



Canadian University Survey Consortium
Consortium canadien de recherche sur les
étudiants universitaires

Procedures Manual

2023 Survey of Middle Years Students

November 25, 2022

Prepared by:
Canadian University Survey Consortium –
Consortium canadien de recherche sur les étudiants universitaires (CUSC-CCREU)
and
Prairie Research Associates Inc. (PRA)



website cusc-ccreu.ca

email admin@cusc-ccreu.ca



Mission

The mission of the Consortium is to assess the Canadian university experience by surveying representative student populations enrolled in participating universities.

The Consortium is a membership not-for-profit corporation. It supports the annual collection, management, analysis and dissemination of survey data. Results provide measures of student characteristics, activities, and perceptions of the quality of their educational experience at their universities as well as a broad base of comparative information for the benefit of participating institutions.

Purpose

The purpose of the Consortium is to:

- Offer students an opportunity to assess their university experience.
- Provide access to a broad base of comparative and collective data on the Canadian university experience, including measures of student characteristics, experiences, participation, expectations and satisfaction.
- Manage and provide reliable, consistent data to track over time the quality of the post-secondary experience as perceived by students, in order to assess institutional strengths and educational outcomes, and to inform decisions about needed improvements.
- Contribute to accountability reports to institutional governing bodies, governments and the public.

Visit www.cusc-ccreu.ca for more information about CUSC-CCREU, membership, the surveys, registration for the survey, *Data Licensing and Membership Agreement*, and publications.

website: www.cusc-ccreu.ca

email: admin@cusc-ccreu.ca

Suite of surveys – questions summary

✓ = all of the questions in this section are on the survey

some = some of the questions are on the survey

0 = none of the questions are on the survey

question section	<i>Focus:</i>	First Year <i>making transitions</i>	Middle Years <i>persistence</i>	Graduating <i>retrospective and career pathway</i>
Academic history		some	some	✓
Applications to post-secondary		✓	0	0
Activities - academic, on-campus, volunteer		0	✓	✓
Comments (open ended) - negative, positive		✓	✓	✓
Commitment to completion		✓	✓	0
Commuting to campus		0	✓	✓
Current employment		✓	✓	✓
Current living arrangements		✓	✓	✓
Demographics – age, citizenship, ethnicity, gender		✓	✓	✓
Demographics - marital status, children		✓	✓	0
Demographics – parent/ guardian education		✓	✓	✓
Disability - types, accommodation		✓	✓	✓
Expectations versus experience		✓	some	some
Services - use, satisfaction		✓	✓	✓
Finances - credit cards		✓	✓	✓
Finances - financial assistance from this university		✓	0	0
Finances - income sources, amount		0	✓	✓
Finances - repayable debt sources, amount		0	✓	✓
Goal development - career/ employment plans		✓	✓	✓
Goal development - major/ academic program		✓	✓	some
Growth and development - knowledge, skills		0	✓	✓
Motivation - reasons to attend university		✓	0	0
Overall evaluation of university experience		some	some	✓
Post-graduation - education plans		0	0	✓
Post-graduation - employment plans		0	0	✓
Professors, teaching, treatment		✓	✓	✓
Selection - reasons to attend this university		✓	0	0
Sources of information - about this university		✓	0	0
Staff		✓	✓	✓
Transition to university		✓	0	0

CUSC-CCREU surveys operate on a 3-year cycle:

- Survey of First Year Students will be conducted in 2025, 2028, 2031, etc.
- Survey of Middle Years Students will be conducted in 2023, 2026, 2029, etc.
- Survey of Graduating Students will be conducted in 2024, 2027, 2030, etc.

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Highlighting indicates that this section is changed for 2023 compared to the 2022 Procedures Manual

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1. Introduction and survey

Welcome to the *CUSC-CCREU 2023 Survey of Middle Years Students* that will be administered online in Winter 2023. The online survey is available in English and French, and students may complete the survey using a computer or a mobile device.

We appreciate your cooperation in following the procedures and meeting the deadlines outlined in this manual. This will help to ensure that results are comparable across all institutions, and the data and reports can be ready for distribution in early July 2023.

2. Participation

The questions in the Survey of Middle Years Students focus on persistence (see Suite of surveys – questions summary). Visit www.cusc-ccreu.ca for more information about CUSC-CCREU, the survey questionnaire, registration for 2023 membership and the survey, and publications with results from previous surveys.

Please send a message to admin@cusc-ccreu.ca if you have questions about participating in the survey.

2.1 CUSC-CCREU Member

Any Canadian university with degree granting authority may apply to become a member of CUSC-CCREU by paying the annual membership fee, and signing and abiding by the Corporation's Data Licensing and Membership Agreement (see Appendix A). Membership applications are reviewed and approved by the CUSC-CCREU Board. The term of membership is annual from the first (1st) day of January and ends the last (31st) day of December in the current year.

Member universities can choose to participate in the survey by completing the online *Registration* available at www.cusc-ccreu.ca "Taking Part". The university pays for the membership fee, cost of the survey results package, any options ordered, plus applicable taxes. Members that participate in the survey will receive master data files containing responses to closed-ended survey items from all participating member universities, the master report, data files of all responses from their students, their university's reports, and optional items that they ordered (see section 13. Data files, section 15. Registration, Item E. Survey Results Package and Item F. Optional additions). The membership fee is not refundable and not transferrable to another year (see section 16. Withdrawal).

CUSC-CCREU members are eligible to attend and participate as a voting member at the Annual General Meeting (AGM) which is usually held in October or November.

2.2 Non-member

Post-secondary institutions that are not eligible for membership or do not wish to become members may participate in CUSC-CCREU surveys. Non-member institutions can choose to participate in the survey by completing the online *Registration* available at www.cusc-ccreu.ca "Taking Part". Non-member institutions are not required to sign the *Data Licensing and Membership Agreement* since they will only receive data files of responses from their students, their institutions' reports, and optional items that they ordered. Responses from students at non-member institutions will be excluded from master data files and master reports (see section 13. Data files and 15. Registration).

Item E. Survey Results Package). A participation fee is charged, in addition to the survey results package cost and the options that the institution orders plus applicable taxes.

3. Survey contractor

CUSC-CCREU has hired Prairie Research Associates Inc. (PRA) to administer and manage the online survey, email the invitation and reminders to your students, collect and analyze the data, and generate data files and reports.

If you have questions or concerns specifically about the survey procedures and timelines, please contact Nicholas Borodenko, Partner at PRA in Winnipeg, MB by:

email borodenko@pra.ca

phone 204-594-2080

toll-free 1-888-877-6744

fax 204-989-2454

4. Timeline

Please complete the online *Registration* by **Friday, December 16, 2022** which is available at www.cusc-ccreu.ca "Taking Part" Usually late registrations can be accommodated but institutions that registered by this date will have priority.

Table 4 presents a schedule that can be modified, within limits, to accommodate participating institutions. We strongly encourage you to start the survey at your institution as soon as possible in the New Year. The earliest the survey can be started is **Monday, January 9, 2023**; the latest the survey can be started is **Sunday, March 26, 2023**. The survey closes for all institutions on **Sunday, April 9, 2023**.

You can change the date when the survey starts at your institution after you have completed the *Registration* but other institutions that have previously chosen the same date will have priority.

Ensure that the start date you have chosen does not coincide with events at your institution such as winter/ spring break (study week), exams and other surveys.

When registering online, each institution can specify when their survey closes. CUSC-CCREU advises leaving the survey open until the last day, Sunday, April 9, 2023. PRA will provide a website link that will show the daily number of responses for each institution to assist in deciding whether to extend your survey end date or not (see section 10. Response tracking).

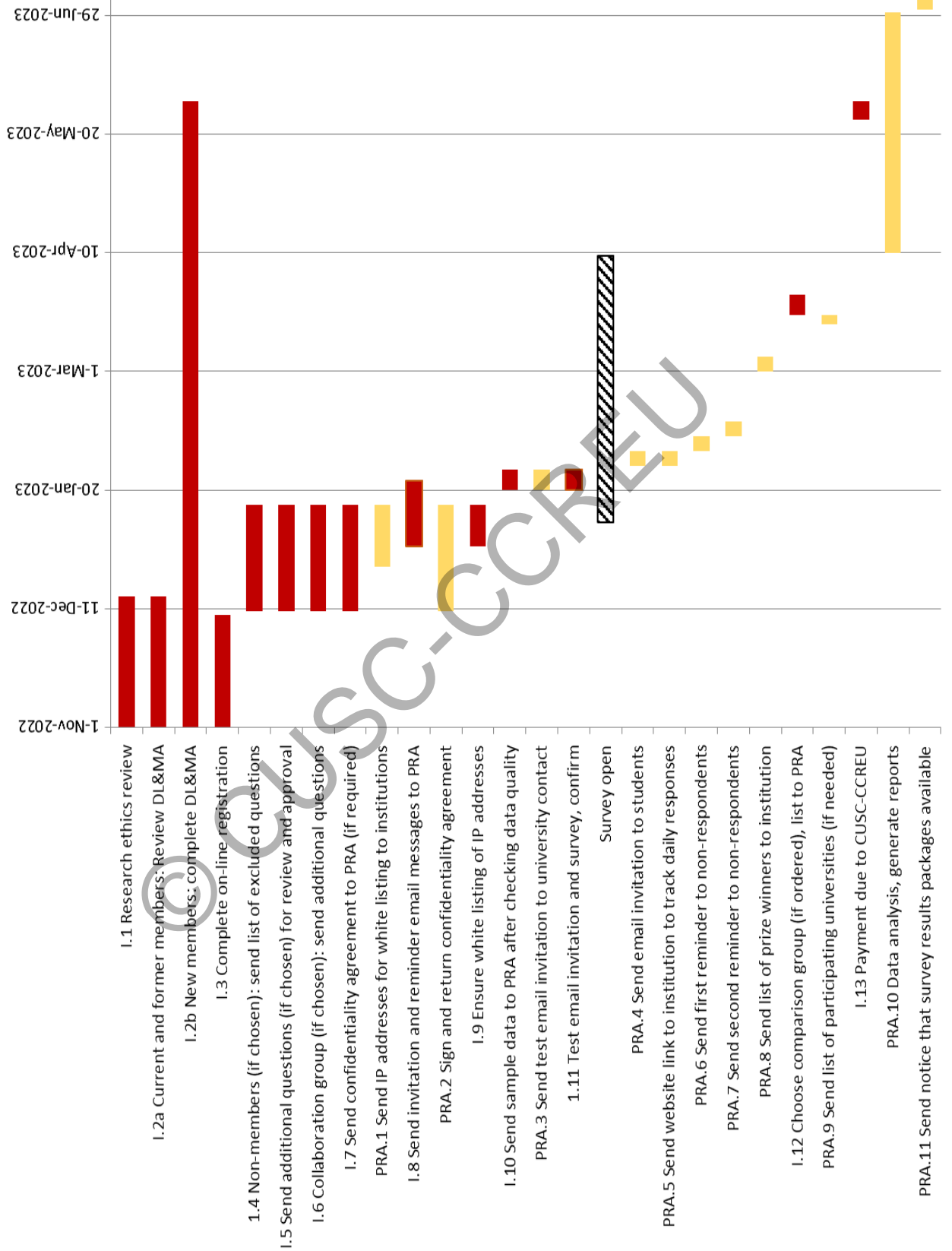
Table 4 Timeline

Responsibility	Activity	Deadline
Institution	I.1 Begin research ethics review (if necessary at your institution)	As soon as possible
Institution	I.2a Current and former CUSC members: review your institution's Data Licensing & Membership Agreement (DL&MA) as a reminder of your duties and responsibilities with CUSC data	By Friday, December 16, 2022
Institution	I.2b New CUSC members: complete Data Licensing & Membership Agreement (DL&MA; see Appendix A); send to admin@cusc-ccreu.ca	By Wednesday, May 31, 2023

