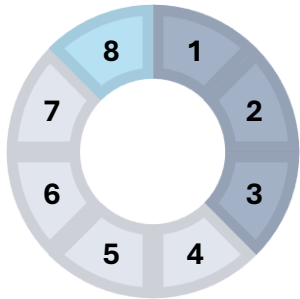


University Constituent Surveys Process (Satisfaction surveys for faculty, staff, undergraduate, and graduate students.)



Survey Administration
Advisory Committee Engagement
Continuous Improvement – Constituent Survey Implementation Process

<p>1. Pre-Administration – AIRE to engage Survey Sponsor, Advisory Committee Chair, & Third Party Administrator (ie. COACHE, Great Colleges to Work For)</p> <ul style="list-style-type: none"> Survey Sponsor is the applicable leader who appoints the Advisory Committee Chair for each survey. AIRE facilitates finalization of contract terms, survey population, and survey questions. <p><i>Academic Year 1 – Fall</i></p>	<p>5. Advisory Committee Chair Shares Results with Constituent Community</p> <ul style="list-style-type: none"> Advisory Committee Chair and Sponsor share results and engagement session details (if known at this time) with constituents. AIRE publishes results on website. <p><i>Academic Year 2 – Spring (targeted for Jan/Feb)</i></p>
<p>2. AIRE Coordinates Launch of Survey to Constituents</p> <ul style="list-style-type: none"> AIRE creates population file and sends to third party administrator. Survey Administrator distributes survey to constituent group. AIRE and Advisory Committee Chair coordinate approved communications of survey. <p><i>Academic Year 1 – Spring</i></p>	<p>6. Advisory Committee Hosts Engagement Sessions with Constituents</p> <ul style="list-style-type: none"> Advisory Committee develops a presentation to share results and collect recommendations for engagement sessions. Advisory Committee invites constituents to engagement sessions. Advisory Committee hosts engagement sessions to collect feedback to help form recommendations. <p><i>Academic Year 2 – Spring (targeted for Mar)</i></p>
<p>3. AIRE Receives Survey Results & Develops Dashboard & Summary Report</p> <ul style="list-style-type: none"> Third party administrator shares results with AIRE. (*if benchmarked survey) AIRE develops Tableau dashboard and summary report (if applicable), and conducts additional analysis as needed. <p><i>Academic Year 1 – Summer and Academic Year 2 – Early Fall</i></p>	<p>7. Advisory Committee Develops Recommendations Presentation</p> <ul style="list-style-type: none"> Advisory Committee reviews feedback from engagement sessions and develops a finalized list of actionable recommendations to be proposed for implementation and shared with campus. The Advisory Committee Chair presents the finalized recommendations to the Sponsor. Once approved by the Sponsor, the recommendations are shared with constituents via relevant avenues. <p><i>Academic Year 2 – Spring (targeted for Apr)</i></p>
<p>4. Advisory Committee Chair Forms Committee & Reviews Survey Results, Benchmarks, Jayhawks Rising Framework & Metrics</p> <ul style="list-style-type: none"> Constituent Survey Committee formed. AIRE shares survey results with committee (summary report, survey administrator reports, and access to Tableau dashboard). AIRE shares benchmark data and historic survey results (if available). Advisory Committee Chair & AIRE share strategic alignment framework and institutional metrics to consider when reviewing data and for recommendation prioritization. <p><i>Academic Year 2 – Late Fall (targeted for Oct/Nov/Dec)</i></p>	<p>8. Advisory Chair Presents Recommendations to Campus Constituent Survey Implementation Team for Continuous Improvement & Transparency</p> <ul style="list-style-type: none"> Finalized recommendations presented to the Constituent Survey Implementation (CCSI) team. This team meets on a triannual basis to prioritize, implement and track the recommendations. With the support of AIRE, the Advisory Committee Chair will stay engaged with the CCSI team to ensure action is taking place on the prioritized recommendations, updates are recorded, and the status of recommendations are shared with the campus community. <p><i>Academic Year 2 – Summer (CCSI meets in Feb, Jun, & Oct)</i></p>