The mission of the Office of Research and Institutional Effectiveness (ORIE) is to promote a culture of continuous improvement and data-informed decision making.

So . . . What’s the Story? Who Is ORIE Anyway?

Welcome to the first issue of Our STORIE, the very first newsletter of the Office of Research and Institutional Effectiveness, or ORIE. The ORIE Team is comprised of 20 individuals dedicated to meeting the informational needs of staff and faculty across the Lone Star College System as well as providing data and reports to educational agencies and the state of Texas. ORIE also leads the Institutional Effectiveness effort for all of Lone Star College.

When you need answers or information in order to make those important decisions, just go to our website at www.lonestar.edu/institutional-research and click “Request Support from ORIE” to complete your service request. Keep in mind that all campus requests must be approved by campus VPI prior to processing.

We look forward to supporting YOU!

Here’s What Your ORIE Team Did This Past Year

Increased Staffing and Implemented Analyst Training Program Campus analysts went from 1 to 5 in the past year. ORIE is staffed with its largest and best-qualified research teams ever. We strive to continuously improve through our newly implemented professional analyst development program.

Instituted System-wide Institutional Effectiveness ORIE has taken the lead in this area at Lone Star College by hiring a new Director of IE and hosting the Inaugural IE Summit in June 2013, followed by campus training visits and the introduction of the KPI Catalog.

Improved Reporting and Usage Texas State Reporting now files reports that are among the first to be certified in the state! Many thanks to OTS for their hard work and collaboration on this achievement. The Institutional Research team now produces over 100 standard reports that are available on a brand new SharePoint site along with a reporting calendar.

Improved Internal Communication ORIE has unveiled its brand new public website including sites for both Institutional Research and Institutional Effectiveness at www.lonestar.edu/institutional-research as well as an internal SharePoint site with report libraries and calendar of scheduled reports, and the all NEW ORIE newsletter, Our STORIE.

Improved Business Processes The IR team established standard methodologies for data extraction and continues to meet regularly to discuss data issues and create standard protocols.

“Thank you, Trudi – as always you do a great job deciphering and providing info. Appreciate you.”

— Dr. Lee Ann Nutt, Vice President of Instruction
LSC-Tomball
ORIE welcomed several new staff members this past year. Here is a look at the newest members of the team:

**Dr. Jinhao Wang** joined LSCS in June 2013 and serves as the Director of Institutional Effectiveness. She is responsible for system-wide implementation of IE and SLO assessment processes and plays a key role in championing a culture of data-driven decision making and using assessment results for continuous improvement.

Prior to joining LSCS, Jinhao worked for South Texas College since 1996. During her 17 years’ working there, she was a Developmental English Instructor and served as the Chair of Developmental English Department from 1998 to 2008. She became the Director of Institutional Effectiveness and Assessment in 2008. In her various roles, she completed many major projects, such as getting the Developmental English program NADE certified, gaining SACS reaffirmation with zero recommendation in IE areas, and leading the development of the College’s Strategic Plan for 2013-18.

Jinhao holds a doctorate degree in Educational Leadership, a Master’s degree in English, and another Master’s degree in Applied Linguistics. During her spare time, she enjoys traveling, reading, and practicing Taichi.

**Dr. Anna Garland** is the Campus Analyst at LSC-Kingwood. Anna is a recent graduate from Baylor University, receiving her Ph.D. in Sociology. She also has her Master of Arts in Sociology and her Bachelor of Business Administration in Economics and Sociology, both from Baylor University as well. During Anna’s time in graduate school, she worked as a research analyst for a community research firm associated with the Sociology department at Baylor. Anna also worked as the graduate assistant to the Dean of the Graduate School, helping to evaluate over 50 academic programs on their progress toward institutional goals using various measures of success derived from confidential institutional data.

**Dr. Thelma Woodard** is the Campus Analyst at LSC-North Harris. She received her Doctorate of Philosophy degree in Educational Psychology from the University of Tennessee, Knoxville, Tennessee. Dr. Woodard holds both a Master of Public Administration degree from Baruch College and a Master degree in Communication Studies from Texas Tech University. She is proud to be a community college graduate with an Associate degree in General Studies from Midland College. Dr. Woodard has a variety of working experiences in higher education, research, assessment, program evaluation, faculty development, and teaching.

