Data Governance: It’s a Challenge for Everyone

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Agenda

Overview of Data Governance

Institutional Approaches

Lessons Learned

Feedback and Discussion with the Audience
Learning Goals / Objectives

- Establish a baseline understanding of data governance
- Understand that data governance is difficult for most of us
- Learn the approaches taken by two different universities to tackle data governance and our lessons learned
- Share your experiences and learn from one another
Defining Data Governance

“Data governance assists in maintaining data integrity, controlling access, and securing data storage for the institutional asset. A data governance program seeks to identify what data currently exist or need to exist in the future, and it helps identify disparate data silos on campus. Such a program defines roles and responsibility for managing data and assigns accountability to specific groups or individuals within the institution through a strong data stewardship model.”

“Addressing how data is obtained, stored, retrieved, and protected.”

Source: The Compelling Case for Data Governance | EDUCAUSE
Goals of Data Governance

• Improving Outcomes
  • Standard set of data definitions
  • Consistent reporting
  • Clear responsibilities

• Mitigating risk
  • Improved security
Who should be involved?

• Data stewards and data managers
• Executive and institutional leadership
• Broader university community (internal partners, expected end-users, faculty, etc.)
A Look at Two Institutions
About Adler University

• Private, independent, not-for-profit graduate school based in Chicago
• 3 campuses: Chicago, Vancouver, Online
• Graduate programs in psychology
• ~1,500 FTE students
• ~200 full-time staff and faculty
Adler’s Data Ecosystem

<table>
<thead>
<tr>
<th>Category</th>
<th>Tools</th>
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<tbody>
<tr>
<td>Student Info System</td>
<td>• Ellucian Colleague</td>
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<td>Reporting</td>
<td>• SAP Business Objects</td>
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# Role of Office of Institutional Effectiveness

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OIE Internal Partnerships

- Registrar
- Cabinet
- Business Intelligence
- Chairs, Program Directors
- Admissions
Office of Institutional Effectiveness

OIE produces a series of periodic reports that provide academic and university leadership with important data that inform decision-making for institutional effectiveness.

- Enrollment Snapshots
- Annual Census Report
- Board of Trustees Dashboard
- Noel-Levitz student surveys
- Assessment of Student Learning
- Academic Program Review
- Alumni Surveys
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- Data Governance

New this year!
Data Governance

What we have

• Office of Technology oversees security, privacy, architecture, and integration.

• Individual departments manage their own specialized platforms
  • Admissions → Salesforce
  • Advancement → Raiser’s Edge
  • Training → Time2Track, APT
  • Online → LMS

What we need

• Business Process Management
• Policies
• Data Quality Standards
• Change Management
Challenges and Solutions

<table>
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<th>Challenges</th>
<th>Solutions</th>
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<tr>
<td>• Departmental priorities / time</td>
<td>• Leadership Mandate</td>
</tr>
<tr>
<td>• Data silos</td>
<td>• Data Lifecycle Mapping</td>
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<tr>
<td>• Conflicting references</td>
<td>• Business Glossary</td>
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<tr>
<td>• Roles &amp; Responsibilities</td>
<td>• ?</td>
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<tr>
<td>• Leveraging existing technologies</td>
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DePaul University Institutional Overview

- Private, Catholic, Non-for-profit based in Chicago
- 10 Colleges
  - Driehaus College of Business
  - College of Communication
  - College of Computing and Digital Media
  - College of Education
  - College of Law
  - College of Liberal Arts and Social Sciences
  - College of Science and Health
  - School of Music
  - School of Continuing and Professional Studies
  - The Theatre School
- ~20,000 FTE
DePaul University – A Tale of Data Governance

• No executive mandate
• “Bottom-up” approach
• Meet with relevant offices
DePaul University Internal Partnerships

- Recruitment Systems
- Financial Aid
- Registrar
- HR
- Finance
DePaul University Challenges and Solutions

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<td>Data Quality</td>
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<td>Inconsistent Reports</td>
<td>Correcting source system</td>
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Useful Tips

• Active partnerships across the institution allow for growth and continual improvement
• Establish good working relationships across the university
• Executive sponsorship is crucial to gain buy-in and prioritization
Thank you!

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Group Discussion & Audience Questions