

Increasing Accessibility of Relevant Survey Data Through Integrated Survey Management

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California State University, Los Angeles

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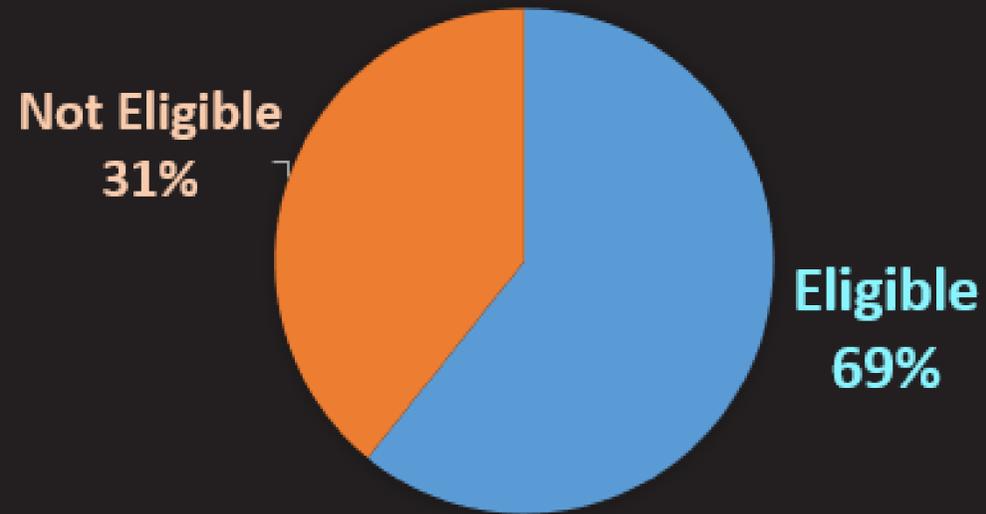
An aerial photograph of the California State University, Los Angeles (Cal State LA) campus. The image shows a large, multi-story academic building complex in the center, surrounded by greenery and parking lots. In the foreground, there are several large parking areas filled with cars. To the right, there are residential-style buildings with red-tiled roofs. In the background, the dense urban landscape of Los Angeles is visible, with the city skyline and several tall skyscrapers on the horizon under a clear blue sky.



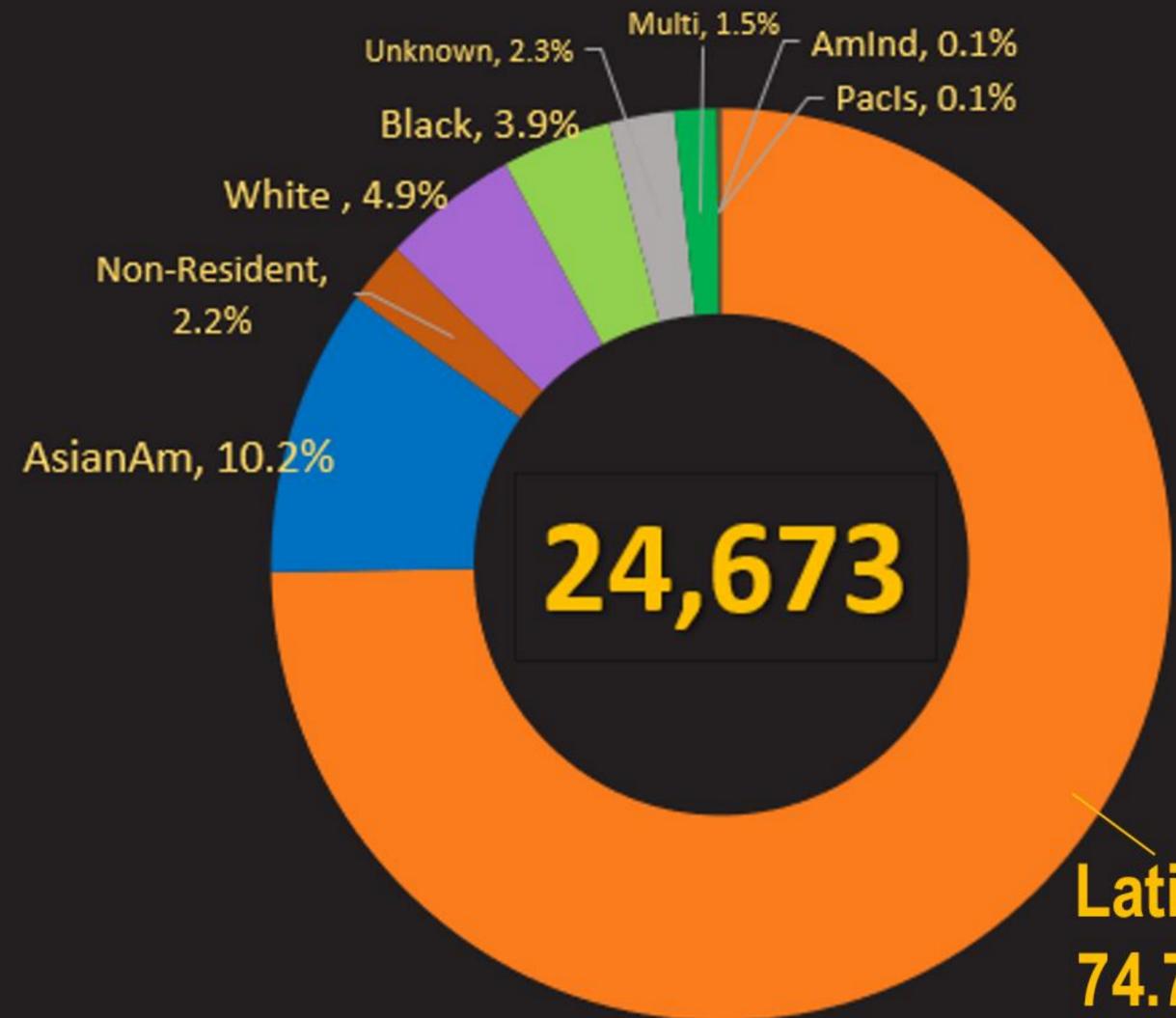
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PELL ELIGIBILITY

