Increasing Accessibility of Relevant Survey Data Through Integrated Survey Management

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California State University, Los Angeles

CAIR Conference

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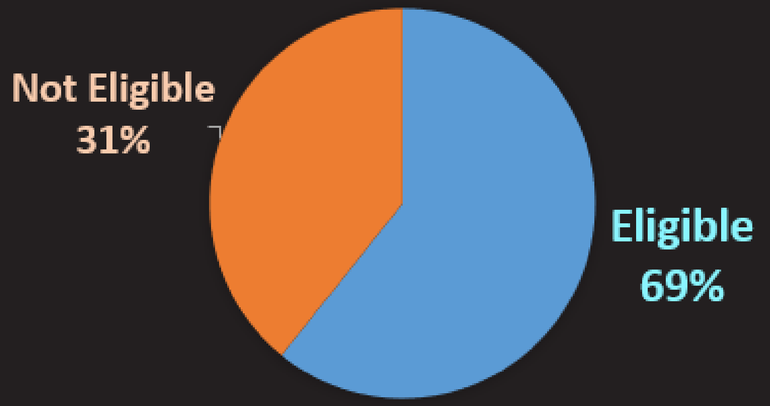
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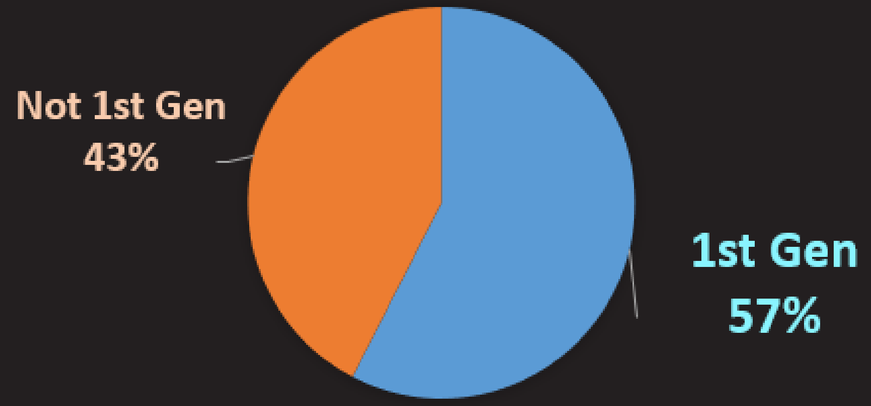
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PELL ELIGIBILITY

