



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

# Procedures Manual

## 2024 Survey of Graduating Students

November 2023

Prepared by:  
Canadian University Survey Consortium –  
Consortium canadien de recherche sur les étudiants universitaires (CUSC-CCREU)  
and  
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# CUSC Procedures Manual

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NOTE: This Procedures Manual was available only as webpages at [https://cusc-ccreu.ca/wordpress/?page\\_id=1644&lang=en](https://cusc-ccreu.ca/wordpress/?page_id=1644&lang=en)  
Some of this document's pages are from the website, some are from the CUSC 2024 Procedures Manual document (Word format)

# About CUSC-CCREU



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

Student insights with a different perspective.  
Perspectives étudiantes avec un nouveau regard.

## Articles

- [Mission](#)
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[Introduction - 2024 Graduating survey →](#)

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# 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.

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Purpose →

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# 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](http://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](http://www.cusc-ccreu.ca) email: [admin@cusc-ccreu.ca](mailto:admin@cusc-ccreu.ca)

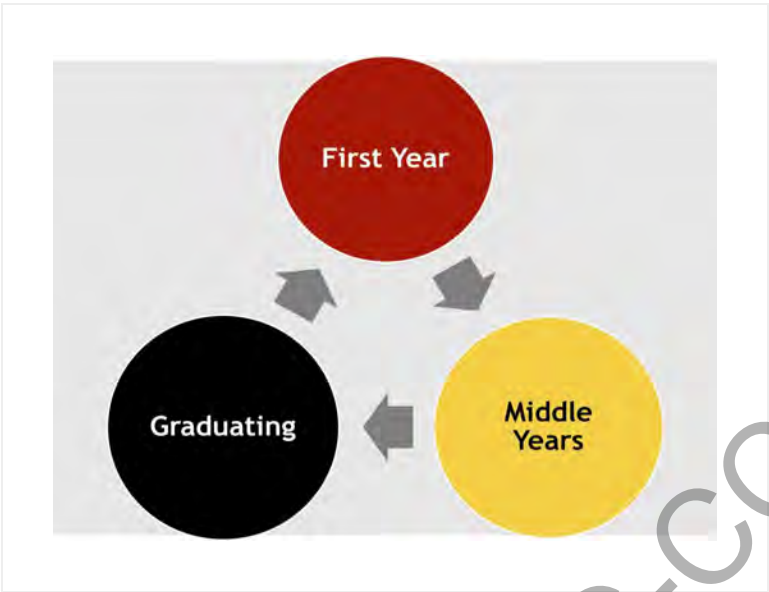
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← Mission

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# Suite of Surveys

- CUSC-CCREU surveys operate on a 3-year cycle:
- a) Survey of First Year Students will be conducted in 2025, 2028, 2031, etc.
  - b) Survey of Middle Years Students will be conducted in 2026, 2029, 2032, etc.
  - c) Survey of Graduating Students will be conducted in 2024, 2027, 2030, etc.



## Questions summary

- all = all of the questions in this section are on the survey  
some = some of the questions are on the survey  
none = none of the questions are on the survey

	First Year	Middle Years	Graduating
questions section	<i>Focus:</i> <i>making transitions</i>	<i>persistence</i>	<i>retrospective and career pathway</i>
Academic history	some	some	all
Applications to post-secondary	all	none	none
Activities – academic, on-campus, volunteer	none	all	all

Comments (open ended) – negative, positive	all	all	all
Commitment to completion	all	all	none
Current employment	all	all	all
Current living arrangements	all	all	all
Demographics – age, citizenship, ethnicity, gender	all	all	all
Demographics – marital status, children	all	all	none
Demographics – parent/guardian education	all	all	all
Disabilities/ Impairments – types, accommodation	all	all	all
Expectations versus experience	all	some	some
Services – use, satisfaction	all	all	all
Finances – credit cards	all	all	all
Finances – financial assistance from this university	all	none	none
Finances – income sources, amount	none	all	all
Finances – repayable debt sources, amount	none	all	all
Goal development – career/employment plans	all	all	all
Goal development – major/academic program	all	all	some
Growth and development – knowledge, skills	none	all	all
Motivation – reasons to attend university	all	none	none
Overall evaluation of	some	some	all

## university experience

Post-graduation – education plans	none	none	all
Post-graduation – employment plans	none	none	all
Professors, teaching, treatment	all	all	all
Selection – reasons to attend this university	all	none	none
Sources of information – about this university	all	none	none
Staff	all	all	all
Transition to university	all	none	none
Transportation to campus	none	all	all

← Purpose



## **Introduction – 2024 Graduating survey**

Welcome to the *CUSC-CCREU 2024 Survey of Graduating Students* that will be administered online in Winter 2024. 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 2024.

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## Participation

The questions in the Survey of Graduating Students focus on retrospective and career pathway (see [Suite of surveys – questions summary](#)). Visit [www.cusc-ccreu.ca](http://www.cusc-ccreu.ca) for more information about CUSC-CCREU, the survey questionnaire, registration for 2024 membership and the survey, and publications with results from previous surveys.

Please send a message to [admin@cusc-ccreu.ca](mailto:admin@cusc-ccreu.ca) if you have questions about participating in the survey.

