



**OFFICE OF INSTITUTIONAL RESEARCH
ASSESSMENT PLAN**

MISSION

The Office of Institutional Research at California State University, San Bernardino collaborates with the campus community in support of strategic planning, enrollment planning, assessment, and continuous improvement through consultative program design and timely dissemination of reliable information.

Goal 1: Provide expertise and support for program design, assessment, and continuous improvement.

- **Outcome 1a:** IR meets the regular reporting needs of the campus, including the Chancellor’s Office and relevant accrediting bodies.
- **Outcome 1b:** IR publicly reports routine student and campus information in a timely manner.

Activities:

Workshops (IR & IE)	Student Success Initiative
One-on-one/departmental consults	Program/departmental retreats
Participation in large-scale planning/program design	Committee on Learning Assessment for Student Success (CLASS)

Measures:

Routine reporting schedule in place; reports submitted on time. Institutional data available and accessible.

Goal 2: Develop, provide, and maintain timely and accurate institutional data to internal and external audiences.

- **Outcome:** IR formulates and conducts surveys, research, and data analyses to be used for campus decision-making and continuous improvement.

Activities:

Dashboard/Dartboard maintenance	Did You Know
Survey data	Ad hoc requests
High school brochures	Chancellor’s Office reporting
Common data set	Self-study surveys
FactBook	Quick Facts
Registration reports	

Measures:

Quantity of surveys and studies conducted in collaboration with or support of various campus entities

Goal 3: Conduct project-based research and analyses.

- **Outcome 1a:** IR consults with the campus community regarding outcomes assessment activities.
- **Outcome 1b:** IR aides the campus community in acquiring skills related to program design, assessment planning, and measurement development through professional development opportunities.
- **Outcome 1c:** IR supports units' ability to synthesize and utilize assessment data to identify and implement continuous program improvements.

Activities:

Predictors of student retention/graduation

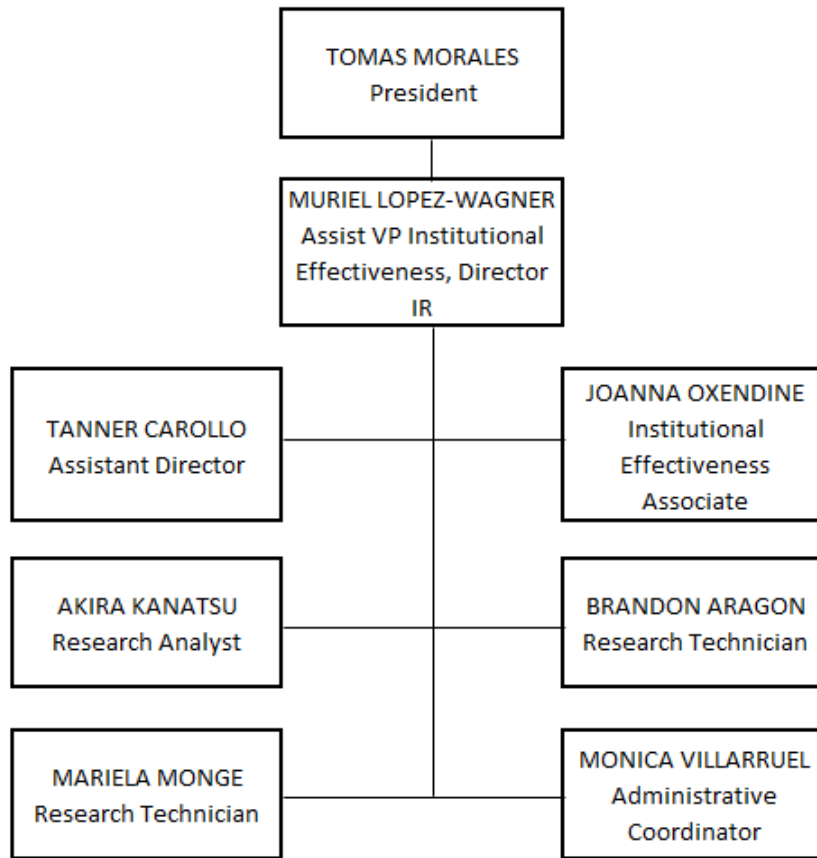
Program evaluations, in example: Coyote First STEP, English Directed Self-Placement, Educational Opportunity Program (EOP), Intensive Mathematics Program (IMP)

Measures:

Number of consults related to outcomes assessment. Number of workshops, retreats, etc. offered to campus community. Number of program design and planning discussions participated in. Question(s) in IR satisfaction survey. Audit of reports' outcomes and measures quality.

