

The Show Must Go On: How to React & Respond to Personnel Changes in IR

Ygnacio Lopez III, Vyas Krishnamurthy

University of Houston

March 3rd, 2020



Overview

- Background
- Loss of Personnel
- Recovery Plan
- Key Points of Planning in other IR Offices
- Conclusion



University of Houston

- Flagship of the University of Houston system
- 16 colleges
- Medical School starting Fall 2020
- 250+ undergraduate, graduate and professional programs
- Fall 2019 Enrollment: 46,148
- FY 2019 Degrees: 10,568

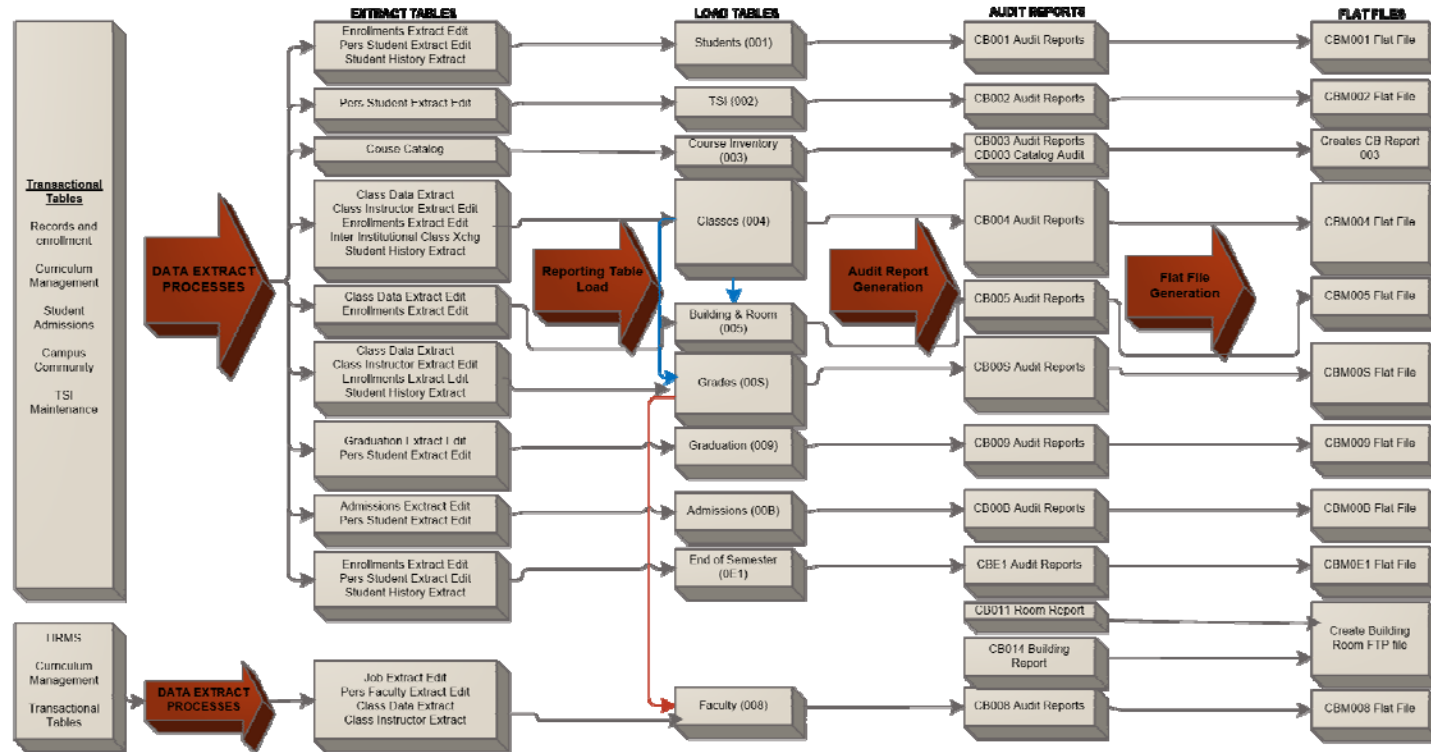


Institutional Research

- 5 staff members, 2 research assistants



TAIR 2019 Presentation – CB Flow Chart



TAIR 2019 Presentation – Things I Wish I Knew (Better)