Responsibility	Activity	Deadline
Institution	I.3 Complete the online Registration at www.cusc-ccreu.ca "Taking Part"	By Friday, December 16, 2022
Institution	I.4 Non-members only: If chosen, send the list of CUSC-CCREU standard survey questions that your institution chooses to omit to PRA borodenko@pra.ca	At least four weeks prior to the start of your institution's survey
Institution	I.5 If your institution chooses to ask additional questions, send them for review and approval to admin@cusc-ccreu.ca	At least four weeks prior to the start of your institution's survey
Institution	I.6 If chosen, set up your collaboration group and send additional survey questions for review and approval to admin@cusc-ccreu.ca	At least four weeks prior to the earliest start date of all institutions in the collaboration group
Institution	I.7 If your institution requires one, provide PRA borodenko@pra.ca with a confidentiality agreement to sign (see Appendix B)	At least two weeks prior to the start of your institution's survey
Institution	I.8 Provide PRA borodenko@pra.ca with invitation and reminder email messages	At least one week prior to the start of your institution's survey
Institution	I.9 Confirm white listing of IP addresses or steps taken to prevent your institution's email filters from blocking the invitation and reminders (see section 9.1.2)	At least one week prior to the start of your institution's survey
Institution	I.10 Send sample file to PRA borodenko@pra.ca after completing data quality checks (see section 5.6.3)	At least one week prior to the start of your institution's survey
Institution	I.11 Receive test email invitation and survey; test link and survey and check additional questions (if ordered); send confirmation or feedback to PRA	At least two business days prior to the start of your institution's survey
PRA	PRA.1 Send IP addresses for white listing to participating institutions (see section 9.1.2)	By Tuesday, January 3, 2023
PRA	PRA.2 Sign and return confidentiality agreement (if necessary)	At least one week prior to the start of the institution's survey
PRA	PRA.3 Send test email invitation to institution contact to test the survey link and check the survey questions	At least two business days prior to the start of the institution's survey
PRA	PRA.4 Send invitation email to students with a link to the survey	As early as Monday, January 9, 2023 and as late as Friday, March 26, 2023
PRA	PRA.5 Send website link to the institution to track daily responses	During Week 1
PRA	PRA.6 Send first reminder to non-respondents	Four to seven days after invitation email
PRA	PRA.7 Send second reminder to non-respondents	Eight to twelve days after invitation email
PRA	PRA.8 Send list of randomly drawn respondents' names and email addresses to the institution for distributing incentives (prizes)	By date requested by institution

Responsibility	Activity	Deadline
	Survey closes	Sunday, April 9, 2023
PRA	PRA.9 Send list of participating institutions to each institution that ordered comparison reports	Monday, April 10, 2023
Institution	I.12 Choose institutions for comparison reports (if ordered); send list of at least 4 institutions to PRA borodenko@pra.ca	Monday, April 24, 2023
Institution	I.13 Payment due to CUSC-CCREU for membership (if chosen), survey results package and options ordered	Wednesday, May 31, 2023
PRA	PRA.10 Clean and analyze data; write reports	By late June 2023
PRA	PRA.11 Send notice to institutions that have paid that their survey results packages and options ordered are available on the FTP site	Early July 2023
PRA	PRA.12 Webinar with presentation of overall national survey results	Late August 2023
PRA	PRA.13 Delete all institutions' sample files	September 30, 2023

CUSC 2023 Survey of Middle Years Students sample timeline for University of Cool Beans



Note: Not all items listed in the sample timeline apply to all institutions.

5. Sample

5.1 Confidentiality agreement

An institution that requires PRA to sign a confidentiality agreement before it can provide a sample file containing student data should send the agreement to PRA borodenko@pra.ca at least two weeks prior to the start of your institution's survey. See Appendix B for a template that can be adjusted to suit your institution's situation.

5.2 Standard sample

The standard sample for 2023 is restricted to middle years undergraduate Bachelor students. To ensure that the standard samples from all institutions consist of similar students, please:

- include only students enrolled in first-entry (first-level) 3-year or 4-year or 5-year Bachelor's programs (programs that students can enter directly from high school or CEGEP);
- include students who have prior post-secondary experience at your institution and/or other institutions (include continuing students, returning students, transfer students);
- include part-time and full-time students, students from in-province and out-of-province, Canadian and international students, and distance students as well as on-campus students;
- include second year students – those who have successfully completed the equivalent of the first year of study in a 4-year Bachelor program; at some institutions, this means students that have completed at least 30 credits;
- include third year students – those who have successfully completed the equivalent of the third year of study in a 4-year Bachelor program; at some institutions this means students that have completed between 60 and 90 credits;
- include students in the second year of a 3-year Bachelor program;
- include students in the second, third, or fourth year of a 5-year Bachelor program;
- **exclude** first-year, graduating year, independent, special, Undeclared, Certificate, Diploma, and Continuing Education students.

It may not be possible to gauge middle years students with 100 percent accuracy, but make your best estimate based on available information.

The usual standard sample size is 1,000 (one thousand) students. It is essential that your sampling procedure ensures that each eligible undergraduate student has an equal chance of being included in the standard sample.

CUSC-CCREU allows institutions to provide a sample of more than 1,000 students. Institutions that have a middle years cohort of less than 1,000 students can choose the option for a smaller sample when registering. See section 18. Prices/ Prix, and 15. Registration Item E. Survey results package.

CUSC-CCREU recommends that you keep a copy of your sample file. After September 30, PRA will destroy all sample files. PRA will notify each institution, and copy the CUSC-CCREU Board, that their students' information has been destroyed.

5.3 Sample weighting

The *Registration* asks for the total number of students in Winter 2023 semester who fit the definition of the standard sample. If you're not sure of the actual number, provide an estimated number. When you have the final number, please email it to PRA borodenko@pra.ca. This information will be

used to calculate weights for responses that will be provided in the data files and applied in analyses of the survey data.

5.4 Special sample

In addition to the standard sample, you can include a special sample that does not have to meet the standard sample definition. This is a way to survey students who cannot be included in the standard sample or to oversample certain groups of students (e.g. Indigenous, international, those in a particular academic program).

The special sample data should be provided in the same format as the standard sample (see section 5.6 Format of the sample file). The special sample records must be distinguished from the standard sample records in the "sample" field. Students in the special sample will be contacted using the same invitation email and reminders as the standard sample and on the same schedule.

The responses from both the standard sample and the special sample will be included in your institution's SPSS and Excel data files with a field to indicate the sample from which each came. PRA will use only the responses from the standard sample in your institution report and the master report. This means that responses from students in the special sample will not be shared with other institutions.

Please indicate on the *Registration* if you will be providing a special sample.

5.5 Admin sample

If you would like confirmation that email invitation and reminders have been sent, include appropriate institutional staff in your sample file with Sample field value "admin". These staff will receive the email invitations and reminders that PRA sends. Any responses from these individuals will be excluded from all data files and all reports. Note: This is separate from the test invitation and survey described in section 9.1.3 Test invitation and survey. The admin sample is only meant to help you verify that your survey launched and reminders are being sent.

5.6 Format of the sample file

Your sample file (including standard, special, and admin) must be provided to PRA at least one week prior to the start of your institution's survey in an Excel file with the following fields (10 mandatory fields plus a maximum of 10 optional fields):

Table 5.6 Format of the sample file

ID	First	Email	CIP	Sample	Length	Age	Citizen ship	Gender	Load	Option 1	Option 2, etc.
0001	John	jsmith@institution.ca	26.0101	standard	3	24	1	1	2	A	B33
0002	Sally	sjones@institution.ca	38.0105	standard	5	20	3	1	9	G	TU1
0003	Jane	jdoe@institution.ca	24.0101	special	4	19	2	2	1	T	K04
9999	Joe	joe.sm@institution.ca	99.9999	admin	9	999	9	9	9		

5.6.1 Mandatory fields

To make the survey shorter, institutions will provide some of the demographic and academic data from their information systems, e.g. citizenship and gender.

ID This is a unique identifier that your institution creates and assigns to each student in the sample. **This is not the student's official institution identifier.** It will be included as a variable in the SPSS and Excel data files that PRA provides to your institution. We recommend that institutions maintain a crosswalk file of students' CUSC ID and institution ID. Numeric, 10 digits maximum.

First Student's first name or preferred name. It is better if the salutation in the email invitation and reminders uses the student's first name because it personalizes the email and makes it look less like a mass email. Text, 50 characters maximum.

Email Student's email address. Include the full email address. If you have more than one email address for a student, put each address in a separate field (Email 1, Email 2, etc.). For example, you might have a student's institution and personal email address. In order to increase response rates it may be advantageous to try to reach a student at both email addresses. PRA will send the invitation email and reminder emails to all of the email addresses provided. Text, 250 characters maximum.

CIP *Classification of Instructional Programs* (CIP) code for the student's first program in two-dot-four (xx.xxxx) format. For example, a general Biology program would have a CIP code of 26.0101. If a student is enrolled in more than one program (such as a double major), you can include the CIP code for the second major in an optional field in your sample file. Text, 7 characters.

