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

CIRP College Senior Survey (CSS)
Administration Checklist

Before the surveys arrive

☐ **Complete and return Research Approval Form (done online via CIRP Web Portal)**

☐ **Create a '2008-2009 CSS Survey' file** for these materials and your records

☐ **Download and review the CSS Survey Administration Guidelines**
Contact the Higher Education Research Institute (HERI) at UCLA if you have any questions:
Phone: (310) 825–1925; Fax: (310) 206–2228; E-mail: HERI@ucla.edu; www.heri.ucla.edu

☐ **Develop plans to administer the survey to graduating seniors**

| *If survey to be administered in person:*	*If survey to be administered by mail:*	*If survey to be administered over the web:*
1. Administration date(s) and time(s) 2. Administration location(s) 3. Proctors 4. Pencils if needed 5. Special options materials (Additional questions, Group code instructions, etc.)	1. Mailing labels 2. Envelopes (preferably 9x12) 3. Postage stamps or access to postage meter/mailroom 4. Return envelopes (preferably 9x12, pre-stamped or metered) 5. Special options materials	1. Student distribution list 2. Email distribution text

When the surveys arrive

☐ **Count to ensure there are a sufficient number of surveys**
If there are not, contact our survey operations center at (866) 461-2332.

☐ **Save the "return" shipping box(es)**
Surveys will arrive double boxed. The inner box will be pre-addressed. Use this to return the completed surveys to our processing center, in Brooklyn Park, MN.

☐ **Review the CSS Survey Administration Guidelines**

☐ **Check that materials/plans/proctors are prepared**

☐ **Administer the survey**

After the surveys have been completed

☐ **Review and complete the 2008-2009 CSS Shipping Form**

☐ **Package the surveys following the instructions on the Shipping Form**

☐ **Ship the surveys using the "return" box(es) by a traceable means**
!! Box(es) must <u>ARRIVE</u> in Brooklyn Park, MN no later than June 30th

☐ **Receive email from HERI about availability of Administrative Report Form (online)**

☐ **Complete Administrative Report Form (ARF) online**

After the surveys have been processed

☐ **Download your copy of your institutional report & data file in August**
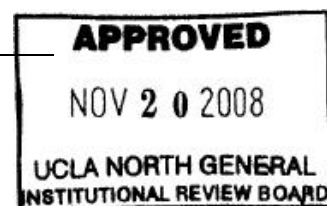
COOPERATIVE INSTITUTIONAL RESEARCH PROGRAM
at the HIGHER EDUCATION RESEARCH INSTITUTE AT UCLA

"College Senior Survey" (CSS)
2008-2009 Administration Guidelines

Whom should you survey?

The CIRP College Senior Survey (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. Below are some pros and cons for the most common methods of selecting a group of students for survey participation on your campus.

All Graduating Seniors:

Advantages:
- This method will generate the most reliable and representative results for your institution.
- Larger numbers of respondents allow you to make comparisons by students' major, program, place of residence, or other characteristics.
- Your data will be more directly comparable to those provided by other institutions in the CSS population.
- You have the potential for understanding how students at your institution have changed over the course of their undergraduate education. For example, if your institution participated in the 2005 CIRP Freshman Survey and/or the 2006 Your First College Year (YFCY) Survey, administering CSS to all graduating seniors will allow you to follow-up with the largest number of those survey respondents, thereby generating a valuable longitudinal data set.
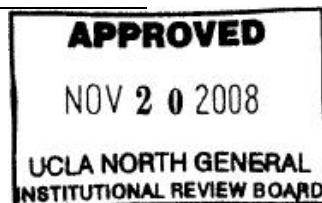
Limitations:
- It can be challenging to reach an entire population of seniors especially those who live off-campus or whose course-taking patterns are atypical.

Random Sample of Graduating Seniors:

Advantages:
- When utilizing true random sampling techniques, this method should generate representative results for your institution.
- Your data are more likely to be directly comparable to those provided by other institutions in the CSS population.
- Cost is reduced from the "all senior" method.

Limitations:
- Smaller sample size may limit the ability to disaggregate your results. In other words, you may not have enough respondents in each sub-sample to yield meaningful comparisons between groups of students.
- Drawing and reaching a random sample of students may add another layer of complexity to the management of survey administration.
- Limits the ability of all graduating seniors to feel that they have had the opportunity to provide input on their college experience.

Targeted Sample of Graduating Students:

Advantages:
- This method will provide useful information for a specific sub-group of students.
- It may be easier to administer the survey to students in specific courses, programs, or places of residence than the student population at large.

Limitations:
- Targeted sampling will not provide an accurate or reliable representation of the overall student experience on your campus.
- Specialized samples of students will necessarily influence the degree to which the data are directly comparable to those provided by other institutions in the CSS sample.
- Smaller sample size may limit the ability to disaggregate your results. In other words, you may not have enough students in each sub-sample to yield meaningful comparisons between groups of students.
- Limits the ability of all graduating seniors to feel that they have had the opportunity to provide input on their college experience.
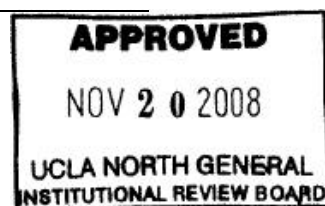
***Please Note: If you are planning to conduct a targeted sample of students for the 2008-2009 administration of the CSS, we urge you to consider also surveying students who are not in your target group for comparison purposes (i.e., a control group).

CSS as a Follow-up to the CIRP Freshman Survey and YFCY Survey

While the CSS may be used effectively as a stand-alone instrument, it was designed as a follow-up instrument to the Cooperative Institutional Research Program (CIRP) Freshman Survey and YFCY Survey. CSS data are most valuable when linked to relevant pre-test data from the CIRP Freshman Survey or other local baseline data. Having baseline data collected at the time of college entry allows you to assess how and why your students change over time, and to evaluate the impact and effectiveness of programs and policies at your campus. If you indicated when registering for the CSS that you are following up students who participated in the CIRP Freshman Survey, HERI will provide you with the names, dates of birth, and Identification Numbers of your CIRP Freshman Survey respondents from that year. However, you should not feel limited to administer the CSS only to CIRP Freshman Survey respondents.

Research 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.

Many campuses have found that the application that HERI submits to the UCLA IRB is very useful in discussions with their own local IRBs. For your convenience, the approved application is available on our website at: http://www.heri.ucla.edu/heri/cssforms.html

If local IRB approval of this research is necessary at your campus, obtaining IRB approval can be quick, but it can also be a more lengthy process. We suggest that you begin this process as soon as possible.

HERI and The UCLA North General Institutional Review Board (NGIRB) require that an appropriate college official[1] certify compliance through our **Research Approval Form** with the following:

> 1) you 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 in the 2008-2009 College Student Survey.

