

# STARS 2.2 Data Quality Series:

## Part II: Deep Dive into Report Review

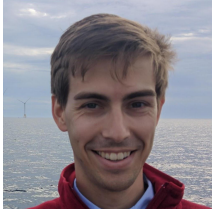


*Presented by:*  
*Alex Davis, Arizona State University*  
*Monika Urbanski, AASHE*

*3 February, 2022*



# Today's Presenters



*Alex Davis, Interim Asst. Director, University Sustainability Practices,  
Arizona State University*



*Monika Urbanski, Senior Manager, Resources & Data Quality, AASHE*

# Goals & Agenda

## Goals

- Provide an overview of the Reporting Assurance process
- Prepare *institutions and reviewers* for review
- Clarify expectations

## Agenda

- Reporting Assurance overview
- STARS Review Template
- Data quality resources
- Reviewer/Reviewee Expectations & Timeframes
- Peer review matching opportunity
- Conversation and Q&A

# Reporting Assurance Overview

## What sections of STARS recognize report review and reporting assurance?

- **PA 4: Reporting Assurance**

- Current report has undergone a *comprehensive* review, as guided by and documented in the STARS Review Template
- Reviewers can be internal or external to the institution, but they must be unaffiliated with the data collection process
- 1 standard point

- **IN 11: External Reporting Assurance**

- Current report has undergone the above review process, using an **external** reviewer
- 1/2 bonus point

- **EN 11: Inter-campus Collaboration -**

- Institutions' employees and/or students have **served as peer reviewers** of another institution's STARS report.
- 1/2 standard point

Help Center article:

- [PRE 4: Reporting Assurance](#)

# Data Quality Resources

- [STARS Help Center](#)

- Credit articles have been **added/updated** for **EVERY** credit.
- Access to:
  - Credit language
  - FAQs
  - Reporting examples
  - Common issues
  - Data quality videos

- [STARS Benchmarking Tool](#)

- Comparative tool for scores & numeric fields
- Identifying outliers and expected performance

- [Archived Professional Learning Offerings](#)

- [STARS Review Template](#)

- Updated for 2022 with fewer line items!
- Required for successfully completing PA 4/IN 11

About STARS    Participate    Reports & Data    Resources & Support    Contact

## Data Quality & Reporting Assurance

Participant Reports  
Content Display  
Benchmarking Tool  
Data Quality & Reporting Assurance

**Reports & Data**  
Participant Reports  
Content Display  
Benchmarking Tool  
Data Quality & Reporting Assurance

**The STARS reporting framework includes a number of mechanisms to enhance the quality of public reports and data, protect the credibility of the system, and provide a fair and transparent means for resolving questions about the accuracy of the information reported through STARS.**

These mechanisms are detailed in the [STARS Data Accuracy Policy](#) and outlined below.

**Reporting Assurance**    Review & Revision    Other Measures

STARS includes incentives to encourage institutions to complete an assurance process that successfully identifies and resolves inconsistencies prior to submitting its STARS Report. The assurance process may include:

- Internal review by one or more individuals affiliated with the institution, but who are not directly involved in the data collection process for the credits they review. AND/OR
- An external audit by one or more individuals affiliated with other organizations (e.g., a peer institution or third-party contractor).

[Learn more about reporting assurance](#), including how to find an independent reviewer or assurance provider.

**STARS Review Template**

To help facilitate pre-submission assurance, AASHE publishes a STARS Review Template. The template highlights common issues that AASHE staff have identified during standard post-submission reviews. It will help you identify and resolve potential data inconsistencies in your report, leading to a higher quality report, fewer issues during the post-submission collaborative review and revision process and expedited report publication and rating. In addition, your institution can earn points for using the template as part of an independent assurance process. [Learn more.](#)

- [Download Excel file.](#)
- [Make a copy for sharing in Google Drive.](#)

# Review Template Walk-through

- AC 2: Learning Outcomes
- OP 2: Greenhouse Gas Emissions

# Reviewer Notations: Tips & Best Practices

## Notations should reference:

1. The issue(s) identified in a clear and concise manner
2. Suggested edit or desired outcome (e.g., “please clarify...”, “please revise to No or clarify...”)