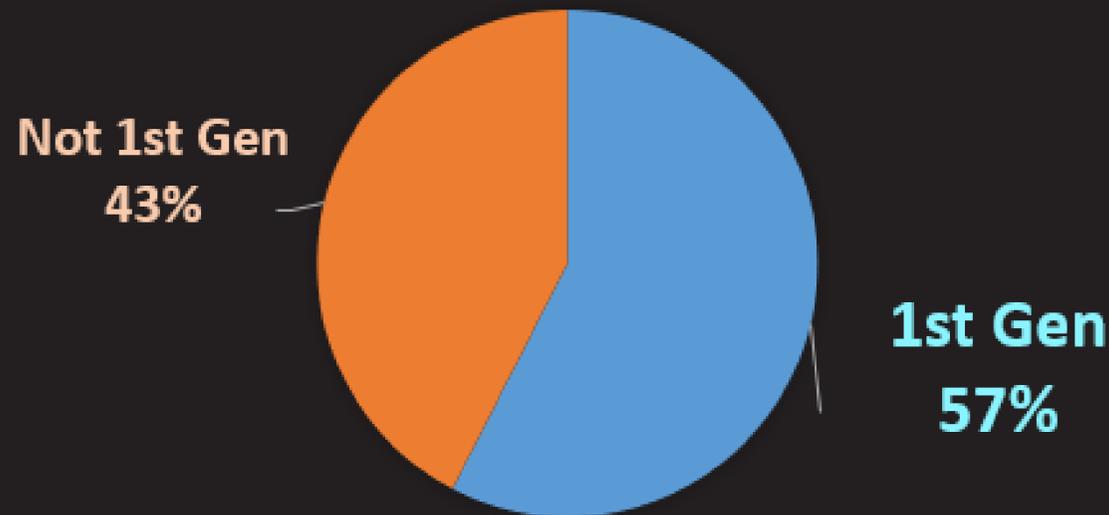
Fall 2023



ETHNICITY



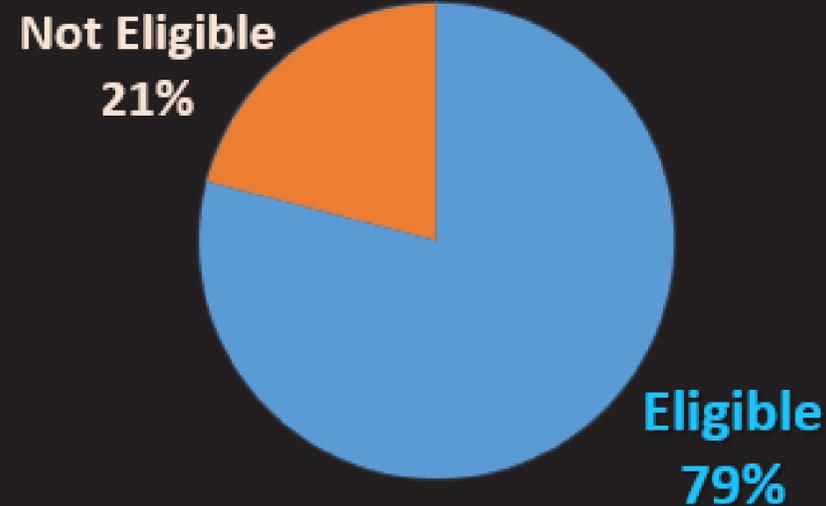
1ST GENERATION





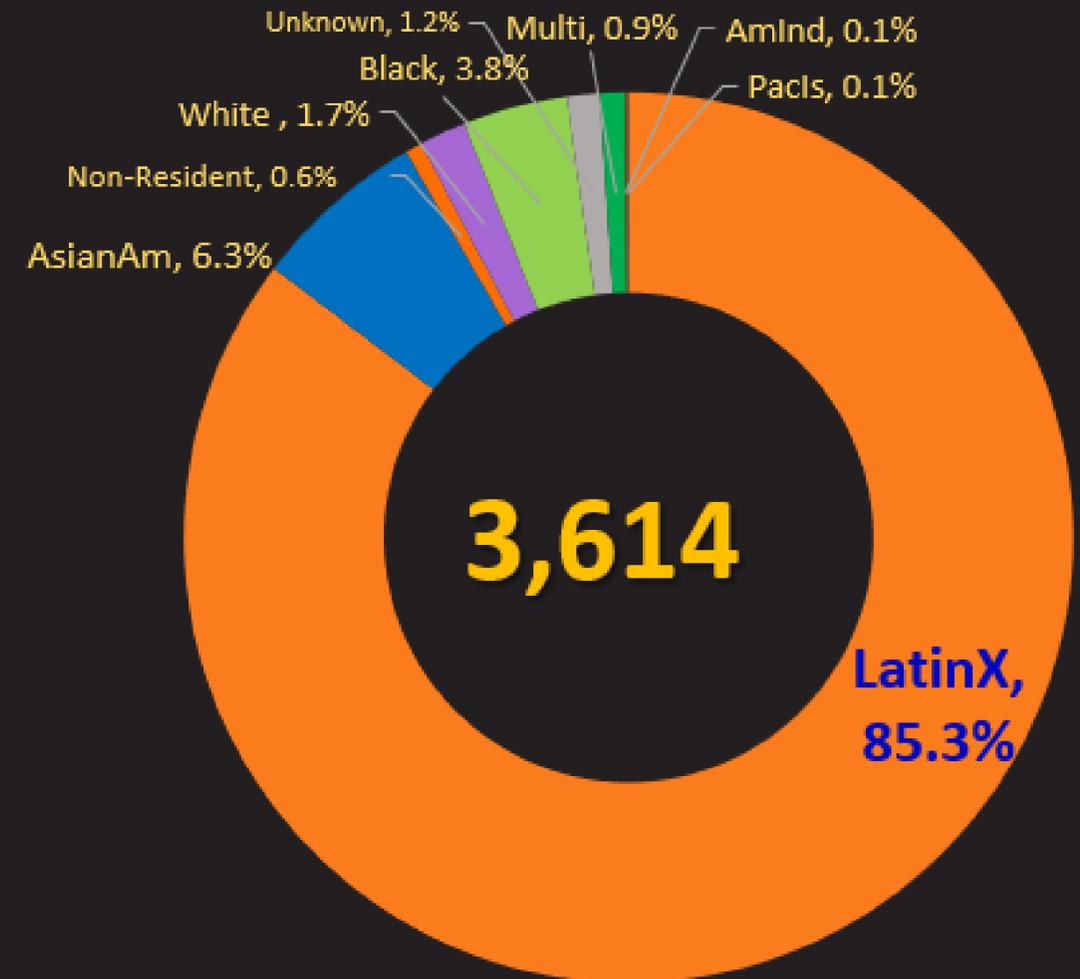
