

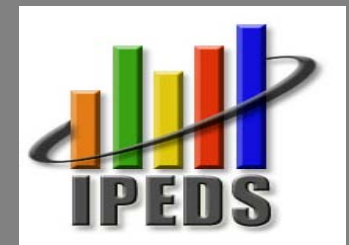
*turning knowledge into practice*

# Help Desk Update: A Year of Changes and Challenges

Jamie Isaac and Janice Kelly-Reid  
RTI International  
*April 7, 2010*



*Presented at the 2010 SHEEO/NCES  
Network Conference and IPEDS Workshop  
Washington, DC*



3040 Cornwallis Road    ▪    P.O. Box 12194    ▪    Research Triangle Park, North Carolina, 27709

# IPEDS Help Desk

- Operated since July 2000 by RTI International
- Help Desk agents are specially hired and trained to serve IPEDS customers
- Open weekdays 8:30am to 5:00pm Eastern time
- Open evenings and weekends during the final ten days of each collection



# What is the Role of the Help Desk?

- Typically, we have 16-18 staff, many of them seasoned veterans. We operate out of our Call Center in north Raleigh, NC.
- Respond to phone calls and emails.
- Make prompting (reminder) calls during the last 2 weeks of each collection.
- Review and migrate all survey data after locked and complete. At minimum, this means careful review of the edit reports and caveats.
- We can enter “special notes” for individual schools, so let us know if special treatment is needed for a particular reason.



