

2023-2024 HEDS Student Satisfaction Survey Information Sheet

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Contents

In this information sheet, we detail the survey options available to you, as well as our expectations, practices, fees, and terms of service.

About the Survey

The [HEDS Student Satisfaction Survey](#) is designed for undergraduate students at 2-year and 4-year institutions. It 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 these four key areas of student experience that promote student success; and
- learn more about how students with different identities and backgrounds experience these different aspects of your institution.

Survey Administration Window

You can administer this survey for any 3–6 week period between October 30, 2023, and May 24, 2024. Please note that starting this year, you must **register at least seven weeks before the date on which you plan to begin administering the survey**.

Report and Data Files

You will receive:

- A report that compares your institution's results to those of all other participating institutions
- Unit-record SPSS and Microsoft Excel files with your institution's survey data.

While not a report, you will have access to real-time updates of student responses to select questions during your survey administration. These live updates will give you an early, overall sense of how people responded to parts of the survey. They also allow you to gauge your response rates so you can adjust your communication strategies if necessary.

Survey Administration Methods

Administration methods are how you invite people to take your survey. For full details about these methods, including the advantages and disadvantages of each, please see our [Administration Methods](#) document.

- **Email method** – We send your students a personalized email invitation with a unique link to the survey. You may send up to three email 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 students with a common link, and they use a unique password, such as their email address, to log into the survey.
- **General link method** – You provide your students with a general link to the survey. No password is required to access and complete the survey; *anyone* can follow the link and submit their responses, which will be anonymous.

If you want to use both email and authentication, please let us know so we can discuss the advantages and disadvantages of this approach. To ensure consistency in the administration process and the comparability of our survey data, we do not allow institutions to administer any HEDS survey through their own survey engines.

Fees

	HEDS institutions	Institutions not in HEDS
Base cost includes: <ul style="list-style-type: none"> One 3-6 week survey administration One administration method Up to 1,000 completed surveys One survey invitation and up to three reminders for email method 10 supplemental questions Report and data files as specified above 	Free of Charge	\$1,325
Discount for using the general link administration method only		- \$100
Using both the authentication and email administration methods	+\$150	+ \$200
Completed surveys beyond the first 1,000. <i>(Count includes all administration methods but does not include partially completed surveys. Invoiced after survey window closes.)</i>	+ \$0.55 per additional completed survey	+ \$0.80 per additional completed survey
Late registration fee <i>(see explanation in registration section below)</i>	+ \$275	+ \$325

*In order to qualify for the HEDS member discounted survey fees listed above, your institution must have paid its HEDS membership fee for 2023-2024 by the time we invoice you, or we will charge you the full survey price. Please talk to us if you are uncertain if your institution is up to date on its membership fee.

Special Fees

Multi-campus/Multi-institution administrations – If you want to administer a survey to people at multiple campuses or within a multi-institution system, please contact us for more information and pricing.

Contracts or survey agreements from your institution – If your institution requires us to use an agreement or contract 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. The standard rate for a contract review by our counsel is \$500.

Errors in participant list – If you realize that you made an error in the participant list you provided us (e.g., incomplete list, incorrect group of students, emails with incorrect names) after the survey has launched, please notify us immediately. Depending on the scope of the error, we may need to close the survey, clear any responses, and relaunch the survey for an additional fee.

Other Survey Information

Survey liaison – You will need to identify one individual from your institution to serve as the survey liaison. We'll direct all communication to the survey liaison, and the survey liaison is responsible for contacting other people on their campus about survey logistics. The survey liaison will be responsible for providing the survey materials needed based on the administration method chosen ([see above](#)), testing the survey, and collaborating with us to troubleshoot if technical problems arise.

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, including approval of supplemental questions if applicable, before administering this survey. The Wabash IRB will not enter into authorization agreements with institutions that use HEDS surveys.

Mandatory participation – Institutions should not make the survey mandatory or use survey incentives that may affect voluntary participation without consulting their IRB.

Real-time updates – We provide these updates to give you a first look at select, high-level data from the survey. The real-time updates only show aggregated results to select questions. Because of this, data in the real-time update may not line up with the more disaggregated and complex comparison report that you’ll receive later. These updates will give you an early, overall sense of how people responded to parts of the survey, and it allows you to gauge your response rates so you can adjust your communication strategies if necessary. We do not recommend downloading this report as a PDF version because the graphics do not always present properly in this format.

