

UNCG





UNCG Data Governance Newsletter- Fall 2023

Fall 2023

UNC Greensboro Enterprise Data Governance

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The UNCG Data Governance Newsletter is issued quarterly. The purpose of our newsletter is to keep our campus up-to-date with the latest happenings and findings in the realm of Data Governance and Collibra.

Our issues include:

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Upcoming Events

Information Overload Day- Information Overload Day is observed on October 20th annually. This day offers awareness and an opportunity to step back from the amount of information we are faced with on a daily basis. Information broadly applies to social media, online news, apps, texts, notifications, and more. This day reminds us to take a break and more broadly to consider our information consumption habits.

Collibra and Coffee- November 8, 10:00 am - 10:45 am. This is our second session of our series. In these sessions you can see demos of new and useful features and functionality, you can hear use cases about how Collibra can help you solve problems, and you can ask questions about how you can use Collibra to best effect. You'll be able to see our events and add them to your calendar via our [website](#).

A vertical poster for the UNCG EDG TEAM Road Tour. The top half features a photograph of two people in a meeting room, one pointing at a large screen displaying a document. The background is dark blue with white and yellow text. The text 'UNCG EDG TEAM' is written vertically on the right side. The words 'ROAD TOUR' are in large yellow letters. Below that, the dates and locations for the tour are listed: 'Report Developers Oct. 16' and 'Registrar's Office Oct. 19'. At the bottom, there is a call to action: 'Your office could be our next stop! Schedule with us today edgteam@uncg.edu'. The poster has a torn paper effect at the bottom.

ROAD TOUR

Report Developers Oct. 16
Registrar's Office Oct. 19

Your office could be our next stop!
Schedule with us today
edgteam@uncg.edu

UNCG EDG TEAM

Schedule a demonstration with your department on our tour. Email edgteam@uncg.edu to reserve your spot now!

About Us

The Enterprise Data Governance team manages and supports UNCG's Data Governance committees, data quality efforts, and the Collibra Data Intelligence platform. We provide data asset cataloging, metadata support, and data quality assurance to all areas of campus.

A Rose By Any Other Name: Data Management for Preferred Names, Gender Identifiers, and Pronouns



At the beginning of the Fall 2023 semester, Information Technology Services (ITS) announced that selected personal pronouns would be visible in certain campus services. This change is just the leading edge of several technical efforts to improve the handling and visibility of data elements related to gender and identity at UNCG. The Enterprise Data Governance team is collaborating and coordinating with ITS, the Gender Diversity Working Group, and the many areas of campus handling gender and identity data to provide faculty, staff, and students with better visibility for their identity choices.

Two new data standards have been developed by the Data Trustees and Data Stewards committees and are now making their way through the ITS approval process. These standards provide for consistent

definition of gender and identity related terms and provide requirements for the handling and use of gender and identity data elements across university systems. The standards support the technical integration of gender and identity data elements from the Banner source system through downstream systems that allow for the integration and display of these elements. The effective date on the standards is August 1, 2024. While a year may seem a long time, this lead time allows us to coordinate our technical integration efforts and ensure we have as many downstream integrations completed or planned by the time these standards go into effect.

ITS is working on upgrading Self-Service Banner to version 9 (SSB9). Self-Service Banner is what powers UNCGenie. It offers a more detailed Personal Profile page and the ability to update your preferred first name, gender identifiers, and personal pronouns. This project is scheduled to be complete by the end of 2023. Discovery of necessary work to begin additional integrations in downstream systems is on the radar after the SSB9 project is complete. Your preferred personal identifiers, as you set them in UNCGenie, are already being used in some university systems such as Canvas, Microsoft Outlook, and Microsoft Teams.

The Advisory Committee on Names & Pronouns and the Gender Diversity Working Group are working with the University Registrar's Office and Human Resources to provide consistent and centralized information about how we handle gender and identity information and how you can request changes to your information through a project called "Me @ the G". You can view information and resources related to this project through their website at <https://spartancentral.uncg.edu/student-records/names-and-pronouns/>.

These committees, ITS, the Data Trustees, the Data Stewards, and your Enterprise Data Governance team are working hard to address questions and concerns related to the use and management of campus gender and identity information. Our management of this information is evolving based on our understanding of campus needs, our technical abilities, and in consideration of any developing legislation. If you have questions about any of the above information, please reach out to us at edgteam@uncg.edu or submit questions using the [Data Governance Intake Form](#) at 6-Tech in the Data Governance section of the service catalog.