# Meet the Help Desk



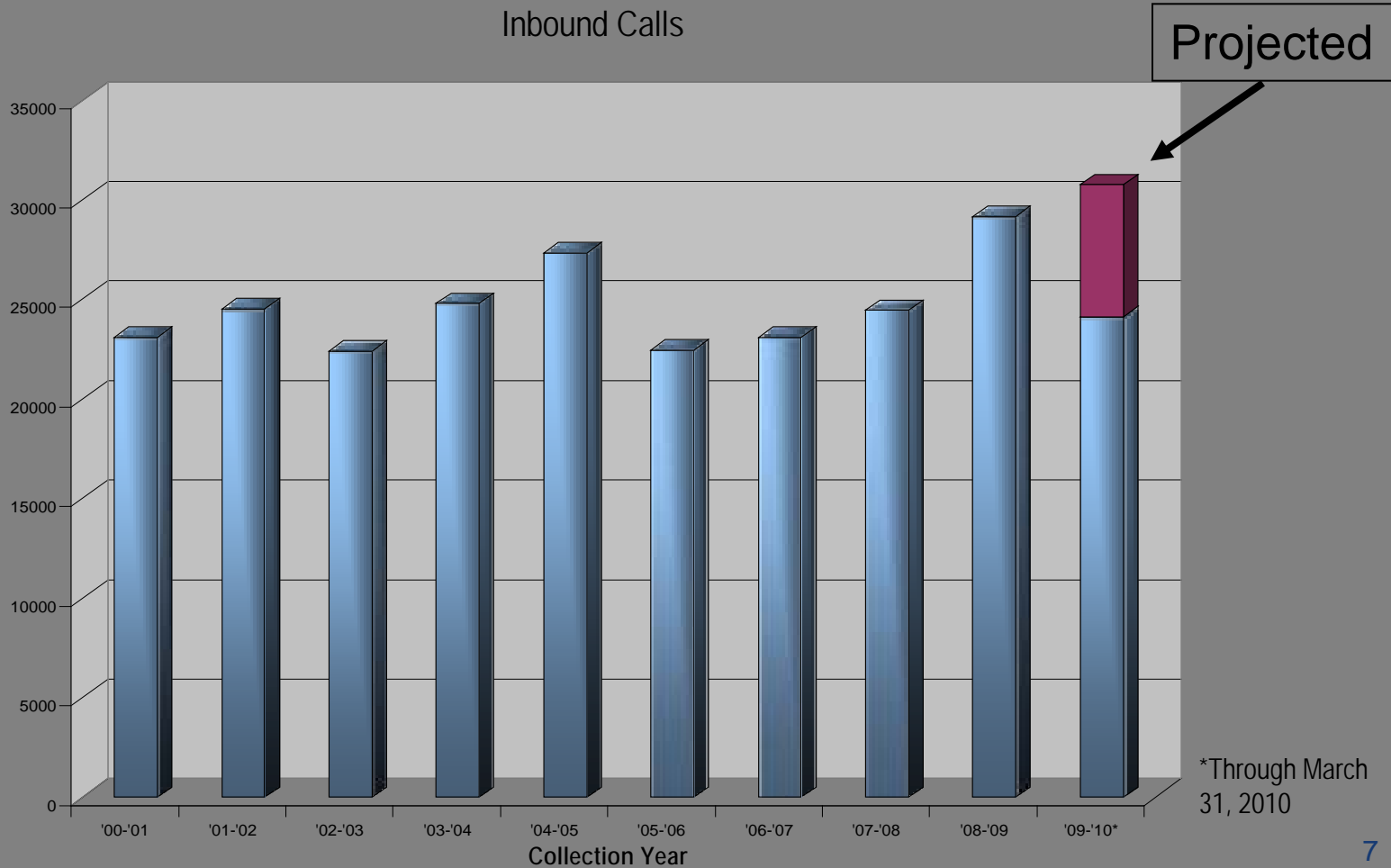
# Help Desk Activity

# Help Desk Activity – 2009-10 Collection Year

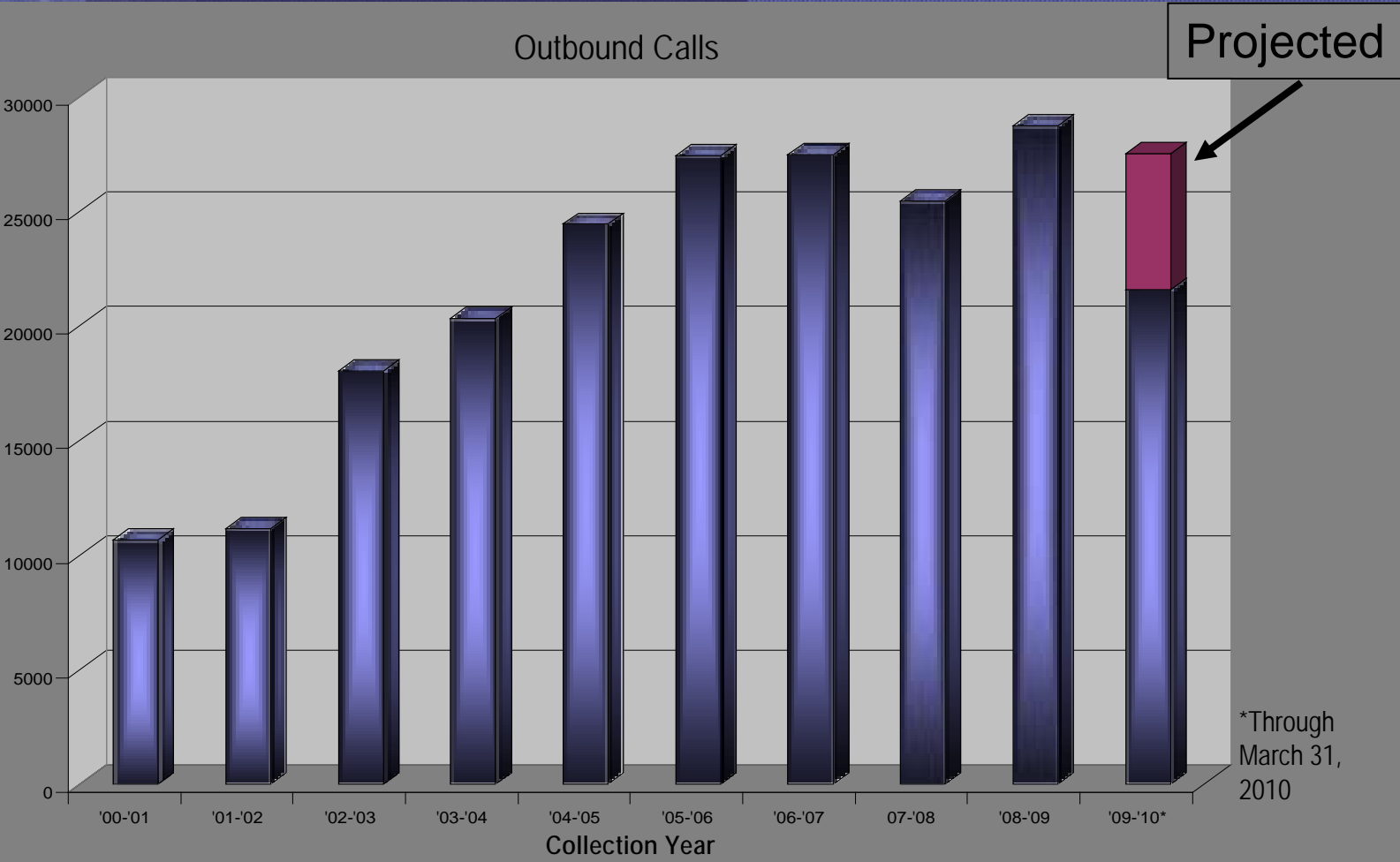
	Fall 2009 Collection	Winter-Spring 09-10 Collection*	Total*
Number of Calls Received	11,684	11,247	22,931
Number of Calls Made	10,498	10,877	21,375
Number of Emails Received	3842	1981	5823
Total	26,024	24,105	50,129

