

<b>Policy Title</b> Survey & Feedback Policy	<b>Original Adoption Date</b> 1/31/2024	<b>Policy Number</b> IR-849
<b>Responsible College Division/Department</b> Strategy	<b>Responsible College Manager Title</b> VP of Strategic Development	
<b>Policy Statement</b> Surveys and feedback venues are used to serve as valid research and analysis for the purpose of improvement. These feedback methods collect data and insights from a predefined group of respondents (human subjects). Protection of human subjects is our utmost interest.  Survey requirements: <div><div>1. Surveys and feedback requests of populations larger than 25 must be coordinated with the Strategy Department for the purpose of protecting human subjects and avoiding conflict of interest.</div><div>2. Opinion surveys and feedback requests must serve as the qualitative/quantitative analysis portion of the Plan Do Study Act cycle resulting in improvement and follow up measures of success.</div><div>3. Surveys must maintain:<div><div>a. Confidentiality and anonymity of survey respondents, unless clearly noted in advance</div><div>b. Freedom to participate or not participate</div><div>c. Opportunity to see the research results</div></div></div><div>4. The Strategy Department will determine the timing and cadence of surveys.</div></div> This policy does not apply to the following activities: <div><div>1. External surveys and Academic Research Studies to Lakeshore’s students or employees which must follow the <a href="#">Research Review Proposal Policy</a></div><div>2. Forms used to collect information for administrative purposes (scheduling as an example)</div><div>3. Evaluation of an event by participants</div><div>4. Feedback from clients at the point of service</div><div>5. Assessments or surveys sent by departments (academic or administrative), program leaders or student group/organization leaders to members within the department, program or group/organization for evaluation or assessment of the department, program, or group/organization (for example, a registered student organization may freely poll its own members).</div></div>		
<b>Reason for Policy</b> Surveys and feedback venues range from state mandated surveys to opinion polls administered by multiple areas of the college. While most appear to serve a purpose, collectively they take time and effort away from academic endeavors, which can cause “survey fatigue,” confusion, frustration, and declining survey response rates, which ultimately results in low validity.  Surveys and feedback requests of campus constituents (i.e., students, faculty, and staff) are an important means for collecting information which can maintain and assure educational quality, enhance institutional effectiveness, and improve student satisfaction. The purpose of this policy is to ensure surveys of campus constituents, protect human subjects, are conducted in a manner which minimizes redundancy and frequency of surveys, and follows guidelines for survey deployment. To achieve these		

goals, all surveys of campus constituents will be coordinated through the Strategy Department.

**Historical Data, Cross References and Legal Review**

**Cross Reference:** U.S. Department of Health and Human Services (DHHS) in 45 CFR 46, 24 CFR 46.101(b), Wisconsin Technical College System, National Center for Education Statistics (NCIS)

Protecting research subjects under the age of 18.

- Subjects in a Research Study - Children under 18 years of age, must have a parent or guardian provide informed consent (45 CFR 46 Subpart D – Additional Protections for Children Involved as Subjects in Research (“Subpart D”)).
- Anonymous data collection such as using a blind survey does not require consent for children under the age of 18.

**Reviewed/Revised:**

**Legal Counsel Review and Approval: N/A**

**Board Policy: III.A. General Executive Constraint, III.B. People Treatment**

**Definitions**

For the purposes of this policy, a survey is defined as information (qualitative or quantitative) gathered from human subjects using questionnaires, interviews, polls, evaluations, etc. to make inferences about a target population. An institutional survey is one which seeks to inform priorities, goals, compliance, practices, policies, procedures, operations, or other decision-making processes of the College.