

INTERTWINGLING IN THE REGISTRAR'S OFFICE THE IMPORTANCE OF COMPLETE AND CORRECT STUDENT DATA

"Everything is deeply intertwined."

Ted Nelson, sociologist, philosopher, and IT pioneer

- The work of the registrar's office intertwines and mingles with the university's institutional objectives, often in complicated ways.
- A well-designed student information system reflects these complex relationships.

The role of data in the business and objectives of the university

- Universities share many common objectives and business processes:
 - Admissions
 - Registration
 - Fees
 - Graduation
- These processes involve data flowing between the Registrar's Office and others both within and outside the university.
- What does student data represent?
 - the work you do
 - who the student is
 - what the student is doing and has done
 - what the university owns and offers
- Who relies on student data?
 - Students
 - Staff and faculty in your division/department
 - Staff and faculty outside your division/department
 - University administration
 - Alumni
 - Outside government and non-government agencies (e.g., MTCU, OCGS)
 - Other educational institutions
 - Media

How is student data used?

- Official statistics
- Enrolment planning
- Budget planning
- Government funding
- Anything else?

Data Quality

- What are the over-arching characteristics of high quality data?
 - Accuracy
 - Consistency
 - Security
- What are the implications of bad data to the university and others?
 - Loss of income to the university
 - Inconvenience to the student
 - Legal repercussions
 - Wasted time
 - Others?
- Everyone who comes in contact with the student record system is responsible for data quality – because everything is intertwined!

Preventing ‘bad’ data

Systems Design

- A well-designed student information system ensures that student data is recorded consistently and is stored securely.
- Systems design that considers business requirements helps people do their work accurately.

University Management

- Accessible and useful training materials ensure that front-line workers have the knowledge and skills they need to manage student information accurately.

Registrar’s Office

- Accurate data entry and maintenance of student data has important implications to the university.