EDUCAUSE Moderator, Jamie Farrell: Welcome, everyone!  Today’s EDUCAUSE Live! Webinar “Find Your Answer Here: Using Core Data Service as Your Match.com to Get Connected” will begin at 1 p.m. eastern time.

  EDUCAUSE Moderator, Jamie Farrell: As we wait for today’s session to begin, feel free to chat with attendees in this chat pod. Tweet your thoughts and reflections using these hashtags:  #EDULIVE

EDUCAUSE Moderator, Jamie Farrell: While you’re waiting for the session to start, please answer our poll on the screen!

 Leah Lang: I keep changing my mind.  I also had - "IT Money(ball) – Gut instinct only gets you so far"

 EDUCAUSE Moderator, Jamie Farrell: Love that, Leah!

  \_Technical Support, Heather Cisneros: Please use your computer speakers to listen to this session. If you have any technical difficulties, please send a private chat to Technical Help. To send message click in the upper right hand corner of the chat box and select Start Chat With > Hosts.

  \_Technical Support, Heather Cisneros: If you would like to open captioning in a separate and adjustable window, please use the following link: <https://www.streamtext.net/player?event=LIVE1916>

 Leah Lang: Coming of age.  Perhaps.

 EDUCAUSE Moderator, Jamie Farrell: Absolutely!

 EDUCAUSE Moderator, Jamie Farrell: I love the slapstick comedy! :)

Leah Lang: me too!  "crying because I'm laughing or just crying?"

EDUCAUSE Moderator, Jamie Farrell: Yes! I'm sure that's relatable to everyone!

 Leah Lang: www.educause.edu/coredata if you aren't familiar with CDS

  Leah Lang: here's more about our journey - <https://er.educause.edu/blogs/2018/6/we-heard-you-announcing-significant-upgrades-to-your-cds-benchmarking-experience>

  Leah Lang: and part 2 of our journey - <https://er.educause.edu/blogs/2019/6/weve-got-data-for-that-announcing-the-2019-cds-survey-and-benchmarking-experience>

 Maureen Guarcello (SDSU): If an institution only has the bandwith or information to complete portions of the survey, will that univerisity only be able to access those sections on the dash/search?

 Mark McCormack: Thank you for your question, Maureen! We've added it to our queue.

 Sheryl Necochea: If you have over 100 institutions in your peer group ask, how do you quickly choose them for your peer group?

 Mark McCormack: Thank you, Sheryl! Added to our queue as well.

 Maureen Guarcello (SDSU): Many thanks!

 Sheryl Necochea: Yep

 Sheryl Necochea: is it possible to upload from a spreadsheet?

Sheryl Necochea: I downloaded a list and then want to upload it?

 EDUCAUSE Moderator, Jamie Farrell: If you would like to rewatch the screen shares, recordings and resources from this session will be available on the EDUCAUSE LIVE! session archive page: <https://events.educause.edu/educause-live/webinars/2019/find-your-answer-here-using-core-data-service-as-your-match-com-to-get-connected>

Sheryl Necochea: okay, thanks

  EDUCAUSE Moderator, Jamie Farrell: Please feel free to use this chat to pose questions for our presenters!

 Mary Jo Chisholm: It appears that after the black screen, I lost sound.  Not sure if it is just me or not?

 EDUCAUSE Moderator, Jamie Farrell: Hi Mary Jo! I'll reach out via a PM!

 Mark Jordano: Will there be any way to benchmark Help Desk satisfaction metrics in the future?

  EDUCAUSE Moderator, Jamie Farrell: As we near the end of our session,  please take a moment to fill out our session evaluation at: <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.surveygizmo.com%2Fs3%2F5225234%2FELIVE1916&amp;data=02%7C01%7C%7C05bc1cc726c14f823df108d74699a46c%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637055498024745193&amp;sdata=RAQ6dPM%2BATCHH1ulB1zWsVwpRUxKJr294Zs5zEeF2%2BY%3D&amp;reserved=0>

 Sharon Blanton: will you have any training available at the annual conference?

 \_Technical Support, Heather Cisneros: Recordings and resources from this session will be available on the EDUCAUSE LIVE! session archive page: <https://events.educause.edu/educause-live/webinars/2019/find-your-answer-here-using-core-data-service-as-your-match-com-to-get-connected>

  Leah Lang: thanks for coming!  remember to complete CDS by 11/1!  www.educause.edu/coredata

EDUCAUSE Moderator, Jamie Farrell: <https://events.educause.edu/annual-conference>

 EDUCAUSE Moderator, Jamie Farrell: <https://events.educause.edu/annual-conference/2019/agenda/meet-and-mingle--making-better-decisions-with-data-research-and-analytics>

  EDUCAUSE Moderator, Jamie Farrell: <https://events.educause.edu/annual-conference/2019/agenda/meet-and-mingle--ar-power-users>

Maureen Guarcello (SDSU):Thank you all! This is great information.

Sharon Blanton: it would be great to have a 1-2 hour workshop/training session for our staff who are the primary report creators

Leah Lang: That's a great suggestion!  Thanks Sharon!

 Leah Lang: We are working on some digital literacy training

 Leah Lang: data literacy

 Leah Lang: I'll keep your use case in mind as we do this

  \_Technical Support, Heather Cisneros: Thank you all for your participation and engagement today! Before leaving, please don’t forget to fill out <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.surveygizmo.com%2Fs3%2F5225234%2FELIVE1916&amp;data=02%7C01%7C%7C05bc1cc726c14f823df108d74699a46c%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637055498024745193&amp;sdata=RAQ6dPM%2BATCHH1ulB1zWsVwpRUxKJr294Zs5zEeF2%2BY%3D&amp;reserved=0>

 \_Technical Support, Heather Cisneros: Join us for our next webinar “Influencing a Security Culture: From Community College to Ivy League” on October 8 at 1pm ET: <https://events.educause.edu/educause-live/webinars/2019/influencing-a-security-culture-from-community-college-to-ivy-league>