- “Go To” people when personnel changes are made

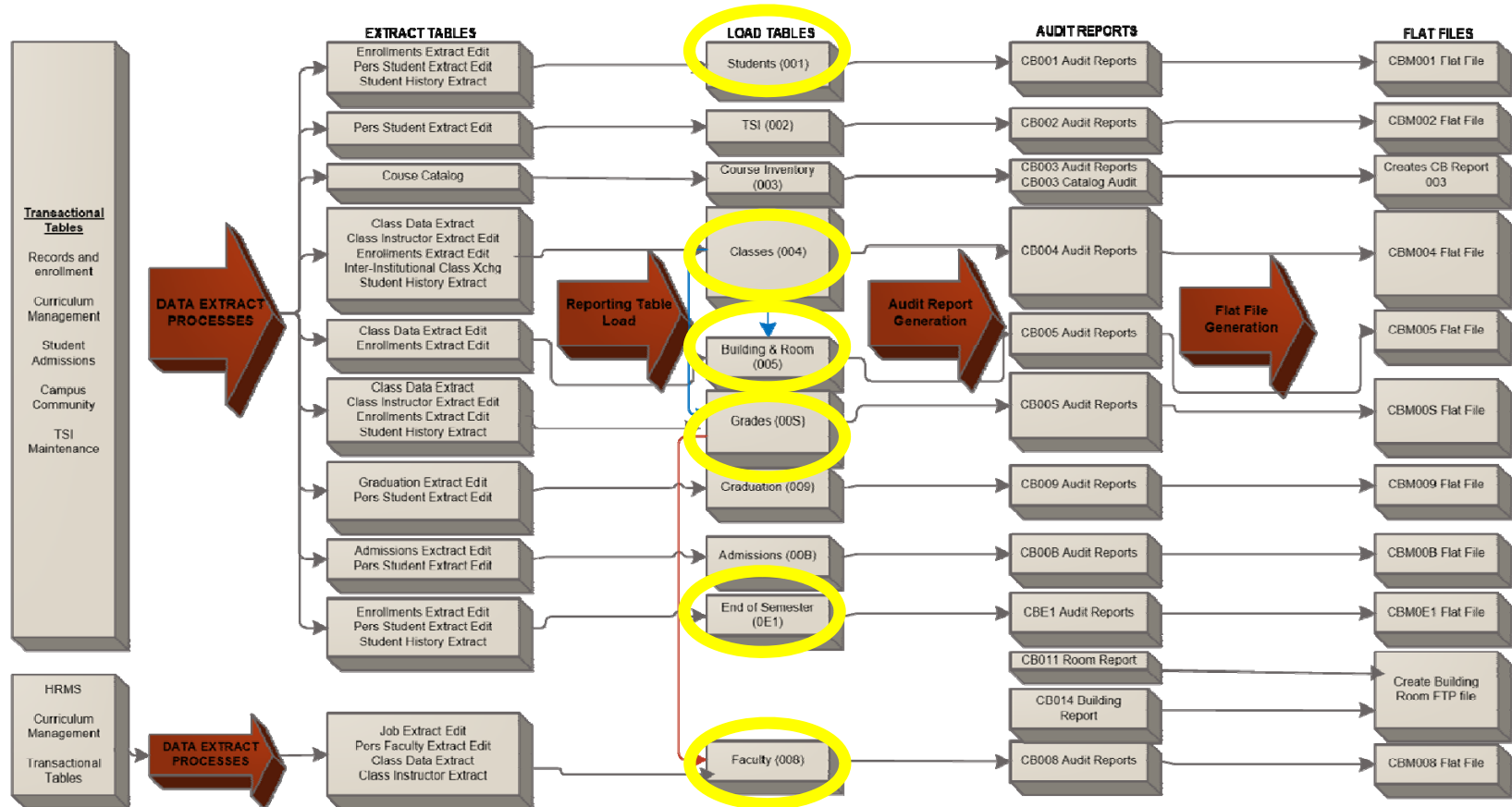


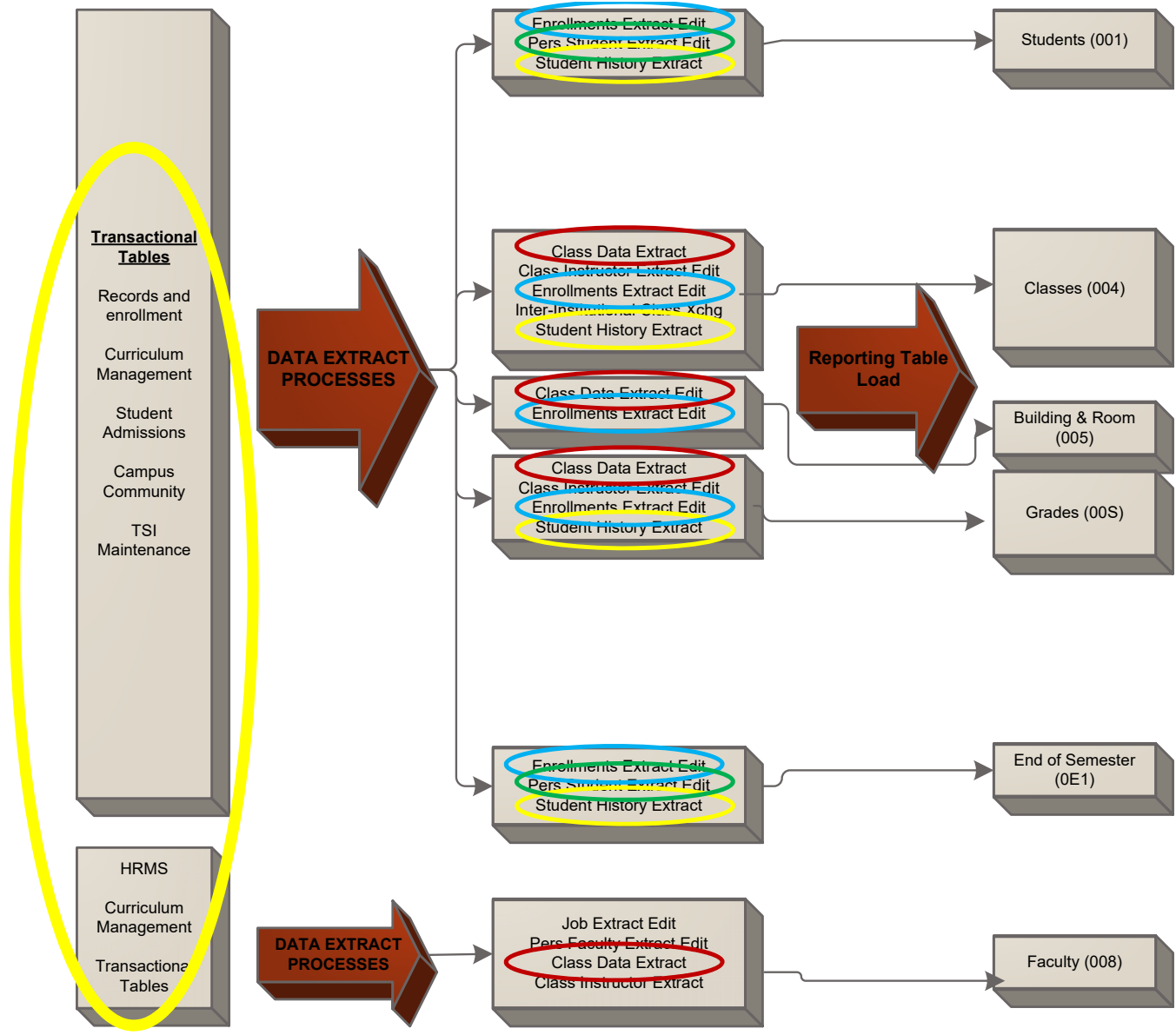
Loss of Personnel

- Summer 2019