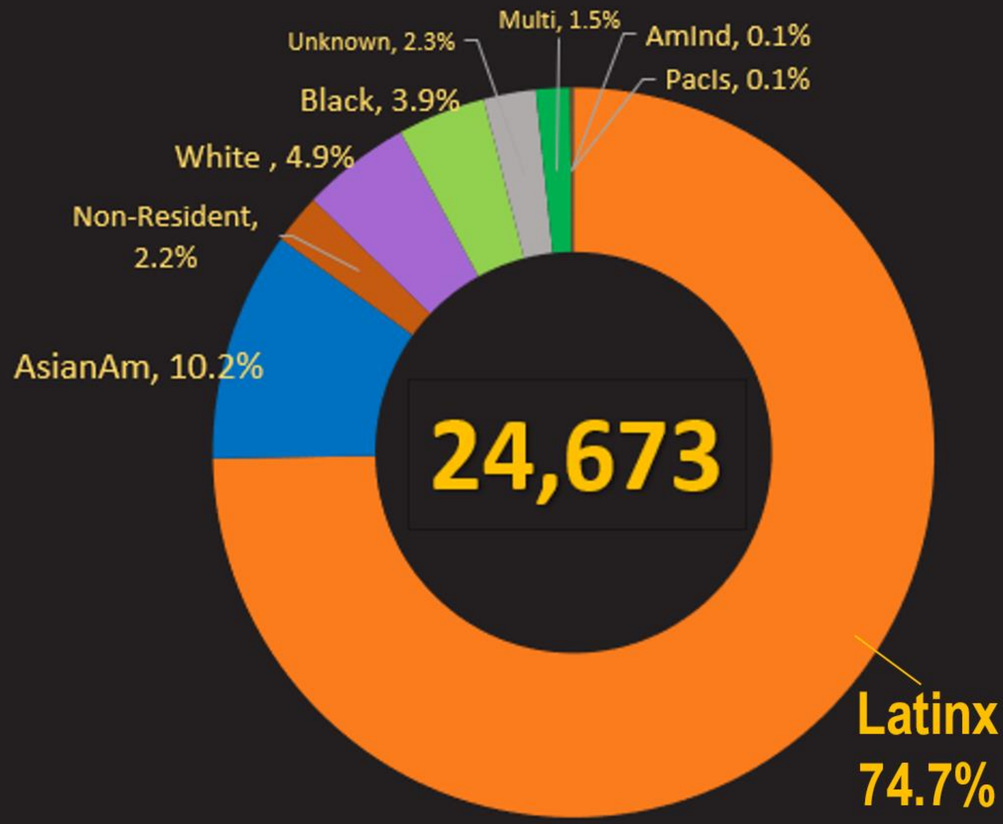
Fall 2023



1ST GENERATION



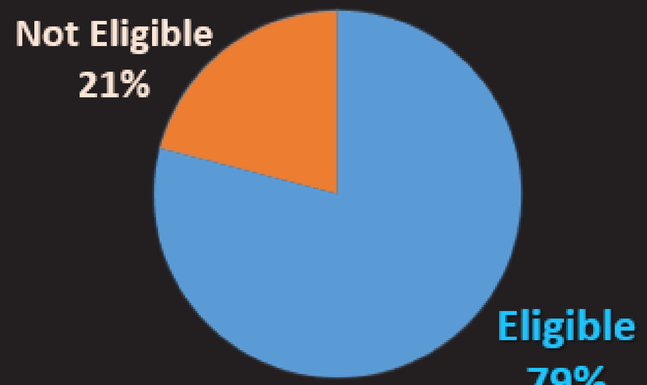
ETHNICITY



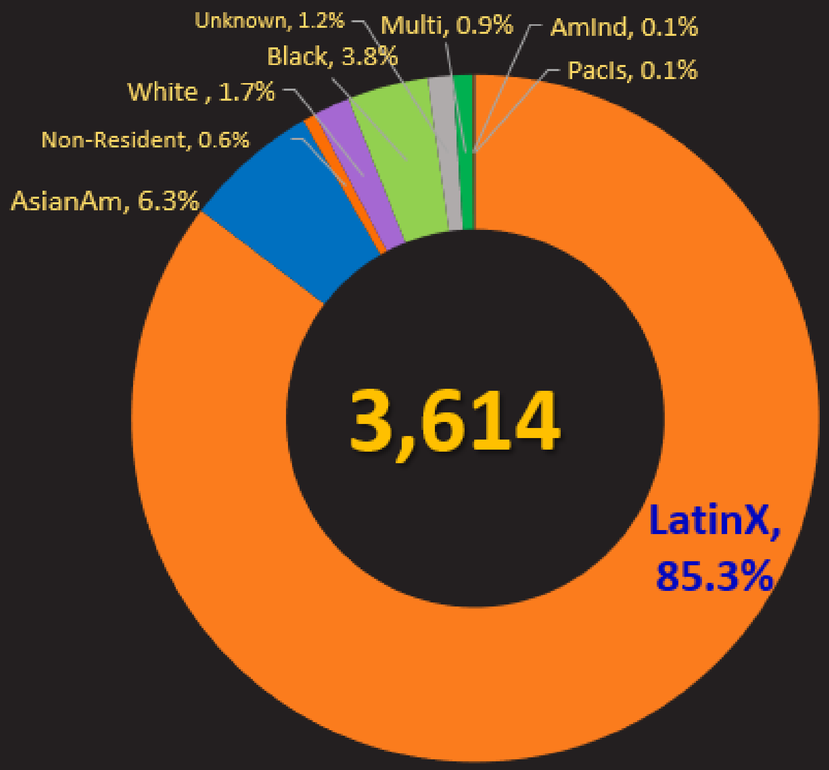
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First-Time Freshmen: Fall 2023

