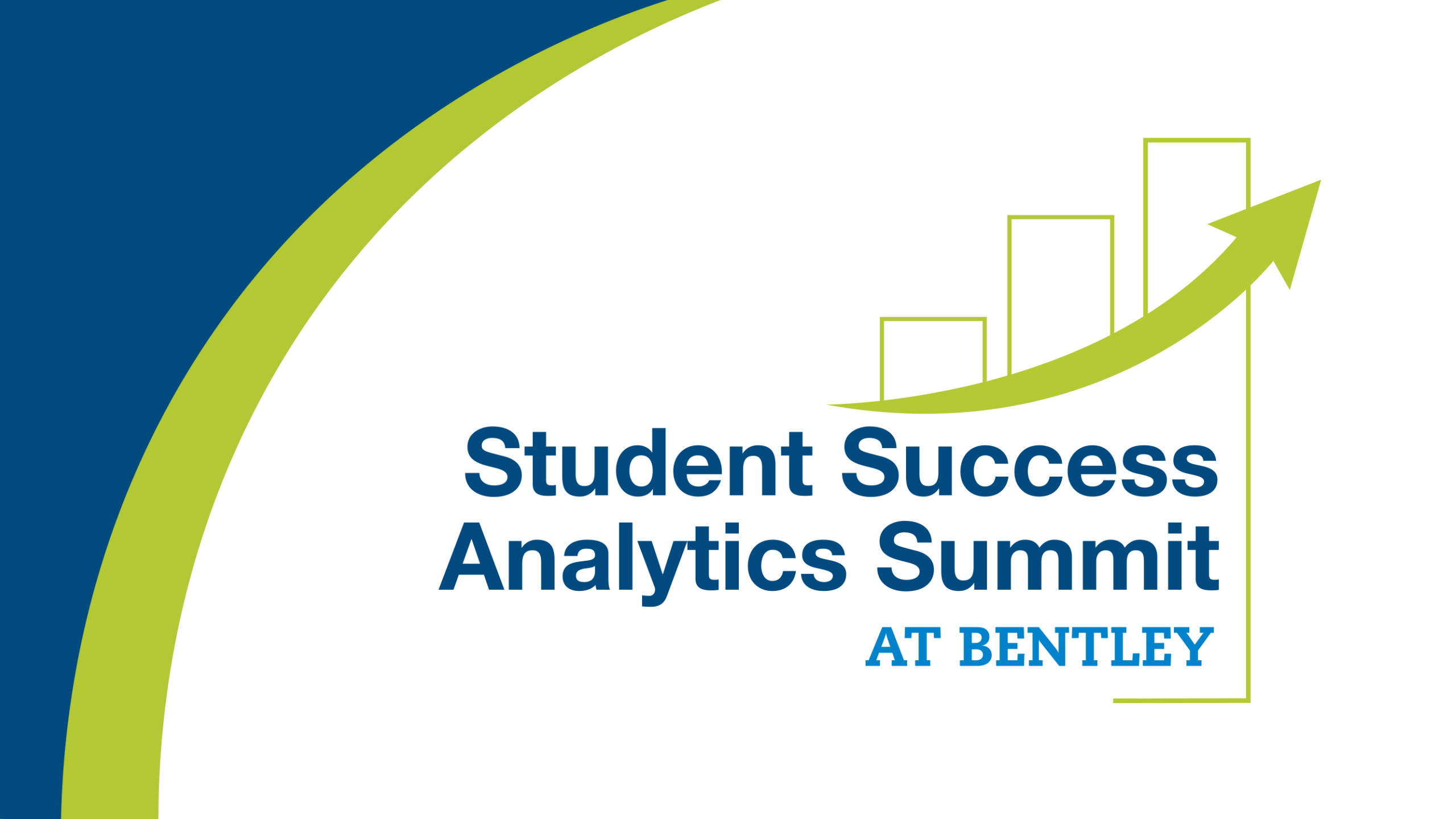




Student Success Analytics Summit

AT BENTLEY

Leading Change: Creating a Data Culture for Student Success

Jane De León Griffin, Associate Provost for Student Success

Annie Raunikar, Associate Director of Data Analytics and Insights

Leela Munagapati, Associate Director of Data Science and Engineering

Rachel Penn, Program Manager for Data Governance



Annie Raunikar
Associate Director
of Data Analytics
and Insights



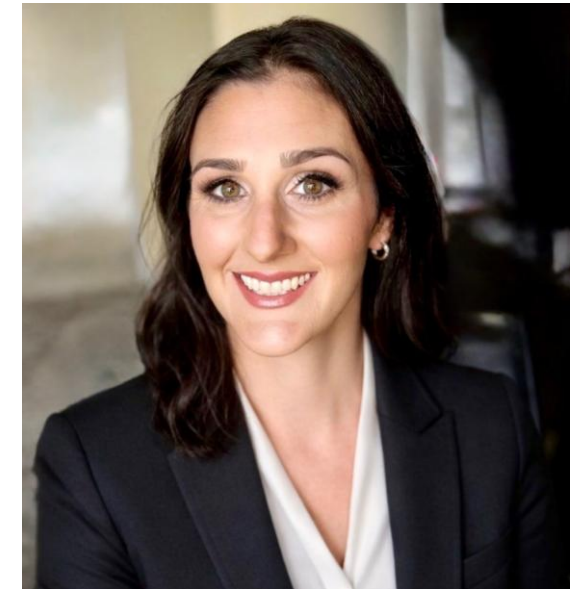
**Jane De León
Griffin**
Associate Provost for
Student Success



Leela Munagapati
Associate Director of
Data Science and
Engineering



Rachel Penn
Program Manager for
Data Governance



How it all got started . . .