Units report having used data to "close the loop". Audit of reports identifying programmatic decisions made based on data. Question in IR satisfaction survey related to programmatic decisions based on data.

Office of Institutional Research Organizational Chart



Our Staff

Muriel C. Lopez-Wagner is the fourth director of institutional research at California State University, San Bernardino (CSUSB). She has 18 years of experience in research, 14 of which has been with California State University, San Bernardino, Office of Institutional Research. As Assistant Vice President for Institutional Effectiveness and Director of Institutional Research, she maintains enrollment projection models for enrollment planning and budget purposes, provides supervision and analytic support to facilitate planning, assessment, policy decisions, resource allocations, and creation of dashboards, and manages workflow for the office. She participates in various committees across campus such as Student Success Initiative, High Impact Practices, Institutional Data Team, and the President's Cabinet. She received her PhD from Claremont Graduate University in Applied Developmental Psychology, a Master's degree in Lifespan Developmental Psychology from California State University, San Bernardino, and a Bachelor's degree in Psychology from University of Hawaii at Hilo.

Tanner Carollo is the Assistant Director and has been with Institutional Research for 5 years. He maintains databases and generates analyses and reports in support of departmental self-studies, accreditation, and other ad hoc requests. He designs and maintains the Student Success and Enrollment Management Dashboards and coordinates with various offices to translate business requirements into data tables and queries. Tanner produces data for external reporting mandates, plans and develops research projects, conducts and oversees survey research, and supervises graduate students. He received an M.A. in Experimental Psychology from CSUSB.

Joanna Oxendine is the Institutional Effectiveness Associate. She is responsible for facilitating assessment of student learning outcomes in co-curricular programs, assessment of operational outcomes, satisfaction, student learning, and developmental outcomes. She is responsible for designing and managing mechanisms and methodologies for the collection and analysis of data for use in institutional decision-making, planning, and programmatic change in support of those units seeking assistance. Joanna's assessment background comes from her experience as a K-12 teacher where she created and implemented assessment plans for reading and writing programs and differentiated instruction for language arts and social studies. She received an M.A. in Education in Literacy Studies from the University of North Carolina at Chapel Hill.

Akira Kanatsu is a Research Analyst. He writes reports to summarize statistical findings in support of assessment, planning, enrollment management, policy formation, decision-making, accreditation, and internal and external reporting. He conducts statistical analysis, departmental self-studies, creates and distributes surveys, trains graduate research assistants, and fulfills ad hoc requests. He received his PhD from University of California Riverside in Developmental Psychology and a Bachelor's degree in Psychology from California State University, Northridge.

Brandon Aragon and **Mariela Monge** are Research Technicians. They are responsible for data mining, reporting, warehousing, and management. In addition, they perform statistical analyses and writing summaries in support of planning, enrollment management, policy formation, decision-making, and accreditation. Brandon has over three years of experience in research and data analysis. He received his B.S. in Economics from California State Polytechnic University, Pomona. Mariela received a B.A. in Psychology from San Diego State University and is expected to receive an M.S. in Industrial Organizational Psychology from California State University, San Bernardino.

Monica Villarruel serves as the Administrative Support Coordinator for Institutional Research. She maintains the general function of the office, coordinates events and workshops, and prepares travel

arrangements. She creates and distributes online surveys and is the main contact for surveys from college publishers. Monica received her B.A. in Spanish Literature and Language from CSUSB in the Spring of 2004, and has over 10 years of administrative support experience at CSUSB.