Use the *Classification of Instructional Programs (CIP) Canada 2016* available on Statistics Canada's website at <https://www.statcan.gc.ca/eng/subjects/standard/cip/2016/index> to code students' programs according to field of study.

Sample Standard sample, special sample, or admin sample. Values: standard, special, admin. Text, 10 characters maximum.

Length Normal length of the student's program. Values: 3 = three years, 4 = four years, 5 = more than 4 years, 9 = unknown. Numeric, 1 digit.

Age Calculate each student's age as of September 1, 2022 rounded up to the nearest whole number. Values: any whole number (no decimal places), 999 = unknown. Numeric, 3 digits.

Citizenship Values: 1 = Canadian, 2 = permanent resident, 3 = international/ visa student, 9 = unknown. Numeric, 1 digit.

Gender Values: 1 = female, 2 = male, 3 = other, 9 = unknown. Numeric, 1 digit.

Load Enrolment status in Winter 2023 (or Fall 2022 if Winter data is not available). The definition of full-time and part-time should be determined by your institution's guidelines. Values: 1 = full-time, 2 = part-time, 9 = unknown. Numeric, 1 digit.

5.6.2 Optional fields

You can provide up to 10 optional fields of data (Option 1, Option 2, etc.) in the sample file. These fields can include any numeric or alphanumeric information that your institution may wish to attach to student records (e.g. campus, admission type, origin, entering grade). Each of the fields has a maximum length of 25 characters. They will be attached to the records in the SPSS and Excel data

files for your institution, but not in the master SPSS nor the master Excel data files for all participating member institutions.

5.6.3 Check sample file

Check the data in your sample file prior to sending it to PRA. Make sure the column labels match the list of mandatory fields (see section 5.6.1).

- a) How many students are in your sample file? Does this match what you stated on the *Registration*?
- b) Check that there is only 1 record (row) for each student; no duplicate records. If a student is enrolled in more than one program (such as a double major), you can include the CIP code for the second major in an optional field in your sample file.
- c) Are the CIP codes in two-dot-four format (xx.xxxx), e.g. 11.0701, 52.0201?
- d) What is the average age of the students in your sample? What is the age range? Does this match your expectations for the ages of middle years Bachelor students at the start of Fall 2022 semester?
- e) What percent of females are in your sample file? How does this compare to other gender statistics at your institution? Do students with a gender code of 1 have a female name?
- f) Conduct other checks on your sample data to ensure it meets expectations and the criteria specified in section 5.2 and section 5.6.1.

5.7 Sending sample file

After receiving your *Registration*, PRA will send you instructions and a username and password to login to a secure FTP site that is hosted on a Canadian server. Upload your sample file to the FTP site at least one week prior to the start of your institution's survey and email PRA borodenko@pra.ca saying that you have uploaded the sample file. PRA will check your sample file to ensure it meets the criteria stated above.

6. Incentives (Prizes)

CUSC-CCREU encourages institutions to use incentives to increase response rates. The number of incentives, the type, and the amount is decided by the institution. It is the institution's responsibility to purchase the prizes, notify the winners, and distribute the prizes. Indicate on the *Registration* whether your institution will use incentives.

If your institution is using incentives, indicate on the *Registration* how respondents should be chosen and the incentive draw date(s). You may choose:

- a) PRA randomly draws the appropriate number of winners from students who completed the survey. Multiple students can be selected in each draw. These students' names and email addresses will be sent to your institution's primary contact. PRA will do 2 random draws for your institution. There is a cost for more than 2 draws. For example, if an institution wants to do three early bird draws on 3 different dates, and then a final draw when the survey closes on another date (a total of 4 draws), there is a charge for the 2 additional draws.
- b) Alternatively, on the incentive date(s) stated in your *Registration*, PRA will compile the list of students that completed the survey and send them to you. Then you may randomly draw the appropriate number of winners, notify them, and distribute the prizes. PRA will compile and send 2 lists on 2 different dates to your institution's primary contact. There is a cost for PRA to compile and send more than 2 lists.

7. Additional questions

7.1 Additional questions for your institution

Your institution can add questions to the survey that will be asked only of your students. Please indicate this on the *Registration*. Additional questions will appear on separate page(s) or screen(s) in the online survey. They must stand alone; they cannot be inserted into a section of CUSC questions. However, you can choose after which CUSC section each additional question will be placed in the survey. An additional question may branch from a response to a CUSC-CCREU standard survey question, e.g. asking students who are dissatisfied with food services why they are dissatisfied. Note: CUSC-CCREU standard survey questions cannot be modified.

Responses to these additional questions will be provided in your institution's data files. They will not be included in any reports, nor the master data files.

Additional questions must be approved by the CUSC-CCREU Board. **At least 4 weeks prior to the start of your survey**, prepare your additional questions using the template below and email them to admin@cusc-ccreu.ca for consideration. Additional questions must be submitted in the order that they will appear in your institution's survey.

If your additional questions are approved, they will display in the language(s) that you submitted them (English and/or French). If you submit questions in one language and a student chooses to respond to the survey in the other language, the questions will appear only in the language you submitted them, e.g. questions and response options in French on the English version of the survey.

Additional questions template

When is your institution's survey scheduled to start? _____ (date)
 Additional question #1: [type question here in English and/or French]
 Response options: [if applicable, list them here in English and/or French]
 Where in the survey would you like this question? After CUSC section _____
 Skip logic or branching to/ from another question:
☐ No ☐ Yes – branch from/ to which question? _____

If you have more than 1 additional question, follow the template above for each question.

If you add a question that has multiple items, each item is considered a separate question. There is a cost for each additional question.

Example This is FOUR questions, not one question.

Indicate your rating for each of the following issues.

Issue A Very poor, Poor, Good, Very good

Issue B Very poor, Poor, Good, Very good

Issue C Very poor, Poor, Good, Very good

Other issue [text box, open-ended]

7.2 Additional questions for collaboration group

This is for a group of institutions (CUSC-CCREU members and/or non-members) to all ask the same additional questions. You are responsible to set up the collaboration group, decide on the additional questions, and sign data sharing agreements, if needed. Indicate on the *Registration* that your

institution is in a collaboration group. The cost of the additional questions and the collaboration report will be shared by the collaborating institutions.

Each collaborating institution will receive all of the response data from the additional questions for all collaborating institutions and the collaboration report (see section 14.7 Collaboration group report).

The collaboration group's additional questions must be approved by the CUSC-CCREU Board. Prepare your additional collaboration questions using the Additional questions template in section 7.1 and email them to admin@cusc-ccreu.ca at least four weeks prior to the earliest start date of all institutions in the collaboration group.

8. Omit standard survey questions

This is for **non-member institutions only**. The CUSC-CCREU standard survey questions are available at www.cusc-ccreu.ca "Taking Part". You may choose to exclude CUSC-CCREU standard survey questions from your institution's survey. For example, the questions about residence on campus may not apply to your institution. There is a fee charged to cover the costs of PRA programming your survey to exclude these questions. Send the list of questions to be excluded to PRA at least 4 weeks before your survey is scheduled to start.

Note: Students at CUSC-CCREU **member** institutions are asked all of the standard survey questions.

9. Invitation and reminders

Indicate in the online *Registration* how your institution would like to have the survey invitation and reminders sent to students – by email or through a learning management system.

You may use the CUSC-CCREU logo when advertising/ promoting the survey to your students. CUSC-CCREU logos are available at https://cusc-ccreu.ca/?page_id=694&lang=en.

9.1 Via email

PRA will distribute all emails inviting and reminding students to complete the online survey. Email invitations and email reminders will not be sent during your institution's winter/ spring break, unless specifically requested by the institution.

At least **one week** before your survey is scheduled to start, send to PRA borodenko@pra.ca the text for your institution's email invitation and reminder messages, and your institution's logo. The messages will display in the language(s) that you submitted them (English and/or French).

In all email invitations and reminders, there is a link for students to opt out from receiving further emails about the survey. Bounce-backs are sent to noreply@pra.ca and replies are sent to cusc@pra.ca. PRA will respond to any emails sent by students (in English or French, as appropriate).

There is an additional cost for customizations that require HTML programming from PRA, such as a different color scheme, a different format, letters of consent, etc. PRA will contact institutions prior to making these types of changes or charging for such changes. Please note that changes to the

wording of the email message, or inclusion of an institutional logo do not constitute major changes and will be accommodated without additional charge.

9.1.1a Invitation email

The template for the invitation email and suggested text for the message is below. The order of items and the blue highlighted areas are standard and cannot be changed. Some institutions may need to include additional information to meet the informed consent requirements according to their research ethics approval process. **Institutions can change the text (non-highlighted portions) of the invitation email to suit their requirements.**

TEMPLATE: INVITATION EMAIL

institution logo (Height at 70px and width cannot exceed 500px. Provide as jpeg or png)

From: PRA on behalf of [institution name]

Subject: [institution name] wants feedback from middle years students

Dear <Student First Name>:

I am writing to request your participation in the *CUSC-CCREU 2023 Survey of Middle Years Students*. This study is being conducted at about 30 Canadian institutions to help us learn about our students and their experiences at [your institution name]. By completing this survey, you are making a substantial contribution to future research that identifies changes and patterns in the experience of undergraduate students from Canadian institutions.

You can participate in this important project by clicking on the link below and completing the questionnaire. The survey takes about 20 minutes to complete. Each question requires a response. **By completing the questionnaire, you will automatically be entered into a draw to win [insert incentive].**

To complete the survey, click on the link below or copy and paste the link into your browser. If you are asked for your survey access code, it will be the last 8 characters of the link. The survey link below is unique to you and can only be used once.

[CLICK HERE]
[survey link]

All of your responses are confidential. If you have problems, please contact Nicholas Borodenko of PRA, the research company CUSC-CCREU hired to conduct this research, at cusc@pra.ca.

Thank you in advance for providing this important feedback.

[institution representative name]

[title]

[institution name]

Use this link to prevent future mailings to this email address regarding this survey: [Unsubscribe link]

9.1.1b Reminder emails

About four to seven days following the invitation email, PRA will send non-respondents the first reminder email. About eight to twelve days after the invitation email, PRA will send non-respondents the second reminder email. If you want reminders to be sent on specific dates, please indicate this in the comments of your *Registration* AND when sending your invitation and reminder email messages to PRA.

The templates for reminder emails and suggested text for the messages are below. **You can change the text of the reminder messages (non-highlighted portions) to suit your institution.**

If your institution would like more than 2 reminder emails sent to non-respondents, indicate this on your *Registration*. There is an additional cost. A maximum of 4 reminders will be sent. See section 10.1 Additional reminder emails. Please start the survey early enough to allow for sufficient time between reminders.

