

OIRE Annual Report



2016-17

Office of Institutional Research and Evaluation (OIRE)
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Letter from the Director

2016-17 was another productive year at the Office of Institutional Research and Evaluation (OIRE), as we continued to meet ever-increasing demands from each school and division within the university. During the course of the year, the OIRE staff completed hundreds of short- and long-term projects, supported dozens of university committees and initiatives, and managed a variety of NEASC accreditation activities. In addition, members of the staff spent significant time on university-wide data reporting and improvement efforts, including working with Tufts Technology Service's Business Intelligence and Data Strategy teams to develop and improve data warehouse reporting options, and partnering with registrars and other data providers to validate and correct data in operating systems of record.

Within OIRE itself, we used the past year to closely examine our policies and procedures to identify areas for improvement. This work is ongoing and will continue in 2017-18, but we made several notable improvements during the past year. For example, we developed a standard [statement about survey confidentiality](#) that is now posted on our web page; all of our surveys now contain a standard confidentiality paragraph and a link to this page. Although the survey confidentiality statement was posted mid-way through the year, it is already the third-most-visited page on our website.

Another major internal improvement effort over the past year was the development of a more efficient process to create summary survey reports, or "previews" as they are known to our clients. This process is now beginning to bear fruit; our hope is that during the coming year it will significantly speed up the most basic tasks involved in creating previews, allowing OIRE staff members more time for deeper analyses. In parallel with the development of the new preview process, we also spent a significant amount of time revamping our hiring and training procedures for student workers. Our first round of hires that used this process—the 2017 summer research assistants—yielded excellent hires and we are pleased that a few will be returning to work with us in the fall.

Perhaps the most notable event during the year, though, was the transition in leadership. In February, after more than 30 years in OIRE, Dawn Terkla, Associate Provost for Institutional Research and Evaluation, transitioned to the Provost's Office. In her stead, I was appointed Director of OIRE, after having served as Senior Associate Director for two years. While Dawn is still overseeing and guiding the direction of OIRE, she no longer sits in 112 Packard Ave, and we keenly feel her absence. Her knowledge, cheer, and goodwill

simply cannot be replaced. We are thankful, however, that she is not far away, and we have no doubt she will be making many office cameos in the year to come.



Jessica Sharkness
Director
Institutional Research & Evaluation



11/21/2014 – Medford/Somerville, Mass. – Associate Provost Dawn Terkla participates in an "Office Safari" during the 2014 OIRE Retreat. We miss our mama bear!

Mission

The Office of Institutional Research & Evaluation (OIRE) serves as a resource for the Tufts University community. We provide accurate and timely information to stakeholders across the university, and support informed planning and decision making at all levels.

Primary Functions

OIRE's core activities include the following:

Mandated reporting & accreditation

OIRE manages many of the university-wide federal reporting requirements, including the Integrated Postsecondary Education Data System (IPEDS) Surveys and the data disclosures mandated in the Higher Education Opportunity Act (HEOA). On a five- and ten-year cycle, the office spearheads the university's self-study for reaccreditation by the New England Association of Schools and Colleges (NEASC) and Commission on Institutions of Higher Education (CIHE); on an annual basis, the office prepares the NEASC Annual Report. OIRE also works to provide schools and academic departments the data needed to complete their own self-studies for program review and reaccreditation.

Tufts University *Fact Book*

OIRE annually produces the Tufts University *Fact Book*, a compilation of basic information about Tufts, covering its history, programs, students, staff, facilities and finances. Updating it each year is a major undertaking that involves working with hundreds of individuals across the university. The final product is a comprehensive collection of information about Tufts.

