Information Systems Council – Data Governance Subcommittee
Roster & Prospectus (Last Revised: 9/27/2024)

Charter: Promote best practices in the use of institutional data that will ensure student data is managed, accessible, accurate, audited, secure, and usable, with appropriate documentation of procedures and recommendations for college-wide policies.

DCC Web Page (College-Wide Councils): [Delgado ISC-DGS](#)

Roster:

  Members: Shawn Loht (chair), Tina Hunter (co-chair), Reginald Marshall, Timothy Stamm, Maria Cisneros, Michelle Greco, Rosaria Guastella, Nichole Labat, Amy Laszcz (surrogate for Accounts Receivable Director)

  Ex Officio: Karen Laiche, Tamika Duplessis, Angela Camaille

Meeting Schedule: at least quarterly. Currently, this subcommittee meets on the last Friday of every other month.

Background: The leaders of the Spring 2022 Enrollment Management Taskforce charged Shawn Loht and Tina Hunter with devising a 90-day action plan (below) to address "data integrity." The actual tasks to be performed were a blank slate. Upon consultation with James Hobbs and Tamika Duplessis, it was determined that the "data integrity" charge would be met by planning for a standing committee to address systemic issues of data security, integrity, and usage. There had been a longstanding wish to launch such a committee and hold regular meetings, but this plan never got off the ground up to this point. The push from the Enrollment Management Taskforce to create and deliver on a 90-day action plan for data integrity gave renewed momentum to the planning for the formation of this committee. In addition, the College is regularly subject to audit for data security, and the launch of a committee of this type will facilitate the College's potential audit compliance.

90 Day Action Plans

Office/Department: Offices of Research and Planning/Information Technology

Goal for Fall 2022 Form IT Governance Committee with Sub-Committees

Strategy/Enabling Objectives	Activity	Description	Responsibility	Timeline	Budget	Evaluation/Control
Promote best practices in the use of institutional data that will ensure the data is managed, accessible, accurate, audited, secure, usable, and documented.	Create Data Governance Sub-Committee of IT Governance Committee	The Committee members will include all data managers Admissions, Registrar, Accounts Receivable , Financial Aid, Finance, Human Resources and a representative from the following areas: Academic dean leader, Executive Deans, Bursar, FLAC lead, IR, IT, Campus Police, Workforce, Adult Education, Policy/Accreditation, Curriculum Purview of this group will be: - Hold Regular Meetings - Promote Data Integrity and Security - Define Workflows for requesting data and other processes - Define/Discuss Projects - Set Project Priorities - Formulate Policies, Procedures, and Processes	Shawn Loht/ Tina Hunter College Council will sign off on all policies, procedures and processes submitted by the committee.	Start discussion on forming committee(s) and sketching framework of priorities by June 2022.	N/A	Committee membership determined and first meeting scheduled.

Topics Discussed in Conversations with Prospective Subcommittee Members, Summer-Fall 2022

The following items categorize and describe the various issues of concern shared by subcommittee members during information-gathering conversations.

I. Data Security Concerns
➢ Any user can request data, so long as their supervisor and the data steward approve. But once the data is released it is out.
➢ We do not have sufficient monitoring or planning for when an individual leaves or transfers to another unit, to ensure that their accesses are updated.
➢ Similarly, we have an issue with Cognos users making copies of report views and storing these in their My Content folder. Ideally, this practice should be prohibited, as the copies become disconnected from authorized access areas, and can become outdated.
➢ There are some approval procedures for granting access to student data, but particularly for data under the Registrar's purview, we lack the ability to ensure that all individuals accessing FERPA-protected data have been granted that access.
   • Ex. student data housed in spreadsheets can be distributed to unauthorized individuals, or saved on personal computers. One authorized report recipient can forward an automated report to an unauthorized user.
   • Question: Does Delgado have a written policy or procedure regarding how data access is to be requested and channeled to data stewards?
➢ There is not an exhaustive list of the software packages that engage with data that are installed on the College's network or PC's. As a result, student data housed in such software is vulnerable, particularly if it is at all web-based.
   • Examples: Single Stop, FindHelp, SAS, SPSS to name a few.
   • Installation of the "Impact" module for Canvas is an upcoming liability, as the Canvas data steward can potentially circumvent the Registrar prior to granting access to student Canvas data.
➢ There is not an exhaustive list of individuals with access to Cognos, or of which reports they can run in Cognos. Part of the issue is that overlap of access to Cognos reports programmed in-house versus access to those programmed at LCTCS prevents a single top-down view of who has access to what.
   • The best failsafe we have at our disposal at Delgado is that OIT can view each user's automated report jobs. But this does not address ability of users to run reports on demand.
   • As of October 2022, Tina has a request in progress with Sandy at LCTCS for a report that can show who is doing what in Cognos.
➢ Nothing has been put into writing at Delgado regarding an approval process for access to Cognos. (Possibly we lean too much on LCTCS's security protocols here; or, we need to ensure LCTCS and Delgado's processes align cleanly.)
➢ OIT monitoring suggests that large amounts of institutional data are regularly handled outside of key administrative areas.