 - Assistant Director
 - Senior Research Analyst



Effects





Recovery Plan

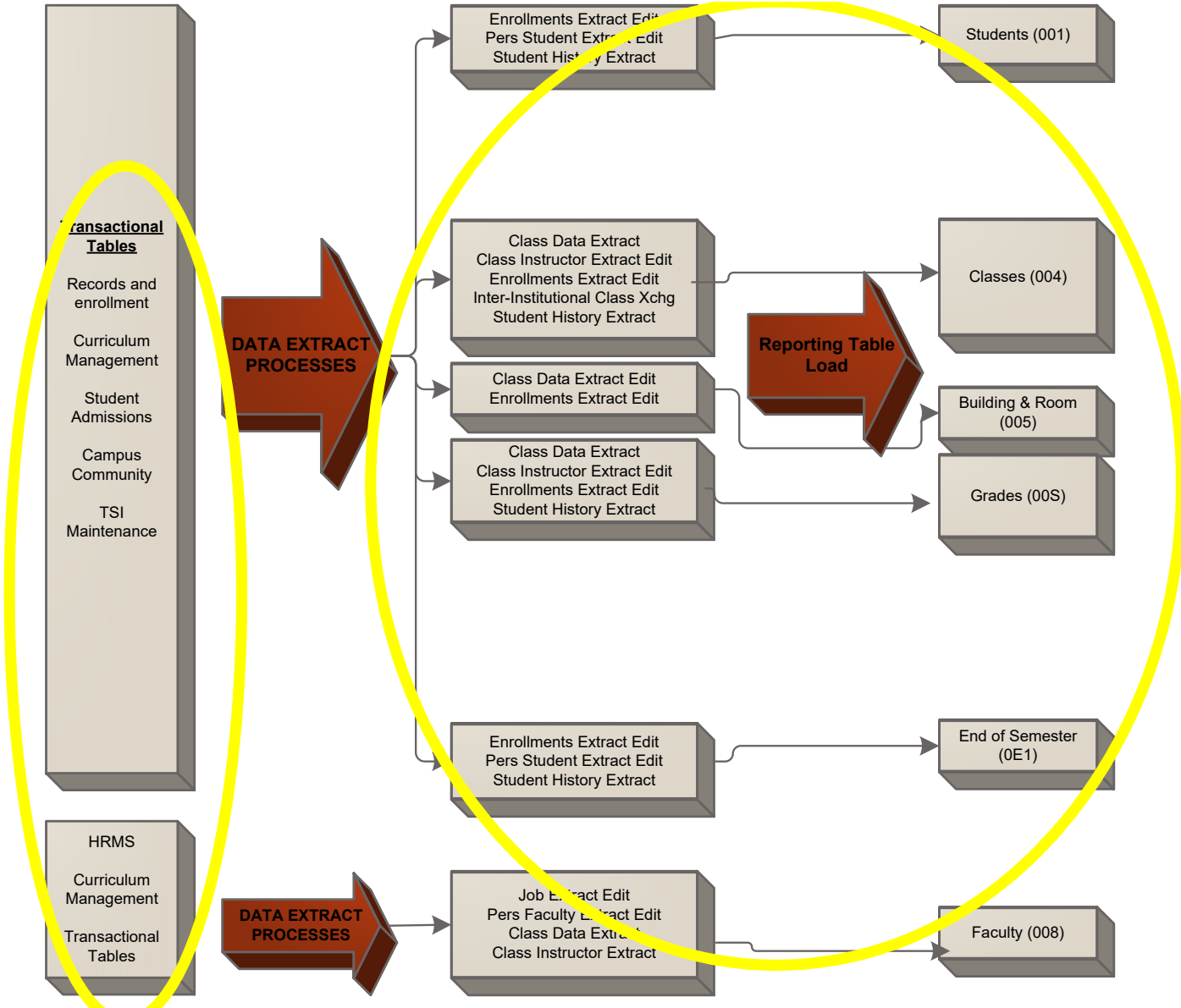
- Junior Personnel Perspective
- Senior Personnel Perspective



