### Goals

**Enhance information-driven decision-making by providing data that are accurate, consistent, relevant, reliable and timely**

Incorporate a hit counter on each of the OIRPA webpages to assess the usefulness of each.

Comparisons of each OIRPA webpage will be made using the OIRPA website hit counter and those webpages in the lowest quartile will be evaluated to decide if they need improved or simply eliminated.

- **Criteria for Measurement**: Based upon the hit counter data, the web pages in the lowest quartile (of number of hits) will be evaluated by the staff for potential improvements/elimination.

- **Achievement Measures (Actual Results)**: Current UCD website technology does not permit this. Due to delays in website technology, the new OIRPA website is not yet available.

- **Use of Results/ Changes Made**: OIRPA is proceeding with the development of its new website. Phase I of its deployment is planned for summer 2009. Once data are available, we will be able to set some minimum “hits” to refine this measure.

- **Institutional Implications**: The delays in the larger UCD website technologies have delayed OIRPA’s delivery of new content and functionality.

**Ensure that the information we provide to our customers is timely.**

For those projects initiated during FY09, 90% will be completed on-time or early.

Using the data from the OIRPA Project Tracking System, projects will be completed by the recorded due date in 90% of the projects for FY09.

- **Criteria for Measurement**: Objective data from Project Tracker (as of 5/14/2009): 95.3% of those projects/requests initiated during FY09 were completed early or on time. Just 5% of the 254 projects/requests were delivered late. [FYI: 94.6% early/on time for FY08.]

- **Achievement Measures (Actual Results)**: While OIRPA achieved this goal, the office staff continues to employ Project Tracker as a tool to monitor progress on projects/requests and ensure on-time delivery of work products.

- **Use of Results/ Changes Made**: Our new website will include a portal for customers to check on the status of their reports and confirm our delineations of whether or not a request was completed on-time.

- **Institutional Implications**: Customers receive the information needed to assist in knowledge-driven decision making in a timely manner.

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Source: OIRPA (casb)

May 14, 2009
### Goals

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<th>Customer/Departmental Outcomes</th>
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<td>2.6.2, 7.3.2</td>
<td>Using the OIRPA online assessment/evaluation survey, 90% of the individuals responding will &quot;agree&quot; or &quot;strongly agree&quot; with the statement: &quot;The reports were easy to interpret.&quot;</td>
<td>Customers report 90% agreement with the annual assessment instrument item: &quot;The reports were easy to interpret.&quot;</td>
<td>Using data from the FY09 survey: if &quot;NA&quot; responses included in the denominator: 94% of those responding agreed (&quot;Strongly Agree&quot; or &quot;Agree&quot;). If &quot;NA&quot; responses excluded from the denominator: 100% of those responding agreed.</td>
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### Develop and enhance strategies to extract and provide data regarding student performance

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### Assess the student experience and identify areas for improvement and of excellence

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### Note:
These are 5 goals/objectives selected from OIRPA's strategic plan. They do not reflect all of this unit's goals/objectives. See 1:\OIRPA\Projects\2008\20080245_StrategicPlanning_Assessment\OIRPA Strategic Plan w MVV.doc for the comprehensive listing.

Source: OIRPA (casb)  
May 14, 2009