



# SURVEY ADMINISTRATION GUIDELINES

Tulsa Community College

# TCC Survey Administration Guidelines

These guidelines apply to any person or office proposing to administer a survey to TCC students, faculty, or staff. For the purpose of these guidelines, a survey is defined as any set of questions administered to gather self-report information not available through a standard data request, regardless if the survey is verbal, written, or electronic.

## Purpose

The proliferation of surveys to college constituents raises important ethical, legal, and practical concerns, such as privacy, protection of human subjects, and survey fatigue from over-surveying the same groups or administering multiple surveys at the same time or within a short time frame. The purpose of these guidelines is to provide a central, internal administration process in order to promote privacy, improve survey quality, and increase the reliability and validity of the data collected.

## Who Needs to Know these Guidelines

Faculty, staff, students, and those not affiliated with the college who are proposing to survey TCC faculty, staff, or students.

## Guidelines

### A. Scope and Applicability

Any person or office, proposing to administer a survey to TCC students, faculty, or staff, must first obtain written approval from the Institutional Research and Assessment office. **These guidelines do not apply to an office that is surveying faculty or staff within its area, or faculty surveying students within a current section of their course. Nor do they apply to surveys given to attendees of an event (e.g., New Student Orientation, Paint the Zoo Blue) or service (e.g., after an advising session) to evaluate those events and services.**

These guidelines do apply to all surveys in which the initiator plans to survey:

1. A population that is not under his or her purview or work as set forth above;
2. The entire faculty, staff, or student body, or a large group of faculty, staff, or students;
3. Populations that cross disciplines, departments, schools, or administrative areas; or
4. Populations for a research project, thesis, or dissertation.

Thus, if Human Resources surveyed all Human Resources staff, or the Biology department chair surveyed all Biology faculty, they would not need to obtain approval from IR&A. Or, if Academic Advising created a survey to give students after each advising session, they would not need approval. However, if they sent out a survey to all students who had been seen in Academic Advising over the past year, they would need to get approval.

In addition to following these guidelines, any survey that constitutes human subject research must first be reviewed and approved by the Institutional Review Board (for more information, visit <http://www.tulsacc.edu/about-tcc/academic-affairs/institutional-review-board-irb>).

#### B. Signed Statement and Information Security Requirements

Prior to engaging in activity covered by these guidelines, the individual requesting survey participant contact information must adhere to all applicable information security policies (available at <http://www.tulsacc.edu/about-tcc/information-technology-services/it-compliance-policies-procedures> and <http://onenet.net/current-customers/acceptable-use-policy/>) and FERPA guidelines and laws (available at <http://www.tulsacc.edu/student-resources/student-records>).

Survey respondent contact information must not be shared with or provided to other offices or to other individuals (either internal or external to the college) beyond the scope of the survey and must not be reused to administer other surveys without written permission from the Institutional Research and Assessment office. When survey data to be stored on computers, servers, or other devices is confidential per the Information Security Policy, the device must be password protected and encrypted.

#### C. Requests for Survey Recipient Contact Information and Survey Scheduling

All requests for contact information for faculty, staff, or students for potential survey use must be submitted in writing to the Institutional Research and Assessment office via the online service request form (available at <http://ira.tulsacc.edu/content/service-request-form>).

All requests must include the following:

1. General scope or purpose of the survey;
2. A copy of the survey instrument\*;
3. Description of the population being surveyed, sampling method (if applicable), and number of people to be surveyed;
4. Dates and timing of survey administration;
5. Description of any planned incentive programs for respondents;
6. Information requested (e.g., mailing addresses, email addresses, other contact information);
7. A statement about how the survey results will be analyzed;
8. A statement about how the survey data will be used and who they will be shared with;
9. A statement about how the survey and its results can benefit TCC; and,
10. If the survey is part of a research project (e.g., student project, thesis, or dissertation work), a copy of the approval granted by the Institutional Review Board at TCC and the institution the researcher is affiliated with for the project.

*\*If the survey is not fully developed prior to submitting this request, the requestor will should work with Institutional Research and Assessment to finalize the survey. The request will not be elevated for final approval until the survey instrument is fully developed.*

Requests will be approved based on the content and quality of the survey, the number of requests to survey the same population, and the dates of survey administration. All requests will first be reviewed by the Director of Institutional Research and Assessment. The Director will route the request to the

appropriate person depending on intended respondents. The following will give final approval for survey requests:

- Requests to survey **Students** will be reviewed by the Senior Student Affairs Officer.
- Requests to survey **Faculty** members (full-time and/or adjuncts) will be reviewed by the Senior Vice President and Chief Academic Officer.
- Requests to survey **Professional Staff** members will be reviewed by the Professional Staff Council president and the Chief Human Resources Officer.
- Requests to survey **College Staff** members will be reviewed by the College Staff Council chair and the Chief Human Resources Officer.
- Requests to survey **all full-time and/or part-time employees** will be reviewed by the President's Office.

#### D. Surveys Administration Format

All surveys to be administered in an online format will be administered using Qualtrics, the online survey tool purchased by TCC. Unless otherwise approved, surveys will be developed in and administered from Qualtrics by the Institutional Research and Assessment office. Raw data and/or summary reports will be provided by the Institutional Research and Assessment office.

It is strongly recommended, but not required, that individuals planning to use a paper-and-pencil survey work with the Institutional Research and Assessment office to create a scan-able form version of the survey.

*For questions regarding these guidelines, contact TCC's Institutional Research and Assessment office (918-595-7925).*