PELL ELIGIBILITY



ETHNICITY

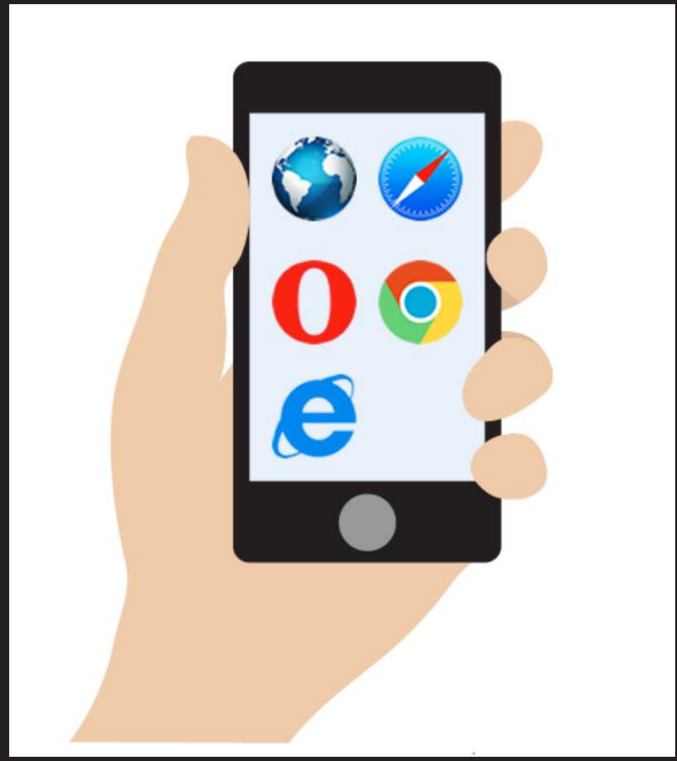


1ST GENERATION



Mentimeter participation!

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- Point it to **MENTI.COM**
- This session’s code: **9240 9583**

