Shovels, Rakes and Other Tools for Managing Data Requests

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Dean, Technology Services

Shovels, Rakes and Other Tools for Managing Data Requests

The objectives of this presentation are to:

- Share the process created to gather and track research/data requests
- Highlight the tool designed to support the process
- Stimulate discussion on the use of tools to increase research capacity.

"Hey, I need something about the stuff that I do, can you give me some stuff I can use?
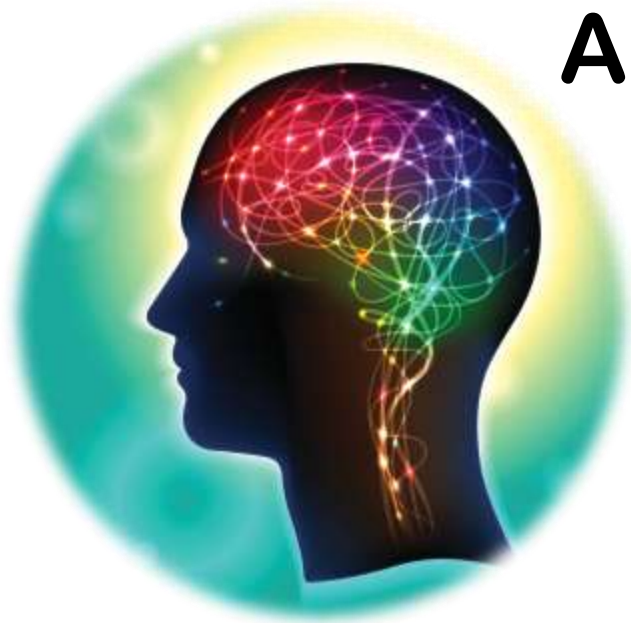
Aware   **Cognizant that data and research exist**

Informed   **What data exists and what it means**

Inquiring   **Inquisitive about data and improvement**

Accurate   Do we have enough of the right data?

Timely   Can we get the information to the user when they need it?

Maintainable   Can we consistently repeat and update?

❑ *Processes*

Edit

Submit | Save | Save As | Close | Paste | Copy | Cut | Print | ABC Spell Check

Commit | Clipboard | Views

RESEARCH/DATA REQUEST FORM

All requests for research require submitting a *Data Request Form*. We will make every effort to acknowledge your request within 24-48 hours by email. Please submit your request a minimum of two weeks prior in advance by submitting this form. Depending upon the difficulty and detail level, the data request may take two weeks or longer to complete.

Requestor's Name:
Mehmet Ozturk ;

Department:
Institutional Research

Telephone/Extension:
(559) 000-0000

Request Date:
11/2/2015

Preferred Return Date:

◄		November, 2015				►
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Today is Monday, November 02, 2015
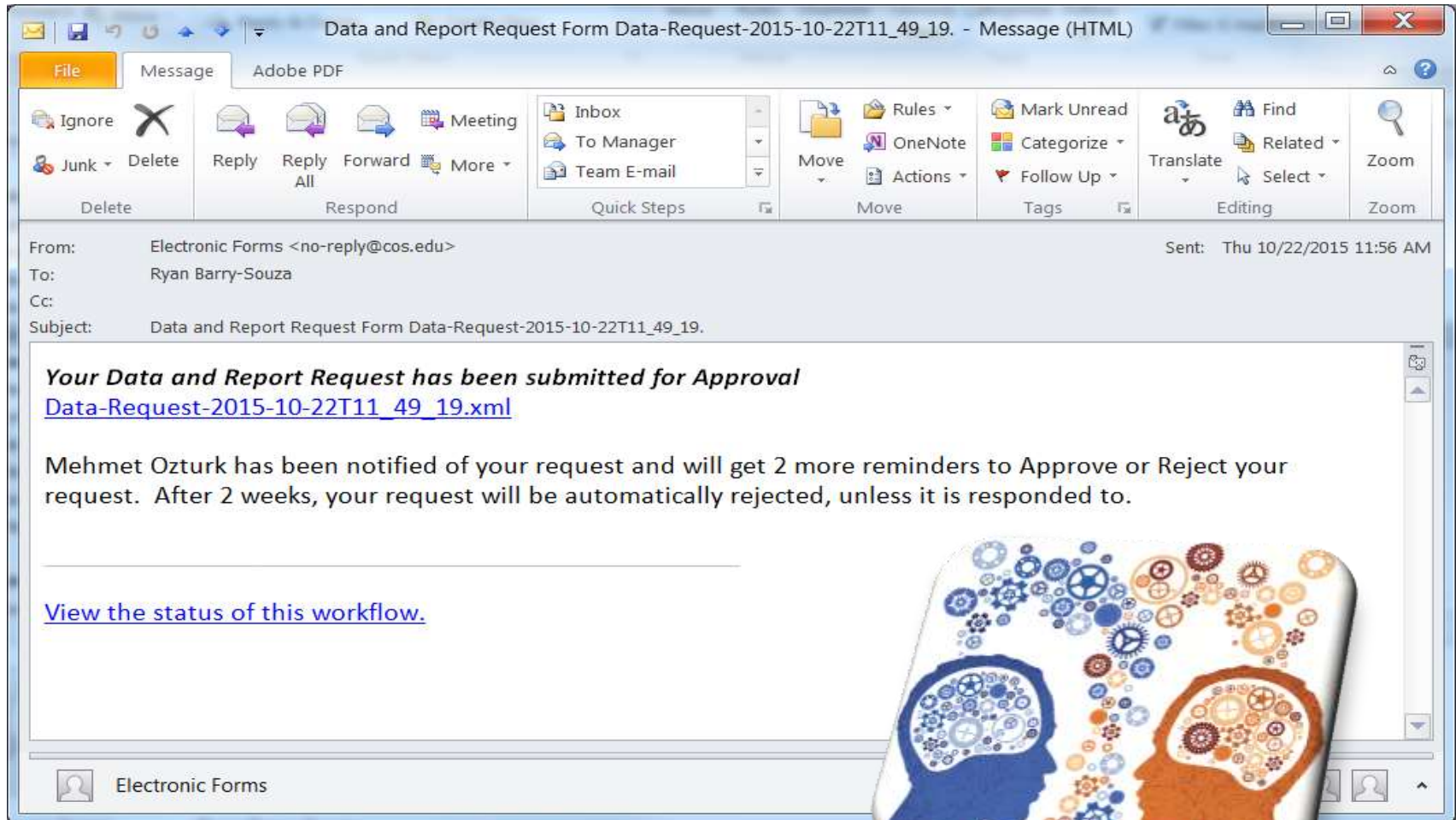
Purpose for Request:
(Check all that apply)