Compliance with the above statements is now submitted through the CIRP Web Portal at www.cirpsurveys.org. You will not be able to receive any data or reports until the Research Approval Form is completed.

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[1] An appropriate college official is one who has the authority to determine the appropriate level of human subjects research review on your campus and who also has the authority to sign on behalf of your institution.

Please contact the Higher Education Research Institute at UCLA via phone (310/825-1925) or email (heri@ucla.edu) with any questions.
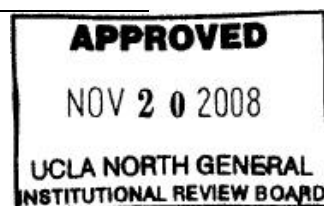
Administering the Survey

The CIRP Web Portal

HERI has developed a website that will make administration of your CIRP surveys easier, faster, and offers greater flexibility. This is where you will register for surveys, order paper or web surveys, and receive your data and reports. The CIRP Web Portal is at www.cirpsurveys.org and is a secure site to manage your survey project from start to finish. If you are administering a web survey you will also input any additional questions or "group codes," personalize email invitations and "welcome" and "thank you" screens, and upload school logos.

The CSS can be administered in a number of ways, including:
- a proctored on-campus setting (e.g., in orientation or in classes)
- as part of a graduation packet distributed to all seniors
- via campus mail or U.S. mail; and
- via a secure website.

Survey Administration Materials

The Higher Education Research Institute (HERI) and Data Recognition Corporation, HERI's outside survey vendor, will provide all of the necessary resources for the 2008-2009 administration of the CSS. Following are the specific items that institutions can expect to receive in order to facilitate a successful administration.

Paper Survey
Those institutions administering CSS as a **paper survey** will receive:
1. As many copies of the paper instrument as you order;
2. The "Survey Information Sheet' as a perforated attachment to the CSS.

The "Survey Information Sheet" includes important information concerning the students' rights as participants in this study. On the reverse side it includes the codes that students will need to input codes for their major and their probable career. Before turning in the completed questionnaire, students should be asked to gently tear the perforated sheet from the rest of the questionnaire. They may keep the sheet with the participant information if they wish.
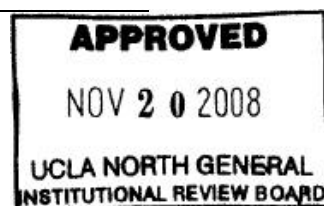
Paper Survey with Web-based Option
Those institutions administering CSS as a paper survey may also provide a link to the survey website for students to complete the survey on the web.

Web Survey
There are two ways to notify your students of the opportunity to complete the CSS on the web.

In an *institutional administration*, your institution has the responsibility to contact the students with the request to participate and the necessary information to participate.

In a *HERI administration, HERI (and our vendor, Data Recognition Corporation)* uses email addresses and names that are provided by your institution and will manage the email contact process for you[2].

Institutional administration
Campuses indicating that they are conducting **an institutional administration** will receive:

1. A list of unique log-in codes for students to access the web-based CSS instrument to merge into email invitations to participate in CSS,
2. The web address (URL link) to the survey instrument, and
3. An electronic version of the information sheet outlining students' rights as research subjects (i.e., "Survey Information Sheet").
4. Both required and suggested text for the email request to students.

HERI administration
Campuses indicating that they are conducting **a HERI administration** will provide HERI with the email addresses and names (first name, last name) of all students to be surveyed. The specifications for this file are available on the CIRP Web Portal, which is also where you will upload the file.

Under no circumstances will the emails be used for any other purpose than the approved contact for notification of the survey. Emails will be personalized with the recipient's name.

The "Survey Information Sheet" <u>must</u> accompany all survey forms. This information sheet describes the purpose of the survey, the potential risks and benefits, and students' rights as research subjects. The CSS "Survey Information Sheet" is included as a perforated sheet on the paper version of the CSS. For web surveys, it is a link off the "welcome screen."

Inviting Your Students to Participate

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

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 <u>**must**</u> be included.

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[2] Both HERI and DRC abide by FERPA guidelines in the use of student information and all personnel involved with the data collection have successfully completed a training in human subjects research that meets NIH requirements.
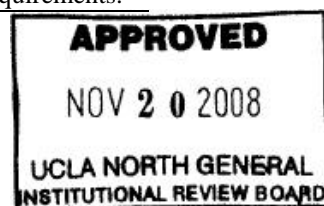
"We ask that you complete this questionnaire as part of a national study of college students conducted by the Higher Education Research Institute at UCLA. One major goal of this research is to determine what happens to students during college. This study is designed to help improve the quality of the 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 a 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. You also may complete this survey on the Internet—please refer to the attached instructions if you wish to do so. **Your responses will be used only for research purposes and will be strictly confidential. Please read the 'Survey Information Sheet' for more information about this study and your rights as a research subject**. **Your participation is voluntary and will not affect your standing at [*name of your campus*]."**

If your campus administers the CSS via electronic or U.S. mail, we have included suggested text for an invitation letter to accompany initial and follow-up waves. We have included three versions of these letters. One addresses administration issues with respect to a **paper only** CSS administration, the second set is for use with a **paper survey with a web option** administration and the third set assumes a **web-only** administration. We encourage you to personalize these invitation letters when possible in order to maximize response rates, however the text in bold **must** be included. Finally, please remember to send all other necessary materials for the CSS survey administration (e.g., a copy of the questionnaire or the URL link to the web-based survey instrument, instructions for additional questions, the "Survey Information Sheet") with the invitation to participate.

We strongly recommend that you use these invitation letters as a template since they include appropriate language to meet guidelines for research involving human subjects and such language is a required element of the research protocol approved by the UCLA North General IRB.

Special Breakout Groups (Or "Group Codes")

Special coded breakout groups 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. Special breakout codes allow you to identify up to 190 unique subgroups.

To use the special breakout group codes, please instruct your students to mark one or both of the "Group Code" grids on the questionnaire (located under the "Marking Directions") with the

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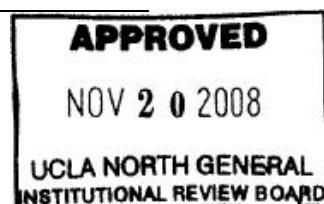
appropriate value (from 01-95; values 00 and 96-99 are used by CIRP personnel for processing purposes) at the time they complete the questionnaire. Please be sure to provide instructions regarding the appropriate codes to grid. If you are administering a web survey, you can include special instructions for the "Group Codes" that will show up on the web survey (at no additional charge).

