

## 2021-2022 HEDS Student Satisfaction Survey

The [HEDS Student Satisfaction Survey](#) asks your students how satisfied they are with their academic experiences, course instruction, campus services and facilities, and campus life.

You can use information from this survey to:

- identify strengths and areas for improvement in four key areas of student experience that promote student success; and
- learn more about how students with different identities and backgrounds experience different parts of your institution.

### Survey Administration

The survey is designed for undergraduate students at 2-year and 4-year institutions. You can administer the survey for any 3-6 week period between October 15, 2021, and April 30, 2022.

### Administration Methods

- **Email Method** – A member of the HEDS staff sends each of your students an individualized email invitation with a unique link to the survey. We will send up to three reminders to students who do not complete the survey. You may customize both the invitation and the reminders, and each message appears to come from your institution.
- **Authentication Method** – You provide your students with a common link and they use a unique password, such as their email address or student ID number, to log into the survey.
- **General link (no authenticator) method** – You provide participants with a common link, and no password is required to access and complete the survey.

To learn more about these administration methods please see our [Distribution Methods](#) document. For an additional fee, you can use two methods in combination. To ensure consistency in the administration process and the integrity of the comparative data, you cannot administer any HEDS survey through your own survey engine.

### Reports and Data Files

You will receive:

- SPSS and Microsoft Excel files with your institution's survey data
- Reports that compare your institution's results to those of all other participating institutions
- A compilation of open-ended survey responses.

## Fees

	<b>HEDS institutions</b>	<b>Institutions not in HEDS</b>
Base cost includes: <ul style="list-style-type: none"> <li>• One 3- to 6-week survey administration</li> <li>• One administration method</li> <li>• One survey invitation and up to three reminders for email method</li> <li>• Up to 1,000 responses</li> <li>• Up to 3 supplemental questions</li> <li>• Reports and data files as specified above</li> </ul>	Free of Charge	\$2,000
Additional administration method(s)	Free of Charge	+ \$175
Completed surveys beyond the first 1,000 ( <i>Count includes all administration methods but does not include partially completed surveys or duplicate surveys by the same person. Invoiced after survey window closes.</i> )	+ \$0.50 per extra response	+ \$0.70 per extra response
Late registration fee ( <i>see explanation in registration section below</i> )	+ \$250	+ \$300

## Data Security

HEDS secures your survey data and participant information by:

- Using Qualtrics, a survey engine, to protect and store your participant information and responses securely. Qualtrics protects their servers with firewalls, security scans, and nightly data backups. Qualtrics' security statement is available at <http://www.qualtrics.com/security-statement/>.
- Storing your participant information and survey results downloaded from Qualtrics on Box.com in a folder that only HEDS staff members can access. Box is a password-protected, encrypted, secure file storage system. See more information about Box's privacy and security at <https://www.box.com/business/enterprise-security/>.
- Using end-to-end encryption via SendSafely to securely transfer files between HEDS and your institution. See more information at <https://www.sendsafely.com/security/>.
- We use TunnelBear as a virtual private network (VPN) to secure our online tasks when we work remotely. Learn more about how TunnelBear secures internet browsing here: <https://www.tunnelbear.com/blog/stronger-encryption/>
- Deleting all materials with invited participants' personal information from Box and the HEDS Qualtrics account sixty days after all final reports and data files have been delivered, and we have confirmed you received them.

## Other HEDS Student Survey Information

- **Survey Liaison** – You will need to identify one individual from your institution to serve as the survey liaison for your institution.
- **IRB approval** – The HEDS Student Satisfaction Survey has been [approved](#) by the Wabash College Institutional Review Board (IRB) for use as a voluntary survey. We encourage your institution's survey



liaison to contact the IRB at your institution to determine whether their approval is needed prior to administering the survey.

- **Mandatory participation** – You may not make the survey mandatory or use survey incentives that may affect voluntary participation without consulting your IRB. In addition, the introduction to each HEDS survey, which informs participants that the survey is voluntary, cannot be altered.
- **Supplemental questions** – You can add supplemental questions related to the survey’s subject matter at the end of the survey. Each sub-question on a multipart or matrix question counts as one supplemental question. We ask that you submit finalized questions when you register if possible. Your data file will include participants’ responses to these questions, but the HEDS reports will not. For more information on how to count and format supplemental questions before submitting them to HEDS, please review our [Supplemental Question Guide](#).
- **Embedding institution name in the survey** – We will configure the survey so that your institution’s name appears prominently on each page of the survey.
- **Survey Agreements** – We detail our expectations, practices, fees, and terms of this survey in this document and our [Supplemental Administration Information](#) document. If your institution requires us to use an agreement developed by your institution and we determine that we need our attorney to review that agreement, we will add the cost of that review to your survey fee. Currently, the standard rate for a contract review by our counsel is \$500.

## Registering for the HEDS Student Survey

You can register for the 2021 HEDS Student Satisfaction Survey using our [online registration form](#). Once you submit the registration form, we will be in touch with you to discuss your survey preferences and the associated fees. Following this conversation, we will send an invoice.

You must register at least three weeks prior to the date on which you plan to begin administering the survey. We will make decisions about accepting late registrations on a case-by-case basis. If we can accommodate a late registration, we will charge an additional \$250 late fee for members, and \$300 for nonmembers.

## HEDS Student Survey Administration Contact

Please contact Jessica Deemer ([jessica.deemer@hediconsortium.org](mailto:jessica.deemer@hediconsortium.org) or 765-361-5771) if you have any questions. You can download the survey from our website at: <https://www.hediconsortium.org/heds-student-satisfaction-survey/>.