

**Policies and Procedures Manual for
The Office of Institutional Effectiveness and Research**

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Bennett College for Women

Policies and Procedures Manual for The Office of Institutional Effectiveness and Research

Mission

The mission of the Office of Institutional Effectiveness and Research is to provide leadership and assistance in developing and overseeing the institutional processes for planning, assessment, evaluation, and using feedback for continuous improvement to fulfill the College's mission and goals.

Responsibilities and Functions

The office of Institutional Effectiveness and Research serves as the source of comprehensive information regarding Bennett College by collecting, analyzing, and disseminating reliable institutional data in a responsive, timely, and ethical manner. Major responsibilities include:

- Serving as a clearinghouse for most statistical information about the colleges;
- Assisting with planning, developing operational plans, and implementing assessment activities that align with College and departmental mission and goals;
- Maintaining/coordinating and implementing the institutional effectiveness assessment cycle;
- Assisting all functional units with the identification of measures to accomplish operational objectives and learning outcomes.
- Conducting special research projects;
- Compiling and reporting institutional data in an annual Fact Book;
- Coordinating internal survey research;
- Responding to special requests for data, and
- Completing requests for data from outside agencies, college guidebooks and publications.

Services Provided

The primary purpose of the Office of Institutional Effectiveness and Research is to provide Bennett College administrators, faculty, and students with accurate information in order to facilitate optimal decision-making. Institutional Effectiveness and Research also serves as a resource for the compilation of data, including data from sources outside Bennett College, and possesses the skill to present information in useful formats.

1. Information Clearinghouse

The Office of Institutional Effectiveness and Research (IER) serves as a resource for official statistics about Bennett College. We work continually to gather and organize campus data so that they can be used for internal and external reporting. IER regularly publishes documents such as the [Fact Book](#) and assessment reports to meet the information needs of the general public and the College community.

The following is a list of the major external surveys that IER completes on an annual basis:

- American Association of University Professors
- American College Testing (ACT) Institutional Data Questionnaire
- American Council on Education (ACE) American Universities and Colleges Survey
- College Board Survey
- Common Data Set
- Falcon Management Group, Inc. Tuition Funding Sources Survey
- General Board of Global Ministries' Annual Survey
- Higher Education Directory Survey
- Institute for International Education Open Doors Surveys
- Institutional Research & Evaluation, Inc. Annual National College Survey
- Integrated Postsecondary Education Data System (IPEDS) Reporting
- National Association for Equal Opportunity (NAFEO) in Higher Education Survey
- North Carolina Higher Education Data (NCHED) Reporting
- North Carolina Independent Colleges and Universities
- Peterson's Guide to Colleges
- SACS Commission on Colleges
- The Princeton Review Surveys
- Thomson Peterson's Survey
- United Negro College Fund (UNCF) Survey
- U.S. News and World Report Survey

Internally, the surveys that IER conducts includes the following:

- The Freshmen Survey (CIRP) (administered yearly in August during new students orientation);
- College Senior Survey (CSS) (administered as needed in April);
- National Survey of Student Engagement (NSSE) (administered as needed in March);
- Students Satisfaction Inventory (SSI) (administered yearly in April);
- Your First College Year (YFCY) Survey (administered as needed in April);
- Alumnae Survey (administered every three years);
- Student Course evaluation (administered at the end of every semester);
- Graduating Senior Survey (every two years)

2. Technical Support for Assessment, Survey Design, and Analysis

IER office provides technical supports and assistance to all functional units in

- the identification of measures to accomplish operational objectives and learning outcomes;
- the selection, development or adaptation of assessment/survey instruments;
- the analysis and interpretation of assessment/survey data and results.

Policies and Procedures on Data Requests and Reporting

Institutional data is a valuable College asset. It contains information regarding the College students, faculty, staff, and resources. In order to protect this valuable asset, and ensure the sharing of it in an accurate and a consistent manner, all the institutional data are centralized in the Office of Institutional Effectiveness and Research. The following are policies for reporting and sharing the Institutional Data.

1. The Office of Institutional Effectiveness and Research is responsible for all data reports required by the federal and state government, funding agencies and national publications concerning institutional data;
2. Departments of the College are required to use the College's official data posted in the College Fact Book whenever Institutional Data is used. In the case needed data is not available in the Fact Book, please send your request for the data to the IER office. IER will NOT honor an internal request for data if the data requested are already released in the College Fact Book.
3. Departments or units of the College are required to submit their self-designed or commercial self-assessment/study surveys to IER before administering the surveys.
4. Ad hoc requests are prioritized by the IER office and may take time to fill. Please give at least one week to process a data request.
5. Date the data if data is used before the official census' date, which is October 15 in fall and January 15 in spring.

Issues of Confidentiality

The Office of Institutional Effectiveness and Research adheres to those guidelines established in the Code of Ethics established by the Association for Institutional Research (AIR) which was adopted by its membership in 1992.

Data which are held in strict confidence includes the following types:

- Any data which can be personally-identified, whether student, faculty, or staff, must be considered confidential due to federal legislation and/or college policy. Examples of such data are admissions family profile information on students.

- Any data on other colleges or universities provided through means other than public documents.
- Information which has not been verified by an official source, data or information that has been identified as 'for internal distribution only', and data or information which has been released to OIER under the veil of confidentiality.
- Information which is accessible by the OIER staff is to be used only for fulfilling the mandates and duties of the office, will not be released either verbally or in written form to individuals outside the office, and will be disposed of properly if containing sensitive data such as social security numbers and salary information. Employees will notify the Director if breaches of confidentiality or security occur or if persons external to OIER attempt to solicit information to which they should not have access.

Appendix: Institutional Data Request Form

(If you have received information from a previous request, documentation on the use of the data must be attached prior to approval of another request for information)

Name: _____ Date: _____

Department: _____

Information Requested:

Reason for Request:

How do you plan on using the results?

If information is for research purposes, briefly explain how the research will be of benefit to Bennett College:

(Signature) Department Chair (Signature) Dean

I have read and will comply with the conditions of confidentiality.

Signature

Date

Approved Date

Disapproved Date