback: Spontaneous Email” for samples. A sample of each email content is in the left column, and the Outcome that it relates to is in the right column.

Interpretations and Conclusions: OIRA customers have frequently expressed satisfaction with OIRA’s work. Spontaneous email is a rich source of customer feedback and provides detailed information.

M 4: User feedback
User feedback: A survey of UA’s top management group was conducted in July 2012. Of 61 surveyed, 26, or 43% responded. See link to uploaded survey full report.
Source of Evidence: Client satisfaction survey (student, faculty)

Connected Documents
2013 Customer Survey Report (Administrators)
Institutional Research & Assessment Timetable

Target: No target established.

Finding (2012-2013) - Target: Met
Data Summary: Seventy eight percent of the administrative group surveyed classified the level of support received from OIRA as Good or excellent.

They also expressed a high level of satisfaction with OIRA’s response to their web application development and support needs. Specific comments were made such as, there have been quick customizations of such things as the syllabus and core curriculum system. Support has been there when I needed it with the online syllabus system, SOI, and statistical data for accreditation.

See uploaded report.

Interpretations and Conclusions: Administrators are happy with the web tools and applications that OIRA provides.

Related Action Plans (by Established cycle, then alpha):

Develop and Implement “OIRA Resources” Web Assessment Instrument
Established in Cycle: 2011-2012
Develop method to assess OIRA Resources component of website: One of the core functions of OIRA is the
provision of web appli...  

For full information, see the Details of Action Plans section of this report.

**OthOtcn 4: Assessment-related research**  
Assists with and facilitates assessment-related research.

**Related Measures**

**M 3: Requester feedback**  
Source of Evidence: Administrative measure - other

**Connected Documents**
- 2013 Customer Survey Report (Administrators)
- Institutional Research & Assessment Timetable
- Requester Feedback Spontaneous Email

**Target:**  
No target established.

**Finding (2012-2013) - Target: Met**  
**Results Summary:** Requester feedback related to assessment related research has been very positive. There have been several spontaneous emails expressing the requester's satisfaction with the overall quality of the assessment reports and displays, as well as the ease of working with OIRA staff, with respect to this research. Please see link to Connected Document "Requester Feedback Spontaneous Email" for samples. A sample of each email content is in the left column, and the Outcome that it relates to is in the right column.

**Interpretations and Conclusions:** OIRA customers have frequently expressed satisfaction with OIRA's assessment related research. Spontaneous email is a rich source of customer feedback and provides detailed information.

**M 4: User feedback**

User feedback: A survey of UA's top management group was conducted in July 2012. Of 61 surveyed, 26, or 43% responded. See link to uploaded survey full report.

**Source of Evidence:** Client satisfaction survey (student, faculty)

**Connected Documents**
- 2013 Customer Survey Report (Administrators)
- Institutional Research & Assessment Timetable

**Target:**  
No target established.

**Finding (2012-2013) - Target: Met**

**Data Summary:** Seventy eight percent of the administrative group surveyed classified the level of support received from OIRA as Good or excellent.

Specific comments were made such as, feedback has been provided to me that I would not otherwise get directly from faculty. Provides reports in important areas. Just keep up the positive customer service.

See uploaded report.

**Interpretations and conclusions:** Administration is happy with the assessment-related research provided by OIRA.

**Details of Action Plans for This Cycle (by Established cycle, then alpha)**

**Develop and Implement "OIRA Resources" Web Assessment Instrument**

Develop method to assess OIRA Resources component of website:

One of the core functions of OIRA is the provision of web applications and tools to advance the University units operations and enhance the information flow within the University. There is a need to develop a survey, or surveys, to assess use and satisfaction with the various web applications available through the OIRA Resources component of the website.

The OIRA customer service survey instrument, used until 2011-12, does not contain questions that target these specific web applications, and the administrative group survey contains primarily open ended questions. There is a need for more targeted feedback on OIRA Resources.

**Established in Cycle:** 2011-2012

**Implementation Status:** In-Progress

**Priority:** High

**Relationships (Measure | Outcome/Objective):**

- Measure: User feedback | Outcome/Objective: Web-based applications and tools

**Projected Completion Date:** 06/2014

**Responsible Person/Group:** Lorne Kuffel, Jason Phillips, Jon Acker, and Julie McAdams

**Connected Documents**
- 2013 Customer Survey Report (Administrators)
- OIRA Survey Question Alignment 2012-2013
- Requester Feedback Spontaneous Email
**Automatic Follow-up Survey/Project Tracking System**

Add enhancement to Project Tracking System to automatically survey users 10 days to 2 weeks after information request completion. This enhancement enables OIRA to get more immediate customer feedback, and is done instead of surveying requesters once a year. Hopefully this will increase response rates from requesters and allow OIRA to enact beneficial changes faster and more effectively.

<table>
<thead>
<tr>
<th>Established in Cycle:</th>
<th>2012-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation Status:</td>
<td>In-Progress</td>
</tr>
<tr>
<td>Priority:</td>
<td>High</td>
</tr>
</tbody>
</table>

**Relationships (Measure | Outcome/Objective):**

- **Measure:** User feedback
- **Outcome/Objective:** Report institutional information

**Projected Completion Date:** 05/2014

**Responsible Person/Group:** Jason Phillips, Julie Proctor
Mission / Purpose

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Goal: To be a trusted provider of timely, relevant, and unbiased information and services.

Core Functions:

1. **Mandated regulatory reporting** to external groups (National Center for Education Statistics (NCES), Alabama Commission on Higher Education (ACHE), Southern Association for Colleges and Schools (SACS), and University of Alabama System Administration (UAS), as well as media and ranking agencies that have bearing on the University image and reputation)

2. **Decision-support information** for University units (central administration, colleges or schools, departments, programs, or committees) administration and operational support.

3. **Assessment-related research** to evaluate and illuminate issues associated with the University units operations and functions.

4. **Web applications and tools** to advance the University units operations and enhance the information flow within the University.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

**OthOtcm 1: Regulatory reporting**

Complete all mandated regulatory reporting accurately and on time.

**Related Measures**

**M 1: Timeliness measured by project tracking records.**

Timeliness measured by project tracking records.

Source of Evidence: Efficiency

**Connected Document**

Institutional Research & Assessment Timetable

Target: No target established.

**Finding (2011-2012) - Target: Met**

Results Summary: At least once a month, an Outstanding Projects Report is monitored to ensure that projects are on track and completed on a timely basis. For the year ended April 30, 2012, 100% of the mandatory regulatory reporting was submitted by the deadlines. This performance level has been achieved for the last previous six years. There was an approved late submission in fall 2005 due to the implementation of Banner.

Interpretations and Conclusions: Mandated regulatory reporting has been conducted in an accurate and timely fashion.

