

Final Report from the Loyola University Survey Task Force

Final Report Approved July 13, 2023

Introduction

January 2023 the Provost called for the formation of a Survey Task Force to address institution-wide survey administration, coordination, and planning.

The Task Force was charged with the following tasks:

- Compile a list of frequently administered LUC (Loyola University Chicago) surveys.
- Develop a process and criteria for determining how a survey becomes an official Loyola institutional survey.
- Develop a process and criteria for determining how non-institutional surveys are coordinated and planned.
- Develop a 10-year, iterative plan for official institutional survey administration and analysis.
- Make recommendations for members to serve on a rotating LUC Survey Coordination Committee.

It is believed that coordinated survey efforts will ensure the collection of data that informs institutional improvement. Such efforts also foster dialogue on how we measure what we value in a meaningful and efficient manner. And finally, coordinated efforts will ensure protection of LUC faculty staff, and students' confidentiality and decrease survey fatigue and increase response rates.

The Survey Task Force included the following members:

- Deans Council: Emily Barman, Dean of Graduate School, Vice Provost of Graduate Education and Chair of the Survey Task Force
- Division of Student Development: Shannon Howes, Director for Assessment and Assistant to the VP of Student Development
- Division of Student Development: Keith Champagne, Vice President for Student Development
- Division of Enrollment Management: Paul Roberts, Vice President for Enrollment Management and Student Success
- Provost's Office: Fr. D. Scott Hendrickson, SJ, Associate Provost for Global and Community Engagement
- Community Engagement: Patrick Green, Executive Director, Center for Engaged Learning, Teaching, and Scholarship, Director of Engaged Learning
- Mission Integration: Claire Noonan, Vice President for Mission Integration
- Institutional Diversity, Equity, and Inclusion: Amy Nelson Christensen, Executive Director of Strategic Planning and Institutional Change, Office of Institutional Diversity, Equity, and Inclusion
- Faculty Affairs: Badia Ahad, Vice Provost, Faculty Affairs
- Human Resources: Tom Kelly, Senior Vice President for Administration
- Faculty Council: Qunfeng Dong, Stritch School of Medicine, Faculty Council
- Information Technology Services: Laaree Garvin, Senior Research Technologies Coordinator, ITS (Information Technology Services)

- Faculty: Christine George, Center for Urban Research and Learning
- Faculty: Andrew Ellis, Associate Director of Research Compliance, Office of Research Services
- Faculty: Zoey Smith, Director ACCTION Lab, Psychology Department
- Undergraduate student: Mackenzie Warnock, Chief of Staff, Student Government of Loyola Chicago
- Graduate student: Lillian Platten, President, Graduate Student Advisory Council
- Office of Institutional Effectiveness (OIE), Blase Masini, Director of Survey Administration (ad hoc, non-voting)
- Office of Institutional Effectiveness (OIE), Eilene Edejer, Institutional Senior Research Associate (ad hoc, non-voting)
- Office of Institutional Effectiveness (OIE), Marilee Bresciani Ludvik, Associate Provost and Director of OIE (ad hoc, non-voting leadership)

The inaugural meeting of the Task Force was March 3, 2023. The Task Force met every two weeks thereafter, conducting its last meeting on June 9, 2023. Recommendations for the five tasks assigned to the Task Force are provided below.

Part 1. Compile a list of frequently administered LUC surveys and the corresponding use of the information gleaned from these surveys administered by various units (colleges/schools and divisions) across the multiple campuses of one Loyola

A spreadsheet was created and disseminated to Task Force members and beyond with instructions to list *all known surveys* administered at Loyola in the recent past. The spreadsheet provides the population surveyed and the name and email address of the primary contact. We understand that this is not a comprehensive list of surveys. As such, it is likely that we will learn of additional surveys currently and previously administered at Loyola, a list of what is *currently known* is provided in [Appendix A](#).

At any point, a decision to sunset a survey can be made if it is determined that the data generated by the survey is no longer of value or needed. The decision is informed by information use evaluations completed by OIE and made with senior leadership, namely the Provost and Chief Academic Officer, and the Sr Vice President for Administration, following consultation with the President.

Part 2. Develop a process and criteria for determining how a survey becomes an official Loyola institutional survey, thus giving it priority when planning for coordination of surveys

Sub-Committee B was formed to develop a working definition of an institutional survey. Several iterations of this working definition were presented to the full Task Force for feedback. The final recommended definition is as follows.

An institutional survey is one that meets all 3 of the following criteria:

1. A survey that is to be distributed to members of a Loyola constituent group or a particular subpopulation of a group (e.g., alumni, employers, and/or all students with senior status).
2. A survey where OIE is responsible for distributing the survey and analyzing, reporting, and disseminating the data.
3. A survey listed on the Institutional Survey 10-year iterative implementation plan.

Institutional surveys are completed with OIE/Loyola stakeholder collaboration but fully managed by OIE. Any final decision about implementation of an institutional survey must have the approval of the Provost and Chief Academic Officer, and the Sr Vice President for Administration, following consultation with the President.