Recovery Plan (Junior)

- Create direct communications with other offices
 - Office of University Registrar (OUR)
 - Admissions
 - Undergraduate
 - Graduate
 - International
 - Graduate Program/Student Records
 - Various College Department Personnel
- Assist new office personnel in other offices
 - Understanding IR processes





Recovery Plan (Junior)

- Assist new office personnel in other offices
 - Understanding IR processes
- Improve work flow methods
 - Implement accountability
 - IR SharePoint Task List
 - Bi-Weekly Work Activities



UH IR SharePoint Task List

UNIVERSITY of HOUSTON
SharePoint

BROWSE TASKS LIST

Home ✎ EDIT LINKS

IR Task List

+ new task

Pending Tasks
All Tasks
Calendar
...

Find an item

ID	Task Status	Title	Sub-Task	Received Date	Due Date/Deadline	Assigned To	Request Type	Requested By	Requesting Department
75	In Progress	EAB Financial Aid Optimization Project	...	6/28/2018	10/31/2020	<input type="checkbox"/> Krishnamurthy, Vyas	Adhoc	<input type="checkbox"/> Gallegos, Lety P <input type="checkbox"/> Tucker, Jenna <input type="checkbox"/> Affre, Mara	Scholarships & Financial Aid
233	In Progress	SFA Report using DW FA	...	4/5/2019	4/30/2020	<input type="checkbox"/> Krishnamurthy, Vyas	Adhoc	<input type="checkbox"/> Gallegos, Lety P	
290	Not Started	IPEDS - Spring Collection 2019-20	Fall Enrollment	12/11/2019	4/8/2020	<input type="checkbox"/> Lopez, Ygnacio	Survey		

✎ EDIT LINKS

Bi-Weekly Work Activity Updates



Thu 2/20/2020 10:18 AM

Lopez, Ygnacio

Update IR Task List and Work Activities

To Moreno, Susan E

- Finalized End of Term (EOT) CB Reporting for Fall 2019
- Ran Beginning of Term (BOT) CB Reporting for Spring 2020
- Ran Sandbox (SBX) Testing for CBS
- Completed – Survey – Princeton Review
- In Progress – Survey – SUG/SRED
- In Progress – Survey – Time World Ranking
- In Progress – Yates HS Request
- In Queue – Gulf Consortium Report
- In Queue – Survey – IPEDS

Ygnacio Lopez III, MS, MS

Institutional Research Analyst
Office of Institutional Research
University of Houston
(713) 743-0642
ylopez3@uh.edu

UH Technology Bridge
5000 Gulf Freeway, Bldg. 2, Rm. 101C
Houston, TX 77204-0903

UNIVERSITY of
HOUSTON
ACADEMIC AFFAIRS
Office of Institutional Research



Thu 2/20/2020 9:59 AM

Krishnamurthy, Vyas

RE: Update IR Task List and Work Activities

To Moreno, Susan E

Susan,

These are what I worked on and working on:

Finished:

- Surveys: IPEDS (Financial Aid, Graduation Rates, Outcome Measures), Princeton Review (Fin Aid & Faculty)
- CB8 (Faculty): Fall 2019 End of Semester
- Student Tracker: FTIC19 Admitted-Not Enrolled Analysis
- EAB Financial Aid Optimization: 2020 data prep and upload on 2/17/2020
- Data Warehouse: Admission Decision Date logic review, update and validate
- Transitioning Financial Aid surveys from Kerdock to new FADW schema tables [IPEDS]

Working On:

- Surveys: CSRDE Section 1, Net Price Calculator, Times Higher Ed
- CB8 (Faculty): Prelim Spring 2020
- Data Requests:
- EAB Financial Aid Optimization: 2020 data prep and upload (regular uploads)
- Financial Aid: Fin Aid using new FADW [convert surveys/data requests from using Kerdock to new FADW – Net Price Calculator, US News],
- Tableau: FTIC19 Admitted-Not Enrolled Analysis, Average GPA analysis
- Data Warehouse: Enroll Flags, CB1 New Student Flags
- TAIR 2020: Analysis & Presentations

Thanks,
Vyas

UNIVERSITY of
HOUSTON
YOU ARE THE PRIDE
ACADEMIC AFFAIRS
Office of Institutional Research

Recovery Plan (Junior)

- Assist new office personnel in other offices
 - Understanding IR processes
- Improve work flow methods
 - Implement accountability
 - IR SharePoint Task List
 - Bi-Weekly Work Activities
- Identify what needs improvement
 - Expand knowledge base
 - Query usage in Peoplesoft
 - Deeper knowledge of data in CB tables/reports




UH PeopleSoft Query Manager

Favorites ▾ Main Menu ▾ > Campus Solutions Administrator > Query Manager

ORACLE

Records Query Expressions Prompts Fields Criteria Having Transformations View SQL Run

Query Name UHM_IR_GPA_JR_SR_LIST_YL Description Fall19 Jr/Sr stdnt w/criteria  Feed ▾

XLAT/Related Language

Query SQL

```
SELECT B.LAST_NAME, B.FIRST_NAME, B.EMAIL_ADDR, A.UHIR_ACAD_LEVEL, A.CUM_GPA, A.UHS_PLAN_DESCR_1A, A.STRM
FROM PS_UHIR_STDNT_STRM A, PS_UHIR_STUDENTS B
WHERE (A.EMPLID = B.EMPLID
AND A.INSTITUTION = B.INSTITUTION
AND A.CUM_GPA >= 3.2
AND A.UHIR_ACAD_LEVEL IN ('Junior','Senior')
AND A.STRM = :1
AND A.INSTITUTION = '00730')
```

UH Pers Student Extract Table

[Favorites](#) | [Main Menu](#) > [UHS Reporting](#) > [UHS CB Reporting](#) > [Use](#) > [Pers Student Extract Edit](#)

ORACLE

Pers Student Ext.

Pers Student Data Find | View All First 1 of 1 Last

Institution: 00730 University of Houston Term: 1870 Summer 2012
 Emplid: [REDACTED] Begin/End Term Processing: BEGINNING

Name: Lopez Ygnacio
 Ethnic Group: 3 Ethnic Origin: 3
 Date of Birth: 08/19/1981 Service Indicator Cd: [REDACTED]
 National ID: [REDACTED] ID Program: 0 Institution Program: 0
 Gender: M High School ID: [REDACTED]
 Residency: RES Tuition Residency: [REDACTED]
 Legal Res. (Current): 057 Orig Res: 020
 Non Disclosure: Disclose TX OnLine Only: [REDACTED]

PS Hispanic/Latino:

PS Ethnic Group

White	Black	Hispanic	Asian	Am.Indian/Alaskan	Unknown	Hawaiin/Pacific
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

New CB Ethnic Origin

(Hispanic Status):

CB Race

White	Black	Asian	Am. Indian/Alaskan	International	Unknown	Hawaiian/Pacific
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

UH Enrollments Extract Table

Favorites ▾ Main Menu ▾ > UHS Reporting ▾ > UHS CB Reporting ▾ > Use ▾ > Enrollments Extract Edit

ORACLE

Enrollments

Stdnt Enroll Data Find | View All First 1 of 1 Last

Institution: 00730 University of Houston Occurred Term: 1870 Begin/End Term Processing: BEGINNING

Empl ID: ██████████ Lopez III, Ygnacio
Career: GRAD Class Nbr: 20325 Report Enrollment (CB0S & CBE1 Only)