TEMPLATE: FIRST REMINDER EMAIL

institution logo (Height at 70px and width cannot exceed 500px. Provide as jpeg or png)

From: PRA on behalf of [institution name]

Subject: REMINDER: [institution name] wants feedback from middle years students

Dear <Student First Name>:

Remember receiving an email about the *CUSC-CCREU 2023 Survey of Middle Years Students*? Your input is very important to us, and we noticed that you have not yet completed the survey.

You can take time now or in the next few days to complete the questionnaire. Your responses are very important in helping us learn more about students and how we can help them achieve success. **Remember, by completing this questionnaire, you will automatically be entered into a draw to win [insert incentive].**

To complete the survey, click on the link below or copy and paste the link into your browser. If you are asked for your survey access code, it will be the last 8 characters of the link. The survey link below is unique to you and can only be used once.

[CLICK HERE]

[survey link]

If you are having any problems, please contact Nicholas Borodenko of PRA at cusc@pra.ca.

Thank you for your help,

[institution representative name]

[title]

[institution name]

Use this link to prevent future mailings to this email address regarding this survey: [Unsubscribe link]

TEMPLATE: FINAL REMINDER EMAIL

institution logo (Height at 70px and width cannot exceed 500px. Provide as jpeg or png)

From: PRA on behalf of [institution name]

Subject: LAST CHANCE: [institution name] wants feedback from middle years students

Dear <Student First Name>:

Although the majority of students have now completed their *CUSC-CCREU 2023 Survey of Middle Years Students*, we noticed that you have not yet completed yours.

You can help in this important research by clicking on the link below and completing the questionnaire. If you are having problems, please contact Nicholas Borodenko of PRA at cusc@pra.ca. **Remember, by completing this questionnaire, you will automatically be entered into a draw to win [insert incentive].**

To complete the survey, click on the link below or copy and paste the link into your browser. If you are asked for your survey access code, it will be the last 8 characters of the link. The survey link below is unique to you and can only be used once.

[CLICK HERE]

[survey link]

Hoping to hear from you soon, I offer our best wishes for your present and future activities.

Sincerely,

[institution representative name]

[title]

[institution name]

Use this link to prevent future mailings to this email address regarding this survey: [Unsubscribe link]

9.1.2 Institution email system and white list

Your institution's email servers might be configured to block emails or tag emails as spam that contain links to outside web addresses. Please check with your IT department to ensure that your institution's systems will not block the invitation and reminder messages. PRA will provide institutions with the IP address(es) of the email server(s) that will send the messages so you can arrange for your IT department to white list them. PRA will need confirmation at least one week prior to the start of your institution's survey that the appropriate steps have been taken to ensure emails will reach students.

9.1.3 Test invitation and survey

About 2 business days before your institution's survey start date, PRA will send the primary contact your institution's email invitation so that you can test the link and the survey. **Please check the email invitation and the survey questions.** If your institution requested additional questions, be sure they

are in the survey. Contact PRA borodenko@pra.ca if changes are required. Your survey will be launched after PRA receives authorization from your primary contact.

9.2 Via learning management system (LMS)

You may choose the option to use your institution's learning management system or student portal to direct students to the survey. There is an additional cost for this option. After you send the sample file to PRA, a file will be sent back to you with a unique survey link for each student. It is the institution's responsibility to load the links onto its learning management system or student portal and to write the survey invitation and reminder messages (see section 9.1 Via email).

PRA will provide two lists of students that have completed the survey – one before the first reminder is to be sent, and one before the second reminder. It is the institution's responsibility to program their learning management system so these students will not be sent reminders.

CUSC-CCREU recommends that you follow the same process in your learning management system for email invitations and reminders as described in section 9.1 Via email, i.e. develop messages, test messages, send invitation, and send reminders to non-respondents.

10. Response tracking

PRA will provide each institution with a website link to track their response rate. The daily number of respondents can be monitored, which will assist in deciding whether to extend your survey end date or not, or to send additional email reminders. Each institution can see the response rate for all other institutions.

10.1 Additional reminder emails

If you see that your institution's response rate is low, we recommend increasing the communication about the survey to your students and sending additional reminders to non-respondents. PRA has noticed over the past several years that additional reminders do increase response rates.

To order an additional reminder email, indicate this on your *Registration* or contact PRA borodenko@pra.ca. There is a cost for each additional reminder beyond the 2 reminders that are included in each survey results package. A maximum of 4 reminders in total will be sent.

11. Experiment

The tools that students use to respond to surveys are shifting to mobile devices, which may mean lots of scrolling for respondents. CUSC-CCREU is asking institutions to participate in an experiment to support or reject the hypothesis that "shortening the survey improves completion rates." There is no cost to participate in the experiment.

For the 2023 experiment, the Middle Years questionnaire will be split in half for 2 versions of the survey with version A that has one-half of the questions and version B with the remaining one-half of the questions. Some of the universal questions, e.g. overall evaluation and demographics, will be in both version A and version B.

Experiment 2023 shorter survey	Version A number of questions	Version B number of questions
Question section		
Academic history	13	None
Activities	12	None
Employment	3	None
Professors	18	None
Staff	2	None
Growth and development	None	33
Commitment to completion	None	14
Expectations and experience	1	1
Overall evaluation	4	4
Goal development	None	6 +
Services	26 +	None
Finances	None	3
Debt	None	4
Income	None	11
Living arrangements	7	7
Commuting	1	1
Disabilities/ Impairments	1 +	1 +
Parental educational attainment	2	2
Ethnicity	1 +	1 +
Comments	2	2
Total	93 +	90 +

Question section in both versions

Institutions will opt-in to the experiment with 10% of their sample. PRA will randomly assign one-half of the students in the experiment group to version A of the survey (5% of students in the sample receive version A) and the remaining half to version B (5% receive version B). Students assigned to the experiment will receive an invitation email that states: “The survey takes less than 15 minutes to complete.” See section 9.1.1a Invitation email > template, second paragraph.

The master data files will not contain responses from students in the experiment. Institution data files will contain responses from all of their students, with a field indicating the type of survey the respondent received, and a field indicating which respondents were included in the master data file.

Results of the experiment will be reported by PRA in 2023. If we find that a shorter version has a substantially higher completion rate, the CUSC-CCREU Board will consider shortening future surveys.

While the CUSC-CCREU Board encourages institutions to opt-in, participation in the experiment is voluntary. Please indicate on the *Registration* form if your institution is participating. If your institution does not participate in the experiment, all of the students in your sample will receive the standard 2023 Survey of Middle Years Students with all questions.

12. Survey module

This year the survey will include an Equity, Diversity, Inclusivity, and Accessibility (EDIA) module that asks questions about gender identification, sexual orientation, and acceptance in a variety of situations on campus. Responses to survey module questions will be included in master data files and institution data files.

The module questions are at cusc-ccreu.ca "Taking Part". There is no cost to participate in the module. Indicate on the *Registration* form if your institution is participating.

13. Data files

This section describes the data files that are generated from students' responses to CUSC-CCREU surveys. In early July, after full payment is received for survey participation, a login is sent to your institution to download data files and reports from PRA's secure FTP site.

13.1 Master data files

The master data files are for CUSC-CCREU **members only**. If your university participates as a member in a CUSC survey, you will receive the master data file in Excel and SPSS formats. They contain responses to closed-ended survey questions from students at all participating member universities who were in a standard sample (see section 5.2 Standard sample) and completed the survey (see section 14.2 Completed survey).

Master data files contain more than 300 variables (columns) and thousands of records (one row for each respondent, disaggregated); see the sample below. They include the weight variable (see section 5.3 Sample weighting) which PRA uses to generate statistics for most reports (see section 14. Reports). The responses to survey module questions and experiments may also be included.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	IDNUM	DATE	CUSCCom	twrt	LANG	MASTER	group	UCODE	uprov	GRAD1	HIST1	rHIST1	HIST2	rHIST2	HIST3
2	11052	20210316	1	1.34763	1	1	3	382	11	2	2001	5	2002	5	1
3	11053	20210312	1	1.34763	1	1	3	382	11	1	1997	5	2002	5	2
4	60245	20210324	1	0.75616	2	1	2	446	20	1	2018	2	2017	3	2
5	60246	20210316	1	0.75616	1	1	2	446	20	1	2004	5	2004	5	2

If your university participates as a member in CUSC-CCREU surveys, it will need to sign and abide by the Data Licensing & Membership Agreement (see Appendix A.) which restricts how the master data files can be used.

13.2 Master data dictionary

For CUSC-CCREU **members only**. The master data dictionary, in PDF format, includes variable names, labels and response options for the survey questions.

13.3 Master data tables

For CUSC-CCREU **members only**. These are 2 Excel workbooks with tables that compare results with weighted n-sizes and weighted results for closed-ended survey questions by: 1) CUSC group and 2) each participating university.

Sample 1 master data table CUSC group: SRV25SAT. Satisfaction rating: Food services

	Total	Group		
		One	Two	Three
Total	6624	2059	3396	1169
	100.0%	100.0%	100.0%	100.0%
Very dissatisfied	628	189	349	90
	9.5%	9.2%	10.3%	7.7%
Dissatisfied	1442	444	795	203
	21.8%	21.6%	23.4%	17.4%
Satisfied	3628	1120	1828	679
	54.8%	54.4%	53.8%	58.1%
Very satisfied	925	306	423	197
	14.0%	14.8%	12.5%	16.8%

Sample 2 master data table university: SRV25SAT. Satisfaction rating: Food services

	Total	University A	University B	University C	University D
Total	6624	321	175	168	607
	100.0%	100.0%	100.0%	100.0%	100.0%
Very dissatisfied	628	10	5	21	83
	9.5%	3.0%	2.7%	12.6%	13.4%
Dissatisfied	1442	56	14	65	196
	21.8%	17.5%	8.0%	38.7%	32.4%
Satisfied	3628	214	110	76	280
	54.8%	66.7%	63.1%	45.0%	46.3%
Very satisfied	925	41	46	6	48
	14.0%	12.8%	26.2%	3.6%	7.9%

13.4 CUSC survey questions crosswalk tables

All participating institutions (members and non-members) receive the question crosswalk tables in English and French. These Excel workbooks contains tables of CUSC survey questions from multiple years in 3 worksheets – First Year, Middle Years, Graduating – with variable labels, questions, and response options. This enables comparison over time for changes in survey questions and response options, i.e. re-worded, new, removed.