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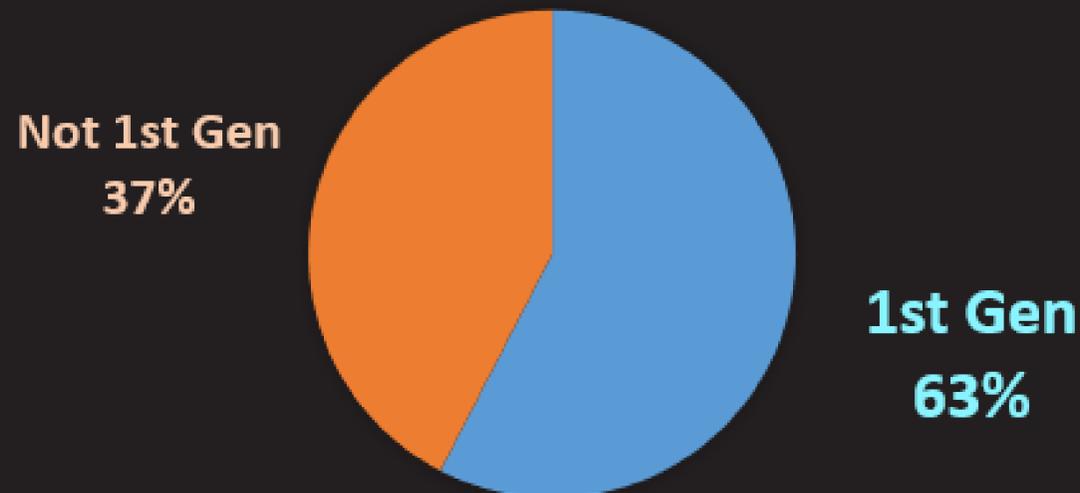


First-Time Freshmen: Fall 2023

ETHNICITY

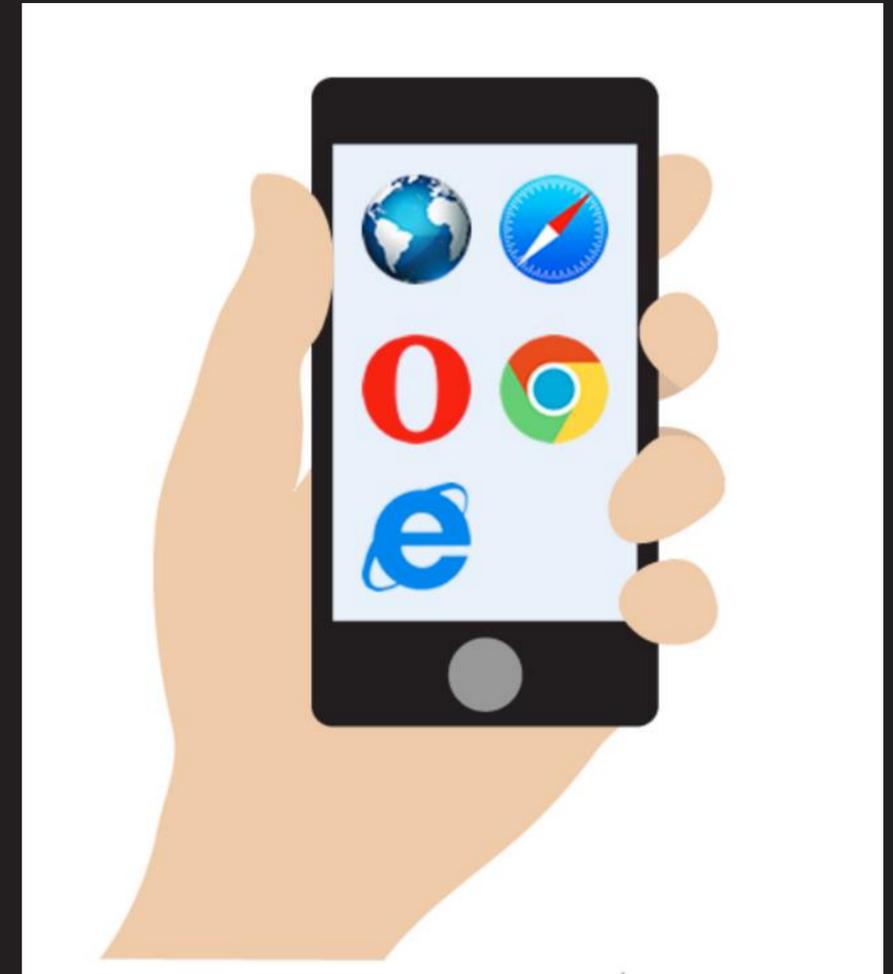


1ST GENERATION



Mentimeter participation!

