

## **Process for Making a Data Request**

**A. Submitting the Data Request:** All requests for data, whether for internal or external data, must be received in writing (via e-mail). While the office encourages you to discuss data needs on the telephone and/or in person with a staff member, requests are formally reviewed only when received in writing. Please send your request to the following e-mail:

[institutional.research@jwu.edu](mailto:institutional.research@jwu.edu)

## **B. Information to Include in Request**

- 1.) What information is needed? Please be as specific as possible. For example, if the requested information pertains to students, is it for all students, only undergraduate students, students at each campus, full-time students only?
- 2.) How many years'/terms' worth of data are needed?
- 3.) Is this a one time request or information that is regularly needed?
- 4.) What is the purpose of the request? Please be as specific as possible. Is the information needed for an external/internal mandate, for departmental planning/evaluation, to fulfill a curiosity or for another reason?
- 5.) When is the information needed?

## **IR Process for Responding to Request**

- When a request is received, an IR staff member will review it for completeness. You will be contacted if additional information is needed before processing the request.
- All requests will be reviewed weekly.
- After request has been discussed, IR office will inform client of likely timeframe for delivering the needed information.
- Depending on the scope and nature of the information requested, turnaround times can vary from three business days to over a month.

## **Format of Response**

- Responses are provided in writing; if a simple, single figure is requested, response will be delivered in an e-mail reply to the original requestor.
- More complex responses, such as tables of figures, will be delivered as a .pdf e-mail attachment, dated and labeled "Office of Institutional Research."
- The office may deliver data tables in Excel format in certain cases.
- As a general rule, the office will not provide raw data.