Building Stronger Collaboration Between IR and IT: What Got Us Here Won’t Get Us There

Christine Keller, Executive Director & CEO
Association for Institutional Research

John O’Brien, President and CEO
EDUCAUSE

Defining the Opportunity
Data, data everywhere
IT is deployed everywhere, and I mean that literally. I struggle to think of corners of the global economy that have not been affected by digitization, and I can think of many that have been greatly transformed. I don't think this
Metaphors of Disconnectedness
Obstacles to Collaboration

...for IT
CIOs, what are your biggest obstacles to effectiveness (other than $)?

Institutional leadership’s lack of interest in (or understanding of) IT

Lack of cooperation among colleagues outside IT

38%

24%

Source: Today’s Higher Education IT Workforce, Jacqueline Bichsel, ECAR, January 2014

Student Success Technologies Index

3.7 Composite

Leadership and governance 3.9
Collaboration and Involvement 3.7
Advising and student support 3.8
Process and policy 4.0
Information systems 3.3
Student success analytics 3.4

2015 EDUCAUSE Core Data Service
Technology Assisted Advising

- Degree audit/progress tracking
- Advising center management
- Credit transfer/articulation system
- Academic early alerts
- Advising/case management tracking student interactions
- Education plan creation/tracking

Extent to which different campus entities were included in IPAS change-management efforts

- Central IT
- Advising
- Student affairs
- Registrar’s office
- Senior institutional leadership
- Institutional research
- Counseling
- Academic affairs
- Students
- Faculty
- Teaching and learning center
- Financial aid

Legend:
- Not at all
- To a small extent
- To a moderate extent
- To a great extent
Obstacles to Collaboration

...for IR
Reality Check

- 63% of IR offices interact with IT at least weekly
- 75% believe IT is responsive to IR
- 82% believe IR is responsive to IT
- 77% agree that IT & IR work well together
Successful Collaborations, Common Goals

Data visualization

Access to data

Data reporting

Database changes

BEST PRACTICE
Elizabeth Clune-Kneuer
Director of Analytics and Reporting

Prince George's Community College
301 Largo Rd
Largo, Maryland, 20774-2109
UNITED STATES

(301) 546-0721 cluneea@pgcc.edu

tinyurl.com/y7pmjvy6
https://er.educause.edu/articles/2016/5/growing-an-ir-and-it-garden
• Project challenges to unite IR-IT (e.g., ERP)
• Shared focus on common organizational goals
• Build new processes/structures
• Leadership, leadership, leadership
• Student success urgency to inspire collaboration

• Quick wins
• Focus on relationships
  – “Ownership” obsessions destroys collaboration
  – People matter most
  – Never underestimate the power of donuts

Emerging Take-Aways

iPASS KEY FINDINGS

$1 million, annually

Expected increases in student retention rates could generate net revenue averaging $1 million annually per institution (additional operating revenue from student credit hour activity, less the education-related expenses to provide those additional credit hours).

Emerging Take-Aways

EDUCAUSE and AIR planning for an IT-IR joint task force