



# UNIVERSITY OF DALLAS

## *Institutional Effectiveness*

### **Office of Institutional Effectiveness (IE) Reporting Protocol**

**Purpose:** This policy aligns all reporting with quality assurance processes. The protocol it describes provides guidance to all survey types, including third party publishers, state and federal compliance, accreditation, and any other reporting which outwardly represents the institution.

**Issue:** Data inconsistencies in some surveys have created concerns about the consequences of data integrity. Institutional Effectiveness oversees all such reporting. Any external reporting that can affect the institution must run through this office. There are no exceptions to this rule.

#### **The protocol**

- When notice is received for any external survey, and that survey has been identified by IE in consultation with the Provost as being of sufficient priority to merit our response, IE takes the following steps:
  - a) Determine the open, review, and due dates for each survey via the shared Google external reporting calendar. All persons who are necessary to the completion of each survey will be tagged in each case.
  - b) Notify the partners immediately of the survey and their responsibility.
  - c) When appropriate, set up an initial meeting to go over data needs.
  - d) Communicate regularly on any questions or updates with the team.
  - e) If a data inconsistency is found from the previous year's reporting, before correction, the appropriate senior leader(s) will be contacted to discuss.
  - f) Contact the appropriate publisher survey person to address any questions.
  - g) Enter all data into surveys except for IPEDS Finance and Academic Libraries.
  - h) The Assistant Provost for IE will inform senior leadership about any data points deemed of concern.
  
- All staff who participate in review and/or providing data are expected to:
  - a. Keep track of their source data and any exceptions noted in the process.
  - b. Confirm via email any corrections or changes for current or previous data.
  - c. Provide in writing a description of corrections or changes.
  - d. Acknowledge via email agreement with reported data.

**IE staff responsibility:** The IE staff members will not obtain data on their own that is not within their approved role access. If IE staff are given access to such data (for instance in Slate), the data custodian of that area must verify the accuracy of said data before survey submission.



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**Noncompliance:** An expectation exists that cooperation with other staff is necessary to complete many surveys. After two attempts have been made to request assistance, a third email will be sent by the Assistant Provost for Institutional Effectiveness with a copy to the non-responding staff person's supervisor. Direct contact will then be made with the supervisor to clarify expectations and timelines.

With the adoption of this policy, The Office of Institutional Effectiveness is responsible for assuring the completion of third-party publisher and compliance reporting as assigned. The IE staff members are responsible for the following:

- Assure completion by designated deadlines.
- Provide adequate time for other areas to review data.
- Save all submission documentation as appropriate.
- Alert senior leadership of any potential areas of concern.
- When aware, communicate any negative outcomes of such changes.

Many ranking survey publishers do not openly disclose their complete methodology since some elements are considered proprietary. The IE staff will closely monitor these surveys for upcoming changes to methodology and share those with senior leadership.

IE will provide an update, as requested, to senior leadership about the state of external reporting surveys at specified times such as Provost Council, Academic Affairs meetings, Council of Deans, and University Council.

An External Reporting subcommittee of the Data Council is in place to address consistency in external reporting. The committee continues to refine our approach and add external reporting surveys to the calendar from other departments. As part of this effort, IE will offer a data review and/or provide data to any department which requests this service. However, priority is given to departments whose external surveys have been calendared on the Google External Reporting drive. Please note: IE staff members cannot assume responsibility for external reports which have not been made known to them.