- Please use your phone browser
- Point it to **MENTI.COM**
- This session's code: **9240 9583**

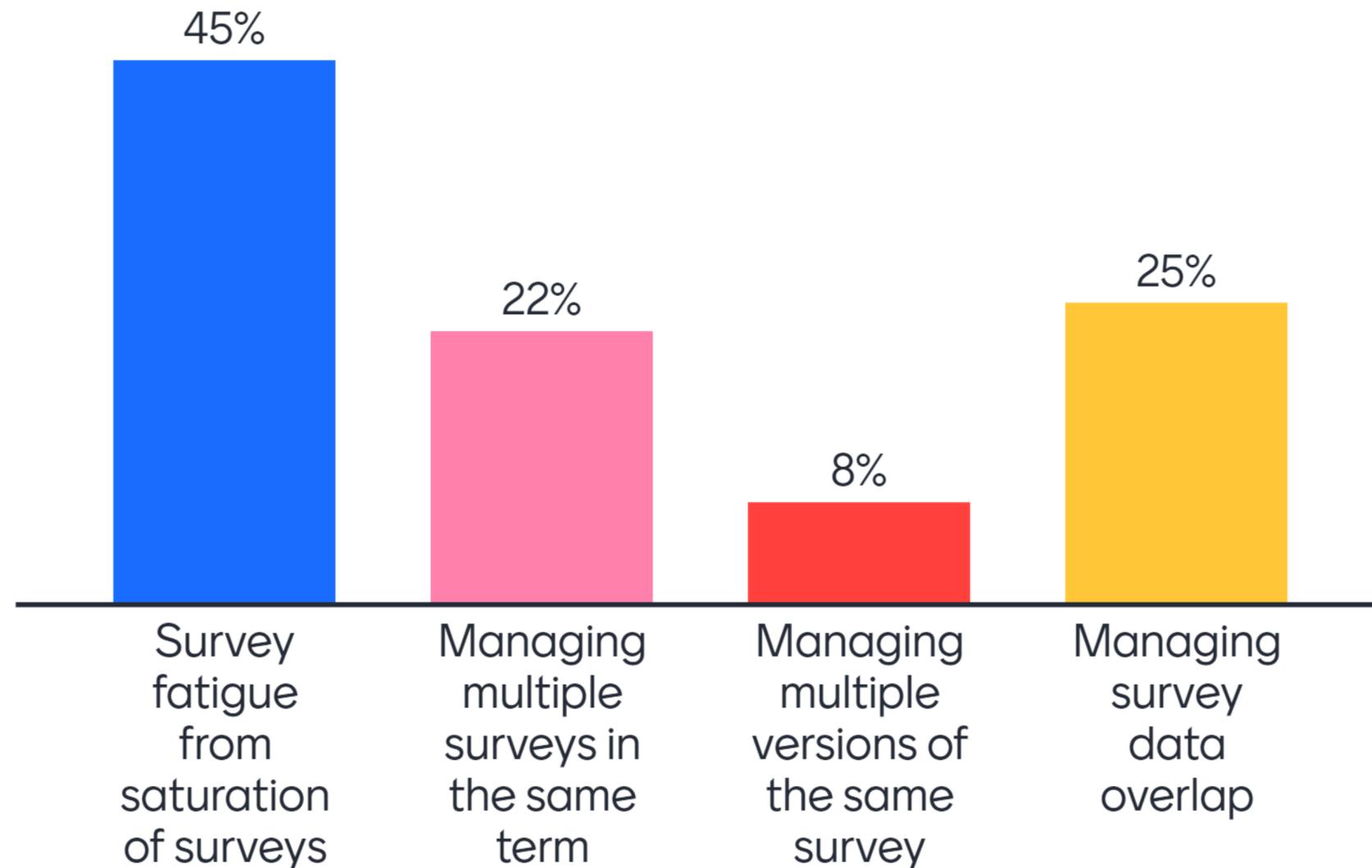


Mentimeter outcome

Join at menti.com use code 9240 9583



What's the hardest part of managing survey data?



