



COOPERATIVE INSTITUTIONAL RESEARCH PROGRAM  
*at the* HIGHER EDUCATION RESEARCH INSTITUTE AT UCLA

# **COLLEGE SENIOR SURVEY 2016 Administration Guidelines**

## **2016 College Senior Survey Administration Guidelines**

The Cooperative Institutional Research Program (CIRP) College Senior Survey (CSS) involves active participation from both CIRP staff and you, our campus partners, throughout the administration cycle. This document provides important information necessary to participate in the 2016 CSS, including registering and placing your order, customizing your survey, survey administration procedures, and data and reporting information. Procedures and relevant processes are detailed in the general order in which decisions or actions are made. If you have questions about your specific survey administration, please contact us at [css@ucla.edu](mailto:css@ucla.edu) or 310.825.7079.

### **Who Should Participate in the College Senior Survey (CSS)?**

The CSS is to be administered to graduating seniors. Institutions that plan to survey specialized samples of students (e.g., students enrolled in specific majors or colleges) should be aware that this choice will necessarily influence the degree to which the data are directly comparable to that provided by other institutions.

### **Important Dates to Remember**

- Register to participate in the CSS starting November 2015
- Survey administration ends June 24, 2016
- Preliminary data for web surveys is updated in nearly real time
- Preliminary data for paper surveys will be available three weeks after your completed questionnaires are received at our processing facility
- Administrative Report Form (ARF) emailed to institutions (after June 24, 2016)
- Institutional Profile and final data file available for download August 2016

For a more detailed timeline approximating the general activities in the CSS cycle, please see [Administration Timeline](#).

### **Billing and Payment Information**

A complete description of the costs for participating in the CSS may be found on the overview page at <http://www.heri.ucla.edu/cssoverview.php>.

## Registering and Placing Your Order

### Registering for the Survey

The first step in participating in the CSS is to register. Registering for the survey indicates your institution's intent to participate in the survey. Once you have registered, the next step is to place your order for the survey. You will register and place your order through our secure website at <http://heri.ucla.edu/cssreg>.

The Higher Education Research Institute (HERI) will provide all of the necessary resources for the 2016 administration of the CSS. Copies of materials, including these administration guidelines, are available on the HERI website <http://heri.ucla.edu/cssoverview.php#forms>.

In order to complete your registration, you will be asked to supply some basic information about the primary contact for the survey (name, address, phone, email, etc.) and a billing contact. The primary contact serves as the liaison between your campus and CIRP and receives all information and communication from us regarding the survey administration, data, and results. Once you have registered, you may then proceed to placing your order.

### Survey Administration Methods

The CSS can be administered via paper questionnaire, as a web-based survey, or as a combination of paper and web-based questionnaires. You can use our system to deliver the email invitations to complete the web-based questionnaire to students or elect to contact students on your own. Paper questionnaires can be used in a proctored setting or mailed out to students.

### Placing Your Order

Once you have registered to participate, the next step is providing some basic information about your order. You will be asked to provide the following information:

- If you would like to ask additional questions on your institution's survey
- Whether or not you intend to use group codes
- Web-only survey options:
  - Whether you would like CIRP to email your students the invitations and reminders or if you would like to manage that from your institution
  - The dates you would like to send the invitation and at least one of three reminders (if you elect to have CIRP manage your email invitation and reminders)
  - Whether you will customize the Welcome and Thank You pages
  - If you would like to add your logo to the survey
- A survey close date

More detailed information about customization options for the survey appears below:

### **Customizing Your Survey Administration**

The CSS administration is designed to be flexible and allows institutions to design an administration that maximizes value for their individual campuses. Though many of the customization options are not mandatory, institutions find that taking advantage of some or all of these options greatly increases the utility of the results. Actions and decisions about customizing the survey are best made well in advance in order to allow for a smooth administration of your survey.

### **ADDITIONAL QUESTIONS (additional charge for web administration, free for paper administration)**

Institutions have the option of adding up to 20 multiple-choice questions and/or 5 open-ended questions (open-ended questions available for web survey only) of specific local interest at the end of the questionnaire. These are institution-specific questions that you will create or adopt as part of a consortium.

If you choose to ask additional questions, you will want to set aside sufficient time to draft, pilot test, and incorporate your additional questions into the administration of the CSS. Additionally, it is important to consult with your local IRB. Your campus may require you to submit these questions for their review and approval. If your campus believes an additional question to be of a sensitive nature, you must submit that question to CIRP for our consideration at least one month in advance of your survey administration. For more information, please see [Using Additional Questions](#).

### **GROUP CODES (free)**

Group codes are breakout groups that permit you to compare specific subgroups of your student sample. These breakout groups could be used to identify students in different colleges, majors, residence halls, or academic programs on your campus. Group codes allow you to identify up to 190 unique subgroups of students. For more information on adding group codes to the survey, please see [Using Group Codes](#).

