CSU **The California State University**
OFFICE OF THE CHANCELLOR

**EdQ DataView**
# Frequently Asked Questions

This FAQ is designed to provide quick answers to the most common questions we receive about the EdQ DataView system and dashboards. If you don't find the answer you're looking for here, please see the 'Other Helpful Resources' section at the end of the document or get in touch using the contact information at the bottom of the page.

## ACCESS AND SECURITY

**Who has access to my campus's data?**

All data is secure, and each campus determines who sees their data.

We support cross-campus partnerships and will provide opt-in opportunities that each campus can consider. Campuses can choose to join into broader uses of the dashboard system through information sharing with other CSU campuses that can facilitate collaborative learning and innovation.

**I'm an educator preparation faculty or staff member at my campus, but I don't seem to have access to the dashboards. How do I get access?**

Each campus has a 'Campus Dashboard Coordinator' who works with their campus leadership to determine who should have access to the dashboard tool. Please refer to the Campus Dashboard Coordinator Guide, found on the EdQ Center website under 'Learning and Support' and 'EdQ DataView Facts and Information' to determine who to contact on your campus regarding access.

## INTERACTING WITH DATA

**How do I download data?**

To download the underlying data for any visualization, click the visualization, and then click the 'Download' button at the very bottom of the dashboard and select 'Crosstab' or 'Data'. These two options provide different formats for viewing the data from any visualization in table form and can be opened in Excel or other data analysis software. The field names in the download files are automatically created by the dashboard software, and unfortunately we can't customize them to make them more intuitive; however, we'll be happy to answer any questions you have as you're working with the download files.

To protect the privacy of survey respondents, individual survey responses cannot be downloaded through the dashboards.

You can also download visuals in PDF form but be aware that the downloads may cut off part of the visualizations, like a screenshot would. The download capabilities are determined by the dashboard software, and unfortunately we cannot change this. We apologize for the inconvenience.

**Why isn'any data showing?**

If a visualization is blank or contains the message "There is no data available for the combination of filters you have selected," that indicates that measures currently selected to display are not relevant to the selected filters, or that no relevant data exists. Try selecting a different measure to display if the blank visualization has a dropdown menu, or change the filter selections in the 'Dashboard-wide filters' band.

**What does redacted mean?**

For evaluation-related survey items, responses are supressed with the number of respondents is less than 5 to protect the privacy of survey respondents.

**How do I view year-over-year trends for an item of interest?**

We plan to add trend or longitudinal views in a future release of the dashboards. For now, you can toggle the 'Completion cohort' selected to view data for different years. We'd also be glad to hear from you about what data points would be most valuable to present as trends.

## PROGRAM PERCEPTIONS DASHBOARD

**Where can I find the response rate for a survey?**

We are working on adding a response rate visualization to the dashboards. Currently, the count of the total population of completers and year one teachers is not available in the dashboard data system; as soon as we're able to add it, we will update the dashboards to include response rate.

**I have noticed a difference in the number of respondents listed on the Program Perceptions dashboard compared to the number or respondents listed in the Evalcate completer survey portal. Why is there a difference between the two systems?**

The data in the Evalcate system are aggregated based on the date that the survey was submitted. The EdQ DataView dashboards aggregates the data based on the cohort completion year, which for the completer survey comes from a survey question asking respondents about their anticipated month and year of completion. Also, the EdQ DataView data warehouse does some data cleaning to ensure removal of duplicates and bad records beyond what the Evalcate system does, so we would expect the respondent count to be a little lower on the EdQ DataView dashboard.

**The 'Employment' tab only shows the employment characteristics of survey respondents. Where can I find the employment characteristics of all completers?**

We hope to develop and release a dashboard containing the employment characteristics of all CSU completers in 2018. We are currently working with external agencies including the California Commission on Teacher Credentialing and the California Department of Education to obtain more detailed employment data for CSU teaching credential program completers.

**Why are some elements 'missing' for some domains on the Survey Composite Explorer? For example, when I view TPE Domain 2- Creating and Maintaing Effective Environments for Student Learning for the completer survey, element 4 ('Know how to access resources to support students...') doesn't appear in the visualization.**

When an element is missing from the Survey Composite Explorer, it means there are no items from the seleted survey(s) that can measure that composite. Survey items are linked to survey composites through a process called 'alignment'; if no survey items are aligned to a particular composite, the survey data cannot tell us anything about our programs' performance on that composite.

### OTHER HELPFUL RESOURCES

If you have other questions relating to the Program Perceptions Dashboard that were not answered above, we encourage you to check out the dashboard resources on the EdQ Center website or get in touch. Ginger Adams Simon, EdQ Data Coach is here to help. Email her at: gsimon@calstate.edu