13.5 Institution data files

Response data from students in your standard sample (and special sample, if applicable) is in your institution's SPSS and Excel data files with a field to indicate the sample from which each record came. Also included in your institution's data files are:

- Responses from your students that did not complete all of the required questions.
- Your students' verbatim responses to open-ended questions.
- If chosen, categories for open-ended responses (see section 14.11 Categorize open-ended responses).
- If you provided optional fields of data (Option 1, Option 2, etc.) in your sample file (see section 5.6.2 Optional fields), these will be attached to the records.
- If chosen, responses to additional questions that your institution asked.

- f) If chosen, responses to survey module questions and experiments.
- g) If your institution is in a collaboration group, each collaborating institution will receive all of the response data from the collaboration additional questions.

Institution data files contain more than 300 variables (columns) and one row for each respondent. The data is disaggregated.

13.6 Institution data dictionary

An institution data dictionary, in PDF format, with variable names, labels and response options is included in the survey results package.

14. Reports

This section describes the reports that show results from responses to the survey, and each type of report that is part of the survey results package or an additional option that can be ordered on the *Registration*. CUSC members and non-members will download all reports and data from the secure FTP site. After payment is received, a login will be sent to you.

14.1 CUSC Groups

For comparison purposes, CUSC-CCREU member institutions are categorized into three groups.

- Group 1 consists of institutions that offer primarily undergraduate studies and have smaller student populations.
- Group 2 consists of institutions that offer both undergraduate and graduate studies and tend to be of medium size in terms of student population.
- Group 3 consists of institutions that offer both undergraduate and graduate degrees, with most having professional schools as well. These tend to be the largest institutions in terms of student population.

Statistics are displayed for each of these groups in the master report (see section 14.3 Master report) and institution long report (see section 14.5 Institution long report).

14.2 Completed survey

A completed survey is defined as a student who answered up to the Living Arrangements section (approximately 80% of the questions) on the standard survey. Responses from students that completed all of the required questions on the survey, and were in the standard samples from participating institutions that are CUSC-CCREU members, are included in the master Excel data file, master SPSS data file, master report, and Tableau workbook. Responses from students that did not complete all of the required questions, or from non-member institutions, are excluded from the master data file, master report, and Tableau workbook; these responses are included in each institution's data files.

14.3 Master report

All participating institutions (members and non-members) receive the master report in English and French. Results in the master report are from the master data file which contains responses only from students who were in the standard sample, were at a CUSC-CCREU member institution, and completed the survey (see section 14.2 Completed survey). The master report has text and tables that show weighted n-sizes and weighted results for all respondents and for respondents in Group 1,

Group 2, and Group 3 institutions (4 columns of statistics) – see the sample table below. Visit www.cusc-ccreu.ca "Publications" for master reports from previous years.

Sample Master report table

Personal profile				
	All students (n=15,109)	Group		
		1 (n=3,046)	2 (n=5,784)	3 (n=6,278)
Gender Q50				
Male	33%	32%	37%	30%
Female	66%	68%	63%	69%
Other	<1%	<1%	<1%	<1%
Note: Columns may not sum to 100% due to rounding.				

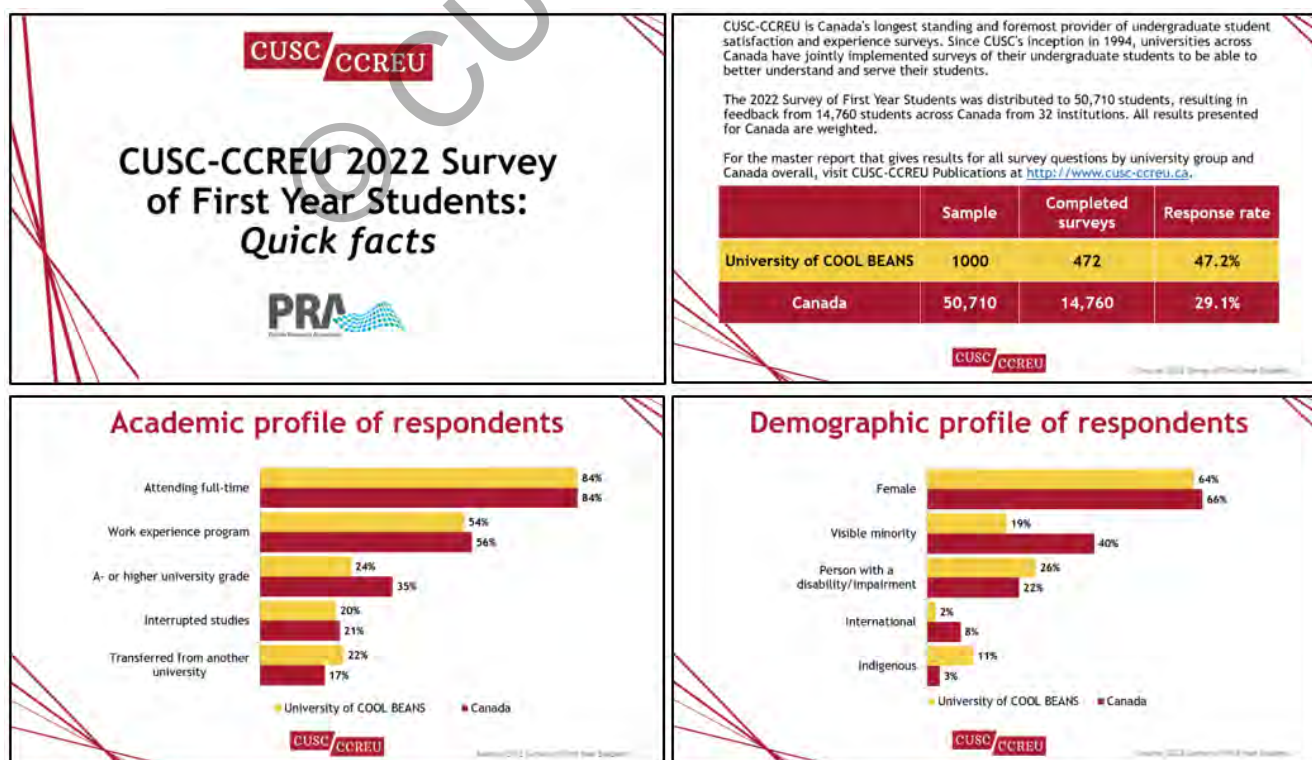
14.4 Institution short report "Quick Facts"

Your institution short report is a PowerPoint presentation with a focus on graphics showcasing the results from key survey questions. Statistics are calculated from completed surveys (see section 14.2 Completed survey) with weighted n-sizes and weighted results. Institutions receive a PowerPoint file with your results compared to results from all respondents (Canada).

CUSC-CCREU **members** also receive a second Quick Facts report (PowerPoint format) with results from your university compared to results from universities in your CUSC group.

The English version of the Quick Facts report(s) is(are) included in the survey results package. **There is an additional cost if your institution would like a Quick Facts report in French.**

The image below is four slides from a sample Quick Facts report.



14.5 Institution long report

Your institution long report will contain the same text as the master report and tables with results from all closed-ended survey questions for all respondents, as well as respondents from Group 1, Group 2 and Group 3 institutions (see section 14.1 CUSC Groups), and respondents from your institution (5 columns of statistics) – see the sample table below. Statistics will be calculated from completed surveys (see section 14.2 Completed survey).

The English version of the institution long report is included in the survey results package. **There is an additional cost if your institution would like the long report in French.**

Sample Institution long report table

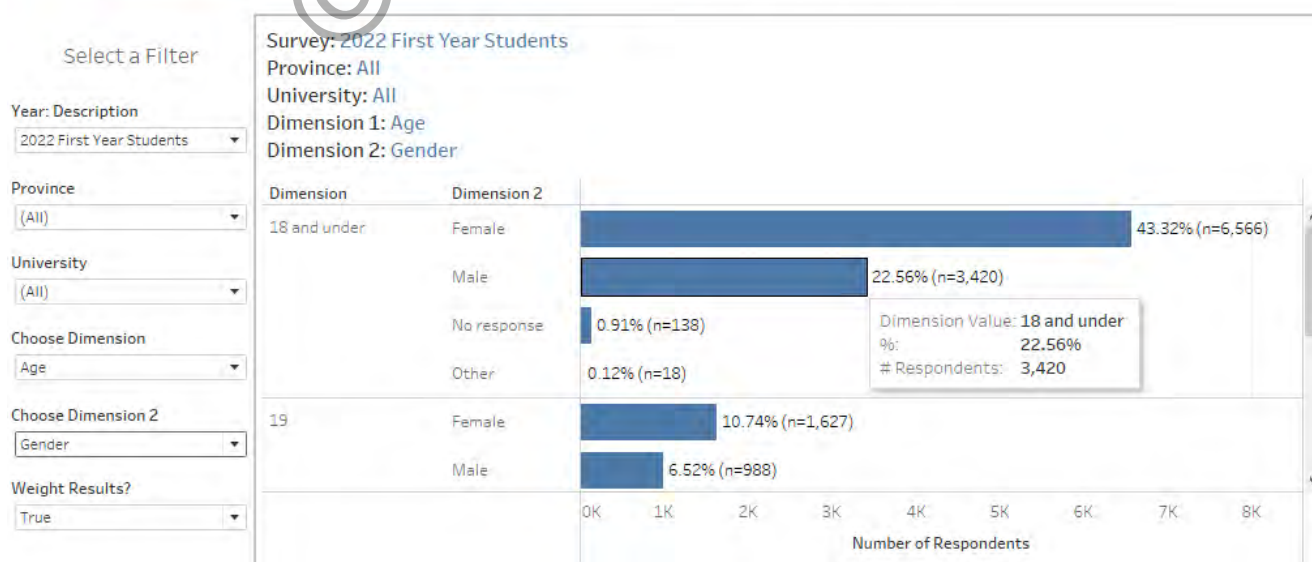
Personal profile					
	All students (n=15,109)	Group			Your institution
		1 (n=3,046)	2 (n=5,784)	3 (n=6,278)	(n = 289)
Gender Q50					
Male	33%	32%	37%	30%	34%
Female	66%	68%	63%	69%	66%
Other	<1%	<1%	<1%	<1%	-
Note: Columns may not sum to 100% due to rounding.					

