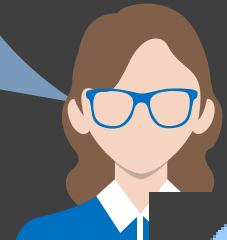# LOS ANGELES PACIFIC UNIVERSITY

DATA ACCESSIBILITY

Making better decisions faster in an online university

Why are we here?

We want to help our institutions to thrive and our students to succeed

We need to make our data more accessible

What are we going to talk about?

1) The crucial role of IR in support of a data-driven management decision-making process

2) A framework of collaboration for determining institutional data and reporting needs with the aim of making institutional data more accessible.
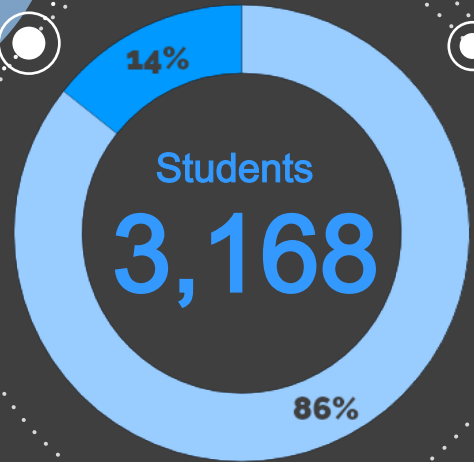
History

- Began in 2011 as a spin-off from Azusa Pacific University

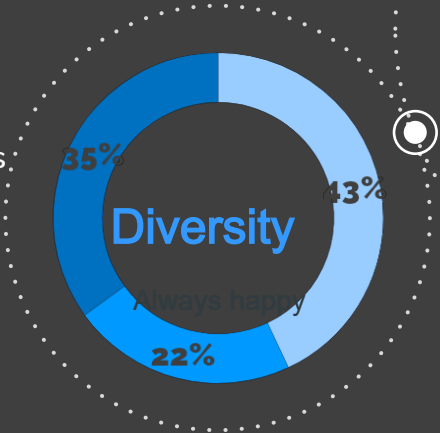- Azusa Pacific University educational system

- APOU to APU UC to LAPU

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Demographics

Average Age

34

Post - Traditional/ Online Students
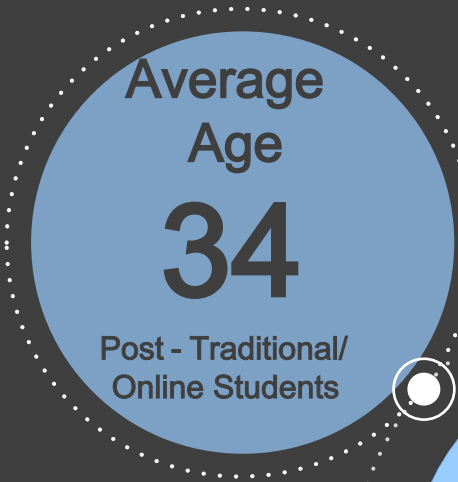
Core Values: Exemplary, Caring, and Learning

Students

3,168

14%

86%

■ Undergraduate ■ Graduate

■ Hispanic
■ White
Black and
■ other Ethnicities

Diversity

35%

43%

Always happy

22%

First Generation

38.6%

Transferred Students

96%

LOS ANGELES PACIFIC UNIVERSITY

Azusa Pacific University System

The Office of Institutional Research

Wayne Herman
Vice President / Chief Academic Officer

Irene Lee
Institutional Research Manager

Nathan Bauman
Data Coordinator

Allan Wheeler
Data Specialist

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UNIVERSITY | University System

Strategy for
Creating Sustainable Change

Brainstorming

Idea

Approval

Maintenance

Analysis

Sagnak, M. (2016). Participative Leadership and Change-Oriented Organizational Citizenship: The Mediating Effect of Intrinsic Motivation. *Eurasian Journal Of Educational Research*, (62), 181-194.