Once the code is entered onto the survey, it can be used in two ways:

1) First, it becomes a permanent part of the survey data for your institution. Should you utilize the electronic data file of your students' responses, this breakout code can be used as a variable to disaggregate the data for comparative analyses.
2) Second, the Higher Education Research Institute can produce a special breakout report using these codes. This report comes in a format similar to the standard CSS Institutional Profile. However, it provides a separate profile of each coded subgroup, as well as a total survey population profile.

HERI does not release results for individual group codes that are based on fewer than 15 respondents. We do this both the preserve the privacy of individual respondents, and because results based on fewer than 15 cases have no statistical significance. If a subset of a Group Code Profile is based on fewer than 15 respondents, the results for that subset will not be reported as a Special Breakout Group.

For more information on CSS Electronic Data Files and Break-Out Reports, please see the "Reports and Data Files" section below and the "CSS Data Services Order Form."

**Targeted Follow-Up of Non-Respondents**

Paper Survey

You may keep track of the names of respondents to the paper survey. With this information, representatives at your institution can then send a personalized second wave of surveys only to those students who did not respond to your first invitation to participate.

Confidentiality MUST remain a priority throughout the survey administration. As such, only authorized personnel should review the paper instruments to determine the identity of first-wave respondents. Please remember that the examination of any individual responses to the survey other than the respondent's name is considered a breach of confidentiality.

Please word your reminder correspondence in a way that does not appear coercive. Most students have not responded to the initial inquiry because they were pressed for time when it arrived and will be amenable to completing the survey.   HERI has provided suggested and required text for the reminder. Please remember that the text **in bold must** be included in your communication with the students.
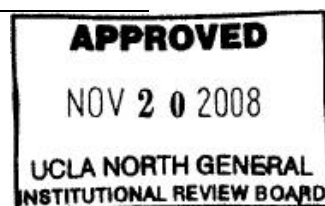
Web Survey

Students following the link given in the email request to participate will be sent to a welcome screen that again explains the survey project and offers a way to opt-out of the survey. If students click on this button, they will not receive any further communications about the survey.

Institutional Administration

You will be able to access, through the CIRP Web Portal, a file with the unique identifiers for those who have not yet responded to the web survey, **not including those students who have opted out**. This will enable you to follow-up with non-respondents who have not exercised their right to be removed from further contact.

Please word your reminder correspondence in a way that does not appear coercive. Most students have not responded to the initial inquiry because they were pressed for time when it arrived and will be amenable to completing the survey.   HERI has provided suggested and required text for the reminder. Please remember that the text **in bold must** be included in your communication with the students.

HERI Administration

You will be able to specify a date and time at which you would like HERI to send a reminder email to those students who have not yet responded to the survey request, **but not including those students who have opted out of the survey.** The text of this reminder email will include necessary language to protect human subjects, but can also be customized by you.

A Note About Response Rates

In the past decade, we have noted declining response rates to surveys received via mail. Therefore, when possible, you may want to consider administering CSS in a **proctored setting** to maximize student participation. However, should you wish to distribute the surveys through campus, U.S., or electronic mail, we recommend the following strategies to boost your response rate:

- **Check the accuracy of your postal and email addresses**. Please note that many students utilize email accounts other than their campus address.
- **Send out a pre-notification announcement**. If you tell them it's coming, they may be on the look-out.
- **Conduct a two-wave administration**. Sending a second survey can increase the response rate—and there is no extra charge for ordering additional surveys.

Please contact the Higher Education Research Institute at UCLA
via phone (310/825-1925) or email (heri@ucla.edu) with any questions.
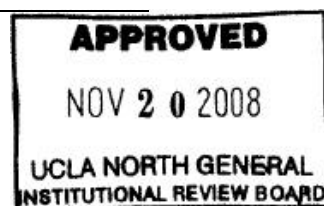
- **Remind students about the survey during the administration period**. Examples include advertisements in the student newspaper, announcements posted on the campus websites, and emails to students.
- **When possible, personalize correspondence related to the survey administration**. We all know that people aren't as receptive to "Dear occupant," "Dear resident," of "Dear student" letters. Address students personally (i.e., "Dear Sally") rather than generically.
- **Correspondence should be signed by a recognized and respected campus official**. Some examples include the college president, the student body president, or the dean of students.
- **Make participation personally meaningful and relevant to students**. If students know how their responses will directly affect the campus experience for the student population at large, it may encourage them to respond. Students really want to know that their time responding to the survey is well spent.
- **Provide assurances of confidentiality**. CSS collects identifying and demographic information. For paper administrations, please make sure that your survey collection and temporary storage system is secure and protects students' confidentiality. Also, make sure students are aware of these procedures. For web-based administrations, inform students that their responses will be sent directly to an outside data processing center and that no one at your institution will examine individual web-based questionnaires. (For additional points about these issues, see the section on "Confidentiality" below.)
- Although it will be noted on the instrument itself, **we encourage you to point out that students may use pens or pencils to complete the paper survey**. Such a convenience may encourage more students to respond to the survey.
- **Use incentives**. Money, pizza, gift certificates to the campus bookstore, college sweatshirts, or an automatic entry into some type of raffle or lottery may be the extra boosts students need to complete the instrument. <u>Please review the section "Using Incentives" for specific guidelines with respect to the use of incentives with CSS</u>.

Administration Period

The CSS can be administered from November through June. There are two processing cut-off dates to accommodate academic year administration:

- **February 13, 2009** is the <u>initial</u> cut-off
- **June 30, 2009** is the <u>final</u> cut-off

Institutions that return their completed questionnaires <u>by</u> February 13, 2009 will receive their institutional reports in late March.

Institutions that return their completed questionnaires <u>by</u> June 30, 2009 will receive their institutional reports in late August or early September.

Please refer to the "Reports and Data Files" section for a complete schedule of data delivery.
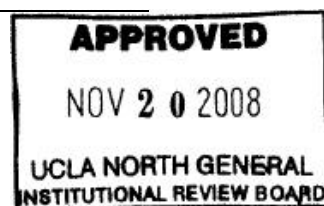
Using Incentives

Incentives can prove to be an effective means of increasing survey response rates. Gift certificates for the campus bookstore, food, money, or an automatic entry into some type of raffle or lottery are all possibilities, but you may select any incentive that you feel would inspire your student body to respond to the instrument.

Incentives and Confidentiality

The names of the paper survey respondents can be tracked by campus personnel and the names of web respondents can be acquired once during the administration cycle (see "Targeted Follow-Up of Non-Respondents"). A <u>complete</u> list of the names and identifying information of survey respondents can be accessed through the CIRP Web Portal.