Importance of Survey Management

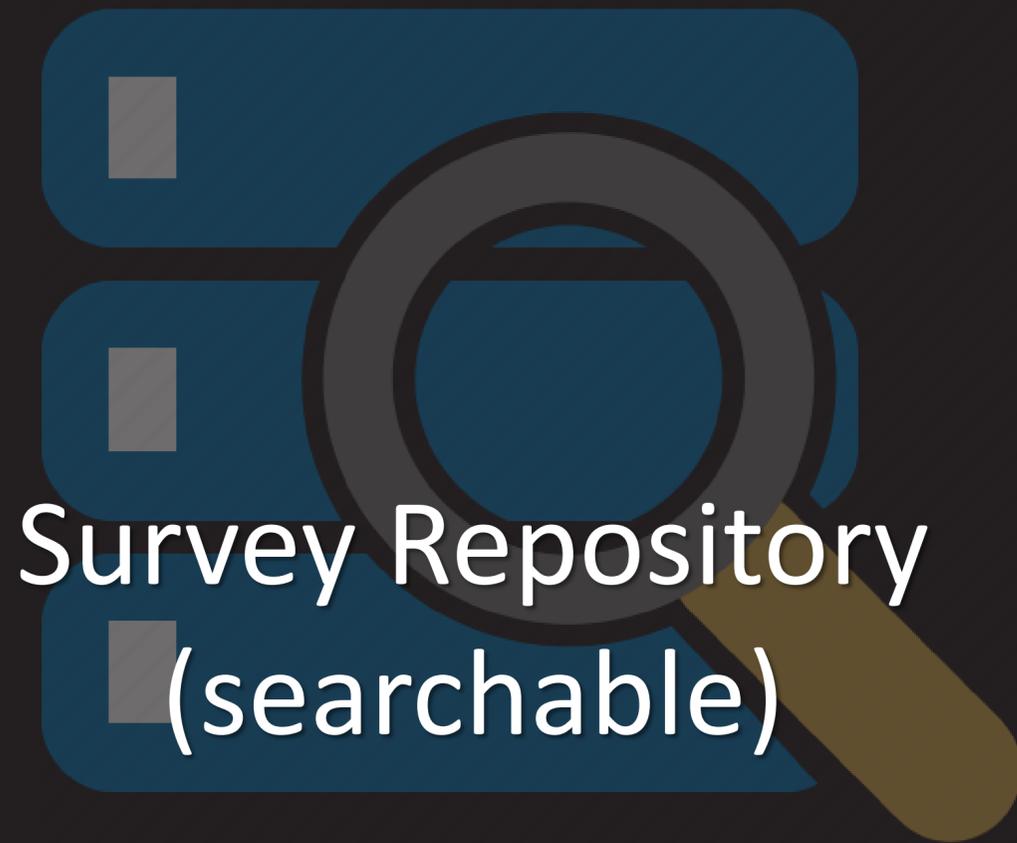
- **Overview of the problem**

- 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





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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>

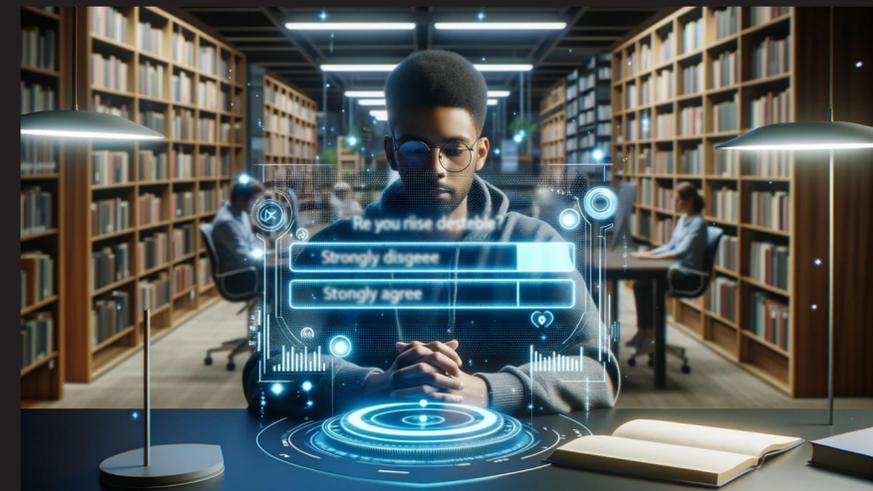
Survey	Topic	Type	Search Questions	Target Population	Percent Responded	% Responded
(All)	(All)	(All)	Feel	(All)	0.0	95.91
<input checked="" type="checkbox"/> (All)						
<input checked="" type="checkbox"/> Advising Center Survey						
<input checked="" type="checkbox"/> Assigned Advising Survey						
<input checked="" type="checkbox"/> Beginning College Survey of Student Engagement						
<input checked="" type="checkbox"/> Freshman Survey						
<input checked="" type="checkbox"/> National Survey of Student Engagement						
<input checked="" type="checkbox"/> Nonreturner Survey						
<input checked="" type="checkbox"/> Senior Survey						
<input checked="" type="checkbox"/> Transfer Survey						
			Question Type	Target Population		Percent Responded
			I feel comfortable talking with Advisors about personal issues/concerns that may or may not pertain to academics	Matrix	Undergraduate	95.91
			I feel welcomed by the Advisors in my Academic Advising Center	Matrix	Undergraduate	95.91
Beginning College Survey of Student Engagement	During the coming school year, how certain are you that you will do the following? Participate regularly in course discussions, even when you don't feel like it		Matrix	Incoming Freshmen		0.00
	During the coming school year, how concerned are you about the following? Feeling homesick		Matrix	Incoming Freshmen		0.00