II. Data Integrity Concerns

- There is a lack of awareness regarding which data are audited and which are not; what is the nature of the audits; etc.
- Many if not all Cognos reports that run and email on a schedule do not contain documentation on what the report shows or what data is represented. This is a data integrity issue because it involves data and analytics being misinterpreted or misused.
- There probably is an excess of automated report jobs that fire daily from Cognos. There is potentially too much data circulating that people are not in a position to use, much less understand. Too many report jobs in Cognos running at once leads to unnecessary system traffic.
  - A task would be surveying what jobs are sent daily, and to whom, and eliciting from users whether any of these can be cancelled. Or, consider cancellation of reports whose usefulness is limited.
  - Question: is emailed delivery of automated jobs sufficiently secure? (A straightforward reading of FERPA could suggest email is not a secure enough vehicle for some data, esp. for SSN's.)
- The adoption of platforms such as CourseDog, which have the ability to update and overwrite Banner records, raises a concern about whether this practice should be allowed, and in what circumstances.

III. Interdepartmental Communications

- An aspiration for this committee is to encourage communication across the various offices that handle student data for the purpose of promoting shared vocabulary, publicizing important updates impacting other groups, and aligning best practices.
  - Some vocabulary items mentioned in preliminary discussions as in need of clarification include Student Type Codes; criteria for inclusion of students in the End of Semester Census; crosswalk of Program Codes to Program Names.
  - From the Institutional Research side, identifying true cohorts is a challenge. Some of our SSPS conventions for identifying student types do not perfectly align with Board of Regents.
- There is lack of awareness regarding what documentation, reports, and other references are currently published on the College's web site or available elsewhere online.
  - IR publishes enrollment, retention, and completion reports as well as a Glossary of frequently used terms
  - Board of Regents publishes a slew of reports based on our certified data censuses, graduates, etc.; same with IPEDS.
- Calendar-sharing or use of a master calendar would be a welcome addition so that stakeholders can have common awareness of important dates

IV. Streamlining Data Requests and Access

- We may be at a crossroads in terms of OIT's ability to process data requests at the speed required by other units. Student services units often have time-sensitive tasks that are slowed down by waiting for delivery of data requests. The committee should explore options and make recommendations for how timely delivery of data requests can be enhanced.

- The most immediate solution may be for the addition of Cognos reports executable on demand by appropriate stakeholders; on the flip side, data requestors should also consider how to transform common data requests into repeatable report templates.
- Power BI is an analytics platform we already own that allows custom report dashboards to be crafted for designated users to run on demand from live data and/or frozen data.

➢ The committee might consider whether there are top-line data analytics/metrics that could be condensed into a single, on-demand College dashboard, in order to obviate frequent data requests and the very large number of automated Cognos reports.

Data Access Approval Procedures

The following pages provide an outline of data access procedures as described by the data stewards, as of Summer-Fall 2022. While it would be possible using current reports to map for all Banner users their Position, Security Classes, and Accessible Forms, data stewards are already charged with confirming this information annually. At the present time it is suggested that the topic of whether and how to document accesses, security classes, etc., at a more granular level would best be taken up by the full Data Governance Subcommittee.

Accounts Receivable
Katherine Seghers is the approver for individuals who request/need access to Student Account data. Those who request access must complete a ticket in Service Now and they typically are making the request on behalf of a direct report.

There are four groups of individuals with access to AR data.
1) Administrator Level (Katherine Seghers, Amy Laszcz)
2) Accounts Receivable Level (three people)
3) Cashier (approximately 20 people)
4) Query Level

Only groups 1-2 have major edit privileges for student accounts in Banner. Group 3 has some privilege to place charges in Banner but not broad privileges to remove them. Group 4 includes some OIT staff as well as Financial Aid staff.

Most data needs of AR are met by available Cognos reports and requests sent to Tina/Kenneth. It is not common for stakeholders outside of AR to make requests for AR-owned data.

Registrar

Maria Cisneros is the data custodian of all students' records and the approver for individuals who request access to academic student records data and access to Banner for the Student Module, LoLA, Cognos, Snapshot and E-print.

Completion of the Online FERPA Tutorial is required to receive access to any of the above-mentioned modules.