- ☐ Accreditation (All Types)
- ☐ Assessment (SLO/SAO)
- ☐ Consultation
- ☐ Curious
- ☐ Enrollment Management
- ☐ Equity Plan
- ☐ For Board of Trustees Interaction
- ☐ Grant
- ☐ Mandated Reporting
- ☐ Program Information
- ☐ Program Review
- ☐ Public Information Request (PIO Only)
- ☐ Shared Governance
- ☐ Strategic Plan
- ☐ Student Success Support Plan (SSSP)
- ☐ Other (Please Specify)

COS COLLEGE OF THE SEQUOIAS

❏ *Processes*

Edit

| Submit | Save | Save As | Close | Paste | Copy / Cut | Print | ABC Spell Check |

Commit | Clipboard | Views

Request Type:

☐ New Request
☑ Reference Existing Request
☐ Reoccuring Request

Please select what request this references:

[▼]

View the referenced request

Does the study involve interaction or intervention with **live human subjects**?　　○ Yes　　○ No　　○ Maybe

Is the collected information/data obtained **about** the subjects?　　○ Yes　　○ No　　○ Maybe

Is the collected information/data private information?　　○ Yes　　○ No　　○ Maybe

Is your study designed to produce generalizable knowledge?
(Generalizable knowledge is that which can have predictive value for populations, subjects or situations other than the one being studied. Generalizable is often indicated by intent to publish, presentations, or interest by others in the same field.)　　○ Yes　　○ No　　○ Maybe

Is the study systematic?
(Follows step by step procedures organized according to interrelated ideas or principles evidenced by a research plan and objectives.)　　○ Yes　　○ No　　○ Maybe

What do you want to know and why?

☐ *Processes*

or principles evidenced by a research plan and objectives.)

What do you want to know and why?

Examples of research questions.

Information Being Requested: In order to give you the most accurate data, please be specific when describing the information needed. Please include the following, if applicable: term/semester ranges, year ranges, date ranges, Visalia, Hanford, Tulare, or any combination, student type(s), total FTEF or FTES, detail data, aggregate data.

Example of what NOT to use: How many students are at COS?

Example of what TO use: How many full-time, degree-seeking, first-time students were enrolled at COS during Spring 2011 on all campuses? *OR* What was the unduplicated headcount on the Visalia campus for 2006-07?

What is your research question or hypothesis, if any?

Please provide a detailed description of the data requested, including any selection criteria (examples: first-time freshmen, Chemistry majors, departments/colleges, etc.)

Submit Save Save As Close Paste Copy Cut Print Spell Check

Commit Clipboard Views

❑ *Processes*

Documentation/Attachments: If you have documentation or other attachments relevant to this request, please attach them here.

📎 Click here to attach a file

☐ Add Another Attachment

What data products will your project require?
(Examples of data products.)