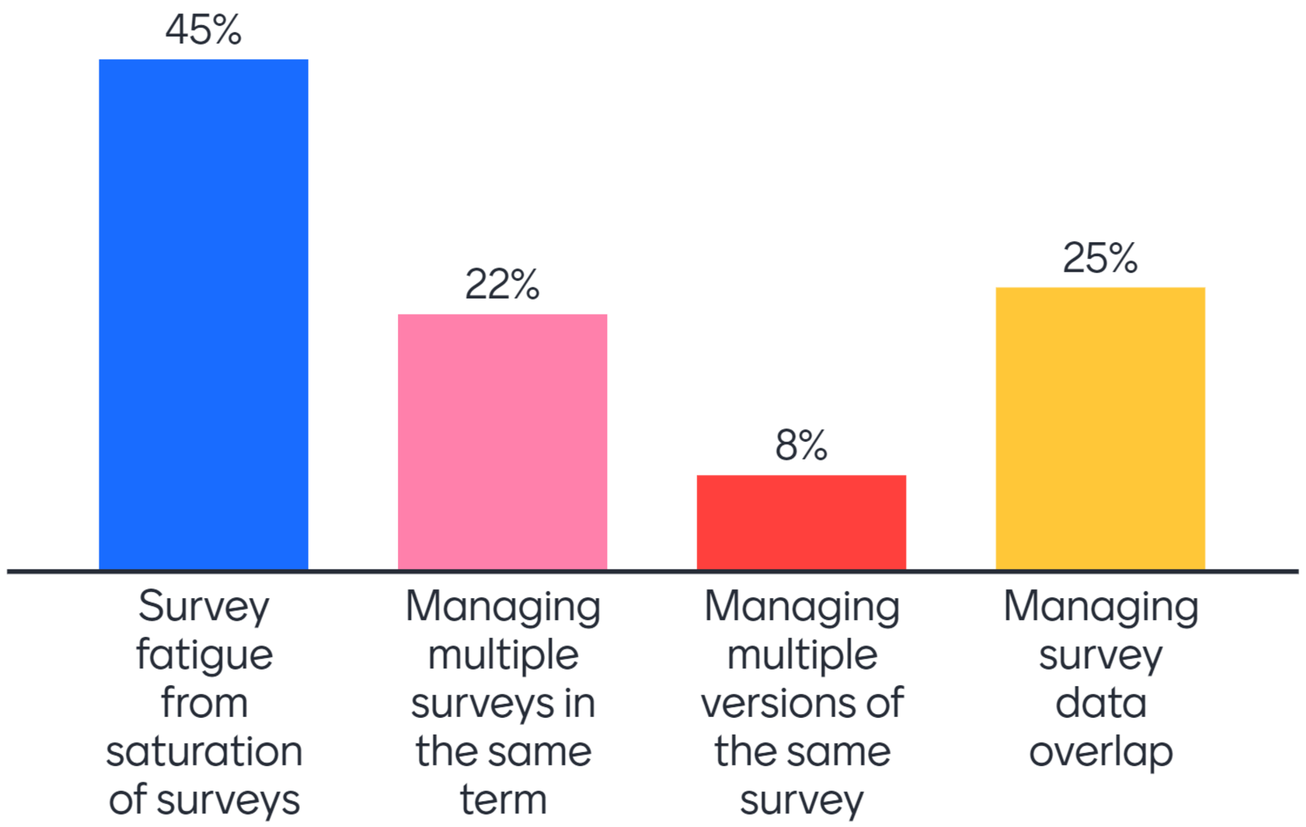


Mentimeter outcome

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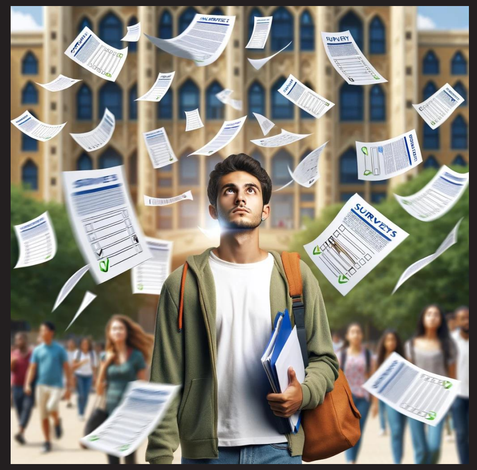
Mentimeter

What's the hardest part of managing survey data?



Importance of Survey Management

- Overview of the problem
  - Students may be overwhelmed by the number of surveys asked of them over the academic year
  - Survey fatigue that results in reduce responses and/or reduce quality of responses
  - Lack of scheduling coordination or application process at the campus-level
    - Increased need for institutional level survey management and guidance
  - Wasted resources including time and "Re-inventing the wheel" of surveys
    - Researchers may not know if another group had surveyed the topic before





Development of Centralized Survey Repository and Survey Request Protocol

- Two-fold approach to survey and data management
  1. Searchable Survey Repository System
  2. Survey Request Protocol for reviewing and scheduling surveys



Survey Repository (searchable)



Survey Request Protocol

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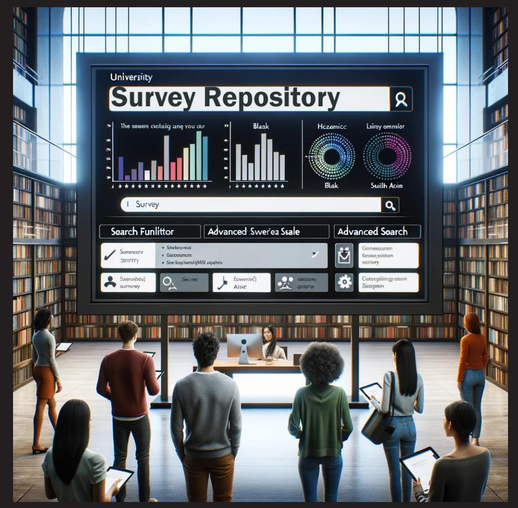


Survey Repository System

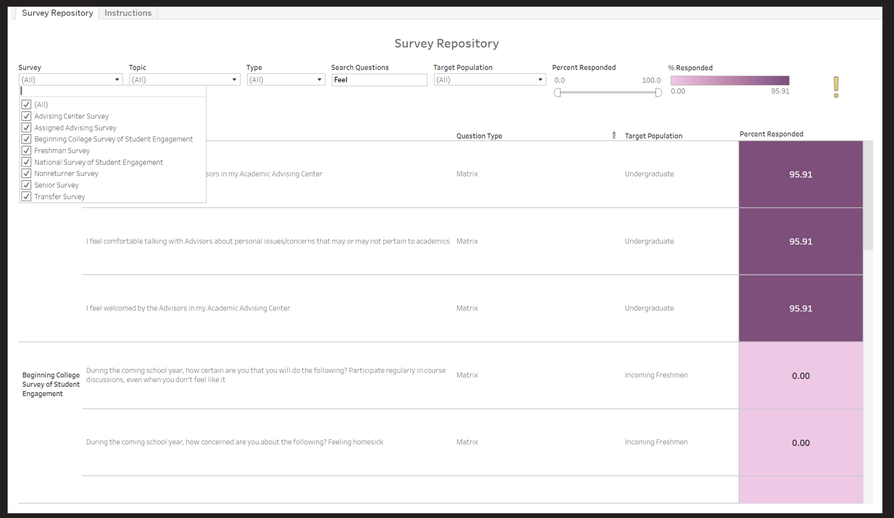
Part 1

Centralized Survey Repository and Search

- Recent iteration of the survey repository:
  - PDF document that requesters must shift through



- Current and future iterations of the survey repository:
  - Allows for requestors to filter by:
    - Question Type
    - Percent of respondents
    - Phrase used in item/scale



- https://latabpubsrc.calstatela.edu/#/site/LAIR-PUBLIC/views/SurveyRepository/SurveyRepository?:iid=1

Centralized Survey Repository and Search cont.