The following are the groups of individuals with access to the **Application Navigator Student Module**:

#	Groups of Individuals with Banner Access	Type of Access
1	Registrar (Registrar, College-Wide Registrar)	Administrative access to set up tables, set up registration system and update student's records. This is the highest level.
2	Assistant Registrars	Update accesses to process student records requests, graduation and trouble shoot issues. Medium level access.
3	Records Specialists, Records Coordinator	Update access to process student records request and transfer equivalencies. Lower level access.
4	Transcript Specialist	Update access to process student's transcripts and student records request. Lower level access.
5	Registrar's Office Student Workers	Mostly inquiry access with minimum update access to a few forms with update access to help process some requests.
6	Registrar's Office Contract Employees	Mostly inquiry access with minimum update access to a few forms with update access to help process some requests.
7	Assistant to Chancellor & Administrative Assistant	Inquiry access to verify students concerns reported to the Chancellor's Office
8	Vice Chancellor of Academic & Student Affairs	Only inquiry access to handle student concerns

9	Deans, Assistant Dean's & Department Chairs	Mostly Inquiry access with minimum update access to forms that are required to create new course sections and to override courses.
10	Disability Services Coordinator	Mostly Inquiry access with only update access to code students.
11	Academic Advisors	Mostly Inquiry access with only update access to a form that is required to override courses.
12	Testing Staff	Mostly Inquiry access with only update access to a form that is required to enter test scores.
13	Admissions Staff & Nursing Admissions	Mostly Inquiry access with update access to only Transfer Equivalency forms required to upload transcripts and perform course articulation.
14	Answer Center Staff	Mostly Inquiry access with update access to only Transfer Equivalency forms required to upload transcripts and perform course articulation.
15	Veteran Affairs Counselor	Mostly Inquiry access with update access to only code students as veterans.
16	Accounts Receivable Staff	Only inquiry access
17	Bursar Staff	Ony inquiry access
18	Financial Aid Staff	Only inquiry access
19	Information Technology Staff	Only inquiry access
20	Faculty	Only access to LoLA. Mostly inquiry access. Only update access to enter grades.
21	Curriculum Director	Update access to all student's catalog module to create course inventory and set up course rules
22	Campus Police Radio Dispatcher	Minimal inquiry access to verify students' schedule
23	Student Affairs Administrative Assistant	Minimal inquiry and update access to manage buildings
24	Facility Director	Minimal access to update building tables and size

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25	Workforce Staff	Only access to non-credit. Mostly inquiry access with only a few forms to create course sections

Cognos Access:

#	Groups of Individuals with Access	Type of Access
1	Registrar and Assistant Registrars, Specialist	Student Reporting – Student Reporting (Admissions, Recruiting, Registration)
2	Deans, Assistant Deans and Department Chairs	Student-Dean Reporting – Student Dean Reporting
3	Workforce Staff	Workforce-Student-Cognos
4	Workforce Staff	Workforce – Student - Curriculum
5	Communication Division – Dean of Communication	Communication Division – Communication Division Reports
6	Grants- Research Associate	Grants Reporting- Grants Reporting Admissions
7	CANVAS Coordinator	ELC Reporting – ELC Reporting – E-Learning Coordinator
8	Institutional Research	IR Reporting – IR Reporting – Institutional Research

LoLA access:

#	Groups of Individuals with Access	Type of Access
1	Registrar's Office Staff	Inquiry access to student information and unofficial transcript
2	Faculty	Faculty access. Update access to submit grades. Inquiry access to student information and unofficial transcript

#		Type of Access
3	Chancellor's Office Staff	Inquiry access to student information and unofficial transcript
4	Vice Chancellor's Office Staff	Inquiry access to student information and unofficial transcript
5	Deans, Assistant Deans and Department Chairs	Inquiry access to student information and unofficial transcript
6	Admissions' Staff	Inquiry access to student information and unofficial transcript
7	Answer Center Staff	Inquiry access to student information and unofficial transcript
8	Academic Advisors	Inquiry access to student information and unofficial transcript
9	Trio Staff	Inquiry access to student information and unofficial transcript
10	Disability Services Coordinator	Inquiry access to student information and unofficial transcript
11	Veteran Affairs Counselor	Inquiry access to student information and unofficial transcript
12	Accounts Receivable Staff	Inquiry access to student information and unofficial transcript
13	Bursar's Staff	Inquiry access to student information and unofficial transcript

Student Snap Shot Access:

#	Groups of Individuals with Access	Type of Access
1	Registrar's Office Staff	Inquiry access to student information, class schedule, unofficial transcript, financial aid and financial information.