Course ID: 037214 Academic Year: 2012 Flexible Entry: N Funded Attempt Nbr:
Session: Session 4 Units Taken: State Funded Develop SCH: Actual Repeat Count:
Section: Reporting Term: 1870 Offering Nbr: Meet SB1782 Criteria:
Subject: PEP Catalog Nbr: 6198 Paired Course:

End Semester Grade Updated by Secondary Extract Process

Grading Scheme: GGS Grading Basis: LT
Official Grade: Earn Credit: Y Grd Pt/Unt:

Process Name: UHCB0SEX DateTime Updated: 09/17/12 4:28:11.000000PM
Updated by: UHSIRADM Datetime modified:

UH Student History Table

[Favorites](#) > [Main Menu](#) > [UHS Reporting](#) > [UHS CB Reporting](#) > [Use](#) > [Student History Extract](#)

ORACLE

Student History

Stdnt History Data Find | View All First 1 of 1 Last

Institution: 00730 University of Houston Occurred Term: 1870 Begin/End Term Processing: BEGINNING

Empl ID: ██████████ Lopez III, Ygnacio

Career: GRAD Career Nbr: 0 Program: 046GR Plan: EXSCIMS Sub-Plan:
 Plan Type: Major Sub-Plan Type:

Primary Program: 046GR	Major: 31.0505.00 14	Last Attended FICE: 003592	Non-Degree: 0
Plan Sequence: 10	Hours for Major:	FICE External Org Id: 003592	Visting Grad: N
Requirement Term: 1870	CB Total Texas Hours: 112	Primary Plan: P	
Academic Level: GR	Total Texas Devel Hrs:	FICE Code:	
Academic Load:	CB Transfer/First Time:	UGRD Cap Status: Under Limit	
CB Classification: 6	CB UGRD Fund Limit: 0	UGRD Chrg Cap: No Charge	
CB Tuition Exempt:	Meet SB1782 Criteria: 0	MSTR Cap Status: Under Limit	
CB Student Type: 4	CB Tuition Status: 1	MSTR Chrg Cap: No Charge	
Remote Campus:	CB Doctoral Fund Limit: 0	DCTR Cap Status: Under Limit	
Reporting Term: 1870	Dual Enrolled: Not Dual	DCTR Chrg Cap: No Charge	
CEEB (ATP) Code: 449999	Grad Within 12hrs: Over 12hrs	Restricted Program:	
	CEEB External Org ID:		

UH CB001 Table

[Favorites](#) | [Main Menu](#) | [UHS Reporting](#) | [UHS CB Reporting](#) | [Use](#) | [Students \(001\)](#)

ORACLE

Reporting Data 001

CBM001 Data Find | View All First 1 of 1 Last

Institution: 00730 University of Houston Term: 1870 Summer 2012
 FICE Code: 003652 CB Record Code: 1 Report to State

Last: Lopez First: Ygnacio Middle:
 Career: GRAD Plan: EXSCIMS *National ID: Empl ID:

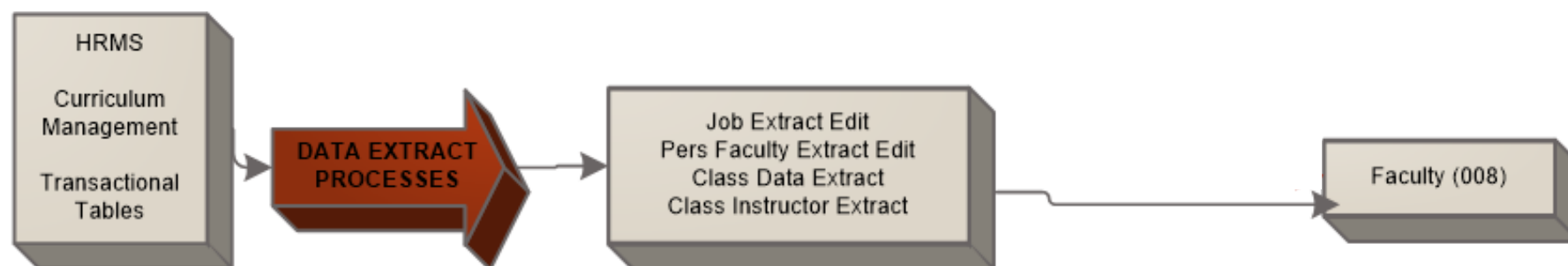
4. Gender:	Male	18. Major (CIP):	31.0505.00 14	36. CEEB HS Code:	<input type="text"/>
5. Classification:	6	19. Funding Code:	00	37. PEIMS HS ID:	<input type="text"/>
6. Birthdate:	19810819	20. Tuition Exemption:	<input type="text"/>	38. Ethnic Origin (Hispanic Status):	1
7. Tuition Status:	1	21. Coll Not Funded:	0.00	39a. White:	1
8. Residency:	057	22. Develop Not Funded:	0.00	39b. Black/African American:	<input type="text"/>
9. Transfer Student:	<input type="text"/>	23. Inter-Inst Not Funded:	0.00	39c. Asian:	<input type="text"/>
10a. On Campus:	1.00	24. Coll State Funded:	0.00	39d. American Indian/Alaska Native:	<input type="text"/>
10b. Off Campus:	0.00	25. Develop State Funded:	0.00	39e. International:	<input type="text"/>
11. Doctoral Hrs Funded:	0.00	26. Ugrd Degree Program:	0	39f. Unknown/Unreported:	<input type="text"/>
12. Ethnic Origin:	3	27. Ugrd Fund Limit:	0	39g. Native Hawaiian/Pacific Islander:	<input type="text"/>
13. *Semester:	3	31. Dual Credit:	0.00	40. ID:	0
14. Calendar Year:	2012	32. Restricted Prgm:	<input type="text"/>	40a. ID Program:	0
15. Inter-Inst Funded:	0.00	33. Non-Degree:	0		
16. Flexible Entry:	<input type="text"/>	34. Disclosure:	Disclose		
17. Remote Campus:	<input type="text"/>	35. Grad SCH Senior:	0.00	IPEDS Ethnicity:	

