IT SERVICES

Organizational Readiness for Analytics and Engaging a Community in Analytics

Featuring the Student Activity Hub (SAH)

UC San Diego

Agenda

- Prep
  - Data Governance
  - Change Management
- Engagement
  - Training
  - Documentation
  - Ongoing Support

Data Governance

Data Governance is an important piece to have in place prior to launching a data platform but focus on the areas that would provide the most value alongside your implementation. Avoid boiling the ocean and attempting to get Data Governance perfect before starting. Below are some of the most critical areas to address ahead of and during the implementation of a data platform:

Committee Establishment

Is there an established committee? Does a charter exist that outlines the expectations of the committee?

Data Stewards

Have data stewards been assigned to datasets that will be brought into the data platform? Are the responsibilities of a steward defined, documented, and understood?

Data Classification

Does the organization have a policy to classify data with expected controls in place for each classification? How are such classifications documented and maintained?

Reference Data Management

How will key data definitions, knowledge articles, and reports be stored and maintained?

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Change Management, Communications & Training

Equally as important as the technology components, there needs to be an established plan to ensure that there is an established group of capable and motivated individuals to leverage the technology in order to further the objectives of the institution.

Stakeholder Management

Is there executive buy-in outside of IT to ensure proper program support? How will end-users be engaged throughout the project to provide feedback and help on report prioritization?

Communications

How will communications to stakeholders and project team on progress going to be managed? How will ongoing enhancements and feature releases be communicated to users?

Business Alignment

Have alignment of platform outcomes been linked to institutional objectives? How will report benefits and effort to build be quantified to aid in prioritization?

Training

Are the end-users skilled on data analysis in general? Are staff trained on the toolsets being used across the visualization technology, data structures, and documentation needs?