#		Type of Access
2	Answer Center Staff	Inquiry access to student information, class schedule, unofficial transcript, financial aid and financial information.
3	Accounts Receivable Staff	Inquiry access to student information, class schedule, unofficial transcript, financial aid and financial information.
4	Bursar's Staff	Inquiry access to student information, class schedule, unofficial transcript, financial aid and financial information.

E-print Module:

#	Groups of Individuals with Banner Access	Type of Access
1	Registrar's Office Staff	Access to data stored on the Registrar, Records and Registration folders
1	Curriculum Director	Access to catalog data stored on the catalog folder.

Enrollment Management/ Admissions
The Director of Enrollment Management is the approver for individuals who request access to Admissions data and Banner access to Admission screens

Below are the Banner Security Classes available and who typically needs access to each class:

Security Class	Description of Security Class	Position with this type of access
STU_ADMISSIONS_ADMIN	Maintenance, Validation, Setup	Managers in the area of Admissions and Registrar
STU_ADMISSIONS_DECISION	Student Admission Decision	Select staff that whose work duties require them to assign admission decisions
STU_ADMISSIONS_EXTRACT	Admissions Extract	Staff who accepts admissions documents
STU_ADMISSIONS_QUERY	Student Query - (view only)	Any staff that helps students with enrollment
STU_ADMISSIONS_REPORTS	Student Admissions Reports	OIT and staff that need access to reports
STU_ADMISSIONS_USER	Admission User	Staff receiving Admissions documents
STU_TEST_CNTER_USER		Testing Center staff who loads test scores
Admissions Cognos Access		OIT and Admissions or Enrollment staff that need access to reports

Financial Aid
The Director of Financial Aid is the approver for individuals who request access to Financial Aid data and Banner access to Financial Aid screens.

Below are the Banner Security Classes available and who typically needs access to each class:

Security Class	Description of Security Class	Positions with this type of access
GEN_LETTER_GEN	Letter Generation	Not used at Delgado
GEN_BOOKSTORE_PROCESS	Student Bookstore Process	Staff involved in Bookstore Credit processing
FA_ADMIN_ALL	Financial Aid - all access - shared validation rule forms	Only at the system level
FA_ALL_QUERY	Financial Aid - all access - view only - Auditor	Auditors
FA_AWARD	Financial Aid Award	Delgado FA counselors and management
FA_BASIC	FA Basic - all FA users	All staff with any FA access
FA_CLERK_QUERY	Financial Aid Clerk Query	Delgado does not need to use
FA_CLERK_USER	Financial Aid Clerk User	Financial aid management
FA_COLLEGE_ALL	Financial Aid - all access - Director	Director, Asst. Director, Scholarship Position (Any staff that has to manage funds on RFRMANG or participate in system set-up)
FA_COLLEGE_ALL_QUERY	Financial Aid - all access - view only	Managers and staff that need to view student information and system set-up information
FA_COUNSELORS_QUERY	Financial Aid Counselors Query	Academic Advisors, CENSET, Recruiters, Admissions Staff, Financial Aid Counselors, other staff/faculty that assist students with the FA process (if need to see RHAHOLD, ROARMESG,)
FA_COUNSELORS_USER	Financial Aid Counselors User	Staff that accept any financial aid documents – FA counselors need both user and query
FA_DISBURSE	Financial Aid Disburse	Selected individuals that need to disburse aid
FA_EMAIL_LETTER	Financial Aid Email Letter	Not used at Delgado
FA_FADS	Financial Aid - FADS Reporting	Staff charged with completing the FADS reporting
FA_GAIN_EMPLY	Financial Aid - Gainful Employment Reporting	Not used at Delgado
FA_JOBS	Financial Aid Jobs	Not used at Delgado

FA_STUDENT_AIDES_QUERY	Student Aides Query - view only	*Academic Advisors, CENSET, Recruiters, Admissions Staff, other staff/faculty that assist students with the FA process (if do not need to see Account Detail Review Inquiry)*
FA_STUDENT_AIDES_USER	Student Aid User	Staff that need to print ISIRS for auditing purposes or modify RERORXX
FA_SUMMARY	Financial Aid Summary	No used at Delgado
FA_TOPS	Financial Aid TOPS	All FA counselors
FA_TRACKING	Financial Aid - Tracking	*Work-study students in Financial Aid and Answer Center*
FA_WORK_STUDY	Financial Aid Work Study	All FA staff that manage work-study
Cognos access – run reports system and Delgado		All FA or enrollment staff running reports on their own and OIT staff

Per Michelle, as of October 25, 2022, the status of Cognos access in Enrollment Management and Admissions is as follows:

- There are several people in financial aid that need access to run their own reports out of Cognos.