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# 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 (DL&MA). 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 of the year in which the survey is administered.

Member universities can choose to participate in the survey by completing the online Registration available at [cusc-ccreu.ca](https://cusc-ccreu.ca) "Taking Part". The university pays for the membership fee, cost of the survey results package, any optional additions ordered, plus applicable taxes. Members that participate in the survey will receive master data files containing responses to closed-ended survey questions 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 Data files, Registration Survey Results Package and Registration Optional additions). The membership fee is not refundable and not transferrable to another year (see 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.

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Non-member →

# 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-members can choose to participate in the survey by completing the online Registration available at [cusc-ccreu.ca "Taking Part"](https://cusc-ccreu.ca/TakingPart). The non-member pays the participation fee, cost of the survey results package, any optional additions ordered, plus applicable taxes (see [Registration](#)).

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 institution's reports, and optional additions that they ordered. Responses from students at non-member institutions will be excluded from master data files and master reports (see [Data files](#)).

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← CUSC-CCREU Member

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# 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, reply to students who send an email to [cusc@pra.ca](mailto:cusc@pra.ca) (in English or French), 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](mailto:borodenko@pra.ca)

phone 204-594-2080

toll-free 1-888-877-6744

fax 204-989-2454

← Participation

Timeline →

## Timeline

Please complete the online *Registration* by **Friday, December 15, 2023** which is available at [www.cusc-ccreu.ca](http://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 8, 2024**; the latest the survey can be started is **Sunday, March 24, 2024**. The survey closes for all institutions on **Sunday, April 7, 2024**.

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 start 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 7, 2024. PRA will provide a website link that will show the daily and total number of responses for each institution to assist in deciding whether to extend your survey end date or not (see [Response tracking](#)).

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 15, 2023
Institution	I.2b New CUSC members: complete Data Licensing & Membership Agreement (see <a href="#">Appendix. Data Licensing &amp; Membership Agreement</a> ); send to <a href="mailto:admin@cusc-ccreu.ca">admin@cusc-ccreu.ca</a>	By Friday, May 31, 2024
Institution	I.3 Complete the online Registration at <a href="http://www.cusc-ccreu.ca">www.cusc-ccreu.ca</a> " <b>Taking Part</b> "	By Friday, December 15, 2023
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 <a href="mailto:borodenko@pra.ca">borodenko@pra.ca</a>	At least <b>four weeks</b> 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 <a href="mailto:admin@cusc-ccreu.ca">admin@cusc-ccreu.ca</a>	At least <b>four weeks</b> 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 <a href="mailto:admin@cusc-ccreu.ca">admin@cusc-ccreu.ca</a>	At least <b>four weeks</b> prior to the earliest start date of all institutions in the collaboration group

Responsibility	Activity	Deadline
Institution	I.7 If your institution requires one, provide PRA <a href="mailto:borodenko@pra.ca">borodenko@pra.ca</a> with a confidentiality agreement to sign (see <a href="#">Appendix. Confidentiality Agreement with PRA</a> )	At least <b>two weeks</b> prior to the start of your institution's survey
Institution	I.8 Provide PRA <a href="mailto:borodenko@pra.ca">borodenko@pra.ca</a> with invitation and reminder email messages	At least <b>one week</b> 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 <a href="#">Institution email system and white list</a> )	At least <b>one week</b> prior to the start of your institution's survey
Institution	I.10 Send sample file to PRA <a href="mailto:borodenko@pra.ca">borodenko@pra.ca</a> after completing data quality checks (see <a href="#">Check sample file</a> )	At least <b>one week</b> 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 <b>two business days</b> prior to the start of your institution's survey
PRA	PRA.1 Send IP addresses for white listing to participating institutions (see <a href="#">Institution email system and white list</a> )	By Tuesday, January 2, 2024
PRA	PRA.2 Sign and return confidentiality agreement (if necessary)	At least <b>one week</b> 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 <b>two business days</b> 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 8, 2024 and as late as Sunday, March 24, 2024
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
<b>Survey closes</b>		<b>Sunday, April 7, 2024</b>
PRA	PRA.9 Send list of participating institutions to each institution that ordered comparison reports	Monday, April 8, 2024
Institution	I.12 Choose institutions for comparison reports (if ordered); send list of at least 4 institutions to PRA <a href="mailto:borodenko@pra.ca">borodenko@pra.ca</a>	Monday, April 22, 2024
Institution	I.13 Payment due to CUSC-CCREU for membership (if chosen), survey results package and options ordered	Within 90 days of your invoice date

Responsibility	Activity	Deadline
PRA	PRA.10 Clean and analyze data; write reports	By end of June 2024
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 2024
PRA	PRA.12 Webinar with presentation of overall national survey results	Late August 2024
PRA	PRA.13 Delete all institutions' sample files	September 30, 2024

## Sample

### 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](mailto:borodenko@pra.ca) at least two weeks prior to the start of your institution's survey. See [Appendix. Confidentiality Agreement](#) for a template that can be adjusted to suit your institution's situation.

