Operating Protocol & Procedure

Details:

Number: 112

Title: Internal Survey Approval

Category: Governance, Organization, and Institutional Effectiveness

Office of Primary Responsibility: Institutional Research

Approval Date: 5/7/18

Effective Date: 5/7/18

Revised: 5/7/18

Purpose:
To provide a coordinated approach to the administration of surveys to members of the Pueblo Community College community in an effort to meet the internal demands for survey data.

Applicability:
All persons planning a survey to any group of faculty, staff and/or students at Pueblo Community College.

Definitions:
- Evaluation of an event by a participant – an event or training where organizers desire to collect feedback from participants.
- Feedback at a point of service – an event or training where organizers desire to collect feedback from participants immediately.
- In course evaluation – evaluation and/or survey given only to students that are taking a single course with feedback used for the improvement of the course material.

References:
Monroe Community College Survey Protocol

Attachments or Related Forms/Documents:
Survey Approval Table (shown in Procedure)

Operating Protocol:
Individuals must obtain approval by the Office of Institutional Research (IR) prior to conducting any surveys in order to:

- Ensure that the same individuals are not being surveyed multiple times during the same term, which could result in "survey fatigue" and, therefore, less meaningful survey data.
- Make IR aware of surveys being conducted at the College.
- Ensure that the data collected is valid, reliable, and used to inform decision-making.

- Categorize, study, and archive survey projects and results, in part, to provide relevant information to individuals who may be considering and designing future surveys.
- Eliminate the collection of duplicate data.
- Ensure surveys are not compulsory.

Persons wishing to conduct a survey at PCC must seek IR approval through Ultimus at least one month before beginning their survey design. All surveys require IR approval before they are administered, even if they do not require the President's approval.

Students who wish to conduct survey research must be sponsored by a faculty or staff member. Any "do not contact" designations must be respected when creating the survey sample.

Failure to adhere to the survey policy presented here will result in a written notification to the survey requester and the relevant Chief, Dean, Director and / or Chair.

Procedure:

The following steps should be taken when planning to administer a survey.

1. Complete the **PCC Survey Request** in Ultimus and submit with the proposed survey attached.
2. The IR Office will use the Survey Approval Table (shown below) to determine whether the survey needs to be reviewed for approval by only IR or by IR and the President. The IR Office will also determine, if approved, who should distribute the survey.
3. IR will notify the requester through Ultimus within 5 business days whether the survey has been approved or denied. If approved, further instructions will be provided.

Survey Approval Table

Type of Survey	Approval Required	Distribution of Survey	Processing of Survey Data
Surveys conducted by individual academic staff with students enrolled in their courses as part of the internal process to assess or assure the quality of learning and teaching.	IR Approval	Requester	Requester
Surveys conducted by administrative units to obtain immediate feedback on service provisions.	IR Approval	Requester	Requester
Feedback or evaluation surveys of an event or service gathered at the point of service.	IR Approval	Requester	Requester
Surveys on the effectiveness of a campus program.	IR and President's Approval	IR Only	IR
Surveys concerning campus policies, operations, or procedures.	IR and President's Approval	IR Only	IR

Type of Survey	Approval Required	Distribution of Survey	Processing of Survey Data
Surveys on student opinions that involve more than one office, department, or area of the college.	IR and President's Approval	IR Only	IR
Surveys on items that may result in fiscal decisions.	IR and President's Approval	IR Only	IR

Note: If the survey is going to be administered electronically, an IR staff member can provide assistance and provide the web-based survey software.