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UMaine System Data Governance Annual Report 2020

University of Maine System Data Advisory Committee

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UMS Data
Governance

Data integrity for informed decisions and student success.

Data Governance...

A guiding light in a vast data universe.

Annual Report 2020



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Tel: 207-973-3205
www.maine.edu

Dannel P. Malloy
Chancellor

UMS Colleges & Community Members,

I'm pleased to share with you the third annual report of the University of Maine System Data Governance program.

Our UMS Data Governance processes are becoming integrated into all of the work that we do across the System, ensuring collaborative and effective solutions to data issues and, most importantly, consistency in our use and understanding of data among our UMS universities and users -- no matter where they are in our statewide university system. Whether brought directly to the Data Advisory Committee or arising within a UMS project, all data issues are fully researched, and stakeholders throughout every area of the organization are consulted and informed of our outcomes.

As the number of resolved issues grows, Data Governance ensures and maintains the quality of our data for the long term. Audits have been put in place which routinely check our data to identify areas where updates are required, and stakeholders can use the audit outcomes to make the small corrections to fix a small problem before it becomes larger, saving many hours of work later. This tenacity in quality assurance also ensures greater validity and reliability of our reporting, allowing leadership to make better informed decisions in support of our students, faculty and staff.

It's fair to say that UMS Data Governance is hitting its stride, and the resulting procedures and issue documentation are expanding with the participation of scores of UMS colleagues from every institution in our System.

Now more than ever, we need nimble, timely, and trustworthy data-informed decision-making to lead us through this unprecedented period in our history. As UMS Data Governance continues to move forward, there are many opportunities for your participation. For more information, or answers to your questions, please see the contact information at the end of this report. I commend those who are already involved and thank you for your continued support of this critically important UMS program.

Sincerely,



Dannel P. Malloy
Chancellor

The University of Maine

University of Maine
at Augusta

University of Maine
at Farmington

University of Maine
at Fort Kent

University of Maine
at Machias

University of Maine
at Presque Isle

University of
Southern Maine

University of Maine
School of Law

Data Explorers in the UMS Data Universe

Data Governance is a set of procedures developed collaboratively by stakeholders to steward our institutional data—the data we maintain about our students, staff, and finances. In 2020, our continued mission to ensure the quality and integrity of our data marked the milestone of having addressed 25 data issues. Each has its own complete project plan including clear goals, in-depth data analysis, stakeholder assessment, resource review, and documentation.

To Mars and Back Again... and Again

As our data issues are solved, the stewardship role increases. Audits are regularly conducted which reveal the extent to which data standards are being followed across institutions and functional areas. Stewards of the audit data are able to notify UMS Data Governance of any new concerns as they arise. Policies and required reports can then be quickly adjusted.

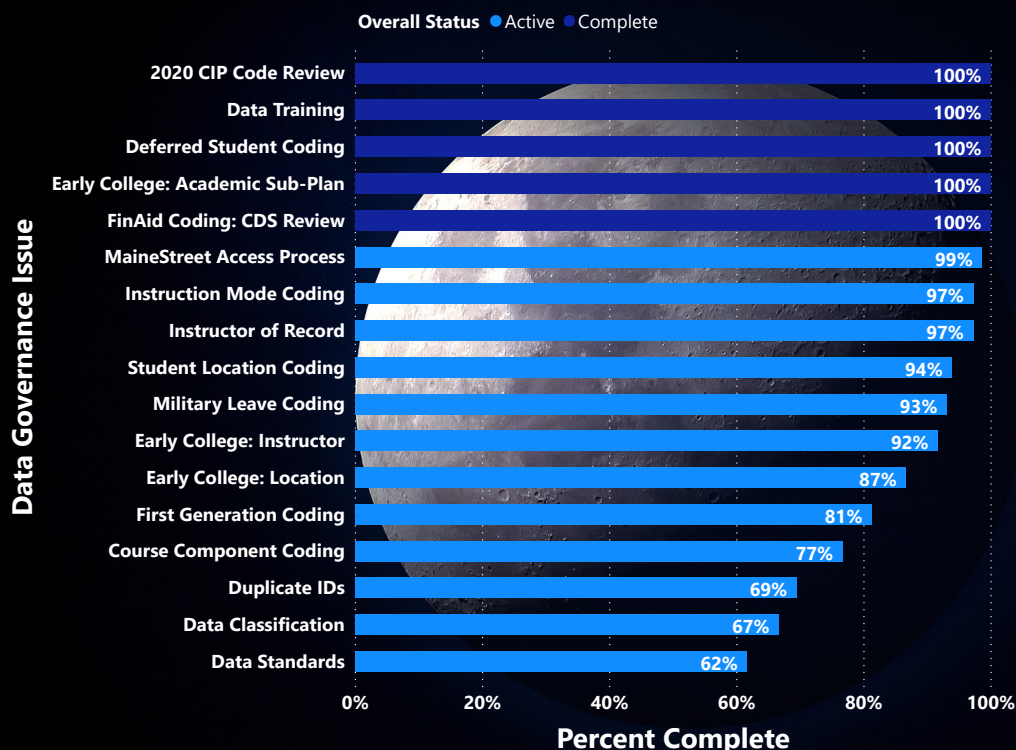
The benefits of maintaining our data are clear. In 2019 we aligned Early College student coding; in 2020 we aligned Early College instructor and location coding. Now, those who understood the previous Early College inconsistencies are saving work each time they report on the data, and those unaware of the previously poor data quality are now pulling accurate numbers. Audit processes are in place to ensure that the data is examined regularly to maintain its precision going forward. We will continue to reap the benefits of having solved these data issues. Identifying the correct number of Early College students will help to tailor programs meant to increase participation in Early College programming, which positively affects our enrollment, degree attainment, and affordability.