### Standard sample

The standard sample for 2024 is restricted to undergraduate Bachelor students who are enrolled in the final year of their program and are eligible to graduate in Spring 2024. To ensure that the standard samples from all institutions consist of similar students, please:

- include only students who are enrolled in the Winter 2024 semester;
- include only students enrolled in first-entry (first-level) 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;
- for students in a 3-year Bachelor's program, include those who are in third year
- for students in a 4-year Bachelor's program, include those who are in fourth year
- for students in a Bachelor's program that takes more than 4 years, include those who are in their last year
- **exclude** first-year, middle years, independent, special, Undeclared, Certificate, Diploma, and Continuing Education students.

It may not be possible to gauge graduating students with 100 percent accuracy, but make your best estimate based on available information. At some institutions, eligibility to graduate is based on the number of credits completed. At other institutions, the criteria used is students that have applied to graduate.

**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 graduating cohort of less than 1,000 students can choose the option for a smaller sample when registering. See [Page 6. Survey Results Package](#) and [Prices/ Prix](#).



CUSC-CCREU recommends that you keep a copy of your sample file. After September 30, 2024, PRA will destroy all sample files. PRA will notify each institution, and copy the CUSC-CCREU Board, that their students' information has been destroyed.

### Sample weighting

The *Registration* asks for the total number of students in Winter 2024 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](mailto: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.

### 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 [Format of the sample file](#)). The special sample records must be distinguished from the standard sample records with Sample field with the value "special". 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.

### 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 with the 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 [Test invitation and survey](#). The admin sample is only meant to help you verify that your survey launched and reminders are being sent.

### 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):

**Download  
CUSC sample file template**

## CUSC Survey > 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):

- ID
- First
- Email
- CIP
- Sample
- Length
- Age
- Citizenship
- Gender
- Load
- Option 1
- Option 2
- Option 3
- Option 4
- Option 5
- Option 6
- Option 7
- Option 8
- Option 9
- Option 10

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Example 1 - institution email address only

ID	First	Email	CIP	Sample	Length	Age	Citizenship	Gender	Load	Option 1	Option 2	Option 3	Option 4	Option 5	Option 6	Option 7	Option 8	Option 9	Option 10
0001	John	jsmith@institution.ca	26.0101	standard	3	24	1	1	2	A	B33	111	BSc	Science	3	1	K	MA	34809236
0002	Sally	sjones@institution.ca	52.0301	standard	5	20	3	1	9	G	TU1	109	BBus	SchB	8	0	OL	H1	20395727
0003	Jane	jdoe@institution.ca	24.0101	special	4	19	2	2	1	T	K04	114	BAGen	Arts	2	0	WL	H3	90724358
9999	Joe	joe.sm@institution.ca	99.9999	admin	9	999	9	9	9	9	9	9	9	9	9	9	9	9	9

Example 2 - institution and personal email addresses

ID	First	Email1	Email2	Email3	CIP	Sample	Length	Age	Citizenship	Gender	Load	Option 1	Option 2	Option 3	Option 4	Option 5	Option 6	Option 7	Option 8	Option 9	Option 10
0001	John	jsmith@institution.ca	jsmith@gmail.com	yabadaba@telus.net	26.0101	standard	3	24	1	1	2	A	B33	111	BSc	Science	3	1	K	MA	34809236
0002	Sally	sjones@institution.ca	sjones@hotmail.com		52.0301	standard	5	20	3	1	9	G	TU1	109	BBus	SchB	8	0	OL	H1	20395727
0003	Jane	jdoe@institution.ca	jdoe@yahoo.com	j64doe@shaw.ca	24.0101	special	4	19	2	2	1	T	K04	114	BAGen	Arts	2	0	WL	H3	90724358
9999	Joe	joe.sm@institution.ca			99.9999	admin	9	999	9	9	9	9	9	9	9	9	9	9	9	9	9

[illegible]

**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 2021 Version 1.0* available on Statistics Canada's website at <https://open.canada.ca/data/en/dataset/e133360f-ae6c-4a7a-8715-850a7a3d7932> 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 four years, 9 = unknown. Numeric, 1 digit.

**Age** Calculate each student's age as of September 1, 2023 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 2024 (or Fall 2023 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.

### 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.

### 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](#).

- 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 program 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 graduating Bachelor students at the start of Fall 2023 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 [Standard sample](#) and [Mandatory fields](#).

### 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 PRA's FTP site at least one week prior to the start of your institution's survey and email PRA [borodenko@pra.ca](mailto:borodenko@pra.ca) saying that you have uploaded the sample file. PRA will check your sample file to ensure it meets the criteria stated in [Format of the sample file](#).

# 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 incentives, notify the winners, and distribute the incentives. 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:

1. PRA does random draws from respondents and sends them to you.
  - Based on what's said about incentives in your email invitation and reminders, PRA will draw the appropriate number of winners from students who completed the survey on the date(s) that you choose for your institution. Multiple students can be selected in each draw. These students' names and email addresses will be sent to your institution's primary contact. Included in your survey results package fees are 2 random draws. There is an additional 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.
  - **OR**
2. PRA sends lists of respondents to you for random draws.
  - On the incentive date(s) stated in your Registration, PRA will compile the list of students that completed the survey and send their names and email addresses to you. Then you randomly draw the appropriate number of winners, notify them, and distribute the incentives. PRA will compile and send list(s) on the date(s) that you choose to your institution's primary contact. There is an additional cost to the participating institution to have PRA compile and send more than 2 lists.