**M 2: Accuracy measured by agency feedback**

Accuracy is measured by agency feedback. Mandated regulatory reports typically generate automatic feedback reports that identify possible discrepancies, or large differences from previously reported values. Some agencies also supply a summary of all data submitted that OIRA checks for accuracy against departmental records. Each questionable amount identified in these reports is reviewed, verified, and corrected, if necessary.

Source of Evidence: Administrative measure - other

**Connected Document**

Institutional Research & Assessment Timetable

Target: No target established.

**Finding (2011-2012) - Target: Met**

Results Summary: In 2011/2012, each questionable amount identified in these reports was verified and corrected, if necessary, by the agency deadline. This performance level has also been achieved for at least the last five previous years.

Interpretations and Conclusions:
Mandated regulatory reporting has been conducted in an accurate and timely fashion.

**OthOtcm 2: Report institutional information**

Report relevant institutional information to support the University administration in planning, policy formulation, and resource allocation.

**Related Measures**

**M 1: Timeliness measured by project tracking records.**

Timeliness measured by project tracking records.

Source of Evidence: Efficiency

**Connected Document**

[Institutional Research & Assessment Timetable](#)

**Target:**

No Target Established

**Finding (2011-2012) - Target: Met**

**Findings:** During the year ending April 30, 2012, 556 total projects were tracked. Of the 556 total projects, 502 were information requests, and 54 were standard reporting (ACHE, IPEDS, Surveys, etc.). Of the information requests, the working days to completion are summarized in the following table:

<table>
<thead>
<tr>
<th>Projects Tracked</th>
<th>#</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Requests*</td>
<td>502</td>
<td>90.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Information Requests - Working Days to Completion</th>
<th>#</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 (same day)</td>
<td>129</td>
<td>25.7%</td>
</tr>
<tr>
<td>1 day</td>
<td>74</td>
<td>14.7%</td>
</tr>
<tr>
<td>2-3 days</td>
<td>53</td>
<td>10.6%</td>
</tr>
<tr>
<td>4-7 days</td>
<td>81</td>
<td>16.1%</td>
</tr>
<tr>
<td>8-11 days</td>
<td>51</td>
<td>10.2%</td>
</tr>
<tr>
<td>12 or more days</td>
<td>114</td>
<td>22.7%</td>
</tr>
</tbody>
</table>

Standard Reporting (ACHE, IPEDS, Surveys, etc.) | 54 | 9.7%

Total Projects Tracked | 556 | 100.0%

* Eighty-eight percent of all information requests are completed within ten days.

**Interpretations and Conclusions:** The results data from the projects time analyses show that project are completed on a timely basis—more than 25% on the same day as receipt.

**M 3: Requester feedback**

Requester feedback

Source of Evidence: Administrative measure - other

**Connected Document**

[Institutional Research & Assessment Timetable](#)

**Target:**

No target established.

**Finding (2011-2012) - Target: Met**

**Results Summary:** Requester feedback related to data requests has been very positive. A number of requesters have communicated that their data request needs were met, that they were very pleased with the response time.

**Interpretations and Conclusions:** Those who submit data requests have been very complimentary.

**M 4: User feedback**

User feedback: A survey of UA’s top management group was conducted in July 2012. Of 61 surveyed, 26, or 43% responded. See link to uploaded survey full report.

Source of Evidence: Client satisfaction survey (student, faculty)

**Connected Documents**

[Institutional Research & Assessment Timetable](#)

[OIRA Admin Customer Survey Report, 2012](#)

**Target:**

No target established.

**Finding (2011-2012) - Target: Met**

**Results Summary:** Eighty five percent of the administrative group surveyed classified the level of support received from OIRA as Excellent. More than 96% classified the level of support as either Good or Excellent.

They also expressed a high level of satisfaction with OIRA’s response to information requests in responses to open-ended questions. Specific comments were made such as, “always responsive when I need information fast”, “they work with a team mentality”, “they go out of their way to help get the information that I need”,...
and “they work with the user to achieve understanding of request, if not clear”.

Interpretations and Conclusions:

OIRA is perceived by management as a hard-working team member with good communications skills.

OthOtcm 3:  Web-based applications and tools
Create, improve and maintain web-based applications and tools that advance University operations and/or enhance information flow within the University.

Related Measures

M 3: Requester feedback
Requester feedback
Source of Evidence:  Administrative measure - other

Related Document

Target:
No target established.

Finding (2011-2012) - Target: Met
Results Summary:
Requester feedback on web applications and tools has been very positive. Positive feedback has been received related to an enhancement of the Graduate Award System, the Online Program Review System, The Faculty Research Website, and The Faculty Books Website.

Interpretations and Conclusions:
Those who request development of web applications and tools have been very complimentary.

M 4: User feedback
User feedback: A survey of UA's top management group was conducted in July 2012. Of 61 surveyed, 26, or 43% responded. See link to uploaded survey full report.

Source of Evidence:  Client satisfaction survey (student, faculty)

Connected Documents

Finding (2011-2012) - Target: Met
Results Summary:
Eightsyfive percent of the administrative group surveyed classified the level of support received from OIRA as Excellent. More than 96% classified the level of support as either Good or Excellent.

When asked, “In what way has OIRA been most helpful to you?”, one respondent's answer was “web support and help with WEAVEonline”. There were also constructive suggestions to consider adding more information to the data warehouse, and to work toward matching the web posting of academic data with assessment reporting timetables.

Interpretations and Conclusions:
The administrative group has a very positive view of OIRA web-based applications. OIRA places a high priority on providing desired reports and graphical data on the website, and will continue to expand those offerings. An assessment instrument that more closely measures user perceptions of the OIRA website applications would also be beneficial.

Related Action Plans (by Established cycle, then alpha):
OthOtcm 4:  Assessment-related research
Assists with and facilitates assessment-related research.

Related Measures

M 3: Requester feedback
Requester feedback
Source of Evidence:  Administrative measure - other

Connected Document

Target:
No target established.

Finding (2011-2012) - Target: Met
Results Summary:
Requester feedback related to assessment-related research has been very positive. A number of requesters have communicated that the surveys developed for them met their needs and provided valuable information.

Interpretations and Conclusions:
Those who have requested assessment-related research have been very complimentary.

**M 4: User feedback**
User feedback: A survey of UA's top management group was conducted in July 2012. Of 61 surveyed, 26, or 43% responded. See link to uploaded survey full report.
Source of Evidence: Client satisfaction survey (student, faculty)

**Connected Documents**
- Institutional Research & Assessment Timetable

**Target:**
No target established.

**Finding (2011-2012) - Target: Met**

**Results Summary:**
Eighty five percent of the administrative group surveyed classified the level of support received from OIRA as Excellent. More than 96% classified the level of support as either Good or Excellent.

They also expressed a high level of satisfaction with OIRA's response to their student assessment needs. Specific comments were made such as, "Jon Acker helps design and conduct online surveys with timely results" and "Jon Acker is always very helpful and responsive to any student assessment results I need".

