



INFORMATION:

Getting from

Concepts to Outcomes



Nuventive™

Today's Presenters



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Chief Executive Officer
Nuventive



Dr. Brent Ruben

Distinguished Professor of
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Rutgers University

Welcome

The Aims of The Program



The logo for NCCI, consisting of the letters 'NCCI' in a blue, sans-serif font. The 'C's are stylized, with the second 'C' overlapping the first.

David Teske

NCCI

Learning from Faculty, Facilitators & Each Other



Jake Dawes
NCCI



Dr. Bill Dillon



Richard Katz



Dr. Andrew Jones



Amy Morgan



Dr. David Raney



Dr. Brent Ruben



Dr. Angela Song



Dave Teske



John Voloudakis

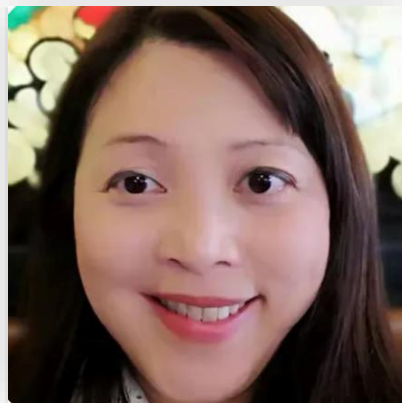
Facilitators



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Your Goals and Expectations





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San Diego



Stephanie Helm

University of Notre Dame



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California State University,
Chico



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University of Maryland



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University of California,
Berkeley



**Charles Logan
McKinley**

University of Virginia



Jim Mello

Franciscan University



Jeff Minelli

University of Notre Dame



Julie Ann Page

Kennesaw State University



Kelly Schaefer

Northwestern University



Nikki Vamosi

University of California,
Santa Cruz



Melinda Wallace

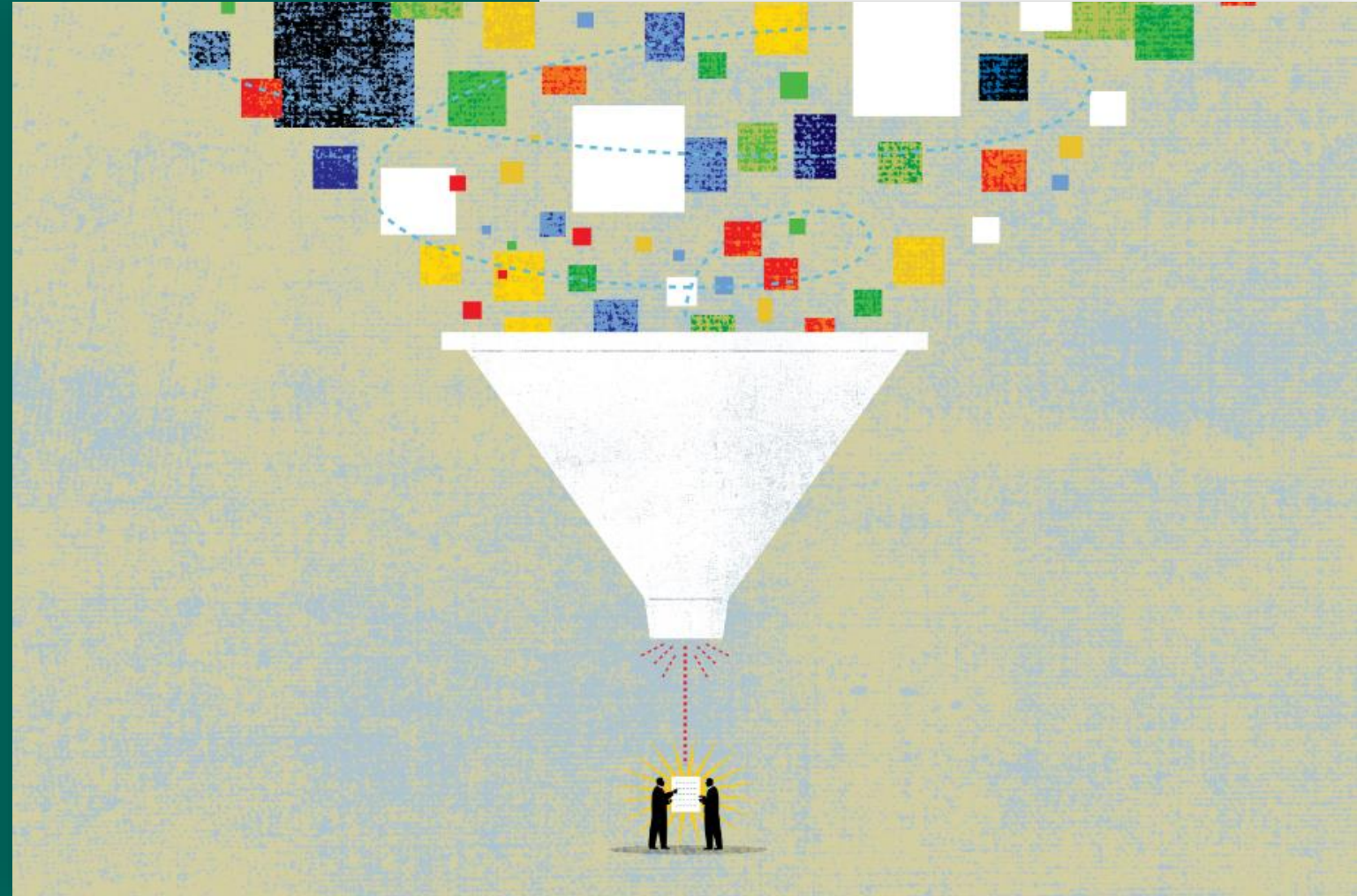
University of Alabama



Amy L. Williams

University of Notre Dame

Information: Getting from Concepts to Outcomes



Program Modules

Module

1

Becoming an Information Strategist for Your Institution: What You Need to Know and Do



Module

2

Determining What Information is Needed, and Where to Get It



Module

3

Identifying and Working with Individuals and Groups Who Need Information

Module

4

Selecting the Best Methods and Formats for Making Information Accessible and Actionable



Module

5

The End Game: Creating a Data-Informed and Action-Oriented Culture

Your Participation

Interaction is a major benefit for all.