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University System

Strategies for Implementation

Strategy 1

React to data requests
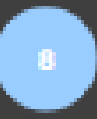
- Reactive
- Inefficient
- Lacks Structure
- Inconsistent
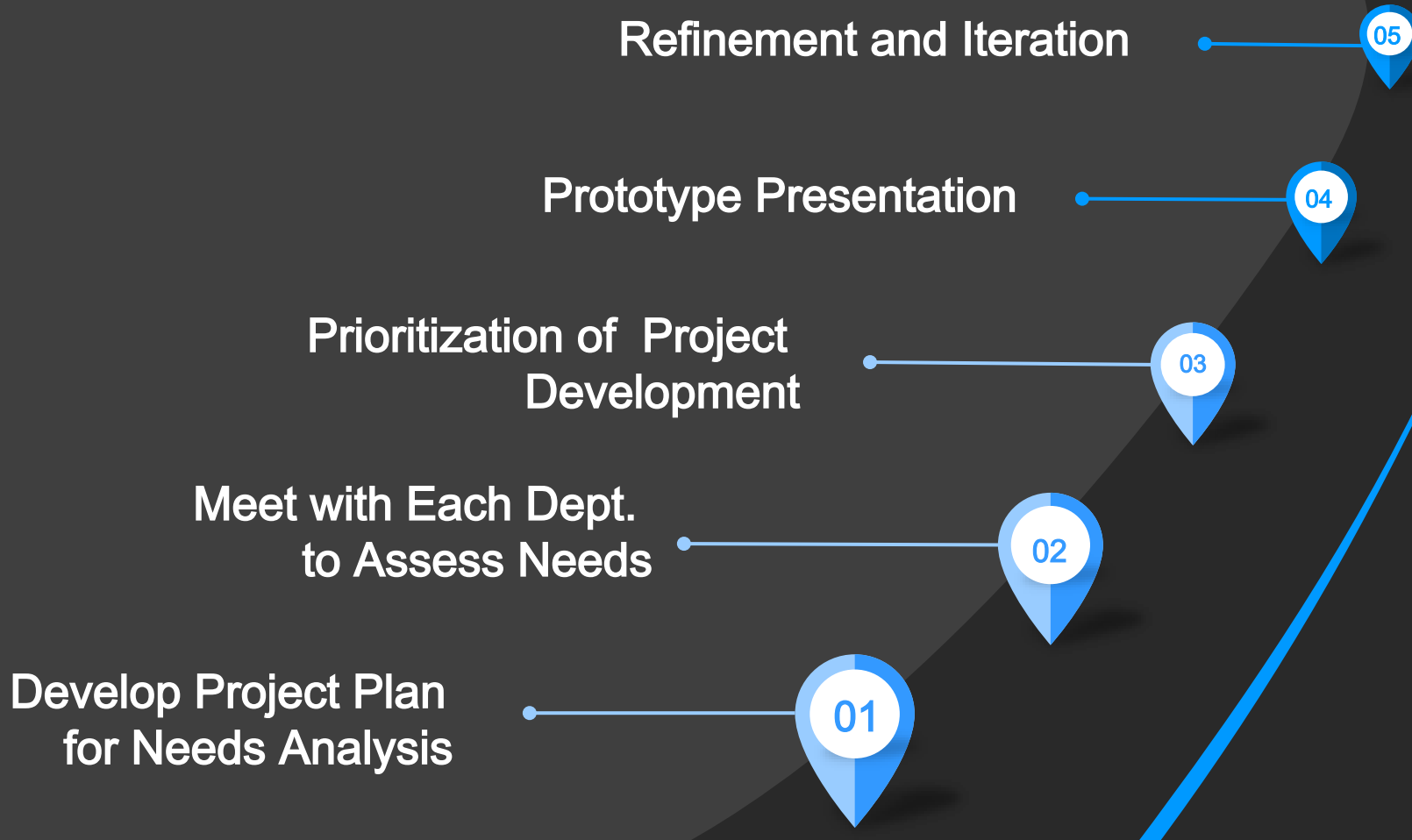- Unpredictable
- Resource heavy depending on the ask.

Strategy 2

Partner with users

- Proactive
- Automated
- Highly Structured
- Consistent AND predictable
- Requires less departmental resources

Our Process - The Roadmap

Refinement and Iteration — 05

Prototype Presentation — 04

Prioritization of Project Development — 03

Meet with Each Dept. to Assess Needs — 02

Develop Project Plan for Needs Analysis — 01

The Questionnaire and Reports List

The Idea
What if we could create a list of reports centralized in one place and segmented by departments and their individual needs?

