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UMaine System Data Governance Annual Report 2019

University of Maine System Data Advisory Committee

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Data integrity for informed decisions and student success.

Annual Report 2019



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

UMS Colleges & Community Members,

I'm pleased to share with you the 2019 Annual Report of the University of Maine System Data Governance program. This report highlights the collaborative progress more than 100 members of our community have made over the last year to identify, analyze, and implement solutions to some of the System's most challenging data-related matters.

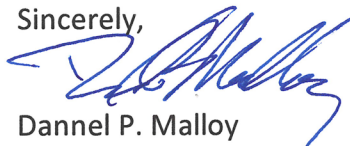
UMS Data Governance serves the missions of all seven universities by integrating our academic and administrative data practices to become a more effective and responsive organization. In order to meet the needs of our local, statewide, and national communities, we must be able to utilize our data to make optimal decisions in support of our students, faculty, and staff.

Our data governance process is a notable example of collaboration among colleagues, campuses, departments, and functional areas. As each data issue is jointly resolved, the solutions are operationalized system-wide, resulting in a uniform implementation.

This cooperative work helps provide a common understanding of data codes and processes. It also builds a stronger framework for unifying our services and focusing our resources on the most innovative and relevant investments in teaching, research, and public service.

As the UMS Data Governance program grows, please consider adding your knowledge and expertise to their efforts. If you have questions or would like to know more, please contact your functional area representative on the Data Advisory Committee or email UMS.Data.Governance@maine.edu.

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

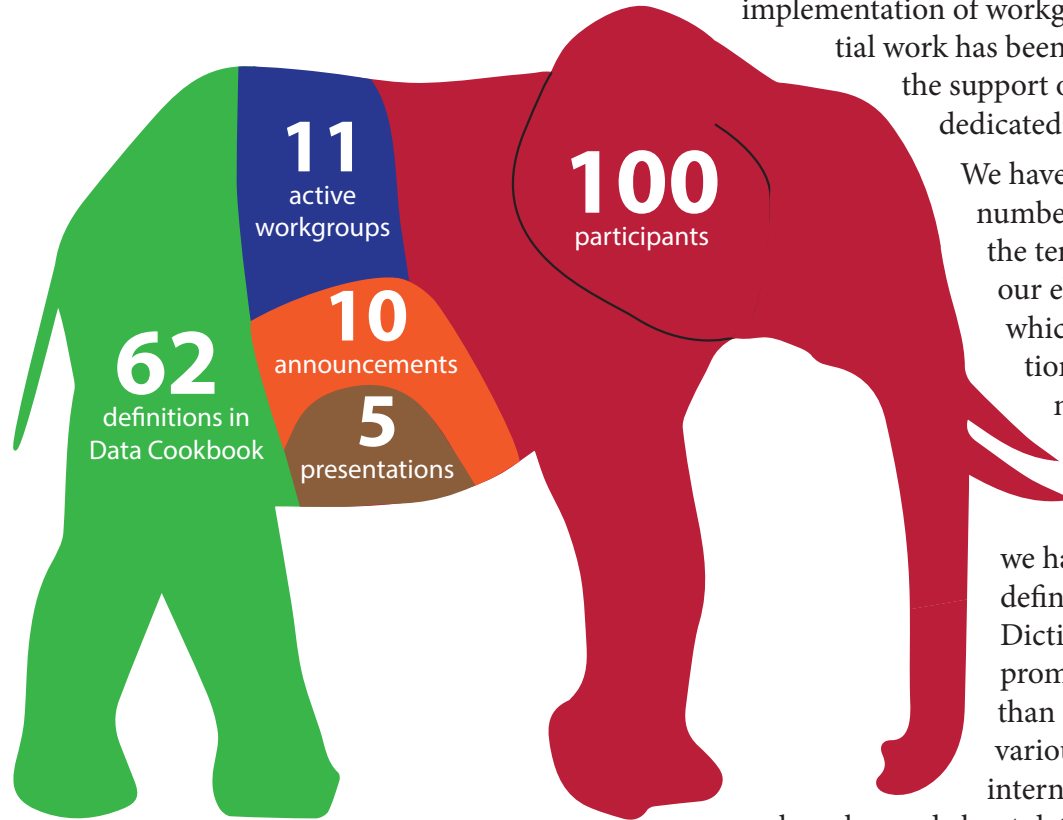
University of
Southern Maine



Data Governance can feel like eating an elephant.

How do you eat an elephant? One bite at a time!

From increasing awareness of the University of Maine System Data Governance program (UMS DG), to implementation of workgroup solutions, substantial work has been completed in 2019 with the support of the entire UMS and its dedicated employees.



