

# ***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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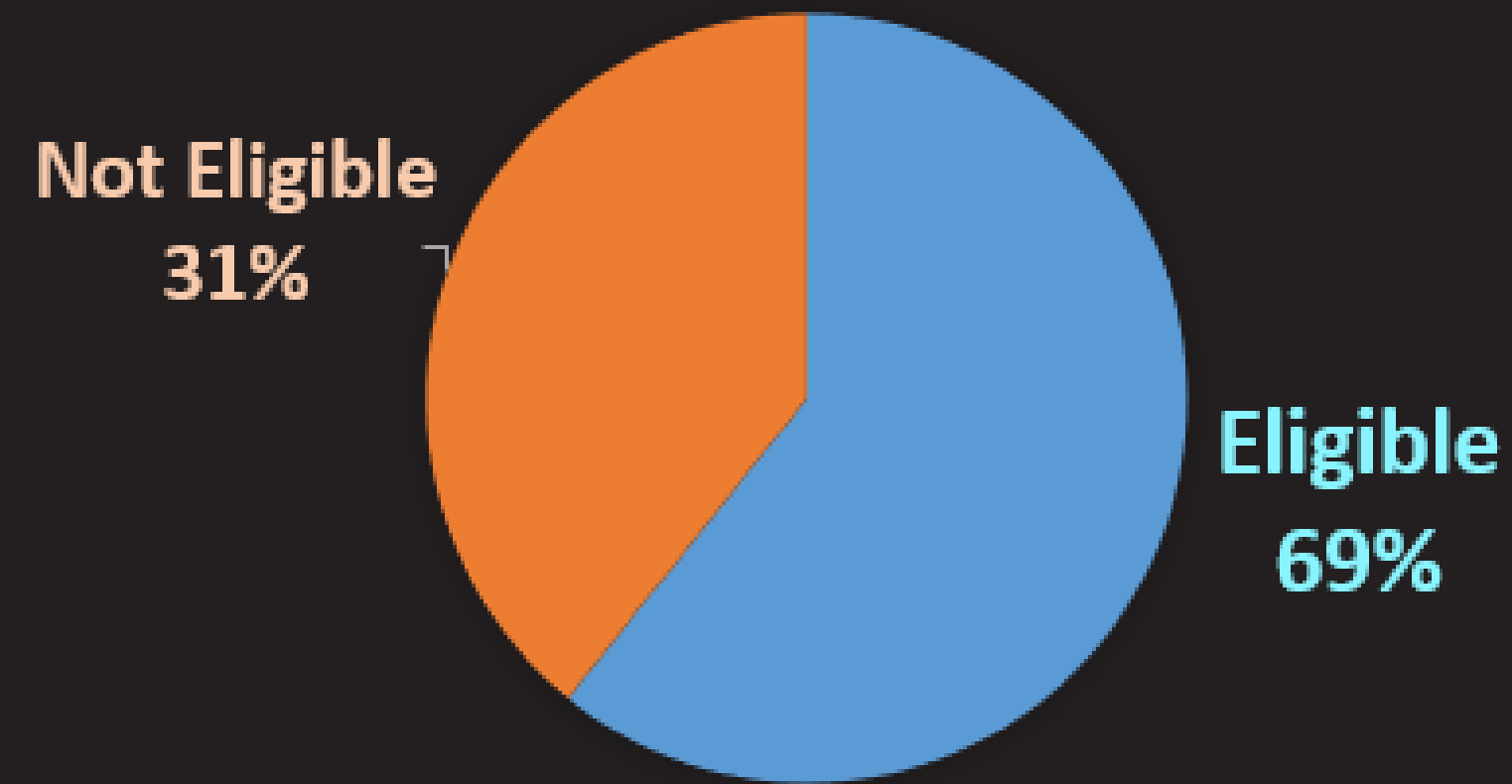




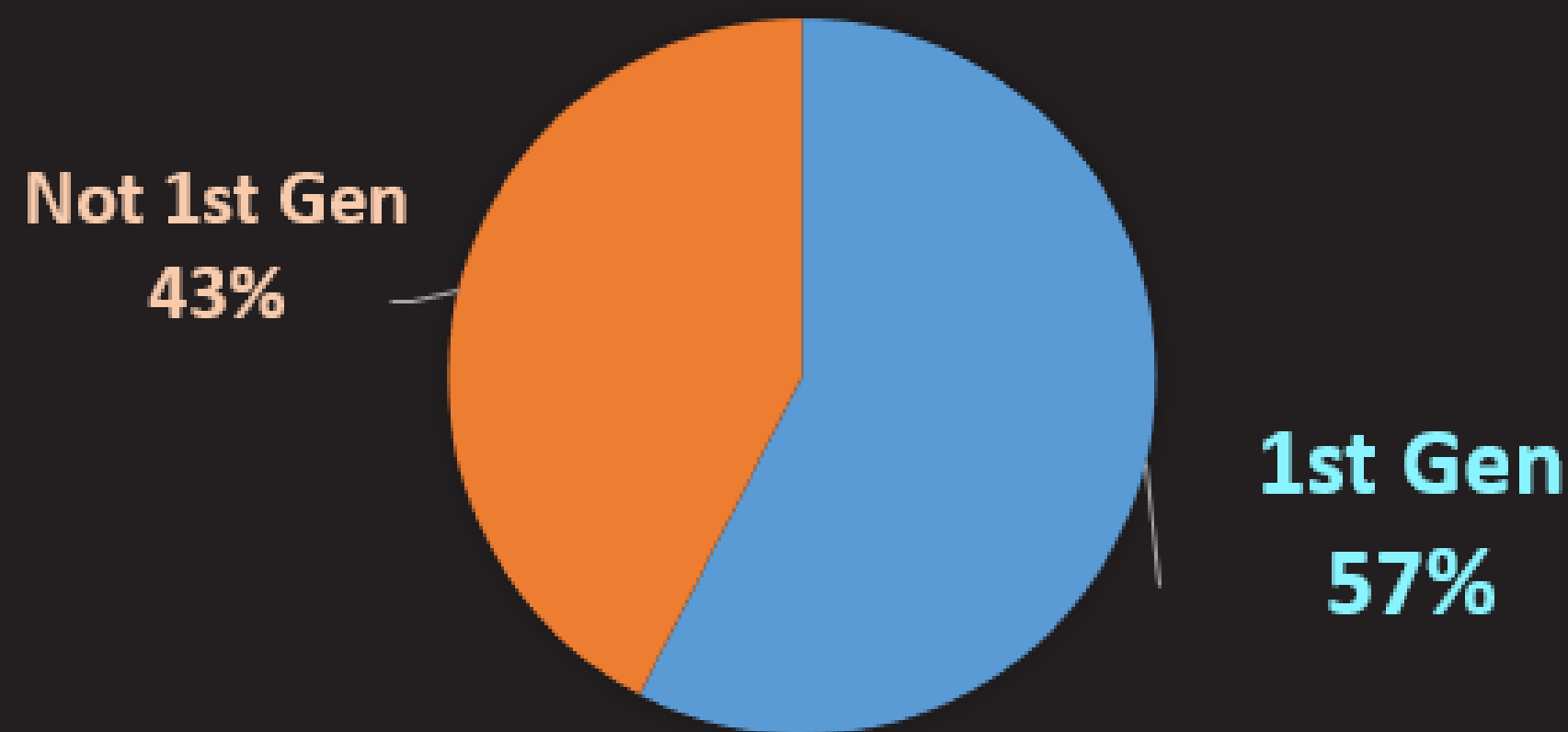
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## PELL ELIGIBILITY