The Plan
Develop the questionnaire and the report list to create a "needs analysis template"

1- Sell the vision and meet with departments

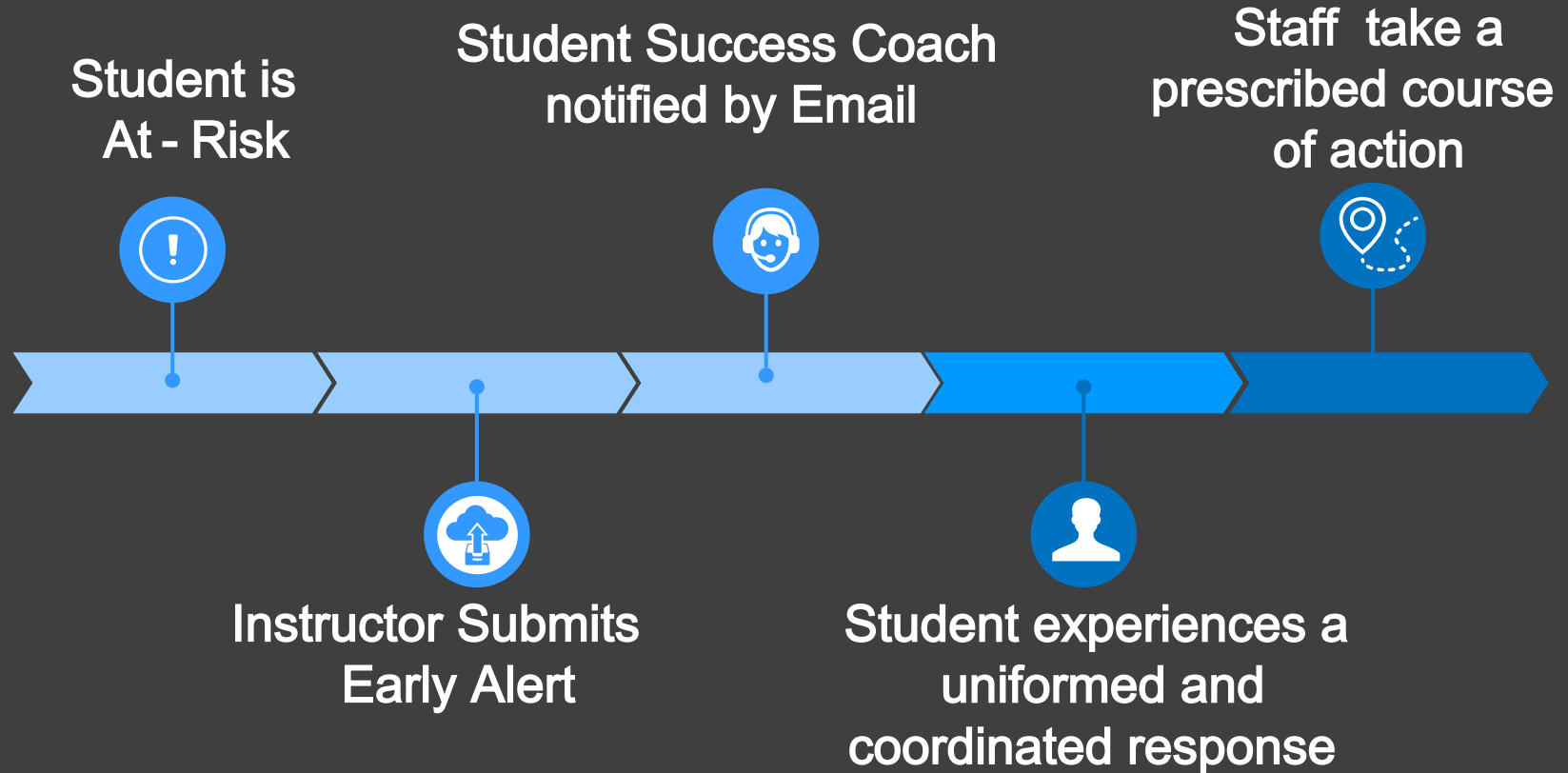2- Prioritize development and provide completion timeframes

Making Data Accessible

- Student support staff (Data for Internal Use)

- Management (Data for Internal Use)

- Public (Data for External Use)