We have effectively resolved a number of data issues through the tenacity and perseverance of our eleven active workgroups, which include the participation and/or consultation of more than one hundred employees system-wide. As part of documenting these and other efforts, we have recorded sixty-two definitions using our new Data Dictionary tool. We have also promoted UMS DG with more than ten announcements to various stakeholders. Finally, internal and external audiences

have learned about data governance through more than five presentations, including sessions at both regional and national conferences for professionals in Institutional Research and in Information Technology.

“**Start by doing what’s necessary;** then do what’s possible; and suddenly you are doing the impossible.

~ St. Francis of Assisi

Thank You!

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

Fred Brittain
Keith Dubois

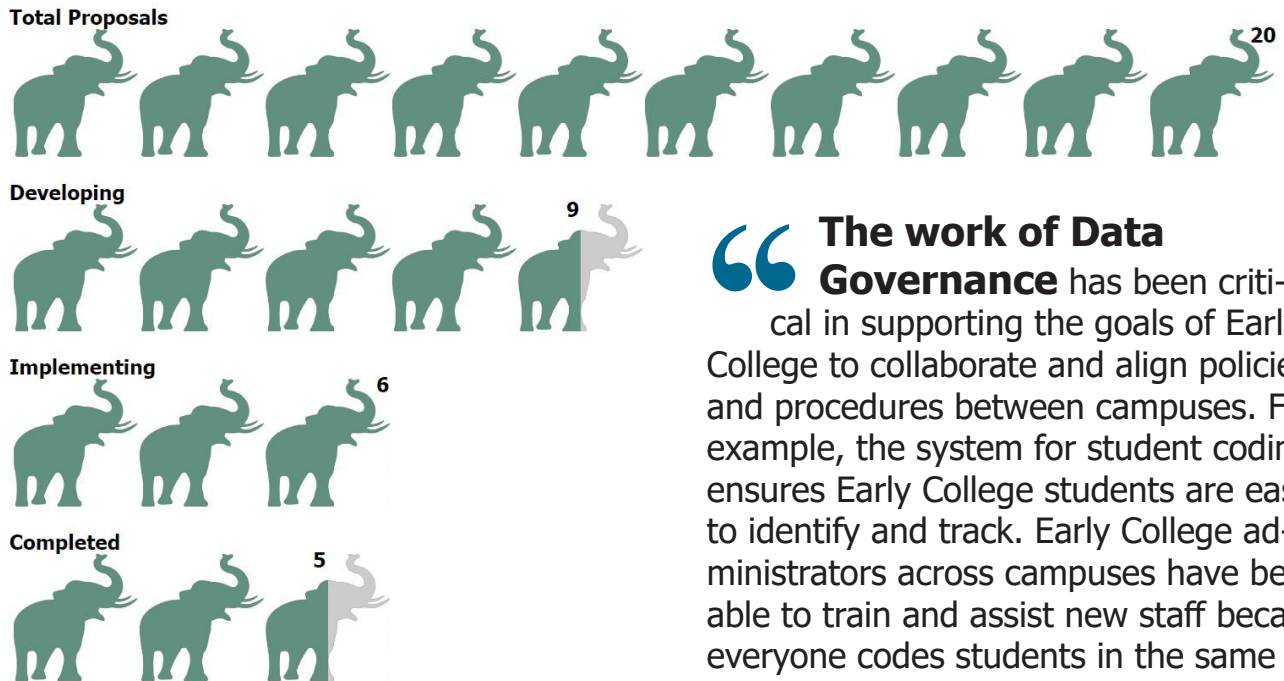
Bob Neely
Nancy Griffin

JR Bjerklie
Shelley Taylor

Data Governance in Action

Workgroups are the backbone of data governance efforts. These interdepartmental groups work together to find the solutions to the most pressing data issues affecting our UMS goals and priorities.

Number of Data Governance Issues by Stage of Completion



Detailed descriptions of these issues, as well as work-group membership, are available on our website: academics.maine.edu/data-governance.

“The work of Data Governance has been critical in supporting the goals of Early College to collaborate and align policies and procedures between campuses. For example, the system for student coding ensures Early College students are easy to identify and track. Early College administrators across campuses have been able to train and assist new staff because everyone codes students in the same way. Similarly, a consistent system for coding concurrent enrollment courses has helped to facilitate the transition to an online application system.