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

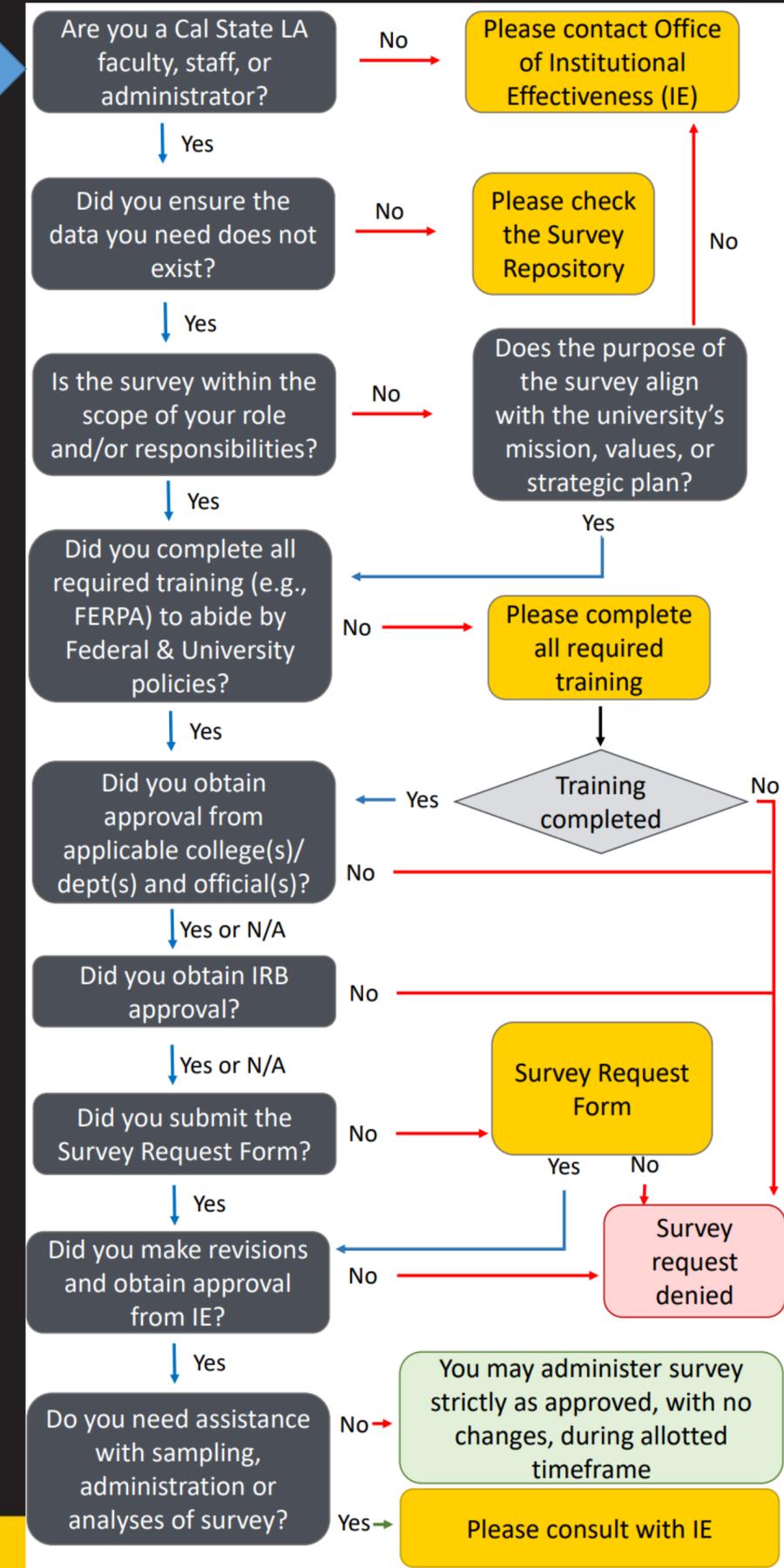
Part 2



Survey Request Protocol

Start Here

- 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



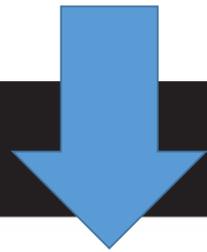


Survey Request Protocol cont.