14.6 Tableau workbook

For CUSC-CCREU **members only**. The Tableau workbook uses the master dataset and has several dashboards of results from key questions with filters that you can choose to refine what is displayed, e.g. province, institution, citizenship, gender. See the sample dashboard below. The workbook can be used with Tableau Reader (available for free download from <https://www.tableau.com/products/reader>), and with Tableau Desktop or Tableau Online (license required).



Demographics



14.7 Collaboration group data and report

The collaboration group is for CUSC-CCREU **members and/or non-members**. It is a group of institutions that ask the same additional questions (see section 7.2). Each collaborating institution will receive all of the response data from the additional questions for all collaborating institutions as well as the collaboration report.

The report shows weighted n-sizes and weighted results for the additional questions in text and tables with several columns of statistics – all respondents in the collaboration group and each institution's respondents (see the sample table below).

Sample Collaboration group report table

Collaboration group (n = 1,215)	Institution A (n = 215)	Institution B (n = 252)	Institution C (n = 265)	Institution D (n = 141)	Your institution (n = 342)
Additional question 1					
ADDQ1 option a 27%	30%	32%	28%	25%	18%
ADDQ1 option b 65%	69%	52%	62%	75%	69%
ADDQ1 option c 8%	<1%	16%	10%	0%	13%
Note: Columns may not sum to 100% due to rounding.					

14.8 Comparison reports

The comparison reports are for CUSC-CCREU **members only**. Universities will receive two files with weighted n-sizes and weighted results:

- Word document that has the same text as the master report and tables with 3 columns of statistics – all respondents, respondents in the comparison group, and your institution's respondents (see the sample table below).
- Excel workbook that has multiple worksheets with tests of significance in tables with a comparison between your institution and all respondents (national) as well as a comparison between your institution and the comparison group.

The default comparison group will be your CUSC group (Group 1 or Group 2 or Group 3; see section 14.1 CUSC Groups). Or you may specify a comparison group of your choice which must have at least 4 (four) CUSC-CCREU member universities. A list of participating universities will be sent to you in March so that you can choose your comparison group. Statistics will be calculated from completed surveys (see section 14.2 Completed survey).

Sample Comparison report Word table: Gender

	All respondents (n = 15,109)	Comparison group (n = 1,428)	Your institution (n = 362)
Gender Q50			
Male	33%	30%	28%
Female	66%	69%	72%
Other	<1%	<1%	-
Note: Columns may not sum to 100% due to rounding.			

Sample Comparison report Excel table: GRAD1 Intention to graduate

	Total (A)	National		Group	
		University of Cool Beans (B)	National (C)	University of Cool Beans (D)	Comparison group (E)
Total	15,334 100.0%	206 100.0%	15,128 100.0%	206 100.0%	15,128 100.0%
Yes, in the Spring	13,323 86.9%	193 93.4%	13,130 86.8%	193 93.4%	13,130 86.8%
Yes, in the Fall	2,011 13.1%	14 6.6%	1,997 13.2%	14 6.6%	1,997 13.2%
Chi-Square Significance		<-----7.88-----> .005*		<-----147.71-----> 0*	

Comparison Groups: BC/DE

14.9 Institution data tables

This report is for CUSC-CCREU **members only**. It is an Excel workbook with tables of tests of significance on multiple Excel worksheets for all closed-ended survey questions with weighted n-sizes and weighted results. The tables contain several columns of statistics – a comparison between the university and all respondents (National) as well as a comparison between the university and its CUSC group (see section 14.1 CUSC Groups). Statistics are calculated from completed surveys (see section 14.2 Completed survey).

Sample institution data table: SRV9SAT. Satisfaction rating: Academic advising

	Total (A)	National		Group	
		University of Cool Beans (B)	National (C)	University of Cool Beans (D)	Group 1 (E)
Total	6,427 100.0%	105 100.0%	6,322 100.0%	105 100.0%	1,461 100.0%
Very dissatisfied	295 4.6%	3 2.4%	292 4.6%	3 2.4%	68 4.7%
Dissatisfied	691 10.8%	10 9.7%	681 10.8%	10 9.7%	139 9.5%
Satisfied	3,541 55.1%	55 52.4%	3,486 55.1%	55 52.4%	784 53.6%
Very satisfied	1,900 29.6%	37 35.5%	1,863 29.5%	37 35.5%	470 32.1%
Chi-Square Significance		<-----2.6-----> .4569*		<-----45.82-----> 0*	

Comparison Groups: BC/DE

14.10 Executive report

The executive report is for CUSC-CCREU **members only**. It is a 4 to 6 page summary in text with a few tables and no figures that highlights key findings and provides a comparison of your students' responses to responses from all universities, and to responses from a comparison group (see the

sample table below). Statistics will be calculated from completed surveys (see section 14.2 Completed survey) with weighted n-sizes and weighted results. The default comparison group will be your CUSC group (Group 1 or Group 2 or Group 3; see section 14.1 CUSC Groups). Or you may specify a comparison group of your choice which must have at least 4 (four) CUSC-CCREU member universities. A list of participating universities will be sent to you in March so that you can choose your comparison group.

There is an additional cost if your institution would like the Executive report in French.

Sample Executive report table: **Key academic differences**

	All respondents (n = 18,204)	Comparable universities (n = 1,773)	Your institution (n = 470)
Full-time student status	85%	85%	95%
Has not interrupted studies	79%	81%	68%
Did not have a delay in program	64%	69%	57%

14.11 Categorize open-ended responses

PRA will provide the verbatim responses to open-ended questions in the Excel institution data file. Institutions may choose to have PRA code these responses into broad categories or themes. For example, responses to this question "Looking back on your experiences as a student, what aspects of your experience at [institution name] have been most positive?" could be coded into categories such as: 0 Nothing; 1 Professors (great instructors, approachable, helpful, etc.); 2 Other students / making friends; 3 Knowledge / experience gained from courses; 4 Small class size; 6 Campus / facilities; etc.

15. Registration

Use the information below and in other sections of this *Procedures Manual* to complete the online Registration at www.cusc-ccreu.ca "Taking Part" for membership (if chosen) and to participate in the *2023 Survey of Middle Years Students*.

If you wish to save a draft of your registration to which you can return at a later time, create an account on our website. There is a link to do this in the "Taking Part" section. The process will ask you to confirm your email (by clicking a link in an email you will receive) and then encourage you to use 2-factor authentication. After you have set up your CUSC-CCREU website account, you can login using the link in the "Taking Part" section. Click "Save Draft" on each page of the registration to save your data, then "Next" to go to the next page.

Pages 1 and 2. Institution and contacts

Indicate the institution department, your institution's name and full street/ physical address. Then fill in the name, email address and phone number for the primary contact. The primary contact should be the person who will be sending the sample file and email messages to PRA, and testing the email invitation and your institution's survey. Include information for a secondary contact, if applicable. To help with the payment process, please provide the name, email address and phone number for the financial contact in your Accounts Payable Department.

If you need to change contact information after you have submitted the *Registration*, please email this information to admin@cusc-ccreu.ca and borodenko@pra.ca

Pages 3 and 4. Registration Type, Survey Participation and Membership

Member: Any Canadian university with degree granting authority may apply to become a member of CUSC-CCREU by paying the annual membership fee, and signing and abiding by the Corporation's Data Licensing and Membership Agreement. Membership applications are reviewed and approved by the CUSC-CCREU Board. After the application has been approved, your university must pay the membership fee for 2023 and a signed *Data Licensing and Membership Agreement* must be held in CUSC-CCREU files.

Non-member: Institutions that are not members of CUSC-CCREU may participate in CUSC surveys.

Please send a message to admin@cusc-ccreu.ca if you have questions about membership or participation.

Page 5. Survey Information

Give information about administration of the survey at your institution, including:

- Total population of students at your institution who meet the definition of the standard sample
- Total number of students you are selecting for the standard sample
- If you will be surveying a special sample, the number of students in the special sample

Page 6. Survey Results Package

Indicate the number of students (standard sample plus special sample) from your institution that will be invited to participate. This determines the cost of your survey results package.

For all participating institutions, the survey results package includes:

- Administration of the online survey by PRA to the standard sample (and special sample) of students at your institution, including distribution of the invitation email and 2 reminder emails, and responding to students who send an email to cusc@pra.ca
- PRA will provide you with a website link to track the response rate from your institution's students.
- If your institution uses incentives (see section 6. Incentives), PRA will do 2 draws from respondents or provide 2 lists of respondents.

After payment has been received, CUSC-CCREU **members** will download all reports and data from PRA's secure FTP site that is hosted on a Canadian server. A login will be sent to you in early July. These will include:

- Institution data files with your respondents' answers to all survey questions (closed-ended and open-ended) including any additional questions you asked (SPSS and Excel formats; see section 13.5 Institution data files)
- CUSC-CCREU master report (Word and PDF formats, in English and French; see section 14.3 Master report)
- CUSC survey questions crosswalk tables (Excel workbook, in English and French; see section 13.4 CUSC survey questions crosswalk tables)
- Institution short reports "Quick Facts" (PowerPoint format; see section 14.4 Institution short report)
- Institution long report (Word and PDF formats; see section 14.5 Institution long report)
- Optional data and reports that you ordered (see section 15. Item F.)

- Master data files with all members respondents' answers to closed-ended questions (Excel and SPSS formats, in English and French; see section 13.1 Master data files)
- Tableau workbook (see section 14.6 Tableau workbook)
- Master data tables that compare results by CUSC group and by each member (Excel workbooks; see section 13.3 Master data tables).
- Master and institution data dictionaries with variable names, labels and response options (PDF format, in English and French; see section 13.2 Master data dictionary and section 13.6 Institution data dictionary)

After payment has been received, **non-members** will download all reports and data from PRA's secure FTP site that is hosted on a Canadian server. A login will be sent to you in early July. These will include:

- Institution data files with your respondents' answers to all survey questions (closed-ended and open-ended) including any additional questions you asked (SPSS and Excel formats; see section 13.5 Institution data files).
- CUSC-CCREU master report (Word and PDF formats, in English and French; see section 14.3 Master report).
- CUSC survey questions crosswalk tables (Excel workbook, in English and French; see section 13.2 CUSC survey questions crosswalk tables).
- Institution short report "Quick Facts" (PowerPoint format; see section 14.4 Institution short report).
- Institution long report (Word and PDF formats; see section 14.5 Institution long report).
- Optional data and reports that you ordered (see section 15. Item F.).

Page 7. Survey Results Package Options

Choose which language you would like to receive reports and data, and when you would like CUSC-CCREU to invoice your institution.