Survey research for the university community

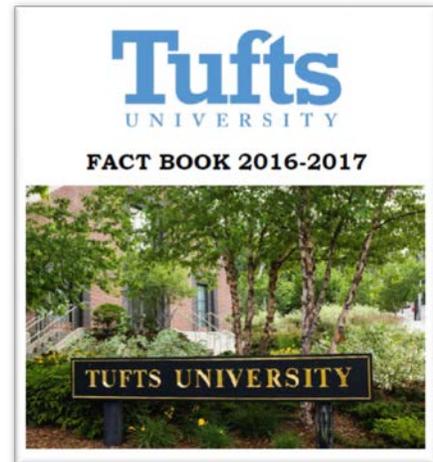
Survey research is an integral part of the work of OIRE. The office develops and conducts surveys for a wide variety of offices on campus, including annually-administered admissions, exit, and student experience surveys, faculty and staff surveys, alumni surveys, employer surveys, ad hoc projects on specific topics, and consortial surveys.

Data requests and short-term projects

OIRE is regularly called upon to assist university stakeholders in answering questions about the university. These questions range from simple enrollment inquiries to more complex analyses on particular topics. OIRE also responds to a large number of data requests from external agencies such as University & College Accountability Network (UCAN), Boston Business Journal (BBJ), and Thomson Reuters, and provides data to a variety of rankings agencies like U.S. News and World Report, Peterson's, Times Higher Education, and QS. In addition, OIRE annually facilitates the collection and reporting of faculty compensation data to the American Association of University Professors (AAUP).

Dashboards, Risk Register, and other university-level undertakings

In conjunction with the trustees and the Offices of the President and Provost, OIRE develops, collects, organizes, monitors and maintains university- and school-level strategic indicators. Some examples of this work include the University Dashboard, the Risk Register, the Trustees Academic Affairs Committee (TAAC) dashboards, and the [Diversity Dashboard](#).



Consultations on survey design and data analysis

In addition to doing our own survey work, OIRE also regularly consults with individuals across Tufts' campuses who are interested in doing their own surveys. We provide expertise in survey design and administration, and, in partnership with TTS, instructional guidance in the use of Qualtrics, the university's online survey tool. In addition, we work with campus stakeholders individually and in workshop settings on data analysis and visualization.

Business Intelligence and Data Integrity

Since the implementation of the new student information system (SIS) and the associated new data warehouse, OIRE has been actively involved in issues of business intelligence and data integrity at Tufts. One member of the office staff is appointed to work closely with TTS' Business Intelligence and Data Strategy teams, which ensures an open flow of communication between the two offices. OIRE has also led the effort to ensure the accuracy and accessibility of data in SIS and the data warehouse.

Service to the university

All members of OIRE staff serve on committees across the university. These include outcomes assessment committees on all three campuses, the Institutional Review Board, the Diversity and Inclusion Working Group, the Sexual Misconduct Prevention Task Force, the University Work/Life Balance Committee, and the IT Governance Administration Subcommittee, among many more. Members of the office also convene and lead the university-wide Tableau and Qualtrics Users Groups.

Knowledge dissemination and service to the profession

One of OIRE's points of pride is the service that it provides to the institutional research profession and the higher education community at large. Office staff members hold memberships in the North East Association for Institutional Research (NEAIR), the Association for Institutional Research (AIR), and EAIR (The European Higher Education Society), and the American Evaluation Association. The Associate Provost and former director of OIRE is a past president of both AIR and NEAIR, as well as a past chair of the Executive Committee of the National Postsecondary Education Cooperative (NPEC). OIRE staff routinely review conference proposals for the NEAIR and AIR annual conferences, serve on conference committees, and present at NEAIR and AIR on topical issues in institutional research. The OIRE staff also periodically publishes work in journals and books.



11/14/2016 – Baltimore, MD – Assistant Director Lauren Consocenti and then-Senior Associate Director Jessica Sharkness present an interactive “Family Feud”-style poster at the 2016 NEAIR Annual Conference.