Overall Goals of the Survey Repository:

1. Centralized Database: A unified location where all past surveys are archived.
2. Search Capability: Enables users to effortlessly search for specific survey questions and their response scales.
3. Avoid Redundancy: Quickly determine if a topic or question has already been surveyed to avoid repeated efforts.
4. Optimal for Collaboration: Provides a foundation for interdepartmental collaboration by sharing existing resources.
   - Provides insight to recurring surveying (e.g., NSSE, Senior Survey, etc.)





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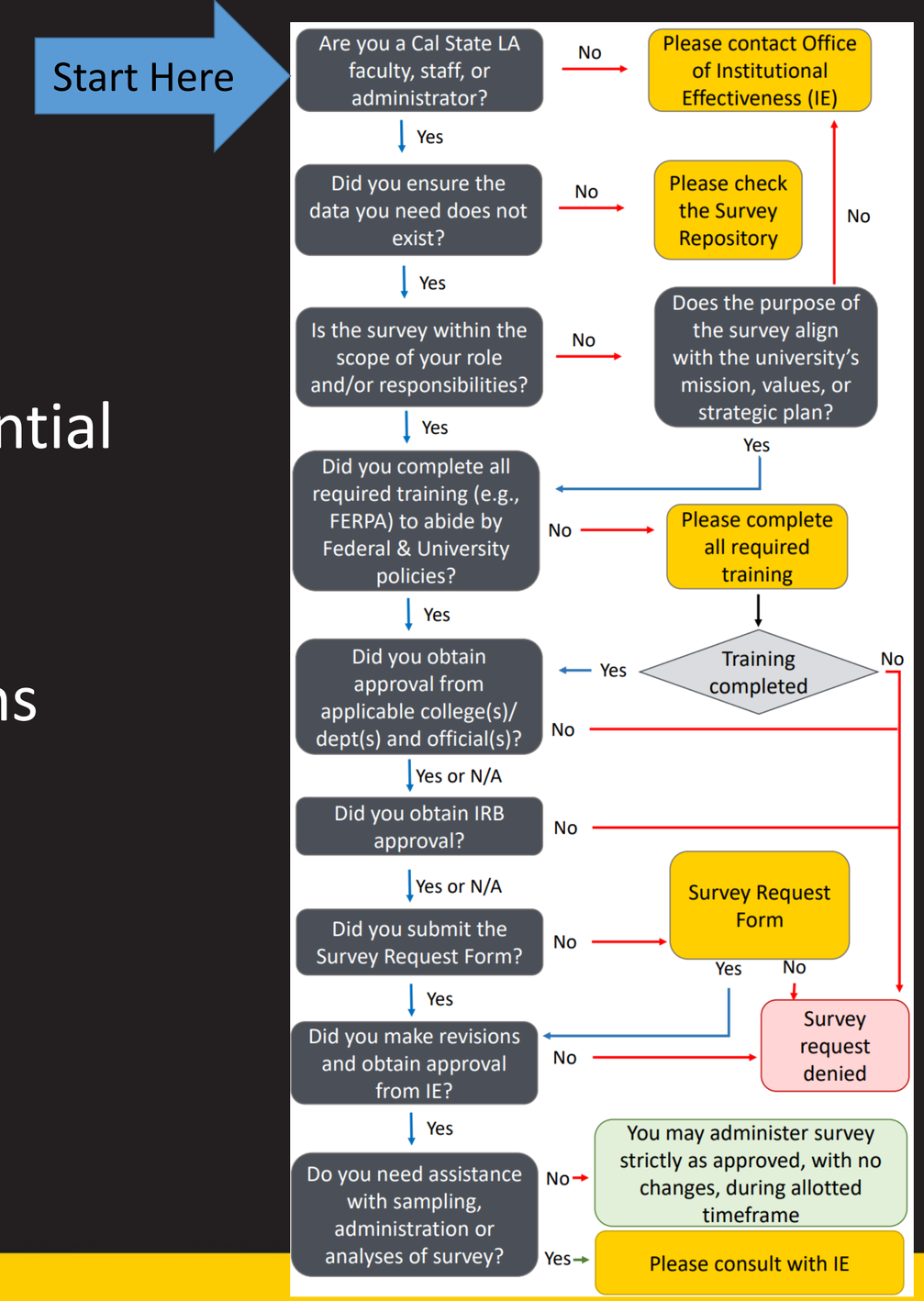