Other related articles:

[Personal Pronouns Viewable in UNCG Services Starting Wednesday, August 23 | UNCG ITS News](#)

[Names and Pronouns - Spartan Central \(uncg.edu\)](#)

Team Spotlight



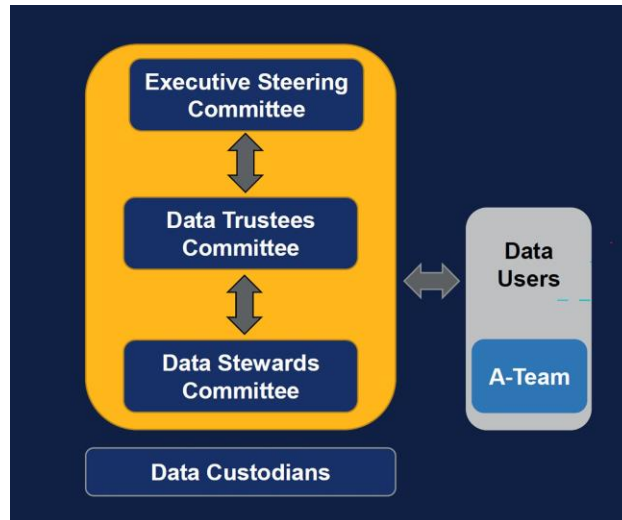
Jessica Dame serves as the Reporting Metadata Specialist. She is responsible for cataloging and certifying reports across campus, developing documentation, and promoting data governance. Recently, she attained certification as a Certified Data Management Professional (CDMP).

Jessica brings a wealth of library experience to her role with experience in metadata management, digital collections, policy development and preservation. Prior to joining the Enterprise Data Governance team, Jessica worked with the Special Collections and University Archives at Jackson Library developing web archives and authoring data dictionaries. She previously served as the Digital Curation and Preservation Librarian at the South Carolina State Library, and as Metadata Specialist at Georgetown University. She received her Bachelor of Arts in Art History from Christopher Newport University and her Master of Library and Information Science from the University of South Carolina.

Sometimes Jessica enjoys bringing order to chaos through art with a passion for creating analog collages and illustrations. She has exhibited in galleries along the east coast and her collage work has been highlighted in the *Washington Post* and the *News and Record*. When not creating, she can often be found devouring retellings of Greek mythology or speculative fiction, writing postcards to friends, looking for ghosts, and exploring gardens and local shops across North Carolina.

Check out some of Jessica's art here: [Jessica Dame](#)

Committees



UNCG has developed a multi-level framework in which major data related roles and responsibilities are organized into several decision-making bodies. The three main bodies of Data Governance here at UNCG are the Executive Steering Committee (ESC), the Data Trustees Committee, and the Data Stewards Committee. To learn more about the ESC, check out [Executive Steering Committee \(uncg.edu\)](https://uncg.edu/executive-steering-committee). These committees are supported by two groups of Data Custodians and interact with the Academic Unit Liaisons sub-committee and campus Data Users.

The Data Trustees and Data Stewards have been very busy this quarter! The most notable accomplishment of both committees is the development and approval of two new data standards: The Name Data Standard and the Gender Data Standard. These standards are intended to guide how we handle data related to names, both legal and chosen, and how we handle gender identifier data and pronouns in our campus systems. Gender identifiers and pronouns are a hot topic on campus this fall as ITS has just made pronouns visible as part of your display name in certain campus applications, like Microsoft Outlook and Teams, and also Canvas. You can select your pronouns in UNCGenie on the Personal Profile page if you use the “Log in with iSpartan” option.

Gender identity and pronoun options is a very complicated and far-reaching issue. Data Governance is working with the Title IX office, the Gender Diversity Working Group and the Advisory Committee on Names & Pronouns to ensure that, where these data are concerned, we’re addressing the campus needs as completely as possible. There are a lot of technical integrations and processes that need to be considered as we build out these capabilities. And remember that your legal name and your legal sex are required for certain reports and purposes, and that you will still be required to follow current policies and procedures for changing your legal name or sex. You can find info on these at the Me @ the G website here: <https://spartancentral.uncg.edu/student-records/names-and-pronouns/>.

The Data Trustees committee is hard at work developing a university level Data Strategy that will align with the current strategic planning efforts. We’re looking at our data handling policies and processes in areas of Data Governance, Data Acquisition, Data Quality, Data Access, Data Literacy, Data Extraction & Reporting, and Data Analytics. The goal of these strategic planning efforts is to improve efficiency and

effectiveness in the management, handling, and use of our institutional data. We look forward to sharing the progress of this initiative with you!