Reviewing students' responses to survey questions on the completed paper questionnaires (other than the names of respondents for tracking purposes) prior to data processing is considered a breach of confidentiality. As such, CSS incentives may be structured in a few different ways:

- In a proctored setting, you may choose to give a small token of appreciation to each student who turns in a completed survey. Please note that a student should not be penalized if they opt not to answer certain questions or leave a portion of the survey blank.
- You may establish a "ticket system" for students to be considered for the prize. Under this system, raffle/lottery tickets or a blank entry form would be distributed with the paper surveys. Students taking the survey via the web should be instructed to print the CSS "Thank You" page, which they will receive only upon submitting the survey, and fill out identifying information to serve as a "ticket" in a drawing. In both instances, survey instructions should inform students to fill out and submit their "ticket" upon completion of the CSS questionnaire to a designated location as well as the date of the drawing.
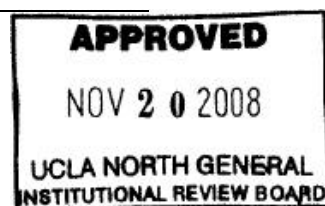
In the case that you create an incentive plan that differs from the above options, we **<u>strongly</u>** encourage you to check with your local IRB or other appropriate campus personnel to review the structure of your incentive program.

Points to Consider for the CSS Incentive Program

If you decide to adopt an incentive program for your administration of the CSS, please be sure that it conforms to the following guidelines:

- The "Survey Information Sheet" (please see "Administering the Survey" section above) covers the rights of human subjects with respects to all aspects of survey administration **<u>except</u>** incentives. Therefore, if you plan to utilize an incentive for the CSS, you **<u>must</u>** add a section to the "Survey Information Sheet." This addition would be titled "Payment for Participation" and would describe, in detail, the incentive program including, the

amount that could be won, an estimate of the odds (if you are utilizing a drawing), and how any drawing, or other incentive program, would be conducted.

- The amount or value of the incentive should not be so large as to appear coercive.
- Each institution that decides to conduct a drawing (i.e., raffle or lottery) should first consult applicable state law to determine whether lotteries are legal.
- Please remember that any incentive program may require local IRB approval. We recommend that you check with your institution's Office for the Protection of Research Subjects as soon as you have made a decision regarding your incentive program.
- Incentives for survey participation must be designed in a manner that maintains the voluntary nature of the survey.

Additional (Local) Questions

At the end of the survey (lower right portion of page 4) is a set of circles for local additional questions (#34 through #53). You may use this space to ask up to **20** additional questions of specific interest to your college. Asking such questions is optional. We recommend that you distribute to your students a sheet containing the supplemental instructions, your additional questions (beginning with Question #34), and the response alternatives (indicated by A through E). If you chose to utilize this space, do not forget to include instructions to students concerning how to answer the additional questions (for instance, to answer the questions in the bubbles on the survey form, not on the paper containing the additional questions).

Each question permits a maximum of five alternatives (A through E). *Students should mark only* ***one*** *alternative.* (If students mark more than one alternative -- for example, both A and D -- the optical scanning equipment will only "read" the darkest mark.) Fewer than five response alternatives may be used for any of the questions, in which case students should be instructed to choose only among those circles that apply, starting from the left.

Student responses to these additional questions will be included on the computer file (see below); the statistics for these questions will be included in your institutional summary report.

Although your campus is responsible for developing the local additional questions, we would be happy to review and comment on any of these materials. We would also appreciate receiving a courtesy copy of your additional questions and supplemental instructions. Please send them directly to the Higher Education Research Institute, UCLA, Graduate School of Education & Information Studies, 3005 Moore Hall/Mail Box 951521, Los Angeles, California 90095-1521..

We urge you to "pilot test" your local additional questions with current students. Many campuses find that students often interpret questions differently than the institution intended.
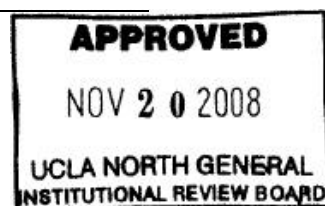
Asking Local Questions of a Sensitive Nature

When designing additional questions, there are special circumstances to consider if you ask students to provide what would be considered "sensitive information" by the federal government. If this is the case, there are additional steps you will need to take. HERI strongly urges you to consider very carefully if asking for "sensitive information" is appropriate in the context of a general senior survey.

"Sensitive information," according to the National Institutes of Heath, includes (but is not limited to):

> *information related to sexual attitudes/preferences/practices; information relating to the use of alcohol, drugs or other addictive products; information pertaining to illegal conduct; information that, if released, might be damaging to an individual's financial standing, employability, or reputation within the community or might lead to social stigmatization or discrimination; information pertaining to an individual's psychological well-being or mental health;* [3]

It is up to local officials at your institution, not HERI, to determine if your questions ask for "sensitive information." If you have decided to ask such questions, you must 1) submit your additional sensitive questions to the UCLA IRB for review and approval before administering the CIRP College Senior Survey, 2) obtain a NIH Certificate of Confidentiality[4], and 3) modify the consent documents for students to reflect that there are sensitive additional questions being asked and explain what "sensitive information" being asked in the additional questions is required to be reported (as explained in the next section), and to describe the protections afforded by the Certificate of Confidentiality that your institution will obtain.[5] The UCLA IRB must also review your modified consent document(s).

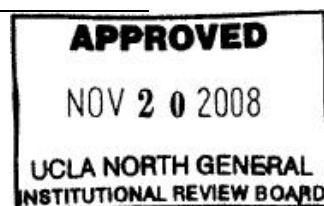### Obligation to Provide Referrals

If your additional questions ask respondents to provide "sensitive information" such as drug use, binge drinking, eating disorders, sexual behavior and/or gambling, you must also provide information about referrals to mental health care programs and counselors. For example, if you were to ask about binge drinking, you should also include information about who to contact on or near your campus to address a substance abuse problem, providing an address and phone number. You will need to modify or provide an addendum to the "Survey Information Sheet" (SIS) to include this information. These types of information would be covered by a Certificate of Confidentiality that your campus would apply for separately. They are not issues that would be

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[3] http://grants1.nih.gov/grants/policy/coc/faqs.htm
[4] http://grants.nih.gov/grants/policy/coc/
[5] The NIH Certificates of Confidentiality Kiosk identifies the nature of the information that must be provided to subjects to describe the protections afforded by the Certificate of Confidentiality, and also provides and example of appropriate language. [http://grants.nih.gov/grants/policy/coc/appl_extramural.htm]

**Please contact the Higher Education Research Institute at UCLA
via phone (310/825-1925) or email (heri@ucla.edu) with any questions.**

reportable to a third party as detailed below. Modifications to the consent document(s) to describe the provision of referrals to mental health care programs and counselors must also be reviewed and approved by the UCLA IRB.

