

The Data Insider

The Office of Institutional Planning, Effectiveness, and Research is rebranding! We are now **The Center for Organizational Excellence & Data Analytics at DCC**. To keep it simple, we are COEDA for short, which is pronounced /koh-duh/.
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The Center for
**Organizational Excellence
& Data Analytics**
at Danville Community College

IE Day April 10, 2019

The Center for Organizational Excellence & Data Analytics at Danville Community College is excited to reveal a new era in Institutional Effectiveness Days. On Wednesday, April 10, COEDA has multiple activities planned.
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Feedback Matters at DCC

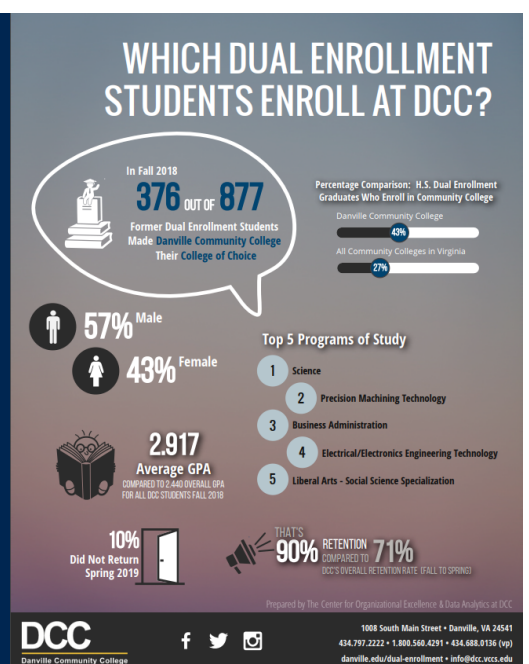
Our office has previously offered survey design support to measure event and activity satisfaction and perception. Beginning April 10, we will implement phase one of the new Customer Satisfaction Surveys.
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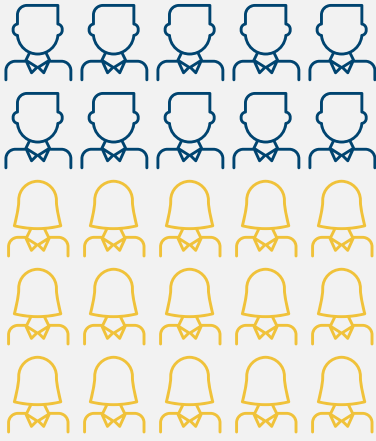
Innovative Ideas Incubator

Do you have an innovative idea on how to improve something, whether a process, service, or program at DCC? Have you been thinking about ways to enhance the experiences of DCC students?
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Infographics

Here in The Center for Organizational Excellence and Data Analytics, we understand what it is like to sort through mountains of complex data to find helpful information. We are using infographics as a way to help DCC to visualize data. The term infographics is a combination of information and graphics. These helpful data visualizations provide eye-catching content that is easy to read, understand, and remember. According to MIT, our brains are wired for processing visual information. So all those data tables, Excel spreadsheets, and black and white charts can be reimaged as an infographic that can tell a visual story. For example, the infographic (Click image on right) tells the story of which previously dual enrolled students came to DCC, what programs they chose, how well they did in Fall 2018, and how many returned in Spring 2019. If you have you have a need to present data in a fresh, memorable way, [contact us and request an infographic](#).





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The rebranding of the office to a "Center" reflects our desire to support DCC in new ways with modern data management tools and techniques. We want to inspire innovation, excellence, and data-informed decision making at DCC. If there are ways to innovate and enhance the experiences of our students, we want to drive the improvement through data analytics, data storytelling and strategic collaborations.

COEDA will continue to support DCC providing data through the official [Data Request Form](#). We also provide leadership in the development and maintenance of DCC's strategic plan, recommend strategic responses to influencing environmental factors, lead SACSCOC regional accreditation initiatives, build capacity for a culture of evidence and continuous improvement, facilitate an annual planning and assessment cycle to assess and evaluate activities, academic programs, administrative and educational support services, and provide reliable, systematic, and timely data to support DCC's internal and external reporting needs for all constituencies.



We want to inspire innovation, excellence, and data-informed decision making at DCC.

CORY POTTER

Director of Planning, Effectiveness, and Research
The Center for Organizational Excellence & Data Analytics



Innovative Ideas Incubator

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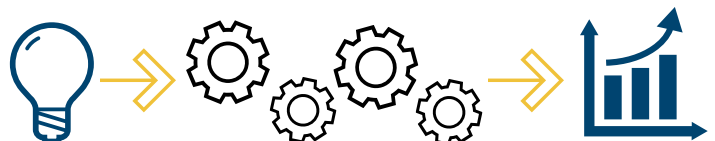
The Center for Organizational Excellence & Data Analytics wants to help you to further develop your ideas. Here's how the Innovative Ideas Incubator (I³) works. You can share your ideas or express an interest in joining an innovation team to by emailing coeda@danville.edu. Be sure to provide the details of your innovative ideas so we can match you up with the right team. We want to encourage you to involve students, alumni, and community partners.

We will then help connect you to relevant DCC data to inform your solutions, opportunities and momentum within an innovation team of DCC colleagues who volunteer to generate new ideas and solutions, administrator(s) to champion your idea, and the opportunity to pitch your innovation to the President's Cabinet once you believe the opportunity is fully developed.

This will provide ways for Danville Community College to:

- I**nitiate new ideas to solve DCC's challenges
- D**evelop and implement the best innovations
- E**valuate and identify new directions or opportunities
- A**ctivate stellar implementation strategies
- S**ustain successes and excellence by improved processes

The Center for Organizational Excellence & Data Analytics at DCC reports directly to the President of the College providing insights into opportunities to promote institutional effectiveness, productivity, and efficiency.





Institutional Effectiveness Day Activities April 10, 2019



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The Center for Organizational Excellence & Data Analytics at Danville Community College is proud to announce the following activities planned for Wednesday, April 10, 2019:

COEDA Open House

The Center for Organizational Excellence & Data Analytics Open House
Wyatt Building 212
1:00 pm - 3:00 pm

Come join us for some light snacks, refreshments, and some small door prizes. See where all the magic happens!

Surveys for All

Students: DCC's new ACE (Assessment of College Experience) Survey will be administered to students in randomly selected courses.

Staff and Faculty: Flash surveys will be conducted throughout the day via email.



External Constituents and Future Students:

A Community Insights Survey will be posted on social media to gauge perceptions and educational needs of various stakeholders in DCC's service region, providing essential market research.



Feedback Matters at DCC

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Phase 1 will include the Business Office (Cashier), Admissions Office, and Financial Aid office. The Customer Satisfaction Surveys will help DCC by receiving important feedback from our customers - primarily students. Danville Community College views this approach to seeking customer feedback as a major factor in continuous improvement and building a culture of inquiry. The nature of the surveys is to find out what we are doing well and what may need to be improved. Quarterly reports will be generated to track trends while weekly reviews of responses will be monitored to ensure immediate concerns are addressed by the respective office.

We want to be know for our world-class service and organizational excellence. Posters will be placed in convenient locations in each area for students and other customers to access the survey through a [QR code](#) reader. A link to each survey is also provided on the poster (see right for example).

Phase 2 will include administrative support and student support areas such as the Learning Resource Center, Great Expectations, TARE, SCALE UP, Middle College, Human Resources, Arts, Science, & Business Staff and Faculty, Workforce Services Staff & Faculty, and COEDA. Phase Two will be implemented by the middle of May. Phase 3 will add additional Customer Satisfaction Surveys for all remaining areas and will be implemented by the end of June 2019.

