

DATA QUALITY COMMITTEE

Guidelines for
advancing and
maintaining data
integrity and
consistency at LCCC

Background & Purpose

The Data Quality Committee (DSC) at Laramie County Community College (LCCC) was created in response to the state Executive Council identifying the need to ensure data integrity and standardization at every community college in the state of Wyoming. Formed in February 2014, DSC provides a means of communication between all staff who enter, use, or maintain LCCC's data on a regular basis.

The LCCC Data Quality Committee is responsible for creating, implementing, and maintaining data standards at the institutional level and resolving institutional-level data integrity challenges to ensure the highest possible level of institutional data quality, accuracy, and consistency for reliable internal and external reporting.

Specifically, the Committee was established to:

1. Align LCCC data with statewide common coding standards from the Wyoming Community College Commission (WCCC) and the Data Governance/Institutional Research Council (DGIRC) to support statewide data integration and standard reporting efforts.
2. Emphasize the integrated nature of Ellucian Colleague, the designated Enterprise Resource Planning (ERP) system, across the entirety of LCCC and the importance of this integration's impact on statewide and external reporting.
3. Create data standards and communicate college-wide the need for established procedures to ensure high-quality, reliable, and consistent data.
4. Build and maintain communication channels between any staff who enter, revise, use, and/or report LCCC data.
5. Serve as the point of reference for information regarding LCCC data standards and guidelines.

The Committee strives to prevent and resolve problems with LCCC's data by providing guidelines that engender the consistent use of data standards and making college-wide decisions in a collaborative way. To meet this mission, the Committee aims to:

- Communicate college-level data entry standards to facilitate consistent data use in an efficient, professional, and cost-effective manner.
- Share effective processing discoveries and problem-resolution scenarios.

To meet these goals, the Committee has developed the guidelines below, which serve the following purposes:

- To provide the documentation necessary to establish and maintain data standards.
- To define the responsibilities of users who manage LCCC data.

Offices may have individual guidelines and procedural documents that supplement, but do not supplant or contradict, these guidelines.

Data Standards and Principles

The Data Quality Committee abides by the following principles to maintain a standard level of data quality and integrity across all LCCC campuses:

1. **Decisions about data standards and where data resides** are primarily driven by Ellucian's Colleague Applications and secondarily by the Data Stewards for each application, who have the responsibility to ensure consistency and integrity of the institution's data and to follow best practices.
2. **Colleague is the only designated ERP system for the institution;** therefore, these guidelines must be observed to ensure the integrity of Colleague data and preserve the institution's investment in Colleague.
3. **Data Quality Committee will not duplicate or override existing institutional policies** regarding institutional data. Where gaps are perceived to exist, the Data Quality Committee may propose changes to the appropriate personnel.
4. **The Data Quality Committee recognizes and abides by all federal requirements** regarding data security and privacy, including but not limited to FERPA, HIPAA, etc.

Data Change Process

Because of the increasing standardization and the integrated nature of Colleague, many groups both internal and external to LCCC need to be aware of any changes to LCCC data values. To meet this communication need, the flowchart below has been designed for guiding the data change process. This flowchart will be used primarily by data stewards and DSC members when any of the following scenarios are identified to guide the data change process. Any possible data changes identified by technical users can be communicated to the appropriate data steward for investigation:

- changing data values for fields currently in use
- using data fields that have not been previously populated, including miscellaneous fields
- using a data field for other than its intended purpose
- eliminating the use of a data field
- implementing new rules
- changing field names as a result of job or subroutine updates
- changing business processes that impact Colleague data
- changing val-code tables
- adding computed columns
- adding new subroutines
- eliminating or adding forms during a software update
- identifying codes whose meanings may have changed over time

To expedite the data change process, email communication can be used so all groups involved in the process can be notified of the data change request simultaneously. These email trails in addition to DSC and the Colleague Users' Group (CUG) meeting notes are necessary documentation for any data changes that are made. This documentation is maintained on the EaglesEye Data Quality Committee community group pages.