Unfinished surveys – Participants may choose not to answer any question in the survey. They may also stop taking the survey at any time and not submit their data. However, you will receive partial responses in your unit-record data files.

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. For more information on how to count and format supplemental questions before submitting them to HEDS, please review our [Supplemental Question Guide](#). Your data file will include participants’ responses to these questions, but the HEDS reports will not.

Changes to the survey questions – While you can *add* supplemental questions to the end, we do not modify our survey questions or response options. In order for us to offer the benefit of comparative data between participating institutions in our survey reports, the questions and response options have to be the same across all the colleges and universities using the survey.

Embedding institution names – We will set up the survey so that your institution’s name appears prominently on each page and in questions.

Data Security

HEDS secures your survey data and participant information by:

- Using Qualtrics, a survey engine, securely protects and stores your participant information and responses. Qualtrics protects its 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 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.
- We will not share any personally identifiable information with any outside individuals or entities.

Deadlines

Below we review your deadlines for each step in our work together to set up a survey. Setting up surveys exactly how you'd like them is complicated, and we may be setting up and running many dozens of surveys at a time. We've set the following deadlines to ensure we have enough time to do a good job administering your survey. If you miss a deadline, we will probably have to delay the opening of your survey. The following deadlines are based on the date you wish to start your survey administration.

Task for your institution	Deadline
Register for the Survey	At least seven weeks (35 business days) before the survey start date. <i>Earlier is better to allow you more time to work out the details of your survey.</i>
Set up Call with HEDS to Discuss Survey Details HEDS will contact you to set up a call to discuss the details of your survey administration, fees, and to let you know what materials you will need to provide.	Call takes place 2–9 business days after registering. <i>We will offer you meeting times and dates within this 2–9 day window. If our call occurs during this period, you will have at least ten (10) business days to gather your materials.</i>
Provide All Final Survey Materials to HEDS Final means <i>all stakeholders</i> have viewed and approved any of the following submitted to HEDS: how your institution's name will appear in the survey, information about the survey leader(s) at your institution, administration method(s), a participant list, dates and content of invitations and reminders, incentive options, and supplemental questions. <i>Once we set up your survey in our survey engine for testing, any changes you make to the content of these materials will result in a significant delay in launching your survey .</i>	By end-of-day, sixteen (16) business days before the survey start date. <i>This is a very important deadline for meeting your desired survey start date. The earlier you register and meet with your HEDS survey team member, the more time you will have to gather your materials and get them approved.</i>
Provide HEDS with Feedback on Survey Test	By end-of-day, eight (8) business days before the survey start date. <i>You will have a minimum of 3 business days to test your survey.</i>
Provide HEDS with Feedback on Final Survey Test (<i>only if necessary</i>) A second test will <i>only</i> happen if there was a technical difficulty to resolve, or if we made an error when setting up your survey.	By end-of-day, four (4) business days before the survey start date. <i>You will have a minimum of 2 business days to review the second test.</i>

Important Note About Survey Testing

The purpose of testing is to ensure that the survey will run smoothly and to fix any technical difficulties (i.e., invitation messages going to spam) before your survey launches. Testing also allows you to check that we entered your invitation message (if using the email method) and supplemental questions exactly as you submitted them to us. We need to work with the final, approved version of all survey materials when setting up your survey for

testing. **Testing isn't the time to edit the content of emails or supplemental survey questions. Once we've used the information you've sent us to set up your survey for testing, any changes you make in that information will result in a significant delay, potentially days, in when we can launch your survey.** It is important that you ask anyone at your institution who needs to review and approve your survey materials to do so before sending that material to us.

Registering for the HEDS Student Satisfaction Survey

You can register for the 2023-2024 HEDS Student Satisfaction Survey using our [online registration form](#). **You must register at least seven weeks from the date you wish your survey to begin.** We will only accept late registrations in rare circumstances, and there will be a late fee ([see the bottom row of the Fees table](#)). The last day to register will be March 15, 2024. Once you submit the registration form, we will contact you to discuss your survey preferences and the associated fees. Following this conversation, we will send an invoice that you can pay by credit card, direct deposit, or check.

HEDS Student Satisfaction Survey Administration Contact

Please email us at satisfactionsurvey@hedsconsortium.org if you have any questions. You can download a copy of the survey instrument from our website at: <https://www.hedsconsortium.org/heds-student-satisfaction-survey/>.