☐ Data summary tables and/or charts
☐ Full report with background, methodology, results, and conclusions/recommendations
☐ Mini report with a summary of findings
☐ Paper Survey
☐ Raw Data Only
☐ Web Survey
☑ Other (Please Specify)

Confidentiality/FERPA:

Confidential information is provided in response to specific requests. Disclosure of this information to unauthorized parties violates the Family Education Rights & Privacy Act (FERPA).

It is expected that you will:
▶ Handle this information in a confidential manner, keeping it secure at all times.
▶ Communicate this information ONLY to other parties authorized to have access to it in accordance with the provisions of FERPA.
▶ Use this information only for its intended purpose.
▶ Properly dispose of this information when it is no longer needed.

☐ Submit on behalf of Requestor

☑ I understand and will comply with the FERPA regulations stated above.

Submit

Example – Assigned researcher steps

1) Pre-assess Data Request
   1) Priority, Deadline, Notes review
   2) "Smell" test – aligns with district mission
   3) Review with requestor/IR director
   4) Estimate time/effort involved
   5) Schedule work based on priorities/deadlines
2) Create Data Folders
   1) Working folder
   2) Final Product folder
3) Upload final product and working documents
   1) Set correct permissions for folder
   2) Notify requestor with link to final product.

The Shovel and the Rake

The Shovel and the Rake

Flow

Requestor
- Fills out form
- Requestor receives product

Supervisor
- Request Approval
  - No
  - Yes

IR Director/Technology Dean
- Validated Request
  - No
  - Yes

Analyst
- Work Performed
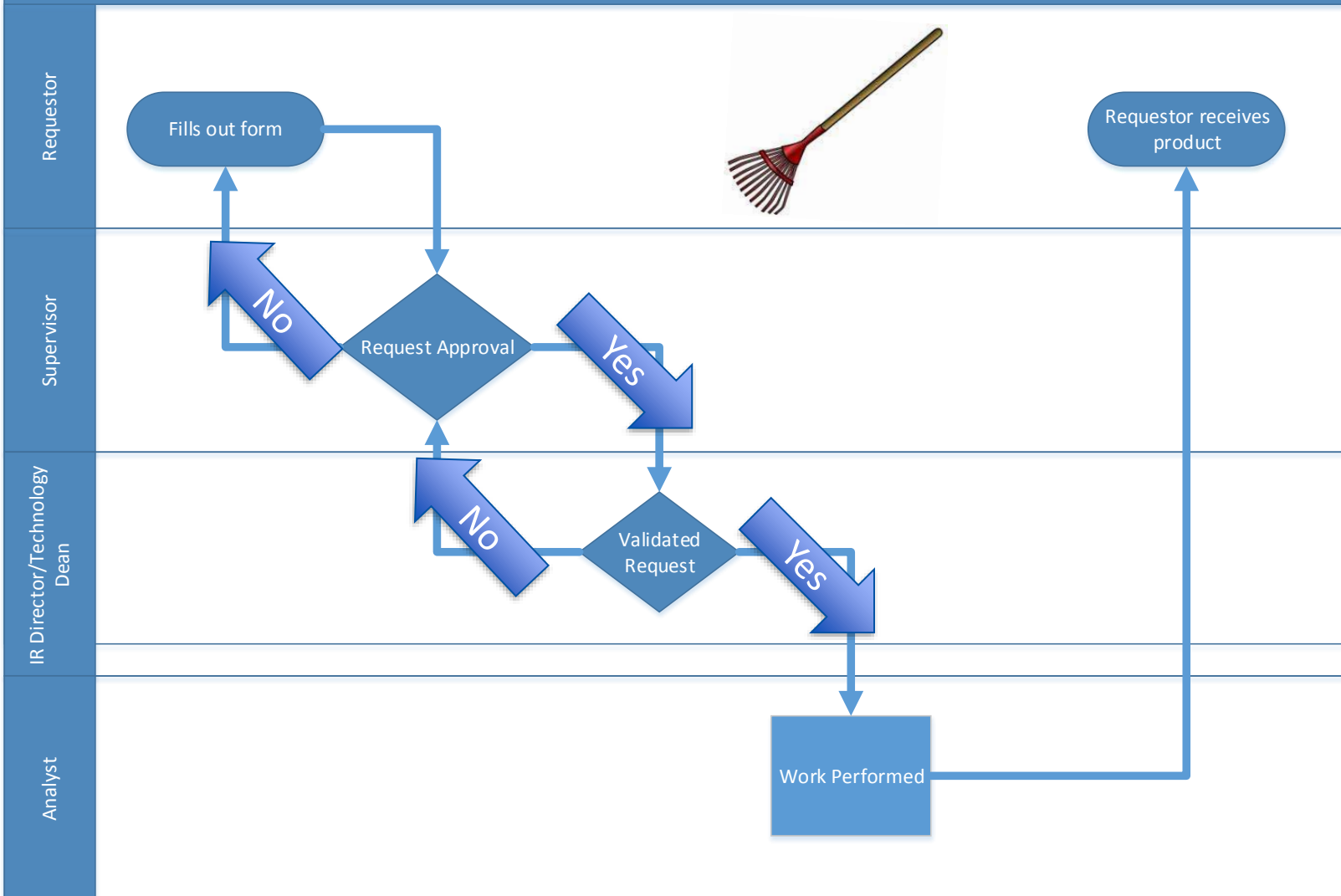
Gather
- ✓ Requestor submits data request
- ✓ Confirmation of request