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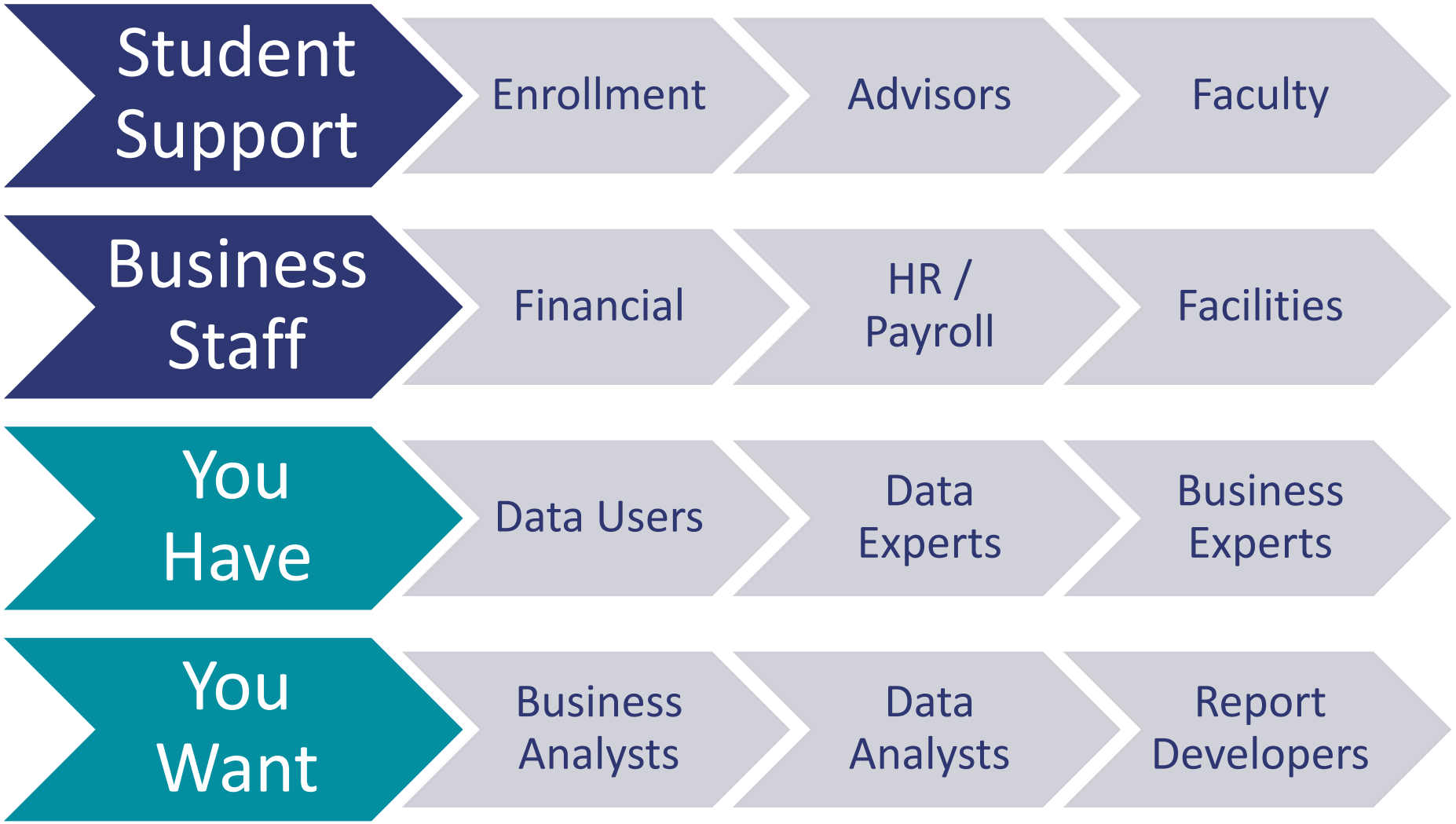
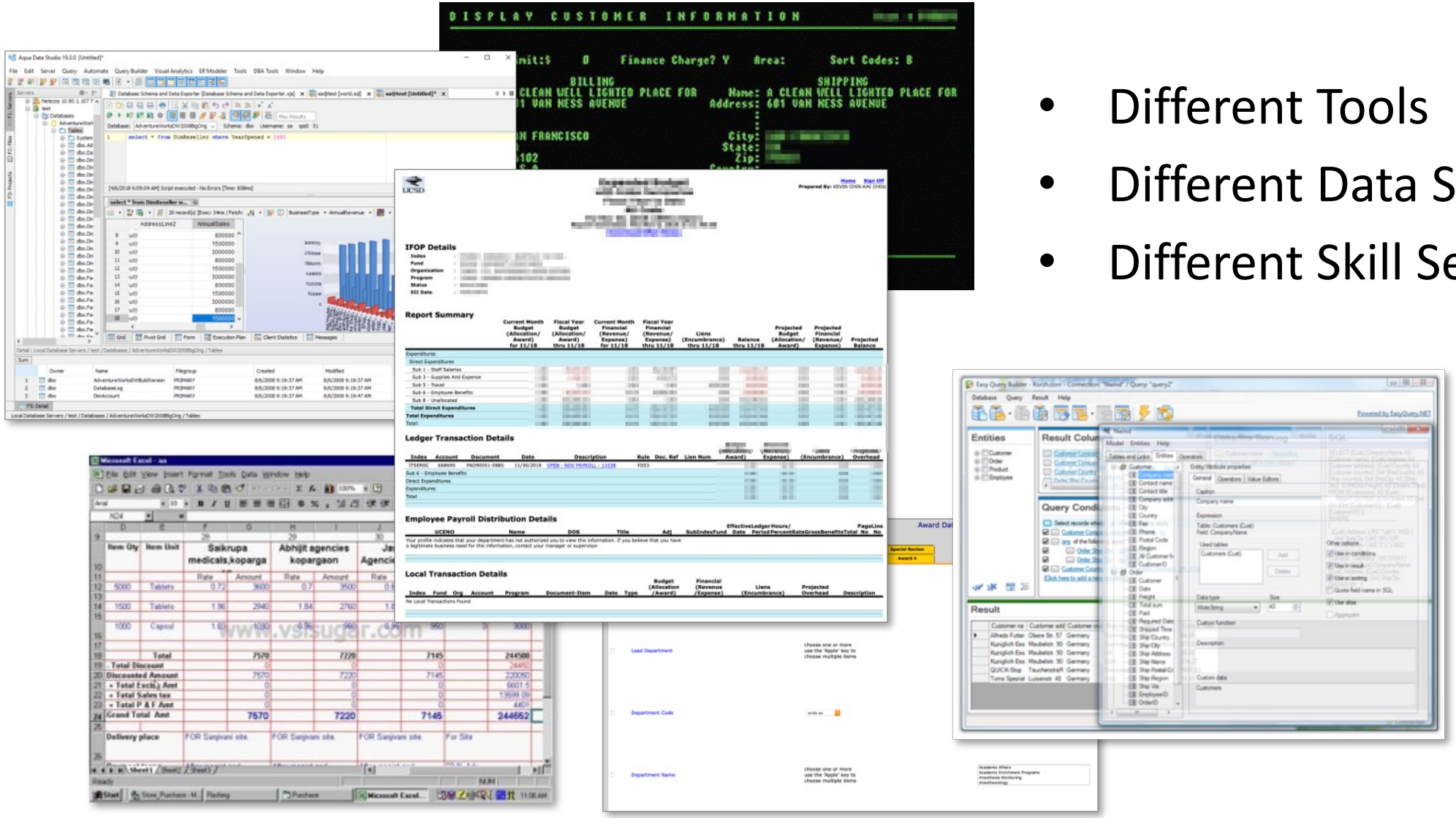
Community Engagement

