

# Institutional Research and the Role of the Library

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# About Lingnan University

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1. The smallest of the 8 public universities in Hong Kong
2. Just over 3000 undergraduate students
3. Around 200 academic staff and 400 non-academic staff
4. With 37 staff in the Library and 40 in ITSC
5. A liberal arts university

# What is Institutional Research?

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- **Institutional Research:** collecting, analyzing, and converting data into information that supports decision-making in higher education, via Association for Institutional Research
- **Functions of an IR:** In addition to providing a data-informed foundation for good decision making, institutional researchers use the data they collect for governmental reporting and to benchmark their results against similar institutions.

# 5 Key Performance Indicators (KPI)

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- As requested by the Government, all public universities should identify 5 university-wide indicators to demonstrate good educational experiences in the 2015 Program Reviews
- Lingnan University's 5 KPIs:
  - Internationalization
  - Experiential Learning
  - Small Class
  - Inter-disciplinary Courses
  - Residential Experiences

# The Process Leading to Lingnan University's IR

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## □ Preparatory Works

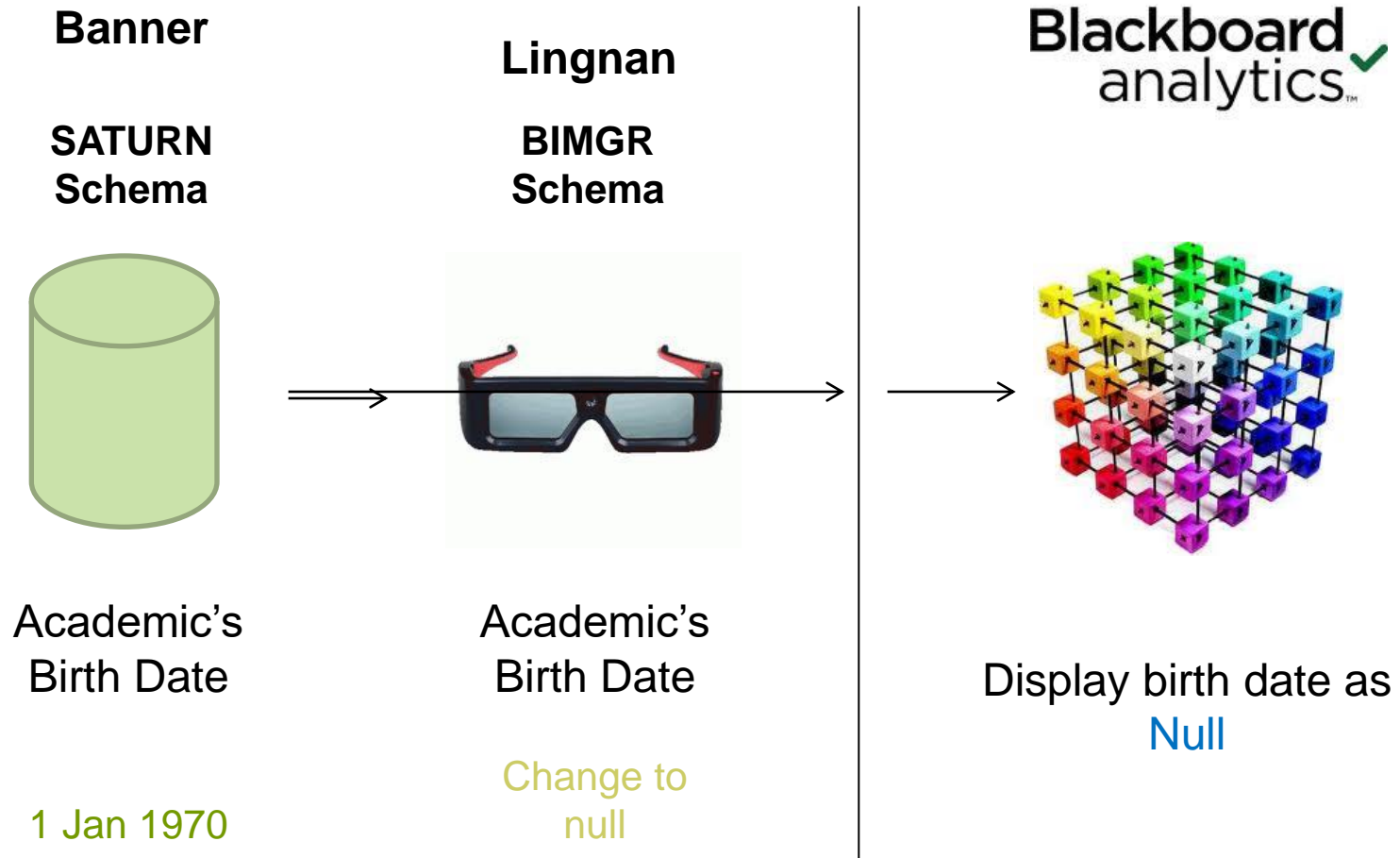
- Setup a Task Force in Sept. 2010
- Reviewed and Selected a data warehouse / Business Intelligent product: Blackboard BI selected~ Feb. 2011
- Server Installation ~ July 2011
- Training, System Refinement & Customizations
- Live in October 2011