AGENDA

01

BUILDING A
UNIVERSITY-WIDE
DATA
INFRASTRUCTURE

02

BUILDING A UNIVERSITY-
WIDE DATA GOVERNANCE
STRUCTURE

03

MAKING DATA
CONSUMABLE TO
BUSINESS UNITS

04

TURNING DATA TO
ACTION

Opening Discussion

Where is your organization on the road to building a data culture for student success?

1. BUILDING A UNIVERSITY-WIDE DATA INFRASTRUCTURE
2. BUILDING A UNIVERSITY-WIDE DATA GOVERNANCE STRUCTURE
3. MAKING DATA CONSUMABLE TO BUSINESS UNITS
4. TURNING DATA TO ACTION

THINK, PAIR, SHARE



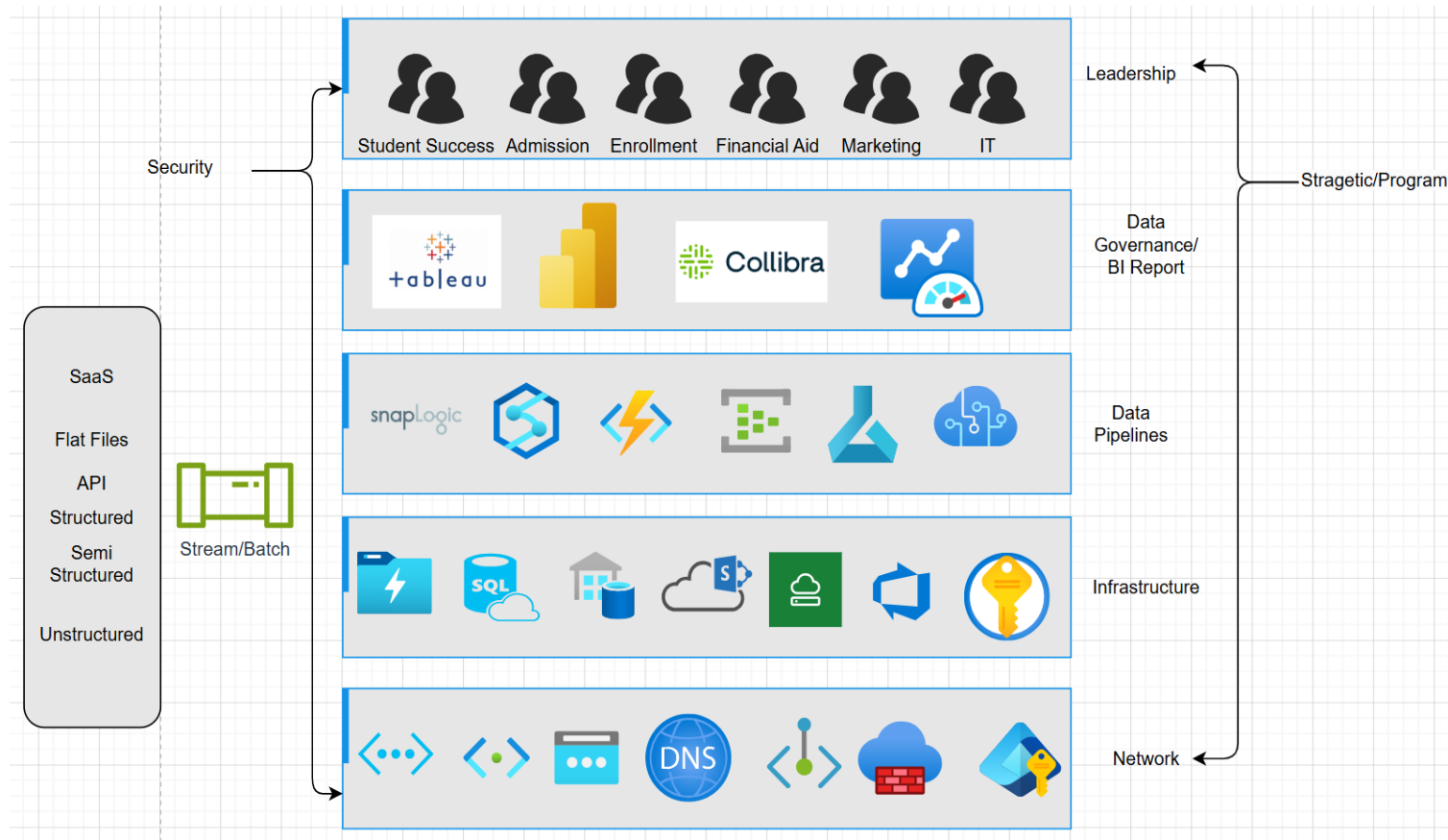
01

BUILDING A UNIVERSITY-WIDE DATA INFRASTRUCTURE

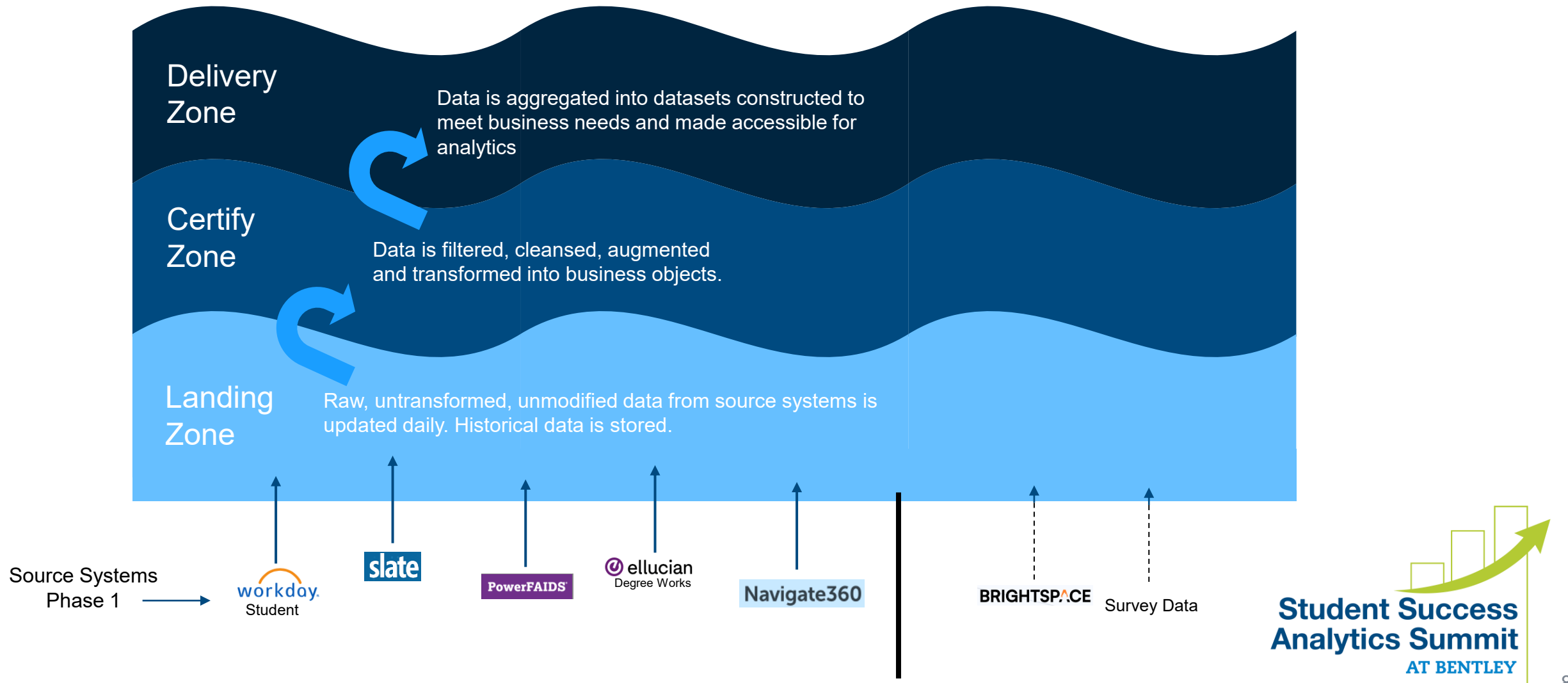
Tools & Technologies

Build a Unified Data Ecosystem

- Strategic/Program Leadership
- Data Governors and BI Reports
- Data Pipeline
- Infrastructure
- Network
- Security



Integrate and Store



02

BUILDING A UNIVERSITY-WIDE DATA GOVERNANCE STRUCTURE

Data Governance Framework

- *Ensures secure availability of high-quality data to enable integrated, data-driven decision making with measurable outcomes*



PEOPLE * PROCESSS * TECHNOLOGY

The People Foundation

- *Governance succeeds because the right people are in place*



01



LEADERSHIP

Executive Sponsorship

- *Cabinet-level sponsorship*
- *CIO and CISO leadership*
- *Executive oversight across data and IT*

02



COMMUNITY

Cross-Functional Communities

- *Data Governance Working Group*
- *Data to Action programs*
- *Analytics Community of Practice*

03



ACCOUNTABILITY

Defined Roles & Ownership

- *Clear ownership across data domains*
- *Stewardship and custodianship defined*
- *Program and project leadership*

From Ad Hoc to Governed Processes

	✗ BEFORE · Ad Hoc	✓ AFTER · Governed
 Data & Report Access	✗ Ad hoc requests, informal approvals, no visibility, no workflow, decentralized	✓ Role-based access, centralized, data classification, clear accountability
 Application Policy	✗ Unclear application ownership, no structured impact assessment, reactive change execution	✓ Clear ownership and accountability, structured assessments, proactive communication, reduced disruption
 Data Issue Management	✗ Inconsistent resolution, unclear root causes, repeated problems	✓ Defined triage process, root cause analysis, improved data quality

Collibra & Technology Enablement



Business Glossary

Single, shared glossary of approved business terms ensures consistent definitions.

Stewardship workflows drive review, quality, and agreement on definitions, increasing trust.



Data Catalog

Centralized Azure data catalog enables dataset discovery through one searchable portal.

Standardized metadata and ownership create a single source of truth and reduce data silos.



Data Lineage

Lineage insights quickly explain report differences, reducing troubleshooting and confusion.