Recovery Plan (Senior)

- Responsibilities
 - Pre July 2019:
 - CB9 Graduation, Graduation Surveys
 - Graduation and Retention
 - Financial Aid Reporting
 - **Data Requests**
 - Data Warehouse
 - Web content
 - IT management
 - Post July 2019:
 - CB8 Faculty, Faculty Surveys
 - PeopleSoft Query Training



CB8 Faculty Process



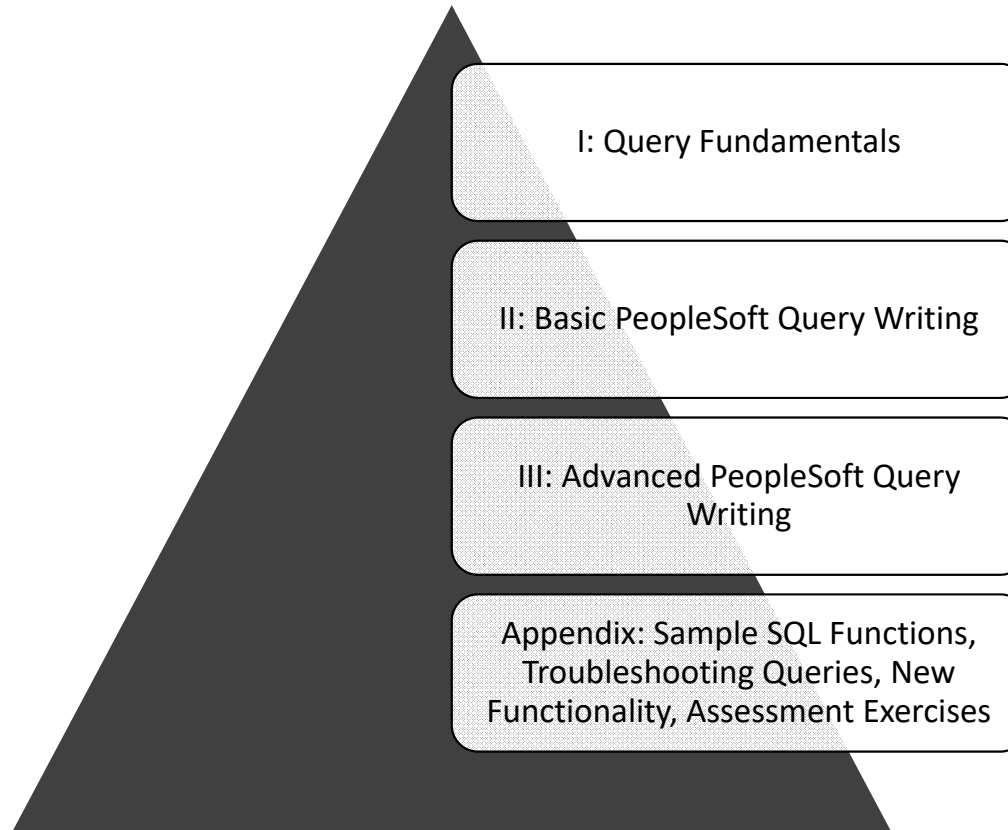
- CB8 Process flow
- Understand HR data
- Faculty Tenure data
- Error Correction
- Faculty Surveys