Who Uses Data



Community Has



- Different Tools
- Different Data Sets
- Different Skill Sets

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Activity Hub Community Has

- Unified Tools
- Unified Data Set
- Supported Skill Development
  - Training
  - Documentation
  - Community of Practice

Training

	Business Analysts	Report Consumers
AH Onboarding • Roles & Responsibilities • Technical Support	Yes	No
Data Training • Key fields and filters • Key business concepts • How to find the data you are looking for	Yes	Optional
BI Tool Training • How to build a report	Yes – Using AH Data	Optional
Report Training • How to run a Report • When to use the report	Optional	Yes

Documentation

	Business Analysts	Report Consumers
View Quick Start Guide • Overview of the View • Key fields • Key filters • Key business concepts	Yes	Optional
Data Dictionary • Definitions • Related fields • Field Protection Level	Yes	Yes
Central Report Access Site • Link to the report • Links to support	Yes	Yes
Report Instruction • PDF • Video	Optional	Yes

Quick Start Guide Summary

SAH Quick Start Guides

Getting Started

Have a field name but not sure what view to look in? Search the Activity Hub Field List. *(You must be registered with DUO to connect)*

Data Loads

Data is loaded each night. To see when the data completed being loaded by UCSD into FINAH see this report: Tableau > Public > AH Data Load Status Report. *(You must be registered with DUO to connect)*

SAH Basics

- Student information in 'Student Activity Hub' has been tracked since 2004 to the current year.
- Census Views include students information during the first 3 weeks of the term

⊕ "Active" Students

⊕ First, Current, Future or Term

⊕ Term, Term Cumulative or Current Cumulative

⊕ Different Types of Units

Find the View You Need

In general, SAH-StudentStatsPerTerm-View or SAH-StudentStatsPerTermCensus-View are they best places to start.

#	Scenario	Recommended Views	Folder
1	Current fields show the student most recent records and activities. This doesn't necessary mean that the current fields refer to today.	SAH-Demographics-View or any view pre-joined with SAH-Demographics-View	Current Student

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Quick Start Guide

SAH-Enrollment-View and SAH-EnrollmentCensus-View Quick Start Guide

Overview

The following article is a start guide for those using Course and Class Section information from the Student Activity Hub (SAH). It includes various terms for those using the tool and tips for new users.