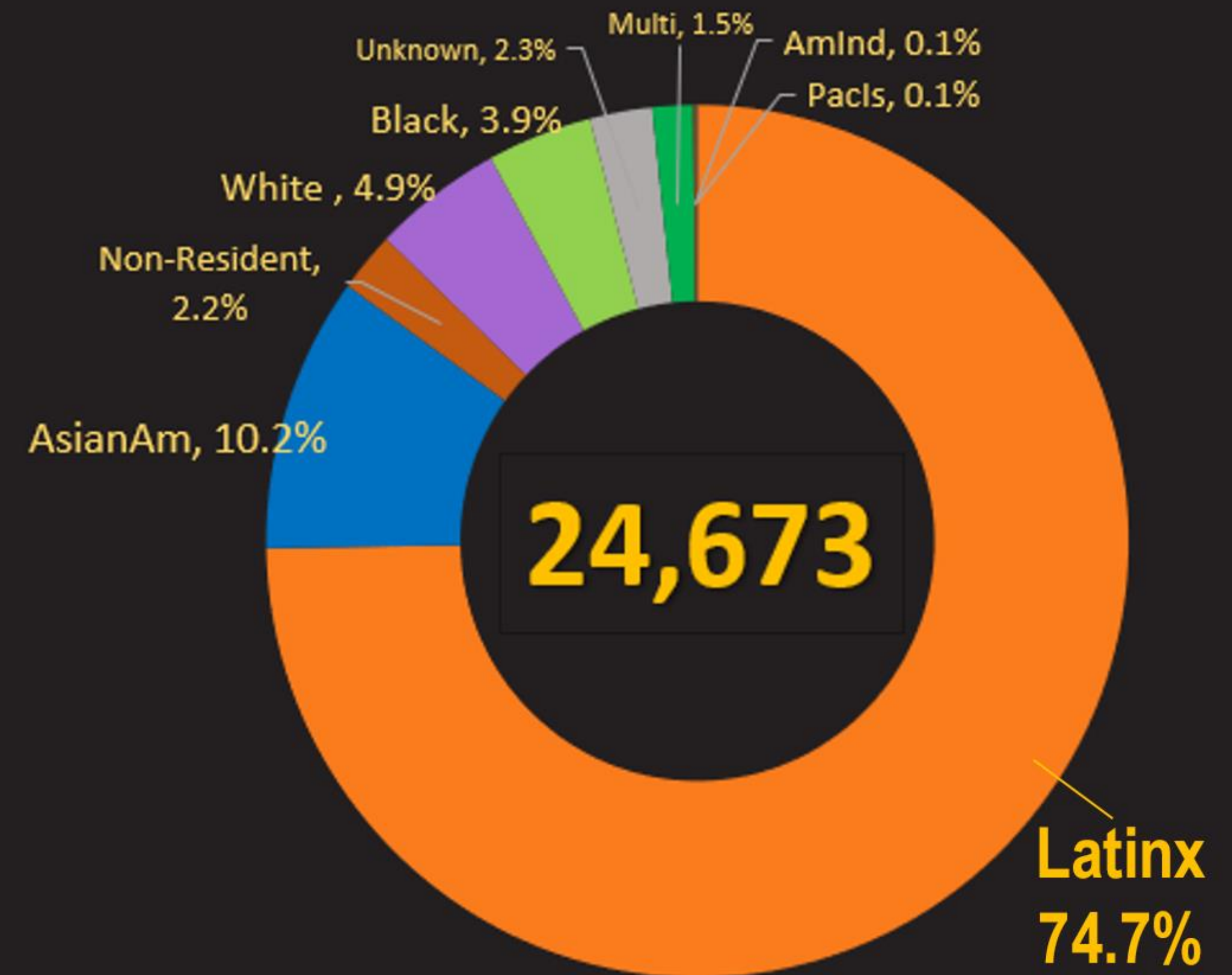
*Fall 2023*



## 1ST GENERATION



## ETHNICITY

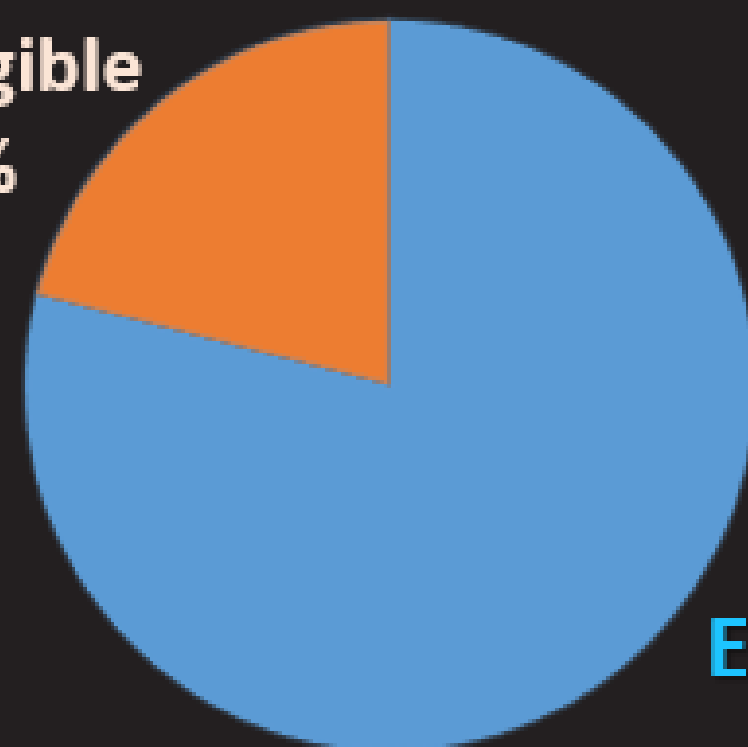




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## PELL ELIGIBILITY

Not Eligible  
21%



Eligible  
79%

## 1ST GENERATION

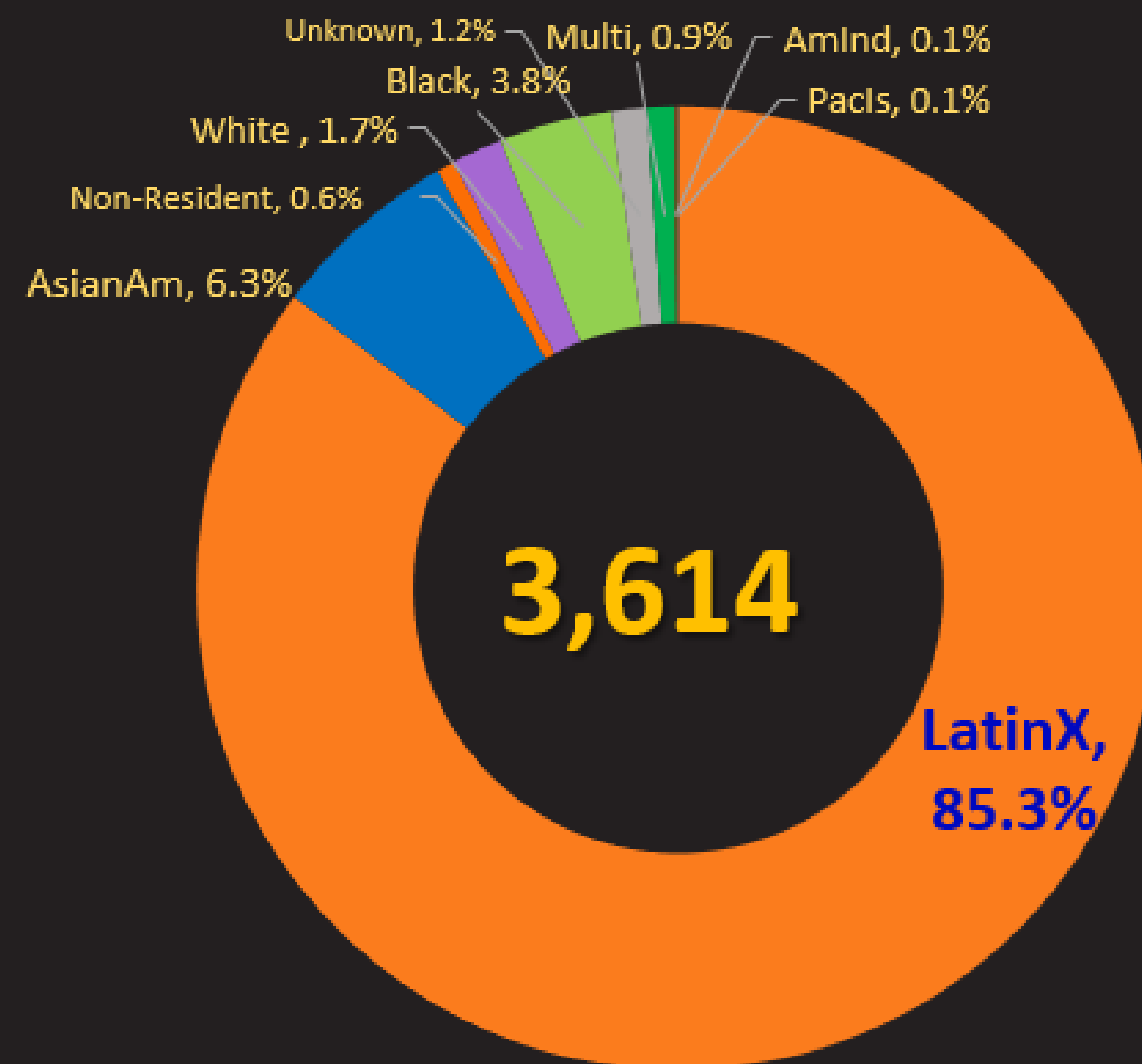
Not 1st Gen  
37%



1st Gen  
63%

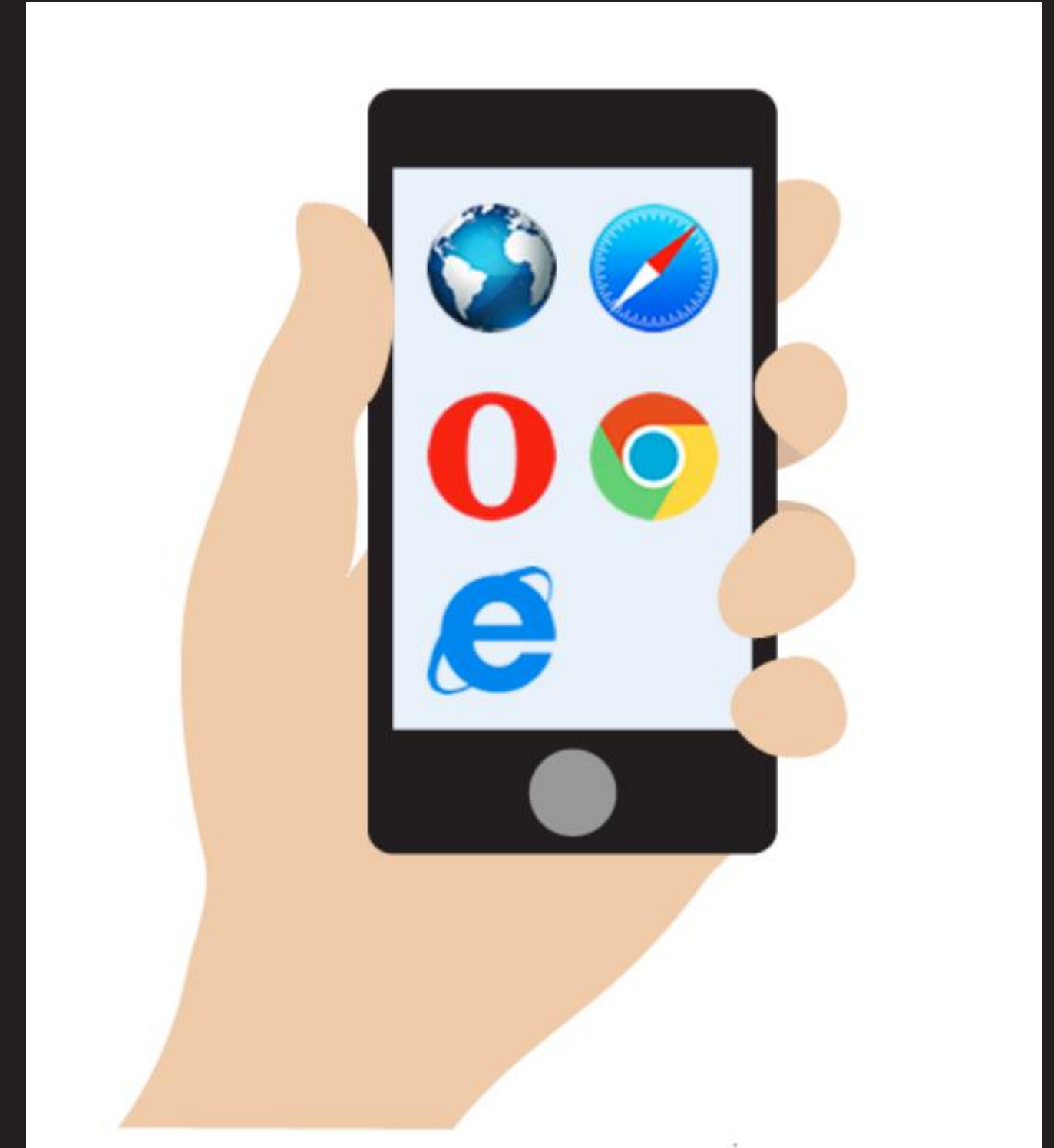