When a data change recommendation is made, the following information needs to be described when communicating with the groups identified in the flowchart:

- the data field in question and current practice surrounding this field
- the problem being caused by the current practice
- the recommended change and how this change is expected to resolve the problem
- the implementation timeline

In response, the groups consider how this change may impact their areas and provide constructive feedback if the change may adversely impact their areas. This collaborative process is intended to allow all stakeholders to develop the most effective solutions to data challenges to improve data quality and communication at LCCC and not to hinder necessary operational processes. When a change is approved, each area's representative is responsible for communicating the change to their areas. Additionally, the change is documented on EaglesEye in the Data Quality Committee community group and emailed to all DSC and CUG members. Communication of the change is required prior to the implementation date.

Statements of Membership and Responsibility

The responsibility for the maintenance of and compliance with data standards is determined based on a user's relationship with the data. The roles of Data Quality Committee members include:

- Approving new, updated, or edited codes for institutional data
- Editing the Data Quality Committee guidelines
- Managing any data responsibility and accountability issues between departments
- Resolving compliance issues with policy and procedure as these relate to shared data standards
- Communicating major changes to shared data standards which affect the college community, especially changes that come from state- and national-level groups
- Establishing guidelines for audit and compliance of shared data standards

Members are included because they are either a data steward (or designee) or a state-level representative. Ex-officio members play a vital role in the utilization or understanding of Colleague data and can provide useful information to data standard discussions. A member may be responsible for more than one role.

Data Steward (or designee) responsibilities include:

- Defining how data originating in their area is used across the institution
- Interpreting legal compliance
- Overseeing and monitoring data entry and maintenance
- Establishing systems standards in coordination with Functional Managers and IT
- Creating, implementing, and maintaining procedures and training
- Acting as a decision-making authority on the committee

State-level representative responsibilities include:

- Representing their respective state-level council/committee
- Communicating information to LCCC personnel regarding state-level data requirements
- Acting as a decision-making authority on the committee

Ex-Officio responsibilities include:

- Providing important information critical for data stewards and state-level representatives to make decisions regarding data standardization rules and practices
- Acting in an advisory capacity on the committee

Members of the Data Standards Oversight Committee are listed below with their membership role:

Title	College Department/Division	Membership Role
Administrative Assistant, VPAA	Academic Affairs	Data Steward, ST-CU, ST-FI
Assistant to the Director	Accounting Services/Admin & Finance	Data Steward Designee, ST-AR, CF, HR-Payroll
Business Analyst	Student Services	Ex-Officio
Chief Technology Officer	IT/Institutional Effectiveness	CIO Council Representative
Data Analyst	IR/Institutional Effectiveness	Ex-Officio
Database Administrator, SQL	IT/Institutional Effectiveness	Ex-Officio
Director	Financial Aid/Student Services	Data Steward, ST-FA
Director	IR/Institutional Effectiveness	State IR & Data Governance Representative
Information Specialist	Human Resources	Data Steward, HR (except for Payroll), CORE
Program Manager	Facilities & Events/Outreach & Workforce	Data Steward, CORE-Locations, buildings
Project & Application Support Manager	IT/Institutional Effectiveness	System Manager, Colleague; State Colleague Administrators Representative
Registrar	Student Records/Student Services	Data Steward, ST, CORE
Research Analyst	IR/Institutional Effectiveness	Ex-Officio

Additionally, the following table shows functional group representatives in the state's data governance structure. These functional group representatives represent Laramie County Community College on their respective functional groups at the state level for recommending data standardization rules and best practices to the Institutional Research and Data Governance Council.

LCCC Colleague Functional Group Representatives	
Colleague Module Functional Group Committee	Functional Group Representative
CORE	Director, Institutional Research
Financials	Assistant to the Director, Accounting Services
Human Resources*	Information Specialist, Human Resources
Students, Financial Aid	Director, Financial Aid
Students, Registration and Records	Registrar, Student Records

*Due to internal LCCC structure, any payroll related information that is discussed at HR functional group meetings needs to be forwarded to the Assistant to the Director, Accounting Services.