**Interpretations and Conclusions:**
In the area of Assessment-related Research, OIRA is perceived by the administrative group as being helpful and responsive.

**Connected Document**

**Details of Action Plans for This Cycle (by Established cycle, then alpha)**

**Develop and Implement "OIRA Resources" Web Assessment Instrument**

Develop method to assess OIRA Resources component of website:

One of the core functions of OIRA is the provision of web applications and tools to advance the University units operations and enhance the information flow within the University. There is a need to develop a survey, or surveys, to assess use and satisfaction with the various web applications available through the OIRA Resources component of the website.

The OIRA customer service survey instrument, used until 2011-12, does not contain questions that target these specific web applications, and the administrative group survey contains primarily open ended questions. There is a need for more targeted feedback on OIRA Resources.

**Established in Cycle:** 2011-2012
**Implementation Status:** In-Progress
**Priority:** High

**Relationships (Measure | Outcome/Objective):**
- **Measure:** User feedback
- **Outcome/Objective:** Web-based applications and tools

**Projected Completion Date:** 05/2013
**Responsible Person/Group:** Lorne Kuffel, Jason Phillips, Jon Acker, and Julie McAdams
<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>Outcomes</th>
<th>Question Type</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OIRA Customer Satisfaction Questions</strong></td>
<td>1. Manditory regulatory reporting completed accurately and on time.</td>
<td>Customer Service, Process-Specific, or</td>
</tr>
<tr>
<td></td>
<td>2. Data/information support to assist administration in planning, policy, and resource allocation.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Create, improve, and maintain web-based apps to advance Univ. operations and/or information flow.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Facilites and assists with assessment-related research.</td>
<td></td>
</tr>
<tr>
<td>1. What type of information request was made by you or by your office? Select all that apply.</td>
<td>x</td>
<td>Process: Data Requests</td>
</tr>
<tr>
<td>2a. How promptly was your request completed?</td>
<td>x</td>
<td>Process: Data Requests</td>
</tr>
<tr>
<td>02b. Please make any comments about question 02a in the space below.</td>
<td>x</td>
<td>Process: Data Requests</td>
</tr>
<tr>
<td>03a. How clearly was the information provided?</td>
<td>x</td>
<td>Process: Data Requests</td>
</tr>
<tr>
<td>03b. Please make any comments about question 03a in the space below.</td>
<td>x</td>
<td>Process: Data Requests</td>
</tr>
<tr>
<td>04a. How helpful were the staff members who assisted you?</td>
<td>x</td>
<td>Customer Service: Applicable to all</td>
</tr>
<tr>
<td>04b. Please make any comments about question 04a in the space below.</td>
<td>x</td>
<td>Customer Service: Applicable to all</td>
</tr>
<tr>
<td>05a. How professional were the staff members who assisted you?</td>
<td>x</td>
<td>Customer Service: Applicable to all</td>
</tr>
<tr>
<td>05b. Please make any comments about question 05a in the space below.</td>
<td>x</td>
<td>Process: Data Requests</td>
</tr>
<tr>
<td>06a. How accurate was the information you received?</td>
<td>x</td>
<td>Process: Data Requests</td>
</tr>
<tr>
<td>06b. Please make any comments about question 06a in the space below.</td>
<td>x</td>
<td>Process: Data Requests</td>
</tr>
<tr>
<td>07a. How willingly would you recommend the Office of Institutional Research and Assessment to others for information requests and analyses?</td>
<td>x</td>
<td>Process: Data Requests</td>
</tr>
<tr>
<td>07b. Please make any comments about question 07a in the space below.</td>
<td>x</td>
<td>Process: Data Requests</td>
</tr>
<tr>
<td>08. Have you used the OIRA website?</td>
<td>x</td>
<td>Process: OIRA site in general</td>
</tr>
<tr>
<td>09. If the OIRA website was used, how easily did you find the information you needed?</td>
<td>x</td>
<td>Process: OIRA site in general</td>
</tr>
<tr>
<td>10. What type of data were you seeking on the web site? Select all that apply.</td>
<td>x</td>
<td>Process: OIRA site in general</td>
</tr>
<tr>
<td>11. Please make any other</td>
<td>x</td>
<td>Process: OIRA site in general</td>
</tr>
<tr>
<td>OIRA Administrative Evaluation Questions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>The level of support I have received from OIRA has been...</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>In what way has OIRA been most helpful to you?</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>How can OIRA better assist you?</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>
OIRA Administrative Evaluation  
(Summer 2012)

(Of 61 surveyed, 26, or 43% responded.)

An important function of OIRA is to provide assistance to The University of Alabama administration. We need to know how well we are serving you. Please answer the following questions.

The level of support I have received from OIRA has been...  N = 26

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>84.6</td>
<td>Excellent</td>
</tr>
<tr>
<td>3</td>
<td>11.5</td>
<td>Good</td>
</tr>
<tr>
<td>0</td>
<td>0.0</td>
<td>Adequate</td>
</tr>
<tr>
<td>0</td>
<td>0.0</td>
<td>Poor</td>
</tr>
<tr>
<td>1</td>
<td>3.8</td>
<td>Not applicable</td>
</tr>
</tbody>
</table>

In what way has OIRA been most helpful to you?

- Salary info.
- report on CHP
- During the DIS accreditation process.
- They have already come through for us.
- Always responsive!
- Useful data
- Helping with data, WEAVE and questions about assessment
- Unfortunately, I seem to get surveys in a not so timely manner BUT thanks to Mike O'Rear, Jon Acker, and Lorne I am able to get information to complete these surveys in a timely fashion. I do appreciate their patience and understanding when I request information knowing that I received the survey and the deadline is in the not so distant future.
- By responding to requests for information to support management and accreditation.
- I often need special reports and, very often, need them quickly. OIRA is always responsive and goes out of their way to help me get the information I need.
- Data mining, professional-looking reports, web support and timely surveys.
- When my requests are not clear, they contact me about exactly what I'm asking for, rather than sending an inappropriate report.
- Formatting of survey questions and their results. OIRA staff works with us with a team mentality.
- compiling reports and submitting data for external accreditation agencies
- Helped design and conduct online surveys. Always responds in a timely fashion with data requests I make
- Obtaining data on UA minority faculty and students
- Providing relevant tuition and fee information for SUG and SEC schools
- Responsive to my needs.
- Jon Acker is always very helpful and responsive to any student assessment results I need
How can OIRA better assist you?

