



Student Development and Enrollment Services (SDES) Data Request Protocol Facilitated by the Office of Student Success

UPDATED Protocol: May 2017

Our Mission: The Office of Student Success (OSS) provides data and project management in support of strategic initiatives, within the division of Student Development and Enrollment Services (SDES), that impact retention, completion and student success. The Office is committed to university-wide partnerships to support the use of predictive analytics as a resource for data-driven decisions.

Providing a resource of data and analysis to SDES will require a secure and efficient means of requesting and transferring data that will also be trackable. The data request process outlined below will provide a format for consistency in the information collected from the user.

SDES Data Request

All data requests, including report refreshes, will be directed to Institutional Knowledge Management (IKM) via their data request form. OSS and IKM have worked out an internal protocol where OSS will be notified of SDES data requests and the final reports.

OSS should be notified (copied on emails) of any emergency data requests coming from the SDES Senior Leadership Team. All other requests need to be submitted to IKM following their data request procedures.

Submitting Requests and Processing

The Office of Student Success encourages any new data requests or changes to existing reports to be first brought to the attention of OSS. It is the goal of OSS to work with SDES departments to build reports that will be meaningful, concise and will deliver exactly what is needed. The OSS can provide insight for building a report with the expertise of OSS staff, and with suggestions that stem from reports built for other departments that may work for you.

Report refreshes, new data requests, or changes to an existing report can be submitted via this form, [IKM Data Request Form](#). The completed survey will send a confirmation to the party submitting the request and to OSS staff.

1. Reach out to OSS for assistance in building a new report or changing an existing one.
2. If the request is an IKM report refresh, please state this in the form and provide the IKM report number.
3. If it is not a data refresh then a description of the data request is required in detail.
4. There is an option to upload a file.

Once a request is completed, the file is emailed with a message to the requester and copied to OSS. All files transmitted via email with personal identifiable information will be encrypted with a password.



Turnaround Time for Requests

Priority for data requests will be given to Dr. Maribeth Ehasz and members of the SDES Senior Leadership Team. Priority will also be given to requests that support university or divisional priorities, as well as data requests that require submission to external stakeholders such as the UCF Board of Trustees or SUS of Florida, Board of Governors. For most standard requests, IKM typically requires a minimum of two weeks to fulfill the request.

Consultation and Training

SDES Directors (and other staff members that work with data) are invited to schedule meetings with the OSS Coordinator to discuss their data and reporting needs. In collaboration with IKM, division-wide training sessions will occur and a schedule can be found on the [Data Protocol](#) page on the Office of Student Success website. Additional departmental training with OSS can be requested by contacting Esther Wilkinson.

Office of Student Success Contact Information

Esther Wilkinson, Interim Coordinator, Management Analysis

Primary Contact for Data Requests and Support

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Office of Student Success Webpage: <http://oss.sdes.ucf.edu/>

IKM Data Request Form: [IKM Data Request Form](#)