Obligation to Report and Break Participant Confidentiality to a Third Party

In some states, the law requires researchers to disclose information they have concerning suicidal ideation, child abuse and elder abuse to appropriate third parties. Thus, questions surrounding these areas are not just sensitive but require institutions to break subject confidentiality in order to protect the participant, or others, from harm. If you ask such additional questions, you must modify or provide an addendum to the consent document that you provide to students (SIS) to inform students of the researcher's intent to disclose respondent's intent to harm his or herself (suicide ideation) or others (elder or child abuse). These modifications to the consent document(s) must also be reviewed and approved by the UCLA IRB.

Again, HERI strongly encourages that you consider the appropriateness of such additional questions in a general senior survey and recommends against asking these issues with this survey instrument. HERI also suggests that you confer with your campus health officials before including any sensitive questions and for any necessary referral information.

If you have questions about potentially "sensitive" items that you may be intending to ask as part of your set of additional questions, or would like more information about the process for obtaining approval to include these items, please contact John Pryor, CIRP Director at (310) 825-1925 or heri@ucla.edu.

Administering Your Additional Questions

If you choose to utilize additional questions, the text for these items will need to be included in the CSS administration plan at your institution.

> If you are conducting a **paper survey**, you will need to include a sheet with the additional questions with the CSS.

> If you are conducting a **web survey**, and have opted for the integrated additional questions, you will be able to submit the additional questions via the CIRP Web Portal so that they can be incorporated into the existing survey.

> If you have *not* opted for the additional questions to be integrated into your web survey, you may list the additional questions in the email invitation that you send to students or include them in a Word document that you attach to the invitation email. Alternatively, you may wish to create a web site that contains the text for your additional questions and include a link to the URL in the invitation email.

Please contact the Higher Education Research Institute at UCLA
via phone (310/825-1925) or email (heri@ucla.edu) with any questions.
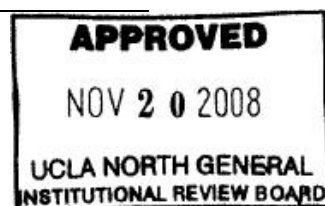
Whichever method you choose to administer your additional questions, please remember to add instructions that explain the additional questions.

In addition to drafting, pilot testing, and incorporating your additional questions into the administration of the CSS, it is also important to consult with your local Institutional Review Board (IRB). Your campus may require you to submit these additional items for their review and approval. If your campus believes an additional question to be of a sensitive nature, you must submit that question to HERI for our consideration one month before administration.

Returning Questionnaires for Processing

While web surveys are submitted directly to our data processing center, your institution is responsible for sending the paper forms to the center. Paper questionnaires must not be folded when shipped to our processing center. If you have folded the questionnaires in order to mail them to respondents, please unfold and flatten them and remove staples and paperclips before shipping to our processing center. Box the surveys with Page 1 facing up and oriented in the same direction.

If possible, return the questionnaires in a batch, rather than singly. If your campus plans to administer the CSS by mail or in a proctored setting, students must return the individual surveys **to you** (where they can be collected and bundled for shipment to our processing center).

Return all completed questionnaires and the "Shipping Form" in the provided self-addressed box or boxes to the HERI Processing Center:

<div align="center">

CSS SURVEY RETURNS
HERI Processing Center
c/o Data Recognition Corporation (DRC)
Attn: Survey Operations
7303 Boone Ave., North
Brooklyn Park, MN 55428

</div>

REMEMBER: **PLEASE** DO NOT RETURN THE QUESTIONNAIRES DIRECTLY TO **UCLA!!!**
IF YOU DO, THEY WILL NOT BE FORWARDED FOR PROCESSING UNTIL A SHIPPING ACCOUNT
NUMBER (E.G., FEDEX OR UPS) IS PROVIDED BY YOUR INSTITUTION.

We ask that you use some traceable form of parcel delivery such as UPS, Federal Express, Airborne, or Emery to ship the surveys to the processing center. We strongly recommend that you do <u>not</u> use the U.S. Postal Service. If you ship the surveys in more than one package, please indicate this on the shipping label (for example "Box 1 of 3").

Please complete and return the "Shipping Form" at the top of the stack of forms in box 1 of your shipment. This form allows us to quickly address any discrepancies between the number of forms you believe you have sent and what actually arrives at our processing center.

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UCLA NORTH GENERAL
INSTITUTIONAL REVIEW BOARD
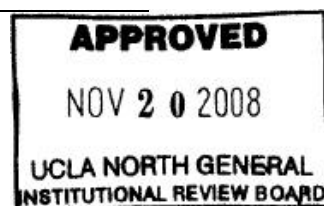
Administration Report Form Online Survey

Upon completion of your administration of the CSS, it is critical that you complete an Administration Report Form (ARF). The ARF is a short web-based form that inquires about specific institutional information needed to process your completed CSS questionnaires and to prepare your institutional reports.

We will be sending you an email with a link to the 2008-2009 Administration Report Form (ARF) Online Survey in Spring 2009. The ARF is due by the final survey processing cut-off date (i.e., June 30, 2009). **Please note: We may be unable to process your institution's data until we receive the completed ARF. If we do not receive it by the processing cut-off date, 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

Your data files will be posted on the CIRP Web Portal as soon as they are available. You cannot have access to these files until you have completed the Research Approval Form certification on the CIRP Web Portal.

For paper surveys: your data file (in CSV) format will be available in three weeks after your completed questionnaires are received at our processing facility. There are instructions on the CIRP Web Portal as to how to convert this file into an SPSS file for analysis.

For web surveys: your data is processed each night the survey is live, and you can access it on an ongoing basis.

In September 2009, all institutions will receive a report, in Excel, summarizing the survey data for male, female and all respondents. Comparative responses from all institutions participating in the CSS will also be included on the report. This will be posted on the CIRP Web Portal for download.

If students completing the CIRP Freshman Survey, YFCY and the CSS provide consistent and matchable I.D. numbers, institutions will receive a "follow-up" report comparing freshman responses to those made on the CSS. Survey I.D. numbers may be a social security number or an institutionally-assigned student I.D. number. If you are uncertain which identifier to use, contact us (at 310-825-1925 or heri@ucla.edu). **Please note: there is no requirement that students provide an identifier.**

Subgroup Comparisons

You can indicate special groups for comparison by using the breakout group code grids located on the first page of the CSS instrument. Located under the marking directions, Group Code A
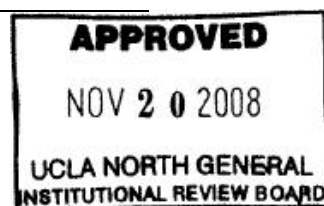
and Group Code B can be used can be used to identify up to 190 unique student subgroups (Group Code A and B can be marked from 01-95). Once the code is entered onto the questionnaire it becomes a permanent part of the student data.

