2018-2019
Data Champions Insights

SAN DIEGO STATE UNIVERSITY

Analytic Studies & Institutional Research

INTRODUCTION

Program Background

The Data Champions Program partnered teams of administrators, staff and faculty with a data coach to facilitate data-informed decision-making in support of student success. The program was motivated by the CSU Graduation Initiative 2025 (GI2025), SDSU strategic goals, and efforts to expand University data capacity. The program sought to empower participants, known as Data Champions (DC), to collaborate with colleagues to identify student success barriers then develop data-informed initiatives and policies to address those barriers. The program also sought to engage participants in collaborative strategic planning and policy evaluation in service of SDSU students.

Survey Overview, Methods, and Response Rate

The 2018-2019 survey had 21 participants, including administrators (N= 2), faculty (N= 9) and staff (N= 10). The survey composition based on Data Champion role membership was as follows: College Student Success Team Member (N=3), Data Champion (N=11), Data Coach (N=5), Data Crew/Data Champions Program Leader (N=2).

Data Champion Role

Data Crew/Data Champions Program Leader, 10%

College Student Success Team Member, 14%

Data Coach, 24%

Data Champion, 52%

Campus Role

Staff, 48%

Administrator, 9%

Faculty, 43%
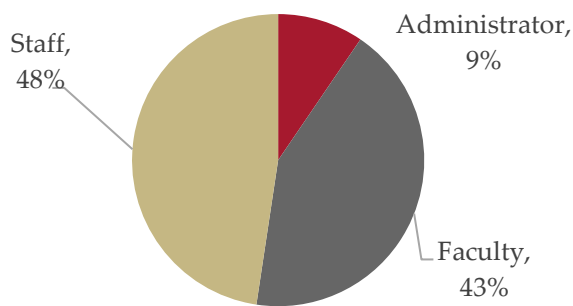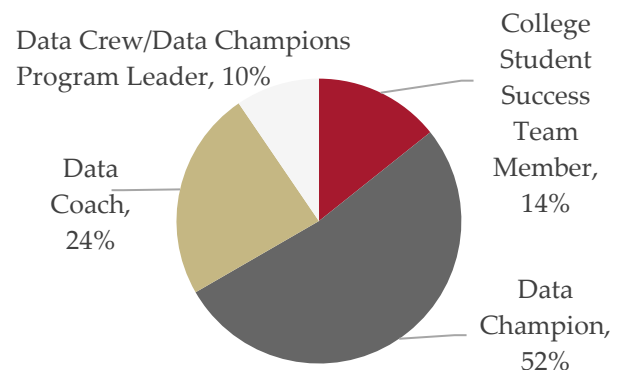
Four major themes described the 2018-2019 Data Champions Survey: Time, resources, unit dynamics, and ASIR tools. Themes were developed after analyzing gaps between mean importance and satisfaction ratings of nine key Data Champions program elements. Importance and satisfaction were measured on a 3-point Likert-scale from 1 (Not Importa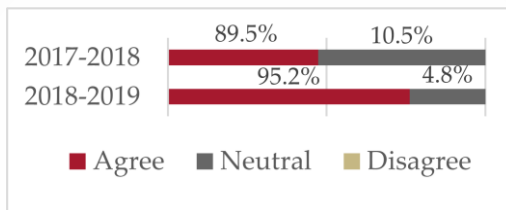nt/Satisfied) to 3 (Extremely Important/Satisfied). A significant difference between the 2017-2018 and 2018-2019 program years was marked if it exceeded a .10 difference. Due to small sample size, any difference smaller than .10 was deemed negligible and analogous to the previous year.
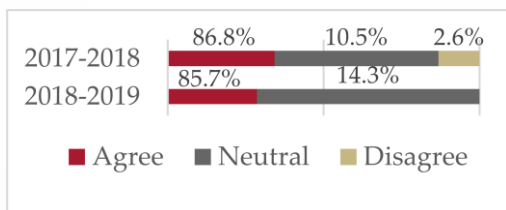
Data Champions Helped Me:

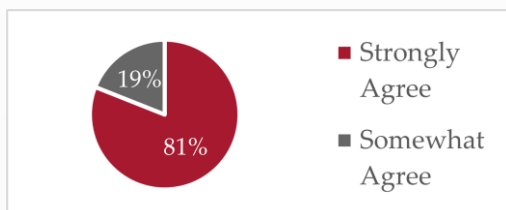- **WITH FIRST-HAND EXPERIENCE IN THE DATA-INFORMED DECISION-MAKING PROCESS**
- **DO MY JOB BETTER/MORE EFFECTIVELY USING DATA**
- **PROMOTE THE USE OF DATA WITHIN MY UNIT**
- **GAIN EFFECTIVE TRAINING ON USING AVAILABLE DATA TOOLS**

Identify

New Strategies

	Agree	Neutral	Disagree
2017-2018	89.5%	10.5%	
2018-2019	95.2%	4.8%	

Degree Completion Challenges

	Agree	Neutral	Disagree
2017-2018	86.8%	10.5%	2.6%
2018-2019	85.7%	14.3%	

Understand

Role in GI 2025 Initiative

- 81% Strongly Agree
- 19% Somewhat Agree

How Policy Affects Students

- 67% Strongly Agree
- 33% Somewhat Agree
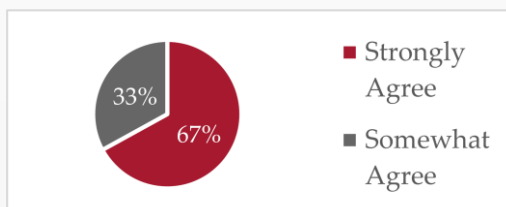
DATA-INFORMED IMPROVEMENT

In this section, we will evaluate each program objective for the 2018-2019 program year.