Approve
- ✓ Supervisor notified of request
- ✓ Supervisor approves/disapproves
- ✓ Supervisor reminded if necessary
- ✓ User notified when approved/disapproved

Validate
- ✓ Research/Technology office notified
- ✓ Research/Technology Managers validate request

Assign
- ✓ Research/Technology Managers assign analyst
- ✓ Analyst notified
- ✓ Requestor notified

Requestor submits a data request

Confirmation to Requestor

Data and Report Request Form Data-Request-2015-10-22T11_49_19. - Message (HTML)

File Message Adobe PDF

Ignore | Junk ▾ | Delete | Reply | Reply All | Forward | More ▾ | Meeting | Inbox | To Manager | Team E-mail | Move | Rules ▾ | OneNote | Actions ▾ | Mark Unread | Categorize ▾ | Follow Up ▾ | Translate | Find | Related ▾ | Select ▾ | Zoom

Delete | Respond | Quick Steps | Move | Tags | Editing | Zoom

From: Electronic Forms <no-reply@cos.edu>   Sent: Thu 10/22/2015 11:56 AM
To: Ryan Barry-Souza
Cc:
Subject: Data and Report Request Form Data-Request-2015-10-22T11_49_19.

Your Data and Report Request has been submitted for Approval
Data-Request-2015-10-22T11_49_19.xml

Mehmet Ozturk has been notified of your request and will get 2 more reminders to Approve or Reject your request. After 2 weeks, your request will be automatically rejected, unless it is responded to.

View the status of this workflow.

Electronic Forms

Supervisor – Request for Approval

First Reminder

Second Reminder

Approval Still Waiting (24 Hours) For Data Request - Message (HTML)
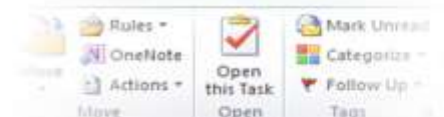
From: Electronic Forms <no-reply@cos.edu>
To: Mehmet Ozturk
Cc:
Subject: Approval Still Waiting (24 Hours) For Data Request
Sent: Fri 10/16/2015 11:01 AM

This item was submitted for Approval **72 hours ago**. You have been sent this **second** reminder **request to review then Approve or Reject the item.**

Ryan Barry-Souza has submitted a Data and Report Request and needs your approval, in order for it to be processed by the Office of Research and Planning.

Please Review The Request:
http://intranet.cos.edu/department/forms/Planning%20and%20Research%20Data%20Request/Data-Request-2015-10-13T10_49_29.xml

To **Approve** or **Reject** this request from **Outlook,** click the link at the top of this message that says, 'Op
It may also appear in the **Ribbon** above this message (near the top, center).

