

Survey Instrument Development & Process – Student Survey

To develop what will be ARC's first institutional campus climate survey (ICCS) since Fall 1995, the research team began the process with a document search for fairly recent community college and university efforts in this area. Both student and employee surveys were compiled and reviewed with an eye towards common themes and questions but also for prompts that seemed particularly pertinent to ARC's specific emphasis on equity and social justice. The research team presented to the Institutional Effectiveness and Student Success Councils a document identifying common climate survey themes and sample questions and asked for their input in identifying the most important themes. In selecting survey models, short-listed were those institutions' surveys that reflected serious and unbiased inquiry into the various climate topic areas, most notably as they related to assessing a sense of belonging and community, as well as mistreatment, harassment, and discrimination.

Most of survey prompts selected for use in ARC's survey appeared in some form across the majority of surveys reviewed, however we found that the University of Michigan and Stanford University, and to a lesser extent Pasadena City College and Feather River College, surveys together contained the majority of these questions so were used as primary models. With input from the leadership of the college's Disproportionate Impact project team, a mock-up was produced from these survey prompts, with attention paid to order, framing, and the most appropriate response scale for each. The language of several prompts was massaged/refined in order to elicit more meaningful and relevant results, but also to strike an appropriate tone with ARC recipients. The draft survey was shared with the Executive Leadership Team and subsequently finalized.

Given the need for responses that are truly representative of ARC's student body, it was felt that an in-classroom survey was necessary (response rate for online surveys is typically low and not representative of the overall student body). The research team estimated that the survey would take as long as 50 minutes to complete.

Faculty members selected via the sampling process were sent an invitation to participate and asked to RSVP, specifying whether or not they wished to have a proctor provided. Those agreeing to participate, as well as those not responding to the RSVP, were told they would receive a survey packet for a specified class section at the beginning of the 10th week of the semester and would have until the end of the 13th week to administer it.

Survey Sampling

Since the majority of survey questions ask students to reveal their opinions and perceptions as they relate to experiences occurring on campus, separate samples were drawn for ARC's Main Campus and the Natomas Center. Students enrolled in fully online classes will receive a customized version of the instrument to reveal their opinions and perceptions as they relate to experiences occurring online.

The F19 survey samples for ARC Main and Natomas were drawn by stratified random sample. Excluded from the sampling process are the following: Public Safety & Apprenticeship, labs that have an associated lecture section, classes with fewer than 20 students, and all short-term courses except 8W2 and 5W3. Of the remaining classes, the research team sampled 10% of day, 10% of evening, and 10% of hybrid class offerings (with 20 or more students) at ARC's Main Campus, and 25% of day, 25% of evening, and 25% of hybrid class offerings at the Natomas Center.

The total count of class sections sampled at ARC Main Campus and Natomas Center was 116 and 25, respectively (141 total). Following the initial mailing and a subsequent reminder mailing of the request for participation/RSVP email, as of 11/4/2019, 'yes' RSVP's have been received for 48 class sections, and 'no' RSVP's have been received for 35 class sections (83 total). The sampling process resulted in an extremely close match with respect to students' race/ethnicity.

Fall 2019	ARC Main Campus		Natomas	
	Campus %	Sample %	Campus %	Sample %
African American	7.7%	7.4%	11.9%	12.0%
Asian	12.5%	11.6%	16.1%	18.3%
Filipino	2.4%	2.1%	4.8%	4.9%
Hispanic/Latino	24.7%	26.7%	31.2%	29.0%
Multi-Race	6.8%	6.7%	6.8%	8.0%
Native American	0.5%	0.5%	0.5%	0.3%
Other Non-White	0.2%	0.3%	0.1%	0.3%
Pacific Islander	0.7%	0.9%	1.6%	1.3%
Unknown	2.4%	2.8%	1.4%	1.5%
White	42.2%	41.1%	25.6%	24.4%

Given the low response rate typical of online surveys, the research team has recommended surveying all students taking fully online (not hybrid) classes. This web-disseminated survey is anticipated to be considerably shorter than the classroom survey but would include some common questions for comparability's sake.

Survey Administration Timeline

The following reflects the original implementation/deployment timeline for both student and employee versions of the ICCS.

Sept 16 -- Present draft campus climate thematic areas to Institutional Effectiveness Council

Sept 17 -- Present draft campus climate thematic areas to Student Success Council

Sept 17 -- Draft letter to college about Institutional Campus Climate Survey (ICCS)

- Our responsibility to serve students well -- understand student perspectives and experiences in multiple areas
- Strategic plan metric baselines for goals 3 and 4
- Institutional Equity Plan recommendation response
- DI project team interests

Sept 18 -- Present ICCS timeline to PES

Sept 20 -- Send letter to college (all employees and students)

Sept 25 -- Message to college in Beaver Bites

Sept 25 -- Identify random sample of class sections to be surveyed

Sept 30 -- Email all faculty of sampled sections requesting confirmation of willingness to participate and providing timeline of survey administration

Oct 1-6 -- Gather input on survey from DI project team leads, PRIDE, WEAVE, DSPS

Oct 2 -- Re-email faculty sampled

Oct 11 -- Deadline for faculty to confirm willingness to participate

Oct 28 revised to Nov 6 -- Survey packets to be mailed

Nov 29 revised to Dec 8 -- Survey return due date

Survey Response Reporting & Research Report Template

Colleges and universities report climate findings and data in very different ways. While ARC's research team is committed to complete transparency in this survey process, it recognizes that climate data can be used inappropriately or inaccurately. For this reason, decisions concerning how the data will be reported, and at what level of detail the resulting data is made available to the college community, will await an initial analysis of the data. That said, the entire college community will eventually see the full results of ARC's climate surveys in the form of a research report (estimated in early 2020). Specific governance groups (e.g. project teams) will likely see results of the survey much sooner.

Data Controls

As noted in the previous section, ARC's research team will wish to perform various analyses on some of the incoming data before determining the best ways to present this information. The survey's raw data will likely not be distributed to stakeholder groups although, as noted above, survey results will be shared with various governance groups to support their work.

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