

Archived Information

NATIONAL CENTER FOR EDUCATION STATISTICS (NCES) STATISTICS AND ASSESSMENT

Goal: To collect, analyze, and disseminate information on the condition of education in the United States and to provide comparative international statistics.

Relationship of Program to Volume 1, Department-wide Objectives: National Center for Education Statistics (NCES) is working to comply with Objective 4.1 (our customers receive fast, seamless service and dissemination of high-quality information and products); and Objective 4.3 (an up-to-date knowledge base is available from education research to support education reform and equality). NCES actions that link its program objectives to the Department's Strategic Objectives 4.1 and 4.3 are presented on pages 4 and 5 (strategy 1: Actions that will be or are being taken by NCES to accomplish its FY 2000 program plan goals and objectives).

FY 2000—\$108,000,000

FY 2001—\$126,500,000 (Requested budget)

OBJECTIVE 1: PROVIDES TIMELY, USEFUL, AND COMPREHENSIVE DATA THAT ARE RELEVANT TO POLICY AND EDUCATIONAL IMPROVEMENT.

Indicator 1.1 Customer satisfaction: At least 85 percent of surveyed customers in FY 1999 and 90 percent in FY 2001 will agree that National Center for Education Statistics (NCES) data are timely, relevant, and comprehensive.

Targets and Performance Data				Assessment of Progress	Sources and Data Quality	
<i>Percentage of customer respondents satisfied or very satisfied with NCES publications</i>				<p>Status: The overall NCES customer satisfaction rating is 90 percent, which meets performance target. NCES continues to show improvement in all areas of its performance data. Between 1997 and 1999 NCES focused on improving the timeliness of its publications and data files. Significant progress was made in the Common Core of Data (CCD) Reports and the National Assessment of Educational Progress (NAEP).</p> <p>CCD's last <u>School and Agency Report</u> shows an improvement from 25 months to 15 months from data collection to publication and a 3-month improvement in State Nonfiscal.</p> <p>NAEP has shown dramatic improvements in timeliness for many of its major reports. Science has improved from 23 to 12 months; long-term trends from 29 to 14 months; reading from 17 to 10 months; and math from 12 to 10 months. In addition, NAEP has also begun the practice of releasing simultaneous Web data files and reports.</p>	<p>Source: NCES 1997 and 1999 Customer Satisfaction Survey (next survey: FY 2001). <i>Frequency:</i> Biennially. <i>Next Update:</i> January 2001.</p> <p>Validation Procedure: Data was validated by using NCES review procedures and by applying NCES statistical standards.</p> <p>Limitations of Data and Planned Improvements: There are no data limitations, but NCES will try to schedule its future collection of customer data to match the Department's program plan reporting schedule.</p> <p>Note: Data from the 1999 Customer Service Survey are preliminary data subject to a final review.</p>	
Year	Actual Performance					Performance Targets
	Comprehensive-ness	Timeliness	Utility			
1997:	88%	72%	86%			
1998:	No data available	No data available	No data available			
1999:	91%	77%	89%			90%
2000:						No target set
2001:						90%
<i>Percentage of customer respondents satisfied or very satisfied with NCES data files</i>						
	Comprehensiveness	Timeliness				
1997:	82%	52%				
1998:	No data available	No data available				
1999:	87%	67%		90%		
2000:				No target set		
2001:				90%		

Targets and Performance Data				Assessment of Progress	Sources and Data Quality
<i>Percentage of customer respondents satisfied or very satisfied with NCES services</i>					
Year	Actual Performance			Performance Targets	
	Comprehensive-ness	Timeliness	Utility		
1997:	No data available	89%	No data available		
1998:	No data available	No data available	No data available		
1999:	No data available	93%	93%	90%	
2000:				No target set	
2001:				90%	

OBJECTIVE 2: COLLECT HIGH-QUALITY DATA.

Indicator 2.1 Customer rating of quality: At least 85 percent of surveyed customers in FY 1999 and 90 percent in FY 2001 will agree that NCES data is of high quality in terms of accuracy, reliability, validity, and comprehensiveness.