New Data And Reporting Tools

An online data analysis tool is available for an additional fee. This online tool allows you to examine the responses to the survey questions by running frequencies, crosstabs, means, and correlations. You do not need to know a statistical package, just point and click! Note: schools administering all three student surveys this academic year will receive this tool for free.

An executive summary of your school's CSS results is available in a PowerPoint presentation for a low additional fee. This is presentation-ready for your use.

Obtaining Student Data for Local Research

You will be provided with a data file containing the coded responses of each student at your institution who completes a CSS survey. The data file will include responses from the CSS and, where matches can be made, from the CIRP Freshman Survey as well. This longitudinal data file will be posted on the CIRP Web Portal in September, 2009, for downloading at your convenience.

Please note the following considerations with respect to students' confidentiality when using the data file:

- A student's record in the electronic data file will include the ID number only if the student has given us explicit permission to release this information to you. If a student marks "no" or does not respond to the "permission" question at the end of the instrument (question 33), HERI strips the record of student ID number and provides the institution the remaining data in the record. This procedure ensures that the responses cannot be traced to a specific student, but still allows institutional personnel to run analyses with as many records as possible. HERI never releases student names in association with survey responses.
- In order to receive an electronic data file, **you must certify your compliance with a confidentiality agreement.** The Research Approval Form states that the data will be used solely for statistical analyses and reporting of aggregated information, and not for the investigation of specific individuals. You must complete this form on the CIRP Web Portal, and it must be completed before you can have access to your data file.
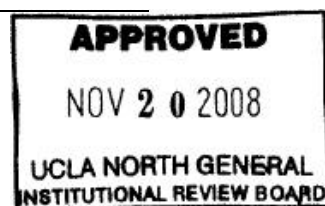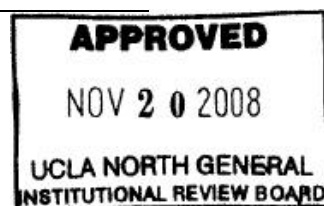
Confidentiality

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., the CIRP Freshman Survey and the Your First College Year (YFCY) Survey), 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. Following are some specific points to consider with respect to the confidentiality of CSS data:

- Your survey collection procedures and data storage systems must be secure (e.g., locked storage, official representatives as proctors, etc.).
- Viewing student responses to questions on the CSS (other than the names of respondents for tracking purposes) prior to data processing is considered a breach of confidentiality. Assure students that no one at your institution will examine individual responses to survey questions.
- Your data file will not include personal identifiers. The only exception to this is if the student has given HERI explicit permission to release the ID number to you in question 33. (Note: A non-response to the permission question is presumed to mean "no.")
- HERI does not release identifiable data to other researchers or to other agencies.
- The "Research Approval Form" states that the data will be used solely for statistical analyses and reporting of aggregated information, and not for the investigation of specific individuals.
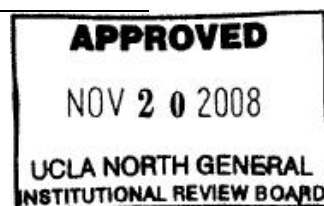
**Please contact the Higher Education Research Institute at UCLA
via phone (310/825-1925) or email (heri@ucla.edu) with any questions.**

Copies of Paper Communications (for **paper only** survey)
Initial letter

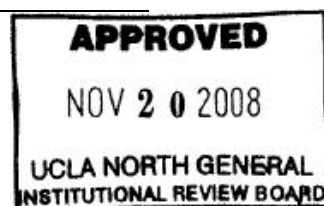| Subject Line (can be edited)	College Senior Survey Invitation
Greeting (cannot be edited)	Dear <student name>
Introduction (can be edited)	Your college is participating in a national study about college seniors. Conducted by the Higher Education Research Institute at UCLA, this survey asks your opinion on many items relevant to examining the impact of college. Your school receives very important information about your class from this survey, and we hope you will take the time to complete it. The enclosed questionnaire can be completed in pen (blue or black) or pencil and returned to [*institutional contact information*] as soon as possible [*insert return instructions (i.e., in the enclosed envelope*].
Mandatory Language (cannot be edited)	Your participation in this research is strictly voluntary. Furthermore, your response (or decision not to respond; you may opt out of the project by not completing the questionnaire) will not affect your relationship with your school. We ask for your ID number, name and address so that the researchers at UCLA can merge your responses with future data in order to support a comprehensive research program. However, please note that your responses will be used for research purposes only and will be strictly confidential. No one at your school, or at UCLA, will ever associate your individual responses with your name. Your completion and submission of the questionnaire indicate your consent to participate in the project. For more information about your rights as a research subject please read the "Survey Information Sheet" attached to your questionnaire (detach the sheet from your survey and retain). If you have questions about your rights as a research subject, you may contact the Office for Protection of Research Subjects, 11000 Kinross Avenue, Suite 102, Box 951694, Los Angeles, CA 90095-1694, (310) 825-8714.
Message Close (can be edited)	Thank you for participating in this important research project. Sincerely, John H. Pryor Director, The College Senior Survey Higher Education Research Institute

Reminder letter 1

Subject Line (can be edited)	Senior Survey reminder
Greeting (cannot be edited)	Dear <student name>
Introduction (can be edited)	Recently we sent you a request to participate in an important survey of college seniors conducted by The Higher Education Research Institute (HERI) at UCLA. Please consider adding your feedback on your experiences as a college student. The enclosed questionnaire can be completed in pen (blue or black) or pencil and returned to [*institutional contact information*] as soon as possible [*insert return instructions (i.e., in the enclosed envelope*].
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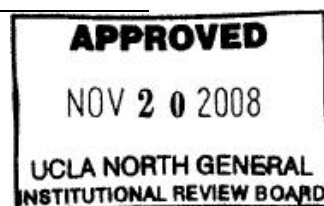
UCLA NORTH GENERAL
INSTITUTIONAL REVIEW BOARD

Copies of Paper Communications (**for paper survey with a web option**)
Initial letter

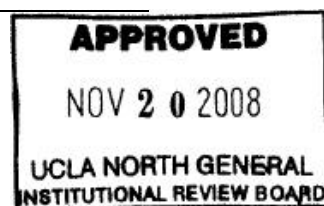| Subject Line (can be edited)	College Senior Survey Invitation
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Mandatory Language (cannot be edited)	You may also complete this survey on the Internet. The website for the survey is: https://www.drcsurveys.com/CollegeSeniorSurvey/et.aspx?Logon=XXXXXXX Your participation in this research is strictly voluntary. Furthermore, your response (or decision not to respond; you may opt out of the project if you like on our website) will not affect your relationship with your school. We ask for your ID number, name and address so that the researchers at UCLA can merge your responses with future data in order to support a comprehensive research program. However, please note that your responses will be used for research purposes only and will be strictly confidential. No one at your school, or at UCLA, will ever associate your individual responses with your name. Your completion and submission of the questionnaire indicate your consent to participate in the project. For more information about your rights as a research subject please read the "Survey Information Sheet" attached to your questionnaire (detach the sheet from your survey and retain) or via the link on the survey website. If you have questions about your rights as a research subject, you may contact the Office for Protection of Research Subjects, 11000 Kinross Avenue, Suite 102, Box 951694, Los Angeles, CA 90095-1694, (310) 825-8714.
Message Close (can be edited)	Thank you for participating in this important research project. Sincerely, John H. Pryor Director, The College Senior Survey Higher Education Research Institute