\*Through March 31, 2010

# Inbound Call volume

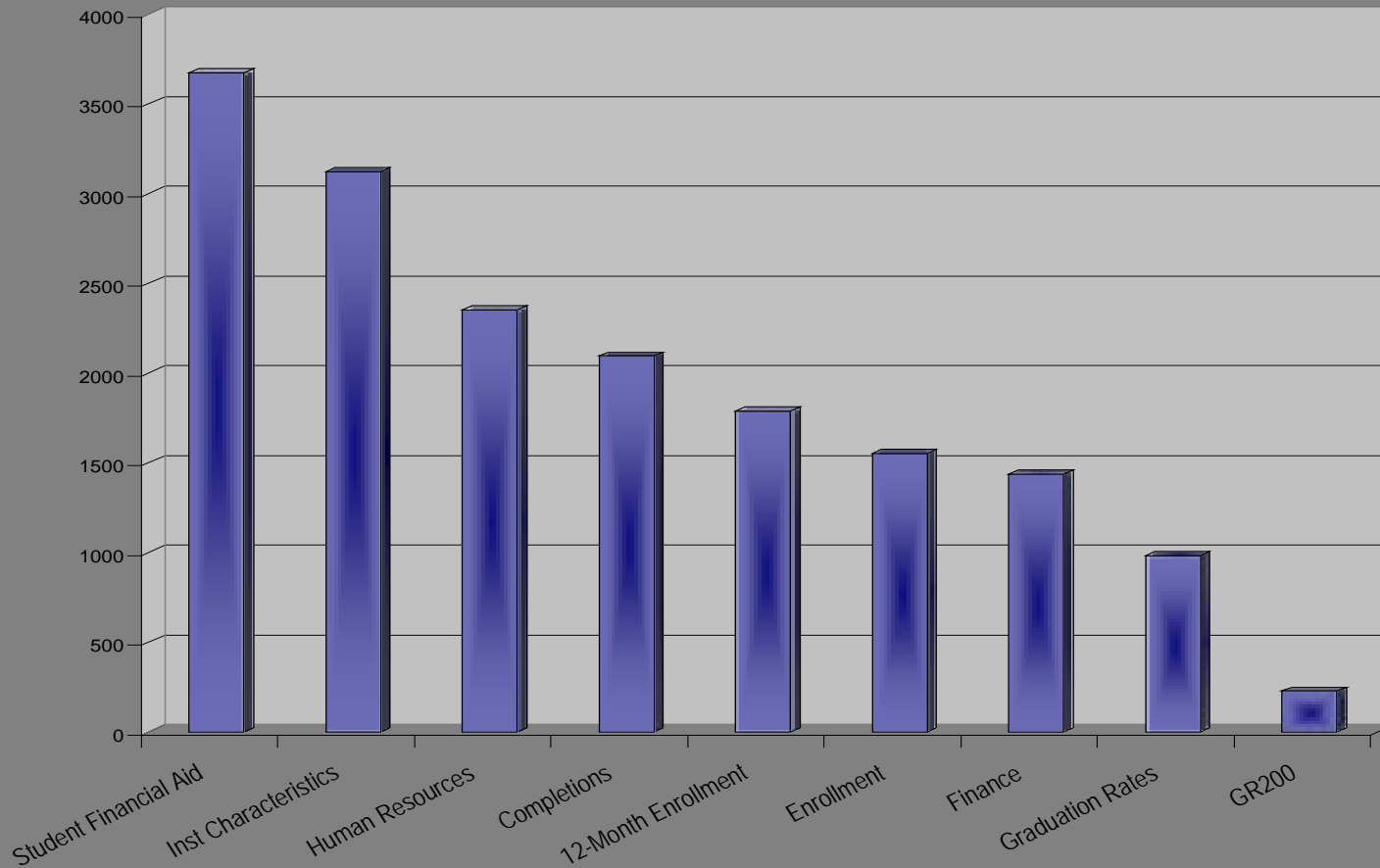


# Outbound Call volume



# Inbound Calls By Survey Component

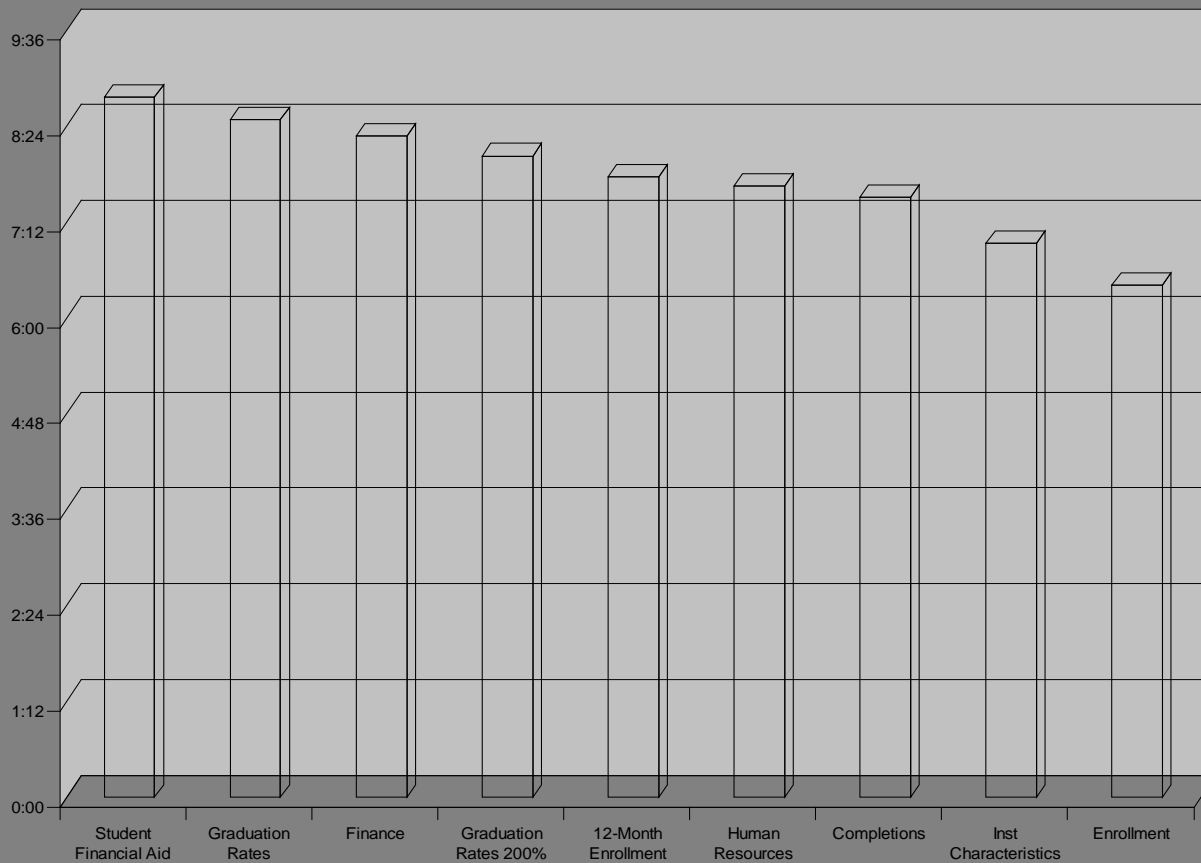
Inbound Calls By Survey Component



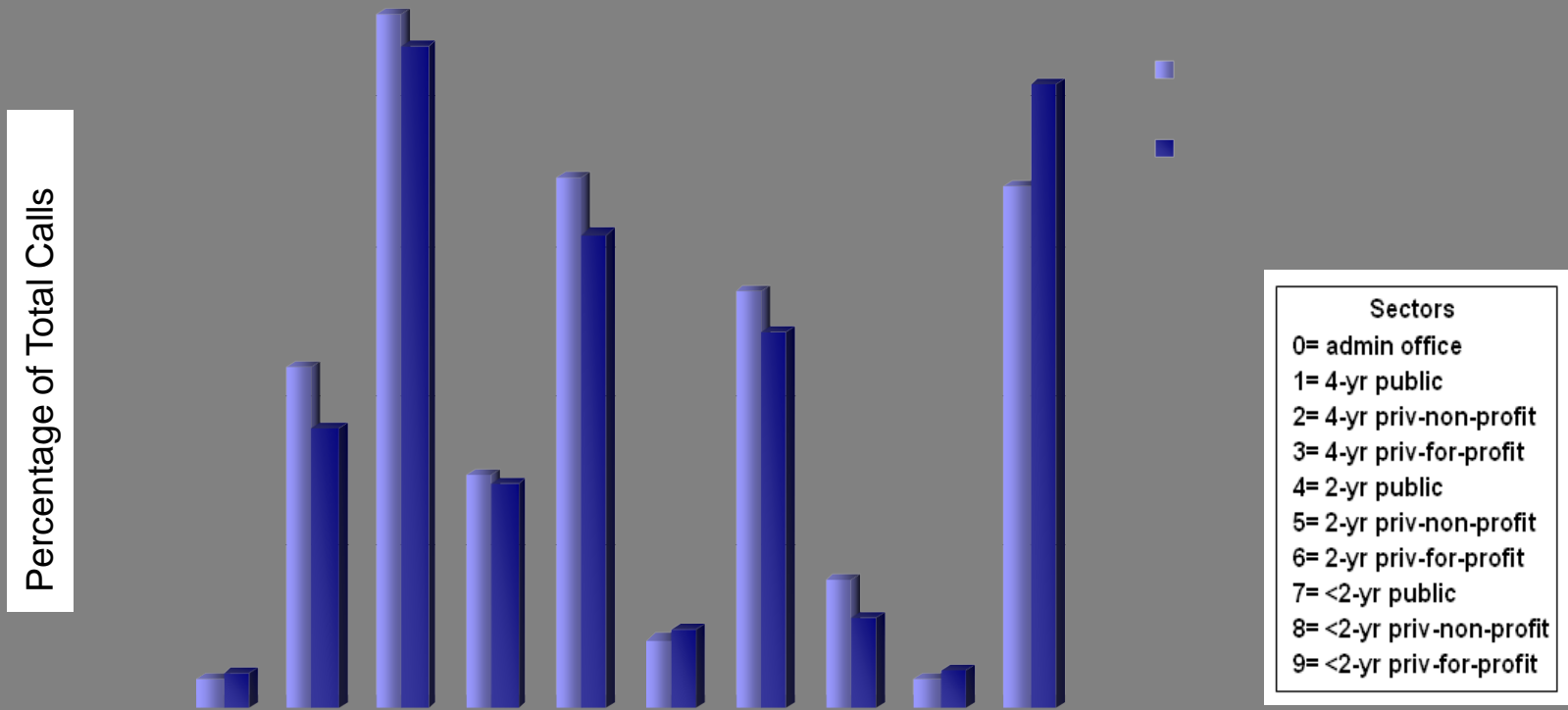
\*Through March 31, 2010

# Average Call Duration

Average Call Duration, By Survey Component



# Inbound Help Desk Calls, by Sector, 2009-10



# New Email Communications

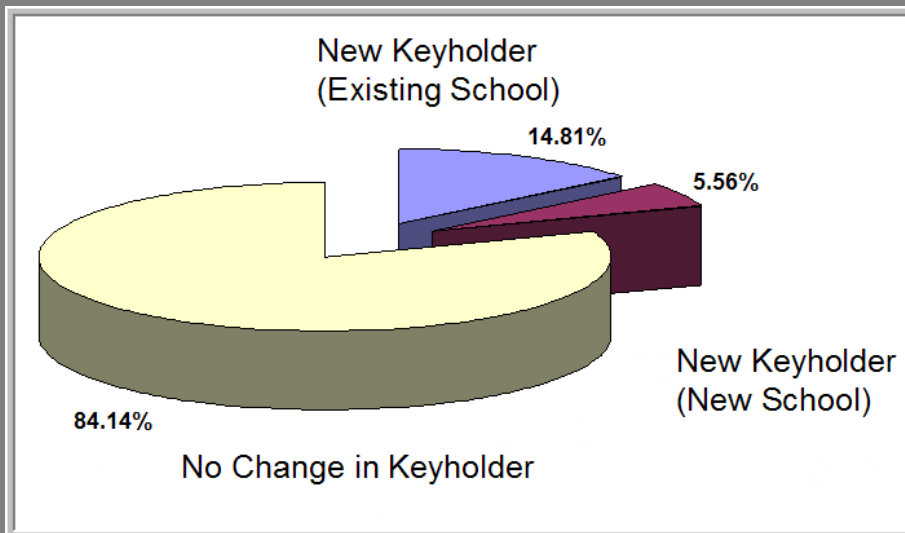
- Email to New Keyholders
  - Sent weekly throughout the collection year
