

**Kentucky State University
The Office of Institutional Research**

**Office Manual
2023-2024**

December 2023



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Office of Institutional Research Office Manual

Introduction

This office manual is intended to provide all of the Office of Institutional Research (OIR) team member general guidance. OIR serves as a centralized repository of institutional data where its role is to collect, organize, analyze, report, and maintain the data to be used for both internal and external constituents.

Mission Statement

OIR is to support the University community by providing timely and accurate data and to assist in developing initiatives and programs to lead Kentucky State University (KSU), to renew excellence on all forefronts.

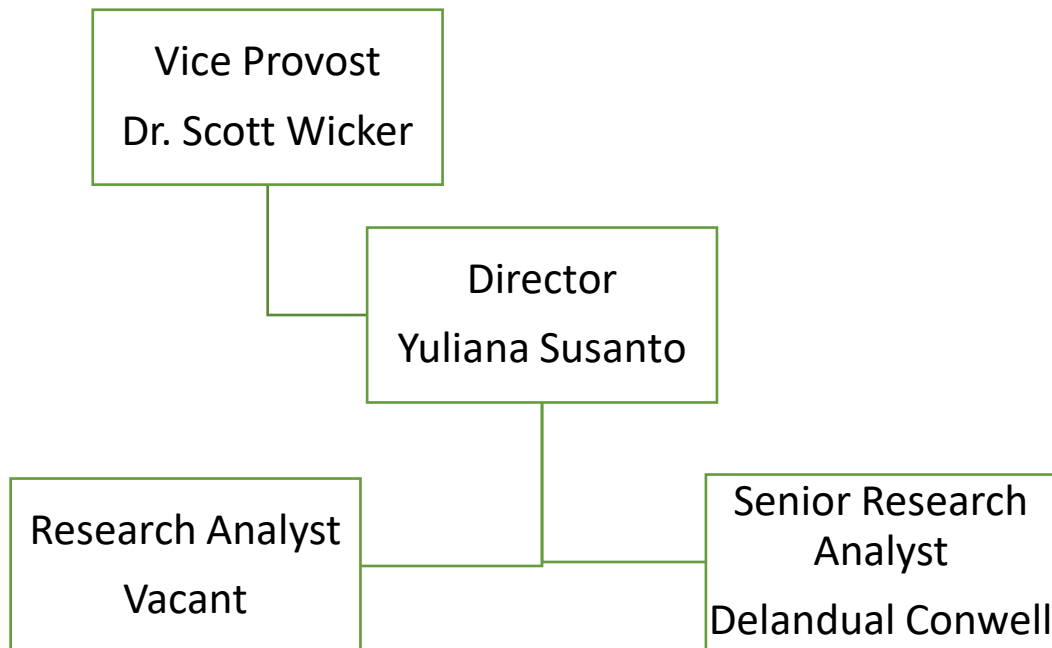
Vision Statement

OIR is to respond to all the strategic information and analytical needs of KSU by applying and advancing the knowledge, theories, methods, and standards of institutional research, by delivering a high quality data in timely manner.

Major Activities

- OIR collects, analyze, disseminate institutional data and maintain an electronic database of information pertaining to students, employees, finance, student financial aid, and other areas as deemed necessary to assist administration in making informed decisions.
- OIR reports institutional data to numerous external agencies. Significant reportage is sent to IPEDS (Integrated Postsecondary Education Data System), CPE (Kentucky Council on Postsecondary Education), and CUPA (the College and University Professional Association).
- OIR produces several publications, including the Fact Book, Quick Facts, and Students Right to Know.
- OIR conducts surveys as needed to facilitate KSU Board of Regents, Administrators, Faculty, Staff and Students.
- OIR may also assist departments with a self-serve Argos reporting by building a customized program for department to use internally.

OIR Organizational Chart



Data Request and Workflow

External entities must submit an Open Record Request through the Open Record Request process. Internal entities can submit a data request by submitting OIR request form available on the Intranet <https://www.cognitoforms.com/KentuckyStateUniversity2/OfficeOfInstitutionalResearchInformationRequestForm>.

The submission is automatically sent to the office email as well as all of the OIR team members' emails. OIR is requiring to have at least 5 working days to process each request. Any urgent request must be indicated as such, and OIR will expedite the process. Any incomplete information provided in the submission may delay the completion.

All data requests are tracked in OIRE request log, where each request will be numbered sequentially. The OIR Director prioritizes and divides the tasks among the team members. Each team member with the assignment has the responsibility to obtain clarification as needed prior to processing the request. Every request must have information on the data time frame (e.g., fall 2021 data), nature of the information (e.g., enrollment), purpose of the request (e.g., for audit report), and due date of when the information is needed. OIR team member have the right to contact the requestor's supervisor to validate the purpose. In the case of unreasonable requested due date, OIR team member will communicate with the requestor to establish a new agreed due date.

As the central repository of institutional data, any report for external constituents that contains any institutional data should be validated by OIR. Upon validation, OIR will send an email to confirm the accuracy of the data.

Documentation

All works must be well documented by OIR staff. Including in the documentation are SQL program used, original data output, modified data, and procedure to get the final report. Document name must contain the description of the report, request number, date of completion, and the initials of OIR team member who completed the task. An example is: 'Fall 2016 Enrollment_20160831_Request2016-08-01_YS'. Within the documentation, there should also be indication of the date when the data was run, or whether census data was used.

After documentation has been completed, other OIR team members should review and validate the data. Upon unanimous approval, a "send" version of the documentation is created to be sent to the requestor. All of these documentations must be saved in the office network drive.

Confidentiality and Data Security

Under FERPA (Family Educational Right to Privacy Act), OIR must not release any non-directory information that would be considered as sensitive data to the public or third party, i.e., social security number, and date of birth. Students who indicated that they would like to keep their information confidential are flagged in the system and OIR will not release their information to the public or third party.

Sensitive information should never be sent via email. Should it must to be sent via email, the file must be password protected. The password to open the file should be sent in a separate email. The preferable method of sharing sensitive information to internal stakeholders are via One Drive.

Interdepartmental Service

OIR serves as the gatekeeper of the university data standards. OIR will work together and guide offices/departments to properly document and record any institutional data in the system. OIR may alert offices/departments should any discrepancies were found in any report that OIR produces and provide any assistance as necessary.

Ethics

All OIR team members should follow the AIR (Association of Institutional Research) Code of Ethics <https://www.airweb.org/ir-data-professional-overview/statement-of-ethical-principles/principles>.

Vacation Request and Sick Time

Requests for vacation should be submitted to the OIR Director via email and via ADP system in advance. Upon approval, scheduled vacation time off will be recorded on the office calendar. In the case of unscheduled time off, i.e., sick, family emergency, or unexpected delays in arriving at the office, OIR team members must notify the Director in email.