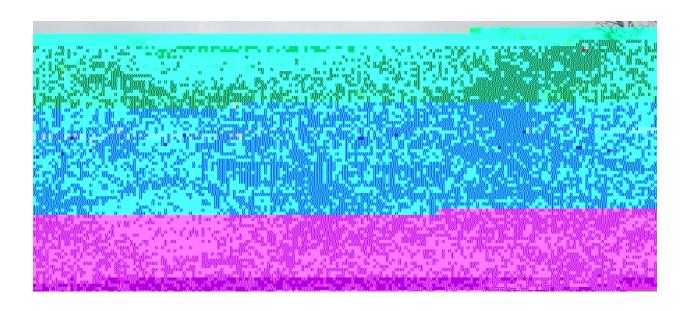# Kentucky State University
The Office of Institutional Research

Office Manual
2023-2024

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Frankfort, KY 40601

Introduction

This office manual is intended to provide all of the Office of Institutional Research (OIR) team member general guidance. OIR serves as a centralized repository of institutional data where its role is to collect, organize, analyze, report, and maintain the data to be used for both internal and external constituents.

Mission Statement

OIR is to support the University community by providing timely and accurate data and to assist in developing initiatives and programs to lead Kentucky State University (KSU), to renew excellence on all forefronts.

Vision Statement

OIR is to respond to all the strategic information and analytical needs of KSU by applying and advancing the knowledge, theories, methods, and standards of institutional research, by delivering a high quality data in timely manner.

Major Activities

OIR collects, analyze, disseminate institutional data and maintain an electronic database of information pertaining to students, employees, finance, student financial aid, and other areas as deemed necessary to assist administration in making informed decisions.

OIR reports institutional data to numerous external agencies. Significant reportage is sent to IPEDS (Integrated Postsecondary Education Data System), CPE (Kentucky Council on Postsecondary Education), and CUPA (the College and University Professional Association).

OIR produces several publications, including the Fact Book, Quick Facts, and Students Right to Know.

OIR conducts surveys as needed to facilitate KSU Board of Regents, Administrators, Faculty, Staff and Students.

OIR may also assist departments with a self-serve Argos reporting by building a customized program for department to use internally.

OIR Organizational Chart

Data Request and Workflow

External entities must submit an Open Record Request through the Open Record Request process. Internal entities can submit a data request by submitting OIR request form available on the Intranet https://www.cognitoforms.com/KentuckyStateUniversity2/OfficeOfInstitutionalResearchInformationRequestForm.

The submission is automatically sent to the office email as well as all of the OIR tea
OIR is requiring to have at least 5 working days to process each request. Any urgent request must be indicated as such, and OIR will expedite the process. Any incomplete information provided in the submission may delay the completion.

All data requests are tracked in OIRE request log, where each request will be numbered sequentially. The OIR Director prioritizes and divides the tasks among

Documentation

All works must be well documented by OIR staff. Including in the documentation are SQL program used, original data output, modified data, and procedure to get the final report. Document name must contains the description of the report, request number, date of completion, and the initials of OIR team   -08-
                        documentation, there should also indication of the date when the data was run, or whether census data was used.

After documentation has been completed, other OIR team members should review and validate the data   documentation is created to be sent to the requestor. All of these documentations must be saved in the office network drive.

Confidentiality and Data Security

Under FERPA (Family Educational Right to Privacy Act), OIR must not release any non-directory information that would be considered as sensitive data to the public or third party, i.e., social security number, and date of birth. Students who indicated that they would like to keep their information confidential are flagged in the system and OIR will not release their information to the public or third party.

Sensitive information should never be sent via email. Should it must to be sent via email, the file must be password protected. The password to open the file should be sent in a separate email. The preferable method of sharing sensitive information to internal stakeholders are via One Drive.

Interdepartmental Service