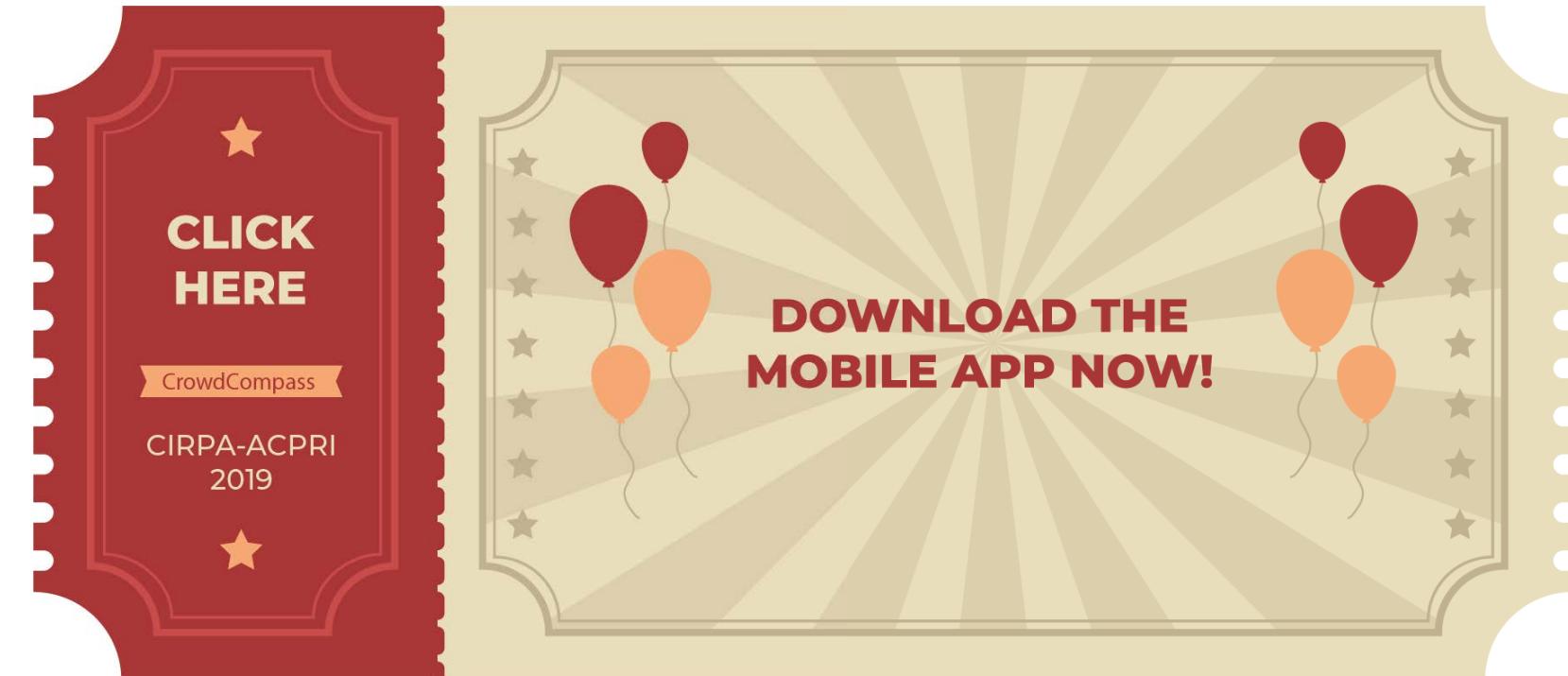
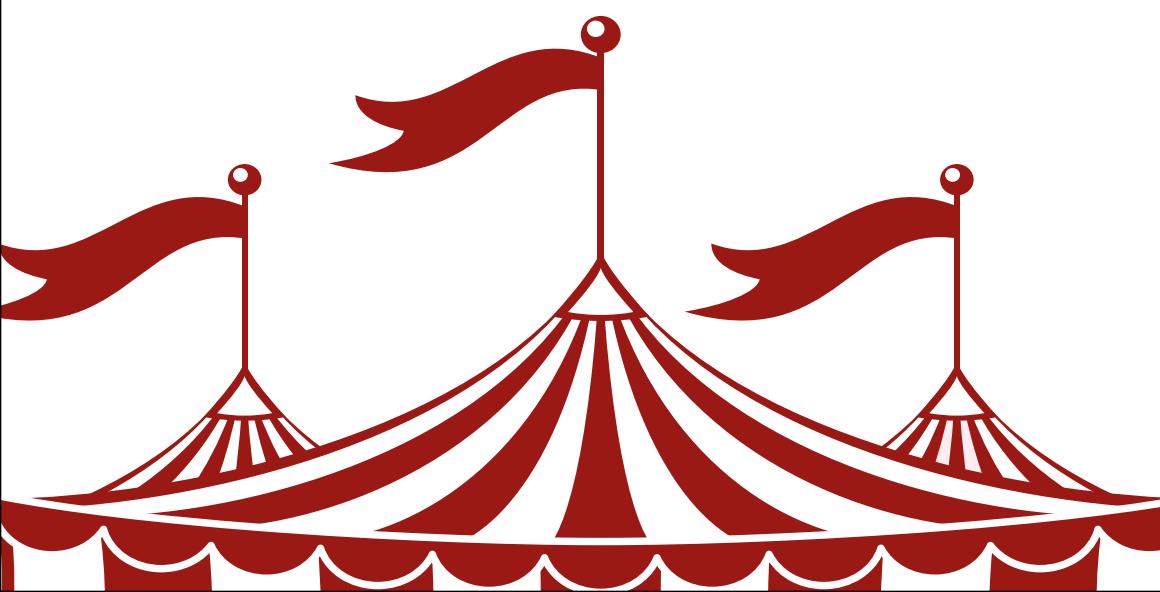


PROGRAM



CIRQUE DE LA R.I. CIRCUS OF IR

ATTENDEZ-VOUS À LINATTENDU
EXPECT THE UNEXPECTED



CONFERENCE COMMITTEE

Programming Committee

Adnan Ahmed, University of Calgary
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Neil Chakraborty (Chair), University of Toronto
Hayfa Jafar, Centennial College
Steven Jones, Trent University
Stephanie McKeown, University of British Columbia
Peter McNamara, University of Toronto
Miranda Pearson, University of Regina
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Wendy Ing, Concordia University
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Karim Moussaly, McGill University
Cameron Tilson (Chair), Concordia University
Cristina Vochin (to April 2019), McGill University

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p. 16: Tourisme Montréal - Cirque Éloize
p. 22: Tourisme Montréal - Yves Tremblay

A WORD FROM THE PRESIDENT

Bienvenue à Montréal!

As President of CIRPA I am excited to return to Montréal and take in the sights, sounds, and excitement of this fantastic city. Our theme this year “The Circus of IR: Expect the Unexpected” aptly describes the daily life for many of us. Often we must flip between the roles of Ringmaster, Magician, Fortune Teller, or Acrobat (or all of the above simultaneously) to endure the beautiful chaos of IR life. It can be precarious at times, which is why a little “sleight of hand” is occasionally needed.

Special thanks go out to our conference Ringmasters: Cameron Tilson (Concordia University) and Neil Chakraborty (University of Toronto), as well as their conference planning teams, who have juggled busy work lives with many volunteer hours to put this fantastic event together. For those of you who do not know Cameron, he is also a past CIRPA President and current Chair of the Nominations Committee, and his willingness to bring the conference back to Montréal is a magic act unto itself. Meanwhile Neil has been a regular volunteer on several conference planning teams as well an incoming Member-at-Large for the CIRPA Board of Directors.

This conference also marks the end of my time on the Board of Directors, and I’m sure I will miss it (though probably some time after the conference is wrapped up). During my time I’ve seen many changes, but I’m very proud of the work we’ve accomplished as a Board. We have expanded membership, enhanced our online presence and tools to facilitate networking and knowledge sharing, revamped our website, and introduced online webinars. We have strengthened our relationship with our sponsors and have also continued to build a strong partnership with the Association for Institutional Research (AIR). I’d like to take a moment to recognize AIR for their support of our Best Presentation Award. And last but not least we continue to run a fantastic conference. Judging by the over 250 delegates in attendance at this year’s conference, it should be quite the spectacle.

Finally, none of this can be achieved without all of you – the presenters and attendees, the sponsors, our keynote speakers, Board members (past and present) and all the other volunteers who make it happen. I look forward to seeing old friends, meeting new ones, and continuing to foster the collegiality and companionship that makes our Association quite unique.

À bientôt mes amis.