## First-Time Freshmen: Fall 2023

## ETHNICITY



# Mentimeter participation!

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

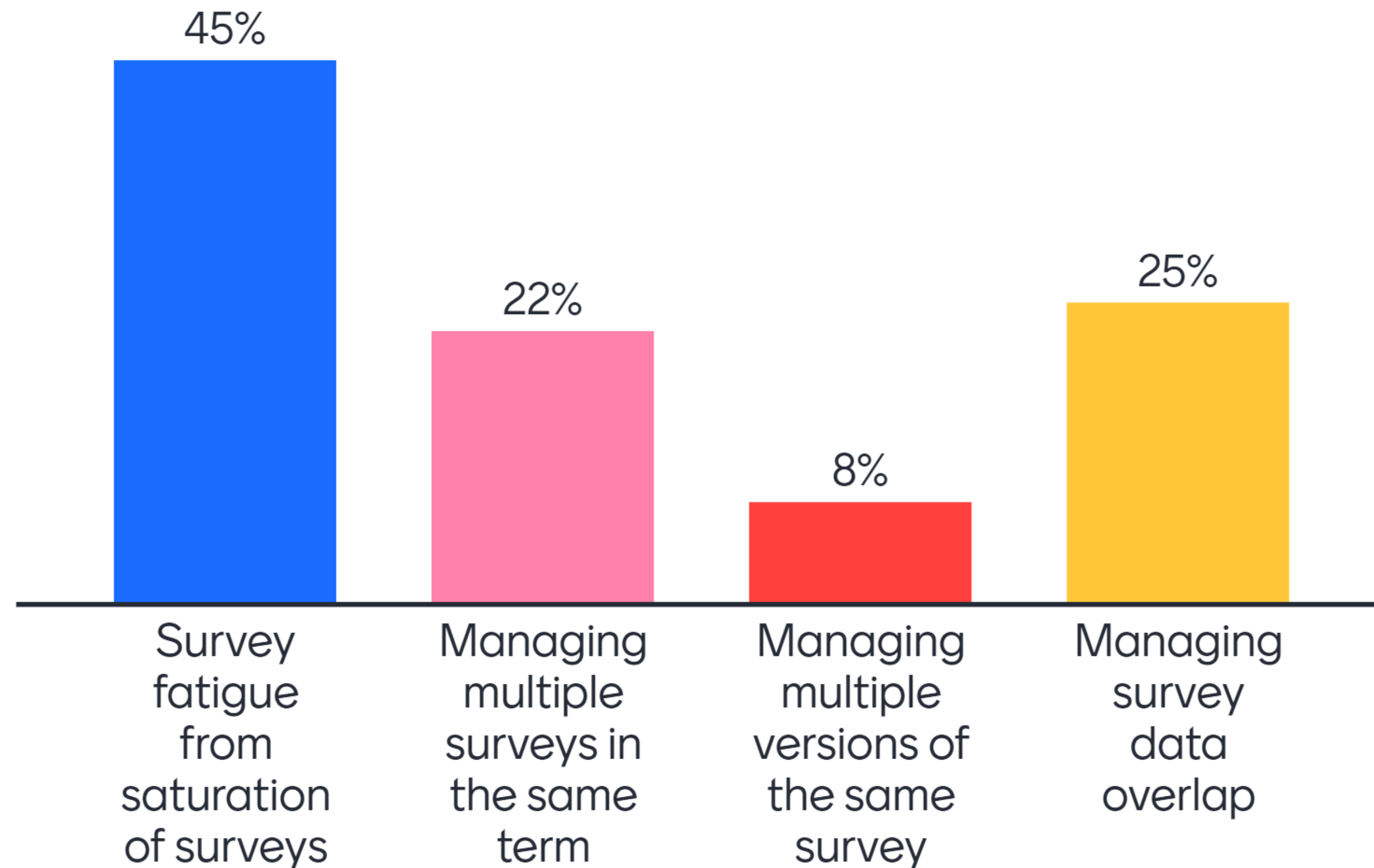


# Mentimeter outcome

Join at [menti.com](https://menti.com) use code 9240 9583



## What's the hardest part of managing survey data?





# Importance of Survey Management

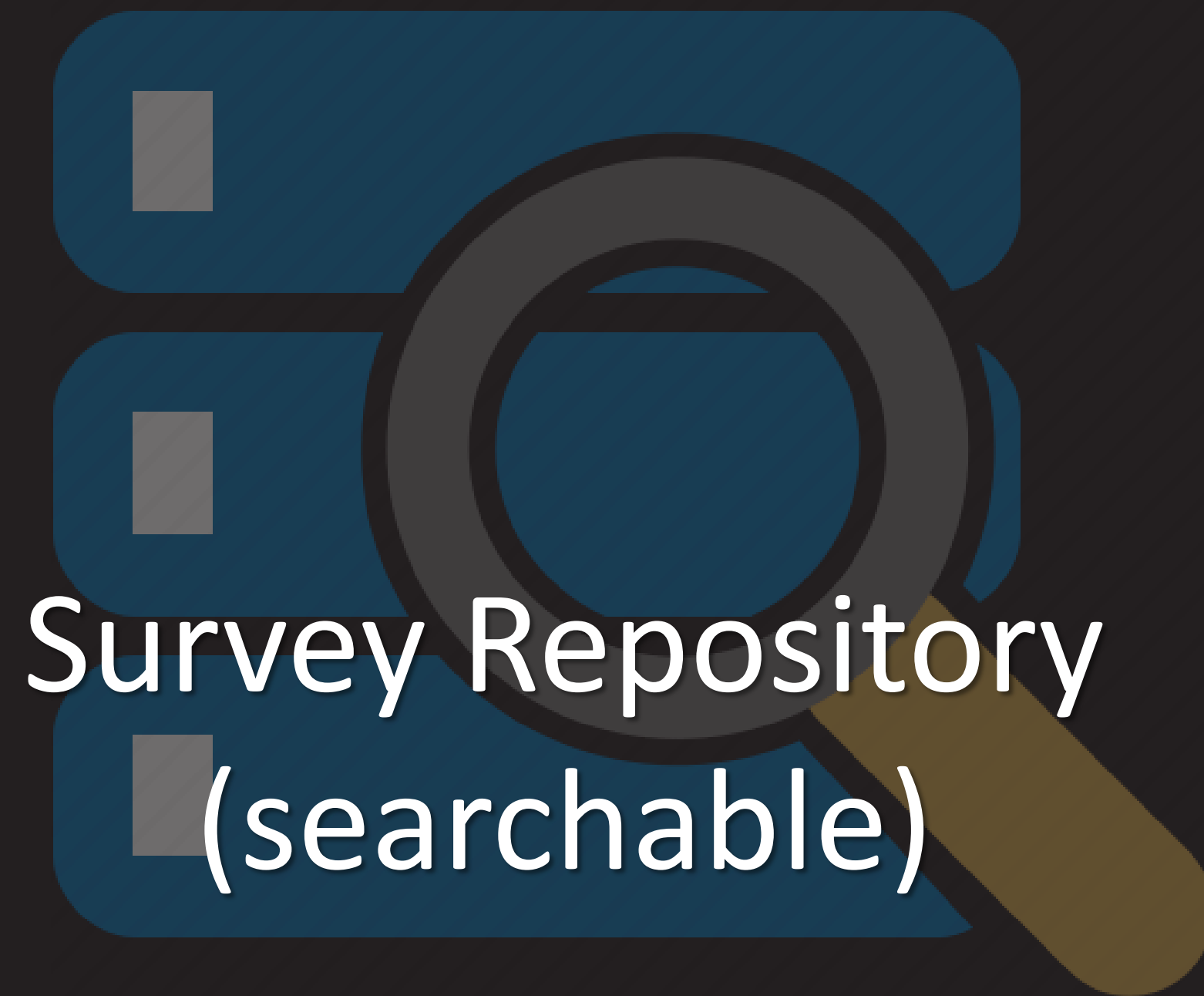