If you are using students' institutional email addresses, state any requirements that PRA should follow so that the survey email invitations and reminders are not blocked or tagged as spam.

Page 8. Survey Dates

Specify the date for the survey to start at your institution, when the survey should end, and the start and end dates for your institution's winter/ spring break.

Page 9. Incentives

Indicate if your institution is using incentives. If yes, then indicate how respondents should be chosen, and the draw dates.

Pages 10 and 11. Optional additions

You may order one, several, or none of the optional additions.

Optional addition	Available to
Additional draws for incentives (\$50 per draw)	Any institution
Additional reminder emails (\$100 per reminder)	Any institution
Additional questions (\$200 per question)	Any institution
Omit standard survey questions (\$200 per question)	Non-members only
Collaboration data and report (price to be determined)	Collaboration only
Comparison reports in English or French (\$300)	Members only
Comparison reports in English and French (\$600)	Members only
Institution data tables in English or French (\$300)	Members only
Institution data tables in English and French (\$400)	Members only
Executive Report in English or French (\$850)	Members only
Executive Report in English and French (\$1,900)	Members only
Categorize responses to open-ended questions (\$0.65 for each respondent's completed open-ended question)	Any institution
Paper copy of report (\$50 each)	
Master Report	Any institution
Institution Long Report	Any institution
Comparison Report	Members only
Collaboration Report	Collaboration only
Learning management system (\$100)	Any institution
Quick Facts report in French (\$150 each)	
Institution compared to national results in French	Any institution
Institution compared to CUSC-CCREU group results in French	Members only
Institution long report in French (\$100)	Any institution
Experiment (no cost)	Any institution
Survey module (no cost)	Any institution

Pages 12 and 13. Comments, Submission

If you have additional comments about your registration, please write them in the space provided.

After you click the "submit" button on the *Registration*, you will be sent a registration confirmation by email.

16. Withdrawal

If your institution withdraws from participating in the CUSC-CCREU survey with at least 2 (two) weeks' notice prior to your scheduled start date (date that the email invitation was to be sent), your institution will not be charged a survey participation fee. Your institution will be charged a cancellation fee if you withdraw with less than 2 (two) weeks' notice. This fee is to cover the costs of PRA programming the survey and emails for your institution.

The membership fee is not refundable and not transferrable to another year.

17. Invoices and payment

Invoices for membership, survey participation and options ordered will be emailed to institutions by CUSC-CCREU according to the date you indicate on the *Registration*. Invoices will be sent by the end of February 2023 for those institutions requesting their invoice prior to March 31, 2023 or by the end of April 2023 for those institutions requesting it after March 31, 2023. **Payment to CUSC-CCREU is due within 90 days.**

CUSC-CCREU prefers to receive payment via direct deposit (electronic funds transfer, EFT). Please contact Wayne Sun (see below) for information on how to do this.

Alternatively, you may pay by cheque. Please make cheques payable to CUSC-CCREU and mail them to Wayne Sun (see below).

Wayne Sun
CUSC-CCREU Treasurer
c/o Institutional Research and Planning
Simon Fraser University
8888 University Drive, Maggie Benston Centre Room 2009
Burnaby, BC V5A 1S6
email treasurer@cusc-ccreu.ca

Applicable taxes (GST or HST) will be added to your institution's invoices.

Your institution will receive your data and reports after payment for your participation (member or non-member), survey results package, and options ordered have been received and paid in full.

Should an institution overpay any amounts for survey participation and/or optional additions due to changes they made subsequent to CUSC-CCREU invoicing or for services not used, these amounts will be held as credit against any future survey charges they may incur.

The membership fee is not refundable and not transferrable to another year.

Refunds will only be provided if CUSC-CCREU prepared an incorrect invoice and billed an institution for items that they did not order.

18. Prices/ Prix

The price for each 2023 CUSC-CCREU product and service is in the list below. The prices are also stated in the online *Registration*.

Participation	Participation
Procedures Manual section 2	Manuel des procédures, section 2
CUSC-CCREU member (\$500)	Adhésion au CUSC-CCREU (500 \$)
Non-member (\$250)	Coût pour une participation au sondage sans adhésion au CUSC-CCREU (250 \$)
Survey results package	Frais de base
Procedures Manual section 5.2, 5.4, and 15. Page 5	Manuel des procédures, sections 5.2, 5.4, et 15. Page 5
<i>Number of students invited to participate (standard sample plus special sample)</i>	<i>Nombre d'étudiants invités à participer (échantillon type et échantillon spécial inclus)</i>
Up to 500 students (\$3,100)	Jusqu'à 500 étudiants (3 100 \$)
501 to 1,000 students (usual size) (\$3,440)	501 à 1 000 étudiants (grosseur habituelle de l'échantillon standard) (3 440 \$)
1,001 to 1,500 students (\$3,700)	1 001 à 1 500 étudiants (3 700 \$)
1,501 to 2,000 students (\$3,990)	1 501 à 2 000 étudiants (3 990 \$)
2,001 to 3,000 students (\$4,305)	2 001 à 3 000 étudiants (4 305 \$)
3,001 to 5,000 students (\$4,570)	3 001 à 5 000 étudiants (4 570 \$)
5,001 to 7,000 students (\$5,145)	5 001 à 7 000 étudiants (5 145 \$)
7,001 to 15,000 students (\$5,590)	7 001 à 15 000 étudiants (5 590 \$)
More than 15,000 students (CUSC-CCREU will contact you for a cost estimate)	Plus de 15 000 étudiants (CUSC-CCREU vous contactera pour l'estimation du coût)
Optional additions	Options additionnelles
Procedures Manual section 15. Pages 10 and 11	Manuel des procédures, section 15. Pages 10 and 11
Additional draws for incentives (\$50 per draw)	Tirages additionnels pour prix de participation (50 \$ par tirage)
Additional reminder emails (\$100 per reminder)	Rappels additionnels par courriel (100 \$ par rappel)
Additional questions (\$200 per question)	Questions supplémentaires (200 \$ par question)
Omit standard survey questions, non-members only (\$200 per question)	Omission de questions standards du sondage, non-membre seulement (200 \$ par question)
Collaboration data and report (price to be determined)	Rapport et données du groupe de collaboration (prix à déterminer)
Comparison reports in English or French (\$300)	Rapports comparatifs en français ou en anglais (300 \$)
Comparison reports in English and French (\$600)	Rapports comparatifs en français et en anglais (600 \$)
Institution data tables in English or French (\$300)	Tableaux de données des établissements en français ou en anglais (300 \$)
Institution data tables in English and French (\$400)	Tableaux de données des établissements en français et en anglais (400 \$)
Executive Report in English or French (\$850)	Rapport sommaire en français ou en anglais (850 \$)
Executive Report in English and French (\$1,900)	Rapport sommaire en français et en anglais (1 900 \$)
Categorize responses to open-ended questions (\$0.65 for each respondent's completed open-ended question)	Catégorisation des réponses aux questions ouvertes (0,65 \$ par répondant qui a offert une réponse complète)
Paper copy of report (\$50 each)	Rapport imprimé et relié (50 \$ chaque)
Learning management system (\$100)	Système de gestion de l'apprentissage (100 \$)
Quick Facts report in French (\$150 each)	Faits saillants en anglais (150 \$ chaque)
Institution long report in French (\$100)	Rapport complet de l'établissement en anglais (100 \$)
Experiment (no cost)	Expérience (sans frais)
Survey module (no cost)	Module sondage (sans frais)
Applicable taxes (GST or HST) will be added to the final total	Les taxes applicables (TPS ou Taxe de vente harmonisée (TVH)) seront ajoutées au montant total final

Appendix A. Data Licensing & Membership Agreement

Information

For institutions to become CUSC-CCREU members

Since the Canadian University Survey Consortium - Consortium canadien de recherche sur les étudiants universitaires (CUSC-CCREU) began in 1994, member institutions have been guided by an agreement that they will not publish survey results identifying any other institution or use the data in such a way that it could harm the reputation of another institution. Institutions have also safeguarded the anonymity of students who responded to the surveys. This was formalized in a Data Licensing and Membership Agreement (DL&MA) after CUSC-CCREU was incorporated in 2007 as a not-for-profit corporation under federal law.

Institutions that participate as members in surveys receive master data files containing responses to closed-ended survey items from all participating member institutions. The DL&MA describes the responsibilities that members of the Corporation have to each other. CUSC-CCREU members must complete and abide by the DL&MA.

The DL&MA must be signed by someone who has signing authority for your institution, e.g. President, Provost, Registrar, Vice President Finance. This may require consulting your institution's legal counsel.

The signed and sealed DL&MA is in effect forever. There is no need to renew it each year; see DL&MA clause Term 16. and clause Survival 18.

A template of the DL&MA is on the following pages

DL&MA process

- a) The institution applying for CUSC-CCREU membership replaces the underlining with the appropriate information on the first page, completes the section "To the member" in clause 15., and completes the section "Signed for: Member Institution" on the last page.
- b) Remove this cover/ information page, then email the document (pages 1 through 5) to admin@cusc-ccreu.ca
- c) The CUSC-CCREU President will complete the "Signed for CUSC-CCREU" section on the last page and affix the corporate seal.
- d) CUSC-CCREU will email an electronic copy and mail a paper copy of the fully signed DL&MA to the institution.



Data Licensing & Membership Agreement

This Agreement is effective as of the _____ day of _____, 20_____

BETWEEN:

Canadian University Survey Consortium –
Consortium canadien de recherche sur les étudiants universitaires
(CUSC-CCREU, or the "Consortium", or "Corporation")

and

name of university
(the "Member")

WHEREAS:

PREAMBLE

- A. The mission of the Canadian University Survey Consortium - Consortium canadien de recherche sur les étudiants universitaires is to assess the Canadian university experience by surveying representative student populations enrolled in participating institutions.

The Consortium is a membership not-for-profit corporation. It supports the annual collection, management, analysis and dissemination of survey data. Results provide measures of student characteristics, activities, and perceptions of the quality of their educational experience at their universities as well as a broad base of comparative information for the benefit of participating institutions.

- B. The purpose of the Consortium is to:
- Offer students an opportunity to assess their university experience.
 - Provide access to a broad base of comparative and collective data on the Canadian university experience, including measures of student characteristics, experiences, participation, expectations and satisfaction.

- Manage and provide reliable, consistent data to track over time the quality of the post-secondary experience as perceived by students, in order to assess institutional strengths and educational outcomes, and to inform decisions about needed improvements.
- Contribute to accountability reports to institutional governing bodies, governments and the public.

