

**Category:** Operational

**Policy Title:** Survey Administration: Authority and Authorization to unlock identity of individual respondents to survey responses

**Policy Statement:**

The College supports the anonymity of survey response data, but in certain limited instances, when the request does not violate the Family Education Rights and Privacy Act (FERPA) or the intent of this policy, the Vice President for Administrative Services may grant permission to authorized Superusers to access identifying information of survey respondents according to the process defined below.

**Definitions:**

**EvaluationKit:** The name of the software leased to the college by EvaluationKit, LLC

EvaluationKit is a survey software designed to administer surveys either directly by an e-mail link or Canvas integration. By default, all surveys provided by EvaluationKit are designed to be anonymous.

**Superuser:** The term assigned by EvaluationKit that describes authorized users' access to create, modify and delete surveys (the questions) and projects (executable portion of the software that runs a specified survey)

GCCC Authorized Superusers as of May 1<sup>st</sup>, 2020:

- Director of Information Technology
- Director of Institutional Research
- EvaluationKit Survey Administrator
- Assessment Coordinator

**Background:**

The EvaluationKit software is designed to protect the anonymity of survey participants. By default, customers do *not* have the ability to run/extract data that pairs the identity of a specific survey participant to their responses.

Additionally, FERPA has specific regulations defining who has access to student records and information. Some of this protected information may be found in survey responses.

In accordance with FERPA regulations and EvaluationKit design limitations, the College supports the anonymity and confidentiality of EvaluationKit survey data.

In certain limited instances, however, the EvaluationKit software can be a valuable tool for collecting additional demographic data necessary for various purposes— including, but not limited to, external reporting purposes.

In these limited instances only, this policy authorizes Superusers, with the approval of the Vice President for Administrative Services, to contact EvaluationKit and request 24-hour access to identifying information of survey participants.

This policy specifically does not allow any access, by Superusers or any other college employee, to specific surveys including:

- Student course evaluations
- Campus Wide Assessment of Services (CWAS)
- Student Assessment of Services (SAS)
- Upward Evaluations

When required for reporting to external agencies, such as Kansas Board of Regents, Perkins, or accrediting agencies, the Vice President for Administrative Services may authorize access to identifying information. Surveys that may be authorized will contain a disclaimer so participants are aware that their answers may not be fully anonymous.

**Procedure:**

1. Identify the need for reported survey results that pair survey participants with their responses.
  - a. Identify whether this violates FERPA or College policy
  - b. Identify the superuser who will contact EvaluationKit for access and extract data (must be the same person)
2. Prepare an authorization request —the form is attached to this policy.
  - a. Describe the specific project for which the access is necessary
  - b. Describe the necessity for access to paired data
  - c. Identify the superuser that will request EvaluationKit access and extract the data
  - d. Identify the 24-hour period during which access to paired data will be open/available
3. Forward the request to the Vice President for Administrative Services
4. The Vice President for Administrative Services grants/denies access
  - a. If the authorization request is approved, it will be returned to the requestor for coordination with the Superuser.
  - b. If the authorization is denied, the request will be returned to the requestor and the process ends

- c. A copy of the granted or denied authorization request will be retained by the office of Administrative Services
5. If approved, the requesting Superuser contacts EvaluationKit at (800) 311-5656 to unlock the ability to extract the participant and participant response pairing.
6. The Superuser runs the report(s) or extracts the data from the project as necessary within one business day of contacting EvaluationKit in the step above.
7. When data extraction is complete, the Superuser contacts EvaluationKit at (800) 311-5656 to re-lock the ability to extract the participant and participant response pairing.

**Contacts:** Vice President for Administrative Services; Director of Human Resources

**Policy History:** Approved 12/16/20

## Request for Authority for EvaluationKit to Unlock Survey Participant Identities

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**Name of Employee Submitting Request:** Type name in here.

**Nature of the Request:**

Survey participant identities need to be identified and paired with their survey response for *Enter the name of the EvaluationKit "Project" here.*

Purpose of the request? Please describe:

*Describe the need and purpose for access to paired data that identifies the survey participant.*

The EvaluationKit superuser that will be making this request and running a report or extracting data from EvaluationKit with paired data is *Enter the EvaluationKit Superuser's name here..*

**Execution of Data Extraction:**

The authorized superuser named above will call EvaluationKit, (800) 311-5656, on *Click or tap to enter a date.* to open access to GCCC paired data.

The authorized superuser will run the EvaluationKit report(s) or extract relevant data from EvaluationKit with paired data within 24 business hours of the date above, then contact EvaluationKit to suspend GCCC access to paired data.

**Signatures & Approvals:**

\_\_\_\_\_  
Type name in here.

EvaluationKit Superuser

\_\_\_\_\_  
Type name in here.

Vice President of Requestor

Approved  Denied

\_\_\_\_\_  
Type name in here.

Vice President for Administrative Services

Approved  Denied

\_\_\_\_\_  
Type name in here.

Director of Human Resources

Approved  Denied

*Completed approval forms to be maintained in the Human Resources Office.*