**Jacqueline Goffney** is the Campus Analyst at LSC-CyFair. She received her Bachelors in Management Information Systems and a Masters in Business Administration from Texas A&M University. She later received a Masters in Education from Stephen F. Austin State University. Jacqueline has worked as a Strategic Solutions Analyst for the Bank of New York Mellon and as a Data/IT Specialist for the Harris County Department of Education. She is a native Houstonian and has been with the ORIE team for a year.

**Shaun Williams** is a native Houstonian. Shaun has a degree in Computer Information Systems from Texas State University. He has worked in multiple industries from banking to benefits to payroll and even the Houston Zoo over the last 15 years.

**Dr. Latrice Rideout** is the Campus Analyst at LSC-University Park. Latrice holds a Doctor of Philosophy in Psychology with a specialization in Industrial/Organizational Psychology, a Master of Arts in Marriage & Family Therapy, and a Bachelor of Arts in Psychology. Latrice is a native of Houston, TX, and is married to Mr. Shannon Rideout.

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**Janet Chess** is the Administrative Assistant and Office Coordinator. Janet received her BBA from Sam Houston State University. She has worked as a probation officer, a clerk in the Harris County court system and also owned/operated a yogurt store. Janet is married to Richard Chess and they have two daughters.
FAQs

Q: Is ORIE a little old lady?

No, ORIE is an acronym for the Office of Research and Institutional Effectiveness. ORIE currently houses three departments and employs more than a dozen analysts.

Q: Do ORIE analysts just push a button to generate a report?

No, ORIE analysts can work hours to days or more on researching, identifying, pulling, coding, and formatting data for a request. On average, 90% of reports created by ORIE are manually created.

Q: Can ORIE provide the campuses/clients any data that is requested?

ORIE is bound by applicable LSCS policy, state, and federal laws regarding what data and to what degree of detail it can release. Currently, campus requests must be approved by the campus VPI. ORIE responds to all approved campus data requests with those data we are able to provide. ORIE is also glad to provide methodology utilized to create the report and often footnotes the report with this information.

Q: Are the data from iStar that ORIE utilizes compatible with other databases or spreadsheets on campuses?

iStar is the official record of Lone Star College System. If data are not in iStar, ORIE can’t access them. ORIE can merge iStar data with separate databases or spreadsheets if you send them to us to be used in your request.

Q: Can ORIE redo/re-pull updated data for Day 1/Official Day after that date has passed?

Day 1/Official Day reports reflect the state of iStar data as of those dates (a snapshot). These reports cannot be recreated on a later date to accommodate data entered into the system late and reported as Day 1 or Official Day reports.
check out the ORIE website, located at http://www.lonestar.edu/ORIE.htm. The Institutional Research page contains reports that are available to the public, such as Official Day and Day One reports, going back as far as Fall 2006 for Official Day numbers. Also available are Fast Facts Sheets with System and Campus information at a glance, such as demographics, headcount, race/ethnicity, persistence, feeder high school data, graduation and transfer rates, etc. These data come from various sources, including Texas Higher Education Coordinating Board (THECB), National Student Clearinghouse, and Lone Star College Official Day Reports.

The Institutional Effectiveness section of the website includes overviews of the Unit Effectiveness Plan (UEP) and Student Learning Outcomes (SLO) along with many tool and resources for both.

Please be aware that this site is continually updated, so check back frequently to see what’s new!

The ORIE SharePoint Site for Operational Reports and Resources is ALL NEW! This site is for Lone Star College personnel only.

Each campus can access its own library of reports with information on completion and success, CCSSE high impact report, President’s Fast Stats report, transfers and graduation reports, etc.

Visit the SharePoint site at: https://intranet.lonestar.edu/ORIE/IR/LSCS_Standard_Reports/SitePages/Home.aspx

For assistance with SharePoint, contact Janet Flores.

The standard processing time for a data request is 5-7 business days from the date of approval. We work very hard to meet the data needs of all our clients while still allowing ourselves time to produce a quality report.

“Deseree – Great!! You guys just made my day!”
— Denise Evans, Director
Client Relations & Quality Assurance
Lone Star College-Online

“You are awesome!!! Thank you.”
— Karen Vance, Program Coordinator
Office of General Counsel

“...as usual, your team ROCKS!”
— Deirdre Hayes-Cootz, Interim Director
Extended Learning Center
LSC-Montgomery

“Anna was awesome to work with for our recent GED graduation! Thanks for sending her to help us!”
— Liz Maloney, Program Coordinator
Continuing Education