Completion of the Early College Coding project

saves me a couple of hours for every report I write that directly involves early college (i.e. Fall, Spring, Summer, and the Early College report), and makes additional ad-hoc reporting much faster. It also makes it much easier to identify whether errors are on my end or within the data, and if the latter, send questions directly to the specific institutions.

~ Justin Young,
UMS Institutional Research

2020 Data Governance Projects: Percent Complete



Adjustments to another data issue, Deferred Student Admissions coding, result in the accurate identification of students who have deferred their enrollment to a future term. The University of Maine has created “Black Bear Paws” to help students get the most out of their deferral period. Our new coding can now accurately identify all students who should be enrolled in innovative programs like this one which increase student engagement and enrollment.

Building our knowledge base

Data documentation has increased dramatically over the past three years. The information we gather as we work through solving data governance issues is added to our data documentation knowledge base, which includes our Data Cookbook dictionary of terms, UMS Index of Tables, UMS Index of Reports and now, UMS Data Standards. We have hit a critical milestone with the volume of documentation currently recorded. A clearer picture of our data lifecycle is coming into focus, allowing thoughtful and actionable management of information. More and more users are finding answers to their data questions in our documentation.

Total Definitions by Database

December 2020

Student	HR	Financials
173	49	35
		UMS
		33

We Are Not Alone

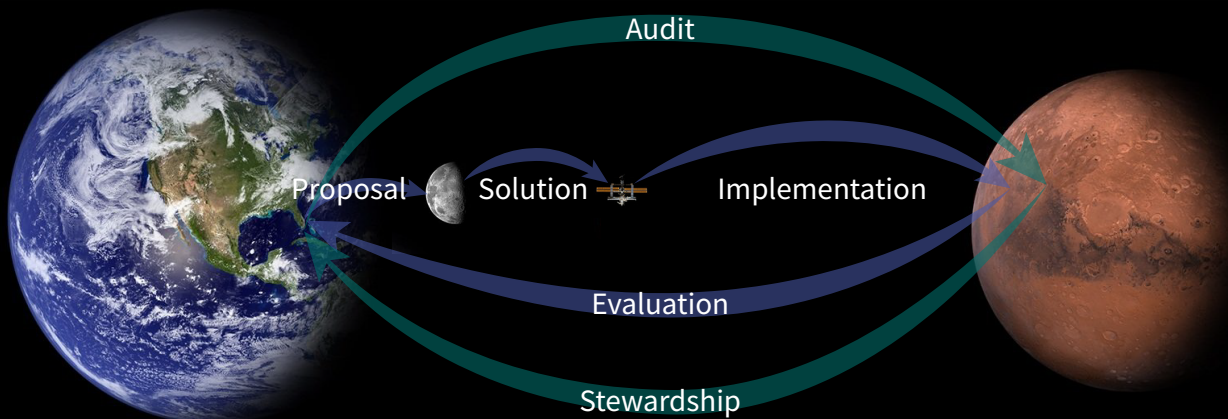
We are better together. The efficient functioning of our organization revolves around our data, and our Data Governance processes have evolved to the point that only small course corrections are required to maintain our heading. The resolution of a data issue begins when a problem is identified by a data user from anywhere within the UMS. Once brought to the attention of UMS Data Governance, the following steps are initiated:

- The Data Advisory Council (DAC) prioritizes the issue based on strategic priority, business complexity, required resources, and potential gains in effectiveness and efficiency
- A DAC member volunteers to take the lead and assembles a workgroup to research the issue and submit a proposal
- The proposal is presented to the full DAC and stakeholders groups at a Proposal Forum. First introduced in 2020, Proposal Forums have resulted in far greater input on proposals, as well as more targeted feedback from a wider stakeholder group
- The Data Governance Team assists the workgroup with necessary feedback and revisions before the proposal advances to implementation with Data Governance Council (DGC) approval

“We can judge our progress by the courage of our questions and the depth of our answers, our willingness to embrace what is true rather than what feels good.”

~ Carl Sagan

Although much of the research is concluded and a preliminary solution is generated as the proposal is created, much more effort must be expended in the implementation of the solution. Finally, the issue is resolved and the stewardship procedures are launched. As with any successful program, each step builds on the previous, and the solutions are maintained and evolve in perpetuity.



Moving Ahead: Impulse to Warp

In addition to our specific data issue projects, the Data Governance Team sets goals to increase efficiency and effectiveness. As we have watched unprecedented circumstances unfold surrounding a pandemic, we have identified areas for the improvement of our processes.

Currently, our entire program relies on volunteers to allocate time to data governance in addition to their everyday work. Regular workgroup lead check-ins have helped us to identify areas where delays happen most frequently, allowing us to assist most effectively. Although our process is nimble and can be universally applied to most situations, the pandemic has shown us that accelerating the process would greatly benefit the UMS. We will continue working with the Data Governance Council to develop ways in which UMS leadership can assist by paving the way for faster resolution of data issues and establishment of data standards.

Importantly, we intend to apply our knowledge and procedures to issues resulting from an ERP assessment currently underway. Our ERP (Enterprise Resource Planning) system is MaineStreet, where day-to-day management of our business activities in support of our students, staff and finances takes place. A new system, or reimplementing of our current system, will take care of some data issues and bring others to light. UMS Data Governance is ideally situated to contribute to the effort, offering a wealth of knowledge regarding institutional data consistency and how it concerns Unified Accreditation as well as the specific needs of end users.

All users across the UMS data universe are partners in our governance process: first, as data users and consumers, to benefit from improved data quality, and second as data explorers, to seek out and boldly report issues in our data. Join us on our data journey. We know that collaboration is the way our voyage ends in success.

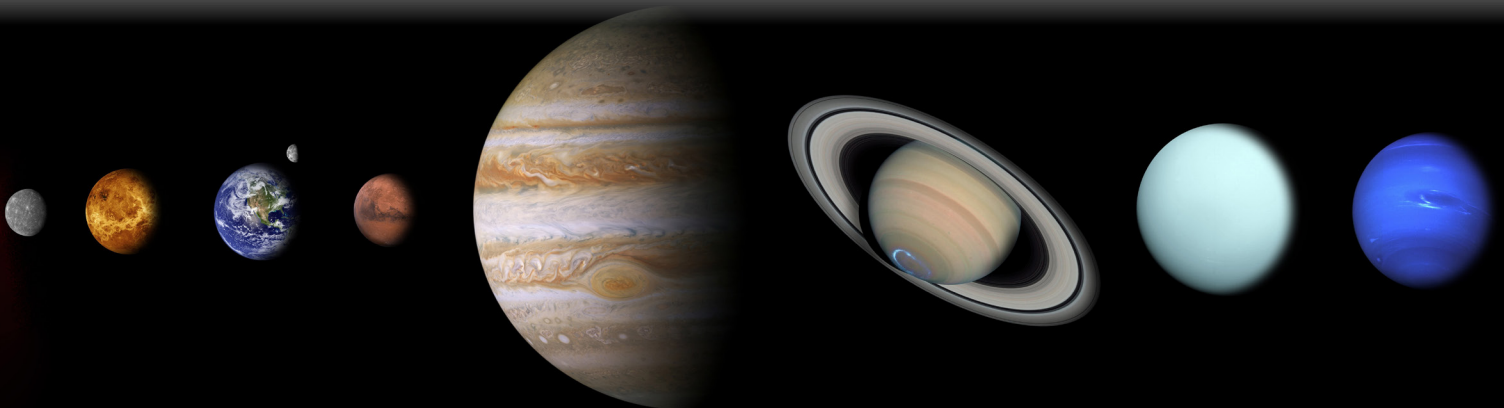
Engage!