End-to-end lineage visibility shows data flow from source to report for faster impact analysis.



Power BI Reports Catalog

Central catalog of certified Power BI reports with clear purpose and ownership.

Reports linked to business terms and data sources provide context and reduce duplication.



Data Access Requests

Single access request portal with automated approvals and notifications.

Faster exploration, transparent access with trackable status, logged approvals, and audit readiness.

03

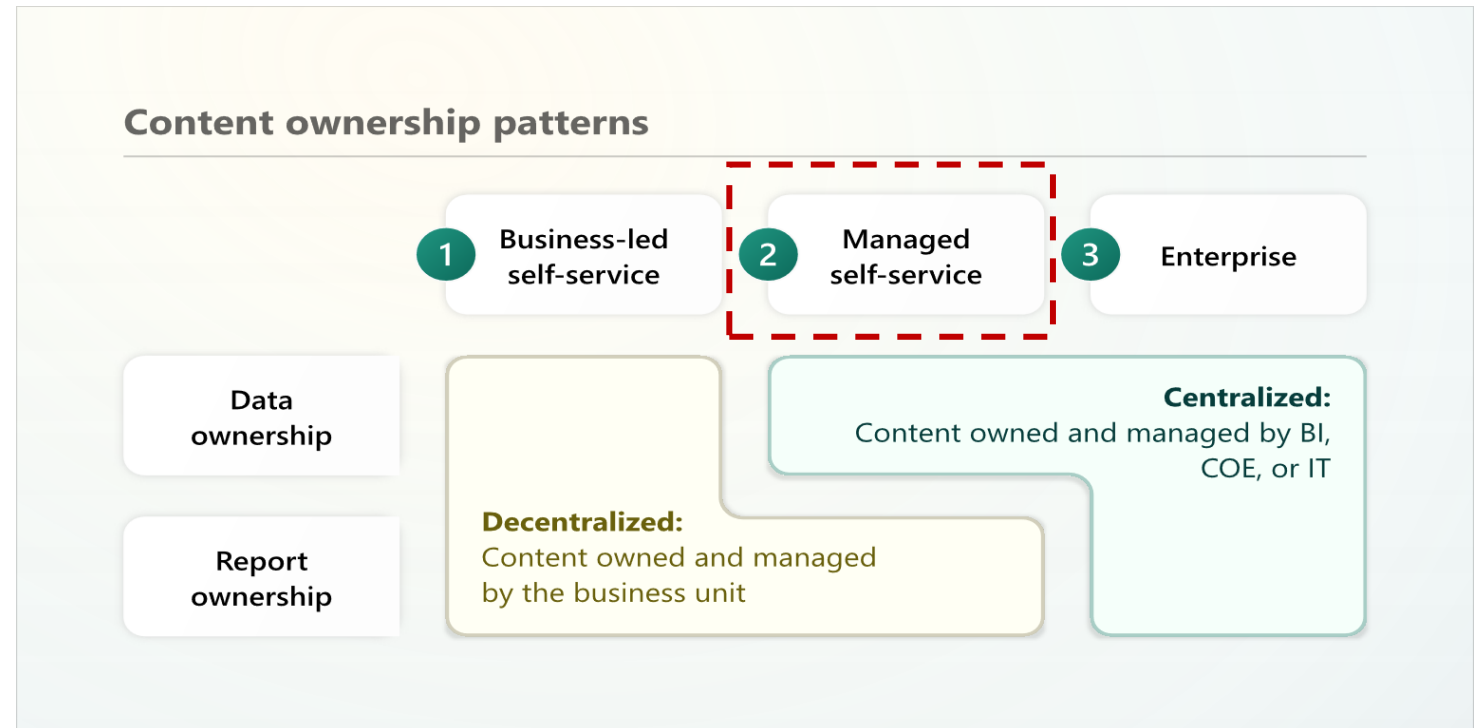
**MAKING DATA
CONSUMABLE TO
BUSINESS UNITS**

Content Ownership Strategy

Bentley employs the Managed Self-Service content ownership strategy.