To get the most out of the course:

Make every effort to attend every session

Read advance material on the case study (Modules 2-4)

Prepare a brief presentation (Modules 5 – details will be provided)



Becoming an Information Strategist for Your Institution:

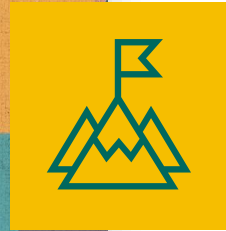
What You Need to Know and Do

Module 1

Presented by
Dr. David Raney and
Dr. Brent Ruben



The Big Picture



The challenges we face demand **continuous incremental *and* transformational change**

The Role of Leadership at All Levels in Addressing These Challenges



Understand and leverage the **dynamics of change**.



Lead **collaboratively**, and meaningfully engage colleagues.

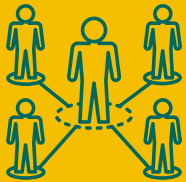


Adopt and pursue a **shared vision** of organizational purpose and aspirations.



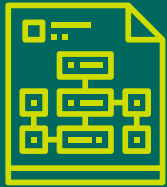
What Organizational Excellence Looks Like

Leadership



Engaging faculty, staff, and students in the collaborative pursuit of high standards of purpose, meaningful contributions to their communities, and the attainment of their personal and professional aims

Purposes and Plans



A clear and shared sense of purpose, priorities, and aspirations unites the community

Beneficiaries and Constituencies



A pervasive service ethic and dedication to understanding and being responsive to the perspectives of faculty, staff, students, and other communities/stakeholders

Programs and Services



Mission-critical and support programs, services, and processes that work well, are reliable, and advance aspirations and goals

Faculty/Staff and Workplace Culture



Accomplished and dedicated faculty and staff, and a culture where rhetoric and reality align regarding aspirations, values, and priorities

Assessment and Analysis



Information and systems to set priorities, inform decision-making and problem-solving, promote alignment, and track progress and outcomes

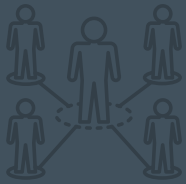
Outcomes and Achievements



An institution/department recognized for excellence and a dedication to ongoing improvement in all functions

Information is Essential for Achieving Excellence

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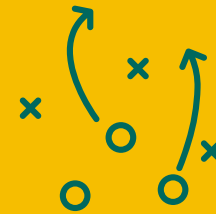


An institution/department recognized for excellence and a dedication to ongoing improvement in all functions

Information is Indispensable



Assess **effectiveness**



Develop **strategies, plans & goals**



Clarify, pursue, achieve, & sustain **aspirations**

For many of the challenges we face, information is needed to define the problem, determine how to address it, support decision-making, and monitor progress and outcomes



Typical Examples

- Do any of these examples resonate with situations you confront at your institution?
- What role does information play in understanding and addressing the issues involved?
- What commonalities do you see across the situations?

- Monitoring progress on a Presidential vision, campus DEI initiatives, and institutional goals
- Understanding management turnover and what qualities would be needed for new leadership
- Understanding the student experience and determining priorities for improvement
- Anticipating and planning for enrollment fluctuations
- Identifying qualities needed in a new student affairs leader
- Monitoring investments in AI and gauging their impact on the organization
- Understanding and addressing current and future concerns over public health and safety issues
- Assessing the effectiveness of your office/function

Information Strategy Template

1

What is the **issue/problem?**

2

What **information** is needed?

3

For what **purpose?**

4

From what **sources/resources?**

5

Information **for whom?**

6

Provided in **what way and in what form?**

7

To engage individuals/groups to **facilitate use.**

Information strategists:

- **Intermediaries** whose work is focused on institutional effectiveness, change management, institutional research, or IT.
- Also those who span **organizational boundaries** to provide support and guidance to campus leaders and groups in **defining and solving problems, planning, and decision support.**



In Preparation for Module 2

Determining What Information is
Needed, and Where to Get It



**A Case Study:
Dining Hall Dilemma
(Available in Resources)**

Background:
**The dining
hall dilemma
is going viral**



- Complaints are pouring in on quality, quantity and diversity of food
- The problem is all over social media, blogs
- Parents are writing senior leaders and Trustees
- The problem is addressed in a letter to the editor of a widely-read Sunday newspaper
- The institution needs to respond
- You are in the Office in Institutional Planning, Quality, and Effectiveness (IPQE).
- The institution needs your help defining and addressing the situation

Homework: Review the case, note your thoughts, and be ready to discuss the following:

1

What questions need to be answered?

2

Where can you get this information?

Reading & Resources

- Ruben, B.D. (2023). Examples and Questions to Consider, Nuventive – see file in course library
- Ruben, B.D. (2022). The Indispensable Role of Information in Continuous and Transformational Change: It's Everyone's Job – see file in course library
- Ruben, B. D. (2020). Leading in Turbulent Times: In Search of a Navigational System for This Critical Moment in the History of U.S. Higher Education, Nuventive.
https://go.nuventive.com/white_pages-b_ruben
- Swing, R. L., & Ross, L. E. (2016, May 25). A new vision for institutional research. Change: The Magazine of Higher Learning, 48(2), 6–13.
<https://doi.org/10.1080/00091383.2016.1163132>

Thank you!