Reminder letter 1

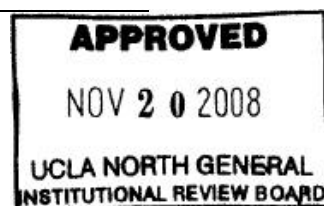| Subject Line (can be edited)	Senior Survey reminder
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Mandatory Language (cannot be edited)	You may also complete this survey on the Internet. The website for the survey is: https://www.drcsurveys.com/CollegeSeniorSurvey/et.aspx?Logon= XXXXXXX Your participation in this research is strictly voluntary. Furthermore, your response (or decision not to respond; you may opt out of the project if you like on our website) will not affect your relationship with your school. We ask for your name and address so that the researchers at UCLA can merge your responses with future data in order to support a comprehensive research program. However, please note that your responses will be used for research purposes only and will be strictly confidential. No one at your school, or at UCLA, will ever associate your individual responses with your name. Your completion and submission of the questionnaire indicate your consent to participate in the project. For more information about your rights as a research subject please read the "Survey Information Sheet" attached to your questionnaire (detach the sheet from your survey and retain) or via the link on the survey website. If you have questions about your rights as a research subject, you may contact the Office for Protection of Research Subjects, 11000 Kinross Avenue, Suite 102, Box 951694, Los Angeles, CA 90095-1694, (310) 825-8714.
Message Close (can be edited)	Thank you for participating in this important research project. Sincerely, John H. Pryor Director, The College Senior Survey Higher Education Research Institute

Copies of Email Communications to complete the **web survey**
<u>Initial invitation</u>

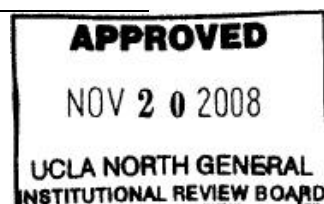| Subject Line (can be edited)	College Senior Survey Invitation
Greeting (cannot be edited)	Dear <student name>
Introduction (can be edited)	Your college is participating in a national study about college seniors. Conducted by the Higher Education Research Institute at UCLA, this survey asks your opinion on many items relevant to examining the impact of college. Your school receives very important information about your class from this survey, and we hope you will take the time to complete it.
Mandatory Language (cannot be edited)	The website for the survey is: https://www.drcsurveys.com/CollegeSeniorSurvey/et.aspx?Logon=XXXXXXX Simply click on this address to go directly to the survey. If this does not work, "copy and paste" this address into the address bar of your Internet Browser. Your participation in this research is strictly voluntary. Furthermore, your response (or decision not to respond; you may opt out of the project if you like on our website) will not affect your relationship with your school. We ask for your name and address so that the researchers at UCLA can merge your responses with future data in order to support a comprehensive research program. However, please note that your responses will be used for research purposes only and will be strictly confidential. No one at your school, or at UCLA, will ever associate your individual responses with your name. Your completion and submission of the questionnaire indicate your consent to participate in the project (please read the "Survey Information Sheet" linked on the survey website for more information about your rights as a research subject). If you have questions about your rights as a research subject, you may contact the Office for Protection of Research Subjects, 11000 Kinross Avenue, Suite 102, Box 951694, Los Angeles, CA 90095-1694, (310) 825-8714.
Message Close (can be edited)	Thank you for participating in this important research project. Sincerely, John H. Pryor Director, The College Senior Survey Higher Education Research Institute

Reminder email 1

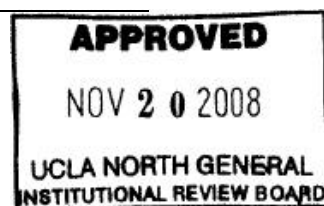|	
Subject Line (can be edited)	Senior Survey reminder
Greeting (cannot be edited)	Dear <student name>
Introduction (can be edited)	Recently we sent you a request to participate in an important survey of college seniors conducted by The Higher Education Research Institute (HERI) at UCLA. Please consider adding your feedback on your experiences as a college student.
Mandatory Language (cannot be edited)	The website for the survey is: https://www.drcsurveys.com/CollegeSeniorSurvey/et.aspx?Logon= XXXXXXX Simply click on this address to go directly to the survey. If this does not work, "copy and paste" this address into the address bar of your Internet Browser. Your participation in this research is strictly voluntary. Furthermore, your response (or decision not to respond; you may opt out of the project if you like on our website) will not affect your relationship with your school. We ask for your name and address so that the researchers at UCLA can merge your responses with future data in order to support a comprehensive research program. However, please note that your responses will be used for research purposes only and will be strictly confidential. No one at your school, or at UCLA, will ever associate your individual responses with your name. Your completion and submission of the questionnaire indicate your consent to participate in the project (please read the "Survey Information Sheet" linked on the survey website for more information about your rights as a research subject). If you have questions about your rights as a research subject, you may contact the Office for Protection of Research Subjects, 11000 Kinross Avenue, Suite 102, Box 951694, Los Angeles, CA 90095-1694, (310) 825-8714.
Message Close (can be edited)	Thank you for participating in this important research project. Sincerely, John H. Pryor Director, The College Senior Survey Higher Education Research Institute

Reminder email 2

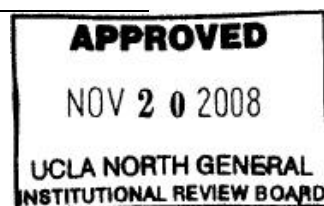|	
Subject Line (can be edited)	Senior Survey Reminder
Greeting (cannot be edited)	Dear <student name>
Introduction (can be edited)	This is a reminder that we are conducting an important survey of college seniors.
Mandatory Language (cannot be edited)	The website for the survey is: https://www.drcsurveys.com/CollegeSeniorSurvey/et.aspx?Logon=XXXXXXX Simply click on this address to go directly to the survey. If this does not work, "copy and paste" this address into the address bar of your Internet Browser. Your participation in this research is strictly voluntary. Furthermore, your response (or decision not to respond; you may opt out of the project if you like on our website) will not affect your relationship with your school. We ask for your name and address so that the researchers at UCLA can merge your responses with future data in order to support a comprehensive research program. However, please note that your responses will be used for research purposes only and will be strictly confidential. No one at your school, or at UCLA, will ever associate your individual responses with your name. Your completion and submission of the questionnaire indicate your consent to participate in the project (please read the "Survey Information Sheet" linked on the survey website for more information about your rights as a research subject). If you have questions about your rights as a research subject, you may contact the Office for Protection of Research Subjects, 11000 Kinross Avenue, Suite 102, Box 951694, Los Angeles, CA 90095-1694, (310) 825-8714.
Message Close (can be edited)	Thank you for participating in this important research project. Sincerely, John H. Pryor Director, The College Senior Survey Higher Education Research Institute