  - Introduces new keyholders to IPEDS
  - Includes lots of information and many links to resources
- Email to Coordinators
  - Annual update at the beginning of the collection year
  - Provides updates, e.g. Collection schedule, R/E conversion, etc.
  - Highlights new developments, e.g. CIP:2010, Net Price Calculator, new way to print blank forms, new option for receiving lock confirmation emails, etc.

# New IPEDS Listserv

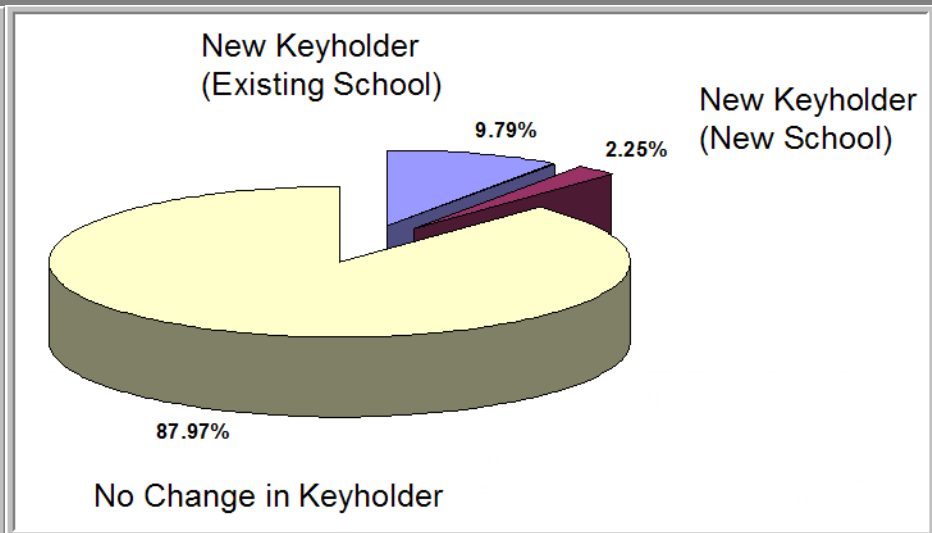
- Intended to foster communications about best practices, institutional reporting issues, not as a replacement for the IPEDS Help Desk.
- Recent discussion topics:
  - Tips for new keyholders (22 posts)
  - Inclusion/exclusion of certain instructional faculty (22 posts)
  - Printing/storing of IPEDS reports (16 posts)
  - Dealing with GRS exclusions (15 posts)
  - IPEDS reporting burden (15 posts)
  - When to report “visiting” students (13 posts)
  - Inclusion/exclusion of dually-enrolled H.S. students (9 posts)

# Keyholder Turnover, 2008-09 vs. 2009-10

2008-09



2009-10\*



\*This year— keyholders self-identified as being “new”

