



Program Review Summary

Program Name	Office of Institutional Research
Date of Review	Fall 2005
Major Findings	<ul style="list-style-type: none"> • OIR’s staff members found this program review process enormously helpful. We identified a number of areas of strength, which confirms that we are moving in the right direction. It reconfirmed for us the strength and talent we have within our office, and opened up avenues for us to improve our communication with others. Our commitment to this process helped us to articulate steps to implement programmatic changes to provide better services. • A careful review of a variety of information about the effectiveness of the Office of Institutional Research revealed that the office is considered to be a major positive contributor to JMU. The office has many strengths that are appreciated by the university community and that allow it to perform its major functions. Six major issues were identified that, if successfully addressed, will enable the office to improve its services in the short term and into the future.
Contact Person	Frank Doherty
Location of Report Hardcopy	Driver Drive Modular 1
Plans for Recommendations	<p>Below are steps developed to address the recommendations of the program review.</p> <ul style="list-style-type: none"> • Communication: We will meet with department heads individually to discuss data needs and the role of OIR. We will distribute quarterly newsletters and monthly targeted “highlights” to all faculty, administrators and staff. • Planning Database: We will clarify OIR's role with the PD by meeting with directors to discuss PD and OIR’s role. We will Propose changes to senior management for PD,

	<p>and offer workshops on writing objectives, creating evaluation methods, and training in the use of the PD.</p> <ul style="list-style-type: none">• Professional Development: We will provide cross training for OIR staff to ensure that all functions have a backup.• Facilities Inventory: There is a significant need to maintain the facilities inventory. We will research means to maintain the high quality of the inventory.• Planning and Evaluation Service: This is a new function for OIR. Several actions to be taken include: Provide clear examples and more detailed information of the PD components; develop a systematic plan to review the PD objectives; and provide on-demand workshops and consultations for program evaluation and program review.• Data Management: We will Increase knowledge of where important information exists by devoting at least two staff meetings to review network drives. We will develop naming conventions for most critical data files. We will discuss data needs with department heads.
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