Reminder email 3

Subject Line (can be edited)	Final Senior Survey Reminder
Greeting (cannot be edited)	Dear <student name>
Introduction (can be edited)	This is a final reminder that we are conducting an important survey of college seniors.
Mandatory Language (cannot be edited)	The website for the survey is: https://www.drcsurveys.com/CollegeSeniorSurvey/et.aspx?Logon=XXXXXXX Simply click on this address to go directly to the survey. If this does not work, "copy and paste" this address into the address bar of your Internet Browser. Your participation in this research is strictly voluntary. Furthermore, your response (or decision not to respond; you may opt out of the project if you like on our website) will not affect your relationship with your school. We ask for your name and address so that the researchers at UCLA can merge your responses with future data in order to support a comprehensive research program. However, please note that your responses will be used for research purposes only and will be strictly confidential. No one at your school, or at UCLA, will ever associate your individual responses with your name. Your completion and submission of the questionnaire indicate your consent to participate in the project (please read the "Survey Information Sheet" linked on the survey website for more information about your rights as a research subject). If you have questions about your rights as a research subject, you may contact the Office for Protection of Research Subjects, 11000 Kinross Avenue, Suite 102, Box 951694, Los Angeles, CA 90095-1694, (310) 825-8714.
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Please contact the Higher Education Research Institute at UCLA via phone (310/825-1925) or email (heri@ucla.edu) with any questions.

University of California, Los Angeles
COLLEGE SENIOR SURVEY INFORMATION SHEET

PURPOSE OF THE STUDY
You are asked to complete this survey as part of a national study of higher education conducted by the Higher Education Research Institute (HERI) at the University of California, Los Angeles. One major goal of this research is to determine what happens to students when they attend college. The data gathered are used in studies designed to better understand student learning and development and to help improve the quality of college education. Your decision to participate (or not to participate) will not affect your relationship with your college nor your grades.

PROCEDURES
If you volunteer to participate in this study, we would ask you to complete the attached survey and return it to the designated person at your campus. Most respondents can complete this questionnaire in about 25 minutes, although individual progress will vary by how quickly you move through the questions.

If you volunteer to complete this survey, you may decide not to complete the survey for any reason at any time without consequence of any kind. The Higher Education Research Institute does not offer payment for participation. Your completion and return of the enclosed questionnaire indicate your consent to participate in the study.

POTENTIAL BENEFITS TO SUBJECTS AND/OR SOCIETY
You may have the opportunity to reflect on your prior academic experiences and your expectations for college as you complete the survey, which may enhance self-understanding. Results of your participation also will be directly beneficial to your college or university, and may benefit future generations of college students as well.

POTENTIAL RISKS AND DISCOMFORTS
There could be survey items that you are uncomfortable answering or to which you would simply prefer not to respond. Your participation in this study is strictly voluntary, and you will be under no obligation whatsoever to answer any questions that you are not inclined to answer. You may choose not to answer any specific questions you do not want to answer and still remain in the study.

CONFIDENTIALITY
Please note that your responses will be used for research purposes only and will be strictly confidential. Any information that is obtained in connection with this study and that can be identified with you will remain confidential and we will release your survey data back to your institution with identifying information only if we have your explicit permission to do so (survey question #33). Further, all colleges receiving such information are required to certify in advance that the data will only be used for research purposes and will not be used to investigate specific individuals. If you do not give us your permission to release your survey data with identifying information, we will provide your college with non-identifiable data.

IDENTIFICATION OF INVESTIGATORS
If you have any questions or concerns about the research, please contact Mr. John Pryor at this address:

Higher Education Research Institute
UCLA Graduate School of Education and Information Studies
Box 951521
Los Angeles, CA 90095-1521
Email: heri@ucla.edu
Phone: 310-825-1925

RIGHTS OF RESEARCH SUBJECTS
You may withdraw your consent at any time and discontinue participation without penalty. You are not waiving any legal claims, rights or remedies because of your participation in this research study. If you have questions regarding your rights as a research subject, contact the UCLA Office for Protection of Research Subjects, 11000 Kinross Avenue, Suite 102, Box 951694, Los Angeles, CA 90095-1694, (310) 825-8714.
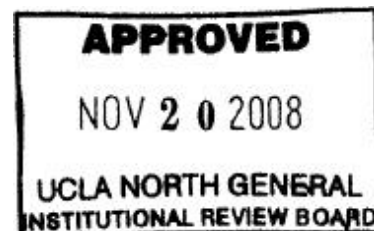
CIRP COOPERATIVE INSTITUTIONAL RESEARCH PROGRAM
at the HIGHER EDUCATION RESEARCH INSTITUTE AT UCLA

ACE # _____

2008-2009 CIRP CSS SHIPPING FORM

In order to process your completed surveys correctly and report them properly, we need some information from you. When you are ready to ship your forms, please complete the form and:

- FAX it to the Processing Center (Data Recognition Corporation) at **763-509-3795.**
- Include a copy in the box with your completed forms. If you send more than one box, include the copy in the **first** box.

YOUR INSTITUTION

NAME: _____

CITY: _____ STATE: _____

SHIPPING INFORMATION

How many completed survey forms did you ship? _____   In how many boxes? _____

Shipped via? _____   Shipping Date? _____

SHIPPING AND HANDLING INSTRUCTIONS

1. Do not fold or staple the questionnaires. Return questionnaires with Page 1 facing up and all questionnaires oriented in the same direction. **Institutions may be billed for additional processing costs if returned questionnaires are folded or stapled**.
2. Ship via United Parcel Service (UPS) or other **traceable** form of parcel delivery. We strongly recommend that you do **not** use the U.S. Postal Service.
3. If the forms are being shipped in more than one box, please indicate by marking each box (for instance "Box #1 of 3").
4. Place the CSS Shipping Form on top of the questionnaires (if more than one box is being shipped, place the CSS Shipping Form in Box #1). Send the box(es) to:

    CSS Survey Returns
    HERI Processing Center
    c/o Data Recognition Corporation
    Attn: Survey Operations
    7303 Boone Ave, North
    Brooklyn Park, MN 55428