

# New Keyholder Responsibilities Tutorial Script 2023-24 Data Collection Cycle

Keyholders are appointed by the institution's Chief Executive Officer and are responsible for the accurate and timely submission of IPEDS data.

Submitting data is a three-step process:

- First, enter your institution's data into the IPEDS web-based Data Collection System.
- Second, run an edit check program against the data. This program is part of the Data Collection System and looks for problems in the data. If the edit check program notes any problems, you will clean (meaning fix or revise) the data.
- And third, lock the data, which indicates that your institution is satisfied that the submitted data are accurate. While others at an institution may assist in entering data, only the keyholder can lock it. Locking the data completes the survey component.

Keyholders are responsible for managing and coordinating all aspects of the data submission at their institution. As a keyholder you are ultimately responsible for making sure that all survey components are completed. This may mean working with other offices in the institution to ensure data are compiled and submitted.

If other offices are involved in the data gathering or data submission process, it is your responsibility to make sure those offices have all the information they need in order to gather the data accurately.

As the keyholder, you may, or may not, physically enter the data. You may need to arrange access to the Data Collection System so that others can enter and edit data. You can obtain up to 16 additional UserIDs and passwords for others at your institution. Remember that while others may enter and edit data, the Keyholder is ultimately responsible for locking all survey components.

As the keyholder, you are the contact person for communications between IPEDS and your institution. E-mail messages and telephone calls from the IPEDS Help Desk go to the keyholder first. If the keyholder cannot be reached, the Help Desk will contact your institution's CEO.

Keyholders are responsible for keeping their contact information up to date in the IPEDS system. You can do this through the IPEDS Data Collection System at any time during the year, except for June or July, when you should call or write the IPEDS Help Desk to update your contact information.

IPEDS coordinators are responsible for state- or system-level coordination of IPEDS data. The role of an IPEDS coordinator varies from state to state. Coordinators may provide data, have access to edit data, or only be able to view data, depending on state and system needs. Some coordinators have an additional lock to apply after institutional keyholders have submitted and locked their institution's data, however, the Keyholder is still required to lock by the Keyholder close date. Some institutions have several coordinators, while others have none.

It is important for keyholders to know how their IPEDS role intersects with that of their coordinator, and communicate with them, when necessary, whether those coordinators are on campus or somewhere else in the state. Please be aware that your state may have additional reporting requirements or deadlines that you need to know about.

As your institution's keyholder, you are responsible for staying informed. Be sure to carefully read emails you receive from IPEDS. The "This Week in IPEDS" emails contain important and valuable information. Finally, training announcements publicize the availability of training through face-to-face and virtual workshops and web tutorials.

Consider signing up for the IPEDS Knowledge Exchange, hosted by the Association for Institutional Research. This is a way for you to connect, share resources, and ask other IPEDS Practitioners questions.

Keyholders can call or email the IPEDS Help Desk with any questions or concerns.

The IPEDS Help Desk staff receives consistently high ratings from keyholders and coordinators for customer service, helpfulness, and knowledge of IPEDS. They are there to help you get your IPEDS data submitted accurately and on time.

The Help Desk phone number is at the top of each screen in the Data Collection System. Don't hesitate to use this valuable resource.

The IPEDS Help Desk can assist with specific problems in data entry and with general problems. Examples of when keyholders and coordinators might call the Help Desk include:

- A UserID and start-up password have not been received;
- The list of survey components seems to be incorrect, given the type of institution and which survey components are anticipated;
- A survey component status (such as "Locked") seems to be wrong;
- You have questions concerning any e-mail communications;
- You have problems entering data, resolving edit failures, or locking the data; or
- Any other unresolved questions.