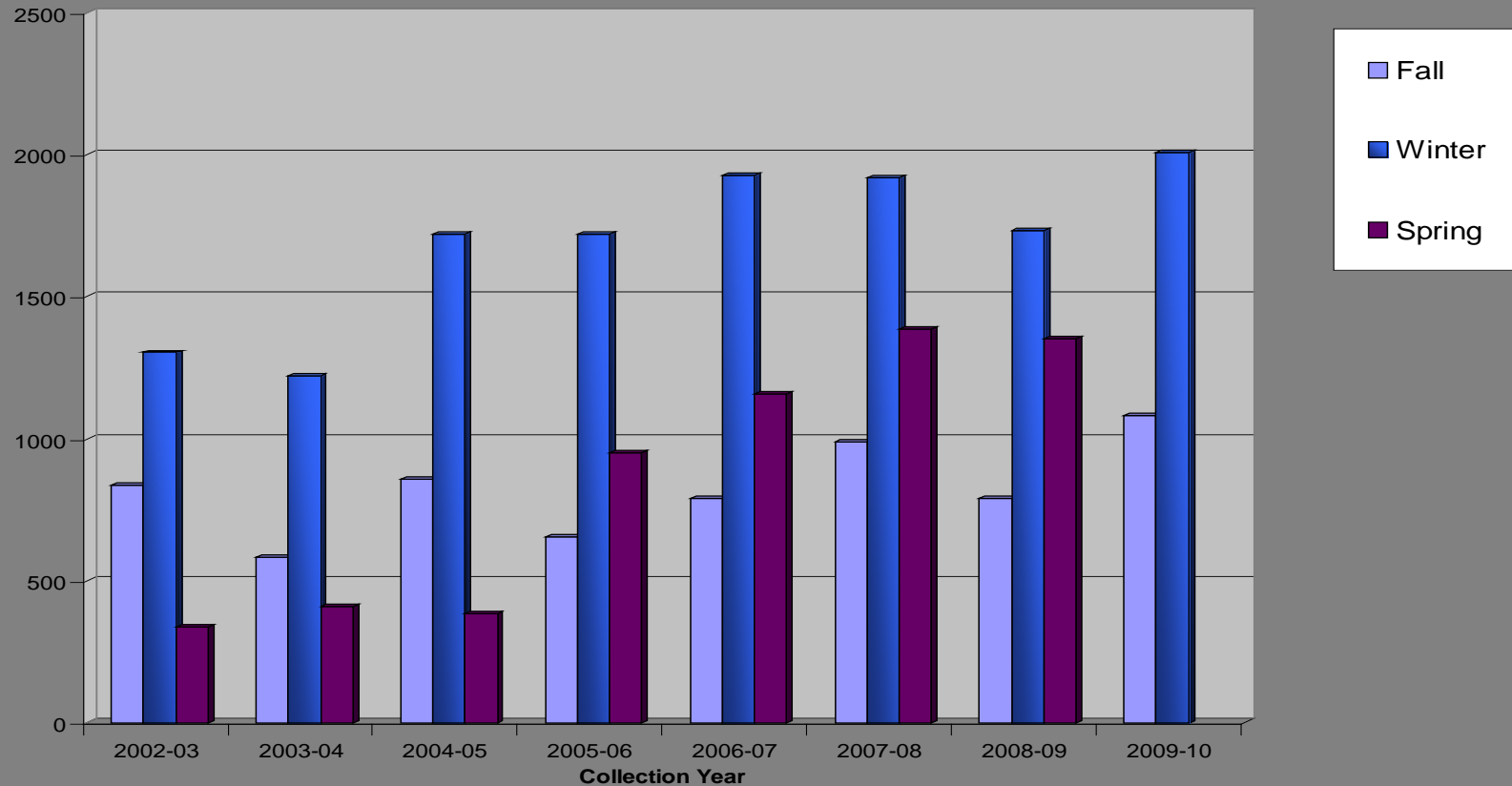
# Late Data Submission

# Last Minute Submissions

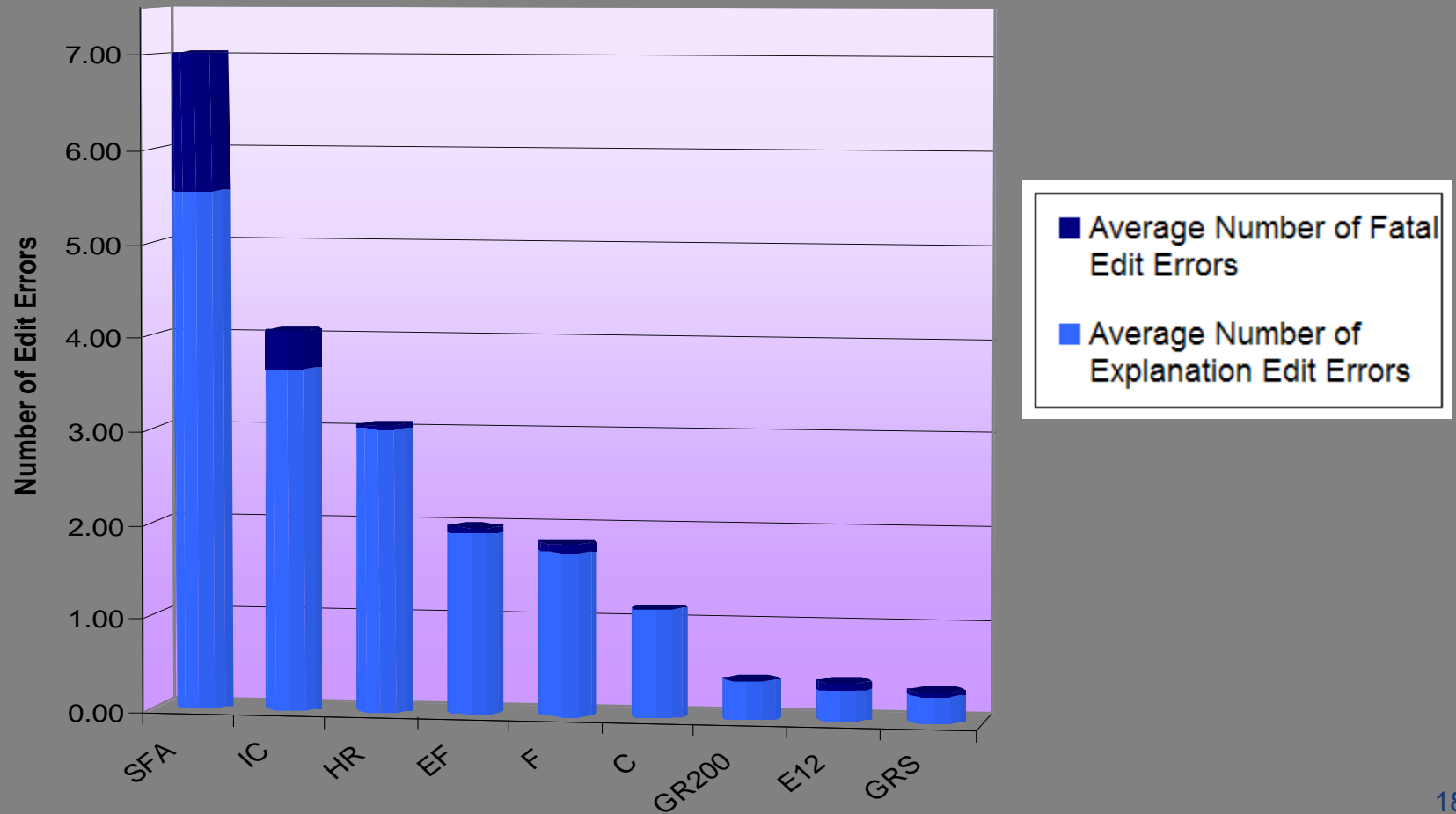
- We still continue to see more and more “last week” reporters.
- We understand that entering data is just the last part of a much longer process, but try not to wait if it can be avoided.
- The Help Desk is heavily burdened during the last few days of the collection.

# Final Week Submissions

Non-Respondent Institutions (No Data Entered) with 1 Week Remaining, By Collection, By Year



