

Data Governance Coordinating Committee

Project Proposal

Project Name: **MINERVA - Institutional Research & Reporting's Decision Support System**

Submitted By: **Susannah Livingood, Associate Provost & Director of Institutional Research & Reporting**

1. Provide a brief description of the project.

*IRR would like to increase access to official reporting data by moving to a more self-service, customizable model. The proposed system will be a web-based data exploration portal, using SAS Visual Analytics, which will allow users to interact with preset graphs and tables, drilling down and/or filtering for more customizable summaries than is currently feasible. This system would augment, and in some cases replace, paper- or Excel-based reports currently distributed by IRR. It would also allow us a more secure method of access to detailed research data sets that are used collaboratively by OU administrators on projects such as retention or teaching loads.*

2. Why has it been initiated? Who is sponsoring it?

*IRR initiated this project to better support data-driven decisions being made by campus administrators. We are supported in this effort by the Provost's Office.*

3. What gaps does it fill? Does it duplicate any existing resources? How do you know – how have you gone about gauging the need for it?

*Currently, official data about OU is only available through pre-set PDF reports or Excel files. All of these must be created individually by IRR staff, and providing all of the different data combinations requested by a host of different constituent groups is both time-consuming and increases the chance of errors due to the labor-intensive process we must currently follow. We are also concerned about continuing to provide detailed research data sets to individuals across campus, because we have found them to be shared or reused inappropriately.*

*The Provost's Office has communicated clearly their desire for dashboard reports to be made available to deans and top administrators. The changing ways in which users wish to receive data (graphs rather than tables, for example) – as well as the rapid increase in demand for quality data – has created a higher workload than IRR staff can currently handle. We think this system will increase campus access to quality, official data while decreasing some of the pressure on our staff.*

4. What central resources (IT or otherwise) does it require for successful implementation?

*IRR will be responsible for all aspects of the project with the exception of the actual software hosting and server administration, which will be done by IT-S2. IT has provided connection to Active Directory and is working with IRR on the security aspects of the setup.*

5. What are the costs (software, hosting, licensing) and who will be paying for them?

*There is a one-time cost associated with installation and configuration of hardware, virtual servers, and software. There will be annual software renewal fees, as well as the cost of IT-S2 hosting services. These are being funded by the Provost's Office and IRR.*

6. Does it have a planned end date?

*No.*

7. Is there a plan in place in case of key project members leaving OU?

*This project does not rely on the presence of just one IRR team member. Responsibilities could be transferred to another team member if necessary.*

8. Will it require any data or tool training? If no, why not? If yes, how will the training be provided?

*Yes, both data and tool training will be required. Because IRR official data has undergone significant transformations (when compared to the source data direct from ERP system), training is needed for users to understand how to accurately use calculated fields and filters. Although we hope that the tool-specific training needed by end users will be minimal, we recognize that some orientation will be needed. We are not sure yet whether the two types of training will be offered separately or together. Documentation will be provided – written, video clips, etc. – but in-person training will be required before access to the system is granted.*

9. How will you ensure compliance with relevant data policies such as FERPA?

*We will need to figure out the exact procedures for verifying this, but we will require all system users to complete FERPA training prior to access. We will also require them to sign a statement agreeing to abide by appropriate data use practices. We hope a standard statement will be established for general OU use; if not, an IRR-specific one will be developed. The statement will include consequences, up to and including removing access to the system, if there is evidence of data misuse by an individual user.*

10. Who will provide user support?

*IRR staff will provide all end-user support, performing triage to determine whether the help needed is tool-related, data-related, or due to network problems. IRR will coordinate with IT-Norman or IT-S2 on any technical issues that arise.*

11. What types of data will be included (student, HR, financial, etc.)? From what source(s)?

*In this initial phase of the project, only IRR official reporting tables will be used. If IRR wants to add more data sources, we will seek additional approval from the DGCC.*

*Our reporting tables include student and HR data, cleansed and transformed with some calculated fields added. We will not allow end users to access person-level student detail without going through an additional layer of approval. We will not allow end users to access person-level HR detail at all without first getting permission to do so from the (yet to be formed) HR access/stewardship group. If approval is granted, an additional layer of approval will be required there as well.*

12. What's the method of interface to be used (Cognos, new tool, homegrown, etc.)?

*This project will use SAS Visual Analytics and SAS Office Analytics. End users will connect to the system via a web browser or mobile application.*

13. What guidelines will determine who will be given access to this project?

*Full access will be given to OSVPP. Access will otherwise be granted based on the requestor's demonstrated need to know. Only OU permanent employees are eligible for access; no students or external parties will be granted access.*