~ Amy Hubbard, UMS Executive Director for Early College

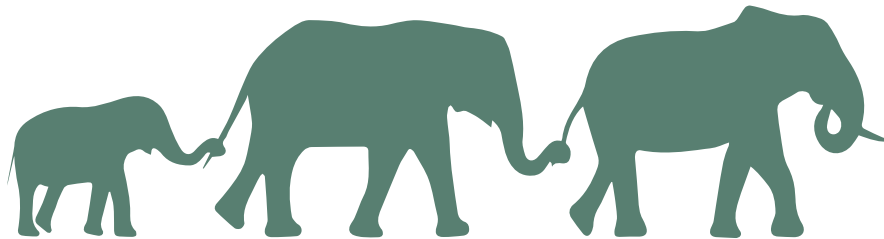
Communicating the Impact of Data Governance

Effective, clear communication to stakeholders is one of the foundational elements of our UMS Data Governance program. Over the last year, significant efforts have been made to build responsive communication channels that help us achieve our goals and convey our alignment with several UMS and State of Maine strategic priorities:

- **Aligning Academic Programs & Innovation to Drive Student Success and Employer Responsiveness** - Accurate Distance Education coding of courses and how they are offered (e.g., online, in-person, blended) will allow students to enroll in academic programs that fit their needs. Accurate reporting on these courses will also help the UMS to determine an appropriate balance of offerings.



- **Increasing Maine Educational Attainment** - Compared to students who do not participate in Early College, first-time, first-year UMS Early College students have an 8% higher retention rate. This results in a 10% higher 4-year, and a 14% higher 6-year graduation rate. Early College coding changes facilitated by Data Governance resulted in 99% accuracy in coding Early College course sections and 88% accuracy in coding the Early College students' academic programs. Through iterative auditing we will continue to move the needle towards 100% consistent, reliable Early College enrollment data, enabling strategic analysis to inform faculty, administration, and staff decisions about Early College.
- **Advance Workforce Readiness & Economic Development** - Tailoring programs and modes of delivery to meet critical needs of both students and employers results in a more nimble, responsive institution. This also creates efficiencies that make the UMS a better strategic partner for Maine and its constituents.
- **Maintaining Competitiveness and Sustainability to Meet Critical State Needs** - Consistent and reliable data provide leadership with the decision-making information to strategically direct valuable resources.



Moving Forward

As we begin 2020, there are several milestones UMS Data Governance is working to attain over the course of the upcoming year. We look forward to a continued increase in participation and engagement from our UMS colleagues to work toward these goals of our ongoing projects.

- Expand the use of our Student Information System to collect accurate instructor load information from all campuses
- Increase the usage of Data Cookbook for building consensus on definitions for our UMS Data Dictionary
- Develop system-wide coding practices for identifying the locations and instructors of our Early College courses
- Develop and approve a final recommendation on system-wide Instruction Mode coding for implementation in Fall 2021
- Complete and audit the implementation of updated Deferred Students Coding
- Establish admissions dashboards based on the recommendations of the Enrollment Reports Workgroup
- Create a standardized DG Issue Implementation Plan with clear communication, audit and documentation procedures to guide workgroups
- Increase DG Communications to reach a broader audience more directly through proposal presentations and new quarterly updates



Council & Committee Members

Data Governance Council (DGC)

Ryan Low, Chair
Vice Chancellor for Finance & Administration

Rosa Redonnett
Associate Vice Chancellor for Student Success and
Credential Attainment

Rachel Groenhout
Director of Institutional Data Management

Robert Placido
Interim Vice Chancellor for Academic Affairs

Karen Kimball
Deputy Vice Chancellor for Academic Affairs

David Demers
Chief Information Officer

Data Advisory Committee (DAC)

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

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

Emma Gelsinger, Operations Manager (UMS)
Data Consistency & Policy Analyst

Darla Reynolds (UMS)
Director of Accounting

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

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

Linda Reid (UM)
Associate Registrar

Jami Holmes (UMF)
Associate Director of Customer Relationship
Management

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

James Clark (UMS)
HR Operations Services Manager

April Strowbridge (UMS)
HR Operations Director

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

Alex Myhre (UMPI, UMFK)
Joint Registrar

Emily Haddad (UM)
Dean of CLAS and Professor of English

Jami Jandreau (USM)
Director of Financial Aid

Jeannine Uzzi (USM)
Provost & Vice President for Academic Affairs

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

Justin Young (UMS)
Senior Institutional Research & Planning Analyst

Bob Zuercher (UMS)
Senior Institutional Research & Planning Analyst

Marty Berry (USM)
Director of Student Financial Information Systems

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

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

Alicia Wyman (UM)
Director of Budget & Business Services

John Forker (UMS)
Chief Information Security Officer

Corina Larsen (UMS)
Data Documentation & Training Coordinator



Resources & Contact Information

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.

Data Governance Email

UMS.Data.Governance@maine.edu

Data Governance Website

academics.maine.edu/data-governance

Additional Resources

[Data Governance Charter & Framework](#)

[Data Governance Structure, Roles & Responsibilities](#)

[Data Governance Onboarding: UMS New Employees](#)

[Data Governance Membership & Email List](#)

“**Data Governance is enhancing UMS data culture** by demonstrating the importance of active stewardship of our data and emphasizing its value. As we use our data assets in increasingly meaningful ways, UMS students, faculty, and staff will benefit.

~ Robert Placido, UMS Interim Vice
Chancellor for Academic Affairs