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← Sample

Additional Questions →

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# Additional Questions

## Articles

- [Additional questions for your institution](#)
- [Additional questions for collaboration group](#)

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← Incentives (Prizes)

Omit standard survey questions →

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# Additional questions for your institution

For an additional cost, your institution can add questions to the survey that will be asked only of your students. Please indicate this on the Registration. The cost will normally be \$200 per additional question, but this cost may be less depending on the total number of questions and the survey programming required. See [Appendix. Additional Questions](#) for more information and the template.

Reponses to 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 Additional Questions Committee to ensure they fit with CUSC-CCREU's mission and purpose and do not lengthen the survey inordinately.

**At least 4 weeks prior to the start of your survey**, prepare your additional questions using the template in [Appendix. Additional Questions](#) and email them to [admin@cusc-ccreu.ca](mailto:admin@cusc-ccreu.ca) for review by the Additional Questions Committee.

Additional questions for collaboration  
group →

# 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 [Collaboration group report](#)).

The collaboration group's additional questions must be approved by the Additional Questions Committee to ensure they fit with CUSC-CCREU's mission and purpose and do not lengthen the survey inordinately. Prepare your additional collaboration questions using the template in [Appendix. Additional Questions](#) and email them to [admin@cusc-ccreu.ca](mailto:admin@cusc-ccreu.ca) **at least four weeks before** the earliest survey start date of all institutions in the collaboration group.

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← Additional questions for your institution

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# Omit standard survey questions

This is for **non-member institutions only**. The CUSC-CCREU standard survey questions are available at [cusc-ccreu.ca "Taking Part"](https://cusc-ccreu.ca/TakingPart). You may choose to exclude CUSC-CCREU standard survey questions from your institution's survey. For example, the question about residence on campus (Services srv13) 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.

← Additional Questions

Invitation and reminders →

# Invitation and reminders

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

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](https://cusc-ccreu.ca/?page_id=694&lang=en) .

## Articles

- Via email
  - Invitation and reminders emails
  - Institution email system and white list
  - Test invitation and survey
- Via learning management system (LMS)
- Via email AND learning management system (LMS)

← Omit standard survey questions

Response tracking →

# 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](mailto: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](mailto:noreply@pra.ca) and replies are sent to [cusc@pra.ca](mailto: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.

## Articles

- [Invitation and reminders emails](#)
- [Institution email system and white list](#)
- [Test invitation and survey](#)

---

Via learning management system (LMS)

→

# Invitation and reminders emails

The invitation email will be sent to all of the students in your sample file on your institution's survey start date. Each reminder email will be sent only to those students who have not completed the survey. More information and the template for the invitation and reminder emails with suggested messages is below.



Templates: Invitation and reminders emails



Institution email system and white list



# CUSC 2024 Survey of Graduating Students

## 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 graduating students

Dear <Student First Name>:

I am writing to request your participation in the *CUSC-CCREU 2024 Survey of Graduating 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](mailto: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]

## Reminder emails

About four to seven calendar days following the invitation email, PRA will send non-respondents the first reminder email. About eight to twelve calendar days after the invitation email (about four to eight days after the first reminder), 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. The order of items and the blue highlighted areas are standard and cannot be changed. **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. 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 graduating students

Dear <Student First Name>:

Remember receiving an email about the *CUSC-CCREU 2024 Survey of Graduating 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](mailto: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 graduating students

Dear <Student First Name>:

Although the majority of students have now completed their *CUSC-CCREU 2024 Survey of Graduating 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](mailto: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]

# 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.

← Invitation and reminders emails

Test invitation and survey →

© CUSC-CCREU

# 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](mailto:borodenko@pra.ca) if changes are required. Your survey will be launched after PRA receives authorization from your primary contact.

← Institution email system and white list

© CUSC-CCREU

# 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 [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 [Via email](#), i.e. develop messages, test messages, send invitation, and send reminders to non-respondents.

← Via email

Via email AND learning management system (LMS) →

# Via email AND learning management system (LMS)

You may choose to have PRA send the invitation and reminder emails to your students AND 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.

← Via learning management system (LMS)

© CUSC-CCREU

# 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.

## Articles

- [Additional reminder emails](#)

← Invitation and reminders

Experiment 2024 →

# 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](mailto: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.

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# Experiment 2024

Current CUSC-CCREU surveys do not have pages with encouraging messages, such as: "Thank you for your participation. We appreciate your responses. Please continue." CUSC-CCREU is asking institutions to participate in an experiment to support or reject the hypothesis that "including encouraging messages in the survey improves completion rates." There is no cost to participate in the experiment.

Institutions may opt-in to the experiment. PRA will assign 10% of their sample to the experiment. These students will receive the version of the survey that has encouraging messages.

The master data files will contain responses from all students at member universities with a field indicating the type of survey the respondent received (non-experiment or 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 (see [Completed survey](#)).

Results of the experiment will be reported by PRA in August 2024. If we find that the survey version with encouraging messages has a substantially higher completion rate, the CUSC-CCREU Board will consider adding these messages to 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 2024 Survey of Graduating Students with no encouraging messages.