You can view all of your requests here:
http://intranet.cos.edu/department/forms/Planning and Research Data Request
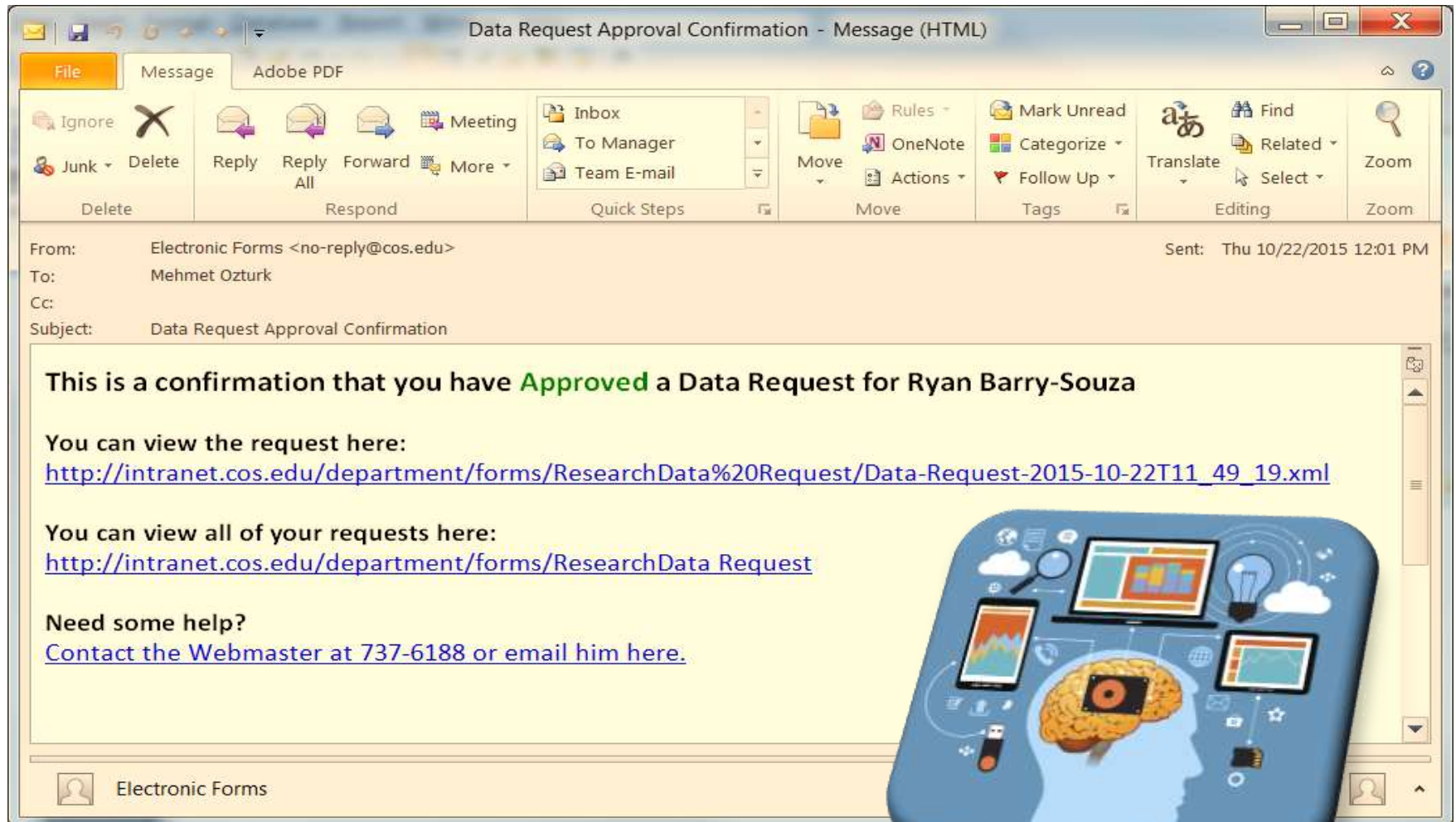
Need some help?
Contact the Webmaster at 737-6188 or email him here.
Please **Approve** or **Reject** the task.

By approving this item, you hereby agree that you have read/reviewed and understand the nature of this Data Request which will require the use of district resources.

Electronic Forms

Supervisor Approval Confirmation

Management Guide to Approving Data/Research Requests

Benefit to the District

First, consider how the data request will benefit the District. Will the request help the District assess and accomplish its goals and objectives as outlined in the Master Plan, Annual Report on the Strategic Plan, and other key reports? Often, a significant amount of time and resources are used to complete requests and they should be expended on those that are most beneficial to the District.

Engagement

Managers and supervisors are advised to be involved in the data request process prior to the submission of the request. It is important to have discussions with the requestor about the purpose of the request and plans for appropriate utilization of the data. This helps both the requestor and the manager/supervisor better understand what data are needed and how the data can improve effectiveness.

Alternatives

Requestors should be encouraged to explore alternative methods to obtain the information/data needed. For example, everyone requests surveys! Although surveys are helpful, they are but one tool that can be used. Other data collection methods include reviewing internal documents and protocols and/or conducting individual or focus group interviews. It is also important to consider if there are already existing data that can be used. At times, requests may be made for data that have already been collected, which may require unnecessary and duplicated work.