Functional Managers and 3rd Party Software Applications

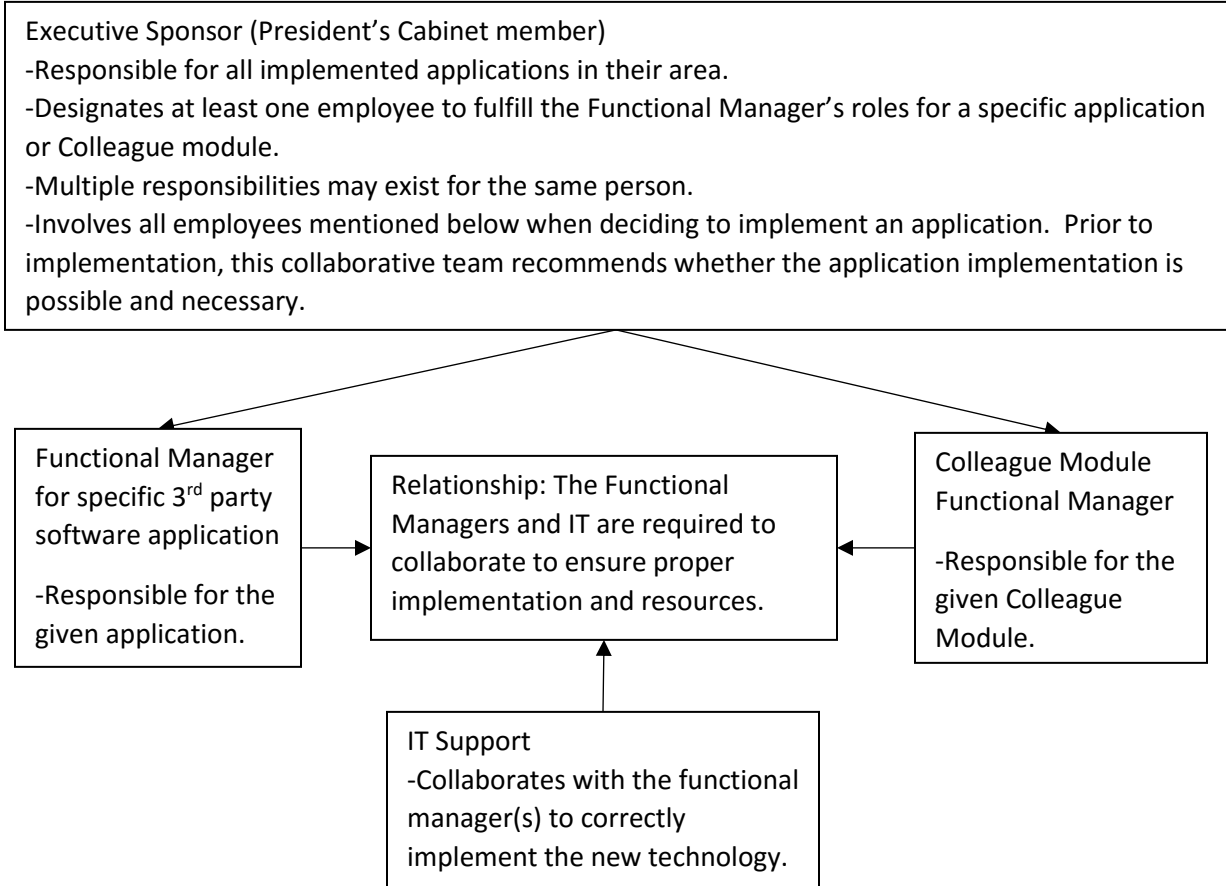
A Functional Manager is an LCCC employee who is responsible for managing the implementation and use of a Colleague module or 3rd party software application. Data Stewards may be Functional Managers, but not all Functional Managers are necessarily Data Stewards. The roles of the Functional Managers are collaborative in nature and are stronger when systems change. Their roles include:

- Collaborating with the Data Steward to identify the data required to implement and/or use within Colleague or 3rd party software applications
- Communicating with IT to receive necessary assistance for functional needs of the application
- Recommending how data are entered and defined within the software application
- Ensuring the proper configuration of the 3rd party software application
- Establishing systems standards in coordination with Data Stewards
- Ensuring testing of Colleague updates as well as testing of integration between Colleague and 3rd party software applications
- Acting as liaison between all involved personnel, including Colleague and 3rd party software application users, Data Stewards, and 3rd party software application providers

LCCC has implemented several 3rd party software applications that require various levels of Colleague-sourced data provision. Since the date in Colleague is the source of record, all software applications must derive their data from Colleague. This practice ensures accurate reporting, data feed imports, query reports generated from SAP Business Objects, and other methods.

When a 3rd party software application is considered for implementation, the following diagram can be used to initiate communication processes.

3rd Party Software Application Communication and Responsibilities Model



The tables in [Appendix B](#) show the Functional Manager for each of the 3rd party software applications implemented at LCCC and describes the data transmittal direction between Colleague and each 3rd party software application.

Appendices

A. Additional Resources

Note: Many of these resources are being developed. They will be posted to the Data Quality Committee EaglesEye community as they become available.

- Statewide Data Common Coding Dictionary (link)
- [State documents – pending]
- Ellucian resources (manuals, communities, online help documents, etc.)
- State Functional Groups and Their Memberships
- Data dictionaries being developed by state functional groups
- State level flowcharts for data changes and standardization processes

B. 3rd Party Software Applications and Functional Manager Assignments

3rd Party Software Applications Using Data From Colleague	
Application	Functional Manager
Bookstore Faculty Portal	Manager, LCCC Bookstore
BOSS	Outreach Coordinator, GEAR UP*
Campus Clarity	VP, Student Services
Campus Labs, Course evaluations	IR Data Analyst
CollegeNet 25Live/R25	Facilities & Events Program Manager
Collegiate Link	Program Manager, Student Activities & Multicultural Engagement
CurricUNET	Administrative Assistant, Academic Affairs
Desire to Learn (“D2L”)	Director, Center for Academic Technologies
Ellucian Mobile	Web Designer, ITS
Maxient	Dean of Students, Student Life
Perceptive Software (“ImageNow”)	Registrar; Director, Financial Aid
RAVE	Public Relations
SAP Business Objects (“CROA”)	Director, IR (?)
Starfish	Director, Student Planning & Success
STARs	Assistant Director, Financial Aid
TutorTrac	Administrative Assistant, Ludden Library
UMRA	Director, Systems & Technology Support

3rd Party Software Applications Using Data From AND Sending Data to Colleague	
Application	Functional Manager
Campus Cruiser (“EaglesEye”)	Web Designer
COD: Common Origination and Disbursement (for the Dept. of Ed)	Director, Financial Aid
FA~Link	Bookstore; Supervisor, Accounting & Payroll Services; Director, Financial Aid
National Student Clearinghouse	Registrar
Nelnet	Supervisor, Accounting & Payroll Services
Recruiter	Director, Admissions
TDClient	Director, Financial Aid
TimeClock Plus*	Director, Accounting Services

*Data is downloaded directly to Colleague.

Individual-Level Data Reports Delivered to External Agencies from Colleague		
Report	External Agency	Functional Manager
1098-T	ACS	Director, Accounting Services
Payroll ACH payments, Listing of checks	American National Bank Positive Pay	Director, Accounting Services
G5 Reports	Department of Education	Director, Accounting Services
Gainful Employment Program Reporting	Department of Education	Director, Institutional Research
Operational Data Stores	Wyoming Community College Commission	Database Administrator
Reports for Accounting/Payroll	State of Wyoming	Lead Technician, Payroll