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← Response tracking

Survey module 2024 →

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# Survey module 2024

This year the survey will include a module that asks questions about generative Artificial Intelligence, e.g. ChatGPT, Bing AI. 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"](https://cusc-ccreu.ca/TakingPart). There is no cost to participate in the module. Indicate on the *Registration* form if your institution is participating.

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← Experiment 2024

Data files →

© CUSC-CCREU

# 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 (member or non-member), survey results package, and optional additions ordered, a login is sent to your institution's primary contact to download data files and reports from PRA's secure FTP site that is hosted on a Canadian server.

## Articles

- [Master data files](#)
- [Master data dictionary](#)
- [Master data tables](#)
- [CUSC survey questions crosswalk tables](#)
- [Institution data files](#)
- [Institution data dictionary](#)

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← Survey module 2024

Reports →

# 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, in English and French. They contain responses to closed-ended survey questions from students at all participating member universities who were in a standard sample (see [Standard sample](#)) and completed the survey (see [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 [Sample weighting](#)) which PRA uses to generate statistics for most reports (see [Reports](#)). The responses to experiments and survey module questions may also be included.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	IDNUM	DATE	CUSCCom twt	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](#) which restricts how the master data files can be used.

Master data dictionary →

# 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.

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← Master data files

Master data tables →

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© CUSC-CCREU

# 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

	Group			
	Total	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

	Total	University A	University B	University C	University D
	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%

← Master data dictionary

CUSC survey questions crosswalk tables →

# CUSC survey questions crosswalk tables

All participating institutions (members and non-members) receive the questions crosswalk tables in English and French. This Excel workbook 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.

← Master data tables

Institution data files →

# 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:

- a) Responses from your students that did not complete all of the required questions.
- b) Your students' answers to all survey questions (closed-ended and open-ended).
- c) If chosen, categories for open-ended responses (see [Categorize open-ended responses](#)).
- d) If you provided optional fields of data (Option 1, Option 2, etc.) in your sample file (see [Optional fields](#)), these will be attached to the records.
- e) If chosen, responses to additional questions that your institution asked.
- f) If chosen, responses to experiments and survey module questions.
- 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.

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← CUSC survey questions crosswalk tables

Institution data dictionary →

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# Institution data dictionary

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

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← Institution data files

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© CUSC-CCREU

# 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. In early July, after full payment is received for participation (member or non-member), survey results package, and optional additions ordered, a login will be sent to your institution's primary contact to download data files and reports from PRA's secure FTP site that is hosted on a Canadian server.

## Articles

- [CUSC Groups](#)
- [Completed survey](#)
- [Master report](#)
- [Institution short report "Quick Facts"](#)
- [Institution long report](#)
- [Tableau workbook](#)
- [Collaboration group data and report](#)
- [Comparison reports](#)
- [Institution data tables](#)
- [Executive report](#)
- [Categorize open-ended responses](#)

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← Data files

Registration →

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# 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 and Institution long report.

Completed survey →

# 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.

← CUSC Groups

Master report →

© CUSC-CCREU

# Master report

All participating institutions (members and non-members) receive the master report in Word and PDF format, 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 [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 [cusc-ccreu.ca "Publications"](https://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.				

← Completed survey

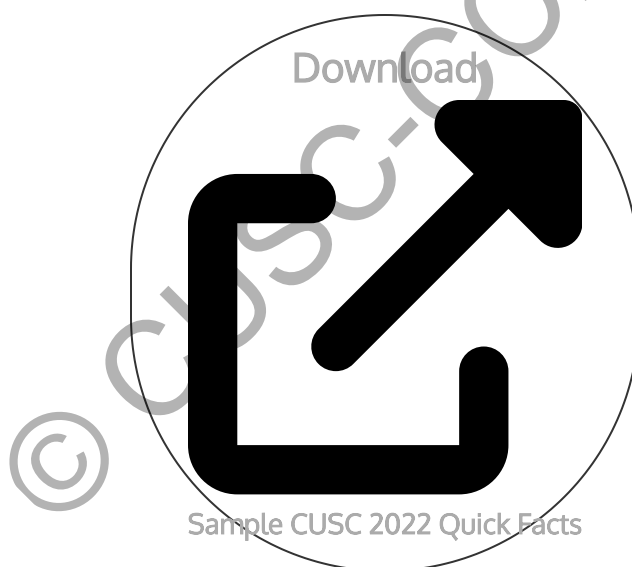
Institution short report "Quick Facts" →

# 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 [Completed survey](#)) with weighted n-sizes and weighted results. All institutions receive a PowerPoint file with your results compared to results from all respondents (national/ 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.



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← Master report

Institution long report →

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# 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 [CUSC Groups](#)), and respondents from your institution (5 columns of statistics) – see the long report below. Statistics will be calculated from completed surveys (see [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.

