



EL PASO COMMUNITY COLLEGE PROCEDURE

For information, contact Institutional
Effectiveness: (915) 831-6740

2.03.01.26 Requesting Research Assistance/Information from the Office of Institutional Research

APPROVED: February 5, 2004 **REVISED:**
Year of last review: 2018
AUTHORIZING BOARD POLICY: 2.03.01

Classification: Administrative

Responsible Vice President or Associate Vice President: Vice President of Research, Accreditation and Planning

Designated contact: Director of Institutional Research

OBJECTIVE: To delineate the steps to be followed in the process of requesting research assistance and information from the Office of Institutional Research.

PROCEDURE:

I. General

The Office of Institutional Research (IR) provides research, assistance and information services to support the College's mission by aiding the research activities of faculty*, staff and administrators throughout the institution. Whenever needed, any student, faculty, or staff member, or any person outside the College may request research assistance and information from the Office of Institutional Research. This is done by completing the appropriate form (attached) requesting assistance/information and submitting the form to the Office of Institutional Research.

II. Process

A. Initiating an Internal Request for Research Assistance/Information:

1. Any student, faculty, or staff member must make a request for research assistance/information to the Office of Institutional Research by fully completing the request form entitled "INTERNAL REQUEST FOR RESEARCH ASSISTANCE/INFORMATION" (attached).
 - a. The requestor must clearly specify the time frame for the information which he/she is requesting (ex.: Data needed for Spring 1999, Summer 1999, Fall 1999 only).
 - b. The requestor must clearly outline the information needed, the purpose of the information, and who will be using it.
 - c. The requestor must indicate on the form whether the research is a "one-time only" project, or whether it is a recurring project. If the project is recurring, the requestor must indicate each date during the year in which the results are needed. If the project is to be done once only, the requestor must indicate the day and month by which the information is needed; the requestor must not state that the research is needed "as soon as possible."
 - d. The requestor will then determine the priority of the project and will mark on the request form whether the project is of high, moderate, or low priority.
 - e. The requestor must obtain the signature of his/her budget head and his/her department's or program's vice president.
2. The form is then submitted to the Office of Institutional Research.
3. The Administrative Associate in the Office of Institutional Research will receive the completed form from the requestor, will sign and date the form, and will then assign a project number.

* Note: The word "faculty" denotes instructors, counselors and librarians.

B. Initiating a Request for Research Assistance/Information from an External Source:

1. Any person outside of the College may make a request for research assistance/information to the Office of Institutional Research by fully completing the request form entitled “EXTERNAL REQUEST FOR RESEARCH ASSISTANCE/INFORMATION” (attached).
 - a. The requestor must clearly specify the time frame for the information which he/she is requesting (ex.: Data needed for Spring 1999, Summer 1999, Fall 1999 only).
 - b. The requestor must clearly outline the information needed and the purpose of the information.
 - c. The requestor must indicate on the form whether the research is a “one-time only” project, or whether it is a recurring project. If the project is one which is recurring, the requestor must indicate each date during the year in which the results are needed. If the project is to be done once only, the requestor must indicate the day and month by which the information is needed; the requestor must not state that the research is needed “as soon as possible.”
2. The form must then be submitted to the Office of Institutional Research.
3. The Administrative Associate in the Office of Institutional Research will receive the completed form from the requestor, will sign and date the form, and will then assign a project number.

C. Review of internal or external request:

Upon receiving a completed internal or external request for research assistance/information, the Director of Institutional Research will meet with the Vice President of Research, Accreditation and Planning to approve and prioritize research projects.

1. The Director of Institutional Research and Vice President of Research, Accreditation and Planning will set proposed start and completion dates for each project, depending on the current case load at the Office of Institutional Research.
2. A project team will then be formed and a project leader will be assigned.
3. A copy of the original form will be returned with the “For Office Use Only” section completed.
4. The project team leader will correspond with the requestor to clarify if any additional information is needed.
5. The project team will then complete the requested task.

D. Completion of research:

1. When completed, the research/information will then be forwarded to the requestor along with a Customer Satisfaction Survey/Evaluation of Research Assistance/Information (attached).
2. The requestor is requested to complete the Customer Satisfaction Survey/Evaluation of Research Assistance/Information form and return the form to the Office of the Vice President for Research, Accreditation and Planning.
3. The project team leader will send a brief abstract of the project and its results to the Vice President for Research, Accreditation and Planning.



INTERNAL REQUEST FOR RESEARCH ASSISTANCE/INFORMATION

You are invited to visit the College web site on the Internet at www.epcc.edu. The information you need may be found there.

Requestor: _____ Title: _____ Date: _____
Department: _____ Campus: _____ Phone: _____

Research Requested/Information Needed (specify report format, if appropriate, and intervals of time for the information needed--i.e. specific semester(s) or academic year(s); attach additional sheets, if necessary. Please refer to definitions on next page.):

If recurring, indicate month needed (J): ___ Jan ___ Feb ___ Mar ___ Apr ___ May ___ June ___ July ___ Aug ___ Sept ___ Oct ___ Nov ___ Dec If one time only, indicate date needed (Day and Month, not ASAP) _____

Purpose and Audience for the Information:

Budget Head: _____ Vice President: _____
(Printed Name) (Signature) (Date) (Printed name) (Signature) (Date)

Project Priority (set by Requestor) (J): ___ High ___ Moderate ___ Low

THE OFFICE OF INSTITUTIONAL RESEARCH (IR) provides research and information services to support the College's mission by aiding the research activities of faculty, staff and administrators throughout the institution.

