Tarrant County College District
Survey Policy and Procedures

Introduction: The Tarrant County College District (TCCD) participates in a number of surveys intended to collect data about its students, faculty, staff, alumni and community members for administrative, planning and reporting purposes. In response to the District's ongoing commitment to accountability and to serving the needs of its campus community, the District acknowledges the importance of survey data. This policy represents a means to enhance: (a) survey construction, (b) data collection and (c) meaningful data interpretation of surveys within the District.

Purpose: The purpose of this policy is to provide coordinated guidance regarding survey creation, distribution and analysis. For the purpose of this policy, a survey is defined as any means of obtaining information through questionnaires or interviews in order to make inferences regarding a population. This includes both District-wide and population-focused surveys. This policy is intended to: (a) ensure the use of sound survey methodology and design, (b) prevent survey fatigue by limiting the number and timing of surveys, (c) maximize response rates, (d) safeguard respondent confidentiality and data security, (e) avoid duplication of data and (f) encourage sharing of survey results.

Policy Scope: The Office of Institutional Intelligence and Research (IIR) will serve as the District-wide survey clearinghouse. Survey administrators will require IIR approval for all surveys that require student, faculty, staff, alumni or community participation. External community members will not be permitted to conduct unsponsored survey research in the District. **Individuals and offices wishing to conduct a survey covered by this policy must first gain approval from their CELT member and then complete and submit the Survey Submission Form located on the IIR website.** [1]

Applicability: The following surveys are exempt from this policy: (a) student evaluations of course instruction, (b) large-scaled student engagement surveys such as CCSSE, CFSSE, SENSE, Noel-Levitz and CCIS, (c) faculty-driven classroom surveys meant to assess teaching and learning, (d) simple feedback surveys conducted immediately following an event or point of service, (e) small-scaled surveys that are part of faculty-assigned work for TCCD students and (f) faculty organizations surveying their membership. Exempt faculty organizations include the: (a) Joint Consultation Committee (JCC), (b) Faculty Association and (c) Faculty Senate.

Confidentiality: Through informed consent, respondents must be informed that their responses will be confidential but not anonymous and that their participation is voluntary. Confidentiality indicates that the presented information will not be associated with a specific individual. If email addresses, login credentials or other personal identifiable information is captured as part of the survey completion process, confidentiality of the data must be assured. All surveys must comply with the: (a) Family Educational Rights and Privacy Act, [2] (b)Health Insurance Portability and Accountability Act, [3] (c) *Belmont Report's* Ethical Principles and Guidelines for the Protection of Human Subjects of Research, [4] (d) American Association of Educational Research Code of Ethics [5] and (e) Association of Institutional Research Code of Ethics. [6]

Data Security: The individual conducting the survey is responsible for managing obtained survey data. Survey results will only be presented in aggregate form. Released data will not contain any identifiable respondent data. When presenting survey results, survey administrators are responsible for ensuring the confidentiality of respondents. Additionally, by accepting the authorization to administer the survey, individuals understand and acknowledge that they will have an obligation to use data compiled

responsibly, ensuring that data is not redistributed to parties inside or outside the District community, unless clearly detailed when requesting survey approval. No survey responses may be stored, hosted or collected on any technology platform that TCCD does not maintain as part of the District network.

Institutional Review Board (IRB): IRB review will be required if the purposes of the survey fall into the realm of academic research. Survey approval does not denote IRB approval. If you are unsure whether your survey requires IRB approval, please see IIR's IRB website. [7]

Acceptable Forms of Survey Administration: No surveys will be sent via email attachment. Email is not a secure medium to exchange confidential information. Online surveys will be created in Cvent, a web-based survey software. Survey data collected through Cvent is encrypted and hosted in a secure data center. The link to access a Cvent survey will be emailed to the proposed sample population. Mass emailing (greater than 300 students) is restricted to official District surveys.

Survey Calendar: A survey calendar is available on the IIR website. [8] In order to manage the number of surveys circulating in the campus community at one time, please check the survey calendar before making your survey request. Survey duration is limited to ten business days. Please note your preferred survey start and end date on the Survey Submission form.

Use of Incentives: While the usage of incentives to increase survey participation is permitted, if the cost or fair value of the incentive is greater than $50, the student may be taxed for the incentive. Please contact the Finance and Accounting office for more details.

Survey Publicity: Individuals administering large-scale surveys should contact the Office of Publications and Marketing for guidance on publicizing their survey.

Use of Survey Results: It is the responsibility of the survey administrator to abide by all confidentiality regulations when sharing survey results. Survey results will only be used as outlined in the survey's informed consent. Survey administrators will provide IIR with all final survey results and survey data.

Survey Creation Assistance: While District surveys receive priority, IIR survey assistance for survey development, deployment and analysis is available on a first-come, first-serve basis. Please contact IIR as soon as you know you will be needing survey assistance, but no later than 90 days prior to the anticipated survey administration date for large-scale surveys and 4-6 weeks for simple surveys.

Survey Submission Process: The Survey Submission Form is located on the IIR Survey website. [1] Survey approval time is dependent on the suitability of the survey presented. All surveys will be reviewed using the IIR Survey Approval form located on the IIR website. [9] Please note that survey approval and administration approval are two separate entities. IIR will communicate survey approval status within 10 business days of receipt. Survey administration approval is dependent on the appropriateness/completeness of the survey at the time of submission and the survey schedule. Please allow 90 days processing time for complex or large-scale surveys and 4-6 weeks for simple surveys that IIR has been asked to design.

Policy Violations: Written notification to the responsible CELT member will occur if personnel administer surveys that violate this policy. Policy violators will need clearance from their CELT member before they can submit future survey requests.

References:

[1] IIR Survey Submission Form:
IIR website (future)

[2] Family Educational Rights and Privacy Act:
http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html

[3] Health Insurance Portability and Accountability Act:
http://www.hhs.gov/ocr/privacy/

[4] *Belmont Report's* Ethical Principles and Guidelines for the Protection of Human Subjects of Research:
http://www.hhs.gov/ohrp/humansubjects/guidance/belmont.html

[5] American Association of Educational Research Code of Ethics:
IIR website (future)

[6] Association of Institutional Research Code of Ethics:
IIR website (future)

[7] TCCD IRB Process:
IIR website (future)

[8] IIR Survey Calendar:
IIR website (future)

[9] IIR Survey Approval Form:
IIR website (future)