- Have always been responsive and helpful including meeting with the faculty when requested.
- Modify the data in. the registrar has some kooky ways of limiting what data we have which makes some of your data incorrect.
- Not sure right now.
- Keep up the good work.
- Quicker in providing the data.
- Continue assisting with assessment issues.
- Keep up the good work!!
- Adding more information to the data warehouse.
- OIRA is always responsive to requests, so I have no suggestions for improvement. Keep up the excellent work!
- The academic year standard reports are posted to the website too late for use in the department/administrative office assessments. Perhaps these could be posted sooner?
- Check online requests for reports more often.
- Post more “routine” reports (enrollment breakdowns, degrees awarded, etc) on their website.
- OIRA has done an excellent job in responding to my requests. Thank you.
- Thank you!
- More timely response to request for information.
- I think the OIRA staff are very helpful.
Administrative Offices
2010-11 Department Assessment Plan

<table>
<thead>
<tr>
<th>Division Name:</th>
<th>Academic Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department Name:</td>
<td>Office of Institutional Research and Assessment</td>
</tr>
</tbody>
</table>

I. Department Mission Statement:

The mission of the Office of Institutional Research and Assessment is to provide institutional information to external reporting groups as well as University decision-makers in support of planning, policy formulation, resource allocation, and the advancement of University operations. This is accomplished by conducting data analyses, performing assessment research, and developing web services.

Goal: To be a trusted provider of timely, relevant, and unbiased information and services.

Core Functions:

1. **Mandated regulatory reporting** to external groups (National Center for Education Statistics (NCES), Alabama Commission on Higher Education (ACHE), Southern Association for Colleges and Schools (SACS), and University of Alabama System Administration (UAS), as well as media and ranking agencies that have bearing on the University image and reputation)
2. **Decision-support information** for University units (central administration, colleges or schools, departments, programs, or committees) administration and operational support.
3. **Assessment-related research** to evaluate and illuminate issues associated with the University units operations and functions.
4. **Web applications and tools** to advance the University units operations and enhance the information flow within the University.

II. Expected Outcomes

**Outcome 1.** Complete all mandated regulatory reporting accurately and on time.

*How did you categorize this Outcome 1?*  
X Administration Support outcome
☐ Educational Support outcome
☐ Research outcome
☐ Community Service outcome
☐ Other (please describe)

**Measure 1.1**  
Timeliness measured by project tracking records.

**Results from Measure 1.1**

a. **When was this assessment measure implemented?**

☐ Sept ☐ Oct ☐ Nov ☐ Dec ☐ Jan ☐ Feb ☐ Mar ☐ Apr ☐ May ☐ Jun X Jul

b. **How was the assessment measure implemented?** (50 – 75 words)

*At least once a month, an Outstanding Projects Report is monitored to ensure that projects are on track and completed on a timely basis. In July, a Project Completion Counts by Days Taken analysis is done, and the percentage of projects completed on time is calculated.*
c. Summarize the assessment result: (50-75 words)

In 2010/2011, 100% of mandated regulatory reporting was submitted by the deadlines. This performance level has also been achieved for the last five previous years. There was an approved late submission in fall 2005 due to the implementation of Banner.

Measure 1.2  Accuracy measured by agency feedback.

Results from Measure 1.2

a. When was this assessment measure implemented?

X Sept  X Oct  X Nov  ☐ Dec  X Jan  X Feb  ☐ Mar  X Apr  X May  ☒ Jun  X Jul

b. How was the assessment measure implemented? (50 – 75 words)

Mandated regulatory reports typically generate automatic feedback reports that identify possible discrepancies, or large differences from previously reported values. Some agencies also supply a summary of all data submitted that OIRA checks for accuracy against departmental records. Each questionable amount identified in these reports is reviewed, verified, and corrected, if necessary.

c. Summarize the assessment result: (50-75 words)

In 2010/2011, each questionable amount identified in these reports was verified and corrected, if necessary, by the agency deadline. This performance level has also been achieved for at least the last five previous years.

Outcome #1. Overall interpretation of the assessment results associated with Outcome #1 (50-75 words)

Mandated regulatory reporting has been conducted in an accurate and timely fashion.

Outcome #1. Improvement Action(s) to be advanced next Year (25 – 50 words)

OIRA will communicate with offices who collect data, if analysis of feedback reports suggest changes in reporting practices.

Outcome 2. Report relevant institutional information to support the University administration in planning, policy formulation, and resource allocation.

How did you categorize this Outcome 2?

X Administration Support outcome
☐ Educational Support outcome
☐ Research outcome
☐ Community Service outcome
☐ Other (please describe)

Measure 2.1  Timeliness measured by project tracking records.

Results from Measure 2.1

a. When was this assessment measure implemented?
b. How was the assessment measure implemented? (50 – 75 words)

At least once a month, an Outstanding Projects Report is monitored to ensure that projects are on track and completed on a timely basis. In July, a Project Completion Counts by Days Taken analysis is done, and the percentage of projects completed on time is calculated.

c. Summarize the assessment result: (50-75 words)

In 2010/2011, 563 projects were received, and 527, or 94%, of the requests were completed by the date needed. In 2009/2010, there were over 400 information requests, and over 90% of them were completed by the date needed.

Projects Completed June 1, 2010 - May 31, 2011

<table>
<thead>
<tr>
<th>Days</th>
<th>#</th>
<th>PCT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 (Same day)</td>
<td>139</td>
<td>24.7%</td>
</tr>
<tr>
<td>1</td>
<td>81</td>
<td>14.4%</td>
</tr>
<tr>
<td>2-3</td>
<td>68</td>
<td>12.1%</td>
</tr>
<tr>
<td>4-7</td>
<td>56</td>
<td>12.1%</td>
</tr>
<tr>
<td>8-14</td>
<td>60</td>
<td>10.7%</td>
</tr>
<tr>
<td>&gt; 14 (ACHE etc)</td>
<td>59</td>
<td>10.5%</td>
</tr>
<tr>
<td>&gt; 14 (all others)</td>
<td>100</td>
<td>17.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>563</td>
<td></td>
</tr>
</tbody>
</table>

Measure 2.2 Requester feedback

Results from Measure 2.2

a. When was this assessment measure implemented?

b. How was the assessment measure implemented? (50 – 75 words)

In June and July of 2011, 196 customers who had made data requests of OIRA during that year were invited to participate in a satisfaction survey. The survey was handled through an email system, and the results were compiled and compared with previous years. In addition, a special management survey was conducted for the first time in 2011. Participants in the Management Survey were excluded from the Satisfaction Survey. The focus of the management survey was to obtain feedback on how well OIRA is serving management. See enclosed report in the Optional Narrative Section.

c. Summarize the assessment result: (50-75 words)

Fifty-nine responded to the satisfaction survey, for a response rate of 31%. Rates for 2008 were 26% and 23% in 2010. For the management survey, 18 of the 52 invited responded to the survey, for a response rate of 35%. Comparison of data from the last 3 satisfaction surveys shows continued high levels of satisfaction. > 90% of current year respondents rate OIRA at the top level in “clarity of information” and “professionalism”. > 90% said OIRA provided data on time, and 88 % said that staff members were very helpful. In the Management survey, almost 90% rated OIRA’s level of support as Good or Excellent. Several Management survey respondents suggested adding more online reports.
Outcome #2. Overall interpretation of the assessment results associated with Outcome #2 (50-75 words)

The results data from the projects time analyses show that project are completed on a timely basis—many on the same day as receipt. The number of projects processed increased over last year, and the percent delivered by date needed improved from over 90% to 94%, even though the office was short 2 positions most of the year.

