

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

Student Info System

- Ellucian Colleague

Reporting

- SAP Business Objects

Analysis

- Excel, SPSS

Visualization

- PowerBI, Excel, Illustrator

Role of Office of Institutional Effectiveness

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OIE Internal Partnerships



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

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

Challenges

- Departmental priorities / time
- Data silos
- Conflicting references
- Roles & Responsibilities
- Leveraging existing technologies

Solutions

- Leadership Mandate
- Data Lifecycle Mapping
- Business Glossary
- ?
- ?

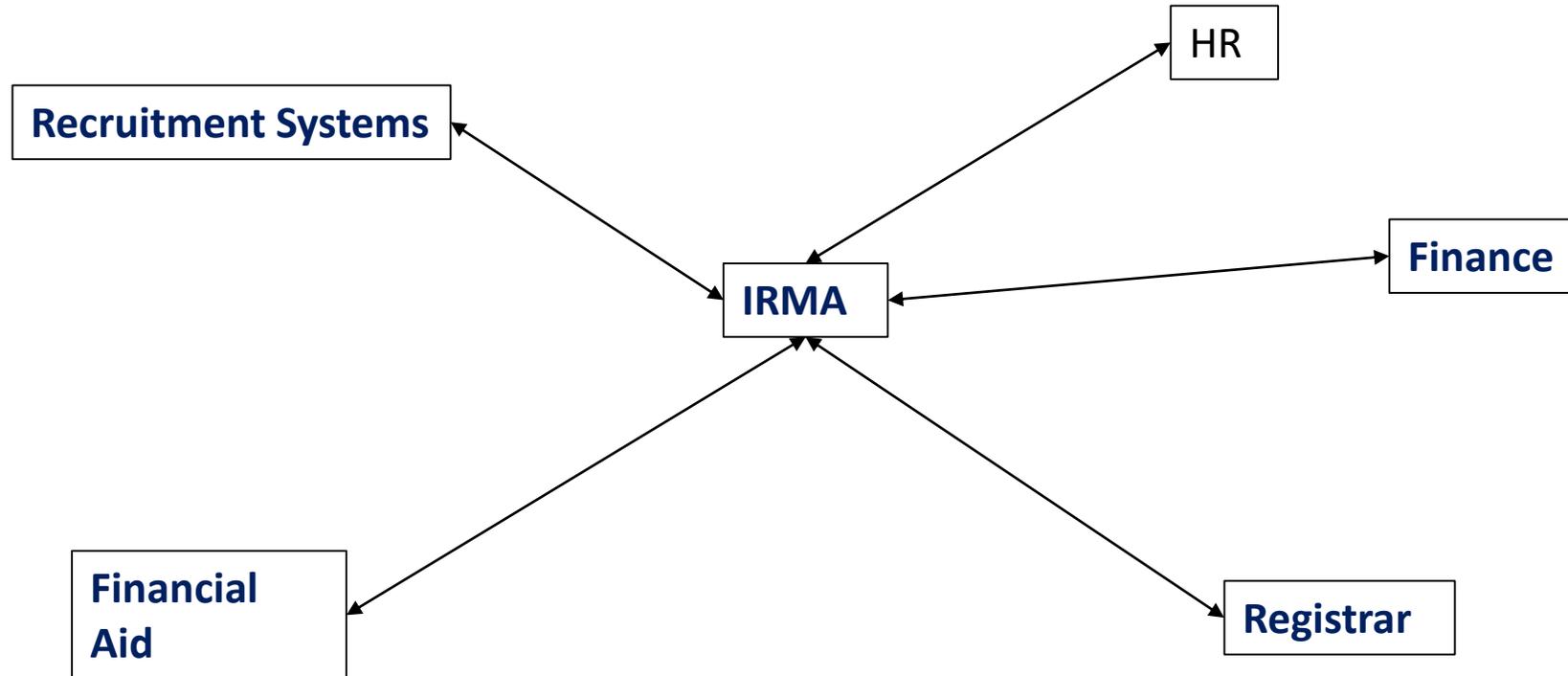
DePaul University Institutional Overview

- 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



DePaul University Challenges and Solutions

• Challenges

- Data Quality
- Inconsistent Reports

• Solutions

- Bi-monthly meeting
- Correcting source system

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