### **EDITING THE WELCOME AND THANK YOU PAGES (free)**

You can customize the Welcome and Thank You pages for the web-based survey with a message and/or the logo from your institution. Using an institutional logo reinforces the idea that individual colleges and universities administer the CSS. If you do not customize the Welcome/Thank You page, a generic version of the webpages will be used. You can preview these pages when you place your order.

## **EMAILING INVITATIONS AND REMINDERS**

Your students will be invited to participate in the survey via an email that includes the following: 1) a short description of the survey project, 2) required information concerning human subjects, 3) information on how to opt out of the survey, and 4) a URL with which to access the web-based questionnaire. CIRP provides [templates for invitations and reminder emails](#), but campuses will need to customize all their messages.

### *CIRP ADMINISTERED EMAILS (additional charge)*

During the registration process, campuses choose the date that CIRP will send the invitation email to students as well as up to three reminders to non-respondents who have not opted out of future mailings. The advantage of this email option is that your institution does not need to send and monitor emails. Generic text for these emails is supplied, but should be edited to best suit your institution. Sections of the emails that cannot be edited are those required for human subjects approval at UCLA.

If you elect to have CIRP manage your email distribution, you will need to provide us with a file containing an email address for each student in your sample. The specifications for this file are provided on our website in the sample Mailing List. CIRP does not use the email addresses you provide for any other purposes.

### *SCHOOL-MANAGED DISTRIBUTION*

Schools may elect to send the notification emails on their own or administer the CSS in a proctored setting, in which case CIRP will supply a URL specific to each school. If you elect to use unique hyperlinks associated with Student IDs, CIRP will supply a file with the unique URLs. The appropriate campus representative then merges the URLs within their own system to create invitation and reminder emails and to monitor survey responses. For detailed instructions, refer to [School-Managed Distribution](#).

### **Pre-Populate Student ID**

Those institutions opting to have CIRP manage email communications will provide CIRP with the email addresses and names (first name, last name) of all students to be surveyed. Institutions may elect to include student IDs as well. If an institution has provided Student IDs for CIRP-managed distribution or has elected to use unique hyperlinks associated with Student IDs, the student information provided (Name, email address, Student ID) will be pre-populated into the survey form. For more information please see [Student Identifiers](#).

## Preparing to Administer the Survey

### Linking the CSS with Other Data

In addition to studying a wide variety of issues based solely on data from the CSS, it is also possible to use these data to build a comprehensive database using other institutional data (e.g., registrar, admissions, or financial aid data) or by linking to other CIRP surveys (such as the CIRP Freshman Survey, the Your First College Year Survey (YFCY) or the Diverse Learning Environments Survey (DLE)) to create a longitudinal database. In order to do studies based on data other than those found on the CSS, it is necessary to be able to link these different data together. Thus, to maximize the utility of these data for institutional research purposes, we suggest that you encourage students to provide their student ID number on the first page of the survey. Note that if a student fails to provide an ID number when he or she completes the survey instrument, you will not be able to merge the CSS data with data from other campus files.

### Anti-Spam Procedures

To ensure delivery of the emails to your students, you should instruct your institution's Information Technology department to add CIRP's distribution service email address to their approved senders list. This should allow the survey invitation emails sent by CIRP to pass through the bulk or junk mail screening process. Failure to do this may result in email being routed directly to bulk or junk email folders without ever reaching the intended survey respondents, and consequently affecting your survey response rate. For specific information to provide to your IT department, see [Anti-Spam Guidelines](#).

### Pre-Contact

In order to maximize your response rate, we suggest that you communicate with your students a week before the first email is to be sent out, introducing the survey and asking them to watch their email for the invitation. Survey methodology research indicates that pre-notifications can substantially increase your response rate. [Encouraging Participation in CIRP Surveys](#) contains information and ideas. CIRP provides [pre-notification email templates](#) as well as a [Promo Pack](#) containing templates for you to promote the survey on your campus via print (flyer/poster) or digital (social media, school website, or email) options.

### Incentives

Incentives can prove to be an effective means of increasing survey response rates. Gift certificates to the campus bookstore, food, money, or an automatic entry into some type of raffle or lottery are all possibilities. If you are considering using incentives in your survey administration, please refer to [Encouraging Participation in CIRP Surveys](#) for important information on structuring your incentive strategy.

## Administering the Survey

### Inviting Your Students to Participate

It is important to note that CSS participation is voluntary. **All students who receive the CSS instrument must be informed that this is a voluntary survey.**

Please note that *compulsory participation in research is a violation of federal regulations*. Also, some campuses may consider people under 18 to be minors. If this is the case on your campus, and if your CSS sample includes students under 18, you may need to seek permission from these students' parents prior to survey administration.

