TRI-COUNTY OIC
Helping People Help Themselves

Tri-County Opportunities Industrialization Center (OIC)
Data Policy

Policy Title: *Data Policy*
Date Issued: *October 1, 2019*
Date Reviewed: *July 13, 2020*

1. PURPOSE & PHILOSOPHY

The purpose of the Tri-County OIC *Data Policy* is to ensure uniformity and accuracy in the reporting of quality data. The data should always reflect what is happening at the agency.

2. COMPONENTS OF QUALITY DATA

This policy document is meant to help OIC staff and partners understand our policies that are set and approved by the OIC Board of Directors and the correct procedures for collecting data. Following these procedures will improve the overall quality of data.

- OIC's data will be of high quality as defined: Quality data is information that is accurate and up to date.

- OIC's data will be of high integrity as defined: Data with integrity is data that is not compromised through corruption or falsification.

- OIC's data will be of reproducible as defined: Data can be reproduced by others by using standard procedures and practices.

- OIC's data has utility as defined: Data is information that is useful and available to its intended audience.

3. DATA COLLECTION

Complete and accurate data will be collected through student intake forms, TABE locators, TABE and BEST assessments, sign-in sheets, and emergency contact forms, with all relevant documentation retained in student files. Data errors will be detected through careful review of all forms and test results by the intake/ assessment and data entry specialists, with follow-up contacts with students when needed.

Intake/Assessment Specialists and teachers are responsible for supplying timely and accurate data regarding students, as required. Their specific duties include:

- Using a daily sign-in sheet which includes the following information:
  - Staff member's name, class site, and date of class.
  - For on-site classes, columns for students to write their names, their time of arrival and time of departure.
  - For remote classes, columns for teachers to record the students' names, their time of arrival and time of departure online.
- Verifying the information on the on-site sign-in sheet at the end of every class period.
- Emailing attendance hours to MIS weekly to a dedicated email address.
- Submitting all sign-in sheets to MIS monthly.
- Reporting post-test results and other changes that affect data entry to MIS within 3 days of collection.
- Reviewing class and student data in eData at least monthly to verify its accuracy and reporting errors to MIS for review and/or correction within 3 days. Staff members will be asked during PIT meetings to confirm that they have reviewed their data and have resolved any issues with MIS.

Instructors will have View Only Access to eData to enable them to review data entered for their classes so that they have access to pre- and post-test results, student contact information, and attendance hours.

4. DATA ENTRY

Data must be entered into eData within 14 days of its collection to comply with requirements of the Division of Adult Education and ensure that the Division and OIC staff have access to current data to support planning and continuous improvement efforts. Data is considered collected on the date forms are filled out, assessments are given, and instruction occurs.

The MIS Data Specialist and other support staff are responsible for:

- Entering data accurately within 14 days of its collection.
- Attending training.
- Following appropriate guidelines.
- Implementing the agency data security policies and procedures.
- Scanning and storing sign-in sheets from previous program years.
- Meeting all agency and state deadlines for data transmission and verification.
- Updating all staff on changes in data reporting through email and during PIT meetings.

The MIS Data Specialist is also responsible for ensuring that all data is being collected through weekly checks of submitted attendance hours and monitoring post-test assessments and for advising the Executive Director of any problems with collecting the data within the 14 day time frame so that he may address the issue with

appropriate staff. The Executive Director will advise the staff member of the 14-day requirement and follow-up with MIS in the following weeks to ensure that the staff member is submitting data in a timely manner.

5. DATA ANALYSIS/REPORTING/OUTPUT

The MIS Data Specialist is responsible for:

- Reviewing the Data *Quality Validation Form* each year, providing it to the Executive Director for his review and signature, and mailing the form along with supporting documentation by the deadline.
- Continuously maintaining an Excel spreadsheet to provide timely data to the Executive Director when eData is inaccessible and to validate data entered into eData.
- Training new staff members in the correct procedures for reporting data through face-to-face workshops that cover student sign-in sheets; attendance reporting templates, reporting procedures, and reporting deadlines; eData View Only accounts; a hands-on demonstration on how to access class and student data in eData; and the need to review entered data for errors or omission and the procedure for reporting concerns to MIS.

The MIS Data Specialist will use the eData Access Database Template to:

- Review near match requests. Near match messages received during data entry should be immediately reported to eData Support for resolution, with the near match report in Access used as back-up confirmation that all near matches have been properly resolved.
- Make corrections discovered through the Data Check Summary Report at least monthly. Depending on the type of errors outlined in the report, the MIS Specialist (1) will correct the errors if they're based on data entry mistakes or (2) advise and educate staff members who are responsible for submitting incorrect data or incorrectly following procedures so that proper procedures are followed and future data is submitted accurately.
- Provide copies of *Table 4* and *Table 4b* and enrollment summaries to staff at PIT meetings to be used for program improvement. In addition, reports will be prepared and reviewed during PIT meetings showing outcomes for attendance, post-tests, and EFL gains by class.
- Prepare special reports as requested by the Executive Director to make informed decisions on any changes or improvements that need to be made to program operations.

6. ADMINISTRATIVE OVERSIGHT

It is the Executive Director's responsibility to enhance the educational program of students, to improve student achievement, and to see that OIC policies are implemented. The Director's specific duties include:

- Setting educational benchmarks that use data to measure student achievement.

- Encouraging staff to make data-driven decisions.
- Supporting the MIS staff in the promotion of more efficient data collection procedures.
- Allocating funds to provide staff with the appropriate resources to enter data.
- Assigning a member of the staff to be the MIS Data Specialist.

7. REMOTE OPERATIONS

Should OIC be required to operate on a remote basis, all procedures noted above will continue to be adhered to with the following changes:

The DS will perform all eData functions from her home computer, including maintaining a spreadsheet for in-house use, entering data into the eData system, uploading data into the Access template, and providing reports as requested. OIC will provide Excel and Access software for her home computer if needed. Online Intake forms will be printed for use in entering data and will be stored securely in the home of the DS who will not transport the forms anywhere other than to the OIC location at 500 Maclay Street in Harrisburg. TABE scores will remain in the electronic files of the DRC system where they can be accessed through www.drcdirect.com. The assessment staff will notify the DS through email of any post-test scores within 3 days of collection.

8. MIS DATA CONTACT

The primary MIS contact and coordinator is:

Annette Reiff
MIS Data Specialist
Tri-County OIC
500 Maclay Street Harrisburg, PA 17110
717-238-7318
areiff@tricountyoic.org

If MIS staff becomes unavailable for an extended period, one of the MIS Data Specialists from within our consortium will serve as a back-up.

9. TECHNOLOGY SUPPORT STAFF

This person maintains and secures the hardware, software, and network that allow staff to enter, store, secure, and transfer data.

Currently this position is being held by:

Bill Jones
J-Tech
717-503-7382

The tech support primary duties include:

- Ensuring that effective security measures, including password protection, are in place
- Working with the OIC staff to provide technical assistance and training
- Providing technical support
- Updating hardware and software as needed