

Action Project

Institution: Concordia University
Submitted: **Contact:** Manfred Boos
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Timeline:

Planned project kickoff date: November 1, 2010
Target completion date: September 1, 2013
Actual completion date: --

A. Give this Action Project a short title in 10 words or fewer:

Data-Driven Decision Making Model

B. Describe this Action Project's goal in 100 words or fewer:

Various units of Concordia University collect data and use the data to make decisions regarding their programs or services. An inventory of the data routinely collected for the university needs to be completed as well as a review to determine additional data that should be collected. Identification of who should receive the data is required and a cycle for reviewing data and making decisions needs to be established in order to effectively utilize the data. Ultimately the university will establish of an Office of Institutional Research for the university; and work to develop a culture of data-driven decision making for the institution.

C. Identify the single AQIP Category which the Action Project will most affect or impact:

AQIP Criterion 8: Planning Continuous Improvement

AQIP Criterion 7: Measuring Effectiveness

D. Describe briefly your institution's reasons for taking on this Action Project now -- why the project and its goals are high among your current priorities:

Concordia University's College of Education and College of Graduate and Innovative Programs consistently collect data to evaluate their programs. Various external agencies require data and reports to demonstrate the quality of our graduates. The university also has embarked on a year-long Strategic Enrollment Planning process which involves research, key performance indicators and action planning. Goals for the key performance indicators will be determined by analyzing critical data collected throughout the year. Various other tools and surveys are also utilized by different units of the university, but data is stored across the institution. With so many units of the university collecting and using data to make decisions, now is an opportune time to embark on a data-driven decision making model or process for the entire institution.

E. List the organizational areas - -institutional departments, programs, divisions, or units -- most affected by or involved in this Action Project:

Office of Institutional Research (new unit for the institution), and Campus-wide units and departments (the four colleges of the institution - College of Arts and Sciences, College of Business, College of Education – Unit Assessment, and the College of Graduate and Innovative Programs; the service units of the university – Student Services, and Academic Advising)

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

Continuous planning will improve and measuring effectiveness throughout the university will also improve using a data-driven decision making model or process.

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion):

Year 1: Inventory data already routinely collected for the university; determine additional data that should be routinely collected; identify who should receive the data; establish a cycle for reviewing data and making decisions based on the data

Year 2: Establish an Office of Institutional Research for the university; hold professional development workshops for faculty and staff to develop data-driven decision making skills; develop a culture of data-driven decision making for the institution.

Year 3: Implement and evaluate the data-driven decision making model throughout the institution

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

The AQIP Steering Committee will review the inventory of data identified after the first year and the process developed for collect, analyzing, and using the data to make decisions. The hiring of a Director for Institutional Research will also indicate the success of our efforts in establishing an Office of University Research.

I. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals:

The establishment of an Office of University Research and a culture where faculty and staff are using the data driven decision making process to make decisions for their unit.

J. Other information (e.g., publicity, sponsor or champion, etc.):

K. Project Leader and contact person:

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