# Sources of Data

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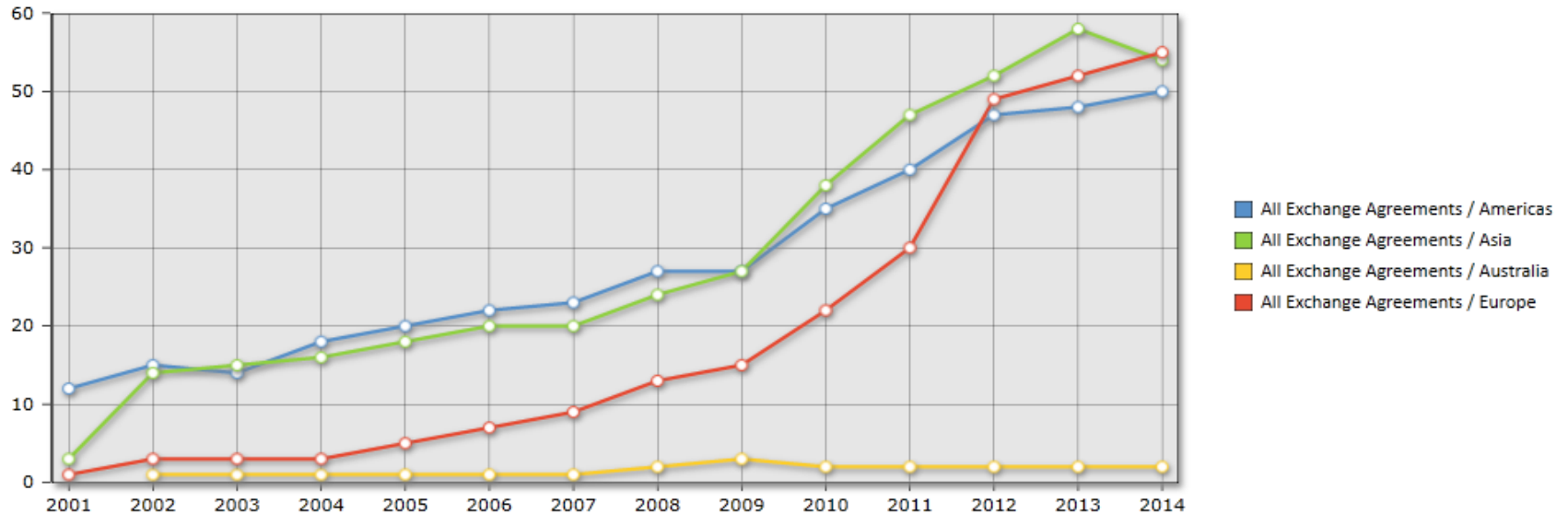
- Data from the Enterprise Resources Planning (ERP) software – Banner for LU
  - Filter, massage and validate data before importing data from the ERP system
- Local Excel files
  - Design Excel templates to assist users uploading data to the data warehouse
- Paper Records
  - Create Excel templates or database interfaces for users to input data

