



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

PROCEDURE: Requests for Information, Surveys, Research, and Reports
Number: 3.5.2.2

Responsibility: Executive Administration/Academic Affairs (Dept. of Research and Planning)
Approved: October 10, 2023
Related Policy: 3.5.2 Institutional Effectiveness

President

Purpose:

The purpose of this procedure is to outline the method for internal and external requesting and coordinating responses for information, surveys, research, and reports from the Department of Institutional Research and Planning as well as to coordinate institutional research activities and reports and to ensure the uniformity of data released.

Designation of Responsibility:

1. Responsibilities of the Department of Institutional Research and Planning
 - a. The Department of Research and Planning serves as the official source for all statistical data and information developed through institutional research and is responsible for disseminating research results and statistical data within the college as well as to external agencies.
 - b. The Department of Institutional Research and Planning has primary responsibility for conducting institutional research studies. The Department of Institutional Research and Planning serves as the official source for all statistical data and information developed through institutional research and is responsible for disseminating research results and statistical data within the college as well as to external agencies.
 - c. The Department of Institutional Research and Planning has responsibility for the development, dissemination, analysis, and reporting of college-wide surveys of students, graduates, alumni, and employers, and for responding to all external

surveys. Any academic, student services, finance, or administrative unit may conduct departmental/unit surveys in conjunction with the Institutional Research and Planning Department.

2. Responsibilities of the Director of Institutional Research and Planning
 - a. The Director of Institutional Research and Planning has primary responsibility for conducting institutional research studies.
 - b. The Director may request the Institutional Review Board to assist in the review and approving of internal and external requests for surveys and research as appropriate.
 - c. The Director will seek approval by the appropriate administrators for internal or external unusual requests for confidential information or any student, employee, or financial data.
 - d. The Director must have a vice president's or the College president's written approval before surveys are conducted on behalf of faculty, staff, students, or any external agency or group.
 - e. The Director will defer to the Director of Marketing and Public Relations regarding any external requests from external media and marketing sources or groups.
 - f. The Director will not provide information, reports, or data to external entities unless reporting is designated as a responsibility of the Department of Institutional Research and Planning.

Procedure:

1. Information Requests:
 - a. Internal requests for data, analyses, research, and the assistance in designing and implementing departmental surveys are processed as follows:
 - i. The request is first informally discussed with the Director to identify the desired scope of services and the timeframe.
 - ii. If the request appears to be for a production-type data processing report better carried out by IT, the requestor will be referred to that office.
 - iii. The person requesting the service provides a written or electronic request to the Director outlining scope of services and the desired timeframe.
 - iv. The Director evaluates the priority of the request.
 - v. The Institutional Research and Planning Department provides the data and/or coordinates with the appropriate College department to obtain the data.
 - vi. The Director verifies the accuracy of the information, prepares and distributes the information and/or document, and files a copy in the Planning and Research Office as necessary.
 - b. External requests for information (surveys, forms, and requests for College data) will be forwarded to the Department of Institutional Research and Planning.
 - i. The Director evaluates the priority of the request.
 - ii. The Institutional Research and Planning Department provides the data and/or coordinates with the appropriate College department to obtain the data.

- iii. The Director verifies the accuracy of the information, prepares and distributes the information and/or document, and files a copy in the Department of Institutional Research and Planning as necessary
- iv. The requestor of the data will keep a copy of the document or file appropriately.
- v. Any external requests from other divisions or departments will be sent to the Department of Institutional Research in writing with supporting documentation including but not limited to guidelines, definitions, letters, etc.
- vi. Director provides the data/information to the internal requester upon completion.

2. Surveys

- a. Surveys will be conducted according to guidelines stated in the Institutional Review Board Manual as appropriate.
- b. External Surveys: All external surveys received by offices or units at the College are forwarded to the Department of Institutional Research and Planning. Upon receipt, the Director does the following:
 - i. Evaluates the validity and priority of the survey.
 - ii. Provides the data and/or coordinates with the appropriate college department to obtain the data.
 - iii. Verifies the accuracy of the information to be provided, prepares, and completes the survey form and retains a copy in the Institutional Research and Planning Department if appropriate.
- c. Institutional Research and Planning Surveys:
 - i. Surveys prepared and conducted by the Institutional Research and Planning Department may include (but are not limited to) the following as required by college offices and/or external agencies such as the South Carolina Technical College System or South Carolina Commission on Higher Education: new student surveys, continuing student surveys, non-returning student surveys, graduate/alumni surveys, student or employee surveys, and the Student Course Evaluations.
- d. Departmental Surveys:
 - i. Each department/unit is responsible for conducting surveys to assess the effectiveness of its services. The Director of Institutional Research and Planning provides assistance and support in the development and analysis of such surveys. All departmental survey results are sent to the Institutional Research and Planning Department which keeps a copy of the survey and results.

3. Research and Reports

- a. The Department of Institutional Research and Planning supports internal, System, state, regional, and federal reporting efforts including but not limited to providing/submitting data, analysis, coordinating, and dissemination. Reporting efforts include but are not limited to:
 - i. Federal: NCES IPEDS Surveys and Reports
 - ii. Federal: Net Price Calculator
 - iii. Federal: Solomon Amendment

- iv. Internal: Ad hoc reports requested by the College president, staff, faculty, and external agencies
- v. Internal: Course Completions Reports
- vi. Internal: Official Semester Enrollment Reports
- vii. Internal: Semester grade analysis reports as requested
- viii. Regional: SACSCOC Reports
- ix. State: SC CHE Reports
- x. State: SC College Freshmen Reports
- xi. System: Accountability Report
- xii. System: SCTCS Performance Funding Allocations Reports
- b. Research Activities
 - i. The Department of Institutional Research and Planning provides assistance and support to other College departments with institutional research needs.
 - ii. The Department of Institutional Research and Planning coordinates all surveys, providing assistance to the faculty and staff in survey planning, instrument design, survey administration, and data analysis.
- c. Departmental Reports
 - i. Routine, required reports prepared by departments, programs, and units are not sent to or maintained by the Department of Institutional Research and Planning. Such reports are completed and maintained by the department or division.