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

Yes

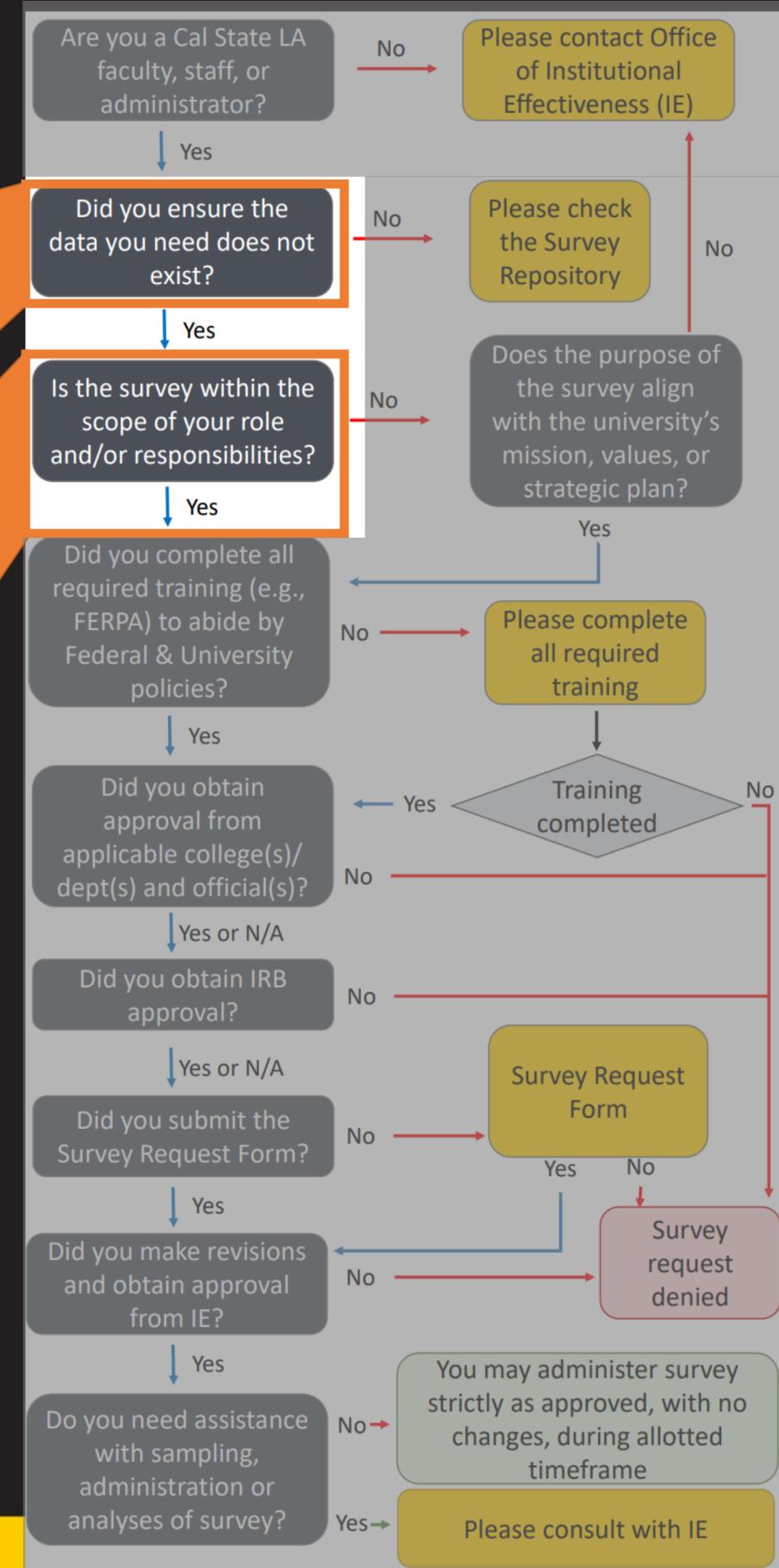
No



*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:

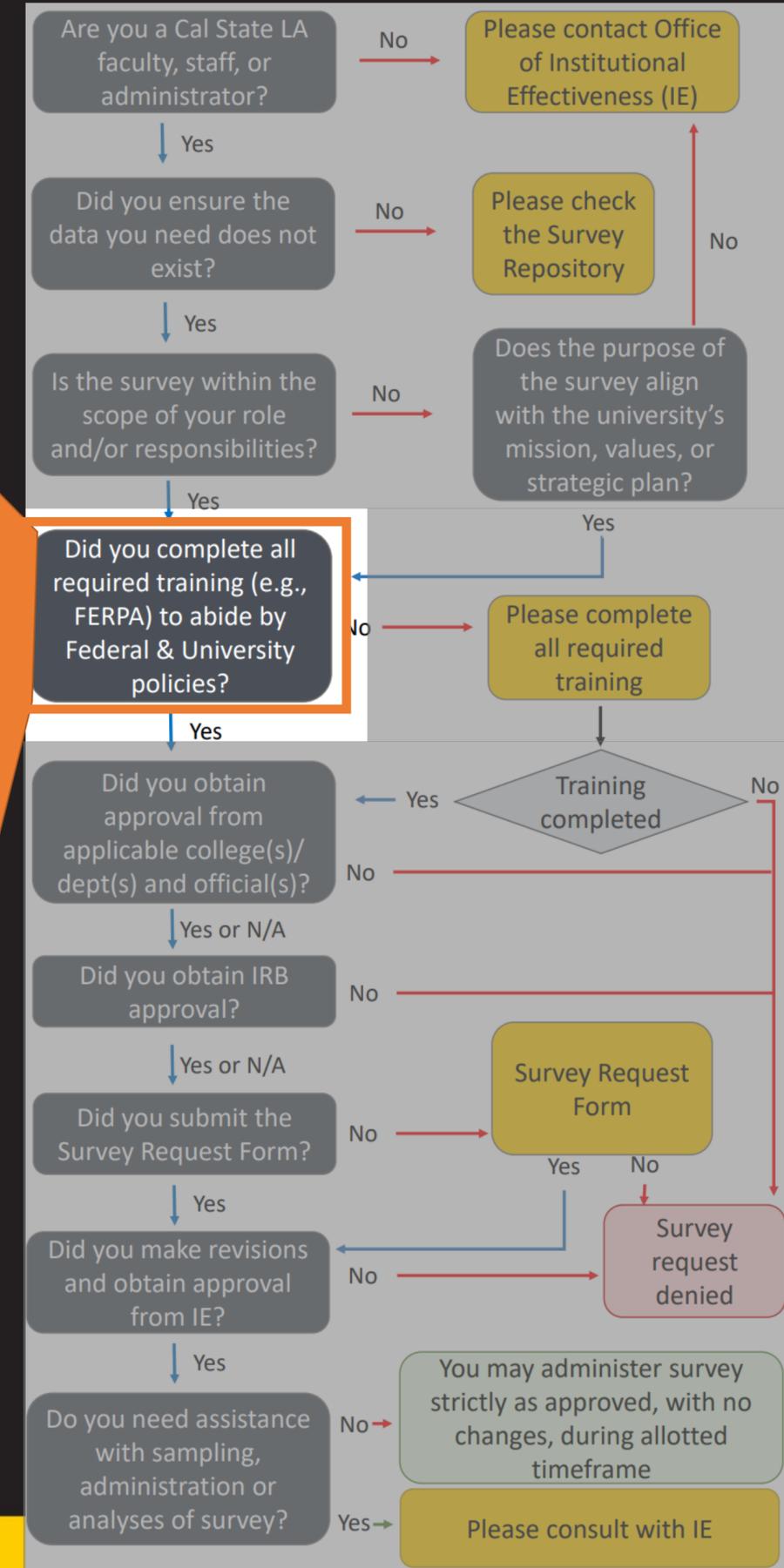
FERPA explained:

- 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?

Yes

No





Survey Request Protocol, part 4

- Integrated Forms

*Did you submit the Survey Request Form?