Targets and Performance Data				Assessment of Progress	Sources and Data Quality
<i>Percentage of customer respondents satisfied or very satisfied with NCES publications</i>					
Year	Actual Performance		Performance Targets	<p>Status: NCES met its 1999 performance goals with an overall quality ranking of 93 percent for publications and 87 percent for data files. NCES did not meet its 1999 performance goal of 85 percent in accuracy.</p> <p>Explanation: NCES achieved a 90 percent overall customer satisfaction rating in 1997 and has made that percentage its performance target for future years.</p>	<p>Source: NCES 1999 Customer Satisfaction Survey (next survey: FY 2001). <i>Frequency:</i> Biennially. <i>Next Update:</i> January 2001.</p> <p>Validation Procedure: Data validated by NCES review procedures and NCES statistical standards.</p> <p>Limitations of Data and Planned Improvements: Same as 1.1.</p>
	Accuracy	Overall quality			
1997:	No data available	90%			
1998:	No data available	No data available			
1999:	84%	93%	90%		
2000:			No target set		
2001:			90%		
<i>Percentage of customer respondents satisfied or very satisfied with NCES data files</i>					
Year	Accuracy	Overall Quality	Performance Targets		
1997:	74%	No data available			
1998:	No data available	No data available			
1999:	82%	87%	90%		
2000:			No target set		
2001:			90%		

OBJECTIVE 3: DEVELOP PUBLICATIONS THAT ARE EASY TO READ, USEFUL, AND OF HIGH OVERALL QUALITY.

Indicator 3.1 Ease of reading: At least 85 percent of surveyed customers in FY 1999 and 90 percent in FY 2001 will agree that NCES publications are easy to read.						
Targets and Performance Data				Assessment of Progress	Sources and Data Quality	
<i>Percentage of customer respondents satisfied or very satisfied</i>				<p>Status: Target exceeded.</p> <p>Explanation: NCES improved in performance in all areas of this objective and surpassed its goal of establishing a 90 percent overall quality ranking.</p> <p>NCES achieved a 90 percent overall customer satisfaction level in 1997 and has made that percentage the performance target for future years.</p> <p>Baseline performance data for all NCES objectives represent results from the NCES 1997 Customer Satisfaction Survey and will include biennial update.</p>	<p>Source: 3.1-3.3 NCES 1997 & 1999 Customer Satisfaction Survey (next survey: FY 2001). <i>Frequency:</i> Biennially. <i>Next Update:</i> January 2001.</p> <p>In FY 1999 NCES again measured customer satisfaction rates. This survey was a follow-up to the FY 1997 survey that established NCES baseline performance data. Also, in FY 1999 and FY 2000 NCES will conduct focus group discussions with targeted customers, including policy makers, researchers, and practitioners.</p> <p>Other sources of feedback: Biannual input from NCES Advisory Council; biennial NCES customer survey in 1997 and 1999.</p> <p>Validation Procedure: By NCES review procedures and NCES statistical standards.</p> <p>Limitations of Data and Planned Improvements: Same as 1.1.</p>	
Year	Actual Performance					Performance Targets
	Clarity of Writing	Useful to Work	Overall Quality			
1997:	87%	86%	90%			
1998:	No data available	No data available	No data available			
1999:	90%	89%	93%			90%
2000:						No target set
2001:				90%		

Indicator 3.2 Utility: At least 85 percent of surveyed customers in FY 1999 and 90 percent in FY 2001 will rate NCES publications as useful to their work.				
Targets and Performance Data			Assessment of Progress	Sources and Data Quality
<i>NCES customers who responded as satisfied or very satisfied with the usefulness of NCES publications</i>			<p>Status: 1999 Customer Data will be available in spring 2000.</p> <p>Explanation: NCES has achieved an 86 percent rating and we have a performance target of 90 percent for future years.</p>	<p>Source: Same as Indicator 3.1.</p> <p>Validation Procedure: Data validated by NCES review procedures and NCES statistical standards.</p> <p>Limitations of Data and Planned Improvements: See 1.1.</p>
Year	Actual Performance	Performance Targets		
1997:	86%			
1998:	No data available			
1999:	89%	90%		
2000:		No target set		
2001:		90%		

Indicator 3.3 Publication Quality: At least 85 percent of surveyed customers in FY 1999 and 90 percent in FY 2001 will express satisfaction with the overall quality of NCES publications.			Assessment of Progress	Sources and Data Quality
Targets and Performance Data			Status: Target exceeded.	Source: Same as Indicator 3.1.
<i>Percentage of NCES customers who indicated their overall satisfaction rate with the overall quality of publications</i>				
Year	Actual Performance	Performance Targets	Explanation: NCES has achieved a 90 percent rating in 1997 and will use that percentage for a future performance target level. In 1999, NCES surpassed its previous rating by 3 percent with a new high rating of 93 percent.	Validation Procedure: Data validated by NCES review procedures and NCES statistical standards. Limitations of Data and Planned Improvements: See 1.1
1997:	90%			
1998:	No data available			
1999:	93%	90%		
2000:		No target set		
2001:		90%		

KEY STRATEGIES

National Center for Education Statistics (NCES) is pursuing two types of strategies: (a) listing the strategies that will be used to accomplish the goals and objectives of the FY 2000 Program Plan; and (b) identifying the strategies that will be used to link program objectives to the Department's Strategic Plan (objectives noted in parentheses).