Survey Request Protocol

Part 2

Survey Request Protocol

- Clear and concise flow of approval process
- Implemented using Qualtrics to guide potential requesters through the process
- Reduces amount of ambiguity and questions
- Streamlined request process



https://www.calstatela.edu/InstitutionalEffectiveness/surveys

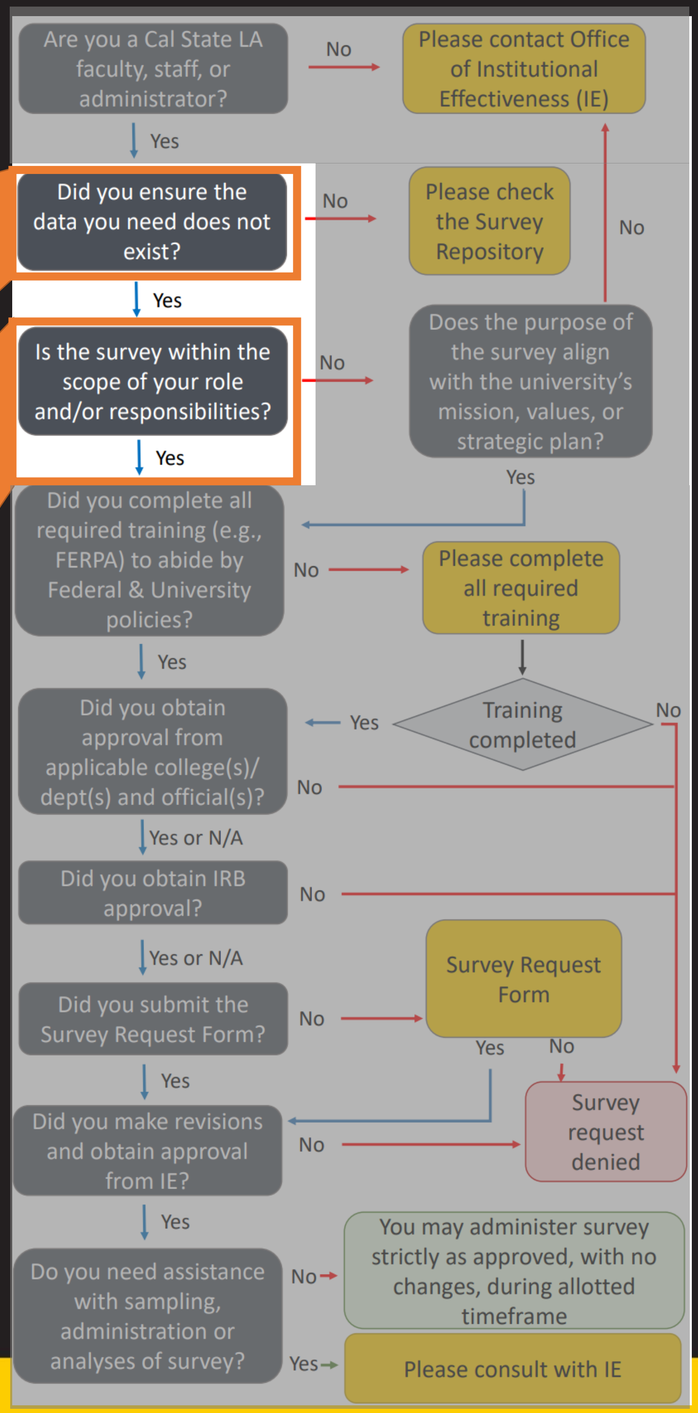
Survey Request Protocol cont.

*Did you ensure the data you need does not exist?

- (•) Yes
- ( ) No

*Is the survey within the scope of your role and/or responsibilities?