Other Resources

- Have a field name but not sure what view to look in? Search the Activity Hub Field List.
- Data is loaded into the Student Activity Hub (SAH) each night. To see when the data load completed, use see this report: Tableau > Public > AH Data Load Status Report.
- Additional support can be found in the Analytics Community of Practice.

Critical Concepts

Pre-Joined Data

- Current and First ever records of students activities and information is coming from SAH-Demographics-View
- Historical records of student activities and information is coming from SAH-StudentStudentsStatsPerTerm-View
- Primary Instructor Job fields are coming from EAH-Workforce-View, without

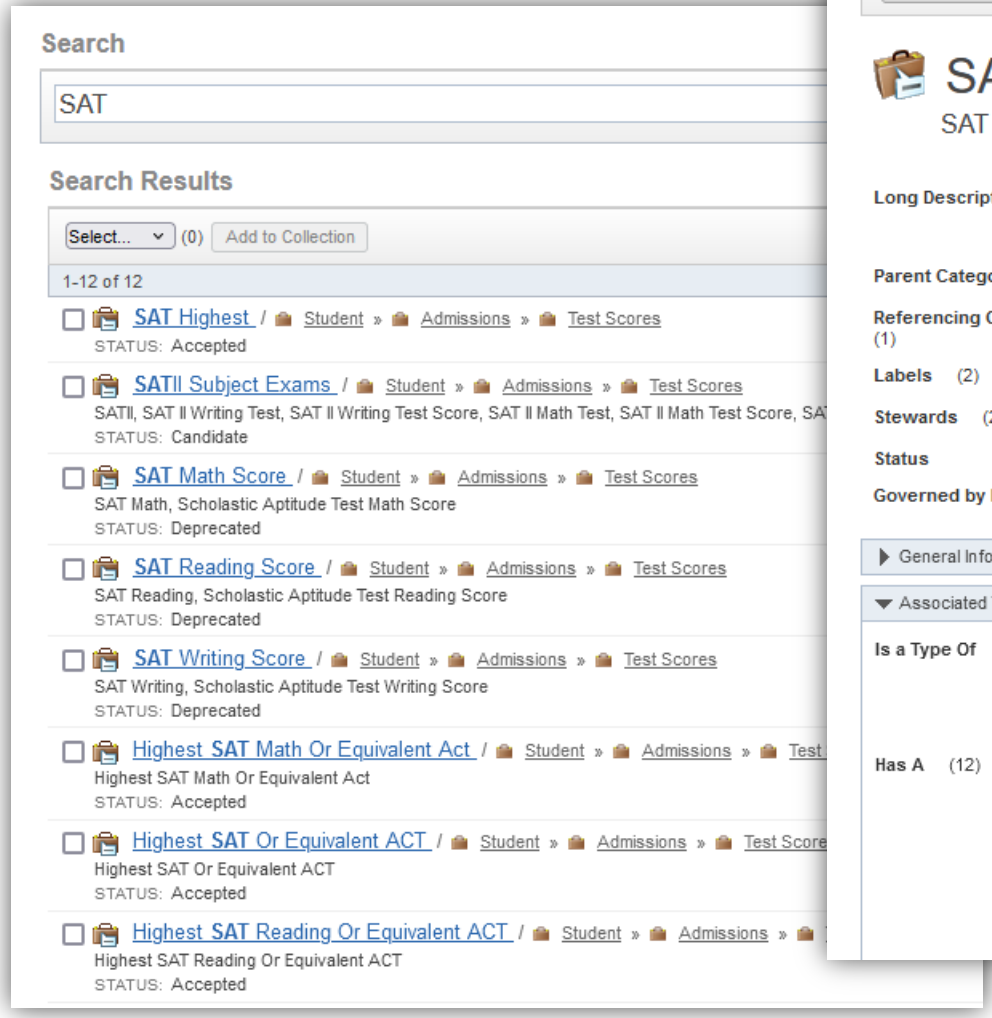
Enrollment Specific Data

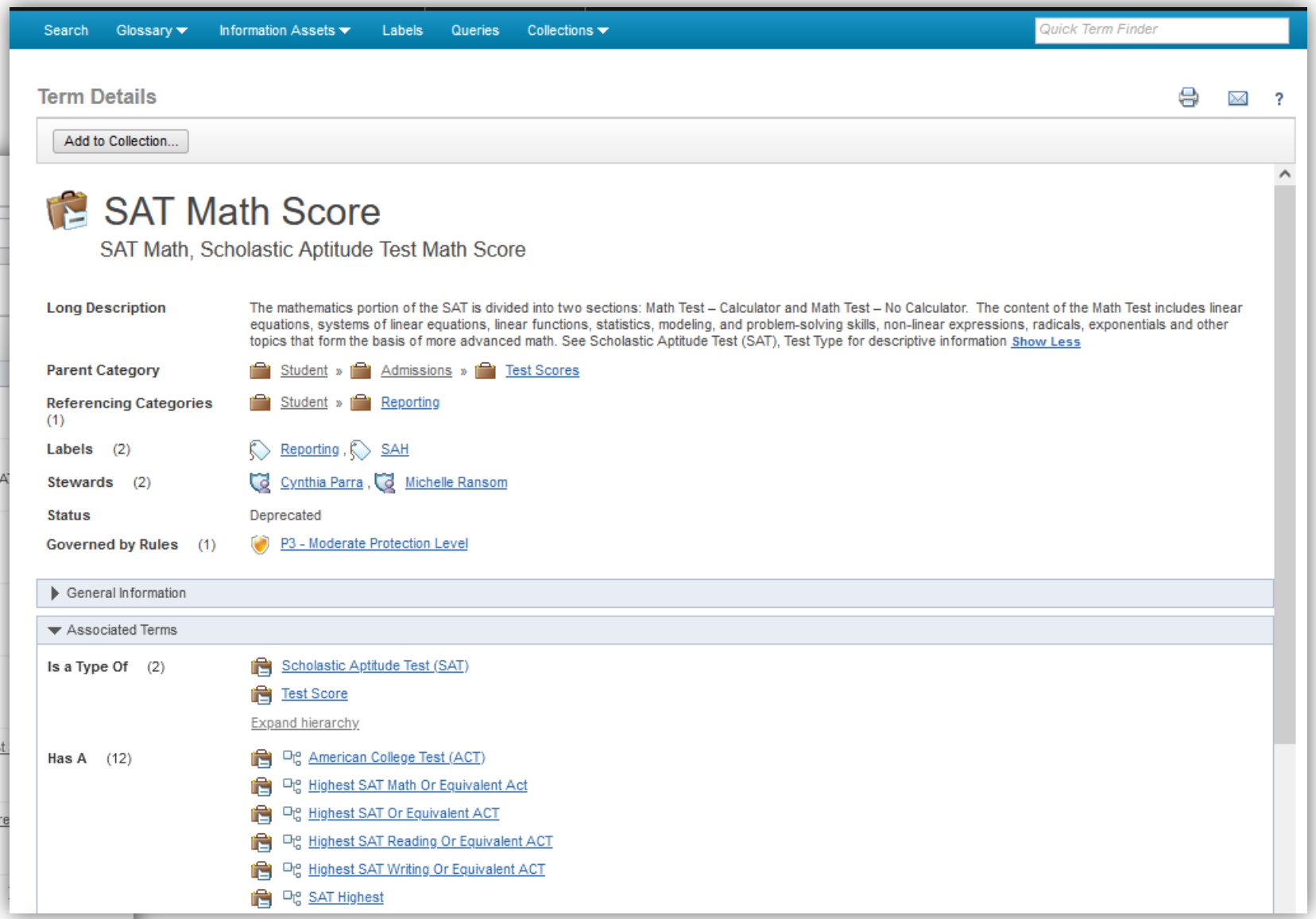
- Term Set - Enrollment: fields that can be used to display each term
- Term Flags: can be used to identify in the Term displayed is Past, Current or Future
- Course information: fields related to a Course across multiple terms
- Class Section information: fields related to a Class Section, unique per term
- Primary Instructors information: Only 1 instructor can be listed per Course
- Enrollment Record Type: Indicates what kind of record each row is, Enrollment, Transfer, or Waitlist