# Frequency of Edit Errors, by Survey, 2009-10



# Data Tools Help Desk

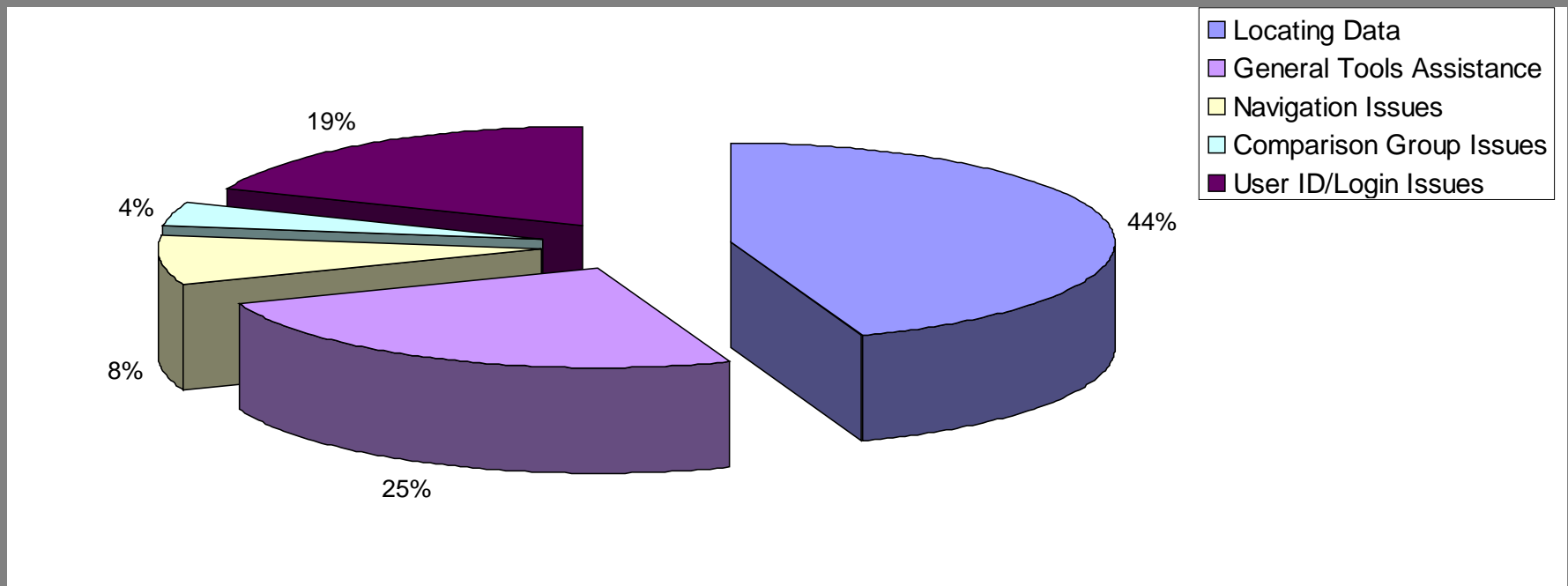
# Data Tools Help Desk

- Open since March 2007.
- Currently, 3 primary staff responding to phone calls and emails. Additional staff available as needed.
- Assists IPEDS users and others by familiarizing them with the IPEDS data tools and/or assisting with outputting data files.
- Trained and eager to assist users trying out the new Data Center.