Mike Krywy. President

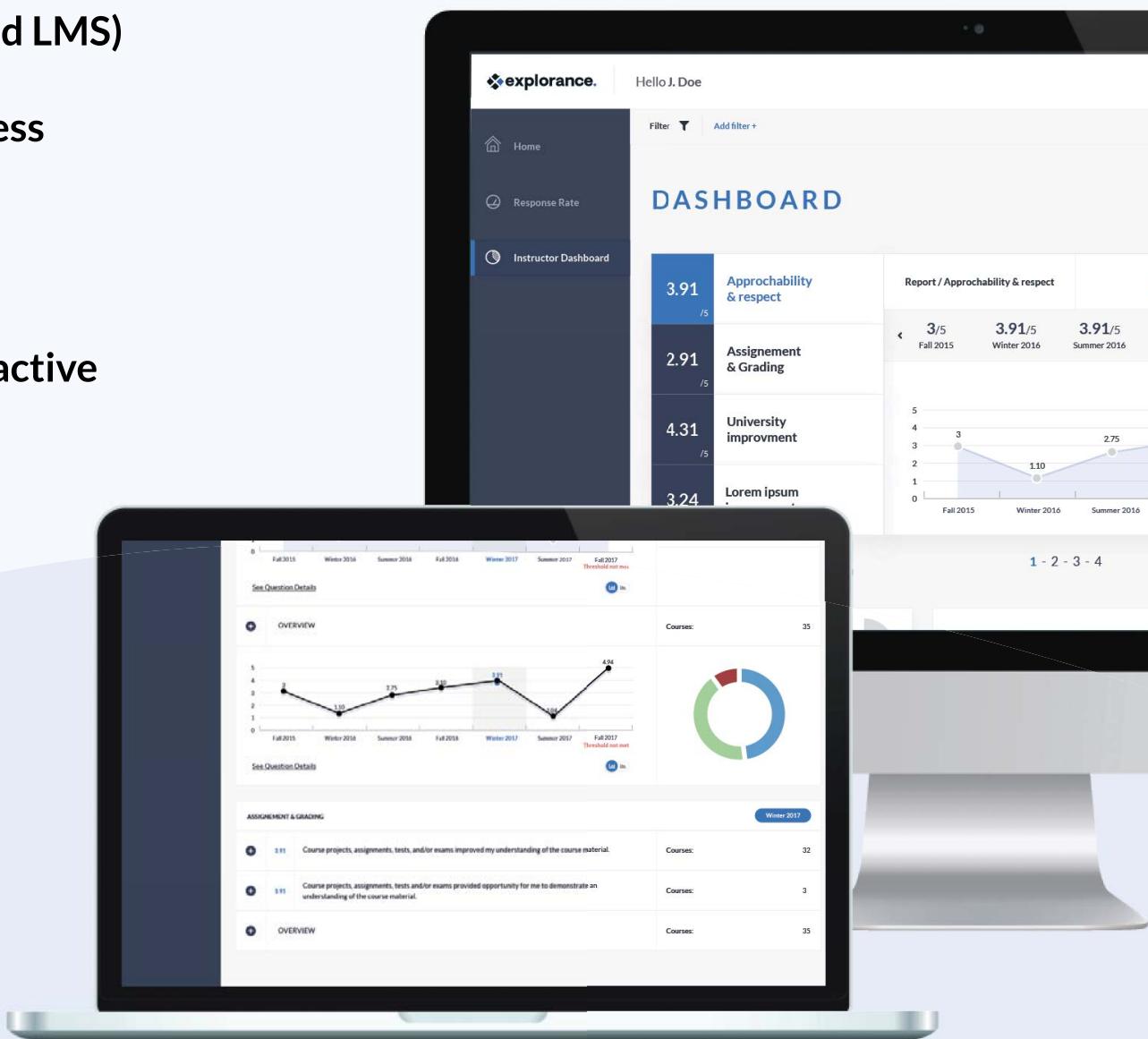




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- ✓ Access results through interactive dashboards



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A MESSAGE FROM THE MAYOR

The higher education and research network of our city contributes to make Montréal a city recognized for its high level of knowledge and its multiple talents in a variety of sectors of activity. This knowledge and talent is part of our collective wealth. I am convinced that sharing them with our peers remains essential and indispensable in a context of openness and optimization of our societal practices.

This facilitates informed decision-making in the higher education community and makes a positive contribution to the professional development of the population, which can, among other things, evolve in government, post-secondary education and specialized firms.

It is therefore an honour for our city to host the 28th annual conference of the Canadian Institutional Research and Planning Association (CIRPA). And, like the association, Montréal recognizes the importance of promoting the advancement of the study and practice of institutional planning and research in Canada.

I would like to thank the association for choosing Montréal to host this event, which brings together the various actors and professionals in the field from across the country. I would also like to welcome all the participants.

May your stay in Montréal be a fruitful opportunity for productive exchanges and for memorable activities!

A handwritten signature in blue ink, appearing to read "Valérie Plante".

Valérie Plante
Mairesse de Montréal
Mayor of Montréal
Montréal The Montreal logo, which consists of a red stylized four-leaf clover or flower design.

THEME

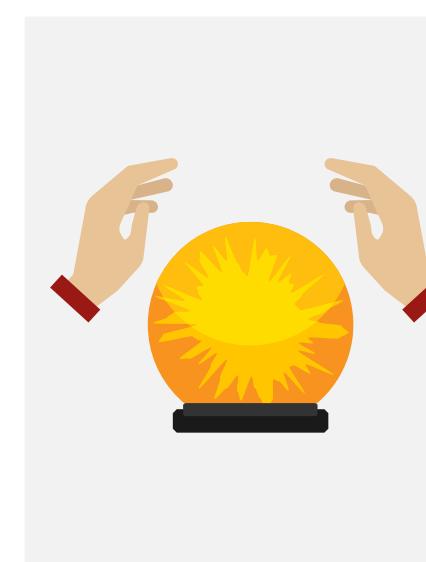
The Theme for CIRPA-ACPRI 2019 is “Circus of Institutional Research: Expect the Unexpected.” In a circus, exciting and zany acts are orchestrated, one followed by another – much like a typical day in Institutional Research!

Surprises are always unfolding as discoveries are shared with audiences, yet careful planning and preparation goes on behind the scenes in the world of IR.

Submissions are encouraged to align with the conference theme and with one or more of the following topic areas:



RINGMASTERS
Manage the entire show meticulously through big-picture initiatives including institutional and strategic planning, setting policy, office organization, mapping labour market trends and data governance.



FORTUNE TELLERS
Predict the future of the institutional roadmap and support decision-making through forecasting enrolment, post-secondary landscape & funding while staying on top of the trade through incorporating latest best practices or research methods in their work.



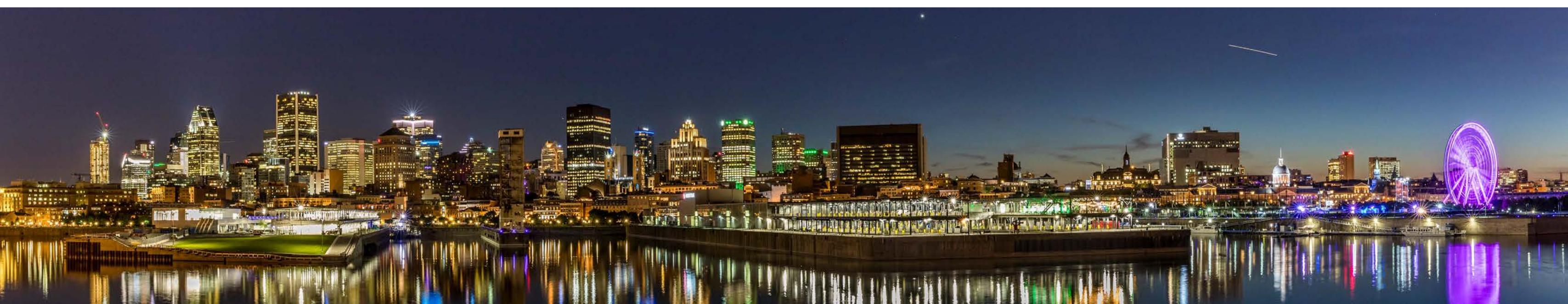
MAGICIANS
Transform data into actionable insights and generate fun and excitement by working with new tools and technology, data analytics applications, dashboards and scorecards.



ACROBATS
Balance conflicting stakeholder interests and meet the varied, sometimes unconventional demands of IR activities, whether it's regular institutional reporting on student achievement measures or more strategic areas of program review & development, quality assurance, accreditation or assessment.

SCHEDULE

SATURDAY	SALON AUTOMNE				
8:00 - 17:00	CIRPA Board of Directors Meeting				
19:00 - 23:00	Dinner on own				
SUNDAY	SALON PRINTEMPS	SALON AUTOMNE	SALON ÉTÉ	SALON HIVER	MCGILL UNIVERSITY
8:30 - 18:30			Vendor Expo - Concourse		
8:30 - 11:30	What is Integrated Planning and Why Should I Care? Integrated Planning Fundamentals to Direct Institutional Change.	Exploring the Possibilities of IRP and CIRPA: A Workshop for Newcomers	Using R to Analyze and Visualize Data - A Hands-On Workshop	How to visualize geospatial information for institutional research.	Bluenotes Live (McGill Business School premises - hosted by Explorance)
11:30 - 13:00			Lunch on own		
13:00 - 16:00	Jedi mind tricks in Tableau		Using R to Analyze and Visualize Data - A Hands-On Workshop	Old Montreal Walking Tour (TBA)	Bluenotes Live (McGill Business School premises - hosted by Explorance)
17:00 - 18:30		President's Welcome Cocktail Reception (Hotel Omni)		Dinner on own	



MONDAY	SALON ÉTÉ	PIERRE DE COUBERTIN	SALON PRINTEMPS	SALON DES SAISONS A	SALON DES SAISONS B
6:00			Morning run		
7:00 - 17:30			Vendor Expo - Concourse		
7:00 - 8:20		Breakfast			
8:00 - 9:00		CIRPA Annual General Meeting and Announcements			
9:00 - 9:40	Planning for Plausible Futures	Planning for uncertainty: presenting an Excel-based scenario tool for course enrolments, teaching capacity, and strategic enrolment management.	Now you see them...	DataViz and Wizardry : Charms, Charts, and Applied Examples in Institutional Research and Planning	IR Mix-a-Lot: Using mixed methodology to guide and structure institutional research inquiries
9:50 - 10:30	The Acrobatics of Program Review Process Development and Revision	The magic of visually analysing survey data with Tableau	Is the proportion of first-generation Maritime university graduates decreasing? An exploration into the equitability of access to higher education in the Maritime provinces over the last twenty years.	Citizen Data Scientists: Circus or Opportunity? How the abundance of data, the availability of analytical tools, and the growing demand to 'see the data' are changing Institutional Research.	The Black Magic Art of Forecasting Enrolment Trends at Ontario Colleges
10:30 - 10:50			Break - Concourse		
10:50 - 11:30	Question: Are You Prepared for Disruption? Answer: Integrated Planning		Credits to Graduation at Large BC Universities: More than One Rabbit in the Hat	More Adventures with Data Definitions and Reporting	The Elephant in the Room: Managing the Invasion of Online Surveys
11:40 - 12:20			Reduce the Unexpected with a Fully Automated Course Evaluation Process	The Education and Labour Market Longitudinal Platform (ELMLP) – updates, results, and new developments	Walking the international tuition tightrope: Tuition elasticity as the balancing pole
12:30 - 14:00		Lunch & Keynote Dr. Matthew Mayhew			
14:10 - 14:50	Showmanship, Sleight of Hand and Juggling: Building Engagement & Data Culture at Queen's		Program assessment and research reporting of "Get-Started Impact" on students' retention and success using statistical methods of propensity score matching and regression models.	An Unrecognized Missing Component in Institutional Research Practice?: The Possibilities and Problems of Using Complex Qualitative Research Approaches in Institutional Research	Automating Enrolment Projection with R
15:00 - 15:40	Walking the Tightrope: Data in a World with No Nets	The contortions of a newcomer to IR or how to satisfy as many inquiries with as few analyses as possible: A case study on the diminution of registrations in education	Walking the Tightrope: Balancing Surveys with a Coordinated Survey Process	Our Home on Native Land: An Introduction to Mapping Indigenous Territories	Let's Understand Natural Language Processing for Institutional Research in 40 Minutes (It's more than just word clouds!)
15:50 - 16:30	Université du Québec's strategic planning and decision supporting data and tools for the university exec heads	The use of bibliometrics in support of strategy definition exercises	An introduction to Network Science	Descriptive, Interactive, Predictive: An Analytics Platform Customized for Higher Education	CUSC Annual General Meeting (to 17:00)
16:30 - 17:30			Free time		
17:30 - 23:00			Social Night at Cirque Eloize		

