



Data Request Policy

I. Scope and Application

This Data Request Policy (“Policy”) applies to all Johnson & Wales University (“JWU”) employees (including student employees, acting in their capacity as such), agents, officers, and persons directly under university control or acting on the university’s behalf (collectively, “Covered Persons”).

II. Policy

A. General

1. Any Covered Person working on a project requiring official university data should contact Institutional Research (“IR”) to request the data. Data requests should not be made to the office responsible for databases from which the information is drawn.
2. Projects requiring official data include, but are not limited to:
 - a) trend analysis for departmental, institutional, or unit planning and budgeting
 - b) accreditation or membership applications/renewal forms
 - c) surveys for accrediting and licensing agencies, college guides, or vendors
 - d) marketing/recruitment publications
 - e) grant applications
3. IR does not typically meet requests for live data (i.e., the number of students enrolled in a class as of the day of the request) or requests for lists of individuals. Requests for these types of data should be directed to the office that manages the pertinent database.

B. Process for Making a Data Request

1. All requests must be sent via e-mail to: institutional.research@jwu.edu. While Covered Persons may discuss data needs on the telephone and/or in person with IR, the requests will not be reviewed formally until received in writing.
2. Information to Include in Request:
 - a) Information requests should be as specific as possible. (For example, if the requested information pertains to students, is it for all students, only undergraduate students, students at each campus, full-time students only?)
 - b) How many years’/semesters’ worth of data are needed?
 - c) Is this a one-time request or information that is needed regularly?
 - d) What is the purpose of the request? Please be as specific as possible. Is the information needed for an external/internal mandate, for departmental planning/evaluation, to fulfill a curiosity or for another reason?
 - e) When is the information needed?
3. IR Process for Responding to Request
 - a) When a request is received, IR will review it for completeness. The requestor will be contacted if additional information is needed before processing the request.
 - b) IR will review all requests weekly.
 - c) IR will inform the requestor of the likely timeframe for delivering the needed

information.

- d) Depending on the scope and nature of the information requested, turnaround times can vary from three business days to over a month.
- e) As a general rule, IR does not provide raw data.

III. Policy Owner

Executive Director of Institutional Research

IV. Effective Date

Originally issued: December 2009

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