# Some Considerations Before Importing Data from ERP to BI



# Number of Exchange Partners

Agreement Count by Term (Term) on columns; and Exchange Agreement (Exchange Agreement) and Partner School Geography (Partner School) on rows

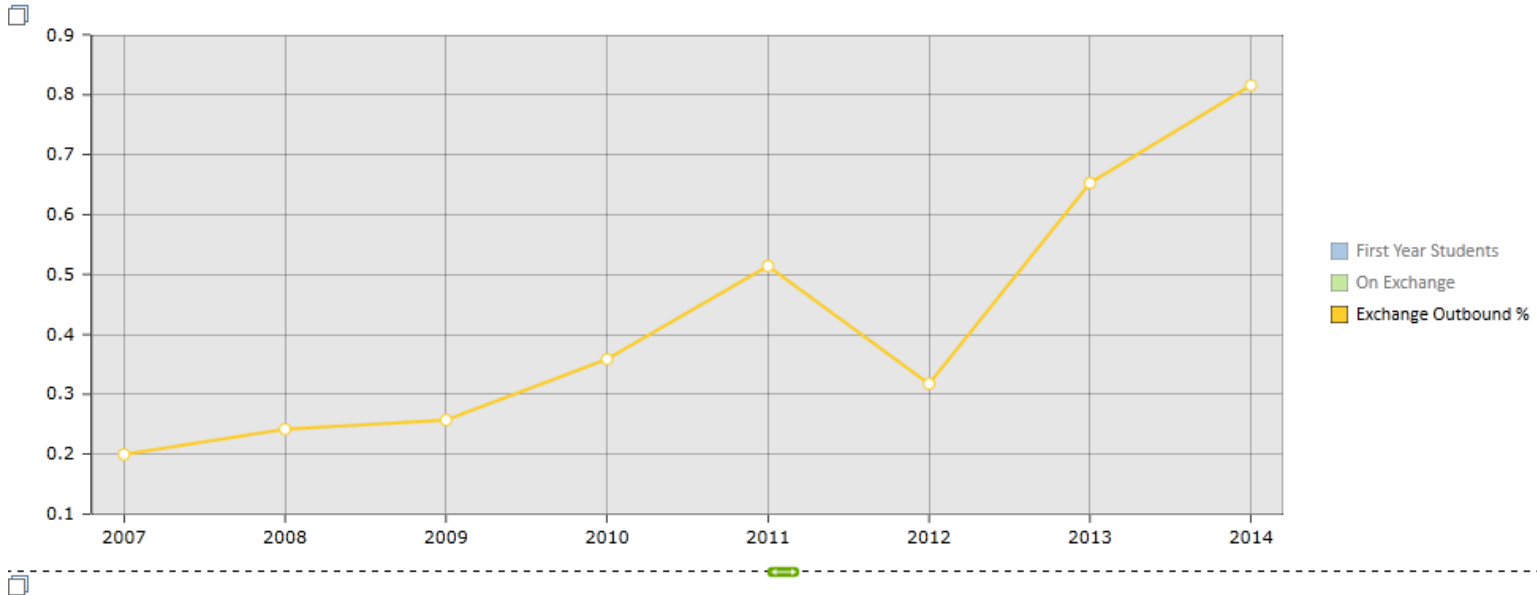


		2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
All Exchange Agreements	Americas	12	15	14	18	20	22	23	27	27	35	40	47	48	50
	Asia	3	14	15	16	18	20	20	24	27	38	47	52	58	54
	Australia		1	1	1	1	1	1	2	3	2	2	2	2	2
	Europe	1	3	3	3	5	7	9	13	15	22	30	49	52	55