- Overview of the problem

- 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 Repository

Instructions

Survey Repository

Survey

(All)

☒ (All)  
☒ Advising Center Survey  
☒ Assigned Advising Survey  
☒ Beginning College Survey of Student Engagement  
☒ Freshman Survey  
☒ National Survey of Student Engagement  
☒ Nonreturner Survey  
☒ Senior Survey  
☒ Transfer Survey

Topic

(All)

Type

(All)

Search Questions

Feel

Target Population

(All)

Percent Responded

0.0100.0

% Responded

0.0095.91

Question Type

Target Population

Percent Responded

sors in my Academic Advising Center

Matrix

Undergraduate

95.91

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

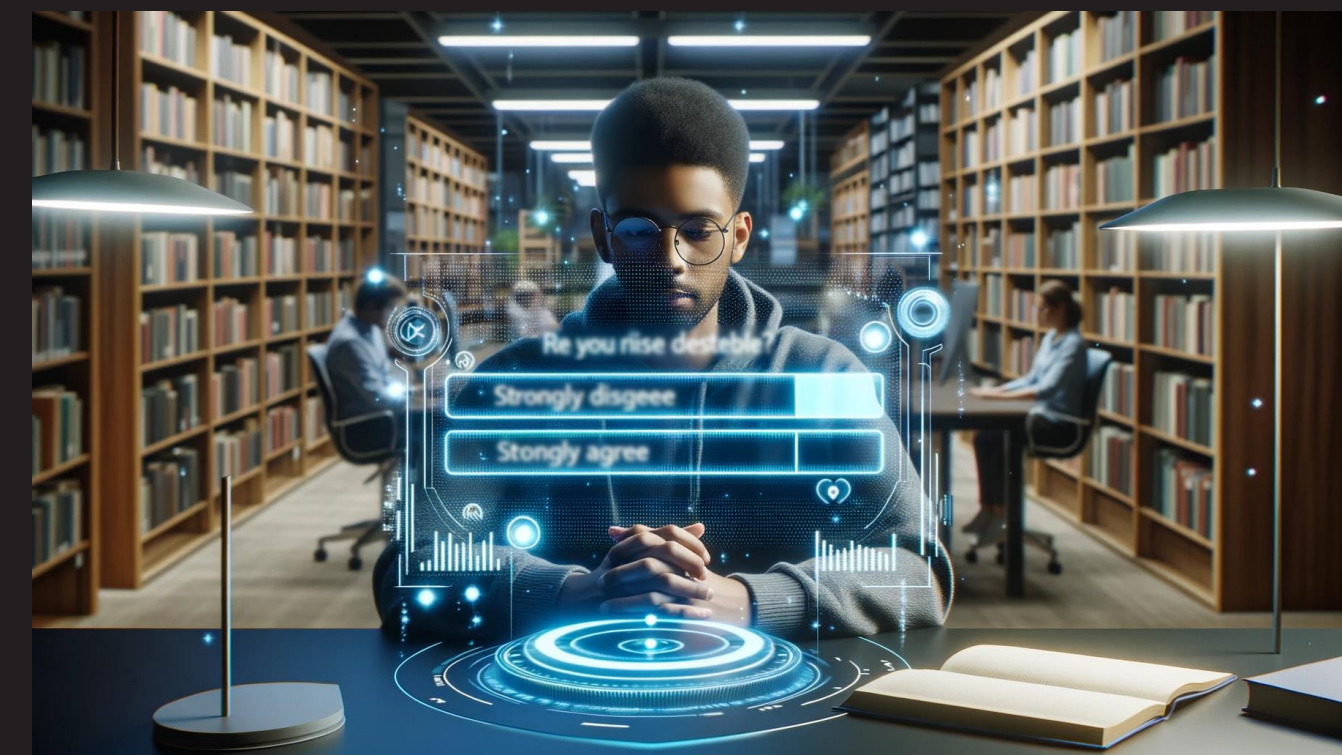
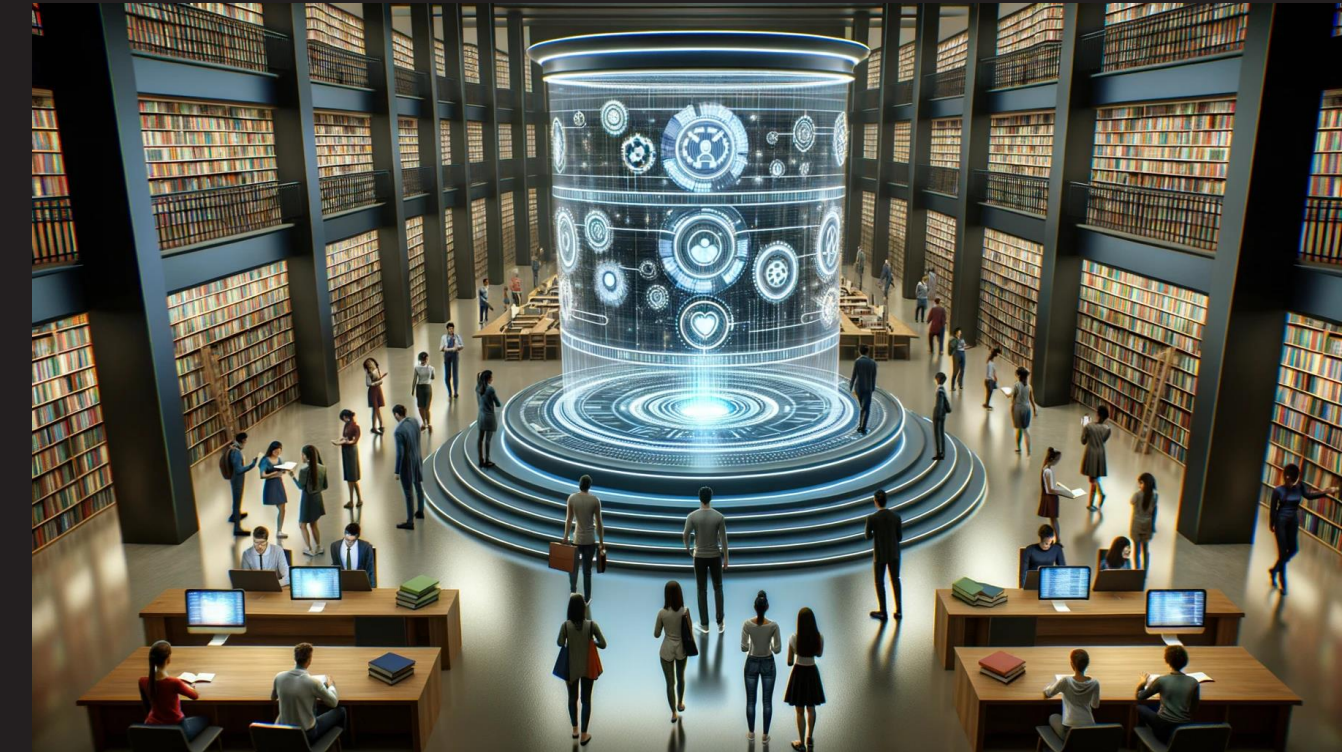