To round out the quarter, both committees selected new Chairs in July. Greg Bell, Dean of the Graduate School, is our Chair for the Data Trustees committee, and Brian Wilson, Manager of the SpartanCard Center, is our Chair for the Data Stewards committee. Remember you can reach out to Alice Fleck, Greg Bell, or Brian Wilson if you have data governance questions. And if you have items to bring to the committees' attention, submit a request through the 6-Tech Service Catalog: <https://go.uncg.edu/data-gov-requests>.

Data Quality

When defining data quality at UNCG we use terms such as data accuracy, completeness, consistency, and others. These are sometimes called “characteristics”, but in the data world they are more commonly called “dimensions” of data quality. Dimension is a measurable feature of an object or data in this context. So, data quality could be described as the degree to which dimensions of data meet requirements.

There is still no standard for the set of dimensions of data quality and their definitions. The number of dimensions could be determined from several to dozens in various organizations, applications, or perspectives. DAMA International defines dimensions used in the UNCG's definition of data quality as following (2017, pp. 432–433):

- *Accuracy* refers to the degree that data correctly represents ‘real-life’ entities.
- *Completeness* refers to whether all required data is present.
- *Consistency* can refer to ensuring that data values are consistently represented within a data set and between data sets, and consistently associated across data sets.
- The concept of data *timeliness* refers to several characteristics of data. Measures of timeliness need to be understood in terms of expected volatility—how frequently data is likely to change and for what reasons.

References:

DAMA International (2017). *DAMA-DMBOK: Data management body of knowledge* (2nd ed.) (Henderson, D. & Earley, S., Eds.). Technics Publications, Baskin Ridge, NJ.



Data Governance Champion First Inductee: Jodi Pettazzoni



Our 3rd quarter 2023 Data Governance Champion is Jodi Pettazzoni, Associate Vice Provost and Director of the Office of Assessment, Accreditation, and Academic Program Planning. Jodi has been a strong supporter of data governance at UNCG serving on multiple iterations of data governance committees and serving as Chair on two of those. Anyone who works with Jodi could speak to her dedication to the university, to compliance, to integrity and to her willingness to pitch in wherever and whenever she can. She has been a valuable resource to us in the development of our current governance framework and in her support of data governance initiatives. We asked Jodi a few questions about data governance and also about good advice (she's given us a lot of that!).

EDG Team: How does Data Governance contribute to your work and the work of your department?

Jodi Pettazzoni: Data integrity is at the core of what my office does. We are responsible for ensuring that UNC Greensboro complies with all UNC System and accreditation requirements. Those requirements cover everything from having an accurate inventory of our courses and programs to publishing student retention and enrollment data to reporting faculty workload data. Without the foundation of a data governance process that ensures we are communicating and managing data changes across our systems, the work my office does would be significantly more difficult.

EDG: What is one Data Governance activity, achievement, or initiative that excites you?

JP: The overarching concept of giving data to everyone on campus is really exciting to me. It has seemed like data was something that we saw as a burden to campus. Data seemed to be something that people thought would get in the way of doing the actual work, so we didn't make it accessible and often people didn't ask for it. Now, there is a clear understanding that good data is the key to decision making and getting our work done well. If each department head doesn't have accurate data that tells them about their own departments, students, and faculty, then they really don't have what they need to lead and manage their area, and to tell the story of the work they do and contributions they make to UNC Greensboro's mission and goals. The actions we are taking to make so much of our data available to so much of campus excites me.

EDG: What's the best advice you've ever received? Who did it come from, and how did it help you?

JP: I don't know if it's the best advice I ever received, but the best advice I received related to my job is that you can do a little (or at least a manageable amount) of work now, or a lot of work later. That is to say, if you spend the time on the front end of a project to make it complete, comprehensive, and understandable to people, you will save yourself a lot of time and effort later, when you have to do the job the way you should have done it in the first place PLUS answer all of the questions that your original (insufficient) effort raised. Or worse, you'll won't get a second chance to do the project well. This is a sort of mantra or mindset shared by people who do assessment and accreditation work really well.

That's great advice, Jodi! Taking the time to do something carefully, thoughtfully, and planfully from the start will always save you a lot of time and trouble down the road. Thanks so much, Jodi, for all your good advice and for all your support of the work of data governance. You truly are a champion!

Do you know someone who is unwavering in their support of and engagement with Data Governance? Send us their name and we'll include them in our Data Governance Champion Hall of Fame! Submit your recommendations using the form found here: <https://datagovernance.uncg.edu/data-governance/newsletters-reports/>

Contact Us

Be on the lookout for our next newsletter, scheduled to be published January 2024! We appreciate your interest and support in our program. Go Spartans!

Email: edgteam@uncg.edu

Visit us on the web at [UNCG Data Governance](https://datagovernance.uncg.edu/)

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