COLLEGE OF THE NORTH ATLANTIC

OPERATIONAL PROCEDURE

TOPIC: INSTITUTIONAL RESEARCH		
Procedure No. PA-611-PR	**Division**	Public Affairs and Advancement
Supersedes n/a	**Board Policy Ref.**	GP-A-104
Related Policy PA-611	**Effective Date**	January 9, 2024 (R2)

PROCEDURE

1.0 Institutional Research Operations

The operations of College of the North Atlantic's (CNA) Office of Institutional Research (IR) will be guided by the Associate Vice President of Public Affairs and Advancement.

2.0 Process for Generating Institutional Research Data/Information

IR is CNA's professional research-based information services office. IR generates and disseminates quality institutional research data and/or information on a priority basis through a process that will normally involve: research definition, data collection, data analysis, data synthesis, information generation, report preparation, report storage, and report release. IR promotes dialogue among internal stakeholders regarding data quality issues, processes, and standards.

All information generated, stored, or released through IR is done so in accordance privacy legislation.

3.0 Priority Basis of Institutional Research Projects

3.1 Information products generated through IR will be produced on a priority basis, based on grouping of requestors, with regular monitoring reports generated on an established schedule. In general, the assigned resources of IR will be focused, first of all, on meeting the evidence-based decision-making needs of the institution. Secondly, IR will accurately and objectively report on point-in-time reflections of

institutional performance and related trend analysis. A third key dimension of IR activity will be responses to ad-hoc requests for information.

Concurrent with regularly scheduled reports, IR will generally adhere to the following priority basis of information generated for reports or ad-hoc requests (based on client groups):

Level One

- President/CEO
- Executive
- Board of Governors
- Department of Education and other NL government agencies

Level Two

- Senior Management
- Academic Teams
- Program Development
- Registrar's Office / Enrolment Management Committee

Level Three

- Internal planning committees and departmental requests
- External agencies in support of partnerships or agreements
- Other individuals or groups (e.g., Applicants, Students, Alumni, Employees, Industry)

3.2 There may be instances where IR will have to communicate to an information requestor that the information request has been denied. Such instances may include, but are not limited to, requests that:

- Are for personal information;
- Are outside the mandate of IR (e.g., financial statements, audits);
- Would consume an inordinate level of available resources (e.g., major projects for which dedicated resources would normally be required);
- Are not of direct benefit to the planning processes of the institution; and
- Are from external individuals for their specific research or other purposes (e.g., graduate students).

Communication to the requestor in these denial instances will be from the Manager of IR in consultation with the Associate Vice President of Public Affairs and Advancement.

It is also the responsibility of IR to respond to all requests in a timely manner to acknowledge receipt of a request. It is the responsibility of the team member(s) who is completing the request to respond to the requestor(s) within two business days, by phone or by email. Checking and prioritizing submitted data and survey requests daily is a part of regular IR business.

4.0   Intellectual Property and Institutional Research

Any and all intellectual property generated through IR, either as part of regular monitoring reports or in response to ad-hoc requests, will be property of CNA (see the operational Intellectual Property Policy AC-111 and the governance Intellectual Property Policy GP-A-104). In the case of information provided to external requestors, such information may only be used for the purpose intended in the original request. Other forms of public release or usage other than originally intended requires the express written permission of CNA. A request for permission in this regard must be submitted in writing to the Manager of IR.

5.0   Security, Confidentiality and Control of Data, Reports and Client Information

Security, confidentiality and control of institutional research data, reports and client information associated with the IR work-flow process is of paramount importance to the institution. CNA's IR will take all necessary precautions within available resources, in cooperation with internal and external stakeholders, to ensure that data, reports and client information is protected in the conduct of institutional research. The protection, confidentiality and control of such data will be in accordance with all applicable federal and provincial legislative or regulatory requirements and the policies of CNA.

With respect to institutional research data collection via surveys in particular, IR will oversee survey design, implementation, analysis, reporting, and storage as well as communication and data control protocols pertaining to administration of the survey.

6.0.   Institutional Research Code of Ethics

CNA's IR team adheres to the Canadian Institutional Research and Planning Association's Code of Ethics.

Approval History	
Approved by President	May 19, 2009
Revision 1	November 4, 2016
Revision 2	January 9, 2024