

DATA GOVERNANCE TASK FORCE OVERVIEW

The Data Governance Task Force (DGTF) first convened on September 28, 2018. In Year 2, members met weekly for 90 minutes. Members include:

Maria O'Connor (chair, Institutional Effectiveness)	Jennifer Rick (Human Resources)
Todd Bruce (Institutional Effectiveness)	Sarah Starr Zechman (Advancement Services)
Sherri Crahen (Student Affairs)	John Sully (Information Technology Services)
Jennifer Dillon (Finance)	Steve Vitatoe (Enrollment)
Michelle Reynard (Registrar)	Claudia Wenzel (Student Financial Services)

PURPOSE

The purpose of the DGTF is to establish the priorities and mechanisms for developing and managing John Carroll's analytic resources. DGTF addresses strategic issues within these broad domains:

- Data Quality: establish common data definitions available across platforms
- Data Availability: define policies and procedures for providing access to data
- Data Retention: create data retention, archival, and disposal guidelines
- Data Security & Privacy: evaluate sensitivity of data and establish response levels for a breach

In fulfilling this charge, DGTF's initial tasks are to:

- Inventory and map existing data
- Define current data processes and procedures
- Establish and define John Carroll's specific data roles

YEAR 2 ACCOMPLISHMENTS

In Year 2, the Task Force continued the work established in Year 1. Some of the group's accomplishments include, but are not limited to, the following:

- Completed a tour of the John Carroll University student, employee, and administrative data lifecycles
- Reviewed and assigned 2020 Classification of Instructional Programs (CIP) codes to all majors, minors, and concentrations
- Assisted in the creation of a data retention policy
- Moved the readmit decision process to Slate and revamped the workflow
- Established a preliminary, centralized data request process

YEAR 2 WORK IN PROGRESS

Additionally, our work has evolved over the last year and we have begun to field process questions, troubleshoot, and lend support for constituents across campus. The group has weighed in on data process questions from the Faculty Load and Compensation (FLAC) team, from those working on executing the

Belize 2+2 program, and from Student Affairs and Information Technology Services as they implemented Presence and Maxient on campus.

Our work also led to the creation of the Graduate Operational Efficiency group whose purpose has been to revise and align the graduate student and undergraduate data processes. The creation of this group is recognition of the complexity of these processes and the need for organized and informed plans that involve offices across the institution.

Lastly, the creation of the Task Force itself has increased awareness and advocacy of data-related issues. Having cross-functional representation on the Task Force ensures each division is aware of current data-related conversations.

YEAR 3 PLAN

The Task Force plans to continue their work in Year 3, including:

- Generating a data dictionary and working with divisions to develop data standards manuals
- Assigning data roles to employees
- Revisiting the list of current processes, procedures, and policies for review
- Offering campus wide, data-related training and other communications
- Auditing campus Banner access and Argos reports

YEAR 1 ACCOMPLISHMENTS REVIEW

- Approved DGTF's Charter and structure.
- Identified the institution's data systems (e.g., Banner, Slate) and the kinds of information in each.
- Established John Carroll's four data roles:
 - Data Steward: A staff member with delegated oversight and decision-making responsibility for a subset of the University's data.
 - Data Custodian: A system administrator or other technical professional who oversees the systems used to collect, manage, and provide access to institutional data.
 - Functional Data Technician: A University employee who creates and manages University data, including directly adding, modifying, or deleting data in a University data system on an ongoing basis.
 - Data User: An individual who has access to University data, data reports, or combined data elements as part of assigned duties or in fulfillment of assigned roles or functions within the University community.
- Identified over 60 current processes, procedures, and policies that require review in order to maximize efficiency and remain in compliance. Some examples:
 - Graduate student Banner record retention
 - Student emergency contact information collection
- Established Banner Access Action Team: This action team is made up of relevant members of the DGTF (or their proxies) and ITS. The goal is to revise and streamline John Carroll's Banner access provisioning and deprovisioning process.

*Maria O'Connor, Director of Institutional Research and Chair, Data Governance Task Force
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