INSTITUTIONAL RESEARCH AND INFORMATION MANAGEMENT

Mission

Institutional Research and Information Management provides information, research, decision support, and analysis on demand to the OSU community and others and effectively manages institutional performance.

Vision

Institutional Research and Information Management will be known by the university community and beyond as the trusted and authoritative source for objective and definitive information, and will be recognized for:

- Outstanding customer service and satisfaction;
- Seamless delivery of the highest quality information and services;
- Promotion and assurance of data integrity and security;
- High-level innovative analysis that contributes to institutional effectiveness; and
- Leadership in higher education institutional research and information management

Core Values

Excellence – We seek excellence in all our endeavors, and we are committed to continuous improvement.

Integrity – We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

Service – We believe that serving others is a noble and worthy endeavor.

Intellectual Freedom – We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Diversity – We respect others and value diversity of opinion, freedom of expression, and other ethnic and cultural backgrounds.

Stewardship of Resources – We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives and Strategies

Goal One: Deliver high-quality information and services for research, analysis, reporting, decision support, strategic planning, and institutional effectiveness.

Critical Success Factors:

- 50% or more of all requests for information satisfied through web-based self-service
- Decision support and institutional effectiveness information readily available and easily accessible with a web browser
- All reports available to be requested and/or displayed with a web browser
- Information users are aware of what information is available, how to easily access that information, or how to request information

Objectives:

Objective 1.1: Deliver easily accessible, reliable, accurate, and secure information.

Strategies:

- Create and fully populate a data warehouse for the OSU system and make its contents available on the internet.
- Create web site to provide internet access to information.
- Provide information to the general public.

Objective 1.2: Deliver information services that meet the dynamic needs of all constituencies and contribute to institutional and system-wide unification and effectiveness.

Strategies:

- Integrate information management operations across the system.
- Create unified databases.

Objective 1.3: Provide training in the use of information resources.

Strategies:

- Provide training as needed.
- Coordinate support with the help desk.

Objective 1.4: Develop, market, and deliver information surveys.

Strategies:

- Continue the faculty salary survey.

- Survey students for accountability and assessment.

Objective 1.5: Provide data analysis, decision support, and institutional effectiveness information.

Strategies:

- Provide timely information for managers.
- Provide decision support software and capabilities.

Goal Two: Ensure the quality, integrity, and security of information resources and allow easy and appropriate access to data and information.

Critical Success Factors:

- Information policies, procedures, and processes in place that are well-documented, easily understood, readily accessible, and well-communicated to information users.
- In compliance with local, State, and Federal requirements for data security, access, usage, and storage.
- Information and data is high-quality, reliable, and secure.
- Data use policies and procedures available on OSU web site, integrated with other content.

Objectives:

Objective 2.1: Manage all information resources effectively.

Strategies:

- Design appropriate databases.
- Work to provide consistent and quality information

Objective 2.2: Develop effective data and information policies, procedures, and processes.

Strategies:

- Provide standards for use and distribution of institutional data.
- Deliver more information to make downloads less necessary.

Objective 2.3: Ensure the quality, integrity, and security of data and information resources.

Strategies:

- Implement role-based access rules.
- Implement improved data security.

Objective 2.4: Provide effective communications about data and information resources.

Strategies:

- Market services.

Objective 2.5: Provide easy and appropriate access to data and information resources.

Strategies:

- Create custom databases.

Goal Three: Communicate, coordinate, and collaborate effectively concerning the availability and use of information resources and services.

Critical Success Factors:

- Information users are fully aware of what information and services are available
- Information users are fully aware of how to request access to information
- Information users are fully aware of how to request information services, especially those not readily available through self-service
- Information resources fully and effectively utilized
- Identify and eliminate all reporting that is duplicative or inconsistent
- Identify and eliminate all reporting that is currently not used by customers

Objectives:

Objective 3.1: Communicate effectively to promote the availability of information and services.

Strategies:

- Meet with customers.
- Become familiar with institutional data and its uses.

Objective 3.2: Collaborate effectively to streamline processes, acquire knowledge and understanding, and minimize duplication of effort.

Strategies:

- Identify possible partners in production of data.
- Look at leveraging opportunities.

Goal Four: Exhibit leadership in institutional research and information management.

Critical Success Factors:

- All staff members have memberships in appropriate professional organizations
- Regularly scheduled meetings are held with OSU System information management staff
- Attend and make presentations at no less than two major national institutional research, information management, or higher education conferences each year
- Attend and make presentations at no less than two regional institutional research, information management, or higher education conferences each year

Objectives:

Objective 4.1: Demonstrate a strong commitment to professional development.

    Strategies:

- Attend professional organization meetings.
- Become actively involved—chair or serve on committees, serve as officers, etc.

Objective 4.2: Organize and coordinate all OSU System information resources and support information user groups.

    Strategies:

- Work with customers in existing committees and groups.
- Create interest groups of customers.

Objective 4.3: Collaborate with institutional research and information management groups at other universities and share innovative information delivery solutions with colleagues.

    Strategies:

- Actively seek assignments that allow employees to research, develop, and present at user groups and professional organization meetings.
- Identify and use best practices.
- Participate and present at institutional research, information management, and higher education conferences.

Goal Five: Be a leader in customer service and promptness.

Critical Success Factors:

- Operational data warehouse containing current and historical data
- Web presence for ready access to data, information, and reports
- Fully trained staff
- OSU System information resources fully utilized

Objectives:

Objective 5.1: Organize to be customer-focused, responsive, and committed to service excellence.

Strategies:

- Anticipate customers' needs.
- Plan ahead.

Objective 5.2: Acquire the necessary technical resources for data warehousing and information delivery.

Strategies:

- Design effective databases.
- Use appropriate tools for reporting and presentation.

Objective 5.3: Acquire the necessary staffing, training, and skills.

Strategies:

- Create a flexible organization.
- Upgrade skills.