- (•) Yes
- ( ) No



Survey Request Protocol, part 3

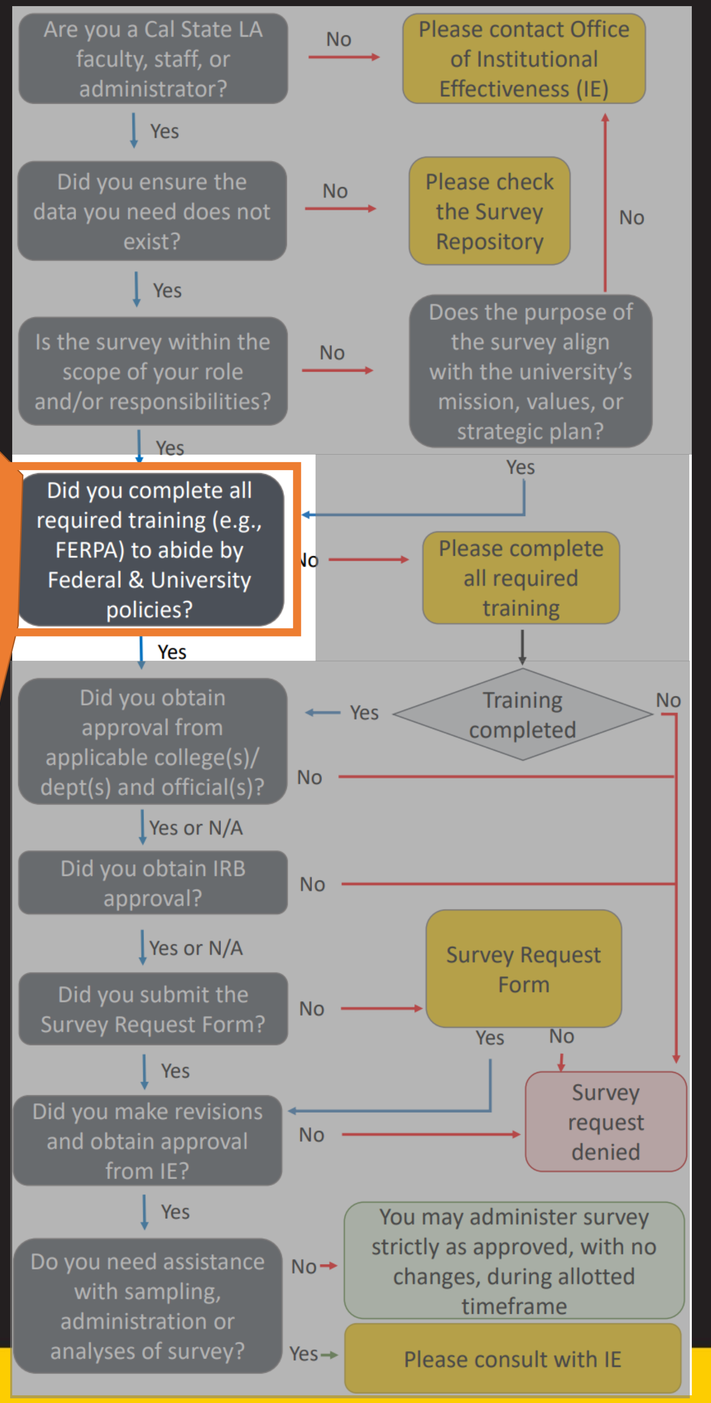
- Appropriate description and links per question:

FERPA explained:

- For student population surveyed only
- The Family Educational Rights and Privacy Act (FERPA) protects the privacy of student education records. All campus constituents must comply with state and federal laws and University policies regarding access to, and use of, student education records.
- If your data contains FERPA-protected information, you are responsible for understanding data and privacy protections guaranteed by both FERPA and University policies. Please visit IT webpage for more information regarding FERPA training.

*Did you complete all required training (e.g., FERPA, Human Subjects Training, etc.) to abide by Federal and University policies?

- [x] Yes
- [ ] No



Survey Request Protocol, part 4

- Integrated Forms

*Did you submit the Survey Request Form?