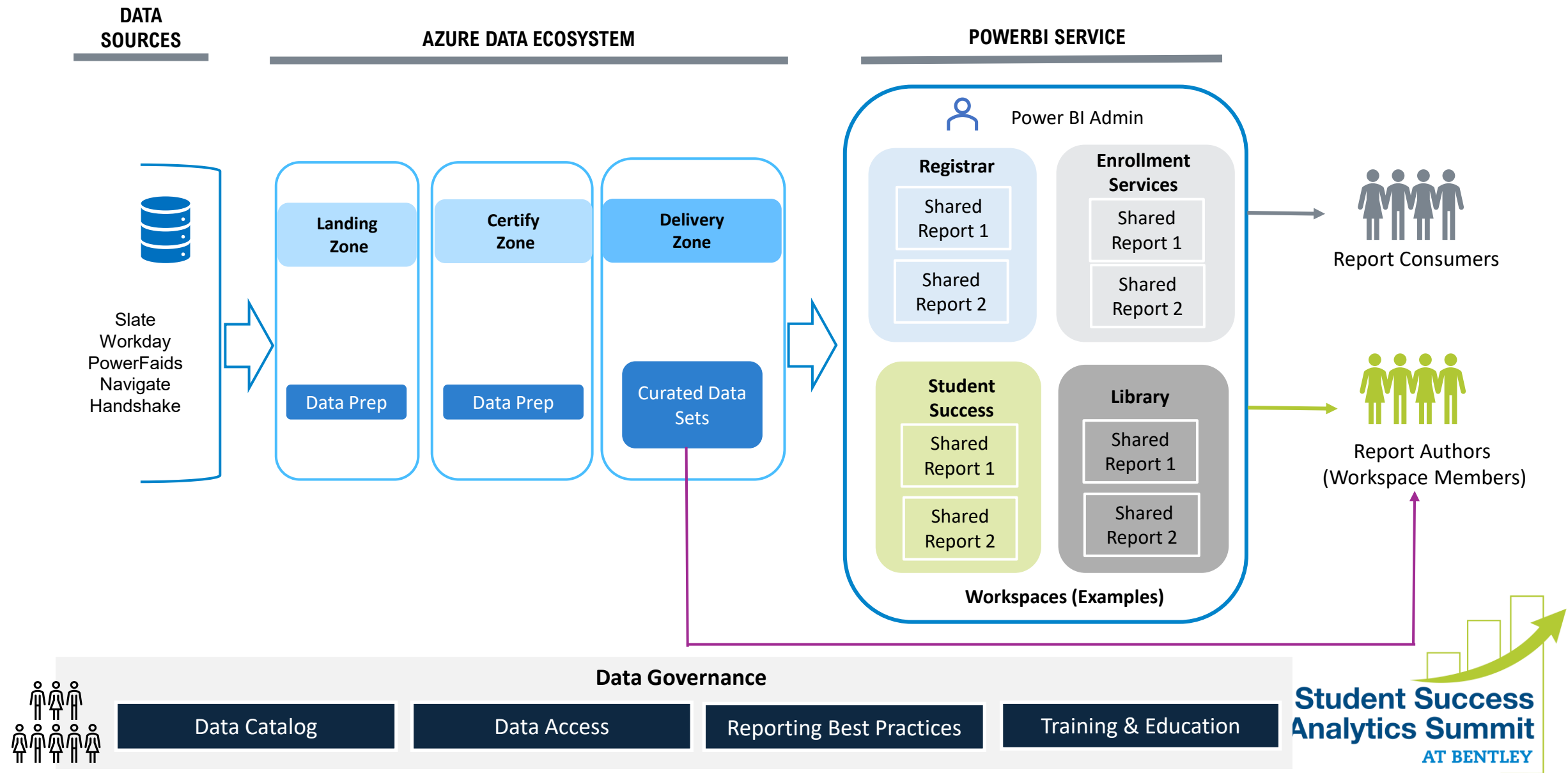
MANAGED SELF-SERVICE. In this strategy, the **data is owned and managed by a central team and the business users own and manage dashboards**. This ownership strategy is also known as discipline at the core and flexibility at the edge.

In Bentley's case, the IT Data Engineering and Operations team is responsible for managing the reportable data and some of the content, but the majority of content is business owned by each functional area.