Enrollment, Transfer or Waitlist

- Waitlist + Transfer are only included in the SAH-Enrollment-View
- Waitlist + Transfer + Enrollment all live in SAH-Enrollment-View and correspond to Waitlist Count, Transfer Count and Enrollment Count (along with Class Section Enrollment Count)
- A new row is added for students who are on the waitlist. If you are reporting on a current term or future term, you may need to filter the waitlist students out if you only looking for enrolled students per class section
- Enrollment Count does NOT include transfer or waitlisted student
- If you are using the **Class Section Enrollment** field then you will not be impacted as waitlisted students are not considered enrolled

Data Dictionary





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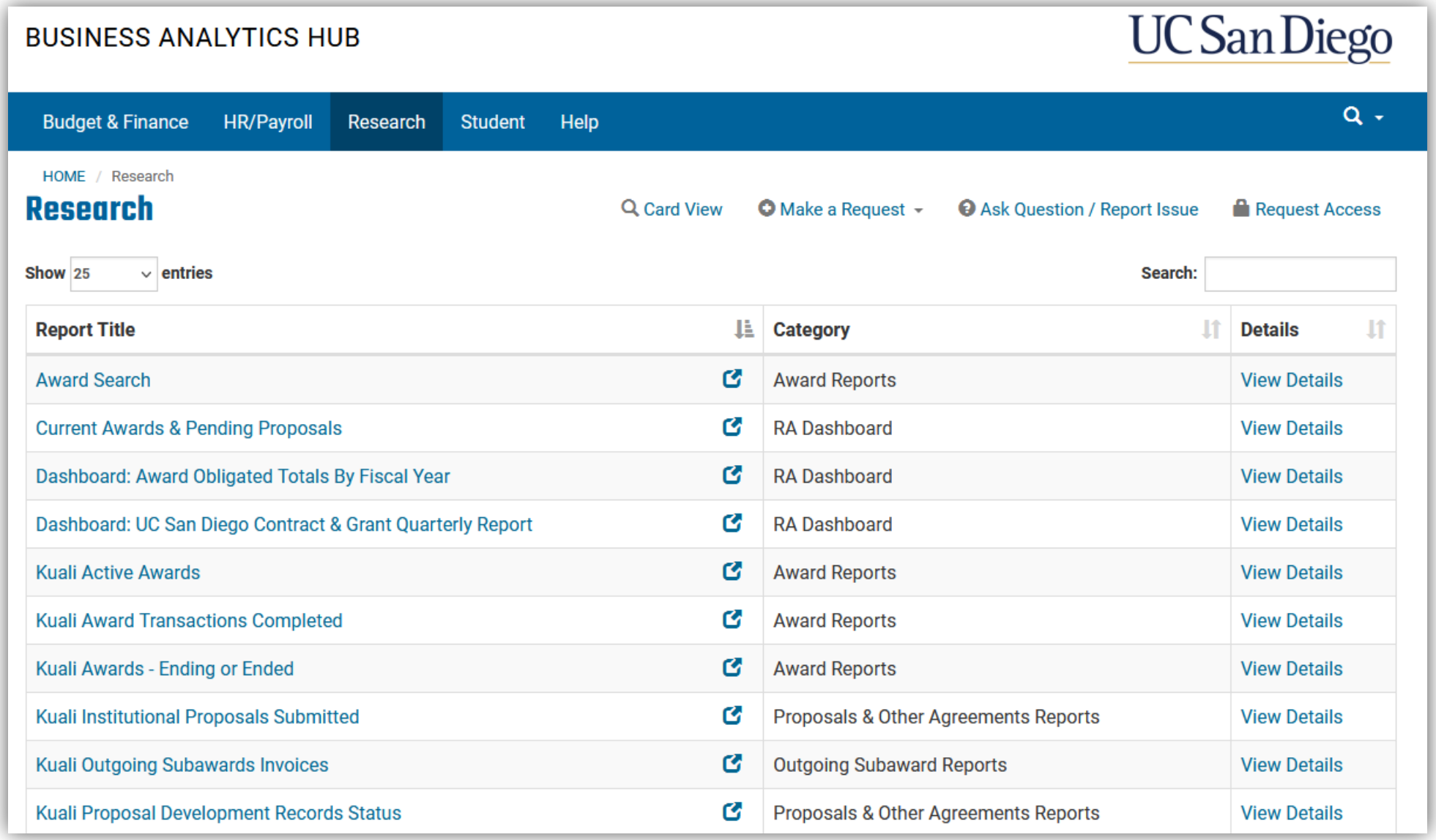
Central Report Access Site