TUESDAY	SALON ÉTÉ	SALLE PIERRE DE COUBERTIN	SALON PRINTEMPS	SALON DES SAISONS A	SALON DES SAISONS B
6:00			Morning run		
7:00 - 8:20		Breakfast and Announcements			
8:30-9:10	Implementation of an Early Identification System and Predictive Modeling to Increase Retention and Graduation in a Nursing Program	TIRSA - A tool for institutional research self-assessment	Using learning management system data to support institutional goals	Course classification and (re) coding – machines to the rescue!	Seeing the World Through Data – Easy to Use and Effective Mapping Tools
9:20-10:00	Labour market transitions of mature students	Machine Learning for Pattern Identification in Students' Evaluation of their Experience at the University of Calgary	Neanderthals to Cro-Magnons: Evolution of the Institutional Research Analyst	Are we going to have enough doctors?: Forecasting medical residents at UBC	Dashboard vs. Report, the case for long form Reports, the Departmental Report at Concordia
10:00-10:20			Break - Concourse		
10:20-11:00	Becoming the Ringmaster (Panel)		A Career Mentoring Tale: A Story of Assumptions, Assessment, and Action	Data Governance at Concordia University	Abracadabra:Tell us what the numbers mean? Unpacking retention and graduation student success research data using the magician's bag of tricks
11:10-11:50			Strategic Institutional Research: Get ahead of the curve	Research funding and scientific impact; what data is available, how do we work with the data, what knowledge does it generate and do some universities use it?	Mathematics Competence and Degree Completion Success of College-University Transfers. Analysis of the archival data to establish academic achievement and degree completion trends of college-to-university transfers.
12:00-2:00		Lunch and Keynote Dr. Ollivier Dyens			
14:10-14:50	Promoter minus detractor equals Net Promoter fun: Exploring drivers of Net Promoter Scores		Finding Calm Amidst the Stresses of the IR Circus Through Mindfulness	Community College Applicant Analysis using Power BI	Assessing Inclusion in Context: Development of a customized assessment tool for equity, diversity, and inclusion planning
15:00-15:40	Tales from the Ringmasters: Higher Ed Trends from Above and On the Ground (Panel)		BC Student Outcomes: An Introduction to BC's post-secondary student surveys	How BCIT met the challenges of visualizing and creating interactive Tableau dashboards with survey data.	The Indigenous Program Pathways Inventory Project, Phase Two: Using a participatory approach to explore student transfer experiences in Ontario through an online province-wide survey
15:50-16:30			The Development of Descriptive and Predictive Models of Post-Secondary Student Retention		Pulling a rabbit from a hat: Drawing insights from open-ended questions from text analytics.

KEYNOTE SPEAKERS

DOES COLLEGE AFFECT STUDENTS? THE EVIDENCE MAY SURPRISE YOU

Monday // 12:30-14:00 // Pierre de Coubertin

Matthew J. Mayhew

Dr. Matt Mayhew will provide an in-depth look at empirical discoveries based on the most recent version How College Affects Students. In so doing, he will highlight results that may surprise institutional researchers, hopefully equipping them with the information needed to inform excellent, inclusive, and responsible practice.

Matthew J. Mayhew is the William Ray and Marie Adamson Flesher Professor of Educational Administration with a focus on Higher Education and Student Affairs at The Ohio State University. He received his BA from Wheaton College, Illinois; his master's degree from Brandeis University; and his PhD from the University of Michigan. Before coming to OSU, he served as an associate professor at New York University and an administrator at Fisher College and the University of North Carolina at Wilmington. He has focused his research on examining the relationship between college and its influence on student learning and democratic outcomes. To support the study of college and its impact on student development and learning, he has been awarded over \$17 million dollars in funding from sources including the United States Department of Education; the Ewing Marion Kauffman Foundation; the Merrifield Family Trust; and an anonymous non-religiously affiliated organization with interests in social cooperation. He has been on the editorial boards of the Journal of Higher Education, Research in Higher Education, and the Journal of College Student Development. He recently received the American Educational Research Association Religion and Education SIG Emerging Scholar Award.



CHALLENGES FOR A 21ST CENTURY UNIVERSITY: THINKING BEYOND THE ACKNOWLEDGED, THE COMFORTABLE AND THE RECOGNIZED

Tuesday // 12:00-14:00 // Pierre de Coubertin

Ollivier Dyens

Big Data, Virtual and Augmented Reality, Artificial Intelligence, the Internet of Things, CRISPR, the growth of cities, super surveillance, etc., the transformative power of technology is so overwhelming that we now face enormous shifts in our understanding of the world. How will we, side by side with machines, build a world that will reflect our values and help us solve the immense challenges of the 21st century with compassion, and human dignity? How will we, side by side with machines, provide current and future generations with a higher education system multifaceted, creative, flexible and beautiful enough to tackle this expanding technological revolution? What does it mean to be a university in the 21st century?

Ollivier Dyens is the author of twelve books including *La Condition inhumaine*, published by les Éditions Flammarion in Paris, and *Metal and Flesh: The Evolution of Man, Technology Takes Over*, published by MIT Press. Among his other publications are, *Les murs des planètes, suivi de la cathédrale aveugle* (VLB Éditeur), short listed for the Revue Estuaire/Terrasses St-Denis prize for Poetry, *Continent X, Vertige du Nouvel Occident* (VLB Éditeur), long listed for the prix Roberval, and *The Profane Earth* (Mansfield Press), long listed for the ReLit Award. He has lectured in Europe, the United States and Canada. He was guest speaker at the Parson School of Design, at the New Museum of Contemporary Art in New York City, at the Maryland Institute College of Art, at the Centre Européen de Technoculture, at Ars Electronica, at the Digital Humanities Summer Institute, at the Universidade Federal do Rio de Janeiro, etc. His digital artwork has been exhibited in Brazil, Canada, France, Venezuela, Germany, Argentina and the United States. His twelfth book, *Virus, Parasites et Ordinateurs* was published by the Presses de l'Université de Montréal in 2015 is available for free online. In September 2019, his new book *La terreur et le sublime. Humaniser l'intelligence artificielle pour construire un nouveau monde*, will be published by les éditions XYZ. Ollivier Dyens also sat on the board of Québec's Conseil supérieur de l'éducation from 2011 to 2015.

Website : Ollivier-dyens.com





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PRE CONFERENCE WORKSHOPS - SUNDAY 20TH

WHAT IS INTEGRATED PLANNING AND WHY SHOULD I CARE? INTEGRATED PLANNING FUNDAMENTALS TO DIRECT INSTITUTIONAL CHANGE

Salon Printemps // 8:30-11:30

Nicholas R. Santilli, Society for College and University Planning
Suzanne Drapeau, Nova Scotia Community College

Integrated planning is something institutions aspire to, but few institutions understand or practice. This session will frame the connection of integrated planning to reaching institutional goals. We will discuss how integrated planning can serve as catalyst for acculturating a change conversation on campus. By utilizing an integrated planning maturity model and an emergent planning framework, a clear value proposition for the practice of integrated planning will emerge. After this session, you will be able to apply, tailor, and communicate a robust integrated planning model for your institution.

EXPLORING THE POSSIBILITIES OF IRP AND CIRPA: A WORKSHOP FOR NEWCOMERS

Salon Automne // 8:30-11:30

Stephanie McKeown, University of British Columbia

Whether you're new to institutional research or an IR veteran attending your first CIRPA-ACPRI conference, this free half-day workshop is the perfect introduction to CIRPA-ACPRI and the IRP profession. Discover how to get the most from your conference experience as veteran members provide tips and tricks for optimizing your networking and learning. Address the challenges and possibilities of institutional research and planning in round-table discussions, and learn lessons from the painful and sometimes humorous experiences of longtime CIRPA members in our "True Confessions of an Institutional Researcher" segment.

HOW TO VISUALIZE GEOSPATIAL INFORMATION FOR INSTITUTIONAL RESEARCH

Salon Hiver // 8:30-11:30

Joseph Peter McNamara, University of Toronto, Scarborough

This half day workshop will walk attendees through the creation of geospatial data visualizations. These visualizations will answer questions such as: "Where are students coming from?"; "Is classroom space being utilized effectively?"; "When are students most likely to be on campus?"; "What is the cost of office space for each department?". Included will be discussions about issues relevant to spatial data visualization. Attendees will leave with basic knowledge of how to use geospatial data to answer institutional questions. Attendees must bring their own laptop with Excel and Tableau installed. Temporary licenses will be available if needed.

USING R TO ANALYSE AND VISUALIZE DATA - A HANDS-ON WORKSHOP

Salon Été // 8:30-16:00

Stephen Childs, York University

In recent years, the statistical programming language R has become one of the foremost open source technologies in data science. Institutional Researchers can take advantage of this language and related tools to build capacity in data management, analysis, and visualization. In this hands-on workshop, bring your laptops and we'll walk you through the whole process, right from installing the software you'll need to analyzing data. No previous experiences with R or programming is necessary. Participants will be able to take home materials from the workshop to continue honing their skills.

