The FAEIS Help Desk: Support and Data Validity
April 7, 2011

Goals and Objectives of the FAEIS Help Desk

- Provides human interface component to FAEIS.
- Collaborate with reporting institution’s data entry users to collect data
- Verify data collection with Deans of reporting institutions
- Assist users with FAEIS
- Generate reports for users
Survey Contact and Collection

- College Enrollment Survey
- Annual Student Survey
  - Enrollment
  - Degrees Awarded
  - Placement
- Annual Faculty Surveys

College Enrollment Survey

Types of Data Requested:
- Total Fall Enrollment and enrollment by degree level, degrees offered (Associates, Bachelors, Masters, PhD)
- Description of non-degree programs
- Academic programs dropped and added for current year
- Reports APLU enrollment to determine fees.
College Enrollment Procedures

Last year's reporting users contacted directly with survey via email

Non-responding institutions
- Email Contact
- Phone
- IR

FA/EIS Newsletter Announcing College Enrollment survey is open

College Enrollment Survey

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Number of Contacts*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>669</td>
</tr>
<tr>
<td>Phone</td>
<td>115</td>
</tr>
<tr>
<td>Web-requests</td>
<td>26</td>
</tr>
</tbody>
</table>

*Average contact per user per institution is 3.
Survey Procedures: Student and Faculty Surveys

December:
FAES Newsletter
Announcing the Faculty and Student Surveys are Open

January 15th:
Reminder out to data entry users that survey deadline is February 1st
• E-Mail and Phone

Survey Deadlines
Extended on an institutional basis

January
Email to Data Entry Users
1. Asking if CIP codes are accurate and up to date
2. Asking if user would like to use a worksheet or access the system
3. Reminder that the reporting deadline is February 1st

February:
Surveys due
• Non-reporting users
• E-Mail
• Phone Call
• IR (Student Only)

On-going:
requests information from institutions until they report

Student Surveys

- Student Enrollment
  › Student enrollment by degree level, discipline (CIP), gender, ethnicity
- Degrees Awarded
  › Degrees awarded by degree level, discipline (CIP), gender, ethnicity
- Graduate Placement
  › For each degree level (bachelor’s, master’s, doctor’s), the number of new graduates placed, broken down by CIP program, place of work category; placement cluster (e.g. teaching, graduate school)
Collection Rate for 2009 Student Surveys

Student Surveys

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Number of Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>6531</td>
</tr>
<tr>
<td>Phone</td>
<td>278</td>
</tr>
<tr>
<td>Web-requests</td>
<td>126</td>
</tr>
<tr>
<td>Input for User</td>
<td>251</td>
</tr>
</tbody>
</table>
Faculty Surveys

- Academic rank and tenure status
- Appointment type and %
- Primary discipline (CIP)
- Monthly salary
- Demographic information
- Administrative position information

Collection Rate for 2009 Faculty Surveys
Faculty Surveys

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Number of Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>232</td>
</tr>
<tr>
<td>Phone</td>
<td>112</td>
</tr>
<tr>
<td><strong>Input for User</strong></td>
<td><strong>74</strong></td>
</tr>
</tbody>
</table>

Help Desk Contact Log

FAEIS Helpdesk team and FAEIS team use help desk contact log to track:

1. Who was contacted (their information)
2. Who contacted the institutions
3. Type of contact (email, phone, other)
4. Area of contact (student survey, faculty survey, human sciences, international database)
5. Important Notes
Quality of Service to Customers

Contact with FAEIS Help Desk Among Survey Respondents

- Yes, telephoned and emailed the help desk: 13%
- Yes, emailed the help desk: 14%
- Yes, telephoned the help desk: 11%
- No, have not contacted the help desk: 62%

Respondents Rating of FAEIS Help Desk

- Do not know: 3%
- Poor: 1%
- Fair: 5%
- Good: 29%
- Excellent: 62%
Data Quality Assurance

- Annual system check by institution
- Program Manager runs reports by area
- Quality Assurance Review
- New Features in FAEIS to support quality assurance
  - Data Source Entry for College Information
  - Survey Info as quality assurance tracking interface
- FAEIS conducted Quality Assurance for all institutions going from 2003-2009 reporting year for data accuracy
**FAEIS**
- Contacted all institutions in FAEIS starting in June, 2010
- Total contributed hours: 1941 man hours to date
  - Efforts of 4 Helpdesk GRAs
  - 75% of institutions completed 1st round
  - Will resume summer 2011

**How do we check data?**
- Use SAS to search for missing values and oddities
  - Check for extremes using estimates of variation
  - Check for odd changes in data
Example: Regular Standard Deviation

Baccalaureate Enrollment in Food Science and Technology

<table>
<thead>
<tr>
<th>Institution</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>California State University - Fresno</td>
<td>99</td>
<td>100</td>
<td>99</td>
<td>109</td>
<td>116</td>
<td>151</td>
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<tr>
<td>Clemson University</td>
<td>97</td>
<td>113</td>
<td>145</td>
<td>167</td>
<td>209</td>
<td>238</td>
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<tr>
<td>Cornell University</td>
<td>127</td>
<td>152</td>
<td>167</td>
<td>156</td>
<td>200</td>
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<tr>
<td>Mississippi State University</td>
<td>63</td>
<td>82</td>
<td>90</td>
<td>102</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Ohio State University</td>
<td>65</td>
<td>88</td>
<td>85</td>
<td>124</td>
<td>163</td>
<td></td>
</tr>
<tr>
<td>University of Maryland</td>
<td>40</td>
<td>127</td>
<td>152</td>
<td>167</td>
<td>156</td>
<td>200</td>
</tr>
</tbody>
</table>

Checked and validated

still checking

removed data due to user breaking down into different CIP codes that follow previous reporting

changed to 17 from IR report

changed to 151 from IR report

user broken down and validated
Example: Lag1 Difference

Baccalaureate Enrollment in Food Science and Technology

How did we “clean data?”

- Merging CIPs
- Deleting CIPs
- Recording institutional correspondences in the Survey Info Section
- Adding IR data to fill in gaps
Merging CIPs

<table>
<thead>
<tr>
<th>CIP</th>
<th>Discipline</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>01.1001</td>
<td>Food Science</td>
<td>55</td>
<td>72</td>
<td>90</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01.1099</td>
<td>Food Science and Technology, Other</td>
<td>55</td>
<td>48</td>
<td>52</td>
<td>55</td>
<td>72</td>
<td>90</td>
</tr>
</tbody>
</table>

• “Alternating CIPs” can often be identified as changes in CIP code reporting.

Deleting CIPs

<table>
<thead>
<tr>
<th>CIP</th>
<th>Discipline</th>
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<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>01.090 5</td>
<td>Dairy Science</td>
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</tbody>
</table>

Instances when CIPs should **NOT** be deleted:

• Programs are no longer offered (make note in Survey Info)
• New users report from year to year (can merge CIPs)?
• Data is confirmed by Department or IR

Instances when CIPs should be deleted:

• One year is reported and no explanation is available why
• Reported in the wrong College
Institutional Inquiries

- Contact Institutions to identify:
  1. Mergers between Colleges and Departments
  2. List of CIPs (by Majors)
  3. Multiple users
  4. Deleted or new Programs

Course of Action

- Contact Institution
- Department verifies Data
- IR Request
- No Action; data is correct
- Make recommended corrections
- Add data or modify data