- We need to move away from OIT running all of our reports for us on demand. This is a project that will likely be completed by the new director.

- Short term we are granting access as the need appears. Ultimately all the staff members that are overseeing special projects will have access to Cognos and should be running their own on-demand reports or schedule them with OIT to come out on a particular day and week.

(Michelle is not clear on whether her shop has direct control over granting access to specific areas of Cognos. At present, I think it is best to regard the use of Cognos in this side of the house as in flux.)

Data Stewardship Questionnaire for Degree Works
Delgado Community College
October 27, 2023

- **What is the data?**
Student name and student ID (Lola) number, major and concentration, percentage of courses completed, percentage of degree requirements completed, which courses have been completed and which courses are still needed, courses taken which are insufficient, courses taken which do not count towards the students' major (Fallthrough), and general progression towards degree.

- **What is the data used for?**
Degree Works is a web-based planning tool to help students, advisors, instructors, department heads, and student affairs staff monitor a student's progress toward degree completion. Degree Works provides a more accessible, convenient, and organized way for students to know where they are academically and how they can plan the rest of their college careers.

Degree Works extracts student and curriculum information from Banner. Degree Programs are created in Degree Works using a procedure called "Scribe". You cannot pull a degree audit if the program has not been created and defined in Scribe. Any curriculum changes must be made in Scribe.

- **Who are the constituencies who have access to the data?**
Student--Students are able to process their degree audit and process "What if" audits. Students will also be able to access their Student Educational Planner.

Advisor/Instructor--These users will be able to search for student users, view student audits and "What if" audits, add notes to student audit, request substitutions/exceptions, and make/modify individual SEPs.

Department Head--These users will be able to search for student users, view student audits and "What if" audits, add notes to student audit, request and/or approve substitutions/exceptions, and make/modify individual SEPs.

Registrars--These users will be able to search for student users, view student audits and "What if" audits, add notes to student audit, request and/or approve substitutions/exceptions, and make/modify individual SEPs. They will also have access to Scribe.

*Lead Registrars (includes Curriculum and Program Development Director and Administrative Program Specialist)--These users will be able to search for student users, view student audits and "What if" audits, add notes to student audit, request and/or approve substitutions/exceptions AND apply the exceptions, and make/modify individual SEPs. They will also have access to Scribe and Transit.

- **Who is granted permissions specifically to enter/update/alter the data?**
  *Lead Registrars/ Scribes are granted permission to enter/update/alter the curriculum changes. Advisors/Instructors, department heads, and Registrars can modify SEP (Student Educational Plans).

- **How does each constituency request access to the data and obtain this access?**
  Access to DW is obtained as follows:
  Student User--Students who were registered for classes Spring 2019 and after have access to DW. Any student who applies to an LCTCS college will be given DW access once the student has received a significant decision on his/her application.

  Advisor/Instructor User--Any Banner user who has advisor and/or instructor access to Banner will have Advisor/Instructor access to Degree Works.

  Department Head, Registrar, and Lead Registrar access--Any Banner user who needs one of these accesses to DW must complete a Banner Security Form request under Banner/Cognos (Student Admissions) in LoLA.

- **Are there specific levels of access assigned to the various constituencies (ex. read permission, write permission)?**
  Student--Students are able to process their degree audit and process "What if" audits. Students will also be able to access their Student Educational Planner.

  Advisor/Instructor--These users will be able to search for student users, view student audits and "What if" audits, add notes to student audit, request substitutions/exceptions, and make/modify individual SEPs.

Department Head--These users will be able to search for student users, view student audits and "What if" audits, add notes to student audit, request and/or approve substitutions/exceptions, and make/modify individual SEPs.

Registrars--These users will be able to search for student users, view student audits and "What if" audits, add notes to student audit, request and/or approve substitutions/exceptions, and make/modify individual SEPs. They will also have access to Scribe.

*Lead Registrars (includes Curriculum and Program Development Director and Administrative Program Specialist)--These users will be able to search for student users, view student audits and "What if" audits, add notes to student audit, request and/or approve substitutions/exceptions AND apply the exceptions, and make/modify individual SEPs. They will also have access to Scribe and Transit.

- **What security protocols or safeguards are currently in place to protect the data?**
  Degree Works uses the Single Sign On which means your User Name and Password are the same as your LoLA credentials.

- **Are there any security risks or vulnerabilities that need to be addressed?**
  None that the College is aware of.

*Office of Curriculum and Program Development does not have all access assigned to College Registrar and Assistant College Registrar, such as "auto award" access.