# Centralized Survey Repository and Search cont.

## 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

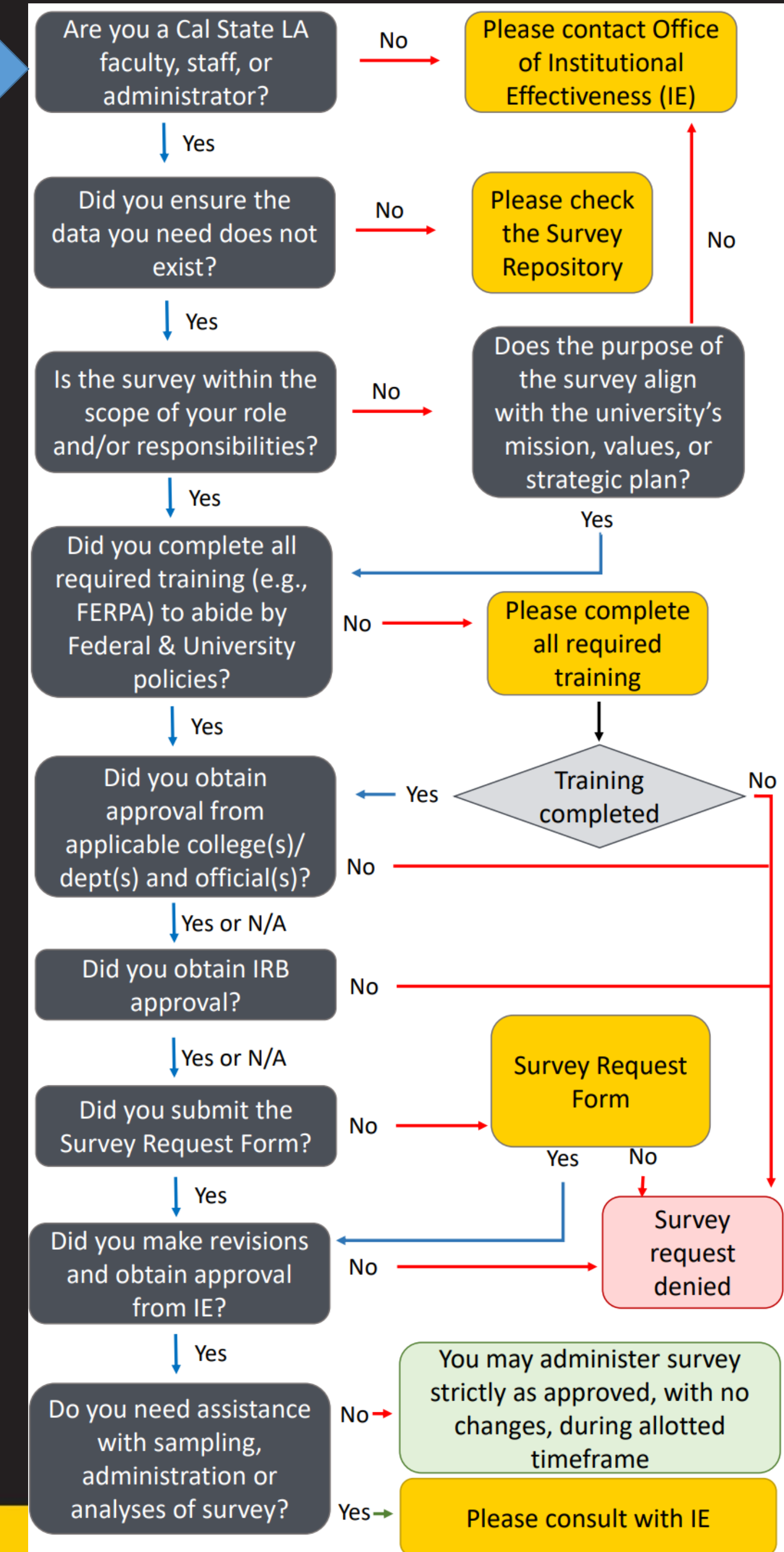




# Survey Request Protocol

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