OIRA users continue to give high ratings—this is particularly good, considering that the office has been down two positions during most of the last year. The survey process was changed this year, splitting the top management group into a separate survey, targeting how well OIRA is serving management. Constructive comments from the Management Survey encourage further development of the report section of the OIRA website.

Outcome #2. Improvement Action(s) to be advanced next Year (25 – 50 words)

While timeliness of reporting is good, enhancement of the project tracking system will make management of projects more effective and enhance reporting. More online reports are being added to the website, both to the publically accessed area, and the login area, as mentioned in the Management Survey.

Outcome 3. Create, improve and maintain web-based applications and tools that advance University operations and/or enhance information flow within the University.

How did you categorize this Outcome 3?  
X Administration Support outcome  
☐ Educational Support outcome  
☐ Research outcome  
☐ Community Service outcome  
☐ Other (please describe)

Measure 3.1 Requester feedback

Results from Measure 3.1

a. When was this assessment measure implemented?

☐ Sept ☐ Oct ☐ Nov ☐ Dec ☐ Jan ☐ Feb ☐ Mar ☐ Apr ☐ May ☐ Jun ☐ Jul

b. How was the assessment measure implemented? (50 – 75 words)

Comments are collected from requesters’ emails related to their satisfaction with web applications and tools developed for them by OIRA.

c. Summarize the assessment result: (50-75 words)

Requester feedback on web applications and tools has been very positive. Feedback has been received on the Fifth Year Interim Report Project (from Dr. Bob Smallwood), and the CCOC Project (from Dr. Beth Bennett).

Measure 3.2 User feedback

Results from Measure 3.2

a. When was this assessment measure implemented?

☐ Sept ☐ Oct ☐ Nov ☐ Dec ☐ Jan ☐ Feb ☐ Mar ☐ Apr ☐ May ☐ Jun ☐ Jul

b. How was the assessment measure implemented? (50 – 75 words)
In June and July of 2011, 196 customers who had made data requests of OIRA during that year were invited to participate in a satisfaction survey. The survey was handled through an email system, and the results were compiled and compared with previous years. In addition, a special management survey was conducted for the first time in 2011. Participants in the Management Survey were excluded from the Satisfaction Survey. The focus of the management survey was to obtain feedback on how well OIRA is serving management. See enclosed report in the Optional Narrative Section.

c. Summarize the assessment result: (50-75 words)

Fifty-nine responded to the satisfaction survey, for a response rate of 31%. Rates for 2008 were 26% and 23% in 2010. For the management survey, 18 of the 52 invited responded to the survey, for a response rate of 35%. Comparison of data from the last 3 satisfaction surveys shows continued high levels of satisfaction. > 90% of current year respondents rate OIRA at the top level in “clarity of information” and “professionalism”. > 90% said OIRA provided data on time, and 88% said that staff members were very helpful. In the Management survey, almost 90% rated OIRA’s level of support as Good or Excellent. Several Management survey respondents suggested adding more online reports.

Outcome #3. Overall interpretation of the assessment results associated with Outcome #3 (50-75 words)

Those who request development of web applications and tools have been very complimentary. OIRA users continue to give high ratings—this is particularly good, considering that the office has been down two positions during most of the last year. The survey process was changed this year, splitting the top management group into a separate survey, targeting how well OIRA is serving management. Constructive comments from the Management Survey encourage further development of the report section of the OIRA website.

Outcome #3. Improvement Action(s) to be advanced next Year (25 – 50 words)

More online reports are being added to the website, both to the publically accessed area, and the login area, as mentioned in the Management Survey.

Outcome 4. Conducts or assists with assessment-related research.

How did you categorize this Outcome 4? X Administration Support outcome

Measure 4.1 Requester feedback

Results from Measure 4.1

a. When was this assessment measure implemented?

☐ Sept ☐ Oct ☐ Nov ☐ Dec ☐ Jan ☐ Feb ☐ Mar ☐ Apr ☐ May ☐ Jun ☐ Jul

b. How was the assessment measure implemented? (50 – 75 words)

Since many of the surveys are ongoing annual projects, one of the special projects, Veterans Initiative, was selected for feedback. The requester was contacted and asked to comment on their satisfaction.

c. Summarize the assessment result: (50-75 words)

Requester feedback on assessment-related research was very positive. Feedback was received on the Veterans Initiative survey from Dr. Jo Pryce in Social Work. The survey met their needs, and was used well. Implementation of the project is moving forward.

Measure 4.2 User feedback
Results from Measure 4.2

a. When was this assessment measure implemented?

☐ Sept  ☐ Oct  ☐ Nov  ☐ Dec  ☐ Jan  ☐ Feb  ☐ Mar  ☐ Apr  ☐ May  ☐ Jun  ☐ Jul

b. How was the assessment measure implemented? (50 – 75 words)

In June and July of 2011, 196 customers who had made data requests of OIRA during that year were invited to participate in a satisfaction survey. The survey was handled through an email system, and the results were compiled and compared with previous years. In addition, a special management survey was conducted for the first time in 2011. Participants in the Management Survey were excluded from the Satisfaction Survey. The focus of the management survey was to obtain feedback on how well OIRA is serving management. See enclosed report in the Optional Narrative Section.

c. Summarize the assessment result: (50-75 words)

Fifty-nine responded to the satisfaction survey, for a response rate of 31%. Rates for 2008 were 26% and 23% in 2010. For the management survey, 18 of the 52 invited responded to the survey, for a response rate of 35%. Comparison of data from the last 3 satisfaction surveys shows continued high levels of satisfaction. > 90% of current year respondents rate OIRA at the top level in “clarity of information” and “professionalism”. > 90% said OIRA provided data on time, and 88% said that staff members were very helpful. In the Management survey, almost 90% rated OIRA’s level of support as Good or Excellent. Several Management survey respondents suggested adding more online reports.

Outcome #4. Overall interpretation of the assessment results associated with Outcome #4 (50-75 words)

OIRA users continue to give high ratings—this is particularly good, considering that the office has been down two positions during most of the last year. The survey process was changed this year, splitting the top management group into a separate survey, targeting how well OIRA is serving management. Constructive comments from the Management Survey encourage further development of the report section of the OIRA website.

Outcome #4. Improvement Action(s) to be advanced next Year (25 – 50 words)

None planned, based on this assessment data.