# Overall Outbound Students Exchange

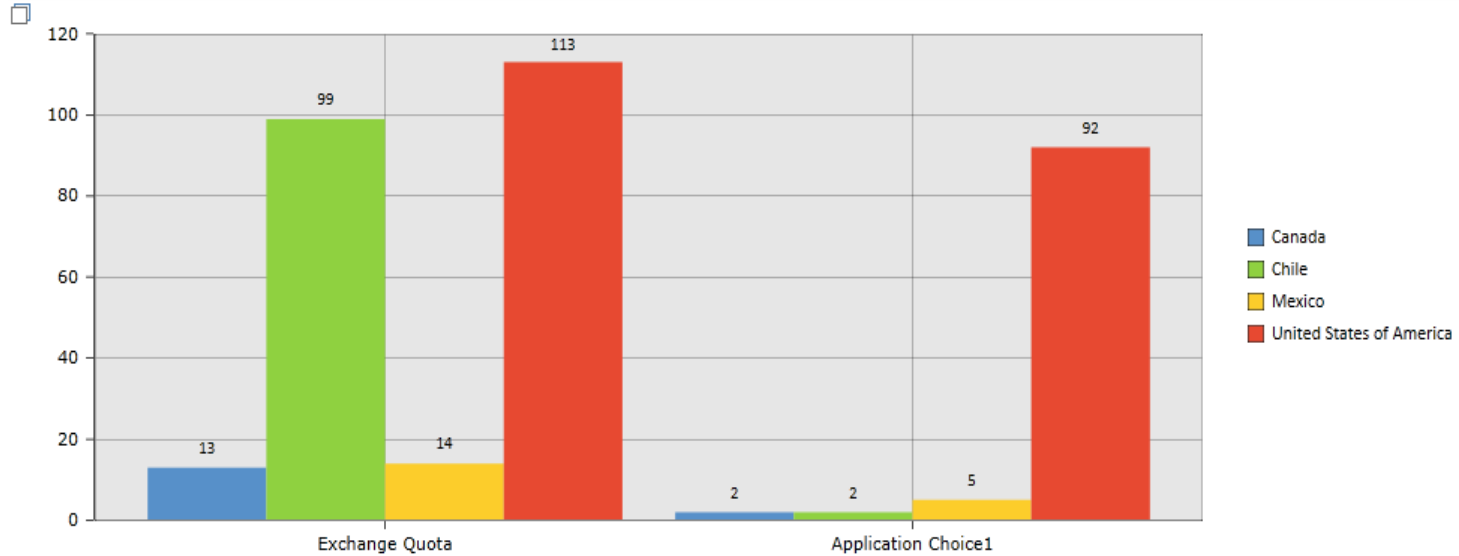
First Year Students, On Exchange and Exchange Outbound % by Term (Term) on columns sub-setted by Undergraduate



	2007	2008	2009	2010	2011	2012	2013	2014
First Year Students	726	707	677	616	597	1,137	608	619
On Exchange	145	171	174	221	307	361	397	505
Exchange Outbound %	19.97%	24.19%	25.70%	35.88%	51.42%	31.75%	65.30%	81.58%

# Exchange Quota vs. Applications for Countries in the Americas

Exchange Quota and Application Choice1 by Partner School Geography (Partner School) on rows sub-setted by 2013



	Exchange Quota	Application Choice1
Canada	13 5.4%	2 2%
Chile	99 41.4%	2 2%
Mexico	14 5.9%	5 5%
United States of America	113 47.3%	92 91.1%
Sub-Total All Partner Schools *	239 100%	101 100%

# Challenges Encountered

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- Data was spread across numerous sources
  - There was no One Data warehouse
  - Data have to be collected & consolidated from all possible sources
  - Extensive data cleansing work is involved
- Change of workflow
- Change of mindset
  - How to motivate staff members from different units to contribute to the data warehouse and BI system?

# So, What Does This Mean for the Library?

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- Contribute our data to University's Institutional Research
- Play to our strengths
  - Collect
  - Organize
  - Manage
  - Present

# Faculty and Departmental Information Hubs

The screenshot displays the 'Information Hub' page of Lingnan University. The page features a red navigation bar with tabs for 'My Lingnan', 'Employee', 'Academics', 'Reports', 'Information Hub', 'IT Corner', and 'ITBC'. The main content area is divided into several sections:

- Business Intelligence (BI) – KPIs for Student Data:** Includes a 'Dashboard' (visual interface for key measures) and 'Analytics Reports' (self-service charts and tables).
- Faculty Activity Reporting:** Includes 'My eProfile', 'Faculty eProfile', 'Digital Commons - Faculty Profiles', 'PlumX - Faculty Publications Usage & Impact', and 'Research Project Management System'.
- Library:** Includes 'Online New Book Selection System', 'Library Collection Budget & New Publications for Departmental Purchase Reports', 'Online New Database Selection System', 'Journals and Databases Annual Reviews and Endorsements', 'Usage Statistics Online Platform', 'Departmental Journals Usage & Departmental Databases Usage Reports', 'Library Circulation Reports', and 'Interlibrary Library Loan Usage'.
- Banner Reports:** Categorized into 'Finance' (Research Grants, UGC Blocks, Year End, Capital and A&A Projects) and 'Student' (Academic Departments, Student Assessment, Student Registration, Taught Postgraduate Programmes, Miscellaneous Reports).
- Course Teaching and Learning Evaluation:** Includes 'My CTLE' and 'Departmental Summary' for '2015-16 Term 2' by the 'Office of the Faculty of Arts'.
- Departmental Statistics:** Lists reports for '2015-16' under 'Annual Programme Statistics from Registry' (Chinese, Cultural Studies, English, History, Philosophy, Translale, Visual Studies) and 'Graduate Employment Survey from SSC' (Chinese, Cultural Studies, English).
- Departmental Reports Submitted:** Lists reports for '2014-15' under 'Annual Programme Report' (Chinese, Cultural Studies, English, History, Philosophy, Translation, Visual Studies) and 'Annual Report (Publications)' (Chinese, Cultural Studies, English, History, Philosophy).

The page also includes a search bar, a 'Keyword Search' field, and utility icons for email, calendar, and power. The footer contains the copyright notice: '© 2000 - 2013 Education. All rights reserved. elucan' and the Lingnan University logo.

# Faculty and Departmental Information Hubs (2)

## Banner Reports

### Finance

- ▶ Report List for Research Grants, Centres & Institutes
- ▶ Report List for Departments - UGC Block/Earmarked Grant
- ▶ Report List for Year End - UGC Block/Earmarked Grant
- ▶ Report List for Capital and AA&I Projects
- ▶ All Reports

### Student

- ▶ Report List for Academic Departments
- ▶ Report List for Student Assessment
- ▶ Report List for Student Registration
- ▶ Report List for Taught Postgraduate Programmes
- ▶ List for Miscellaneous Reports

## Course Teaching and Learning Evaluation

 My CTLE

- ▶ Departmental Summary
  - ▶ 2015-16 Term 2
    - Office of the Faculty of Arts

# Faculty and Departmental Information Hubs (3)

## Departmental Statistics

- └ 2015-16
  - └ Annual Programme Statistics from Registry
    - Chinese
    - Cultural Studies
    - English
    - History
    - Philosophy
    - Translate
    - Visual Studies
  - └ Graduate Employment Survey from SSC
    - Chinese
    - Cultural Studies
    - English

## Departmental Reports Submitted

- └ 2014-15
  - └ Annual Programme Report
    - Chinese
    - Cultural Studies
    - English
    - History
    - Philosophy
    - Translation
    - Visual Studies
  - └ Annual Report (Publications)
    - Chinese
    - Cultural Studies
    - English
    - History
    - Philosophy

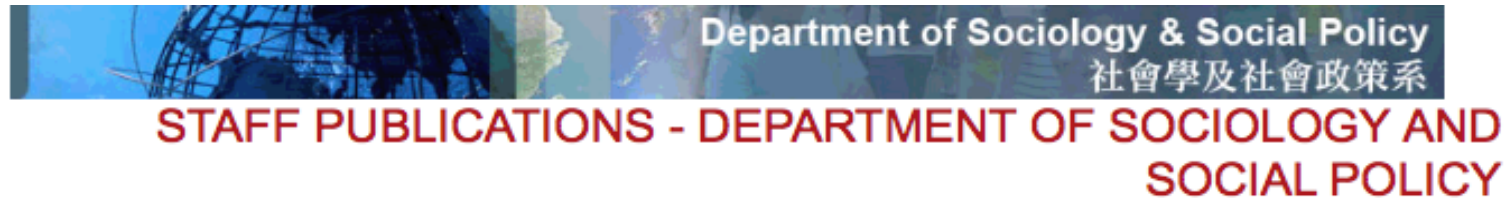
# Faculty and Departmental Information Hubs (4)