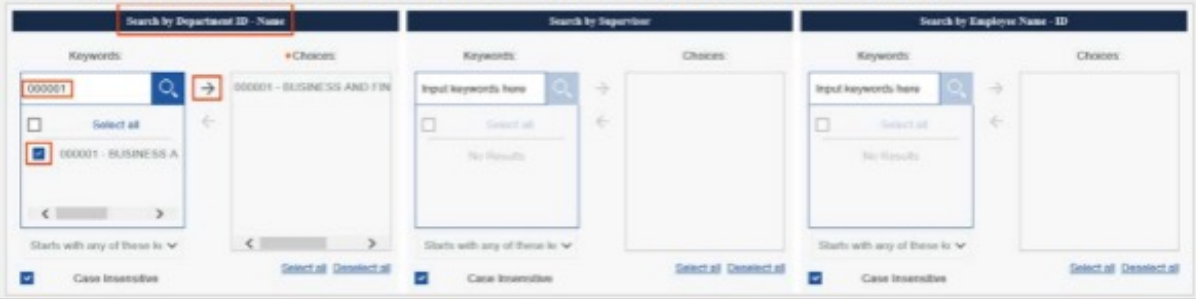


Report Instructions

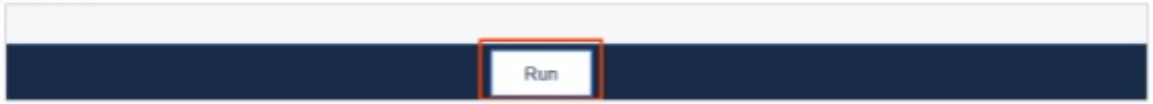
HOW TO RUN REPORTS FROM THE REPORTS DASHBOARD

UC Path

7. In the example above the required filter is **Department**
   1. Enter the applicable criteria
   2. The system defaults the dropdown below the Keywords field to: Starts with any of these keywords. For best results, change the dropdown to: Contains any of these keywords.
   3. Click the Search icon
   4. Click the checkbox next to your selection(s)
   5. Click the left arrow to move the data to the Choices box
   6. Repeat these steps to insert additional filters from any of the options displayed



8. Click **Run**



9. The report displays

What is a Community of Practice?

A group of people who gather together to talk about a specific topic.

- Can be any topic – technical, business process, data, tools
- Can have different names – Office Hours, Council, Group, Talk

What does that include?

- Best Practices, Tips & Tricks
- Demonstrations and Training
- Q&A / Office Hours with experts and other analysts
- Meet experts and analysts

Optional items to include

- Monthly Zoom session
- Chat channel for group communication
- Vendor demonstrations

Note: Communities of Practice can take 8 to 12 months to establish consistent attendance at the monthly meetings.

Community of Practice

	Business Analysts	Report Consumers
BI Tool Community of Practice • Host: SME in BI Tools • Focused on BI Tools	Yes	No
AH Analytics Community of Practice • Host: AH support team + lead BI developer / data SME • Focus on technical development using AH data • Focus on new data being added to AH	Yes	No
AH Business Community of Practice • Host: BI Developer • Focus on use of reports • Gather requirements for new reports	Optional	Yes

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Questions?

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