## Provide detail where it may be helpful to the institution or for your follow-up review

- Notations that reference a specific amount or score (.e.g, “Score outlier: 8/8 points earned”)
- If the credit has two or more parts, begin notations with “Part 1:” or “Part 2:”
- Copy and paste the exact text of the field or section you are referencing
- Ask for the institution to “Provide clarification *in the Notes field*” where appropriate

# General Expectations

## Institution Seeking Review

- Decide if you want an internal or external review
- Identify a reviewer early
- Allow 30 days of extra time for the review
- Communicate your expectations:
  - Time commitment
  - Intended deadline: Initial review
  - Intended deadline: Resolving all issues and getting reviewer confirmation
- Do a final check
  - Credits completed
  - Spelling and grammar
- Don't expect a perfect report

## Reviewer

- Time commitment - Expect to spend 12-40 hours on the entire process
- Time commitment is variable and dependent on:
  - Reviewer's knowledge
  - Quality of the report
  - Provisional rating
- Complete the review in 30 days (including follow-ups)
  - Start right away
- Be prepared for (but don't expect) potential conflict or disagreement

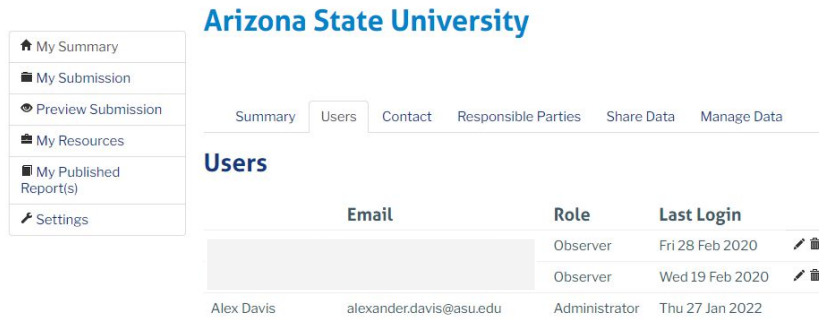
**TIP:** Staggered review is an option



# Getting Started & Conducting the Review

## Institution Seeking Review

- Ensure that the report is finalized
- Grant Reviewer Access via AASHE account
  - Observer status
- Be available, responsive, and receptive to feedback
- If multiple reviewers: Be clear on who reviews what



The screenshot shows the AASHE account interface for Arizona State University. On the left is a navigation menu with options: My Summary, My Submission, Preview Submission, My Resources, My Published Report(s), and Settings. The main content area has a header for "Arizona State University" and a sub-header "Users". Below this is a table with columns for Email, Role, and Last Login. The table lists three users: Alex Davis (Administrator, Thu 27 Jan 2022), and two Observer users (one with a redacted email, both with last login dates in Feb 2020). Navigation tabs include Summary, Users, Contact, Responsible Parties, Share Data, and Manage Data.

Email	Role	Last Login
[Redacted]	Observer	Fri 28 Feb 2020
[Redacted]	Observer	Wed 19 Feb 2020
Alex Davis	Administrator	Thu 27 Jan 2022

## Reviewer

### Getting Started

- Create an AASHE account
- Obtain a copy of the review template to complete for initial review

### Conducting the Review

- Provide clear and concise notations in the template; use details where it is helpful
- Complete the review, fill out the template, complete a sign-off letter, and submit before the mutually agreed upon deadline
- Required revisions versus suggestions
- Reference reporting examples in the Help Center; Platinum rated institutions

# Addressing Review Results

## Institution Seeking Review

- Address reviewer recommendations in a timely fashion
  - Fill out the “institution response” section for any credit(s) where issues were identified
  - Keep record of reviewer comments
- Avoid making additional changes (or let reviewer know if other changes were made)
- If there is a difference of perspective between reviewer and reviewee, it is up to the institution seeking review to find a resolution.
  - [stars@ashe.org](mailto:stars@ashe.org)
- When all issues are addressed, collect the finalized review template with mark-ups and sign-off letter(s) from reviewers

## Reviewer

- Check to see that issues you identified are indeed addressed
  - Document 2nd review status in template
  - Communicate any disagreements with the main institutional contact
  - Another review round may be needed.
- When all issues are addressed, forward to your institutional contact:
  - Letter signing off on the process
  - A copy of the finalized review template

# Peer Review Matching Interest Form

- Goal: Help institutions identify potential STARS peer review matches
- Designed for:
  - Those looking for a reviewer for an upcoming report
  - Potential peer reviewers
  - Ideally, you are both!
- Form link:
  - <https://forms.gle/SpC1FpqqXzBrN4L87>

# Conversation and Q&A

**Thank you!**



**Alex Davis**

Interim Asst. Director, University Sustainability Practices,

Arizona State University

[Alexander.Davis@asu.edu](mailto:Alexander.Davis@asu.edu)



**Monika Urbanski**

Senior Manager, Resources & Data Quality

Association for the Advancement of Sustainability in  
Higher Education (AASHE)

[stars@ashe.org](mailto:stars@ashe.org)