- C. The exchange of confidential data among member institutions requires goodwill and trust among the members. This Agreement shall be guided by the principle that members of CUSC-CCREU will act in the best interests of all members of the Corporation. The primary consideration in issues of disclosure of research results shall be the avoidance of public comparisons that could damage the reputation of a member institution;
- D. Statistical measures and analysis of survey data may be of interest to wider audiences than the members of the Corporation for policy formulation, advocacy or publication of research. Members are encouraged to make best use of the survey data, including publication of research results, observing confidentiality requirements;
- E. The Corporation and the Member wish to define their respective obligations in relation to the use of the Data that is shared between the Corporation and the Members;

NOW THEREFORE, in consideration of the premises and the mutual promises herein made, and in consideration of the representations, warranties, undertakings and covenants herein contained, of the Corporation and the Member, the parties hereby agree as follows:

DEFINITIONS

1. In this Agreement, unless the context otherwise specifies or requires:
 - a) "Data" means an electronic record of the answers to the questions on the survey instrument given by each respondent at the universities which participated in the survey.
 - b) "Aggregate Data" means all of the data or data for groups of universities. Generally, aggregate data is expressed as statistics and research findings across data drawn from all universities or groups of universities.
 - c) "Member Institution" and "Member" mean a university which is a member of CUSC-CCREU.
 - d) "Publish" means dissemination of research findings beyond the senior administration of a member institution.
 - e) "Senior Administration" means the officers of a member institution with overall responsibility for academic programs and student services.

OWNERSHIP OF SURVEY DATA

2. The data collected in surveys of students attending a member institution is the property of that institution.

EXCHANGE OF SURVEY DATA AMONG MEMBERS

3. Each member will make its survey data available to the other members for the general purposes as outlined in the Preamble herein. Each member is bound by restrictions on the use and disclosure of data belonging to other members.

COMPARISONS LIMITED TO AGGREGATE DATA

4. The only interuniversity comparisons permitted for publication or circulation beyond a member's senior administrators are those that are based on the aggregate data for all members or the aggregate data for the groups of members identified by CUSC-CCREU.
5. A member may prepare and circulate reports based on aggregated data from selected groups of member institutions for internal use only to senior administrators of its institution.

LIMITATIONS ON THE USE OF DATA

6. A member may not publish statistical measures or analysis of its own data for purposes of institutional promotion in a manner that would harm the reputation of another member institution.
7. Members may not publish statistical measures or analysis of data collected at another member institution with the name of the institution disclosed. Members may publish statistical measures and analysis of their own data.
8. A member may not publish statistical measures or analysis of data collected at another member institution that would allow an informed reader to identify the institution by reference to location, uncommon programs or other information contained in the published material.

REQUIREMENTS FOR CONFIDENTIALITY

9. A member may make available to its senior administrators statistical measures and analysis of data from another member, with the identity of the member disclosed, for the purposes outlined in the Preamble above. The member disclosing the identity of another member in these circumstances must ensure that those to whom the information is made available are aware of its confidential nature and restricted audience.
10. A member institution may be requested to disclose data or statistical measures under freedom of information legislation or other requirements for accountability. In these circumstances members may disclose their own data in order to fulfill the request. Members shall not disclose data that belongs to other member institutions unless the request explicitly demands it and legal counsel advises that the request must be fulfilled. If it must be fulfilled the member institution shall notify immediately the other member institution(s). If it does not have to be fulfilled the requester should be referred to the other member institution(s) which should be notified immediately.

EXCLUSIVE USE OF INSTRUMENTS AND METHODOLOGY

11. The survey instruments and methodology are for the exclusive use of the members and are not to be shared with organizations outside the Corporation.

INDEMNITY

12. The Member indemnifies and holds the Corporation, its directors, officers, employees or agents harmless in respect of any claim which may be brought against the Corporation, or which may be suffered or incurred directly or indirectly as a result of a breach of the Member's obligations under this Agreement or as a result of the negligent or willful act of the Member, its directors, officers, employees or agents.

SEVERABILITY

13. Should any portion of this Agreement be declared invalid or unenforceable, then such portion shall be deemed to be severable from this Agreement and shall not affect the remainder hereof.

INSTITUTIONAL CONTACT AND NOTICE

14. Each member shall designate a primary institutional contact person who will be the point of contact for coordination of CUSC-CCREU surveys at the institution and the person to whom the survey data files and reports are delivered. The contact person will have responsibility for safeguarding the data within the member institution and ensuring it is not accessed or distributed inappropriately. It is incumbent upon the contact person to provide for a legacy within the institution and CUSC-CCREU such that there is a continued adherence to this membership agreement.
15. Any notice, request, payment or other communication required or permitted to be given by either party shall be in writing and shall be given, made or communicated by personally delivering the same by e mail, or by certified or registered mail addressed as follows:

To the Member:	<u>Department</u> <u>Institution</u> <u>Address</u> <u>City, province, postal code</u>	<u>Primary Contact Person</u> <u>Position</u> <u>Phone</u> <u>Email</u>
To the Corporation:	Institutional Research The King's University 9125 50 Street Edmonton, AB T6B 2H3	Glenn Keeler President, CUSC-CCREU Phone: 780-465-3500 ext. 8035 Email: Glenn.Keeler@kingsu.ca

or to such other address, individual or phone number or email address as may be designated by notice given by either party to the other party.

TERM

16. The term of this Agreement shall be for one year, with automatic renewal each year, provided the member continues to be a member of the Corporation.

NONASSIGNMENT

17. The Member shall not, without obtaining the prior written consent of the Corporation, assign or transfer this Agreement or any interest herein.

SURVIVAL

18. In the event that an institution ceases to be a member of CUSC-CCREU and continues to hold data from surveys, the institution is bound by the following sections of this Agreement which shall survive beyond the termination of this Agreement including but not limited to Sections 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 and 12.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first written above.

Signed for: Member Institution

Name	_____	Witness	_____
			name
Signature	_____	Witness	_____
			signature
Position	_____		
Institution	_____		
Address	_____		
Phone:	_____	Date signed	_____
Email:	_____		

**Signed for: Canadian University Survey Consortium -
Consortium canadien de recherche sur les étudiants universitaires (CUSC-CCREU)**

Name	_____	Witness	_____
			name
Signature	_____	Witness	_____
			signature
Position	_____		
Institution	_____		
Address	_____		
Phone:	_____	Date signed	_____
Email:	_____		

Appendix B. Confidentiality Agreement with PRA

At some institutions, a confidentiality agreement or non-disclosure agreement with PRA is required. An institution that requires PRA to sign a confidentiality agreement before it can provide a sample file containing student data should send the agreement to PRA borodenko@pra.ca at least two weeks prior to the start of your institution's survey.

For your information, the contract that CUSC-CCREU has with PRA includes these items about use of student data and confidentiality.

B.1 [PRA shall] Not use students' email addresses or any other contact information for any purpose other than soliciting participation in this Survey.

B.7 [PRA shall] By the end of September each year, destroy all records of student information (e.g. sample files) after the Survey is completed. Then notify each institution, and copy the CUSC-CCREU Board, that their students' information has been destroyed.

F.1 PRA acknowledges that all information collected for CUSC-CCREU during the course of the work/ contract as well as the nature and subject of the research is strictly confidential to CUSC-CCREU.

F.2 PRA agrees that any information, data, documents and any other materials disclosed to PRA by CUSC-CCREU or otherwise produced or developed by PRA in providing the Services, whether digitally or non-digitally (the "Materials"), will not be:

- a) published or disclosed to any third party except to: those of PRA's officers and employees who are directly concerned with the use and development or application of the Materials in the provision of the Services, and third parties to the extent necessary to provide the Services; nor
- b) used, sold or otherwise disposed of by PRA other than in the provision of the Services under this Agreement.

F.3 PRA shall:

- a) comply with any rules or directions made or given by CUSC-CCREU with respect to safeguarding or ensuring the confidentiality of the Materials;
- b) advise its officers and employees to whom PRA may disclose the Materials, of the confidentiality and ownership provisions of this Agreement; and
- c) do that which is necessary and reasonable to prevent unauthorized disclosures, use or sale (or other disposition for value) of the Materials.

On the following pages is a template that can be adjusted to suit the situation at your institution.

If you would like the Confidentiality Agreement template in MS Word format or in French, contact admin@cusc-ccreu.ca

CUSC-CCREU 2023 Survey of Middle Years Students (the "Survey")

Confidentiality Agreement

BETWEEN:

[name of institution]
(the "Institution")

- and -

PRA
(Prairie Research Associates Inc.)

WHEREAS:

- a) PRA is responsible for administering annual surveys on behalf of the Canadian University Survey Consortium – Consortium canadien de recherche sur les étudiants universitaires (CUSC-CCREU) for institutions that participate in the surveys, a project that has been ongoing since 1994. The surveys are designed to obtain information from undergraduate Baccalaureate students about their experience at their Institution, their assessment of programs and services provided by their Institution for their learning and personal development, their motivations for attending the Institution, and other matters.
- b) The Institution wishes to participate in this Survey by supplying a sample file containing certain personal information, including email addresses and names, of students at the Institution to PRA.

NOW THEREFORE the parties agree as follows:

1. For the research to be of value it is necessary for PRA to contact individual students directly and to seek their voluntary participation in the survey.
2. The results of this research will help the Institution identify aspects of the undergraduate student experience that should be improved to enhance programs and services for students. The parties believe that it is in the public interest for the Institution to have information that will assist in improving the student experience both inside and outside the classroom.
3. The Institution agrees to submit a sample file to PRA containing the email addresses and names of students registered at the Institution by a date agreed upon by the Institution and PRA.
4. PRA shall not use the email addresses or any other contact information for any purpose other than soliciting participation in this Survey.

5. PRA shall not disclose any personal information about any individual obtained in the course of administering the Survey to any other person or organization except the subcontractor engaged by PRA to host the online survey and send the invitations and reminders to participate by email. The subcontractor is bound by the same conditions outlined in this document as are applicable to PRA.
6. Reports based on the information obtained through the survey will contain aggregate data in a manner that the information cannot be linked to a particular individual.
7. PRA will destroy all records of student information (e.g. email addresses and names) after the Survey is completed.

IN WITNESS WHEREOF, the parties hereto have signed this Memorandum of Understanding on the date written below.

Signed for the Institution

Name _____ Date _____

Signature _____ Position _____

Email _____ Phone _____

Signed for PRA

Name _____ Date _____

Signature _____ Position _____

Email _____ Phone _____