Making Data Accessible
for Support Staff

- Weekly Grade and No -Login/ Last Access Reports

- Early Alert System

  bridging the gap between the classroom and student support staff
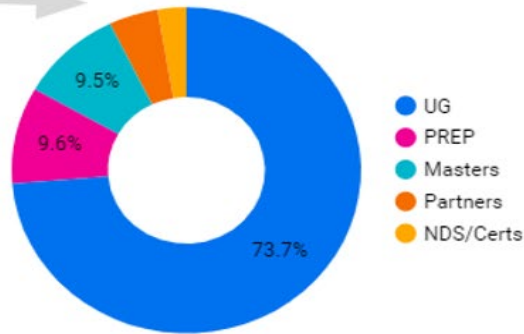
Making Data Accessible
for Support Staff

Student is At - Risk

Student Success Coach notified by Email

Staff take a prescribed course of action

Instructor Submits Early Alert

Student experiences a uniformed and coordinated response

Making Data Accessible
for Management

- Management Analytics/ Interactive Dashboards
- Executive Enrollment Report
- Lead performance reports to measure marketing effectiveness
- Enrollment conversion reports
- HR turnover
- Institutional growth trends —disaggregated by degree, student demographics, geography, etc.
- Query optimization and reporting iterations

Executive Enrollment Report
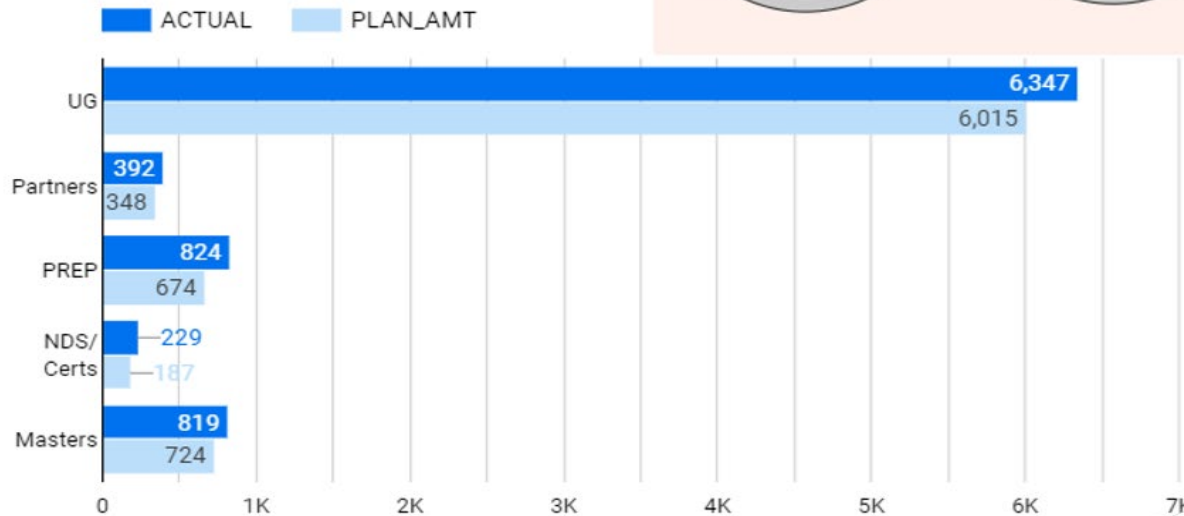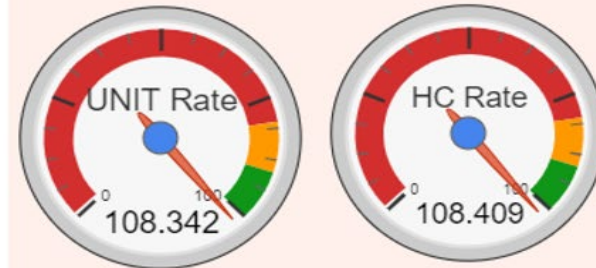
Making Data Accessible
to the Public

Making Data More Accessible:
The Results

What People See

🎯 Timely, relevant reports and visualizations

What People Don't See

⚙️ Configuration

🔄 Workflow Engineering

⚛️ Process Development

🛡️ Policies

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Bringing it all
together

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CAIR uses the session evaluations to determine the winners of the Best New Presenter, and Best Presenter awards each year.

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Q&A