Optional Additional Narrative:

1. OIRA Administrative Evaluation (Management Survey) Summer 2011
2. OIRA Customer Satisfaction Survey (Summer 2011)
3. Comparison of Satisfaction Survey Results, 2008 - 2011

1. OIRA Administrative Evaluation (Management Survey)
Summer 2011

An important function of OIRA is to provide assistance to The University of Alabama administration. We need to know how well we are serving you. Please answer the following questions.

The level of support I have received from OIRA has been... N = 18
<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
<th>Excellent</th>
<th>Good</th>
<th>Adequate</th>
<th>Poor</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>77.8</td>
<td>35.0</td>
<td>20.3</td>
<td>18.6</td>
<td>5.6</td>
<td>6.3</td>
</tr>
</tbody>
</table>

In what way has OIRA been most helpful to you?

- Custom reporting
- Providing specific data which has been requested by the Dean
- Delivered exactly what I wanted and gave me some additional functionality which has augmented the system.
- Making IR reports available online
- Assisting with annual plan and goals, with training, and with UAOPS
- Willingness to work as a team. Always open to questions.
- Data provision
- Pulling unique data needed for proposals or program assessment.
- They have become customer oriented. The information they have available regularly is very good and they are very responsive to special requests.
- Helping faculty with online syllabus. Providing data regarding nursing faculty salaries.
- Customer service surveys.
- The profile data from our departments are very useful for me.
- Timely assistance in matters asked of OIRA.
- Gathering information for our reaccreditation report.

How can OIRA better assist you?

- GA TOPS. Giving us automated reporting functionality. Currently, we have to wait for OIRA staff to run reports as requested. It would enhance the service and product immeasurably if we could have daily automatic reporting.
- Making more IR reports available online. Perhaps having a searchable online data warehouse with a web interface through which we could pull our own reports as needed.
- More reports
- The more they post online or make self-serve via TideBytes the better. They have done a GREAT job of doing this so far- please keep moving in that direction!
- They provide anything I ask for.
- I am very satisfied with your services.
- Being more flexible and faster on special request of data would be greatly appreciated.
- Locating online reports
- They're doing a fine job.

2. OIRA Customer Satisfaction Survey (Summer 2011)

The Office of Institutional Research and Assessment is interested in your comments regarding our services. Please take a few minutes to complete this confidential survey.

01. What type of information request was made by you or by your office? Select all that apply.  

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
<th>Enrolled</th>
<th>Graduation</th>
<th>Retention</th>
<th>Faculty and/or Staff Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>35</td>
<td>59.3</td>
<td>Enrollment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>20.3</td>
<td>Graduation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>20.3</td>
<td>Retention</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>18.6</td>
<td>Faculty and/or staff data</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
02a. How promptly was your request completed?  \( N = 59 \)

<table>
<thead>
<tr>
<th></th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>6.8</td>
</tr>
<tr>
<td>37</td>
<td>62.7</td>
</tr>
<tr>
<td>18</td>
<td>30.5</td>
</tr>
</tbody>
</table>

02b. Please make any comments about question 02a in the space below.

(Note: red numbers below are ID number of participant)

3 it was a large request in the middle of their busy season, and it was not high priority, so the delivery time was not an issue.
5 I had to follow up with my own data request a week after I sent it because I had heard nothing. I followed up the day before I requested the data be sent to me.
6 I have always received excellent service and quick responses!
9 You guys made the impossible possible. You Rock!
14 I was VERY pleased with the turnaround time on the request. What I expected would take days, took hours.
15 I requested the data and received them the next day.
22 Professional and friendly
35 I was last minute requesting this information and I received it a lot sooner than I anticipated.
36 Relatively flexible timelines
Great Staff
excellent service!

Jon Acker was GREAT to work with. Everything was completed in a timely fashion.

Technically, never (because the information was not available).

This request was done ahead of deadline requested.

Very dependable! Always willing to assist.

Julie Proctor typically is the person who request data from our office. She gives plenty of lead time for the requests which is very much appreciated.

Inadvertently, I overlooked the response and upon request received the data once again--very customer service oriented.

very prompt

I did ask about spring 2011 enrollment not being available in June 2011. I saw it was added later, but did not get a response that it had been added.

03a. How clearly was the information provided?  N = 59

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.7</td>
</tr>
<tr>
<td>3</td>
<td>5.1</td>
</tr>
<tr>
<td>55</td>
<td>93.2</td>
</tr>
</tbody>
</table>

03b. Please make any comments about question 03a in the space below.

(Note: red numbers below are ID number of participant)

5      The OIR office was not able to provide me the information I requested. I was told there were too many other, more important, projects ahead of mine.
6      Requests for data have always been exact and complete.
15     We were satisfied with the product.
17     Once I made the request, the information I got was much easier to understand rather than sift through your web site on my own.
43     Everything in the survey was very easy to understand and provided opportunity for great feedback from the students.
45     Information I have requested has always come back to me in the format requested.
57     Just what I asked for!

04a. How helpful were the staff members who assisted you?  N = 57

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.8</td>
</tr>
<tr>
<td>6</td>
<td>10.5</td>
</tr>
<tr>
<td>50</td>
<td>87.7</td>
</tr>
</tbody>
</table>

04b. Please make any comments about question 04a in the space below.

(Note: red numbers below are ID number of participant)
The email contact I had was extremely unhelpful. He was late in even acknowledging my request, it was clear that my request seemed a burden to him, and he was unable to produce the data I requested. When I asked him if he could recommend another department on campus for me to contact, he failed to respond. It was one the worst customer experiences I have been through on this campus.

I can't praise the people in OIRA enough for their professionalism, patience, excellent technical support and helpfulness with issues and questions.

You guys are easy to work with and know your stuff.

No interaction, other than email. But all the information I needed.

We needed the data within a week and received an Excel spreadsheet the next day.

Staff member answered my response almost immediately and worked to get the information to me quickly.

Very responsive to requests and questions about data detail.

Jon is always very helpful.

Excellent! The full staff have always been will to assist whenever needed. Julie Proctor as well as Billy are wonderful to work with.

Julie is always willing to assist with any questions or clarification needed on our part.

for the admission request, I got immediate action. Not so for the spring enrollment. I got no response to my request.

05a. How professional were the staff members who assisted you?  N = 58

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.7</td>
</tr>
<tr>
<td>3</td>
<td>5.2</td>
</tr>
<tr>
<td>54</td>
<td>93.1</td>
</tr>
</tbody>
</table>

05b. Please make any comments about question 05a in the space below.

(Note: red numbers below are ID number of participant)

5  See comments under 04b. My contact was unwilling to help me out at all. He could not provide data under the reasoning that there were too many other very important projects he was working on. He never responded to my last email, asking where else I could go to look for this data. I would not recommend the OIR to many people.

35  Staff member was very professional, helpful and courteous.

06a. How accurate was the information you received?  N = 58

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>6</td>
<td>10.3</td>
</tr>
<tr>
<td>48</td>
<td>82.8</td>
</tr>
<tr>
<td>4</td>
<td>6.9</td>
</tr>
</tbody>
</table>

06b. Please make any comments about question 06a in the space below.