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© CUSC-CCREU

[sample-CUSC-2019-institution-long-report](#)

Download

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← Institution short report "Quick Facts"

Tableau workbook →

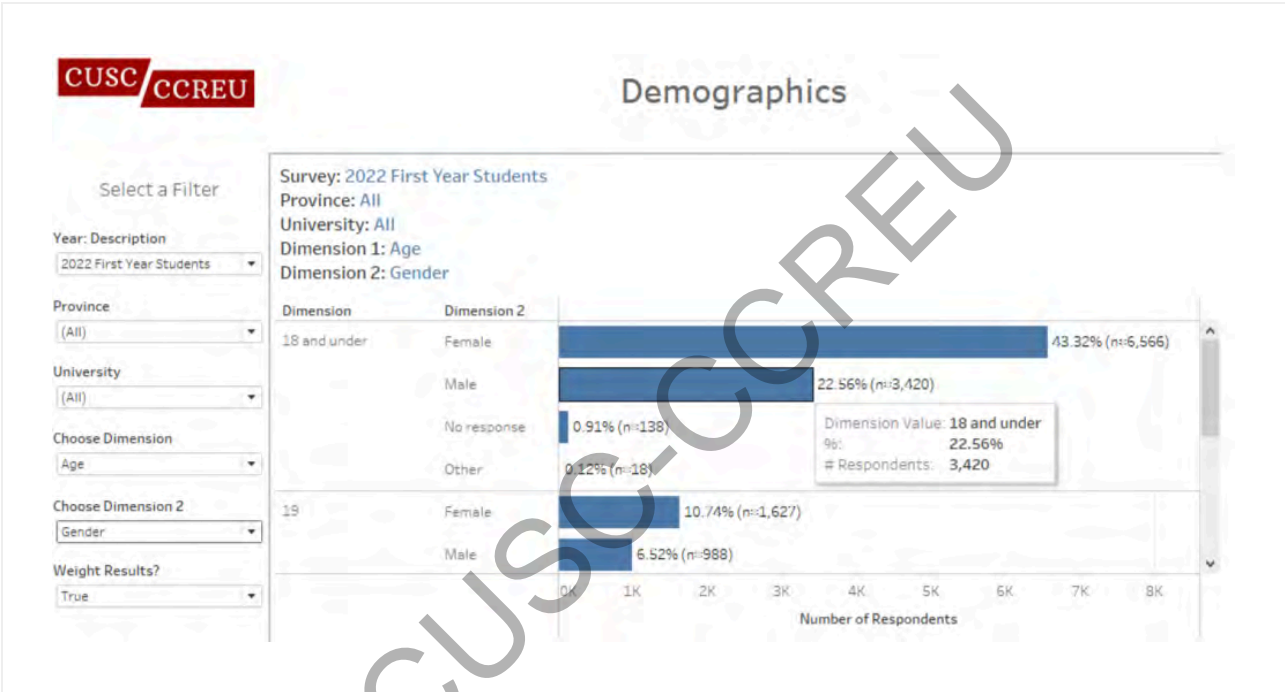
---

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# Tableau workbook

For CUSC-CCREU **members only**. The Tableau workbook uses master datasets 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, and 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).



← Institution long report

Collaboration group data and report →

# Collaboration group data and report

CUSC-CCREU **members and/or non-members** may choose to form a collaboration group. This is a group of institutions that ask the same additional questions (see [Additional questions for collaboration group](#)). Each collaborating institution will receive all of the response data from the additional questions from all collaborating institutions as well as the collaboration report. The cost of the additional questions and the collaboration report will be shared by the collaborating institutions.

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.						

# Comparison reports

For an additional cost, CUSC-CCREU **members only** may choose to order comparison reports. Universities will receive these two files with weighted n-sizes and weighted results:

1. 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 report below).
2. 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 [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 [Completed survey](#)).

[sample Word CUSC 2022 First Year Comparison Report](#)

Download

← Collaboration group data and report

Institution data tables →

# Institution data tables

For an additional cost, CUSC-CCREU **members only** may choose to order institution data tables. This 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 [CUSC Groups](#)). Statistics are calculated from completed surveys (see [Completed survey](#)).

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

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

← Comparison reports

Executive report →

# Executive report

For an additional cost, CUSC-CCREU **members only** may choose to order an Executive report. This 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 report below). Statistics will be calculated from completed surveys (see [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 [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.

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[sample CUSC 2019 Executive Report](#)

Download

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← Institution data tables

Categorize open-ended responses →

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# Categorize open-ended responses

PRA will provide the verbatim responses to open-ended questions in the Excel institution data file. For an additional cost, 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; 5 Parking; etc.

← Executive report

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# Registration

Use the information below and in other sections of this Procedures Manual to complete the online Registration at [cusc-ccreu.ca](https://cusc-ccreu.ca) "Taking Part" for membership (if chosen) and to participate in the 2024 Survey of Graduating 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.

## Articles

- [Pages 1 and 2. Institution and contacts](#)
- [Pages 3 and 4. Registration Type, Survey Participation and Membership](#)
- [Page 5. Survey Information](#)
- [Page 6. Survey Results Package](#)
- [Page 7. Survey Results Package Options](#)
- [Page 8. Survey Dates](#)
- [Page 9. Incentives](#)
- [Pages 10 and 11. Optional additions](#)
- [Pages 12 and 13. Comments, Submission](#)

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← Reports

Withdrawal →

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## 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](mailto:admin@cusc-ccreu.ca) and [borodenko@pra.ca](mailto:borodenko@pra.ca).

