



California Health Sciences University

CHSU POLICY FOR COLLECTING INFORMATION THROUGH SURVEYS

I. PURPOSE

Collection of data from programmatic/administrative and curricular surveys helps the University and respective Colleges review quality and implement positive change. This policy aims to balance the need for surveys with the challenges they may impose on the CHSU community, including students, staff, faculty, residents, preceptors, and other internal and external stakeholders.

In response to increased needs for survey data to satisfy internal constituents, educational program accreditors and federal/state government agencies, CHSU has established a policy for conducting surveys within the university community. The development of a policy also ensures that efforts are optimized in the survey development and implementation process to minimize redundancy and maximize efficiency.

The benefits of this policy are threefold: to avoid survey/email fatigue and enhance response rates by monitoring survey frequency, to protect the community members' privacy, and to ensure the safety of data collection and usage.

II. TYPES OF SURVEYS ADDRESSED IN THIS POLICY

The policy applies to surveys included in:

- the CHSU assessment plan;
- the assessment plans of the educational programs;
- the assessment plans of CHSU departments;
- human subjects research;

The CHSU Marketing and Communications Survey Software Usage policy addresses surveys specific for the conduct of the marketing mission.

III. POLICY

The CHSU Educational Infrastructure Committee shall approve survey software packages to administer surveys. Free accounts with other software companies will be actively discouraged.

Collaboration on the surveys defined above will take place with the CHSU Office of Institutional Research, Effectiveness and Research (OIAER). The purposes for the collaboration include survey construction and quality, overlap with current and past initiatives, appropriate scheduling



California Health Sciences University

within the university survey calendar and general vetting of issues surrounding surveys.

Collaboration with the OIAER is a required step that preceded the submission of approval requests to the Institutional Review Board Process (IRB) through completion of a survey approval form.

In the case where a CHSU employee is asked to circulate a survey on behalf of an external stakeholder (e.g. vendor) to members of the CHSU community, it is requested that a copy of the final report, the survey instrument, and responses for each question be supplied to OIAER. The survey instrument should be provided in advance, whenever possible.

Those individuals who administer surveys are expected to follow this policy closely, understanding their obligation to protect confidentiality of survey respondents, and to comply with both the CHSU Code of Ethical Conduct and CHSU Research Misconduct policies.

-
- Policy Owner: Office of Institutional Assessment, Effectiveness and Research
 - Effective Date: 8/22/2019
 - Approval by Provost Date: 9/10/2019
 - Approval by the President: 9/10/2019