JEDI MIND TRICKS IN TABLEAU

Salon Printemps // 13:00-16:00

Andrew Drinkwater, Plaid Consulting
Patrick Lougheed, Plaid Consulting

This session will cover some advanced uses of Tableau and some new functionality. Specifically, we will cover use cases and examples for set actions, viz-in-tooltips, dive into spatial data, and connect to R and Python to do on-the-fly predictive modelling in Tableau.

BLUENOTES LIVE AT CIRPA 2019

McGill Desautels Faculty of Management (6th Floor), 1001 Sherbrooke St West (Across the street of the Omni Hotel)
Explorance Inc

As a part of CIRPA 2019 pre-conference workshop activities, Explorance is hosting Bluenotes LIVE to connect, share, and learn with your colleagues on Sunday, October 20, 2019. The Bluenotes LIVE workshops are mainly for those who want to gain a better understanding of Blue suite, with hands-on experience, to automate and optimize feedback data collection and reporting for institutional research.

8:30-10:00 : Breakfast

10:00-12:00 : Optimizing the Data Journey in Blue

12:00-13:00 : Lunch

13:00-14:30 : How to Use Relationship Demographics in Course Evaluation Project Automation and Reporting

14:30-15:00 : Coffee Break

15:00-16:30 : The Multi-Layered Reporting in Blue



CONCURRENT SESSIONS - MONDAY 21ST

O Outcomes
P Planning

D Data
T Tools



PLANNING FOR PLAUSIBLE FUTURES

Salon Été // 9:00-9:40

Dawn Macdonald, Yukon College

When we're writing our institutional plans, we would love to have a crystal ball to show us exactly what the future will be. But, as the song says, "The future's not ours to see ... Que sera, sera." We may not be able to know what is coming, but we can "future-proof" our plans by mapping them against a range of plausible futures. This session will engage participants in a scenario planning exercise to envision the future of IR, and will provide tools for you to try it at your own institutions.



PLANNING FOR UNCERTAINTY: PRESENTING AN EXCEL-BASED SCENARIO TOOL FOR COURSE ENROLMENTS, TEACHING CAPACITY, AND STRATEGIC ENROLMENT MANAGEMENT

Pierre de Coubertin // 9:00-9:40

Kristen Hamilton, Thompson Rivers University

An Excel-based course section demand calculator (based on projected enrolment, planned teaching capacity, and historical enrolment tracking) was built to allow a dean to manage enrolment and workload according to our course enrolment projects. Past enrolment projections predicted headcounts and enrolments, and past SEM data was historical. This tool allows the user to adjust variables such as new student intake, major distribution, maximum course size, and average course fill rate. The model allows granular adjustments and produces a predicted number of course sections, compared to planned workload. The prototype and has been rolled out to one Faculty for user acceptance testing.



NOW YOU SEE THEM...

Salon Printemps // 9:00-9:40

Matt Stiegemeyer, Concordia University

Laura Mitchell, Concordia University

Kirk Kelly, Consumer Relationship Index

Retaining students beyond the first year has a positive impact on students and on an institution's financial health and reputation. Concordia developed a predictive test to assign entering students to an attrition risk category before they arrive on campus. High-risk students received direct intervention from the Success Centre. Early identification with early intervention reduced attrition from 21% to 10% and 29% to 6% in the two highest risk groups. Concordia is transforming "Now you see them, now you don't" to "Now you see them, now you still see them." The benefits flow to every part of the university.



DATAVIZ AND WIZARDRY: CHARMS, CHARTS, AND APPLIED EXAMPLES IN INSTITUTIONAL RESEARCH AND PLANNING

Salon des Saisons A // 9:00-9:40

Alexandre Morin-Chassé, Université de Montréal

Anecdotal evidence suggests that people are less likely to read a report if it includes endless data tables, and old-fashioned charts. Here, we argue that presenting institutional data with beautiful, intuitive, and—most importantly—useful data visualization can help attenuate arithmophobia (the fear of numbers). This conference presents various data visualization tools and shows their potential applications using concrete situations that are common in university and college institutional research offices. Some of these tools are meant to answer conventional descriptive queries about institutional statistics, while others aim at concisely summarizing the results of complex analyses.



IR MIX-A-LOT: USING MIXED METHODOLOGY TO GUIDE AND STRUCTURE INSTITUTIONAL RESEARCH INQUIRIES

Salon des Saisons B // 9:00-9:40

Salima Suleman, Northern Alberta Institute of Technology

Every day, institutional researchers are asked to explore complex phenomena about students, staff, and employers. To robustly understand these areas, institutional researchers may need to collect, analyze, and synthesize objective (i.e., observations, measures) and subjective (i.e., ideas, perspectives, experiences) information. Mixed methodology was formalized as a research methodology in 2007 and has been used across disciplines to facilitate the thoughtful and systematic integration of quantitative and qualitative data. In this introductory presentation, we will review ready-to-use approaches for institutional researchers to effectively and efficiently integrate and make meaning of different types of information and data.



THE ACROBATICS OF PROGRAM REVIEW PROCESS DEVELOPMENT AND REVISION

Salon Été // 9:50-10:30

Velika Kitchen-Janzen, Conestoga College

Connie Phelps, Conestoga College

Program review processes are a fundamental component of quality assurance. This presentation will chronicle the six-year journey that began with the development of a consistent college-wide program review process based on fillable pdf templates and now offers a streamlined, user-friendly online system built on human-computer interface principles.



THE MAGIC OF VISUALLY ANALYSING SURVEY DATA WITH TABLEAU

Pierre de Coubertin // 9:50-10:30

Luc Simon, Université Laval

When it comes to performing a thorough analysis or facilitating the presentation of results coming from any type of survey, Tableau is a very useful tool, provided that your data set has been adequately prepared for this specific use. In this session, we will discuss the approach developed at Laval University in the last years to process data coming from multiple broad surveys and show a few examples of how it makes it easier to use this data in Tableau afterwards.



IS THE PROPORTION OF FIRST-GENERATION MARITIME UNIVERSITY GRADUATES DECREASING? AN EXPLORATION INTO THE EQUITABILITY OF ACCESS TO HIGHER EDUCATION IN THE MARITIME PROVINCES OVER THE LAST TWENTY YEARS

Salon Printemps // 9:50-10:30

Chris Teeter, Maritime Provinces Higher Education Commission

Examining equitability of access to higher education involves analyzing the social background (SB) of those who attend. Using parental educational attainment as a proxy for SB, we compared the distribution of SB among bachelor's graduates to the distribution in the general population. We find that the university system in the Maritimes is stratified: individuals from higher SB are over-represented, individuals from lower SB are under-represented, and the gap between them has widened. Our analysis reveals that rising tuition fees correlate well with the gap and could present a barrier to those from lower SB, forcing them to pursue non-university alternatives.



CITIZEN DATA SCIENTISTS: CIRCUS OR OPPORTUNITY? HOW THE ABUNDANCE OF DATA, THE AVAILABILITY OF ANALYTICAL TOOLS, AND THE GROWING DEMAND TO 'SEE THE DATA' ARE CHANGING INSTITUTIONAL RESEARCH

Salon des Saisons A // 9:50-10:30

Anthony Gray, University of Toronto

Aurora Mendelsonhn, University of Toronto

Deborah Buehler, University of Toronto



The institutional research sector has witnessed a surge of interest. Much of this interest comes from individuals without quantitative backgrounds in statistical or data science – administrators, communications and advancement professionals, managers, the general public. Thanks to the availability of analytical tools, more people are working with data, creating visualizations, and drawing 'data-informed' conclusions than ever before. These are the emerging 'citizen data scientists'. We discuss the advantages and disadvantages of modern institutional research, and suggest how we – the Ringmasters – might support citizen data scientists in the service of IR decision making.



THE BLACK MAGIC ART OF FORECASTING ENROLMENT TRENDS AT ONTARIO COLLEGES

Salon des Saisons B // 9:50-10:30

Melissa Fritz, Ontario College Application Service

Using a combination of population data from Statistics Canada and enrolment data from the OCAS Data Warehouse, this research report presents analysis reviewing historic enrolment patterns at Ontario colleges, and develops two forecast models to estimate future enrolment trends. The models are intended to highlight geographical relationships between students and colleges. The strengths and weaknesses of each model will be assessed and discussed, and extended by incorporating external economic and labour market data and trend reports.



QUESTION: ARE YOU PREPARED FOR DISRUPTION?

ANSWER: INTEGRATED PLANNING

Salon Été // 10:50-12:20

Nicholas R. Santilli, Society for College and University Planning

Many argue that higher education has reached its moment of disruption. Has it, really? If so, are you prepared to adapt to disruption? We will discuss the state of disruption in higher education and how integrated planning can serve as catalyst for a conversation on campus to adapt to disruption. By utilizing an integrated planning maturity model and an emergent framework, a clear value proposition for the practice of integrated planning will emerge. After this session, you will be able to apply, tailor, and communicate a robust integrated planning model for your institution.



CREDITS TO GRADUATION AT LARGE BC UNIVERSITIES: MORE THAN ONE RABBIT IN THE HAT

Salon Printemps // 10:50-11:30

Anna Tikina, BC Council on Admissions and Transfer

The session will focus on a recent BCCAT study that aims to compare the total number of credits obtained for a baccalaureate degree by direct entry and transfer students at six large BC universities. The institutional and system-level data sets were used for the study, which allowed for obtaining insights not only on credits, but also on the time to graduate, credits required to graduate by program area, credentials obtained beyond the baccalaureate, as well as on specific pathways where the simple counting of credits may not be applicable.



MORE ADVENTURES WITH DATA DEFINITIONS AND REPORTING

Salon des Saisons A // 10:50-11:30

Miranda Pearson, University of Regina

Many institutions struggle with complex data definition problems that hinder production of meaningful reports. This session is structured like a Special Interest Group (SIG), focused on student data. Attendees will present their definition questions and discuss solutions. Let's keep the discussion from prior conferences going! The University of Regina will kick off the session with discussion of how to define/report: general retention rates and annual headcounts. Attendees will gain a network of contacts with whom to continue discussions following the conference. Attendees are encouraged to contribute their own questions prior to the session - please email miranda.pearson@uregina.ca.



