

How do I get started?

The first step required to be included in either of the benchmarked surveys is to contact EAC to obtain login access to the Higher Education Continuous Improvement Survey System and to schedule an online demonstration of the tool. The HEPSS and the HESSS each have different preparatory requirements and can be found below:

Higher Education Partnership Satisfaction Survey

- Develop a list of partners to survey based on the prescribed definition of a partner. The list must include a name, email address, and partner classification (from definition).
- Develop a list of institution-specific questions (optional).
- Edit the email invitation to go out to each targeted respondent if the institution prefers wording other than that provided (optional).
- Set custom email reminders that will be sent to each targeted respondent that has not yet taken the survey.

Higher Education Stakeholder Satisfaction Survey

- Develop a list of institution-specific questions (optional).
- Develop a marketing plan outlining how the link will be shared with targeted respondents. EAC will provide a list of best practices for marketing the survey.

Questions? Contact Info:

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www.eac.edu/surveys

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Higher Education continuous improvement Survey System

The Higher Education Continuous Improvement Survey System consists of two survey tools that allow colleges and universities to obtain comparative measures of their performance in partnership relations and stakeholder satisfaction. The surveys, the Higher Education Partnership Satisfaction Survey (HEPSS) and the Higher Education Stakeholder Satisfaction Survey (HESSS), support institutional effectiveness and continuous improvement initiatives and provide meaningful measures to aid in the identification of areas of improvement and best practices for your school.



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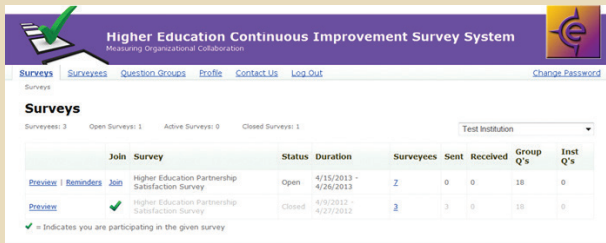
The Higher Education Continuous Improvement Survey System and surveys were developed by Eastern Arizona College and a consortium of eight higher education institutions in response to the lack of comparative measures for partner and stakeholder satisfaction.

Higher Education
continuous
improvement
Survey System

The Survey System

The web-based survey system allows for both open and closed surveys and compares each institution to the aggregate group of institutions in each of the benchmark questions. Each institution is allowed to add up to 40 institution-specific questions for additional data collection outside of the benchmark. The system also allows for several customizable options including:

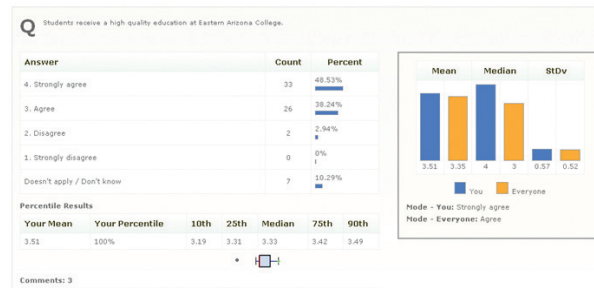
- Display settings to match your institution's colors and logo
- Editable email invitation to survey participants
- Automatic participant reminder dates
- Design institution specific questions, in addition to the available benchmark questions, to obtain additional information from respondents.



Survey Results Display

Survey results are viewable in real-time online after the survey administration period begins. The results and data can also be downloaded into several formats for sharing and further data analysis.

- Demographics and institutional specific questions are displayed in a bar chart format with mean, median, and standard deviation statistics
- All benchmark questions are on a 5-point likert scale and are displayed in a quartile range chart and box plot with mean, median, mode, percentile, standard deviation and quartile range statistics
- The results are displayed in real-time and can be downloaded to excel, txt, xml, and pdf.



Available Surveys

The Higher Education Partnership Satisfaction Survey

Measuring and comparing institutional processes for building and maintaining collaborative relationships

Purpose

This survey was designed to provide institutions with comparable measures to evaluate the processes of building and maintaining collaborative relationships. This is a closed survey in which an email invitation is sent to each of the identified partners including a link to take the survey.

Questions

The survey includes four demographic questions and 13 benchmark likert questions. Each institution is allowed to add up to 40 institutional specific questions to the survey. For details on the questions and our definition of a partner please visit our website at www.eac.edu/surveys.

Administration Date

- The Higher Education Partnership Satisfaction Survey is administered annually, over a two week period, in the early spring.
- The next administration period is April 21 - May 6, 2016

The Higher Education Stakeholder Satisfaction Survey

Measuring and comparing institutional stakeholder satisfaction

Purpose

This survey was designed to provide institutions with comparable measures to evaluate stakeholder satisfaction, with an emphasis on stakeholders that are not generally included in industry benchmark surveys. This survey will provide institutions with an all-encompassing assessment of stakeholder satisfaction. This is an open survey in which one survey link is provided to each institution. This link can then be marketed through several advertising mediums such as websites, newspapers, flyers, social media, and email list-serves.

Questions

The survey includes eight demographic questions and 12 benchmark likert questions. Each institution is allowed to add up to 40 institutional specific questions to the survey. For details on the questions and our definition of a partner please visit our website at www.eac.edu/surveys.

Administration Date

- The Higher Education Stakeholder Satisfaction Survey is administered annually, over a four week period, in the Fall.
- The next administration period is planned for October 1-31, 2017.

Cost

There is a \$500 fee to participate in each survey. This fee is to help offset costs assumed by Eastern Arizona College (EAC) and includes full access to the Higher Education Continuous Improvement Survey System, inclusion into the benchmarked survey, assistance from the project leader at EAC to set up the system, and the results of the survey.