Content ownership matrix, as described in the Power BI Adoption roadmap

Data Ecosystem



Dashboards

UG Student Success

All student success key performance indicators

Disaggregated for individual student populations

Program of Study

Enrollment trends and demographics of individual programs

Impact of program selection on academic outcomes

DFW Grades

By subject, course, instructor

By student population

Impact on degree completion

Stop-Out Students

By stop-out reason

By student population

Impact on degree completion

4-Yr Grad Predictions

Aggregated data for strategic analysis

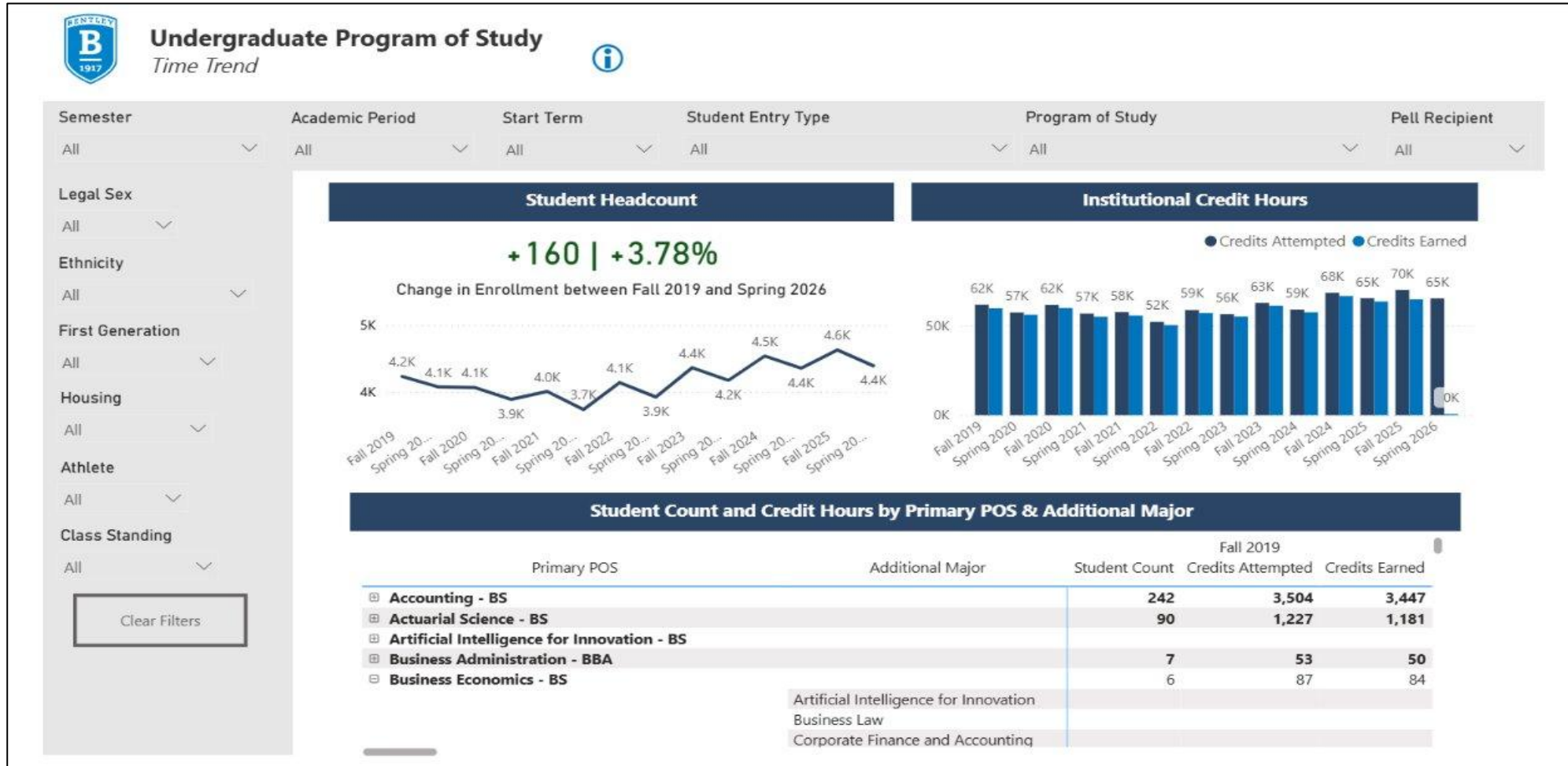
Student profile data for targeted interventions