THE ELEPHANT IN THE ROOM: MANAGING THE INVASION OF ONLINE SURVEYS

Salon des Saisons B // 10:50-11:30

Maxime Bordot, Université de Montréal

Natalie Phillips-Elgar, McGill University

Wendy Ing, Concordia University

Sylvie Quéré, Université du Québec à Montréal

In the academic context, research and administrative projects often require students, faculty, and staff to complete online surveys. While surveys can lead to original findings and results are frequently used to inform decisions, they can also be tiresome. Oversampling can cause survey fatigue, which may subsequently lead to growing disinterest among respondents, low response rates, poor response quality, and, eventually, biased findings. The purpose of this round table is to discuss the ways institutional research can address this problem. Representatives from four universities will share their experience in: 1) evaluating how invasive the problem is; 2) designing administrative and/or technological solutions; 3) and addressing the challenges they faced when implementing them.



REDUCE THE UNEXPECTED WITH A FULLY AUTOMATED COURSE EVALUATION PROCESS

Salon Printemps // 11:40-12:20

François Bénéteau, Explorance

Without automation, collecting and analyzing data from course evaluations can be labor-intensive, and prone to errors that can lead to uninformed decisions. Also, the data collected from student feedback might not be applied until well after-the-fact. Like a true magician, technology like Blue allows institutions to remove the unexpected from their course evaluation processes without sacrificing the true magic - the insights you get to drive improvement. During this presentation, attendees will get to see firsthand what's behind the curtain of a fully automated course evaluation process.



THE EDUCATION AND LABOUR MARKET LONGITUDINAL PLATFORM (ELMLP) – UPDATES, RESULTS, AND NEW DEVELOPMENTS

Salon des Saisons A // 11:40-12:20

Edith Greenlee, Statistics Canada

The ELMLP is a Statistics Canada initiative that expands the analytical potential for postsecondary education research by integrating multiple datasets. At its core, the ELMLP integrates data from the Postsecondary Student Information System (PSIS) and the Registered Apprenticeship Information System (RAIS) with income tax data. Additional datasets such as the Census, immigration, and student loan data have also been integrated. The platform enables a greater understanding of student and apprenticeship pathways, transitions to the labour market, and outcomes over time. This presentation will provide results on students' pathways through education (persistence, transitions, and graduation rates).

WALKING THE INTERNATIONAL TUITION TIGHTROPE: TUITION ELASTICITY AS THE BALANCING POLE

Salon des Saisons B // 11:40-12:20

Irina Susan-Resigna, McGill University

Kirk Kelly, Consumer Relationship Index

Setting optimal tuition rates for international students involves a delicate and ongoing balancing act between maximizing revenues and ensuring adequate enrolment. The decision-making process must take into account numerous considerations, including (1) the political landscape on a local, national and international scale, (2) market factors, and (3) institutional concerns. Juggling all of these elements can seem overwhelming, especially given their interrelated nature. In this presentation, we will walk you through McGill's journey of addressing this challenge by quantifying and modelling tuition elasticity as part of our data-informed decision process.

SHOWMANSHIP, SLEIGHT OF HAND AND JUGGLING: BUILDING ENGAGEMENT & DATA CULTURE AT QUEEN'S

Salon Été // 14:10-14:50

Jodi Magee, Queen's University

Jake Kaupp, Queen's University

The new era of data and information has increased expectations for IRP teams to support all units across an institution through timely access to data for strategic planning, accountability and improvement. IRP teams now need to function as developers, designers, influencers and advocates in a new, implementation-focused environment. Operating in these new areas is uncharted ground for many, often leading to missed opportunities, false starts and failures. We seek to share the process, lessons, successes and failures from our perspective of the continued evolution of data projects and products at Queen's.



PROGRAM ASSESSMENT AND RESEARCH REPORTING OF "GET-STARTED IMPACT" ON STUDENT'S RETENTION AND SUCCESS USING STATISTICAL METHODS OF PROPENSITY SCORE MATCHING AND REGRESSION MODELS

Salon Printemps // 14:10-14:50

Wei Xiong, University of Toronto, Scarborough

Jennifer Tigno, University of Toronto, Scarborough

Varsha Patel, University of Toronto, Scarborough

GET-STARTED is the University of Toronto Scarborough's premier student success initiative, an academic orientation for incoming students that incorporates theory, practice and technology with the goal of increasing student retention and success. In conjunction with HEQCO, we are engaging in a program evaluation in measuring the "Get Started Effect" on students' GPA, academic standing, credit accumulation and retention rates. Audience will learn about the nuances of program's design and delivery, and how we assess student academic success by using advanced statistical methods (propensity score matching and regression models). Our research on GET-STARTED program contributes to student success in Canadian higher education and will offer learnings and insights for program assessment and evaluation.



WALKING THE TIGHTROPE: DATA IN A WORLD WITH NO NETS

Salon Été // 15:00-15:40

Tracey Rossignol, University of British Columbia Extended Learning

Levi Wintz, EMSI

If you're in IR, you know it can be like walking a tightrope with competing priorities vying for your attention and seeking to knock you off balance. Whether it is responding to the growing number of ad hoc data requests, questions about data credibility or working under a tight program development deadline; for the IR practitioner, it is a world without nets. Join us in an exciting look at how the University of British Columbia's Extended Learning Dept. is leveraging Emsi Analyst as the balancing bar to increase stability for program development, review and viability.



THE CONTORTIONS OF A NEWCOMER TO IR OR HOW TO SATISFY AS MANY INQUIRIES WITH AS FEW ANALYSES AS POSSIBLE: A CASE STUDY ON THE DIMINUTION OF REGISTRATIONS IN EDUCATION

Pierre de Coubertin // 15:00-15:40

Alain Coulliard, Université du Québec

For a newcomer to the circus of IR, it is sometimes difficult to grasp the motives of a seemingly simple inquiry. Starting from the classic example of an inquiry pertaining to a diminution in registrations, this presentation will explore how, in hindsight, the analysis process could have been simplified. Time being a precious resource for IR professionals, reducing contortions by characterising our interlocutors and their needs as well as using an adjustable, multi-leveled approach is key.



AN UNRECOGNIZED MISSING COMPONENT IN INSTITUTIONAL RESEARCH PRACTICE?: THE POSSIBILITIES AND PROBLEMS OF USING COMPLEX QUALITATIVE RESEARCH APPROACHES IN INSTITUTIONAL RESEARCH

Salon des Saisons A // 14:10-14:50

Erika Goble, NorQuest College

Maria Montenegro, NorQuest College

Quantitative research dominates institutional research. Our preferred methods are surveys, dataset analyses, predictive modeling, and trends analysis. Only rarely do we use qualitative approaches and, when we do, it is primarily open-ended survey questions or focus groups. This presentation considers the challenges and benefits of using more complex qualitative methodologies in institutional research, such as oral histories, narrative inquiry, photo-elicitation, and phenomenology. Through presenting several qualitative IR projects conducted at NorQuest College, we discuss what unique insights these complex methodologies add to our organizational understanding, their limitations, and how they may be an integral, yet missing, component of our practice.



WALKING THE TIGHTROPE: BALANCING SURVEYS WITH A COORDINATED SURVEY PROCESS

Salon Printemps // 15:00-15:40

Helen Sheridan, Mohawk College

Are you feeling the pressures with the number of survey requests coming through your office? How many of these are really needed with other available information? Mohawk College's IR Department initiated the development and implementation of a college-wide survey policy, resulting in a coordinated process for surveying, encouraging IR consultation, and building a college survey inventory. This presentation will look at the creation and implementation of the survey policy; including improving the IR website, developing a survey toolkit with guidelines, implementing an online survey tool for employees, and providing training on survey design and our new survey tool.



AUTOMATING ENROLMENT PROJECTION WITH R

Salon des Saisons B // 14:10-14:50

Garry Hansen, St. Thomas University

This presentation will outline how a small institutional research office used the R scripting language to automate a significant portion of the institution's short- and long-term enrolment projection processes, eliminating time-consuming and error-prone manual data entry and calculations. Using a "student flow" model, the R script calculates year-to-year conversion rates from four years of raw student-level data and outputs detailed class-level projections for as many iterations as required. A simple configuration file allows users to run various scenarios, varying assumptions and weights.



OUR HOME ON NATIVE LAND: AN INTRODUCTION TO MAPPING INDIGENOUS TERRITORIES

Salon des Saisons A // 15:00-15:40

David Errington, Thompson Rivers University
Kristen Hamilton, Thompson Rivers University

In support of TRU's strategic priority to increase intercultural understanding, we developed a Tableau-based resource to help report our student data in the context of Indigenous territories. We envision that this work will benefit the field of IR by transforming existing, open-access tools and incorporating them into the overall process of institutional reporting (as an alternative to longstanding colonial references such as census subdivisions, provinces, etc.) This session will include both a technical review of the use of open-source mapping software, like JSON files, Tableau, and Mapbox, as well as a discussion around the nature and drivers of this project.

LET'S UNDERSTAND NATURAL LANGUAGE PROCESSING FOR INSTITUTIONAL RESEARCH IN 40 MINUTES (IT'S MORE THAN JUST WORD CLOUDS!)

Salon des Saisons B // 15:00-15:40

Kai Chang, Kai Analytics and Survey Research Inc.

Managing open-ended comments from campus surveys whether it's student course evaluations, employee engagement or alumni outcomes can be a daunting task. Learn what natural language processing or text analysis is and how institutions can benefit from incorporating this field of data science into their survey research. Attendees can expect to gain an understanding on different text analytic techniques, to learn from some real case-studies, and to see it in action with some live coding in Python.

UNIVERSITÉ DU QUÉBEC'S STRATEGIC PLANNING AND DECISION SUPPORTING DATA AND TOOLS FOR THE UNIVERSITY EXEC HEADS

Salon Été // 15:50-16:30

Denis Marchand, Université du Québec

The Université du Québec IR team has developed over the past 10 years, tools that transform different kinds of data into useful indicators that supports decision making and planning processes. This information is presented in highly visual graphics and charts that makes it easy for exec heads to understand the issues facing their institutions.



THE USE OF BIBLIOMETRICS IN SUPPORT OF STRATEGY DEFINITION EXERCISES

Pierre de Coubertin // 15:50-16:30

Guillaume Warnan, Elsevier

This presentation will explain how bibliometrics can be used in the strategic definition process, in order to complement some more qualitative and participative means.