- ○ Yes
- ◉ No

REQUESTER INFORMATION

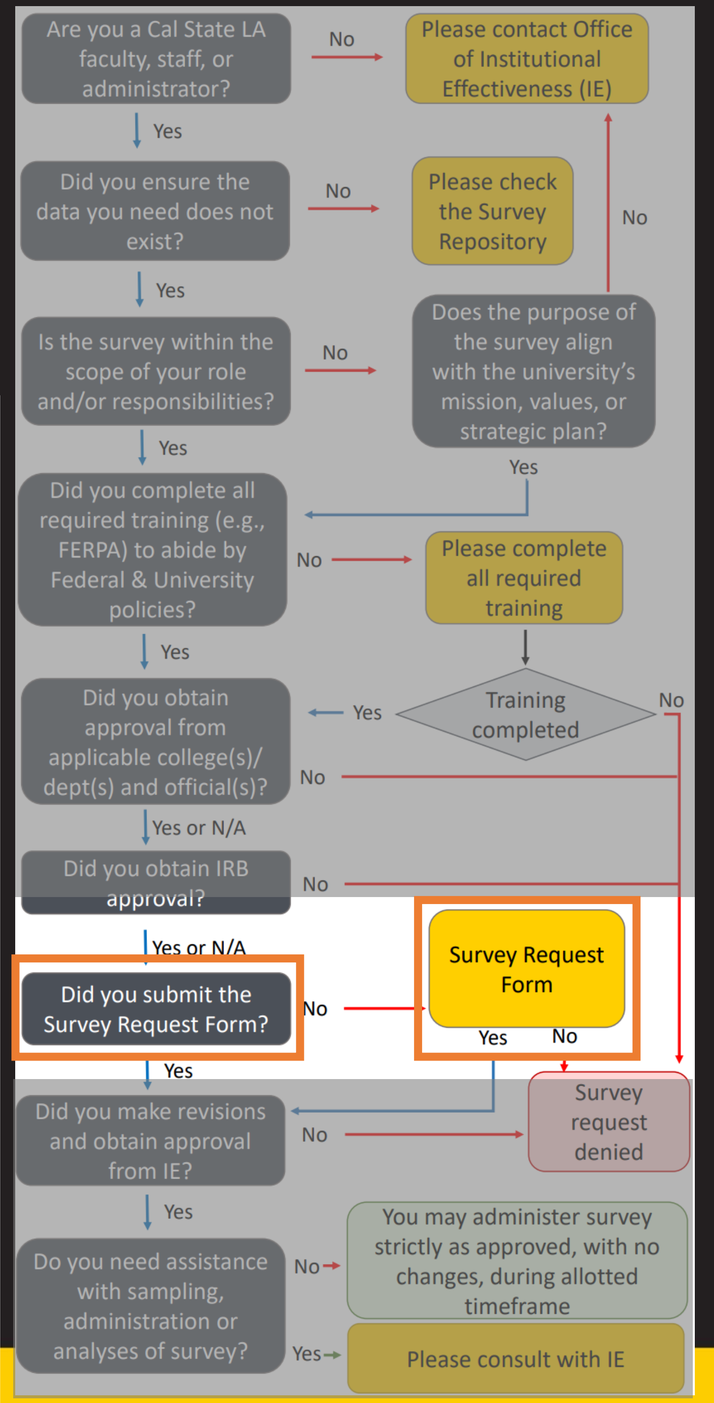
Full Name:

Title:

Position:

- ○ Faculty or Faculty Chair
- ○ Staff
- ○ Alumnus
- ○ External Researcher

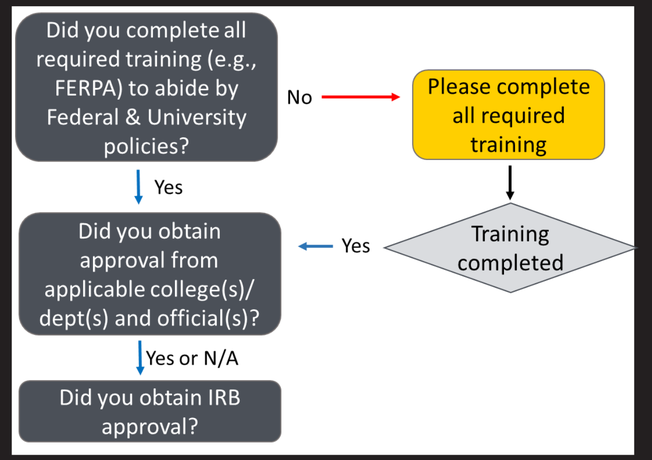
College or unit:



Five Points of Importance of Survey Request Protocol

1. Efficiency & Organization
   - Streamlined process ensures organized collection of student data.
2. Reduces Survey Fatigue
3. Ensures Data Privacy & Compliance
4. Quality Control
   - Helps maintain the integrity of data collected.
   - A structured request ensures relevancy and accuracy of the information solicited
5. Promotes Stakeholder Collaboration
   - Inter-departmental collaboration: Encourages departments to collaborate and avoid independent, unsynchronized efforts.









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The Two-fold Process of Survey Management

Take-home message



Two-fold process of search and request:

- Empowerment: Both tools empower the academic and administrative community to conduct informed and effective research.
- Comprehensive Oversight:
  - Survey repository will catalog surveys and changes over time
  - Survey Request Protocol ensures all surveys align with our institution's goals, protecting our students and ensuring quality.
- Resource Efficiency and Best Practice:
  - The searchable survey repository eliminates redundancy, saving time and fostering consistency.
  - The flow chart of survey requests reduce ambiguity and needless back-and-forth communication.
- Fostering data access to all constituents





Mentimeter part 2 outcome

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Three things that stood out

116 responses



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Thank You. Questions? 