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

→

# 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 and a signed Data Licensing and Membership Agreement must be held in CUSC-CCREU files.

**Non-member:** Post-secondary institutions that are not eligible for membership or do not wish to become members may participate in CUSC surveys.

See Participation. Please send a message to [admin@cusc-ccreu.ca](mailto:admin@cusc-ccreu.ca) if you have questions about membership or participation.

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← Pages 1 and 2. Institution and contacts

Page 5. Survey Information →

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## Page 5. Survey Information

Give information about the 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

← Pages 3 and 4. Registration Type, Survey Participation and Membership  
Page 6. Survey Results Package →

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## 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.

In early July, after full payment is received for participation (member or non-member), the survey results package, and any optional additions ordered, a login will be sent to your institution's primary contact to download data files and reports from PRA's secure FTP site that is hosted on a Canadian server. The table below lists the services and deliverables provided in the survey results package.

### Survey Results Package

Deliverable	Provided to
<u>Survey contractor</u> <ul style="list-style-type: none"> <li>• Administration of the online survey to your institution's students (standard and special samples, send invitation email and 2 reminder emails, reply to students)</li> <li>• Collect and analyze response data, generate data files and reports, upload to FTP site</li> </ul>	All institutions
<u>Incentives draws</u> (2 draws from respondents or provide 2 lists of respondents)	All institutions
<u>Response tracking</u> (website link to track daily and total response rate)	All institutions
<u>Master data files</u> (Excel and SPSS, in English and French)	Members only
<u>Master data dictionary</u> (PDF, in English and French)	Members only
<u>Master data tables</u> (Excel)	Members only
<u>CUSC survey questions crosswalk tables</u> (Excel, in English and French)	All institutions
<u>Institution data files</u> (Excel and SPSS)	All institutions

<a href="#">Institution data dictionary</a> (PDF)	All institutions
<a href="#">Master report</a> (Word and PDF, in English and French)	All institutions
<a href="#">Institution short report "Quick Facts"</a> (PowerPoint, institution compared to national)	All institutions
<a href="#">Institution short report "Quick Facts"</a> (PowerPoint, institution compared to CUSC group)	Members only
<a href="#">Institution long report</a> (Word and PDF)	All institutions
Tableau workbook	Members only

See [Pages 10 and 11. Optional additions](#) for other deliverables that your institution may choose to order.

## 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.

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← Page 6. Survey Results Package

Page 8. Survey Dates →

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## 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 (see [Timeline](#)). PRA will close your institution's survey on your survey end date and no more of your students will be able to respond after that date. Ensure that your survey dates correspond with your incentive draw dates.

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← Page 7. Survey Results Package Options

Page 9. Incentives →

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## Page 9. Incentives

Indicate if your institution is using incentives (see [Incentives \(Prizes\)](#)). If yes, then indicate how respondents should be chosen, and the draw date(s). Ensure that your incentive draw dates correspond with your survey start and end dates. If your institution uses incentives, PRA will do up to 2 draws from respondents or provide 2 lists of respondents (included in the survey results package cost). There is an additional cost for PRA to do more than 2 draws or compile and send more than 2 lists.

← Page 8. Survey Dates

Pages 10 and 11. Optional additions →

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# Pages 10 and 11. Optional additions

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

Optional addition, cost	Available to
Additional draws for <u>incentives</u> – \$50 per draw or list	Any institution
<u>Additional reminder emails</u> – \$100 per reminder	Any institution
<u>Additional questions</u> – normally \$200 per question	Any institution
<u>Omit standard survey questions</u> – \$200 per question	Non-members only
<u>Collaboration group data and report</u> – price to be determined	Collaboration only
<u>Comparison reports</u> (Word and Excel, in English or French) \$300	Members only
<u>Comparison reports</u> (Word and Excel, in English AND French) \$600	Members only
<u>Institution data tables</u> (Excel, in English or French) \$300	Members only
<u>Institution data tables</u> (Excel, in English AND French) \$400	Members only
<u>Executive Report</u> (Word and PDF, in English or French) \$900	Members only
<u>Executive Report</u> (Word and PDF, in English AND French) \$2,000	Members only
<u>Categorize open-ended responses</u> (Excel) \$0.65 for each respondent's completed open-ended question)	Any institution
Bound paper copy of <u>Master report</u> (\$50)	Any institution
Bound paper copy of <u>Institution long report</u> (\$50)	Any institution
Bound paper copy of <u>Comparison report</u> (\$50)	Members only
Bound paper copy of <u>Collaboration report</u> (\$50)	Collaboration only
<u>Learning management system</u> (unique survey links) \$100	Any institution
<u>Institution short report "Quick Facts"</u> (PowerPoint, in French – Institution results compared to national results) \$150	Any institution
<u>Institution short report "Quick Facts"</u> (PowerPoint, in French –	Members only

Institution results compared to CUSC group results) \$150

<u>Institution long report</u> (Word and PDF, in French) \$100	Any institution
<u>Experiment</u> – no cost	Any institution
<u>Survey module</u> – no cost	Any institution

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## 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.**

← Pages 10 and 11. Optional additions

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# 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.