AN INTRODUCTION TO NETWORK SCIENCE

Salon Printemps // 15:50-16:30

Sami Houry, Athabasca University

From Facebook and LinkedIn to food webs, railway routes, the Internet and power grids, networks are ubiquitous and network science is interdisciplinary. This seminar brings network science to multiple academic disciplines as well as the practice of institutional research. It draws on a general theory of networks to introduce science, business and arts students and researchers to network structures and dynamics, including small world property, long tailed degree distribution, clustering and community structures, robustness to node failures, vulnerability to targeted hub attacks and cascading failures.



DESCRIPTIVE, INTERACTIVE, PREDICTIVE: AN ANALYTICS PLATFORM CUSTOMIZED FOR HIGHER EDUCATION

Salon des Saisons A // 15:50-16:30

Sameer Bhatnagar, Dawson College

Jonathon Sumner, Dawson College

We describe a data visualization platform that was custom built for stakeholders and decision makers in institutions of higher education. Beyond descriptive analytics, we incorporate machine learning algorithms in order to identify students at risk, and give administrators easy access to an interactive dashboard whereby they can collaborate with peers to make data-driven decisions.



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Student insights with a different perspective.

CUSC-CCREU 2020 Survey of Middle Years Students

Registration opens in early November 2019 and the Survey runs between early January and late March 2020

CUSC-CCREU is Canada's longest standing and foremost provider of undergraduate student satisfaction and experience surveys.

CUSC-CCREU surveys maintain their focus on the Canadian university student experience by collecting information on what students expect of their university, their motivations for going to university, whether they have a goal in mind, and their development

To register for membership, the 2020 survey, and for more information about CUSC-CCREU, survey procedures, prices, and survey questions, visit:
www.cusc-ccreu.ca "Taking Part"



Perspectives étudiantes avec un nouveau regard.

Sondage CUSC-CCREU de 2020 auprès des étudiants d'années intermédiaires

La période d'inscription débutera en début novembre 2019 et le sondage se déroulera entre le début janvier et la fin mars 2020

Le CCREU dirige la plus ancienne et éminente enquête canadienne sur la satisfaction et l'expérience des étudiants du premier cycle.

Les sondages permettent comme auparavant de recueillir des renseignements sur les attentes des étudiants vis-à-vis leur université, les motifs qui les poussent à fréquenter l'université, l'objectif qu'ils ont en tête et leur développement

Pour s'inscrire au sondage de 2020 et pour en savoir davantage sur l'adhésion au CUSC-CCREU, les frais et les questions incluses dans le questionnaire, visitez:

www.cusc-ccreu.ca «Participer»



Canadian University Survey Consortium
Consortium canadien de recherche sur les étudiants universitaires



Plaid is an independent consulting agency specializing in helping higher education institutions use data to improve their policies, processes, and services.

Data Informed. Experience Driven.

Plaid has over combined 25 years of experience in operational and strategic roles in Canadian higher education. We have advised students, made admissions decisions, forecasted enrolments and revenues, overseen renovations and facilities changes, built institutional policy and business processes, and implemented enterprise systems.

Our Partners



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Do your policies need a fresh look?

We work with institutions to review, revise, and develop policy. We conduct environmental scans, incorporate data and analytics into the policy evaluation process, and write policy position papers.

Tableau Training, Strategy, and Deployment

Are you getting the most out of Tableau?

From helping create dashboards to rolling Tableau Server out across the institution, Plaid can help.

Project & Change Management

Bringing in a big change?

By bringing together your stakeholders and industry best practice, we can help position your team to confidently move forward with change.

Workshops | Interested in working with data?

Our workshops provide participants with the knowledge necessary to be able to work with data effectively. By focusing on theory and principles rather than tools and by providing informative takeaways, participants leave with a toolkit they can use to be better producers and consumers of data. Workshops are delivered in-person or online, range from 3 hours to several weeks, and can be tailored to suit your needs. **Workshops we offer include:**

INTRODUCTION TO DATA VISUALIZATION

This workshop provides a tool-agnostic introduction to the theory and principles of data visualization. Participants will leave the workshop with a toolset to design and create effective data visualizations for purposes from day-to-day performance monitoring to evidence-informed decision making.

- Why visualizing data is important
- How the human brain processes information
- Ethics of data visualization
- Focusing the audience's attention
- Telling data-informed stories

INTRODUCTION TO DATA LITERACY

This workshop provides participants with the tools to be able to interpret data in the world around them. After the workshop, participants will be able to understand many common data scenarios and be able to appropriately interpret data presented to them.

- Understanding the context of data
- How the human brain processes information
- Basic statistical methods
- Populations, samples, and confidence intervals
- How to look beyond the data provided

FUNDAMENTALS OF TABLEAU

This workshop provides participants with an understanding of the fundamentals of Tableau's products, including Desktop, Prep, Server, and Online.

- Why visualizing data is important
- How the human brain processes information
- Preparing data for Tableau
- Creating visuals, dashboards, and stories
- Calculated fields, groups, sets, and parameters
- Sharing visuals both within an organization and publicly

"Both Pat and Andrew have demonstrated high level of expertise and knowledge around data visualization. The techniques learned from the workshop have allowed me in delivering effective presentations to audiences of all levels." *Jeff Hsiao, Associate Director, Student Financial Support, University of British Columbia (Vancouver, British Columbia)*

"This workshop provided me with both a 30,000 foot view of the world of data visualization and concrete examples and best practices that I could take back to my team. The opportunity for practical, hands-on activities complimented the concepts covered in the class." *Workshop participant (anonymous)*

"In my experience, learning a new skill is easier when the topic and training is in context to our work. When the choice for Tableau training was to work with sales data or higher education data, the decision to work with Plaid was an obvious one. I could not have hoped for a better experience for my team." *Jodi Magee, Director, Institutional Research and Planning, Queen's University (Kingston, Ontario)*

CONCURRENT SESSIONS - TUESDAY 22ND

IMPLEMENTATION OF AN EARLY IDENTIFICATION SYSTEM AND PREDICTIVE MODELING TO INCREASE RETENTION AND GRADUATION IN A NURSING PROGRAM



Salon Été // 8:30-9:10

Wendy Kubasik, Centennial College

Dammy Aromiwura, Centennial College

Alice Hoe, Centennial College

Every institution has specific conditions influencing its student retention and graduation rates. However, implementing long-lasting, effective strategies requires an understanding of the underlying factors of student success. This presentation summarizes a comprehensive early identification project based on predictive modeling to support student success at Centennial College. The purpose of the study is three-fold: 1) to understand what student demographics, pre-entry characteristics, and academic performance prove the most useful predictors of successful completion of the program, 2) to understand pain points that necessitate intervention, and 3) to develop data-informed, effective predictive models and intervention strategies.

TIRSA - A TOOL FOR INSTITUTIONAL RESEARCH SELF-ASSESSMENT



Pierre de Coubertin // 8:30-9:10

Victoria Diaz, Mercier Research Inc. (DPM Research)

Celine Pinsent, Mercier Research Inc. (DPM Research)

Pierre Mercier, Mercier Research Inc. (DPM Research)

Emma Stetson, Mercier Research Inc. (DPM Research)

DPM Research is offering TIRSA - a standardized self-assessment tool to measure and assess the breadth and depth of institutional research. After participating in TIRSA, you will be in a better position to establish actionable priorities to advance and develop IR activities, identify investment gaps, and understand how your office can work efficiently to promote a wide range of sophisticated services for your institution. Join us for a presentation of TIRSA, its implementation, the registration process and an overview of the results.

USING LEARNING MANAGEMENT SYSTEM DATA TO SUPPORT INSTITUTIONAL GOALS



Salon Printemps // 8:30-9:10

Ashley Blackman, FV Analytics

Many institutions are looking for tools to help support improving student outcomes. The tendency is to rely on information in the student information system to look at term over term performance. But a complimentary way of viewing the process is to use in real time data from the learning management system. This second approach offers the advantage that it makes interventions within the term possible. This presentation describes University College of the North's (UCN) journey using this second tool to improve student success.

COURSE CLASSIFICATION AND (RE)CODING – MACHINES TO THE RESCUE !



Salon des Saisons A // 8:30-9:10

Gregory Klym, Concordia University

A government overhaul of the course classification system (coding scheme) used by Quebec universities necessitated a review of assigned codes, by each institution. Given the nature of such a task (working with text descriptions), several institutions opted for the tried-and-true (but time consuming) method of human review. We present a machine-assisted way of reducing the grunt-work.

SEEING THE WORLD THROUGH DATA – EASY TO USE AND EFFECTIVE MAPPING TOOLS



Salon des Saisons B // 8:30-9:10

Tamara Hammond, Georgian College

Effective data visualizations are a cornerstone of effectively communicating research and analytics outcomes. As such, IR practitioners are always looking for new and effective means of demonstrating data that will effectively communicate outcomes to senior level staff and drive decision-making. When working with geography-based research/data, you don't have to be an ArcGIS expert to use mapping applications to bring your data to life. Tools like Excel 3-D Maps, Tableau and Power BI all provide excellent and cost-effective mapping interfaces that are easy to use and provide flexible and dynamic visualization opportunities.

LABOUR MARKET TRANSITIONS OF MATURE STUDENTS



Salon Été // 9:20-10:00

Hayfa Jafar, Centennial College

Shaila Arman, Centennial College

Alice Hoe, Centennial College

An increasing number of mature adults are returning to college. Data suggests that mature students are facing more challenges transitioning into the labour market. This study utilizes qualitative approach involving mature students and support services providers at Centennial College to understand their needs and the best way to support them. Results show that their expectations, social and academic experiences, and residency status play a key role in their perceived readiness for the labour market. Mature students, particularly internationally-educated ones with previous work experience, expect more-tailored support in securing employment that matches their skills level.