Our Work - Highlights

Mandated reporting & accreditation

NEASC

- Manage substantive change process related to the SMFA at Tufts
- Draft and edit elements of the Fifth-Year Report to NEASC
- Continuous push to develop sustainable assessment programs; serve on outcomes assessment committees

IPEDS

- Serve as IPEDS Keyholder & ensure timely and accurate data submissions
- Develop IPEDS reporting capabilities out of SIS
- Maintain official university statistics

HEOA

- Maintain Tufts University Consumer Information (TUCI) page
- About 40% of OIRE web traffic goes to TUCI pages
- Top pages: net price calculator, top undergraduate majors, student body financial data

University Fact Book

Fact Book

- Released in February/March
- 100 printed copies
- Fact Book page is single most-visited page on our website, accounting for a quarter of all website traffic
- Approximately 675 views per month

Data requests and short-term projects

Internal

- Over 100 requests for data from the Tufts community
- Primarily enrollment, faculty info, addresses, student majors and degrees awarded
- Key reports/analyses:
 - Clearinghouse/admissions
 - Faculty salary analyses
 - Graduation/retention

External

- Academic Analytics
- AAUP
- AICAD & NASAD
- Common Data Set
- NEBHE
- CGS/GRE
- Boston Business Journal
- Higher Ed Directory
- UCAN
- NCAA

Rankings

- Petersons
- GRUP
- Kiplinger
- US News
- QS
- Thomson Reuters
- Times Higher Ed

Dashboards, Metrics, etc.

Dashboard & Strategic Metrics

- Maintain metrics and template for University Dashboard and TAAC Dashboard; update three times a year for trustee meetings
- Ongoing work in developing, collecting, organizing and presenting strategic metrics (done in close partnership with Trustees, Provost, President and other senior leadership)
- Develop & implement Diversity Dashboard

University Risk Register

- Create, maintain and disseminate annual risk and compliance schedule
- Solicit data from key constituents and stakeholders, follow-up and provide data to Office of the EVP
- Serve as key contact for data requests and questions
- Maintain integrity of reporting schedule and risk and compliance template changes

Our Work - Highlights

Survey Research	Admissions <ul style="list-style-type: none"> • Enrolling & Non-Enrolling Surveys for: <ul style="list-style-type: none"> • Graduate A&S and EN • Undergraduate AS&E • Dental • Fletcher • Cummings - Vet 	Student Experience (Undergrad) <ul style="list-style-type: none"> • Orientation Survey • First-Year First Week • First-Year and Sophomore Surveys • Student-athlete Survey • Senior Survey • Career Center First Destinations Follow-up 	Student Experience (Grad & Prof) <ul style="list-style-type: none"> • Graduate and Professional Student Diversity Climate Survey • Fletcher Continuing Student Survey • Medford cost of attendance survey 	
	Student Experience (Grad & Undergrad) <ul style="list-style-type: none"> • TASCs Survey • Dining Survey • Spiritual Interests Survey 	Student Exit Surveys <ul style="list-style-type: none"> • Graduating student surveys for: <ul style="list-style-type: none"> • AS&E Undergrad (Senior Survey) • GSAS & SOE (Grad) • Fletcher • PHPD • Cummings - Vet 	Faculty, Staff & Students <ul style="list-style-type: none"> • RideShare survey • Confucius Institute Survey • Dental Culture of Care Survey 	
	Faculty/Staff <ul style="list-style-type: none"> • Catering Survey • Dental Staff Advisory Group Election • HERI faculty survey • FACE Diversity and Inclusion Hiring Survey • DISC Faculty Skills Assessment Survey 	Alumni <ul style="list-style-type: none"> • Alumni surveys for: <ul style="list-style-type: none"> • PHPD • Dental • Cummings - Vet (DVM and LAM-MS) • Engineering • Medical (PGY-1) • COFHE Alumni Survey (AS&E Undergrad) 	Other <ul style="list-style-type: none"> • 2017 Provost area Work/Life Balance Survey • Cummings - Vet Electronic Medical records Survey • TUSDM Patient Satisfaction Survey • Employer Surveys for: <ul style="list-style-type: none"> • Cummings - Vet • Engineering 	
	Workshops & User Groups <ul style="list-style-type: none"> • Survey Best Practices Webinar (in collaboration with TTS; posted online) • Conveners of Tableau User Group 			Survey Consulting <ul style="list-style-type: none"> • Survey consultation with a variety of individuals on projects, including: <ul style="list-style-type: none"> • GSAS/Education Dept Survey Research for Master's Program in Diversity and Inclusion Leadership • EASE Committee Survey • Gordon Institute Impact Evaluation
	Consulting & Workshops			

