

The Office of Institutional Research and Effectiveness University of Northern Colorado Service Level Agreement

PURPOSE

This service level agreement (SLA) has been developed to articulate the scope of services to be expected from the Office of Institutional Research and Effectiveness (OIRE) at the University of Northern Colorado (UNC). Additionally, this SLA will describe the ad hoc request process as well as define customer service expectations and customer responsibilities. This document outlines core services OIRE will deliver as well as add-ons that individuals, departments, and colleges can purchase outside of the identified core OIRE responsibilities. In the context of this agreement, the term “customer” represents faculty, staff, and students who have authorized access to OIRE services.

OIRE will prioritize data requests that are specific to the success of UNC and its students, faculty, and staff. The SLA will be reviewed as needed to ensure that it continues to meet the needs of the campus community and provide the most efficient and effective services to OIRE customers.

OIRE CORE SERVICES PROVIDED

OIRE will provide the following services to its customers:

1. Systematic and uniform compilation and analyses of historical and longitudinal data housed within the student information system (Banner), Canvas, Slate, and other official data sources.
2. Training on data, data literacy, and research topics and tools.
3. With the Business Intelligence and Data Engineering (BIDE), develop and maintain data dashboards using data visualization tools to support broad college planning and evaluation processes.
4. Publish and maintain a historical factbook about the college, including enrollment trends, student demographics, and student performance.
5. Support grant proposal and evaluation activities related to data and research.
6. Provide technical advice about data and research topics.
7. Maintain a content repository of previously published reports.
8. Provide survey development, administration, and analysis support as it pertains to institutional interests and the survey calendar.
9. Facilitate discussions describing the findings of a research study or other data analyses.
10. Develop and execute a research agenda as priorities are identified by senior administration.

11. Work with the IM&T department and customers for data requests related to transactional data.
12. Troubleshoot issues with Qualtrics.
13. (Limited scope) Conduct a review of existing research literature on a topic.
14. (Limited scope) Qualitative research support (focus groups, interviews, observations, etc.).
15. (Limited scope) For any research assistance deemed as having institutional benefit (as defined by the Unit Data Guidelines) where the research is conducted outside of OIRE, OIRE *may* provide services, however, it is up to the discretion of the Director. In these instances, the following apply:
 - a. Full Institutional Review Board protocols and all documents are required to be provided to OIRE.
 - b. Provision of any data as well as security, encryption and destruction must meet OIRE standards and must be fully approved by the Data Steward.

The list of services is limited to the direct services provided to customers and does not represent the range of other functions of the office (responding to accountability mandates, external publications, etc.).

SERVICES NOT PROVIDED

OIRE does not provide the following services:

1. Data entry
2. Assistance with personal research projects including dissertation and publication work, extraction of data for individual research, or work assigned to customer as part of their contract.
3. Compilation of operational data
4. Providing email lists for operational purposes
5. Troubleshoot technology issues other than Qualtrics

AD HOC RESEARCH REQUEST PROCESS

To ensure a timely and efficient response, OIRE provides a single point of contact for all data and research support requests. Requests can be made by using the “submit request” on the Technical Support Center (TSC) website.

Requests will be assigned to an OIRE team member based on institutional priorities, workload, availability, and/or subject matter expertise. We will make reasonable efforts to accommodate requests for specific team members to be assigned to your project; however, we cannot guarantee that your request will be met.

Senior administration can request data or research assistance by directly contacting the Director.

REQUEST PRIORITIZATION

All requests are prioritized based on a combination of several factors:

- Impact on college-wide goals, priorities, grants, or initiatives
- Project deadline or level of urgency
- Scope of work
- Requested date

OIRE SERVICE STANDARDS

OIRE strives to deliver excellent customer service by:

- Responding to all ad hoc requests for data or research support with an email acknowledging the receipt of the request within 2 business days.
- Providing an estimated timeline for completion as appropriate.
- Providing timely communication.
- Responding to follow-up questions and requests for follow-up data within 5 business days.
- Publishing and maintaining a research agenda with input from senior administration and stakeholders.
- Providing a comprehensive research and evaluation plan for key grants and college-wide initiatives.

CUSTOMER RESPONSIBILITIES

To ensure you receive timely and quality service from OIRE, please:

- Prior to making a new data or research support request:
 - Review the research agenda to avoid duplication of requests
 - Check existing self-service data tools to ensure data that is being requested does not exist elsewhere.
- Consult with supervisor prior to making a request as appropriate. For positions under the AVP level, supervisory approval is required.
- Be flexible as the specific details of a request may be modified based on the availability of data and tools and the principles of effective research and evaluation methods.
- Provide sufficient time when determining requested due dates. During peak reporting periods, please allow up to 3 weeks lead time.
- Respond to communication about a request in a timely manner.
- If necessary, request follow-up data within 5 business days of receipt of the report/data/analysis. Requests beyond 5 business days will be treated as a new request and a new ticket will need to be generated.
- Provide justification for repeat requests.

KEY PERFORMANCE INDICATORS

OIRE will measure and monitor the following metrics to gauge performance

- Number of ad hoc requests fulfilled
- Time to start project
- Time to complete project
- Customer satisfaction