

Eastern Michigan University

Office of Institutional Research and Information Management

POLICIES AND PROCEDURES

The office of Institutional Research and Information Management (IRIM) abides by all federal and state laws and regulations, and the professional code of ethics by the Association of Institutional Research (AIR) (<http://www.airweb.org/page.asp?page=140>) in terms of information management and communication. This policy and procedures document supports IRIM's daily operations.

I. Data Requests and Release

A. Types of Data Requests

1. Requests from EMU Faculty and Staff — Faculty and staff who request data from IRIM need to file a data request through IRIM's website (irim.emich.edu) with a clear statement regarding the purpose of data usage.
2. EMU Student Requests — Support documentation is required from a course instructor/faculty advisor via hardcopy or email to verify that the student needs the data in order to complete a course/research project.
3. All Requests from Outside of EMU (revised 11/6/2012)
 - a. Generally, data requests coming from outside of EMU should be handled within IRIM and/or in consultation with concerned EMU offices; external requests from news media should go through EMU's Division of Communications.
 - b. External requests for EMU directory information for research purposes and from an identifiable person and organization should be redirected to EMU IRB for further vetting.
 - c. External requests for EMU directory information for unspecified purposes and from unidentifiable person(s) should be redirected to EMU's FOIA office.

B. Assigning Data Requests

To prevent any data request from falling through and avoid duplication of effort, we will use the following protocol to assign any data requests we receive:

1. For any data request filed directly by a person outside IRIM through IRIM's data request portal (irim.emich.edu), the Senior Institutional Research Analyst will be responsible to assign it to the proper staff.
2. For a request received through email, the person who receives the email will file a data request and then assign the request to him/herself or another staff.

3. Staff can and is encouraged use the data request portal to assign a project to him/herself by using the portal as a project logging tool.

C. General Policy on Releasing Information

1. In addition to abiding by Federal law and regulations (e.g., FERPA), the following policies apply when releasing information:
 - a. IRIM does not release case-by-case information for a specific individual. Requests for individual employee information should be redirected to HR; requests for an individual student should go to the Registrar.
 - b. IRIM in general provides reports and information in an analytical nature. Operational data and information should be referred to BOE and/or a specific office (e.g., Registrar, Financial Aid).
2. If needed, a standard note will be attached to certain requests regarding FERPA regulations. The note says:

FERPA Note: Student information is protected under the FERPA regulation (http://www.emich.edu/registrar/registration_info/ferpa_facultystaff.php). Because sensitive student information is included in the files attached to this email, please take extra care when handling the data. The data should be used for EMU internal purposes ONLY.

3. EMU faculty and staff who acquire person-identity data released by IRIM should handle the information with extra caution and be aware that FERPA regulations apply to all data users, including if and when the data are further shared with other personnel.

II. Data and Data Warehouse Management

- A. Data Capturing — Cyclical data capturing are scheduled for specific areas so that the IRIM data warehouse can store consistent EMU data. The Senior Data Systems Analyst develops and maintains an annual calendar for capturing different collections of data.
- B. Capturing Degrees Awarded
 1. Two reminder letters along with a roster of students regarding degree awards pending will be sent on September 1 and 15, respectively, to associate deans to help finalize the record before capture date.
 2. Capture date is October 1 of each year starting in 2012 and going forward.
- C. Access to IRIM Data Warehouse
 1. The Assistant Vice President and Executive Director of IRIM authorizes the user's access to the IRIM data warehouse. In the absence of the Assistant Vice President and Executive Director, the Senior Data Systems Analyst can grant access to the data warehouse.
 2. IRIM does not grant access to the Data Warehouse to students and/or student employees (revised 2/7/2012).

- D. An EMU faculty or staff member who has access to the IRIM data warehouse should not share his/her access with any other personnel.
- E. Access Auditing to the Data Warehouse — The Senior Data Systems Analyst will conduct a semi-annual audit to user's access that removes obsolete users from the system.

III. External Reporting and Surveys

- A. IRIM responds to several key mandatory external reports with utmost priorities. Frequently, these reports satisfy federal, state, and accreditation requirements, such as IPEDS, HEIDI, HLC-AIDU, and program-based accreditations.
- B. Each year, IRIM receives numerous surveys from external agencies, publishers, and organizations. IRIM will make the best effort to respond to these external survey requests through a tiered prioritization.
 - 1. Tier 1 examples: AAUP, CDS, USNWR (main), bond rating agencies, NIH, NSF — will respond.
 - 2. Tier 2 examples: Peterson's, Wintergreen-Orchard House — generally speaking, will respond.
 - 3. Tier 3 examples: All other external surveys — may respond if staff time permits.

IV. Administering Surveys to EMU Stakeholders

- A. Survey Confidentiality — IRIM does not release any personal identity information of those who participated in EMU surveys.
- B. Releasing Survey Data — Upon request and on a case-by-case basis, IRIM will release original survey data to EMU internal users for research purposes. However, IRIM does not release personal identifiable data.
- C. Student Survey Research Projects — IRIM will provide certain assistance to a student's survey research project only on a case-by-case basis and if it is approved by EMU authorities (e.g., Provost Office, EMU IRB, Graduate School, faculty PI, etc.). The survey must be sent out under the student's own name, as IRIM will not distribute a student-sponsored survey under any institutional title.