

Kaua‘i Community College

Institutional Survey Policy and Procedures

1. Purpose

Surveys of campus constituents (i.e., students, faculty, and staff) are widely recognized as an important means for collecting information that can maintain and ensure educational quality, enhance institutional effectiveness, and improve student satisfaction. The purpose of this policy is to ensure that institutional surveys of campus constituents are conducted in a manner that minimizes redundancy and frequency of surveys and follows guidelines for survey deployment. In order to achieve these goals, all institutional surveys of campus constituents will be coordinated through the Institutional Research & Analysis Office. This policy defines the role of the Institutional Research & Analysis Office and coordination procedures for these surveys.

2. Policy

The intent of this policy is to provide scope, policy, procedures and governance guidelines for Kaua‘i CC institutional administered surveys.

3. Related University Policies

A. UH Executive Policy 2.215 Institutional Data Governance

4. Scope

This policy applies to any survey of campus constituents except (a) course-embedded surveys, evaluations or assessments (b) surveys conducted by faculty for instructional purposes; (c) surveys related to leadership performance evaluations or periodic reviews; (d) surveys designed to solicit feedback from participants regarding a specific campus event; (e) point-of-service surveys administered during or immediately following the service interaction. For the purpose of this policy, fact-based administrative forms that individuals complete as part of routine business operations (e.g., directory information updates, scholarship applications, information technology help tickets) and polls or ballots used for voting purposes (e.g., elections, resolutions) are not considered surveys, even if they are administered using survey software. Surveys that are administered through a third party are also exempt from this policy because they have separate vendor-defined procedures.

5. Definitions

- A. Campus constituent is defined as:
 - i. Any prospective, current or former student; or
 - ii. Any current college employee (administrator, faculty or staff)

- B. Institutional Survey is defined as:
 - i. A survey for which the sample is comprised of 50 or more prospective, current or former students;
 - ii. A survey for which the sample is comprised of 25 or more college employees (administrator, faculty or staff); or
 - iii. A survey for which the sample is randomly selected from a population of campus constituents.

- C. Administrative surveys are conducted for the purposes of program evaluation, needs assessment, or quality control, in which findings are solely intended for use in internal program planning and development, and are not designed to contribute to generalizable knowledge.

- D. Research surveys are designed to contribute to generalizable knowledge (e.g., theory building, building upon others' work in a field or discipline) which may be disseminated through a scholarly paper, conference presentation or poster, or other academic outlets.
 - i. The University of Hawai'i Office of Research & Compliance (ORC) assures ethical conduct and the protection of human subjects in research according to federal regulations and university policy; however, the ORC does not approve access to university resources or large groups of campus constituents for institutional and administrative surveys. Research surveys must be routed and are subject to policies and approvals by system ORC for human subject considerations.

- E. Focused sample is defined as:
 - i. A sample of fewer than 50 prospective, current, or former students within the surveyor's immediate course, academic program, or department; or
 - ii. A sample of fewer than 25 university employees (staff, faculty, or administrators) within the surveyor's immediate department or unit.

- F. Focused surveys are administrative or research surveys that are administered to a focused sample.

- G. The Kaua'i CC Institutional Research & Analysis Office provides survey best practice consultation, survey coordination, and oversight and for all institutional and administrative surveys administered to campus constituents. The Institutional Research & Analysis Office will work with the Chancellor or area Vice

Chancellor/Director for instrument administration approval and dissemination of results.

6. Roles and Responsibilities

- A. Kaua‘i Institutional Research & Analysis Office roles and responsibilities
 - i. Review college survey proposals to ensure the information sought serves college interests and is not already available in another form.
 - ii. Coordinate the administration of college surveys to minimize overlap and duplication in content, sampling and scheduling by creating a schedule of surveys offered.
 - iii. Disseminate best practices and provide support and/or training for institutional and administrative survey development, administration and analysis.
 - iv. Maintain a college survey calendar, which will be posted on the Institutional Research & Analysis Office website.
 - v. Maintain a repository of items and results that may be accessed by campus constituents with appropriate approvals.

7. Process

- A. Any person/unit who wishes to administer a college survey must first obtain pre-approval from their Vice Chancellor or Director.
- B. Kaua‘i Institutional Research & Analysis Office will consider the following criteria when reviewing survey requests. Prior to the approval the office will offer recommendations for any actions needed to bring the institutional or administrative survey into alignment with these criteria
 - i. Survey question language and question type best practices
 - ii. Relevance to college mission, values and strategic plans
 - iii. Minimal burden on campus constituents
 - iv. Usefulness of data to inform college decisions
 - v. Efficient use of college resources
 - vi. Value to the broader population of campus constituents
 - vii. Clarity and functionality of survey and related communications
 - viii. Inclusive language in alignment with college guidelines
 - ix. Compliance with FERPA, standards for confidentiality and information security, compliance with University of Hawai‘i ORC (obtained by requestor for Research Surveys), and college accessibility policies.
- C. Upon approval, the survey will be added to the college survey calendar maintained by the Kaua‘i CC Institutional Research & Analysis Office.

D. All college surveys must include the following notation: Approved by Kaua‘i CC Institutional Research & Analysis Office (month-day-year to month-day-year).

8. Survey Support

A. Requests for assistance with survey development, administration, and analysis will be reviewed by Kaua‘i CC Institutional Research & Analysis Office.

B. Kaua‘i CC Institutional Research & Analysis Office will maintain a repository of recommended language to encourage standardization of survey items related to demographics, identity, academic classifications, and other frequently used items.

C. If resources permit, Kaua‘i CC Institutional Research & Analysis Office will also consider requests for consultation and assistance with the development, administration, and analysis of focused surveys.