The primary objective of Data Champions was to promote campus-wide evidence-based decision-making. There was **an overall increase in access, usage, and promotion of data** within each team unit. Improvement can be focused on training teams on using data tools.

The second objective was to communicate GI 2025 goals and help units take ownership. Teams reported **increased understanding of their unique role in achieving the GI 2025 initiative**, as well as how policy affects students. In addition, Data Champions helped teams identify specific degree completion challenges student face and strategies to combat these challenges.

Objective 3 was to encourage collaboration across units to enhance student success. The biggest challenge of the 2017-2018 program year was unit collaboration. This challenge was met head on, as **Data Champions reported an increase in satisfaction of their unit collaboration**. Every participant emphasized the importance of unit collaboration in student success.

The fourth objective of Data champions was to engage faculty and staff in strategic policy decisions. The end of **program poster session allowed teams to communicate their projects to the greater campus community** and administration. In the future, Data Champions will have more opportunity to collaborate with each other.

"The Data Champions program [embodies] how much SDSU and the ASIR Team care. I love this campus and [being part of Data Champions] make it so fulfilling to work here."

2018-2019 SURVEY THEMES

Time

✓ 95.2% agreed the bonus was *important*

✗ 19.1% were *unsatisfied*

Time continued to be the #1 challenge for 2018-2019 Data Champions. While 100% stated their time was well spent, 60% reported time to be their biggest challenge.

Resources

100%

Indicated Data Champions expanded their campus network.
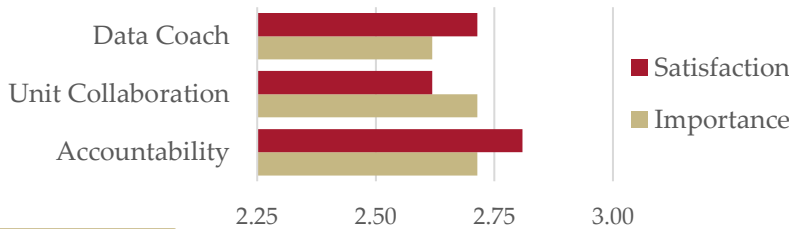
Campus Connectivity

⬆ #2 Most Important

⬇ #7 Most Satisfied

"I really appreciated the community of scholars all invested in [enhancing] student success globally."

Unit Dynamics

2018-2019 Unit Dynamics

Data Coach
Unit Collaboration
Accountability

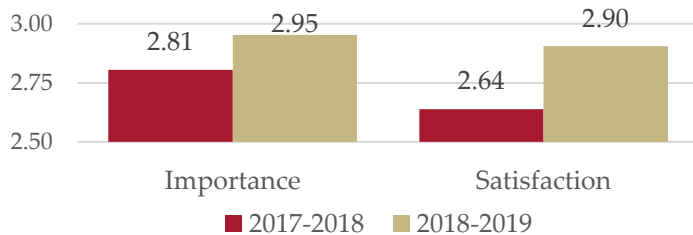■ Satisfaction
■ Importance

2.25   2.50   2.75   3.00

95% Felt appreciated & valued by unit administration.

While there was an overall improvement from the previous year, team dynamics (33%) and deciding on a topic early (33%) still proved to be challenges. Recommendations include: Team expansion, individual check-ins, and emphasizing administration participation.

ASIR Tools

De-Identified Student-Level Data is Critical for Student Success Initiatives.

3.00
2.75   2.81   2.95
2.50   2.64   2.90

Importance   Satisfaction

■ 2017-2018 ■ 2018-2019

*Student-Level Data

IMPORTANCE & SATISFACTION RATINGS

Importance

1. **Student-level data**
2. Campus connectivity
3. Participation bonus
4. Group Accountability
5. Unit Collaboration
6. Data Champions Coach
7. Fall Workshop
8. Spring Workshop
9. Existing Data tools

Satisfaction

1. **Student-level data**
2. Group Accountability
3. Data Champions Coach
4. Fall Workshop
5. Existing data tools
6. Unit Collaboration
7. Campus Connectivity
8. Spring workshop
9. Participation bonus

" Instead of guessing and [using] anecdotes, we uncover actual data to inform our decisions "

LESSONS LEARNED

Time

Time continued to be a challenge in the 2018-2019 Data Champions program. Repeating last year's statistics, 60% reported time was their biggest challenge. Even though time was an obstacle, 100% agreed their time was well spent. In addition, 100% of participants would recommend Data Champions to their colleagues.

Campus Collaboration

While Data Champions helped participants expand their campus network, respondents reported a greater need for campus visibility and campus connectivity. The poster session allowed the greater campus community to observe the projects and served as a motivation for teams. Perhaps the most important influence in Data Champions teams were the collaboration with unit advisors. One participant noted, ""The advisors' participation and insight was extremely valuable. As we continue our research, we will be including these knowledgeable staff as research partners."

Campus Visibility

"The poster session was excellent [and] motivated us to organize our findings [to share] with the campus community"

Campus Connectivity

"Regardless of how supportive of our proposals colleagues are, if upper level administration isn't on board, we will never get anywhere"

Recommendations

Incorporate Student Success Teams and EAB stakeholders	Increase data tool instruction	Allow teams to meet with other Data Champion Coaches	Start data prep assignments earlier