Research Requests at Barstow Community College (BCC)

Please review this information prior to submitting a ticket. The ticket form link is embedded within this presentation.

Before Requesting Data…

❑ **Is the data you need already available via the Barstow Community College (BCC) [Research and Evaluation](#) web page?** (Tableau dashboards, external dashboards or institutional plans)

    ❑ If the answer is yes, you may not need to submit a request

❑ **Requests the Office of Institutional Research assists with include but are not limited to:**

    ❑ Data to support Grant Applications

    ❑ Data to support Institutional Planning (I.E. Student Equity and Achievement Plan, Guided Pathways Plan, Educational Master Plan etc.)

    ❑ Data regarding retention, enrollment, accreditation, and student success etc.

    ❑ Data (including surveys) to evaluate institutional effectiveness

Data Request Preparation

- ❑ **Is this request for a Grant?**
    - ❑ Did you fill out the Grant-Contract Assessment Form for institutional authorization to apply for the grant?
    - ❑ Do you have supervisor (or Dean) approval?
    - ❑ Have you familiarized yourself with the grant requirements?
    - ❑ Is any of the data you need available in another plan? If yes, which plan?
    - ❑ Did you fill out the applicable portion(s) of the grant paperwork prior to seeking data to supplement?

- ❑ **Request for data**
    - ❑ Does it align with our strategic priorities and/or the guided pathway pillars?
    - ❑ Does it align with an institutional plan?
    - ❑ Has the request for data been discussed and planned with other stakeholders or employees within the area?
    - ❑ Has the request been pre-approved by the area supervisor, dean or VP?
    - ❑ Do you have a plan for the use of the data once it is provided?
    - ❑ Do you have a report or template as an example for how you would like the results presented?

You can submit your research request via our website:
https://research.barstow.edu/new/

Survey Request Preparation

If the answer is yes to any of the following, the Office of Institutional Research may be able to help with your survey.

❑ If this is for a graduate student dissertation, do you have Institutional Review Board (IRB) Approval?
(prior approval from your institutions' IRB is required as BCC does not currently have an IRB)

❑ Will the survey results support planning and decision making needs?

❑ Are the results from this survey intended to drive actionable change?

Please review the following slides as a guide to the process.

Survey Process

For the Office of Institutional Research to assist in your request we need information to design the survey correctly. Please be sure to include the answers to the following questions in your request.

- ❑ **Who will be taking the survey?**
  (I.E. staff/faculty/students, a specific cohort/group etc., and how many)

- ❑ **How would you like the survey distributed?**
  (I.E. paper based, email, Canvas, QR code etc.)

- ❑ **What is the timeframe you will need final results?**
  (Surveys should be requested at least four weeks prior to intended results. The process to create a survey, review the questions, distribute the survey, collect responses, and pull together data to present, depending on how you would like the data, should be considered.)

- ❑ **What questions are you trying to answer with the data? Or, what problem are you trying to solve?**

- ❑ **Are there any reports or templates that could be provided as examples of how you would like the survey results presented?**

If this is an institutional survey for a BCC department, prior supervisor approval is required.

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Survey Fatigue*

What is survey fatigue? Why do we want to avoid it?

- ❑ Survey fatigue is defined as a respondents boredom, or uninterest in continuously providing feedback due to an overload in requests to survey multiple times in a short period of time.
- ❑ Survey Fatigue can cause:
    - ❑ Low quality data
    - ❑ Negative perception
    - ❑ Survey bias
- ❑ Is a survey the best option? Please keep in mind that other departments are also requesting surveys and too many surveys lead to survey fatigue.
- ❑ Please review the following slides regarding survey design and survey language to see how the Office of Institutional Research utilizes tools to minimize the likelihood of survey fatigue.

*For more information about Survey Fatigue visit https://www.surveycrest.com/blog/survey-fatigue-101/

Survey Design

Now that you have submitted your request, the next step will be a meeting to review survey design and expectations. Please keep the following information in mind for your meeting with the Office of Institutional Research.

❑ **What type of insight are you looking to gain?**
   (I.E. what type of questions do you want this survey to consist of?)
   - ❑ **Open ended questions**: gives a chance for the respondents to give unique feedback for the question. These types of responses will need to be coded and grouped into themes.
   - ❑ **Close ended questions**: yes/no, scaled ratings, multiple choice etc. These type of questions allow only a specified set of answers and can be quantified.

❑ **What are the key points you would like to gain insight on?**
   (Targeting key points helps to keep the survey short and reduces survey fatigue and stop-out mid-survey. Try to be mindful of time and attention span. Best survey results come from shorter surveys that have simple and concise questioning.)

Survey Language Guide

During the collaboration with the Office of Institutional Research, please keep the following in mind when collaborating to design your survey:

❑ Use language that any individual can understand

❑ No double-barreled questioning
(one question that asks two separate things)

❑ Keep questions neutral, no leading tones or phrasing.

❑ Avoid bias by providing a range of answer options.

❑ Avoid the use of negative wording
(I.E. What would make you **not** want to finish a course you enrolled in?)

❑ Use clarifying text to help the respondent understand what they are being asked

❑ Surveys cannot to be used as a tool to evaluate employees

This presentation was brought to you by the Office of Institutional Research.

If you have any questions, please contact us at:

Phone: (760) 252-6840

Email: Research@barstow.edu