### INFORMATION FOR INSTITUTIONS USING PAPER ADMINISTRATIONS

We ask that students use a **No. 2 pencil or blue or black pen** to complete the paper survey. Please test your pens prior to survey administration to ensure they do not bleed through the questionnaires. If ink bleeds through, additional charges will be associated with scanning your questionnaires.

The **“[Survey Information Sheet](#)”** **must accompany all survey forms**. It describes the purpose of the survey, estimated time to complete the survey, the potential risks and benefits, and students' rights as research subjects.

If your campus administers the survey in a proctored on-campus setting, the following text should be read aloud to students prior to distributing the instruments. While you are free to personalize or edit this text, the points in bold **must** be included:

“We ask that you complete this survey as part of a national study of college students conducted by the Higher Education Research Institute at UCLA. One major goal of this research is to determine what happens to students when they attend college. This study is designed to help improve the quality of the college experience and thus may benefit future generations of students. Results of your participation also will be directly beneficial to students at [*name of your campus*], since we will receive complete tabulations of your responses to compare with the responses of students at other institutions. We ask for your name and address so that the researchers at UCLA can contact you at some later date for follow-up study. We would also like your Student ID Number so we can merge your responses with other campus data to support our institutional research program. **Your responses will be used only for research purposes and will be strictly confidential. Please read the ‘College Senior Survey Information Sheet’ for more information about your rights as a participant in this research. Your participation is voluntary and will not affect your standing at [*name of your campus*].”**

### Confidentiality

The CSS collects personal identifiers and potentially sensitive demographic data. Student responses to these survey items make it possible to link CSS data with data from several sources

such as other CIRP surveys (e.g., TFS, YFCY, and DLE), your campus registrar's office, other nationwide assessment instruments, and local assessment efforts.

**Students' right to confidentiality as human research subjects must remain a priority throughout the administration of the CSS.** Please inform your students that the questionnaires are handled in a confidential and professional manner. For more information regarding confidentiality and privacy, please see [Confidentiality and Privacy](#).

### **Institutional Review Board Approval**

Although there are common federal guidelines for the use of human subjects in research, procedures may vary from campus to campus. Therefore it is critical for you to familiarize yourself with your institution's human subjects guidelines. CIRP receives its human subjects approval from the UCLA North General Institutional Review Board (NGIRB) which requires that an appropriate college official certify that:

1. Your institution will abide by and comply with the CIRP administration procedures as approved by UCLA's IRB.
2. Your campus has determined if local IRB approval is required, and
3. If local IRB approval of this research is required on your campus, you will administer the survey only after you have received local IRB approval.

You further agree to the following statement:

The Higher Education Research Institute provides data files to assist institutional research activities. By receiving this data file, we agree that these data will be used only for statistical analyses and reporting of aggregated information, and not for the investigation of specific individuals. In affirming this agreement, we give assurance that use of these data will conform to widely accepted standards of practice and legal restrictions that are intended to protect the confidentiality of research subjects. We also give assurance that no survey respondent will be sanctioned based on any answer provided on the 2016 CSS.

Compliance with the above statements is obtained by completing the Research Approval Form. **You will not be able to receive any data or reports until the Research Approval Form is completed.**

Many campuses have found that the application that CIRP submits to the UCLA IRB is very useful in discussions with their own local IRBs. If you would like to view a copy of our approved application, please contact us.



Campus IRBs vary widely in their response time to a request for approvals, ranging from a few days to several weeks. We suggest that you begin this process as soon as possible.

## **After Administration**

### **Returning Surveys for Processing**

Your institution is responsible for correctly returning the paper forms to our data processing center. Surveys must arrive at Office of Measurement Services (OMS) no later than June 24, 2016. Please allow sufficient time for delivery by the deadline. **If your surveys do not arrive by June 24, 2016 you will be charged a late fee to cover the costs incurred by HERI of extending survey administration beyond the close date. That fee can range from \$500 to \$1,000.** For more information, please see [Survey Shipping Form](#).

**If extra handling is needed to ready the questionnaires for processing, including extra processing time as a result of light or incomplete pen marks, extra paper or staples, etc., we will pass the extra charges on to you.**

### **Administration Report Form (ARF) Online Survey**

The ARF is a short web-based survey that inquires about specific institutional information needed to process your completed surveys and to prepare your institutional reports.

We will send the primary contact an email with a link to the 2016 ARF Survey shortly after the final processing cut-off date (June 24, 2016). Please note: We may be unable to process your institution's data until we receive the completed ARF. If we do not receive it, your data may not be included in the comparison groups for the national data and we cannot guarantee that you will receive your deliverables in a timely fashion.

### **Reports and Data Files**

CIRP provides participating institutions with several reports that allow for the comparison of student responses. For more information, please refer to [Data and Reporting](#).

## **Questions and Further Information**

If you have questions, please contact the CIRP office at [css@ucla.edu](mailto:css@ucla.edu)  
or by phone at 310-825-7079.