Academic Standing

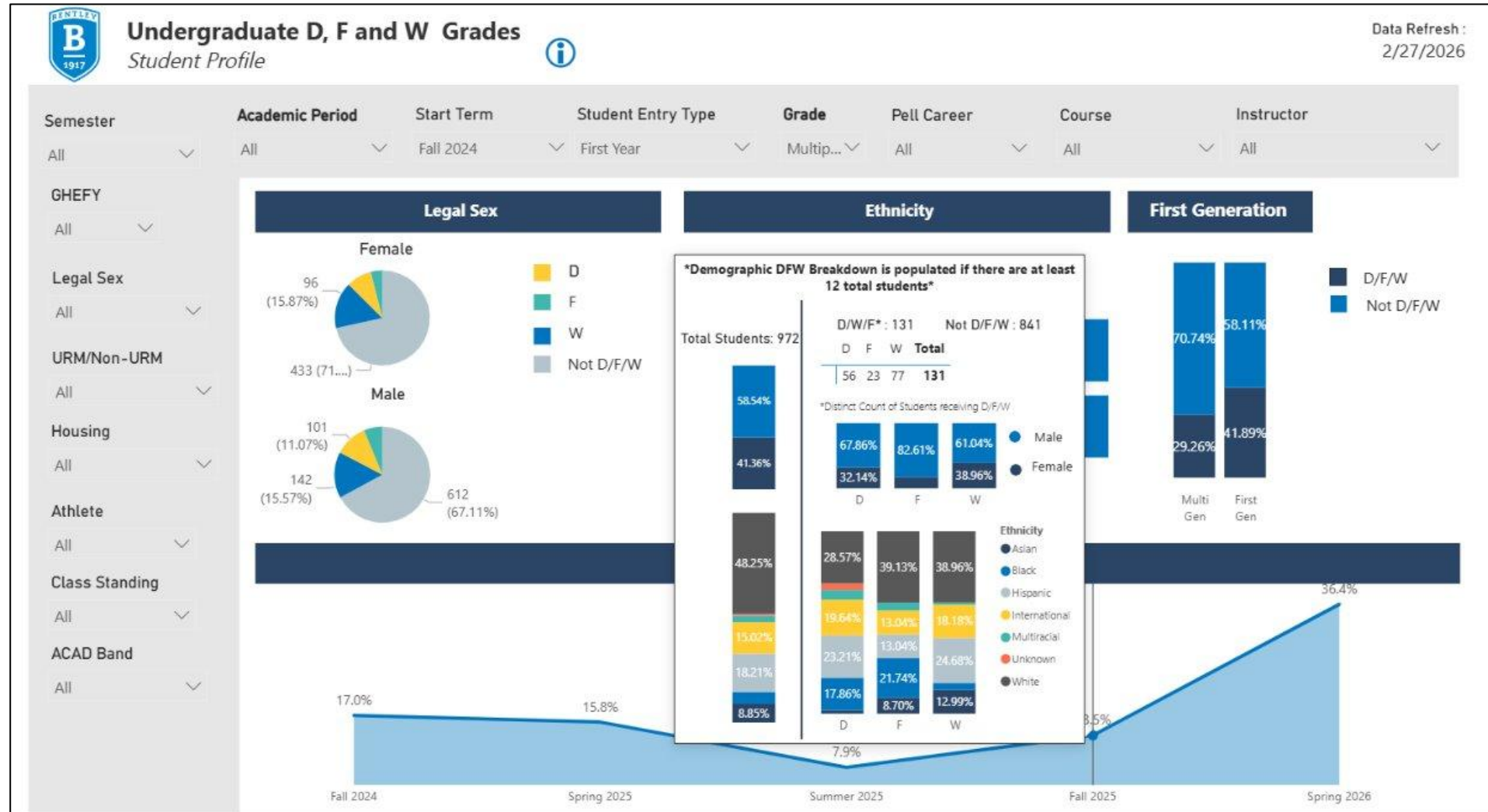
Measuring changes over time

Measuring impact of interventions

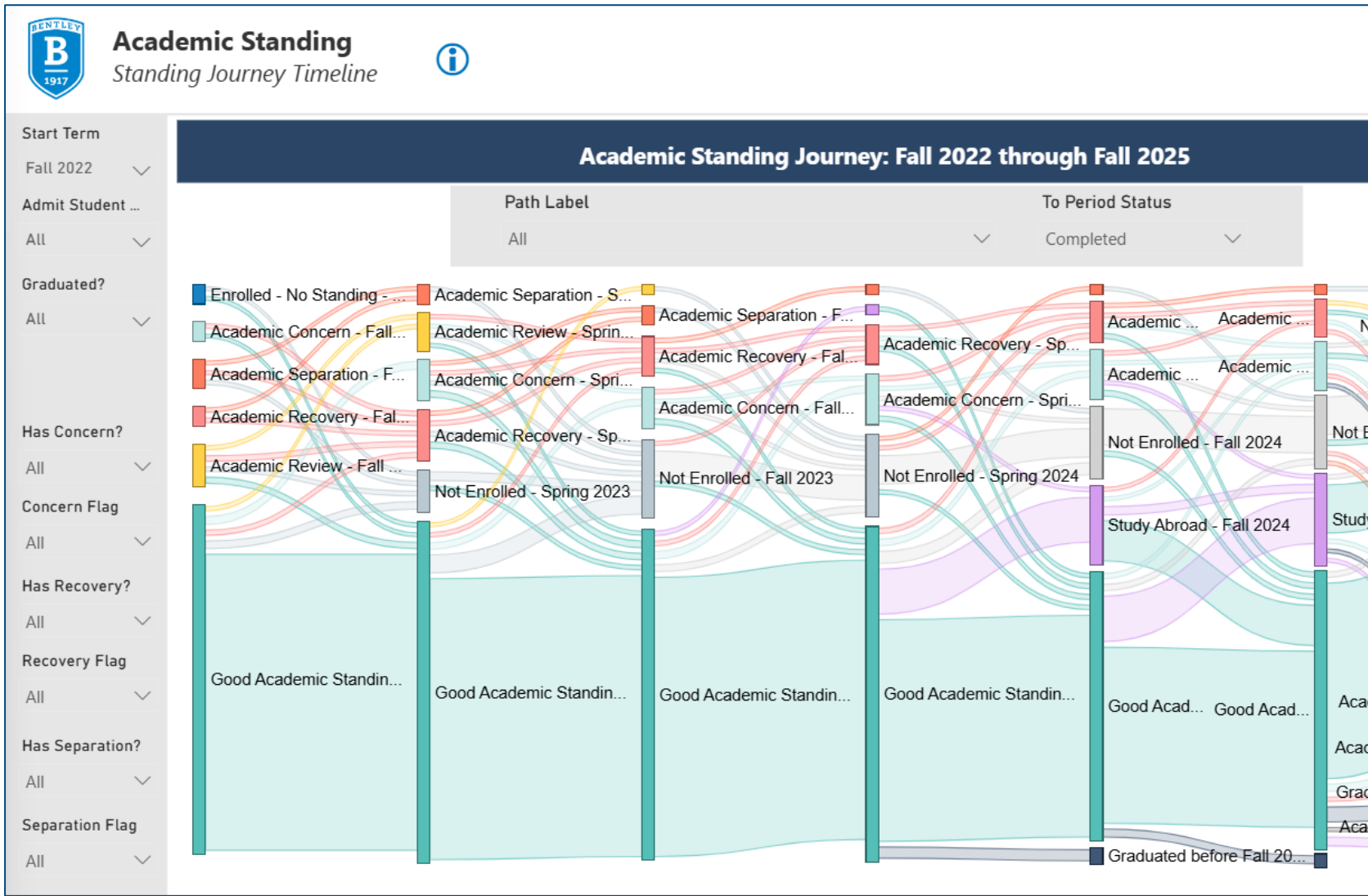
Dashboard Examples



Dashboard Examples



Dashboard Examples



04

TURNING DATA TO ACTION

Transforming Student Success with Data



Centralize Student Data

Our program has centralized student data to ensure accuracy and accessibility, and to provide a single, trusted data source for decision-making.

Identify Institutional Performance Gaps

Analytics highlight areas where students struggle, enabling targeted interventions to close achievement gaps.

Predict Academic Success

Predictive analytics help forecast students' likelihood of success, supporting proactive guidance and support.

Measure Intervention Impact

Data-driven insights empower staff to evaluate interventions and refine strategies to improve outcomes campus-wide.