(Note: red numbers below are ID number of participant)

5  See above comments.
As far as I know...

Data requested was not available.

only occasionally

First report did not include instructor names--only section numbers.

However, these changes were made immediately.

Again, Jon is always extremely helpful and follows through with my requests in detail.

I request several reports a year. I've actually only had two that needed a little tweaking.

Acquired it myself through checking enrollment for courses related to services.

07a. How willingly would you recommend the Office of Institutional Research and Assessment to others for information requests and analyses?  N = 59

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.7</td>
</tr>
<tr>
<td>7</td>
<td>11.9</td>
</tr>
<tr>
<td>51</td>
<td>86.4</td>
</tr>
</tbody>
</table>

07b. Please make any comments about question 07a in the space below.

(Note: red numbers below are ID number of participant)

5    I do not felt my request was taken seriously, nor was I taken seriously as an individual that needed this information.
6    The office of OIRA are a tremendous help to the Honors College. Reports and data are easy to access, the on-line evaluation system is wonderful, the on-line syllabus program is easy to use. Wonderful and experienced people!
29   I have always had positive experiences with staff.
43   Definitely!

08. Have you had the opportunity to use our web site?  N = 58

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>79.3</td>
</tr>
<tr>
<td>12</td>
<td>20.7</td>
</tr>
</tbody>
</table>

09. If the OIRA web site was used, how easily did you find the information you needed?  N = 47

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>8.5</td>
</tr>
<tr>
<td>12</td>
<td>25.5</td>
</tr>
<tr>
<td>31</td>
<td>66.0</td>
</tr>
</tbody>
</table>

10. What type of data were you seeking on the web site? Select all that apply.  N = 59

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>15.3</td>
</tr>
<tr>
<td>12</td>
<td>20.3</td>
</tr>
</tbody>
</table>
(Note: red numbers below are ID number of participant)

8  Class size
18  SOI
20  request procedures
44  Class rank
46  submit a request
56  Use of services
57  see above request

11. Please make any other comments in the space below.

(Note: red numbers below are ID number of participant)

6  SUPER OFFICE AND STAFF!
9  Keep doing what you do so very well. It helps all of us.
15  Y'all always do great work and provide quick responses.
35  It would be nice to just get a prior year's snapshot of the information I was seeking.
49  I continue to be very pleased with the data as well as the working relationship my office has with OIRA. Julie Proctor especially is great to work with.
57  Thank you for your assistance.

3. Comparison of Satisfaction Survey Results, 2008 - 2011

In June 2008, 2010, and 2011, customers who had made data requests of OIRA during that year were invited to participate in a satisfaction survey. Response rates were 26% in 2008, 23% in 2010, and 31% in 2011.

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number Invited</td>
<td>108</td>
<td>300</td>
<td>196</td>
</tr>
<tr>
<td>Number Responding</td>
<td>28</td>
<td>69</td>
<td>59</td>
</tr>
<tr>
<td>Overall Response Rate</td>
<td>26%</td>
<td>23%</td>
<td>31%</td>
</tr>
</tbody>
</table>
Types of Information Requests Made:

<table>
<thead>
<tr>
<th></th>
<th>2008 Percent</th>
<th>2010 Percent</th>
<th>2011 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment</td>
<td>82</td>
<td>58</td>
<td>59.3</td>
</tr>
<tr>
<td>Graduation</td>
<td>36.3</td>
<td>29</td>
<td>20.3</td>
</tr>
<tr>
<td>Faculty and/or staff data</td>
<td>43</td>
<td>27.5</td>
<td>18.6</td>
</tr>
<tr>
<td>Retention</td>
<td>32</td>
<td>18.8</td>
<td>20.3</td>
</tr>
<tr>
<td>Database or data set for continued use</td>
<td>10.7</td>
<td>14.5</td>
<td>15.3</td>
</tr>
<tr>
<td>Peer analysis</td>
<td>3.6</td>
<td>4.3</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>25</td>
<td>30.4</td>
<td>27.1</td>
</tr>
</tbody>
</table>

How promptly was your request completed?

<table>
<thead>
<tr>
<th></th>
<th>2008 Percent</th>
<th>2010 Percent</th>
<th>2011 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late</td>
<td>10.7</td>
<td>2.7</td>
<td>6.8</td>
</tr>
<tr>
<td>On Time</td>
<td>75.0</td>
<td>59.4</td>
<td>62.7</td>
</tr>
<tr>
<td>Immediately</td>
<td>14.3</td>
<td>37.7</td>
<td>30.5</td>
</tr>
</tbody>
</table>

How clearly was the information provided?

<table>
<thead>
<tr>
<th></th>
<th>2008 Percent</th>
<th>2010 Percent</th>
<th>2011 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficulty to Understand</td>
<td>0</td>
<td>0</td>
<td>1.7</td>
</tr>
<tr>
<td>Somewhat Clear</td>
<td>17.9</td>
<td>8.8</td>
<td>5.1</td>
</tr>
<tr>
<td>Very Clear</td>
<td>82.1</td>
<td>91.2</td>
<td>93.2</td>
</tr>
</tbody>
</table>

How helpful were the staff members who assisted you?

<table>
<thead>
<tr>
<th></th>
<th>2008 Percent</th>
<th>2010 Percent</th>
<th>2011 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Helpful</td>
<td>0</td>
<td>1.4</td>
<td>1.8</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>22.2</td>
<td>5.8</td>
<td>10.5</td>
</tr>
<tr>
<td>Very Helpful</td>
<td>77.8</td>
<td>92.8</td>
<td>87.7</td>
</tr>
</tbody>
</table>
How professional were the staff members who assisted you?

<table>
<thead>
<tr>
<th></th>
<th>2008 Percent</th>
<th>2010 Percent</th>
<th>2011 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unprofessional</td>
<td>0</td>
<td>0</td>
<td>1.7</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>15.4</td>
<td>5.9</td>
<td>5.2</td>
</tr>
<tr>
<td>Professional</td>
<td>84.6</td>
<td>94.1</td>
<td>93.1</td>
</tr>
</tbody>
</table>

How accurate was the information you received?

<table>
<thead>
<tr>
<th></th>
<th>2008 Percent</th>
<th>2010 Percent</th>
<th>2011 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required Several Revisions</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Needed Small Changes</td>
<td>21.4</td>
<td>13.2</td>
<td>10.3</td>
</tr>
<tr>
<td>Very Accurate</td>
<td>78.6</td>
<td>86.8</td>
<td>82.8</td>
</tr>
<tr>
<td>Did not receive the data/information</td>
<td>0</td>
<td>0</td>
<td>6.9</td>
</tr>
</tbody>
</table>

How willingly would you recommend the Office of Institutional Research and Assessment to others for information requests and analyses?