REQUEST PROCEDURE: It is recommended that the requester contact IR when a project is first contemplated. This form must be completed to initiate the process of requesting assistance/information. Time, personnel, and equipment requirements necessitate that each request be addressed on a case-by-case basis.

In accordance with Procedure 2.03.01.26, return the completed form to the Administrative Assistant at the Office of Institutional Research who will sign and date the form, and will then assign a project number.

In signing below, the requester understands that information concerning any individual student is to be held in strictest confidence and he/she assures that procedures are in place for monitoring and protecting confidentiality of student information.

The requester understands that any unauthorized disclosure of confidential student information is illegal as provided in the Family Education Rights and Privacy Act of 1974 (FERPA) and in the implementing federal regulations found in 34 CRF Part 99.

In addition, I understand that any data sets or output reports that the requester, or his/her representative, may generate with individual student data are confidential. The requester will not disclose to any unauthorized person any data sets or reports with individual student data which he/she is given or devise.

The requester also understands that failure to observe these restrictions may constitute a 'Breach of Computer Security' as defined in the Texas Penal Code, Chapter 33, Sec. 33.02, B, and as such, an offense constitutes a criminal offense.

Received by: _____ Project #: _____
(Signature) (Date)

FOR OFFICE USE ONLY

Project Team Leader: _____ Team Leader Phone #: _____
Target Completion Date: _____

Reviewed by : _____ Director's Signature: _____

Complete this form and return via: Fax: (915) 831-6751 email: rbelmon4@epcc.edu
U.S. Mail: Raul Belmontes, Institutional Research, El Paso Community College, P.O. Box 20500, El Paso, TX 79998

Definitions of Frequently Used Terms

For College Procedure 2.03.01.26:
*Requesting Research Assistance/
Information from the Office of
Institutional Research*

If the requestor uses the following terms, they must be used and understood as defined below:

- **Baseline:** A performance level or status that is the basis for establishing a planning objective and/or standard.
- **Cohort:** A group of individuals who meet a set of criteria (e.g. a group of students who register during the same semester).
- **Contact Hour:** An hour that a student spends in a classroom and/or laboratory during a specified time (e.g. 48 total contract hours for a 3-credit hour course taken during a regular semester with no laboratory). One student sitting in 1 class for 1 hour generates 1 contact hour. EPCC receives State funds for each contact hour in credit courses and in funded continuing education courses.
- **Developmental Student:** A student who takes a developmental course during his or her first semester in college (State definition). This designation is permanent with respect to the student's State record.
- **Full-time, first time in college student (FT FTIC):** A student who registers for 12 or more credit hours during his or her first semester of college attendance.
- **Non-Developmental Student:** A student who does not take a developmental course during his or her first semester in college (State definition). This designation is permanent with respect to the student's State record.
- **Persistence:** The percentage or number of students who register in the fall semester during a specified period of time and who also register again in the immediate, following spring semester.
- **Placement:** The State defines placement as a student's employment or education status after graduation. The State recognizes three types of placement: employment, military service and/or continued education. A student may fall into all three categories at the same time.
- **Professional development activity:** Any activity beyond an employee's normal job activities that promotes the employee's success on the job.
- **Program Completion:** A student successfully completes a program if he or she receives an associates' degree or a certificate.
- **Retention:** The percentage or number of students who register in the fall semester during a specified period of time and who also register again in the immediate, following fall semester.
- **Revenue:** College revenue consists of tuition, fees paid by students, reimbursement by the State for contact hours, and local property taxes. Grants and financial aid are often included when calculating revenue.
- **Seat Count:** The number of seats occupied in all classes during a specified period of time at a specified College site. The seat count will exceed the unduplicated enrollment if students enroll in more than one class.
- **Successful Course Completion:** A student successfully completes a course if he or she receives one of the following grades: A, B, C, D, Cr (Credit).
- **Unduplicated Enrollment:** The number of individual students registered during a specified period of time.



EXTERNAL REQUEST FOR RESEARCH ASSISTANCE/INFORMATION

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Requestor: _____ Title: _____ Organization: _____

Mailing Address: _____ Phone: _____ Date: _____

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FOR OFFICE USE ONLY

Project Team Leader: _____ Team Leader Phone #: _____
Target Completion Date: _____
Comments: _____

Reviewed by: _____ Director's Signature: _____

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CUSTOMER SATISFACTION SURVEY

EVALUATION OF RESEARCH ASSISTANCE/INFORMATION

To satisfy a requirement of our accreditation agency, the Southern Association of Colleges and Schools, and to help us better serve the College, please complete and return this anonymous survey. Return the survey by campus mail to the Office of the Vice President of Research, Accreditation and Planning at the Administrative Services Center (ASC) as soon as possible.

Please Mark One Response to Each Statement Below:

	Satisfied	Dissatisfied
1. Project completed to my specifications.	<input type="radio"/>	<input type="radio"/>
2. Project completed by projected completion date.	<input type="radio"/>	<input type="radio"/>
3. Communications during Project	<input type="radio"/>	<input type="radio"/>

Comment: _____

Please Return this Questionnaire to: **Vice President of Research, Accreditation and Planning**
El Paso Community College
P.O. Box 20500
El Paso, TX 79998