Sense and Sensibility

When reviewing the request, evaluate if it makes sense, meaning it is reasonable, logical, understandable, and practical. Determine if there is a clear relationship between the purpose of the request, research questions, and application/use of the data. For example, are the correct data being requested? Will the data answer the research questions and fulfill the intended purpose(s)? If the data request does not make sense, make sure it does prior to submitting it.
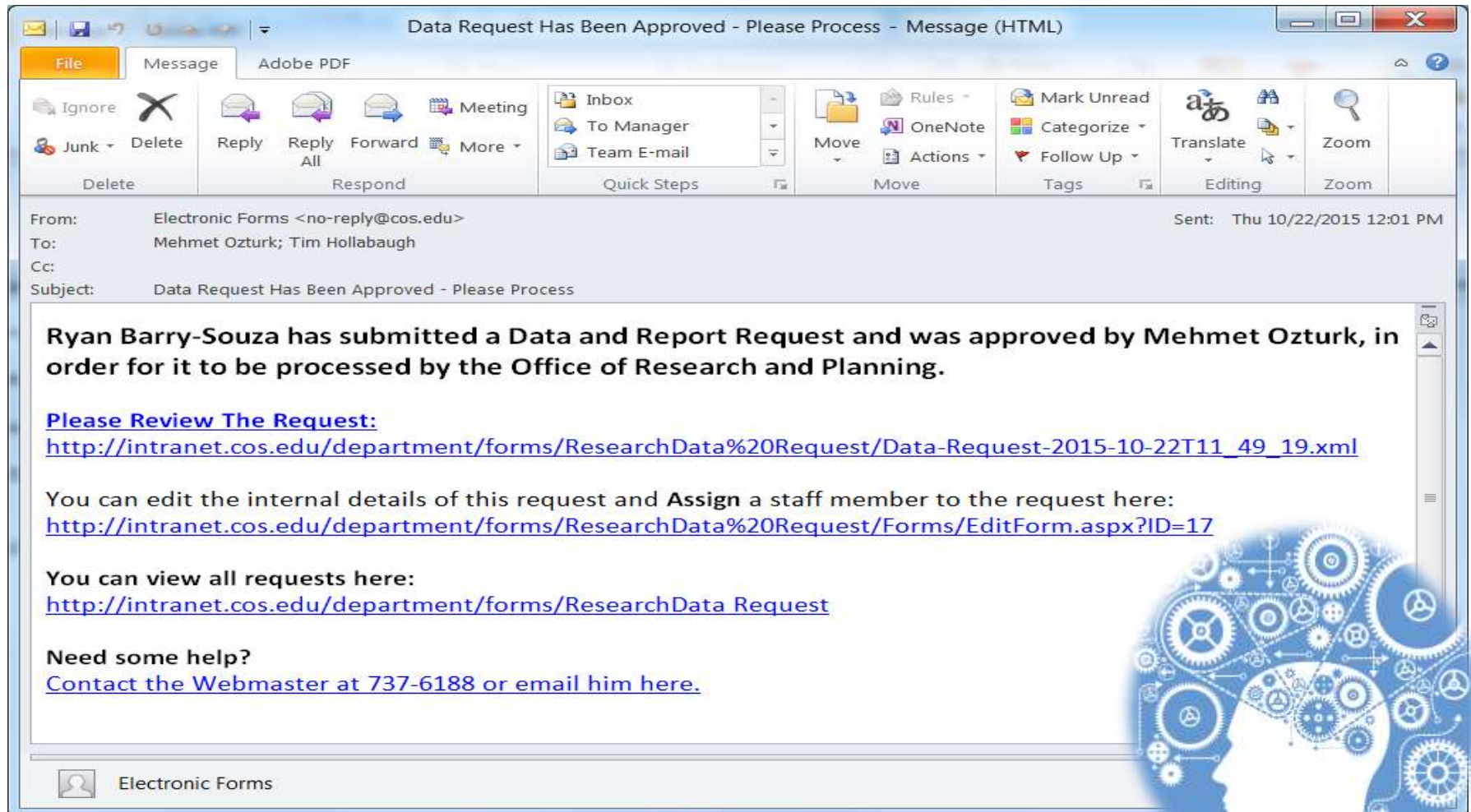
FERPA & Ethics (Identity Protection)

Data reports may include sensitive/personally identifying information and references about the District's students, faculty and staff, and the privacy of these individuals must be protected. Any disclosure of the personally identifiable information to unauthorized parties violates the Family Education Rights & Privacy Act (FERPA). Thus, all users of the data must be informed and aware of FERPA, General Ethical Standards (COS AP 3050), and/or Human Subjects procedures (COS AP 3290 & COS BP 3290). If requestors and data users are unaware of these guidelines, please direct them to the appropriate sources.

Submission to IR/Technology

Data Request Has Been Approved - Please Process - Message (HTML)

From: Electronic Forms <no-reply@cos.edu>
To: Mehmet Ozturk; Tim Hollabaugh
Cc:
Subject: Data Request Has Been Approved - Please Process
Sent: Thu 10/22/2015 12:01 PM

Ryan Barry-Souza has submitted a Data and Report Request and was approved by Mehmet Ozturk, in order for it to be processed by the Office of Research and Planning.

