



Survey Policy and Procedures for Surveying Community College of Aurora Students and Employees

Purpose

The Community College of Aurora (CCA) has seen an increase in the use of surveys for gathering data across the campus. Surveys are often an efficient method for collecting information, but overuse of surveys can mean lower response rates for everyone. In addition, survey methodology and design can greatly affect the validity and reliability of the data collected. For these reasons, the Office of Institutional Research and Effectiveness will manage the use and administration of surveys to CCA students and employees. These policies and procedures will allow CCA to more effectively manage surveys by:

- ❖ Ensuring good survey design and administration
- ❖ Improving the quality of results collected from surveys
- ❖ Reducing the number and frequency of surveys administered to the same individuals
- ❖ Promoting communication and collaboration between units with similar data needs
- ❖ Ensure Institutional Review Board (IRB) approval for research on human subjects is in place when applicable

These policies and procedures apply to all internal surveys to students and staff of CCA as well as to individuals or organizations outside of CCA seeking to survey CCA constituents.

Policies

- ❖ These policies refer to all modes of survey delivery, including online, paper, and phone surveys
- ❖ Online Surveys in Survey Monkey must be administered through the official CCA Survey Monkey account
- ❖ The timing of the survey must be approved by the Office of Institutional Research and Effectiveness
- ❖ All surveys must first be approved by the Director or Dean of your unit and should be discussed with the appropriate Vice President over your area to see if cabinet approval is necessary for the survey
- ❖ Use of the Survey Monkey account to gather non-survey information (such as registration for an event) will be expedited and will not need to follow the survey calendar

Exceptions to this policy (if using Survey Monkey, must still use Official CCA Account):

- ❖ Surveys/evaluations given only to persons who have used a specific service or office or attended a specific program/event AND are only for the purpose of evaluating the service/event
- ❖ Surveys conducted as part of a course assignment or for course or program evaluation and assessment UNLESS the projects involve contacting CCA students, employees or alumni outside of the course or program

Survey Procedures

- ❖ Submit a survey request form and a copy of the survey to the Office of Institutional Research and Effectiveness at least three weeks before you intend to send out your survey; the request form can be found at: <http://class.ccaurora.edu/asp4/irrequestform/>
- ❖ If a survey is part of research that will require Institutional Review Board Approval, no matter what institution conducts the IRB review, the survey author must contact the Director of Institutional Research and Effectiveness and submit required IRB materials; Contact: Catherine.Trouth@ccaaurora.edu