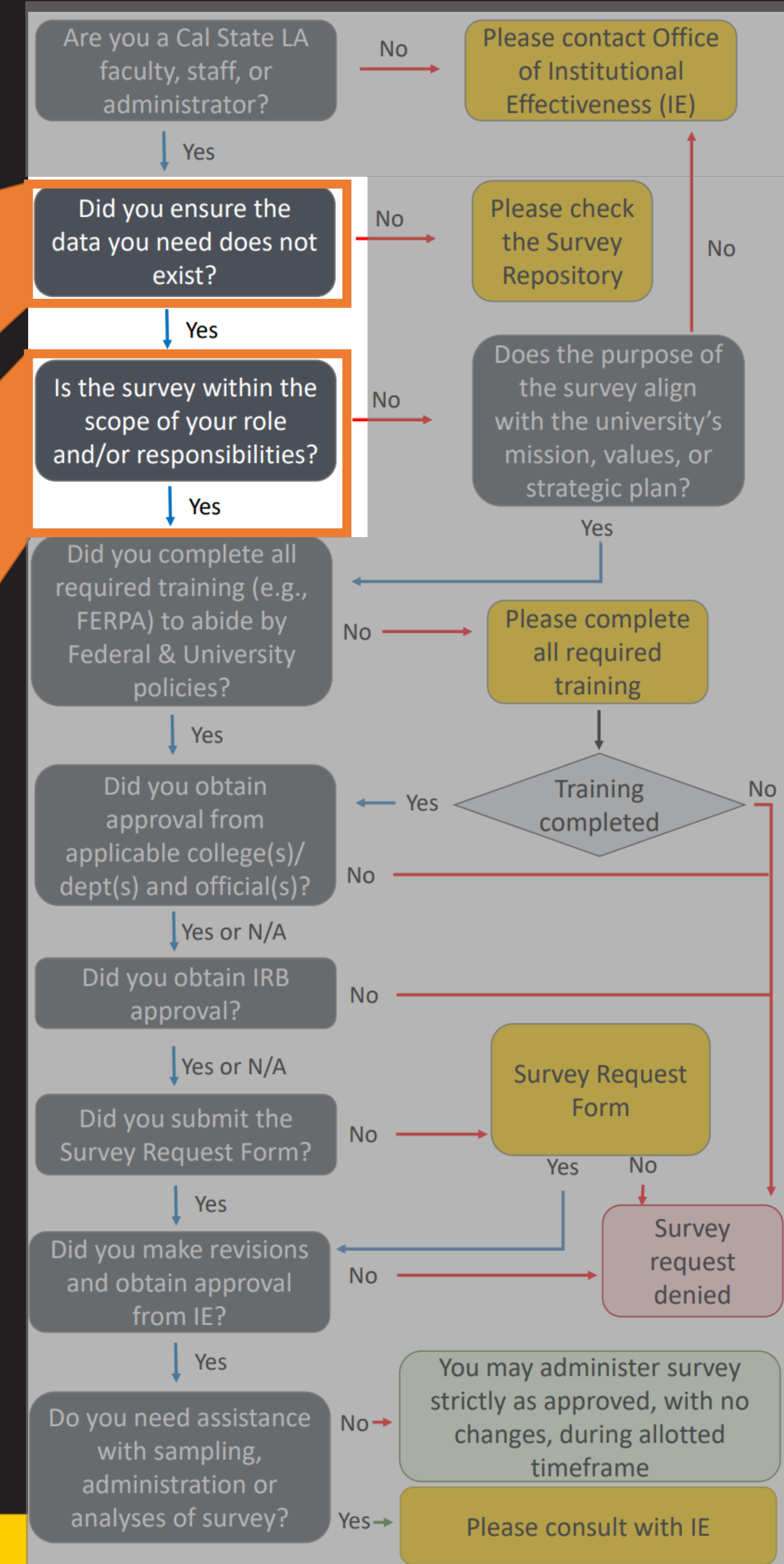
☐ No



\*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:

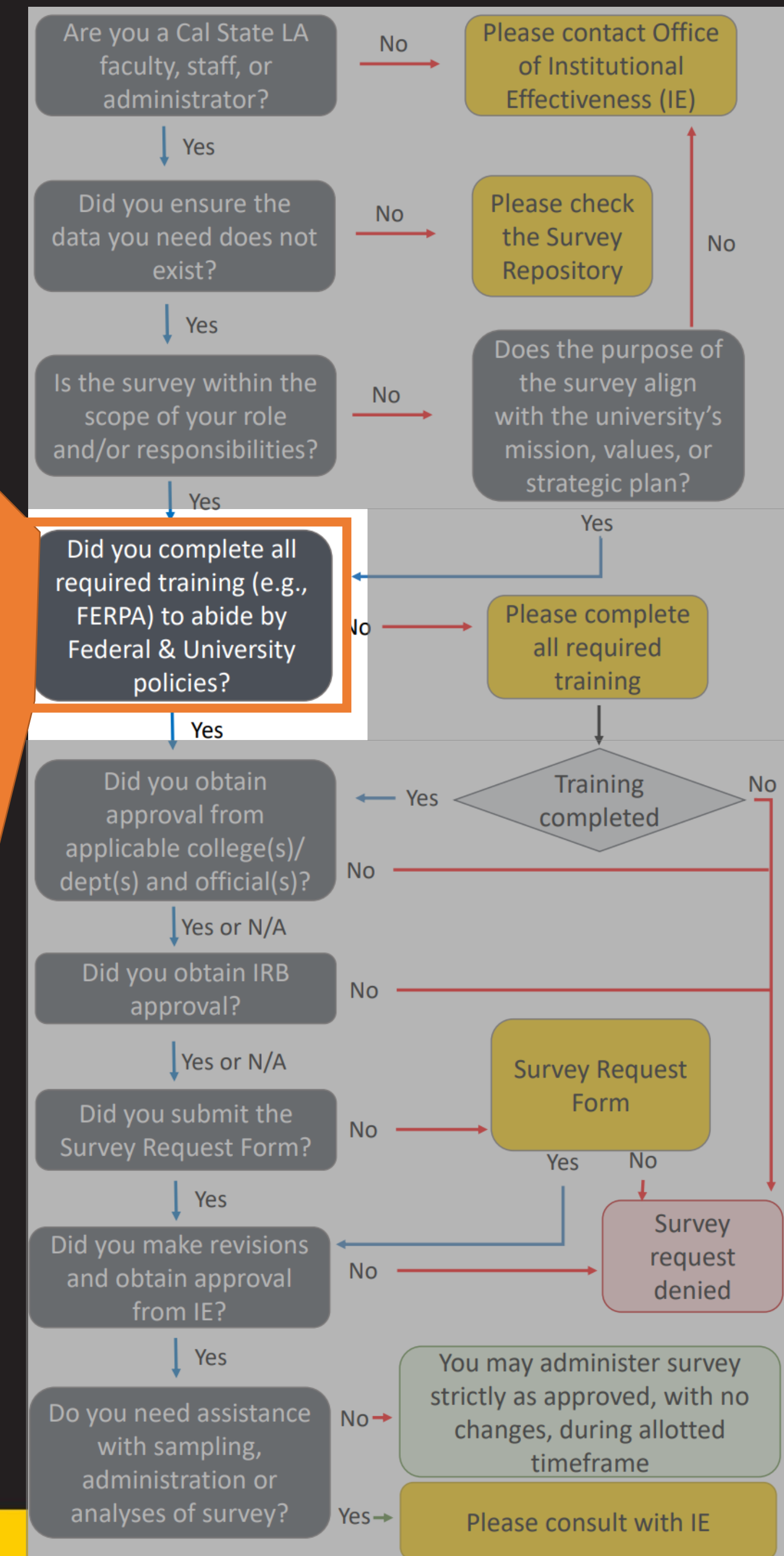
## FERPA explained:

- 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:

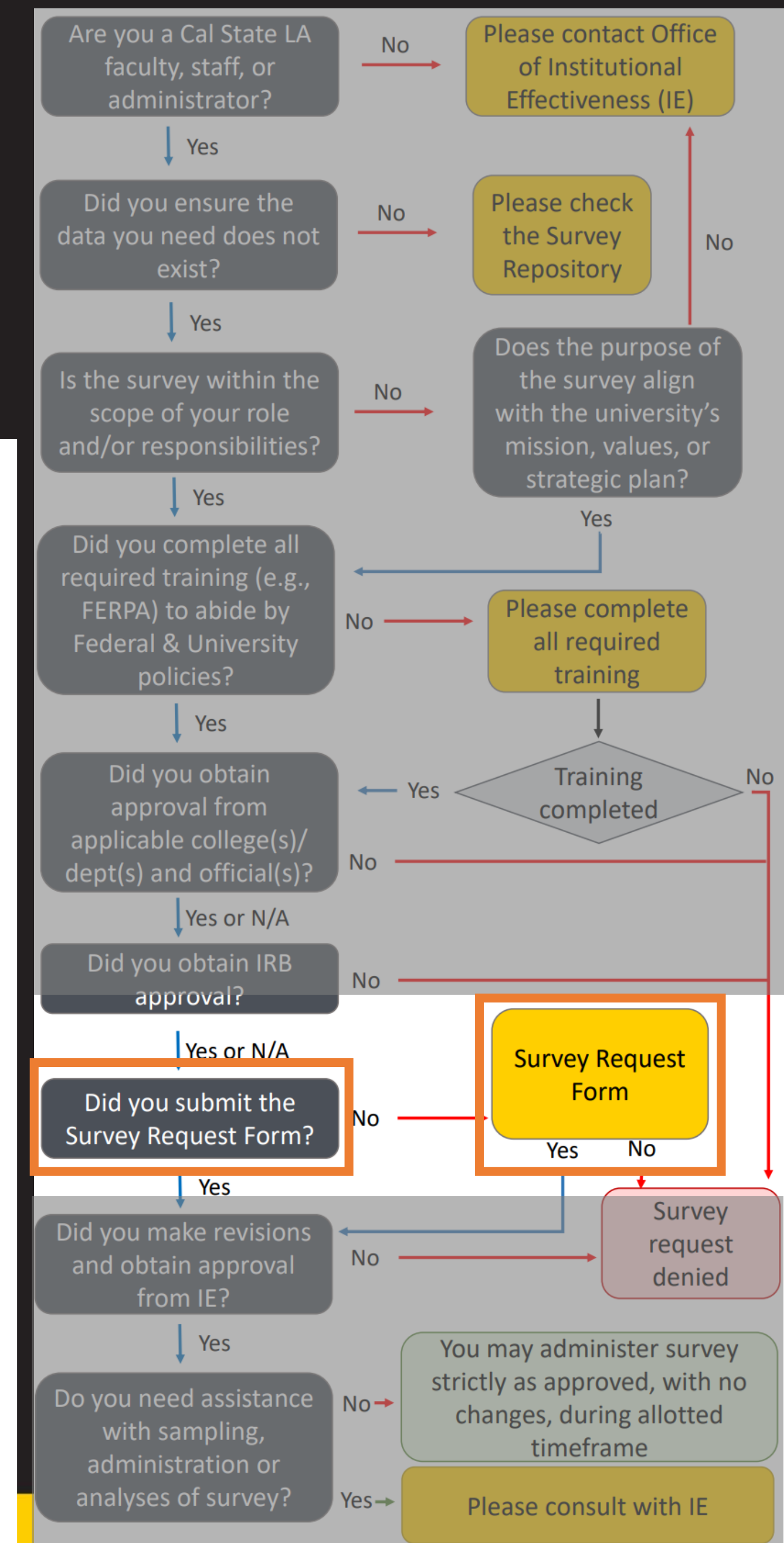
☐ Faculty or Faculty Chair

☐ 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

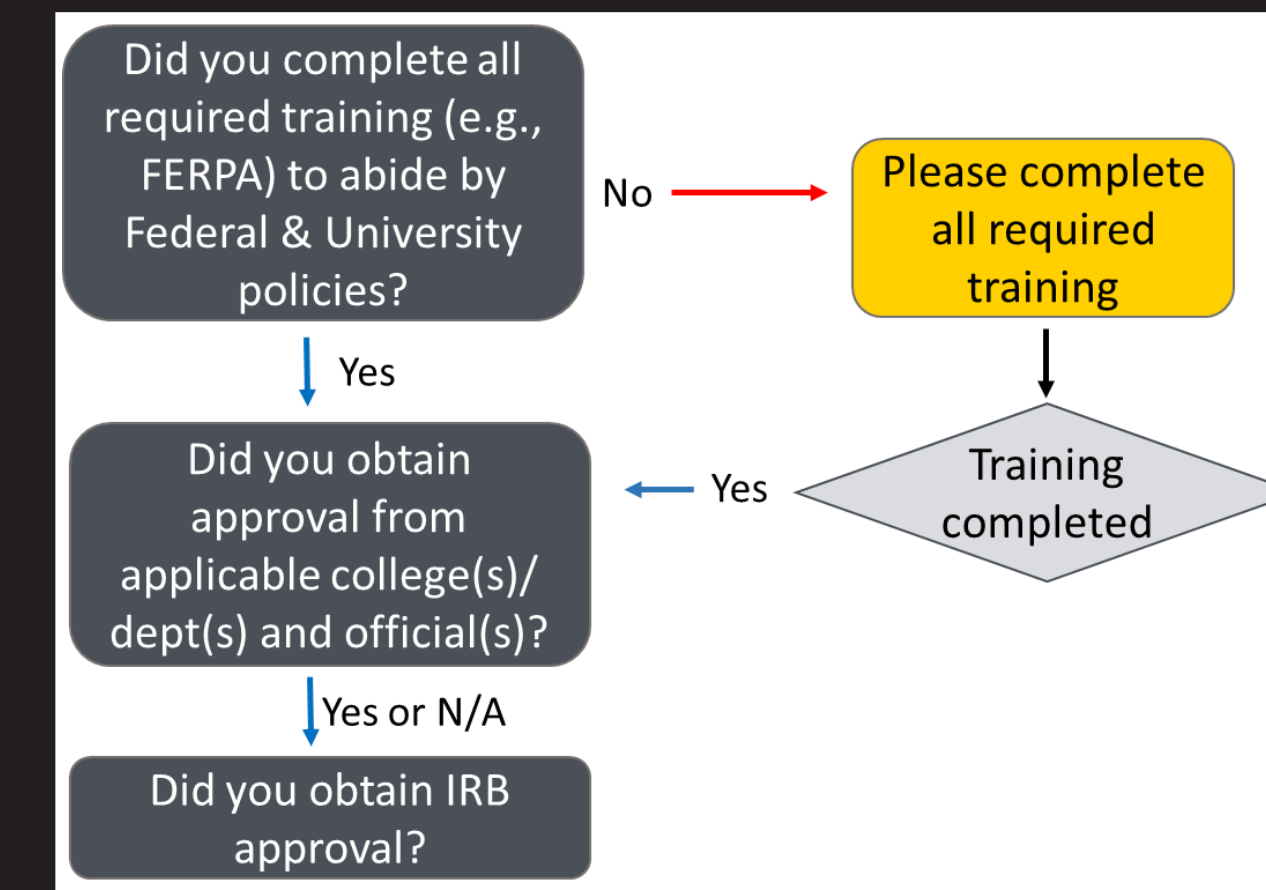
## 3. Ensures Data Privacy & Compliance

## 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**





# Mentimeter part 2 outcome

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## Three things that stood out

116 responses





# Thank You. Questions?