Strategies Continued from 1999

Data Collection:

- ❖ National Center for Education Statistics will continue to conduct focus group discussions with key customers and targeted surveys to assess and improve the timeliness, relevance, and comprehensiveness of its data (Objective 1.1). **On-going**
- ❖ National Center for Education Statistics customer surveys will continue to rely on a core set of questions that will be administered to a representative sample of persons in successive years for use in reporting against performance measures (Objective 1.1, 2.1, 3.1-3.3). **On-going**
- ❖ National Center for Education Statistics will develop new questions that will be added to customer surveys to solicit information for program improvement purposes (as above). **On-going**
- ❖ National Center for Education Statistics is currently working on program redesign activities for the Schools and Staffing Survey (SASS), the Integrated Postsecondary Education Data System (IPEDS), and its International Program (Objective 2.1). **In progress**
- ❖ National Center for Education Statistics is developing a new early childhood survey (Objective 1.1). **In progress**
- ❖ National Center for Education Statistics is involved in a number of collaborative Interagency Agreement activities that will improve data availability and quality on topical educational issues including school safety and health issues with the Department of Justice, Census Bureau, Department of Health and Human Services, Department of Agriculture, and other principal offices in ED. **On-going**
- ❖ National Center for Education Statistics will conduct an internal analysis of processing times for its major data collections in an effort to improve timeliness. This improvement effort is expected to be completed June 1999. **National Center for Education Statistics is reviewing the November Draft Report and comparing the findings with the 1999 survey results. Areas where the National Center for Education Statistics has shown dramatic improvements in timeliness for Common Core of Data and National Association of Education Process are reflected in Objective 1.1.**
- ❖ National Center for Education Statistics will coordinate with the Office of Special Education and Rehabilitation Services (OSERS) and the Office for Civil Rights (OCR), and conduct a customer satisfaction survey of state education agencies in FY 1999 to determine the feasibility and projected burden reduction of collecting data on students with disabilities through a single coordinated survey. **Completed and being pilot tested.**
- ❖ National Center for Education Statistics will coordinate with the Office of Elementary and Secondary Education (OESE) in FY 1999 a pilot project testing the electronic collection of a coordinated state level report, and will build an integrated file accessible to multiple departmental users. **Office of Management has taken the lead on this project and has developed a prototype system.**
- ❖ National Center for Education Statistics will lead states and other principal operating components (POCs) in a review and update of the student, staff, and discipline data handbooks to secure consensus on standard definitions in FY 1999. **Student handbook has been revised and task force of states is working with National Center for Education Statistics to revise the format on crime and violence reporting.**
- ❖ National Center for Education Statistics will provide the Planning and Evaluation Service (PES) with our statistical standards for dissemination to other departmental POCs. **Completed**
- ❖ National Center for Education Statistics will participate in a future Planning and Evaluation Service workgroup to help improve the Department's Data Quality Standards. **Completed**
- ❖ National Center for Education Statistics will provide technical consultation to principal operating components on future major data collection efforts. **On-going**

KEY STRATEGIES CONTINUEDNew or Strengthened Strategies

- ❖ National Center for Education Statistics continues to look for new ways to improve its overall quality, timeliness, and improved distribution of information and service to its customers. We have recently added the simultaneous release of Web-based data files with National Assessment of Educational Progress reports, and we continue to explore new ways to use the Web to better serve our clients.

HOW THIS PROGRAM COORDINATES WITH OTHER FEDERAL ACTIVITIES

- ❖ National Center for Education Statistics is involved in a number of collaborative interagency agreement activities with Census, Health and Human Services, Justice, Agriculture, and other ED principal offices.

CHALLENGES TO ACHIEVING PROGRAM GOAL

- ❖ The challenges facing the National Center for Education Statistics are financial in nature, due to limited appropriations for continuing the full range of data collection with increasing authorizations.

INDICATOR CHANGES**From FY 1999 Annual Plan (two years old)**

Adjusted—None.

Dropped—None.

From FY 2000 Annual Plan (last year's)

Adjusted

- ❖ Any indicators that relied on 2000 annual survey data were modified to rely on a 2001 annual survey. Because of a lack of funds, there will not be a 2000 survey.

Dropped—None.

New—None.