Please Review The Request:
http://intranet.cos.edu/department/forms/ResearchData%20Request/Data-Request-2015-10-22T11_49_19.xml

You can edit the internal details of this request and **Assign** a staff member to the request here:
http://intranet.cos.edu/department/forms/ResearchData%20Request/Forms/EditForm.aspx?ID=17
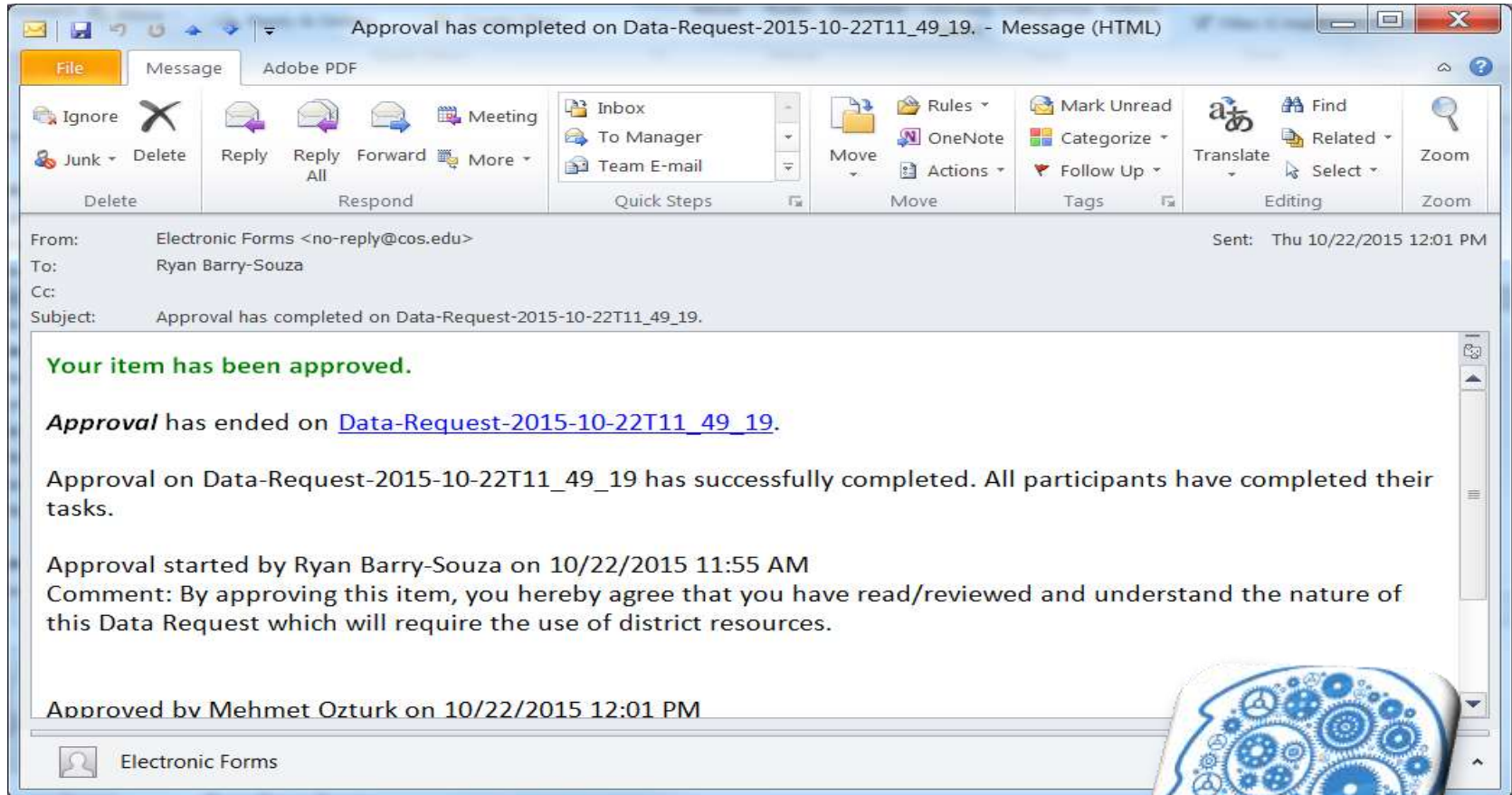
You can view all requests here:
http://intranet.cos.edu/department/forms/ResearchData Request

Need some help?
Contact the Webmaster at 737-6188 or email him here.

Electronic Forms

Requestor Notification of Approval

Approval has completed on Data-Request-2015-10-22T11_49_19. - Message (HTML)

File   Message   Adobe PDF

From: Electronic Forms <no-reply@cos.edu>   Sent: Thu 10/22/2015 12:01 PM
To: Ryan Barry-Souza
Cc:
Subject: Approval has completed on Data-Request-2015-10-22T11_49_19.

Your item has been approved.