<table>
<thead>
<tr>
<th></th>
<th>2008 Percent</th>
<th>2010 Percent</th>
<th>2011 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would Not Recommend</td>
<td>0</td>
<td>0</td>
<td>1.7</td>
</tr>
<tr>
<td>Somewhat</td>
<td>14.8</td>
<td>7.3</td>
<td>11.9</td>
</tr>
<tr>
<td>Enthusiastically</td>
<td>85.2</td>
<td>92.6</td>
<td>86.4</td>
</tr>
</tbody>
</table>

Have you had the opportunity to use our web site?

<table>
<thead>
<tr>
<th></th>
<th>2008 Percent</th>
<th>2010 Percent</th>
<th>2011 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2008 Percent</td>
<td>2010 Percent</td>
<td>2011 Percent</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Yes</td>
<td>57.1</td>
<td>58.8</td>
<td>79.3</td>
</tr>
<tr>
<td>No</td>
<td>42.9</td>
<td>41.2</td>
<td>20.7</td>
</tr>
</tbody>
</table>

If the OIRA web site was used, how easily did you find the information you needed?

<table>
<thead>
<tr>
<th></th>
<th>2008 Percent</th>
<th>2010 Percent</th>
<th>2011 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Could Not Find</td>
<td>0</td>
<td>12.2</td>
<td>8.5</td>
</tr>
<tr>
<td>Had Some Trouble</td>
<td>43.8</td>
<td>31.7</td>
<td>25.5</td>
</tr>
<tr>
<td>Very Easily</td>
<td>56.3</td>
<td>56.1</td>
<td>66.0</td>
</tr>
</tbody>
</table>

What type of data were you seeking on the web site? Select all that apply.

<table>
<thead>
<tr>
<th></th>
<th>2008 Percent</th>
<th>2010 Percent</th>
<th>2011 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Common Data Set</td>
<td>32.1</td>
<td>14.5</td>
<td>15.3</td>
</tr>
<tr>
<td>Factbook</td>
<td>28.6</td>
<td>27.5</td>
<td>20.3</td>
</tr>
<tr>
<td>Enrollment</td>
<td>46.4</td>
<td>42.0</td>
<td>42.4</td>
</tr>
<tr>
<td>Graduation</td>
<td>14.3</td>
<td>18.8</td>
<td>16.9</td>
</tr>
<tr>
<td>Retention</td>
<td>14.3</td>
<td>11.6</td>
<td>11.9</td>
</tr>
<tr>
<td>Assessment</td>
<td>0.0</td>
<td>7.2</td>
<td>8.5</td>
</tr>
<tr>
<td>Student</td>
<td>17.9</td>
<td>20.3</td>
<td>13.6</td>
</tr>
<tr>
<td>Faculty</td>
<td>28.6</td>
<td>10.1</td>
<td>11.9</td>
</tr>
<tr>
<td>Staff</td>
<td>21.4</td>
<td>5.8</td>
<td>5.1</td>
</tr>
<tr>
<td>Financial</td>
<td>14.3</td>
<td>8.7</td>
<td>0</td>
</tr>
<tr>
<td>Salary</td>
<td>3.6</td>
<td>1.4</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>3.6</td>
<td>7.2</td>
<td>11.9</td>
</tr>
</tbody>
</table>
OIRA Administrative Evaluation
(Summer 2013)

(Of 93 surveyed, 27, or 29% responded.)

An important function of OIRA is to provide assistance to The University of Alabama administration. We need to know how well we are serving you. Please answer the following questions.

The level of support I have received from OIRA has been...  N = 27

<table>
<thead>
<tr>
<th>N</th>
<th>Percent</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>66.7</td>
<td>Excellent</td>
</tr>
<tr>
<td>3</td>
<td>11.1</td>
<td>Good</td>
</tr>
<tr>
<td>1</td>
<td>3.7</td>
<td>Adequate</td>
</tr>
<tr>
<td>1</td>
<td>3.7</td>
<td>Poor</td>
</tr>
<tr>
<td>4</td>
<td>14.8</td>
<td>Not applicable</td>
</tr>
</tbody>
</table>

In what way has OIRA been most helpful to you?

- We would not be able to make it without Veronica Outlaw. She has been fabulous!
- OIRA provides the data requested in a timely manner.
- Creating reports
- In some cases, when surveys are received and there is a short turnaround time, OIRA has been there with help with the information needed to complete the survey.
- Responding to requests for assistance.
- Data
- Providing crucial data required for our accreditation and assessment purposes.
- By providing prompt responses to requests for data. By providing highly accurate data.
- Timely responses to emails. Quick customizations of such things as the syllabi system and the core curriculum review system. Excellent explanations of SACS processes and other OIRA things.
- Providing speedy and accurate responses when I've requested help with Online Syllabus Management, SOI, and statistical data for accreditation purposes.
- Very timely responses to my requests - thank you!
- OIRA always provides the data I requested timely.
- Providing the data that I need.
- Always willing to assist w/ questions.
- Excellent colleagues who collaborate/communicate well with other offices with shared issues.
- Data for reports.
- Has provided me with feedback I might not directly get from faculty.
- Provides reports in important areas.
- I'm not in a position where I need data from OIRA.
How can OIRA better assist you?

- The Syllabus Management System was implemented to close to the semester beginning with many issues. Better planning and training would be helpful.
- Keep doing what they are doing. The support has been there when I have needed it.
- It will be helpful if we can specify programs, etc. in our data.
- Make the web site easier to find items.
- Lend me Jason for a month or so to make cool software stuff for my school!
- Keep doing what you're doing!
- The more you put online for self-service the better
- Please continue your great service.
- Just keep up the positive customer service.
- No suggestions.
- Looking ahead to things on the horizon: Being proactive with SACS requirements.
- Of late, be more timely in response
- I don't know.
- assessment related support is lacking and poor
<table>
<thead>
<tr>
<th>Outcome #1</th>
<th>Outcome #2</th>
<th>Outcome #3</th>
<th>Outcome #4</th>
<th>Outcome #5</th>
<th>Outcome #6</th>
</tr>
</thead>
<tbody>
<tr>
<td>September</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>October</td>
<td></td>
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<tr>
<td>November</td>
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<td>December</td>
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<td>January</td>
<td></td>
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</tr>
<tr>
<td>February</td>
<td>OIRA User</td>
<td>OIRA User</td>
<td>OIRA User</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Satisfaction</td>
<td>Satisfaction</td>
<td>Satisfaction</td>
<td>Satisfaction</td>
<td>Survey</td>
</tr>
<tr>
<td></td>
<td>Survey</td>
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<td>Survey</td>
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<tr>
<td>March</td>
<td></td>
<td></td>
<td>Review project</td>
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<td></td>
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<td></td>
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<td></td>
<td>tracking system</td>
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</tr>
<tr>
<td>April</td>
<td></td>
<td></td>
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