Query Training

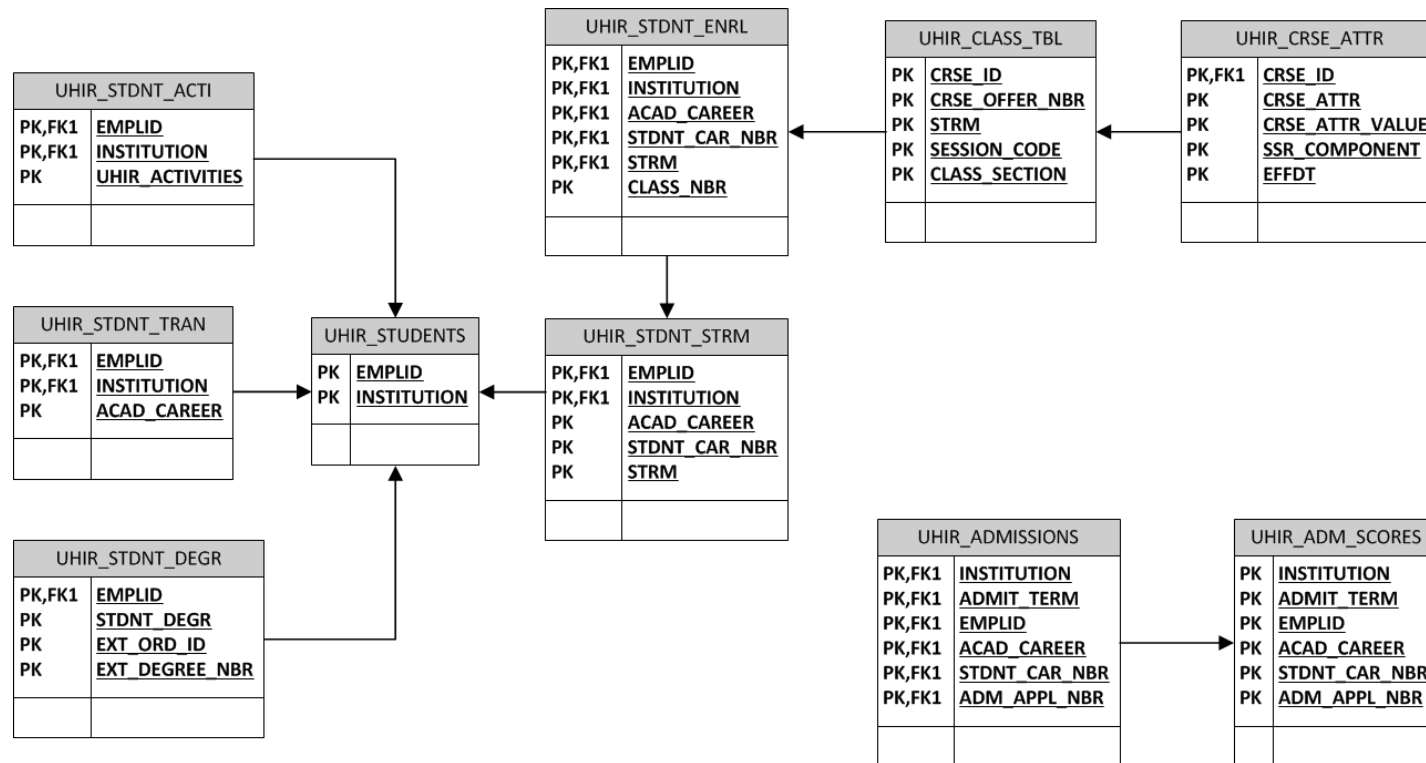
- Class Length
 - Fifteen hours
 - 5 consecutive days, 3 hours per day
- Participants
 - Users wanting access to be able to write queries in the PeopleSoft student module
- Frequency
 - 3 times a year (spring, summer, fall)
- Uses Training Database
- Partner with IT



Query Training Outline



Reporting Tables



Recovery Plan (Senior)

- Assist new office personnel
 - Understanding data and processes
 - Catch up to speed
 - Establish working relationships
 - Tableau
- Sharing
 - Responsibilities
 - Projects
- Best practices
 - IT structure
 - Data server Management and Backups
 - Computers: setup, add to network, software



Recovery Plan (Senior)

- Change of personnel in other offices
 - Financial Aid
 - Registrar
- Director of Institutional Effectiveness & Accreditation
 - Left UH Feb 2020
 - SACS work



Key Points of Planning (Junior)

- Communication
 - Knowing as many personnel in other offices
 - Asking questions to better learn processes
- Documentation
 - Error logs for corrections each semester
 - Email lists updated each semester for office contacts
- Better self-assessment of office role/contribution
 - Development of skill set
 - Involvement in trainings, courses, and conferences



Key Points of Planning (Senior)

- Transition
 - Work done by staff who is leaving
 - Identify who take overs and training
- Documentation
 - Processes/Steps/Errors
 - Include details
- One person should not do and know all
 - Knowledge transfer/share





Thank you!

Ygnacio Lopez III

ylopez3@uh.edu

Vyas Krishnamurthy

vkrishnamurthy@uh.edu