



# Community of Discovery (COD)

**May 19<sup>th</sup> Coffee Break**

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# Agenda

- COD Origin, Mission and Approach
- Review of Projects:
  - Michigan State University
  - University of Sheffield
  - University of Waterloo
  - Joliet Junior College
- Lessons Learned during Year 1
- Q&A

# COD Mission and Approach(Teresa H)

- NCCI's vision – To be the premier network for change leaders in higher education
- Four Communities of Practice + the COD
- Purpose: to share knowledge + provide opportunities for networking
- COPs focus on particular subjects; COD around change initiatives of any type
- Please join us in Montreal (TSI's session on Saturday AM) to learn more



COD Sponsor Goal: to facilitate the COD and be a resource for progressive Higher Education Institutions.



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# Project Review:

## Betty Shanahan, Michigan State University

- Project synopsis
  - Advancing our culture of high performance
    - Fostering support staff innovation
    - Other components tackled in other COD meetings
- Approach: Investigating a “Hub for Innovation”
  - Cross-unit collaboration
  - Kotter’s dual operating system: formal university organization coupled with informal action teams of SMEs
  - Resources for facilitation and expertise
  - Absorb some risk

# Project Review: Michigan State University (cont.)

- Value of COD in this session
  - Questions and reactions give insight into how others hear the proposal
  - Follow-up from University of Waterloo and their strength in innovation
- Value is beyond any single session
  - Inspirational to hear others' successes and comforting to learn we face similar challenges
  - Since we share many similar challenges, valuable to learn from other topics (particularly metrics for me)

# Project Review: The University of Sheffield

- Narrative Goals: recruiting for difference
- Hypothesis = diverse teams are the most effective
- Shared a brief in advance
- Key question = how to engage others?
- Honest feedback – including name and communications
- Reassurance!
- Follow-up research & information
- Connected with the University of Michigan

# Project Review: (University of Waterloo)



- The objectives for Waterloo included:
  - Establishing and tracking data/metrics and using common data sets.
  - Using that data/metric analysis to establish an audit/measurement capability and drive organizational decision-making.
  - Sharing successes, lessons learned, and the impact of change management and process improvement projects.
  - Maximizing the expertise and experience of the group to generate common strategies.
  - Fostering inter-university process improvement projects.
  - Getting university process improvement project successes into the published arena.
- Brief overview of where we are today – one year later
- The impact of participation:
  - For our executive team, Departments and Faculties, OHD and HR teams
  - On organizational decision-making
  - On university partnerships



# Data Stewardship

## Purpose:

**address issues of data integrity, accessibility, and accountability**

## Whose Involved:

Champions: Executive Director of Information Technology and Chief of Staff

Project Manager: Mike Nowak

Committee Leadership: Director of Institutional Research and Director of Application Support Services

## Success Metrics

- Produce statutory reports that no longer require manual intervention.
- Establish centralized, digital data repository.
- Inventory software systems and determine appropriate integration with student information system.
- Identify and develop standardize internal reporting that is routine, automated, and self-serve.
- Create a standard methodology to document business process changes.



JOLIET JUNIOR COLLEGE  
1901



# Year 1 of a 3-Year Project

- ***Develop and maintain a glossary of terms related to the college's data.***
- ***Define and maintain the areas of responsibility for the access and management of the data – listing data owners, stewards, and users.***
- ***Document and maintain data and process standards and provide a central repository.***
- Develop and maintain a change management process for coding modifications.
- Develop and maintain a data quality and integrity protocol.
- Develop and maintain standard reporting tool(s) and professional development.
- Develop and maintain a communication plan.





# Challenges and Path Taken

- **Challenges**

- Critical bottlenecks with regards to red tape
- No defined escalation path
- Retention of old, complicated policies
- Difficulties letting go of previous power/ownership
- Refusal to take on ownership; deflection to others

- **Path Taken**

- Persistent push forward to ensure project movement
- Mandated task completion time
- Segregated administrative and data repositories in the portal; Open access for administrative, restricted access for data repositories
  - Administrative dedicated to agendas, meeting minutes, etcetera.
  - Data Library contains three elements, data definition, process definition, and procedural.
    - Data – Definition (internal/external), associated process, owner, standard (format), primary data entry (mnemonic), physical file location (metadata), and revision.
    - Process – Definition (internal), purpose, owner, mnemonic (how to run), primary user, location for detailed documentation (user guide), and revision.
    - Procedural – detailed user guide

- **Benefits of COD Participation**



# Lessons Learned

- Rhythm of meetings
- Getting to know people; developing professional relationships
- Feedback from presentation – impacted project approach
- Led to presentation at Annual Conference
- Helpful for those embarking on a similar journey; it can be lonely
- Good connection into NCCI
- Positively impacted staff (of the COD member) and they've gained confidence and clarity
- Please join us in Montreal (TSI's session on Saturday AM) to learn more

# Contact Information



TSI is always interested in meeting with and talking to NCCI members about the important projects they are leading or involved with.

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