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← Registration

Invoices and payment →

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# Invoices and payment

Invoices for participation (member or non-member), survey results package, and optional additions ordered will be emailed by CUSC-CCREU to your institution's primary, secondary, and financial contacts according to the date you indicate on the Registration. Invoices will be sent by the end of February 2024 for those institutions requesting their invoice prior to March 31, 2024 or by the end of April 2024 for those institutions requesting it after March 31, 2024. **Payment to CUSC-CCREU is due within 90 days of your invoice date.**

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](mailto:treasurer@cusc-ccreu.ca)

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

After full payment is received, a login will be sent to your institution's primary contact to download data files and reports from PRA's secure FTP site.

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.

← Withdrawal

Prices/ Prix 2024 →

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# 2024 Survey of Graduating Students

## Sondage de 2024 auprès des étudiants de dernière année

### Prices/ Prix

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



# Appendices

## Articles

- [Appendix. Additional Questions](#)
- [Appendix. Data Licensing & Membership Agreement](#)
- [Appendix. Confidentiality Agreement with PRA](#)

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← Prices/ Prix 2024

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# Appendix. Additional Questions

See also [Additional questions](#)

## Conditions

- a. Ensure that your institution's additional questions fit with CUSC-CCREU's mission and purpose and do not lengthen the survey inordinately.
- b. Additional questions will appear on separate page(s) or screen(s) in the online survey.
- c. 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 your survey.
- d. An additional question may branch from a response to a CUSC standard survey question, e.g. asking students who are dissatisfied with food services why they are dissatisfied.
- e. Additional questions must be submitted in the order that they will appear in your institution's survey.
- f. 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 only 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.

Note: Institutions participating as **members** cannot modify CUSC-CCREU standard survey questions. **Non-member** institutions may choose to omit CUSC-CCREU standard survey questions for an additional cost.

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.

Q. Indicate your rating for each of the following issues.

Issue A [text] Very poor, Poor, Good, Very good

Issue B [text] Very poor, Poor, Good, Very good

Issue C [text] Very poor, Poor, Good, Very good

Other issue – please list [text box, open-ended]

**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](mailto:admin@cusc-ccreu.ca) for consideration by the Additional Questions Committee. The Committee may return submitted questions to you with suggested changes.



Appendix. Data Licensing &  
Membership Agreement →

# CUSC 2024 Survey of Graduating Students

## Additional Questions template

Institution name \_\_\_\_\_

Date submitted \_\_\_\_\_

What is the start date for your institution's survey? \_\_\_\_\_ (date)

Rationale/ context: Why is your institution asking this(se) additional question(s)?

### Additional Question #1

Add Q1 [question text in English and/or French]

Add Q1 Response options: [if applicable, list them in English and/or French]

Add Q1 Where in the survey would you like this question? After CUSC section \_\_\_\_\_

Add Q2 Skip logic or branching to/ from another question

☐ No ☐ Yes – branch from/ to which question? \_\_\_\_\_

### Additional Question #2

Add Q2 [question text in English and/or French]

Add Q2 Response options: [if applicable, list them in English and/or French]

Add Q2 Where in the survey would you like this question? After CUSC section \_\_\_\_\_

Add Q2 Skip logic or branching to/ from another question

☐ No ☐ Yes – branch from/ to which question? \_\_\_\_\_

If you have more than 2 additional questions, follow the template above for each question.

# Appendix. Data Licensing & Membership Agreement

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 also safeguard 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 questions 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.



## DL&MA process

- a. Click on the link below to download the DL&MA template (Word document).
- b. 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.
- c. Email the document to [admin@cusc-ccreu.ca](mailto:admin@cusc-ccreu.ca)
- d. The CUSC-CCREU President will complete the "Signed for CUSC-CCREU" section on the last page and affix the corporate seal.
- e. CUSC-CCREU will email an electronic copy and mail a paper copy of the fully signed DL&MA to the institution.



← Appendix. Additional Questions

Appendix. Confidentiality Agreement  
with PRA →

© CUSC-CCREU



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

## 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  
(the "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 (the Corporation, or CUSC-CCREU) 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:

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

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:	_____		
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:	_____		
Email:	_____		

# Appendix. 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](mailto:borodenko@pra.ca) **at least two weeks before** 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.

Click on the link below to download a template that can be adjusted to suit the situation at your institution.



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← Appendix. Data Licensing & Membership Agreement

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# CUSC-CCREU 2024 Survey of Graduating Students (the "Survey")

## Confidentiality Agreement

### BETWEEN:

[name of institution]  
(the "Institution")

- and -

**PRA Inc.**  
(Prairie Research Associates)

### WHEREAS:

- a) PRA Inc. 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 Inc.

### NOW THEREFORE the parties agree as follows:

1. For the research to be of value it is necessary for PRA Inc. 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 Inc. containing the email addresses and names of students registered at the Institution by a date agreed upon by the Institution and PRA Inc.

4. PRA Inc. shall not use the email addresses or any other contact information for any purpose other than soliciting participation in this Survey.
5. PRA Inc. 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 Inc. will destroy all electronic records of the students' 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 Inc.**

Name	_____	Date	_____
Signature	_____	Position	_____
Email	_____	Phone	_____