

What has Data Futures ever done for me?

1. Data Quality Improvements

- Developed operational side to have an ethos of good/better data quality
- Driver for institutional consistency
- Opportunity to develop a data quality dashboard integrating internal exception reporting and HESA rules
- Strengthened push for better data quality
- Better quality student data from the point of admission
- Improved data quality process
- Liaising with other departments regarding new/revised data fields and alerting them to the need for accurate data
- Encouraging a right first time culture/attitude
- In year reporting data to be more accurate at more than one point in the year
- Past analysis of current HESA to review quality improvements
- Regular data quality reports circulated weekly to schools
- Data quality committee – importance of data/knowing where the problems are becoming more visible and discussed.
- Improvements in data quality can help student experience – they are co-dependent
- Review of admissions roles and responsibilities re qualifications on entry.
- Collect data once
- Smarter error tolerances in future
- Motivation to do something about bad admissions data
- Driven the culture of getting data right at source and devolved ownership
- Exposed the hidden spreadsheets where data starts but never gets to SRS.
- Using DF process to pull through all students, not just HESA, so they can be picked up for data quality
- Improve data quality from the start
- DF has prompted recognition of data quality issues and attempts to improve
- Encourage more timely record keeping and thus data reporting
- Introduction of data quality meetings

2. Process Improvements

- Re-visiting first principles and historic assumptions
- Having a tool to change “but we’ve always done it this way” business processes
- Forcing all our apprentices through an annual re-register process (finally!)
- Registration process improvements
- Better training materials
- Driver for necessary change – doing what we wanted to do anyway
- Made us engage with more of the institution to explain changes and understand processes
- Made key person risks in current process much more visible (and required mitigation)
- Forced process changes
- Forced re-development of long standing issues with core parts of our SRS
- A chance to review our course setup
- Better understanding of the process. Can be more involved from the beginning
- Moving away from having records right at a certain point in the year to having records right all year (work in progress!)
- Improvements & consistency in admissions systems
- Given us a platform to push data/process improvements.
- More traction in the university when you say its for DF
- Makes unorthodox practices more obvious – exposes them to oversight
- Reduced reliance on IT workarounds for current returns
- Identification of issues are highlighted when previously ignored
- Looking at our data collection process – what do we collect, how and is it fit for purpose
- Encouraged increased data security in records management
- Good opportunity for process discussions
- Transparency on course structuring processes
- Given data returns a higher visibility and a useful catalyst for change
- Supports consistency – encouraging schools to do things in a more similar way
- Business process improvement
- Driven Data Future Improvement – pointed out flaws
- Shed light on single points of reliance and success
- Possibility of not using *J of questioning the usefulness of its data and using our own data instead
- Opportunities to streamline ‘local’ code
- Opportunity to go back to basics
- Things are starting to standardise
- Review of guidance
- Review of return – simplify
- Tribal have been proactive in development
- A clean start and changes to BAU
- Able to surface things people are using but don’t always have prominence – complex things are more visible
- More knowledge of how our data is held in our SRS
- HESA DF drowned out by all the other noise eg. SRS implementation
- Single data model makes benchmarking easier

3. Data Governance

- Emergence of data governance
- Better understanding of what, where and how we collect data and who the business owners of the data are
- Data Owners better identified
- Greater accountability in records management
- Others taking ownership of their data – admission, academics, admin etc
- Forcing a review of data – who controls, who fixes, more responsibility and ownership
- Setting up data governance
- Improved own knowledge of data management and data governance
- Wider responsibility for data

4. Institutional Awareness of Importance of Data

- Going from an AP return to 'BIG Hesa' has forced us to take data more seriously
- Increased awareness of HESA across the institution
- An Appreciation of HESA Staff in the University
- Enabled a wider understanding of data items, and the impacts of data being wrong
- Team spirit for HESA experts
- Supported understanding that the data is used for more than one thing
- Increased senior engagement/understanding (driven by OfS / HESA engagement with senior staff as well as internal)
- Provided greater knowledge and understanding of the data being collected
- Greater understanding of the bigger picture / requirements
- Has put data quality on the map
- Better or more engagement from senior management
- Increased profile of statutory reporting
- Chance to talk about DF and HESA with all areas of the university
- More focus on HESA and institutional data
- People know who the data team are
- Forces us to explain why we need data and how we use it. Better understanding in the institution
- Data future being talked about at vice chancellor/exec level
- Raised awareness with senior managers including those not directly involved
- Has made executive more aware of conditions of registration
- Raised profile of statutory reporting and its importance
- Wider awareness regarding data future and HESA
- We are talking more about what we do and how we do it
- Awareness of the scale of the challenge
- Data has become important again, its back on the agenda
- Makes the behind the scenes work more important
- Institutional awareness of importance of data
- Forced IT to think about data and collection – has spread knowledge

5. Resourcing Improvements

- IT support and prioritisation
- Increased funding for Data Quality focused roles and initiatives
- Brought in experts to drive strategy
- Opportunity to think about future shape of the team
- People resourcing for statutory obligations is better recognised and a team is slowly forming & growing
- It got me a Helen
- Increased resource driven by DF & perhaps to compensate for slower reactions to improve data
- More resource in statutory team
- Investment in short term contract staff
- Promise of more ongoing resource
- Additional resource in reporting team
- Job security
- Increased investment from senior managers for systems development
- Job opportunities
- Made a great bit of evidence for a pay rise
- Trying to recruit new resource
- Highlighted lack of development in student records system
- Driven institutions to keep current with upgrades

6. Anything Else!

- Forced us to confront our relationship with UCAS - *J etc
- More SROC events to come too
- Learning what can go wrong with ENum
- Better responsiveness from IT
- Lifestyle changes (retirement)
- Supplier communication improvement
- Business & IT collaboration
- Created a culture of collaboration and sharing of best practice/challenges across the (Scottish) sector and similar HEPs
- Sense of solidarity
- Allowed me to learn Agile/lean project management
- Established strengths of Student Records System
- Enhanced peer/cross provider support
- Lots of events, conferences and free lunches
- Direct engagement with HESA has been very welcome and of benefit
- Providers feeling more confident in liaising with HESA
- The thought of what could happen re OfS makes us appreciate liaison more
- Shared catharsis – we know we are not alone
- Increase in non-standard examples in HESA guidance
- Understanding and seeing where we are on the journey and that we are not alone.
- Added excitement
- More collaborative working between teams
- Opportunities for collaborative working and shared good practice