MACHINE LEARNING FOR PATTERN IDENTIFICATION IN STUDENTS' EVALUATION OF THEIR EXPERIENCE AT THE UNIVERSITY OF CALGARY



Pierre de Coubertin // 9:20-10:00

Abhinandhan Raghu, University of Calgary

Luc Boyer, University of Calgary

Undergraduate student engagement, satisfaction and experience surveys are widely used tools adopted by several colleges and universities across Canada to better understand the student population and to effect changes in curriculum and program delivery. Although it is common practice to report descriptive statistics on key student metrics, there is an opportunity to analyse the reasoning behind their responses for prescriptive and predictive purposes. In this study, we attempt to identify the patterns in student responses and comments using machine learning techniques such as multiple correspondence analysis, cluster analysis and sentiment analysis.

NEANDERTHALS TO CRO-MAGNONS: EVOLUTION OF THE INSTITUTIONAL RESEARCH ANALYST



Salon Printemps // 9:20-10:00

Ji-Yen Tu, McGill University

Don Bargenda, McGill University

Irina Susan-Resiga, McGill University

The institutional research (IR) analyst role has evolved in many ways over the years. IR analysts could now more accurately be described as data consultants, data coaches, data enablers, data managers, and the list goes on. Recently, our unit of Analysis, Planning and Budget (APB) at McGill launched its own Business Intelligence (BI) initiative. In this presentation, given by three of the analysts on this BI journey at McGill, we will outline our experiences and how our roles have changed and will continue changing in this new data-centric environment.

ARE WE GOING TO HAVE ENOUGH DOCTORS?: FORECASTING MEDICAL RESIDENTS AT UBC



Salon des Saisons A // 9:20-10:00

Patrick Lougheed, Plaid Consulting

Andrew Drinkwater, Plaid Consulting

Forecasting the future is increasingly becoming a necessity for institutions and the programs within them. In this session, we will tackle forecasting for a unique population – UBC's post-graduate medical residents – for 5 years into the future. We delve into the process of understanding the business practices and how residents move through their program, turning highly transactional data into data useable for forecasting, and using probabilistic methods for forecasting. We will talk about the technical solution to the actual forecasting, and compare the projections with the actuals.

DASHBOARD VS. REPORT, THE CASE FOR LONG FORM REPORTS, THE DEPARTMENTAL REPORT AT CONCORDIA

Salon des Saisons B // 9:20-10:00

Gérard Garreau, Concordia University

This presentation will examine that we should not dismiss long form reports as a tool to inform decision in a university context. Although Dashboards are an important tool, they have their limits. As an example, we will discuss Concordia's Departmental Report, which is an annual long form report that displays information on all aspect of a Concordia academic department. We will discuss the thinking behind it, the concepts used and the advantages of going "old school."

BECOMING THE RINGMASTER (PANEL)

Salon Été // 10:20-11:50

Rashmi Gupta, Duham College

Jodi Magee, Queens University

Stephanie McKeown, University of British Columbia

Tony Olmsted, Northern Alberta Institute of Technology

Connie Phelps, Conestega College

Jodene Baker, University of Winnipeg

Did you plan to work in IR? Really? Did you? Does anyone really grow up wanting to focus on IR? We didn't and look at us now! Wondering where a career in IR can take you? Come participate in a discussion with 6 "senior" IR professionals to learn more about their experiences moving through the ranks. How their roles have changed? How they supported this progression? What challenges they faced along the way? Leave the session with a renewed appreciation of the diversity that is IR as well as tips and tricks for reinvigorating your own career.

A CAREER MENTORING TALE: A STORY OF ASSUMPTIONS, ASSESSMENT, AND ACTION

Salon Printemps // 10:20-11:00

Kristen Hamilton, Thompson Rivers University

Two new scales, career knowledge index and career confidence index, are proposed as a result of this mixed methods research project. A long-running career mentoring program was in need of assessment, and the program coordinators approached the presenter to ask for help designing a formal research project to assess the learning that program coordinators assumed was happening. The results of the study were used to improve the program each year, has had a profound outcome on program objectives — to increase the career knowledge, confidence and action of students.



DATA GOVERNANCE AT CONCORDIA UNIVERSITY

Salon des Saisons A // 10:20-11:00

Jonathan Levinson, Concordia University

The mainstreaming of data-driven decision-making in recent years makes data governance an inevitability. From my-data-your-data to common definitions and methodologies, ownership to stewardship, calculation to reporting, data governance has implications for every facet and unit of the university. The purpose of this presentation is to describe and explain data governance in the university context, and to share experience, perspective, solutions, and hopefully insights. Topics will include the role of institutional planning and analysis in university- and data-governance, strategic planning and risk management, KPIs and KRIs, and reporting.



RESEARCH FUNDING AND SCIENTIFIC IMPACT; WHAT DATA IS AVAILABLE, HOW DO WE WORK WITH THE DATA, WHAT KNOWLEDGE DOES IT GENERATE AND DO SOME UNIVERSITIES USE IT?

Salon des Saisons A // 11:10-11:50

Denis Marchand, Université du Québec

Christian Villeneuve, Université du Québec

I propose to present the web portal and dashboards of research funding and bibliometric data that has been built by the IR team at Université du Québec. This portal and the dashboards are tools used by about 10 universities in Canada for the past 5 years. The presentation would be live interaction with the UQ server so that I may show how dynamic these tools are and rather easy to use to generate institutional pictures of research input and output. The tools present in a very graphic form the data which contributes to enabling the exec heads to understand the issues rapidly.



ABRACADABRA: TELL US WHAT THE NUMBERS MEAN? UNPACKING RETENTION AND GRADUATION STUDENT SUCCESS RESEARCH DATA USING THE MAGICIAN'S BAG OF TRICKS

Salon des Saisons B // 10:20-11:00

Mariam Aslam, University of Toronto, Scarborough

Wei Xiong, University of Toronto, Scarborough

As IR magicians, we transform 7 years of admission data into insights on student academic success, which includes retention (year 1 to year 2) and graduation (six year). We use magical tricks (Tableau, SAS and statistical models) to explore how factors (gender, financial aid, legal status, admission group, admission average, degree type and co-op status) are associated with retention and graduation. Our project is important because it contributes to student success research in Canadian higher education and will inform our institution's academic policies and student success and interventions such as the newly launched 'Get Finished Scholarship'.



MATHEMATICS COMPETENCE AND DEGREE COMPLETION SUCCESS OF COLLEGE-UNIVERSITY TRANSFERS. ANALYSIS OF THE ARCHIVAL DATA TO ESTABLISH ACADEMIC ACHIEVEMENT AND DEGREE COMPLETION TRENDS OF COLLEGE-TO-UNIVERSITY TRANSFERS

Salon des Saisons B // 11:10-11:50

Margaret Karrass, York University

Stephen Childs, York University



In this presentation we will discuss the challenges in the database decision making encountered by the IR specialist and the faculty researcher working on a project involving two universities and a governmental agency. To achieve one of the project's objectives an analysis of the archival data was conducted to learn how often college-transfers repeat mathematics courses and whether they change major as a result of under-achievement. We will share our solutions to the challenges encountered and offer some insight on the collaboration between the IR and the academia.



STRATEGIC INSTITUTIONAL RESEARCH: GET AHEAD OF THE CURVE

Salon Printemps // 11:10-11:50

M'hamed el Aisati, Elsevier

Gathering curated data to help you make strategic decisions is the focus of this session. From benchmarking your institution to conducting global research landscape analysis on your peers, this session will highlight resources to help you distinguish your institution and get ahead of the crowd. We will discuss why raising your research profile is important, and how this impacts your ability to secure funding, recruit faculty and students, conduct research and promote your good works. Find out how Elsevier's Research Intelligence solutions can improve your ability to establish, execute and evaluate research strategy and performance.



PROMOTER MINUS DETRCTOR EQUALS NET PROMOTER FUN: EXPLORING DRIVERS OF NET PROMOTER SCORES

Salon Été // 14:10-14:50

Nicholas Borodenko, PRA Inc.



The Net Promoter Score has been shown to be a useful index of consumers' allegiance to a brand, making it a valuable tool in the post-secondary market, where graduates and non-graduates help shape the perception of an institution on social media. Using data from the 2018 and 2019 CUSC surveys, this presentation will explore relationships with students' Net Promoter Score ratings, examining differences between demographic groups, as well as assessing key drivers of higher scores.

FINDING CALM AMIDST THE STRESSES OF THE IR CIRCUS THROUGH MINDFULNESS

Salon Printemps // 14:10-14:50

Katherine McWhaw, Dawson College

Our IR world requires us to manage multiple roles and responsibilities, meet demanding deadlines and work with various stakeholders who sometimes have conflicting needs and expectations. How can we remain calm and focused while juggling all these demands? In this session, participants will be introduced to the concept of mindfulness and how to apply it in a practical way, both formally and informally, to help reduce their stress and find some inner peace and calm in their personal and professional lives.

COMMUNITY COLLEGE APPLICANT ANALYSIS USING POWER BI

Salon des Saisons A // 14:10-14:50

Angela Shirley, Bow Valley College

Yinhchun Dai, Bow Valley College

Russell Arsenault, Bow Valley College

Post-Secondary institutions are facing a constantly changing environment. How has Bow Valley College leveraged Power BI, an analytic and reporting tool, to analyze and visualize application funnel and learners success metrics to stay on top of important recruitment and admission trends? This presentation will showcase how Bow Valley College combines, transforms, analyzes and visualizes applicant and learner information to facilitate strategic decision making. The college's team of analysts will showcase how the report has helped the college answer critical business questions and has assisted in helping decision-makers identify and capture opportunities to improve recruitment and admission strategies. This presentation will walk participants through our journey of this project from gathering critical business requirements and questions; to building a sustainable data model, transforming data and designing unique and powerful visualizations to empower users to gain access to information to make actionable decisions.

ASSESSING INCLUSION IN CONTEXT: DEVELOPMENT OF A CUSTOMIZED ASSESSMENT TOOL FOR EQUITY, DIVERSITY, AND INCLUSION PLANNING

Salon des Saisons B // 14:10-14:50

Lucy Buchanan-Parker, University of British Columbia

This session will present the development of an assessment tool to support units and departments to create their own unit-level Inclusion Action Plans. The Inclusion Self-Assessment Tool provides a framework for users to reflect on how their unit's processes and practices promote equity, diversity, and inclusion and to consider ways in which units can make their inclusive and equitable practices more systematic and evidence based, through a scale that conceptualizes systemic change for equity, diversity and inclusion. We will discuss our lessons learned through the process from conceptualization, through to development and consultation, as well as pilot implementation.