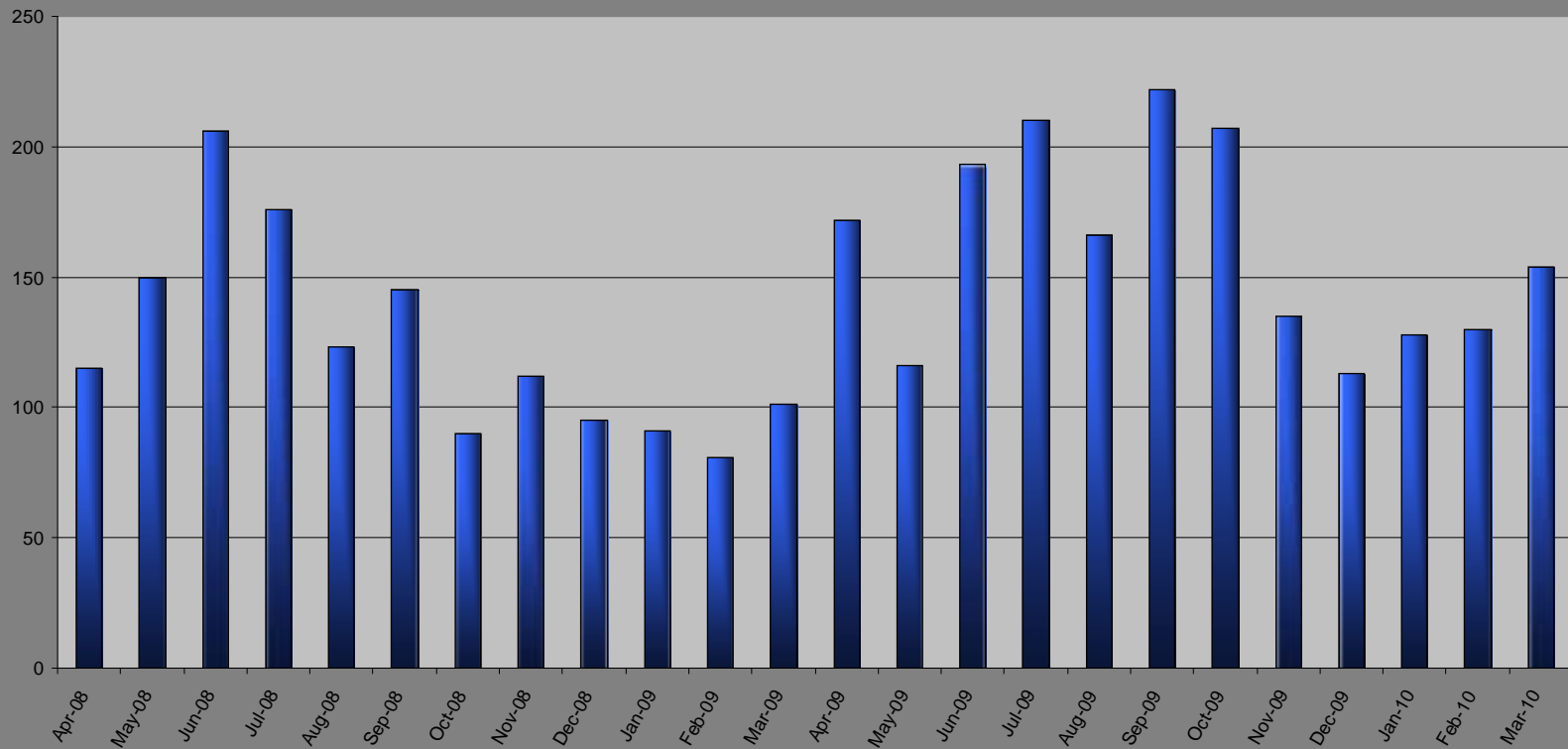
# Data Tools Help Desk, Past Year

## Most Common Types of Data Tools Inquiries



# Data Tools Inquiries By Month – Past 2 Years

Data Tools Inquiries by Month



# Types of help we have provided recently

- Did not understand the different levels to log-in; could not find collection level login.
- Finally switching over from using the PAS-- needed help with basic navigation within data center.
- Needed help locating “reported data” (used to be called forms facsimile).
- Needed help with creating a comparison group by variable.
- Needed help summing completions by program across multiple years and multiple institutions.
- *What questions can we help YOU with?*

# In Closing...

Thank you for your assistance in making IPEDS  
successful!

