

UCCS Data Governance Charter  
November 2019  
Last updated: 2/28/2020

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Purpose: Ensure institutional data are managed as a university-wide asset to facilitate reliable reporting, analytics, and decision support.

Data Governance: A well-defined and communicated data governance structure and policy, with clearly established roles and responsibilities and a universally understood central repository for data standards and access controls. Data governance defines processes, standards, and controls for data entry, use, and reporting to ensure efficient and effective operations.

- I. **Chief Data Officers** serve as strategic and tactical leaders for Data Governance specifically for the University of Colorado Colorado Springs. The officers are responsible for working with campus data stewards, owners, stakeholders, and operational units to ensure that policy and processes exists to effectively share, protect, and facilitate the leveraging of data as an asset in our decision making and strategic planning. The officers are responsible for the development and management of data governance policy and processes to improve the quality of data assets and enable data-informed decision-making throughout the university. This position will lead efforts in planning to implement the strategy and continuously improve.
  - a. Permanently serving Chief Data Officers: the head of Information Technology Services (IT), the head of Institutional Research (IR), and the head of Student Records (Registrar). The Chief Data Officers are charged with the following responsibilities:
    - i. Develop and advocate principles of data governance
      1. Develop principles, e.g. security, collegiality, quality, access.
      2. Ensure principles of data governance are in the UCCS Strategic Plan (e.g. formal commitment)
      3. Advocate for the inclusion of data governance responsibilities within job descriptions and performance evaluations
      4. Organize regular communication of data governance principles, progress updates, and related resources to the campus community
      5. Provide accessible training and onboarding resources
      6. Develop rules of engagement for committees
    - ii. **Co-chair 3 committees for integration, metadata, and data integrity.**
    - iii. Manage budget and technology/software resources, if applicable
    - iv. Facilitate coordination with UIS
    - v. Provide regular updates to cabinet, leadership teams, etc.
    - vi. Serve as final arbiters of any data-related or integration-related conflicts, security roles, access issues, etc.

COMMITTEES:

- II. **Integration Group** will ensure any data stored in external systems are integrated into the CIW or accessible/relatable in other ways.

- a. Identify external systems with data assets. Create an inventory (list) and maintain it.
- b. Prioritize external systems and which data should be integrated into existing systems (CIW).
- c. Monitor the 'data infrastructure' if adequately resourced, meets goals, under-utilized, redundant, etc.

### III. Metadata Group

- a. Manage and populate an authoritative data dictionary (or encyclopedia) to establish data sources, values, operational definitions, and other elements to enhance reliability and validity of data *used for reporting*.
  - i. Data definitions (what it means, formally and informally)
  - ii. Data origins or sources (where and whom it comes from)
  - iii. Data locations and process maps (where to find it and where it goes)
  - iv. Primary stewards, users, and contact information (who maintains it)
  - v. Related integrations, polices, or processes, including security issues (why it is needed or how it is used)

### IV. Data Integrity and Literacy Group

- a. Quality Management for Internal Reporting.
  - i. Promote preferred distribution of reports via CU-Data. Organize and simplify reports available via CU-Data Prod.
  - ii. Establish procedures for report validation and citation/documentation prior to migration.
  - iii. Develop a feedback loop for report revisions and requests.
  - iv. Note role of existing external reporting policy.
- b. Training & Access.
  - i. Develop and promote rules of engagement and principles of data governance, including consequences/process if data are compromised or misused.
  - ii. Develop annual certification/training to access reports and instill principles. Manage user groups/access to CU-Data prod?
  - iii. Provide continual end-user training to promote data literacy, provide updates to the process/dictionary, explain how to access information, how to get help, etc.
  - iv. Report distribution process/calendar.

**[DRAFT] Principles:**

**Respect privacy.** Respect the current policies regarding FERPA, HIPAA, and personally-identifiable information (PII) by renewing your FERPA training every year. Review related policies the university has in place, such as the External Reporting policy and Research Compliance Involving Human Subjects. Treat all sensitive or potentially identifiable student and employee information with the utmost respect for privacy. When sharing PII data or collaborating with others, refrain from regular use of email. Use FileLocker or save files to secure shared locations.

**Collegiality.** While no person or office owns all of the data, several persons and offices do carry the responsibility to steward data in their areas and are to be consulted if and when such data are used outside of their office. For example, the director of financial aid carries the responsibility and the expertise regarding all financial aid data.

**Share perspectives.** If you see data that appear to be inaccurate or compromised in some way, please work collegially with each other and also contact one of the chief data officers who can help determine how to correct or improve the quality of the information – it may be an issue related to data entry, mapping, migration, reporting, or interpretation. You might have a perspective that will improve our data governance. Improving regular communication within and among campus departments and offices about data issues will improve data integrity.

**Alphabetical Inventory of External Systems with Data Assets:**

Name of System	Lead Office	Contact Person	Short Description of System	Integrations	Notes
Academic Performance Solutions by EAB	Institutional Research	Robyn Marschke	Departmental performance metrics: enrollment, HR, and finance data	CIW Cognos	*expiring summer 2020
Accommodate by Simplicity	Disability Services	Ida Dilwood			*launching in July 2020
Alumni...					
Blackbaud Award Management	Financial Aid (scholarships)				
Blackboard	Faculty Resource Center				
Campus Labs	Boulder	Vince D'arcangelo	Faculty and course questionnaire (FCQ) administration for CLAS and JBEL		
Canvas	Faculty Resource Center		Learning mgmt. system with course shells for faculty and students	Fed by Campus Solutions Feeds into EvaluationKit	
CU Careers			Job application system		

Degree Audit					
Digital Measures	Institutional Research	Robyn Marschke	Faculty information system holding scholarly activity, dossiers, and faculty reviews	EvaluationKit	
ePERS	Sponsored Programs		Electronic personnel effort reports		
EvaluationKit	Institutional Research	Robyn Marschke	Faculty and course questionnaire (FCQ) administration for all colleges beginning Fall 2020	Canvas Digital Measures	
Fire Engine Red					
Fusion					
Medicat					
Mountain Lion Connect					
Nelnet					

OnBase					
PeopleSoft Campus Solutions (CU-SIS)					
PeopleSoft Finance (FIN)					
PeopleSoft Human Capital Management (HCM or "HR")					
PIPs					
Qualtrics (IR)	Institutional Research	Robyn Marschke	Online survey tool for campus-wide surveys; unlimited departmental account		UCCS does not have a "business associates agreement" that allows for personal health information to be in Qualtrics
Qualtrics (OIT)	IT		Online survey tool for individual campus end-users with limited functionality		
Rave					

Starfish	Academic Advising				
StarRez	Campus Housing				