Our Work - Highlights

Committee Work	<h3>Committee Membership</h3> <ul style="list-style-type: none"> • Diversity & Inclusion Working Group - Assessment, Reporting and Dashboard Subcommittee (Co-Chair) • International Data Working Group/Committee (Co-Chair) • Social, Behavioral and Educational Research (SBER) IRB (Vice Chair) • Outcomes Assessment Committees for Cummings, Dental, Engineering, Liberal Arts • Sexual Misconduct Prevention Task Force • Mental Health Task Force • Alcohol and Other Drugs Steering Committee • Title IX Adjudication/Liaison • Faculty Information System (FIS) Working Group • FIS Steering Committee • IT Governance Administrative Subcommittee • Information Stewardship Subcommittee • Data Strategy Advisory Group • Residential Strategy Working Group • University Work/Life Balance Committee 			
Additional Work	<h3>Evaluations</h3> <ul style="list-style-type: none"> • FAST-TRAC Evaluation • Postbaccalaureate Research Program (PREP) Evaluation • Pre- and Post-surveys for faculty mentors & PREP scholars 	<h3>Qualitative Research</h3> <ul style="list-style-type: none"> • 1+4 Bridge-Year Service Learning Program focus groups • Graduate Student Climate focus groups • TASCs Focus Groups • Dental Strategic Conversations • PHPD PREP Alumni Interviews 		
	Knowledge Dissemination & Service to profession	<h3>Service</h3> <ul style="list-style-type: none"> • NEAIR 2016 and AIR 2017 Conference proposal reviewers • AIR Forum Program Committee member • IPEDS Technical Review Panel Meeting on Gender • eAIR Tech Tips Contributor & Editor 	<h3>Presentations (NEAIR & AIR)</h3> <ul style="list-style-type: none"> • Approaches for Tracking Graduate Student Career Paths (NEAIR) • Survey Says...Using Tableau at Tufts University (NEAIR) • Transformative experiences: More than meets the eye (NEAIR) • Discussion group: Graduate time to degree (AIR) 	<h3>Workshops</h3> <ul style="list-style-type: none"> • Introduction to SPSS for Institutional Research (NEAIR) • Survey Research: Best Practices for Institutional Research (NEAIR) • NERCOMP Tableau Workshop

Our Staff

In FY2017, the Office of Institutional Research and Evaluation experienced a major transition as Dawn Terkla transitioned from OIRE to the Provost's Office. Until February, the staff consisted of 9.2 FTE; thereafter it consisted of 8.2 FTE.

Several members were promoted in FY2017. Lauren Conoscenti and Christina Butler became Assistant Directors at the beginning of the year, and Jessica Sharkness became Director in February. In addition, our newest analyst, Steven Babbin, began work at the beginning of fiscal year, coming to Tufts from the Geisel School of Medicine at Dartmouth College.



Jessica Sharkness
Director

Lynne Freeman
Special Projects
Administrator



Christina Butler
Assistant Director

Lauren Conoscenti
Assistant Director



Steven Babbin
Research Analyst
(began FY17)

Rebecca Hatch
Research Analyst



Emma Morgan
Research Analyst

Don Smith
Research Analyst



Stephanie Topping
Associate Director
(Part-time)

Dawn Geronimo Terkla
Director Emeritus



06/02/16 – Washington, DC – Research Analyst Steven Babbin, Research Analyst Emma Morgan, and Director Jessica Sharkness reunite with former Research Analyst Dana Weigel at the AIR Annual Forum.

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