Approval has ended on Data-Request-2015-10-22T11_49_19.

Approval on Data-Request-2015-10-22T11_49_19 has successfully completed. All participants have completed their tasks.

Approval started by Ryan Barry-Souza on 10/22/2015 11:55 AM
Comment: By approving this item, you hereby agree that you have read/reviewed and understand the nature of this Data Request which will require the use of district resources.
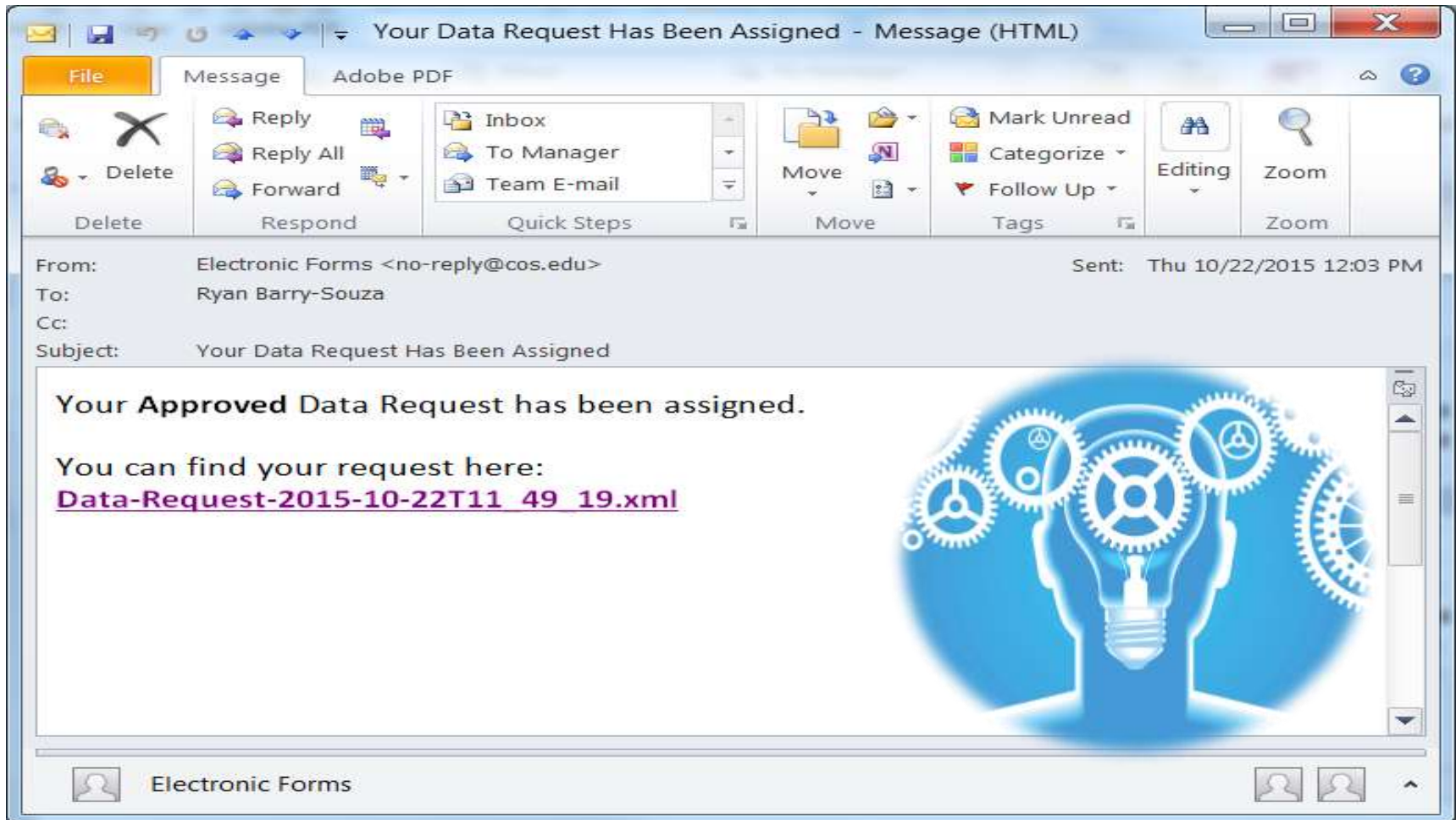
Approved by Mehmet Ozturk on 10/22/2015 12:01 PM

Electronic Forms

Notice that request has been assigned

Research Analyst Assigned

Software Used

- SharePoint 2010
  - Document Library
  - Workflow attached to Document Library
- InfoPath
  - Form design
  - Form data storage
- Microsoft Exchange
  - Interface between user and system
  - Reminders

Comprehend implications (consequences)

Next steps? What do you do?