“Our ongoing ERP (MaineStreet) Assessment project to devise a roadmap for Unified Accreditation (UA) has identified consistent data coding standards as a common need across all functional areas. Accordingly, data standards and coding consistency will prove essential for the University’s UA effort and UMS Data Governance will play a critical role in ensuring our success. ~ David Demers, CIO, UMS

Thank You!

**Sincerest thanks to our former committee members
for their service to UMS Data Governance!**

Emma Gelsinger   Kay Kimball   Jeannine Uzzi   Shelley Taylor





Data Governance Council (DGC)

Ryan Low, 2020 Chair
Vice Chancellor for Finance & Administration

Robert Placido, 2021 Chair
Vice Chancellor for Academic Affairs

David Demers
Chief Information Officer

Rachel Groenhout
Director of Institutional Data Management

Rosa Redonnett
Associate Vice Chancellor for Student Success
& Credential Attainment

Additional Resources

UMS Data Users' Resources

*Available system-wide through the MyCampus portal
UMS Quicklinks dropdown menu*

Data Governance Charter & Framework

Data Governance Structure, Roles & Responsibilities

Data Governance Onboarding: UMS New Employees

Data Governance Membership & Email List

Contact Information & Resources

The UMS Data Governance program places great emphasis and value on the participation of all members of the UMS community in its work. If you have ideas on data governance issues that should be addressed, or input on the ones that have already been identified, please reach out to us directly.



I have been involved

with several different Data Governance projects, all of which have resulted in multifaceted benefits including streamlined data for improved reporting and unified System-wide business processes.

~ Linda Reid, Associate Registrar, UM

Data Governance Email

UMS.Data.Governance@maine.edu

Data Governance Website

maine.edu/data-governance

Audit Schedule

Resolved data issues are reviewed regularly to ensure ongoing compliance with the data standards implemented through the Data Governance process.

- Deferred Student Admissions - Monthly
- Campus Solutions Access - Monthly
- Financial Aid ISIR Translate Values - Oct
- Financial Aid Blank Item Types - Oct
- Early College Coding - Oct/Feb
- Instructor of Record Load Factor - Feb
- CIP Code Review - August
- Study Abroad - Dec

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Data Advisory Committee (DAC)

Rachel Groenhout, Co-Chair (UMS)
Director of Institutional Data Management

Robert Placido, Co-Chair (UMS)
Vice Chancellor for Academic Affairs

Debra Allen (UM)
Assistant Provost for Institutional Research & Assessment

Jared Cash (USM)
Vice President of Enrollment Management & Marketing

Jami Jandreau (USM)
Director of Financial Aid

Deborah Roark (UMPI)
Executive Director of University Advancement & External Affairs

Darla Reynolds (UMS)
Director of Accounting

Linda Reid (UM)
Associate Registrar

Kristine LeBlanc (UMS)
Interim Senior Director of Human Resources Operations

Justin Young (UMS)
Senior Institutional Research & Planning Analyst

Bob Zuercher (UMS)
Senior Institutional Research & Planning Analyst

Jami Holmes (UMF)
Associate Director of Customer Relationship Management

Marty Berry (USM)
Director of Student Financial Information Systems

Faith Erhardt (UM)
Coordinator of Academic Advising & Support Services

Alicia Wyman (UM)
Director of Budget & Business Services



A very special thank you
to Dr. Emma Gelsinger for all of her amazing work advancing the UMS Data Governance program until her departure in July 2020 to pursue her career in education policy. We will miss her leadership and insights which inspired us to continually improve our processes.



Corina Larsen (UMS)
Data Documentation & Training Coordinator

John Forker (UMS)
Chief Information Security Officer

Emily Haddad (UM)
Dean, College of Liberal Arts & Sciences

Alex Myhre (UMPI, UMFK)
Joint Registrar

James Clark (UMS)
HR Operations Services Manager

April Strowbridge (UMS)
HR Operations Director

Joseph Szakas (UMA)
Vice President of Academic Affairs/Provost

Christina Stephens (UMS)
IT Subject Matter Expert - Student Administrative Systems

Dominic Barraclough (USM)
Vice Provost for Mission and Accreditation

Haliru Omosun (UMS)
Senior Institutional Research & Planning Analyst

Danae Shurn (UMS)
Integrated Work Management System Manager

Jason Charland (UM)
Director of Research Development

UMS Data
Governance