Growth and Development

Trainings



Team projects:

- Academic Standing
- High Impact Practices



Conferences

EDUCAUSE Annual Conference



Data Literacy for Student Success Analytics

Data Governance

- On Demand in Workday Learning
- How to access data
- How to ethically use data

Power BI Navigation

- On Demand in Workday Learning
- What is Power BI?
- How to navigate through a dashboard

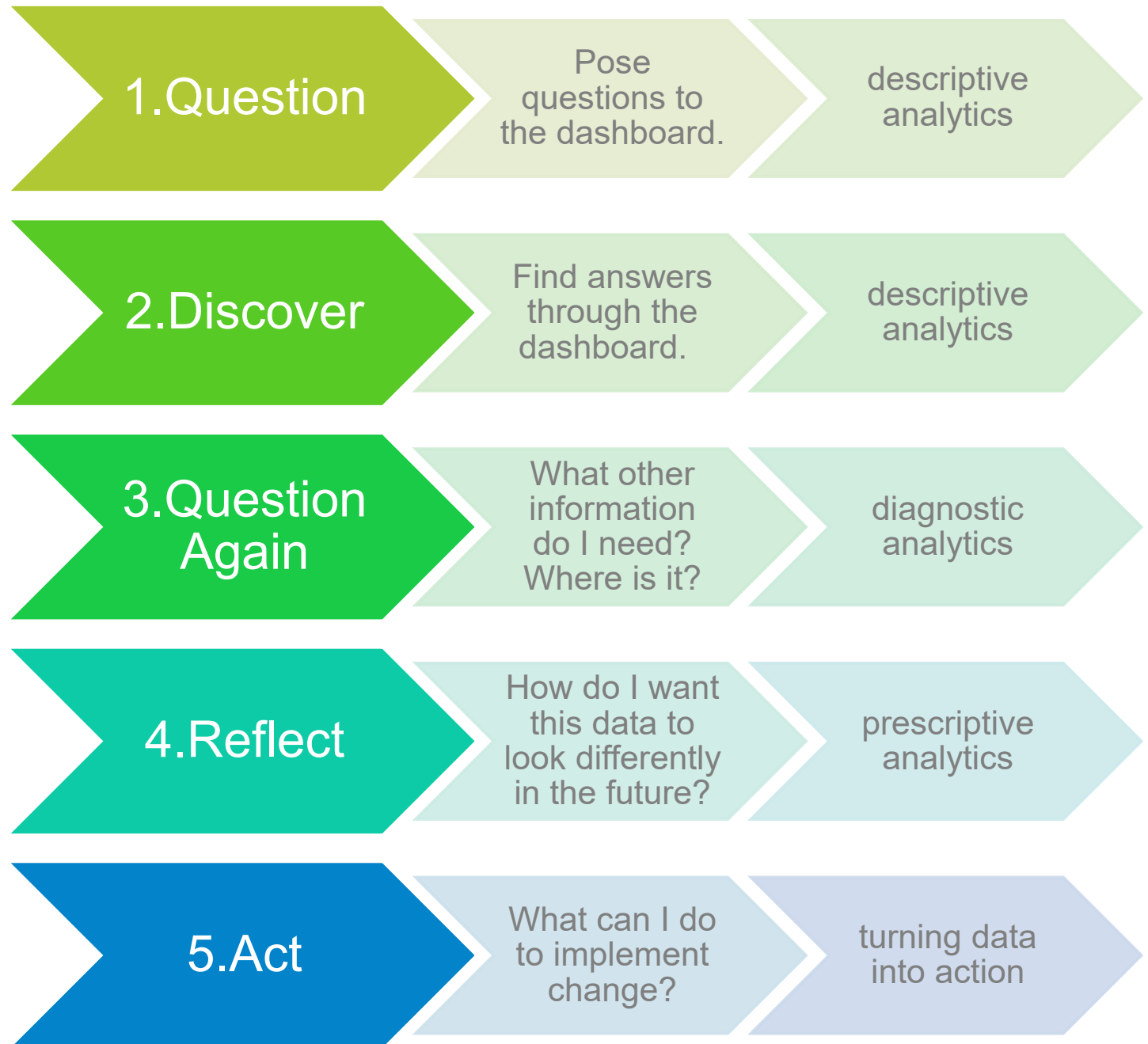
Data-to-Action

- In-person, 90-minutes
- 5-step framework
- How to use dashboard manually
- How to use Copilot

From Data To Action Step-By-Step

Guiding Principles:

- 1) A student-centered approach
- 2) Recognize and resist bias
- 3) Growth mindset
- 4) Responsibility to act



DASHBOARD SCAVENGER HUNT

Work in pairs to answer the following questions about the dashboard.
Write down your answers to submit via Kahoot!

- Where do you go to find the difference between an "optional" program of study and an "additional" major?
- What color is the button on each page used to reset all filters to their default setting?
- What filter is on the "Time Trend" page that is **not** on the "Profile" page?
- What filter is on the last four pages of the dashboard but not on the "Profile" or "Time Trend" pages?

Where We Go From Here

More Data To Action!

- Data literacy curriculum
 - Fully asynchronous
 - Small chunks
 - How to Design Research Questions
- Enabling individuals to be their own data analyst
 - Navigate 360
- Upskilling for predictive analytics



CLOSING DISCUSSION

On the road to creating a data culture for student success, what roadblocks have you encountered, and how have you removed them?

THINK, PAIR, SHARE

THANK YOU!