The screenshot displays a web interface with a red navigation bar at the top containing the following tabs: My Lingnan, Employee, Academics, Reports, Information Hub, IT Corner, and ITSC. The main content area is divided into three sections:

- Business Intelligence (BI) – KPIs for Student Data**
  - Dashboard**: A visual interface for key measures at a glance.
  - Analytics Reports**: Self-service charts and tables with drill-down features, eg. Partner Schools by Continent. (Reports on admission scores, DSE results, demographical distributions, etc. are under development)
- Faculty Activity Reporting**
  - My eProfile**
  - Faculty eProfile**
  - Digital Commons - Faculty Profiles**
  - PlumX - Faculty Publications Usage & Impact**
  - Research Project Management System**
- Library**
  - Online New Book Selection System**
  - Library Collection Budget & New Publications for Departmental Purchase Reports**
  - Online New Database Selection System**
  - Journals and Databases Annual Reviews and Endorsements**
  - Usage Statistics Online Platform**
  - Departmental Journals Usage & Departmental Databases Usage Reports**
  - Library Circulation Reports**
  - Interlibrary Library Loan Usage**



# Departmental Faculty Publications



**PLUMX**

### Artifact Summary

- Article: 317
- Book Chapter: 160
- Book: 68
- Thesis / Dissertation: 38
- Presentation: 12
- Review: 9
- Paper: 3
- Report: 1
- News: 1

[see details](#)

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## Submissions from 2016

[Catholics and everyday life in Macau](#), Hon Fai CHEN

[Higher education, changing labour market and social mobility in the era of massification in China](#), Ka Ho, Joshua MOK and Muluan, Alfred WU

# Faculty Publication Impacts

Impact by Type: All



Year	Title	Type	All				
			Captures	Citations	Social Media	Mentions	Usage
2012	The impacts of modernity on family structure and function : a study among Beijing, Hong Kong and Yunnan families	Thesis / Dissertation			3		12608
2013	The Undoing of Humanism: Peter L. Berger's Sociology of Unmasking	Article	75	2	1		5947
2011	Global aspirations and strategising for world-class status: New form of politics in higher education governance in Hong Kong	Review	316	28			5250
2008	'Life in Happy Land': Using virtual space and doing motherhood in Hong Kong	Article	107	20			5030
2009	Getting even or getting equal? Retributive desires and transitional justice	Article	266	20			4959
2012	Bringing the State Back In: Restoring the role of the State in Chinese higher education	Article	120	6			4537
2008	Living status and psychological well-being: Social comparison as a moderator in later life	Article	392	18			4144
2012	Debating totalitarianism: An exchange of letters between Hannah Arendt and Eric Voegelin	Article	72	3	5		4083
2010	The public's changing perceptions of the condition of social welfare in Hong Kong: Lessons for social development	Article	219	8			4079
2009	Self-Perception and Psychological Well-Being: The Benefits of Foreseeing a Worse Future	Article	156	18			3793
2008	Older people's realisation of generativity in a changing society: The case of Hong Kong	Article	108	12			3522
2009	Impact of caregiving on health and quality of life: A comparative population-based study of caregivers for elderly persons and noncaregivers	Article	394	63			3471
2012	On the Edge of Solidarity: The Burqa and Public Life	Article	170				3267
2013	香港子女贍養父母立法研究	Thesis / Dissertation			7	8	3224
2010	When state centralism meets neo-liberalism: Managing university governance change in Singapore and Malaysia	Article	139	15			2833
2011	A study of positive emotions and turnover intentions among Hong Kong police officers: the mediating role of psychological capital and work well-being	Thesis / Dissertation			1		2714
2009	Public perceptions of income inequality in Hong Kong: Trends, causes and implications	Article	129	3			2698
2010	Hannah Arendt, Totalitarianism, and the Social Sciences	Book	72			2	2615

# Institutional Research and the Role of the Library

Yes, we can contribute a lot in adding our own data to the institutional data warehouse and organizing university's institutional data.

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