Yes

No



REQUESTER INFORMATION

Full Name:

Title:

Position:

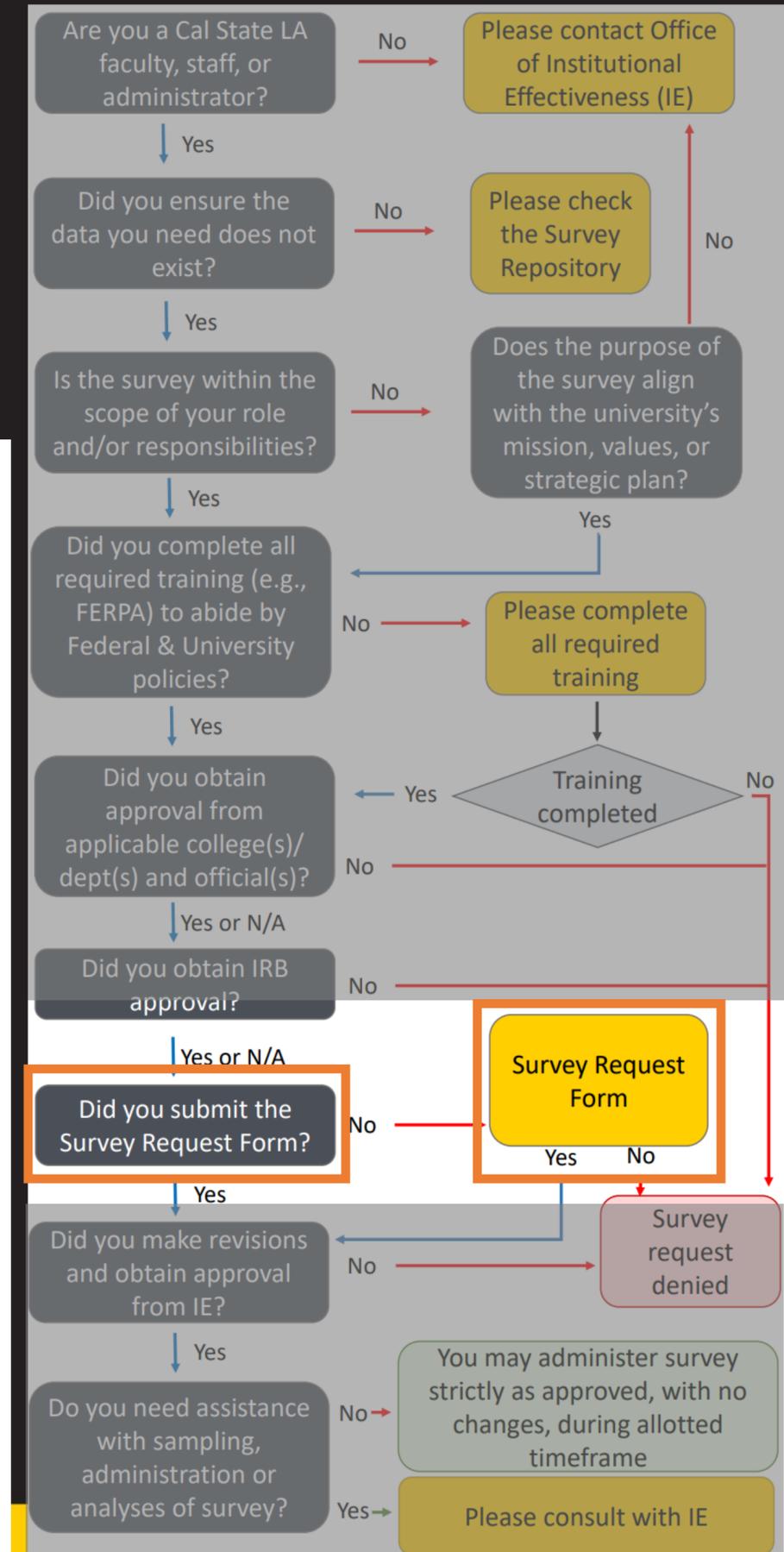
Faculty or Faculty Chair

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

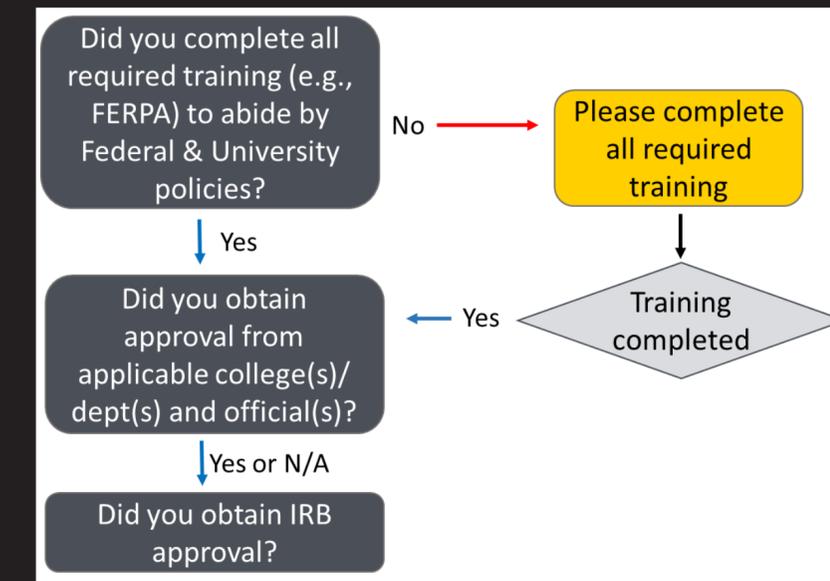
3. Ensures Data Privacy & Compliance

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**



Thank You. Questions?

