

IRPA Service Level Agreements

Request type & time tables

Implementation to begin after discussion with individual constituents

Academic MFT/ACATs – 15 business days

Accreditation data requests/assistance (ex. HEADS/NASAD/NASM, CACREP, AAFCS) – 20 business days

Administrative Assessments assistance – 5 business days

Advising Assessments assistance – 5 business days

Course Evaluation changes – 10 business days

Data (Third-Party) request/survey assistance (ex. Peterson's, CUPA) – 15 business days

Data request / Level 1 (0-4 labor hours) – 10 business days

Data request / level 2 (greater than 4 labor hours) – scope and objectives to be formally defined and prioritized

Evaluation assistance (ex. office program/process evaluations) – 15 business days

Federal reporting assistance – 15 business days

Grant assistance – 15 business days

Planning system / Unit Planning & Assessment assistance – 15 business days

Program Review assistance – 15 business days

State reporting assistance – 15 business days

Survey design – term-based submission dates, TBD

Survey Implementation / Internal – term-based submission dates, TBD

Survey Implementation / Third-Party – term-based submission dates, TBD

Other (IRPA) – scope and objectives to be formally defined and prioritized