



National University of Health Sciences General Policies

Title: **NUHS University Surveys**

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Date Adopted: 04/01/2024

Date(s) Revised:

President

Date

NUHS limits survey distribution as outlined in this policy.

POLICY STATEMENT

For this policy, a survey is defined as a method used for collecting data from a pre-defined group of respondents to gain information and insights on various topics of interest.

Purpose

This policy is to clarify the use and optimize the application of surveys at NUHS by:

- Avoiding the collection of duplicate information,
- Reducing survey fatigue by limiting the number and timing of surveys to any one specific group,
- Enhancing survey participation,
- Protecting the privacy of survey participants, and
- Ensuring data collection validity and reliability.

Scope

This policy applies to surveys created or endorsed by NUHS that involve a sampling or census of a population at the university (including current and prospective students, students no longer enrolled in a NUHS program, alumni, employees, trustees, and patients). The Office of the President, or his designee, will approve all surveys. NUHS limits survey distribution as outlined below.

Institutional Review Board Oversight

The NUHS Institutional Review Board (IRB) governs surveys associated with applicable human research. All research conducted on human subjects requires IRB approval except:

- Data collection for an internal department or other university administrative purposes (i.e., course evaluations and employee and student satisfaction surveys).
- Surveys issued or conducted by university personnel for the intent of improving services and programs of the university or for developing new services or programs.
- Informational gathering interviews or surveys that focus on university processes, services or policies (i.e., quality improvement and quality assurance surveys) unless clear intent is for generalizable knowledge.
- University evaluations that are conducted under independent contract by an external agency for internal purposes only (i.e., personnel studies, customer satisfaction surveys, cost-benefit analyses, program enrollment, constituent demographics and outcome analyses).

The IRB administrator, with oversight from the Office of the President, or his designee, determines whether the survey must be reviewed by the IRB.

Survey Calendar and Scheduling

The Office of Institutional Effectiveness (OIE) shall maintain an accessible online survey calendar. Institutional surveys (e.g., annual student feedback, course evaluations, etc.) may receive scheduling priority over those from outside agencies or other internal stakeholders (e.g., faculty or students conducting research, department-specific inquiries, etc.). The Office of the President, or his designee may deny a request, or offer alternative scheduling options, to prevent over-surveying a specific population.

Survey Request Form

Employees and students intending to conduct a survey must complete a [survey request form](#) located on the NUHS website. The following surveys are exempt from the request process:

- Feedback from clients at point(s) of service
- Event evaluations by event participants
- Classroom/audience response or technology-based polling
- Routine course evaluations conducted by the university
- Surveys or polls that involve voting on preferred options for a specific event (e.g., meals or scheduling)

Requests to Conduct a Survey

Requests to conduct a survey are reviewed and, if approved, are authorized by the Office of the President, or his designee based on the criteria established below and the schedule of planned surveys. A decision regarding the request is normally provided within ten (10) business days.

To be eligible for approval, the survey must:

- Have a clear purpose.
- Not duplicate other existing surveys.
- Be well designed and utilize sound survey methods and practices.
- Not violate copyright laws upon reproduction.
- Utilize existing university software or other approved mechanism for data collection.
- Protect the confidentiality of responses, as applicable.
- Be approved by IRB, when applicable.
- Not interfere with the timing of other planned surveys and university activities.
- Include a university mentor or sponsor, in the case of surveys conducted by students.
- Adhere to university brand guidelines.

Surveys not meeting these criteria are denied and may be resubmitted for approval when the outstanding concerns are resolved.

Compliance

Surveys must comply with the requirements of the Family Educational Rights and Privacy Act (FERPA), Department of Health and Human Services (DHHS), or Health Information Portability and Accountability Act (HIPAA) as applicable.

Collecting and Storing Data

Survey administrators must store data securely and use data only for the designated and intended purposes. When presenting survey results, survey administrators ensure the confidentiality of respondents. Survey administrators must adhere to university policies for handling and storing data.

Related Policies: Student Record Privacy (FERPA)
Acceptable Use of Information Systems
Institutional Review Board (IRB)