TALES FROM THE RINGMASTERS: HIGHER ED TRENDS FROM ABOVE AND ON THE GROUND (PANEL)

Salon Été // 15:00-16:30

Phil Glennie, Academica Group

This powerful 90-minute session will provide a comprehensive account of Institutional Research and Planning issues by combining a panel of IR professionals from different regions of Canada and institution sizes with current data on the top trends and issues facing the Circus that is Institutional Research and Planning.



THE DEVELOPMENT OF DESCRIPTIVE AND PREDICTIVE MODELS OF POST-SECONDARY STUDENT RETENTION

Salon Printemps // 15:50-16:30

Ross Finnie

The Education Policy Research Initiative (EPRI), a national research organization based at the University of Ottawa (www.epri.ca), has worked with over a dozen Canadian post-secondary education institutions to use administrative data on students to better understand student retention and other outcomes (e.g. grades) and to develop predictive models of student outcomes that can be used to target at-risk students with student success initiatives. This presentation will outline the general findings and lessons learned from this work that could help CIRPA members identify new data and analytical strategies that could provide a stronger base for evidence-based decision making regarding student success.



BC STUDENT OUTCOMES: AN INTRODUCTION TO BC'S POST-SECONDARY STUDENT SURVEYS



Salon Printemps // 15:00-15:40

Camilo Pena, University of British Columbia

Max Nevill, University of British Columbia

In this session, we will provide an introduction to BC Student Outcomes that collects information from tens of thousands of former post-secondary students across BC. Students are asked a series of questions related to their educational experiences, subsequent employment and further studies. Join us as we provide an overview of how the results are used at the institution, government, and public levels.

HOW BCIT MET THE CHALLENGES OF VISUALIZING AND CREATING INTERACTIVE TABLEAU DASHBOARDS WITH SURVEY DATA



Salon des Saisons A // 15:00-15:40

Kevin Chen, British Columbia Institute of Technology

Marcelo Suarez, British Columbia Institute of Technology

Barbra Shauer, British Columbia Institute of Technology

The IR Team at British Columbia Institute of Technology (BCIT) has been transitioning to using Tableau as the main visualization tool. With limited information around using Tableau on survey data, this presents challenges in visualizing this type of data and making interactive dashboards. This presentation will demonstrate the process, from getting the raw data from Qualtrics, to shaping the data with Tableau Prep and creating interactive dashboards with Tableau Desktop.



PULLING A RABBIT FROM A HAT: DRAWING INSIGHTS FROM OPEN-ENDED QUESTIONS FROM TEXT ANALYTICS

Salon des Saisons B // 15:50-16:30

Aaron Purdy, OCAS

Open text field responses in surveys can be extremely powerful for collecting rich detail from respondents to help College and University administrators understand the voice of the student. At OCAS, we performed text analytics on the open text fields in our 2019 Applicant Experience Survey to derive insights from Ontario college applicants. Responses were analyzed in areas of funding and information seeking, decision factors and application timing.



THE INDIGENOUS PROGRAM PATHWAYS INVENTORY PROJECT, PHASE TWO: USING A PARTICIPATORY APPROACH TO EXPLORE STUDENT TRANSFER EXPERIENCES IN ONTARIO THROUGH AN ONLINE PROVINCE-WIDE SURVEY



Salon des Saisons B // 15:00-15:40

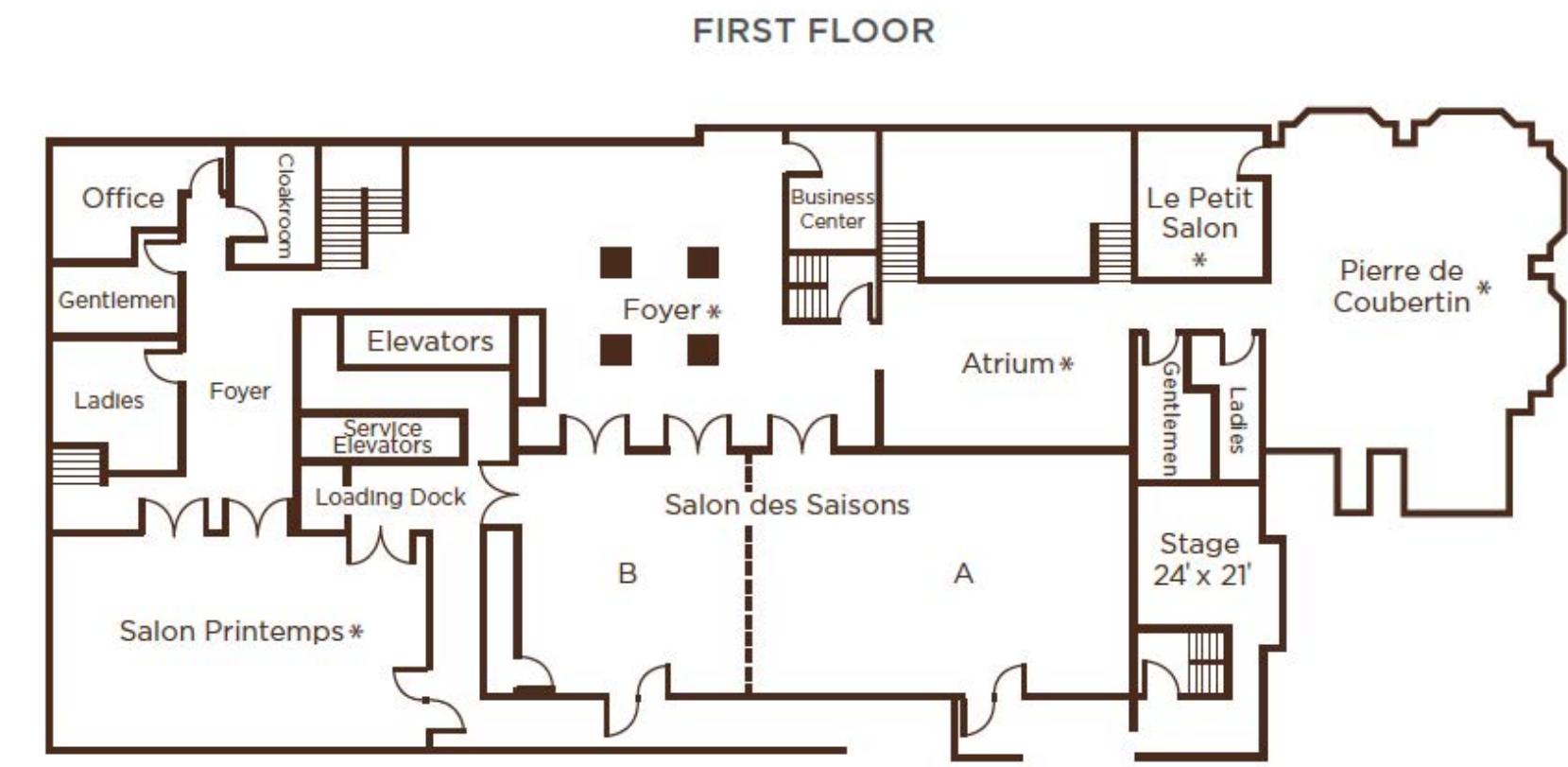
Lana Ray, Lakehead University

Jeannette Miron, Canadore College

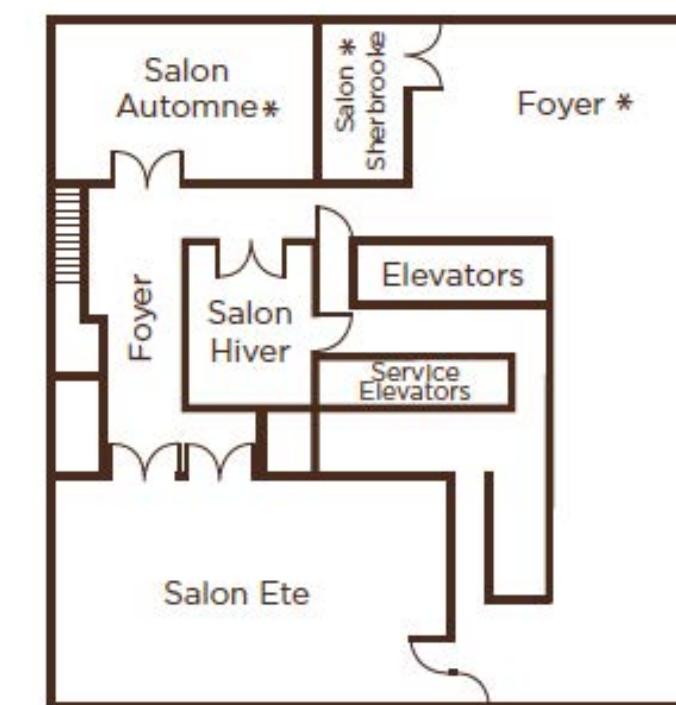
Very little is known about Indigenous program pathway experiences in Canada, yet they are commonly situated as a mechanism to enhance access to college and university. Informed by an Ontario-wide online student survey, focus groups with Indigenous learners, and broader engagement with the PSE community, the proposed presentation provides an overview of student pathway experiences in Ontario and critically examines the effectiveness of pathways in supporting access to post-secondary institutions for Indigenous learners. Strategies for enhancing the capacity of institutions to support decolonization and reconciliation through pathway development and practice is also discussed.



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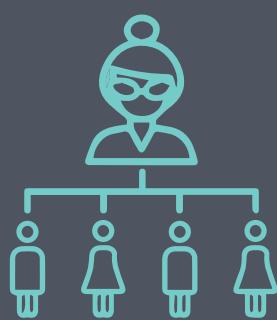
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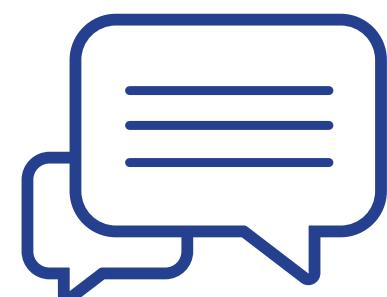
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