Surveys not meeting the criteria of an institutional survey can be elevated to institutional status. Recommendations to add a survey to the 10-Year iterative survey plan will be made to the Associate Provost of OIE by the Survey Coordinating Committee, a group established after the Task Force. (See Part 5 for details.) Recommendations will be based on the extent to which the proposed survey:

1. Monitors institutional progress on an emerging institutional strategic initiative,
2. Addresses an emerging question posed by members of the University leadership, and/or
3. Identifies the impact of an emerging crisis or institutional concern.

Steps required to introduce a new institutional survey to Loyola:

Loyola colleagues seeking to introduce a new institutional survey must:

- Complete Survey Administration Form ([See Appendix B](#)).
- Thoroughly address the first two criteria of an institutional survey:
 1. A survey that is distributed to members of a Loyola constituent group or a particular subpopulation of a group (e.g., all students with senior status)
 2. A survey where OIE is responsible for distributing the survey and analyzing, reporting, and disseminating the data.

A final decision to introduce a new institutional survey to Loyola must have the approval of the Provost and Chief Academic Officer and the Sr Vice President for Administration, following consultation with the President.

Part 3. Develop a process and criteria for determining how surveys that are not selected to become institutional surveys are coordinated for planned implementation to avoid survey fatigue and increase response rates.

Before administering a non-institutional survey, the lead contact from the lead department/office/unit seeking to administer a survey to Loyola constituents (e.g., students, alumni, faculty and/or staff) must complete the [Survey Administration Form](#) accessible via the OIE website. The Survey Coordinating Committee (*To be established following the Task Force. See Part 5 for details on the formation of the committee.*) will review the submission and make recommendations to the Associate Provost of OIE as outlined below:

- Whether to provide full support to proceed with the survey on the survey's proposed administration schedule.
- Whether to provide full support to proceed with the survey with a request to adjust the survey's proposed administration schedule.
- Request additional information before moving forward with the survey administration (specifics will be provided).

This information will be reported back to the lead contact making the request by the OIE Director of Survey Administration.

NOTE: It will be important to communicate to the University community the importance of planning ahead as the Survey Coordinating Committee will only meet monthly. As such, lead contacts must submit the Survey Administration Form at least 2 weeks prior to the committee's scheduled monthly meetings for the Committee to review the proposal.

As noted in Part 2, surveys not meeting the criteria of an institutional survey can be elevated to institutional status by following the steps outlined in Part 2.

Part 4. Develop a 10-year, iterative plan for official institutional survey administration, analysis, and data use which will be implemented by the Office of Institutional Effectiveness (OIE) in collaboration with other relevant LUC colleges/schools and divisions.

Drawn from recent past and current conversations, a 10-Year plan for institutional surveys was developed. [See Appendix C](#). This is an iterative plan meaning surveys can be added at any time in the 10-years if they meet the definition of an institutional survey as defined above. Part 2 shows the process by which a survey can be elevated to the institutional level.

Part 5. Make recommendations for members to serve on a rotating LUC Survey Coordination Committee who will be charged with a) implementing good practices for coordinating the administration of LUC's multiple surveys, b) ensuring the appropriate use of analyzed results from surveys, and c) monitoring the feasibility and effectiveness of continuous improvement resulting from implementation of the 10-year, iterative plan for official institutional survey administration (making adjustments to surveys selected and administrative timelines accordingly).

Sub-committee E was formed to address this task. The following are recommendations for a committee title and a structure for membership.

Title of Committee: Loyola University Survey Coordination Committee.

Number of members: The committee must have a moderate number of members to facilitate efficiency while making sure all necessary units/departments/offices are represented. To ensure all voices are at the table, the Task Force recommends 15 as the optimal number of members, with one of the 15 serving as the chair.

Units/schools/departments/offices to be represented: Sub-Committee E of the Task Force generated a list of 50 units/schools/departments/offices across the University. [See Appendix D](#). The Sub-Committee recognizes that the Survey Coordination Committee cannot include 50 members. To maximize

representation with a manageable number of members, The Task Force recommends the following units/schools/departments/offices be represented on the Survey Coordination Committee (These are highlighted in red in Appendix D) and listed below.

• Human Resources	1
• Information Technology Services	1
• Student Development	1
• Enrollment Management and Student Success	1
• Office of Institutional Effectiveness	1
• Faculty Affairs	1
• Advancement	1
• Finance and Business Operations	1
• Office of Institutional Diversity, Equity, and Inclusion	1
• Faculty Council	1
• 5 additional members from academic affairs at provost’s discretion	5
 Total	 15

When a term ends and a member leaves, it is that unit/departments/office’s responsibility to fill the vacancy with a member of their units/departments/offices if they want to maintain representation on the committee. Positions can be renewed at the discretion of the chair (w/committee input).

Terms of membership: The Task Force recommends 2-year term limits with staggered appointments (i.e., each year, half of the 2-year terms will expire). Members of the University community can self-nominate or be nominated by their colleagues. The provost will make appointments.

When joining the committee members agree to be present for a minimum of 75% of the meetings during their 2-year term, or 18 of 24 meetings.

Meeting schedule: The Survey Coordination Committee will meet monthly to ensure timely review of proposed surveys. Monthly meetings will only take place when there are agenda items to discuss, such as survey administration form submissions to review or other LUC survey administration agenda items.