

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures

<p>NOTE: <i>Must; Shall; Will:</i> <i>Should:</i> <i>May or Could; Can:</i></p>	<p>Clarification of Terms These words or phrases indicate actions or activities that are <i>essential</i> or <i>mandatory</i>. This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory. These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.</p>
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TITLE OF SURVEY:		Non-Facilitational Staff (Example: Student Services; Administration; Managers; Chairs; Accounting; Assistant Managers)
Respondents will include:	All full-time and part-time staff employed for at least 6 months at the time of the survey.	
When will surveys be completed:	At least once per year during the month of May.	
Managed by:	Representative(s) of the President's office.	
Respondent names will be supplied by:	Survey Coordinator.	
Surveys will be distributed:	Columbia College electronically or via hard copy by request of Program Chairs/Managers.	
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.	
Surveys will include a return procedure:	Each staff member to submit survey to Survey Coordinator.	
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.	
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.	
Analyzed results will be shared with:	Program/Department Chairs/Managers, team members and staff.	
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.	

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TITLE OF SURVEY: Previous Staff

Respondents will include:	All employees and contractors who left Columbia between January 1 st and December 31 st of the previous year. This does not include people who don't complete probation or those who are away on maternity leave.
When will surveys be completed:	At least once per year during the month of May.
Managed by:	Survey Coordinator.
Respondent names will be supplied by:	Survey Coordinator.
Surveys will be distributed through:	Public mail or e-mail.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	A self addressed stamped envelope or e-mail addressed to the President's office or Survey Coordinator.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs/Managers, team members and current staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

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TITLE OF SURVEY: Facilitational Staff (Example: Those employed as facilitators)

Respondents will include:	All facilitators who are employed by Columbia at least 6 months prior to the survey.
When will surveys be completed:	All facilitators will be surveyed once per year in April/May. Non-active facilitators will be mailed surveys.
Managed by:	Representative(s) of the President's office.
Respondent names will be supplied by:	Survey Coordinator.
Surveys will be distributed through:	Columbia College Web Server Coordinator or via hard copy.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Each staff member to submit survey to Survey Coordinator.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

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TITLE OF SURVEY: Employers of Practicum Students

Respondents will include:	All employers of Pre-Career and Professional program practicums and work experience. This includes CSSD Employment Services. This will normally not include short term government or corporate contracted programs.
When will surveys be completed:	Employers of practicum will normally complete the survey at the end of each practicum.
Managed by:	Department Chair or designate.
Employers names will be supplied by:	Program/Department Work Experience/Practicum Coordinator/Department Chair, CRS.
Surveys will be distributed through:	Public mail, e-mail, hand delivery.
Surveys will include a cover letter from the Department Chair stating:	The importance of the survey and how it will aid future student development and program planning.
Surveys will include a return procedure:	A self addressed stamped envelope or e-mail address to the Coordinator or Program Chair.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages. Individual surveys will be used by the department to assess student progress.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Department Chairs, team members, Practicum Coordinators and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

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TITLE OF SURVEY: Facilitator Course Evaluation

Respondents will include:	All students currently enrolled in Columbia's <u>courses</u> .
When will surveys be completed:	Students will complete a survey normally on the last day of a <u>COURSE</u> . Surveys will be completed at the beginning of the class.
Managed by:	Survey Coordinator.
Surveys will be distributed through:	The Survey Coordinator who will deliver survey to each Program/Department Chair. Each Chair will ensure each facilitator follows the directions noted on the front of the envelope.
The surveys will include a cover letter from the President stating:	The importance of the survey to the College and future decision making (Student's Role).
Surveys will include a return procedure:	The survey envelope will include the return procedures asking the selected <u>student</u> to place the surveys in one of the locked survey drop boxes located in the hallway in each building.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

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TITLE OF SURVEY: Enrolled Students (Survey regarding his/her program)

Respondents will include:	All students currently enrolled in Columbia's <u>programs</u> .
When will surveys be completed:	Students will complete a survey normally on the last day of a <u>PROGRAM</u> or as scheduled by the Program Chair. These surveys will be completed at the beginning of the class.
Managed by:	Survey Coordinator.
Surveys will be distributed through:	The Survey Coordinator who will deliver survey to each Program/Department Chair. Each Manager will ensure each facilitator follows the directions noted on the front of the envelope.
Surveys will include a cover letter from the President stating:	The importance of the survey to the College and future decision making (Student's Role).
Surveys will include a return procedure:	The survey envelope will include the return procedures asking the selected <u>student</u> to place the surveys in one of the locked drop boxes located in the hallway in each building.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
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TITLE OF SURVEY: Students Who Withdraw from a Program

Respondents will include:	All students who formally registered and later chose to or were asked to withdraw from the program.
When will surveys be completed:	This survey will be distributed once a year in late May or early June.
Managed by:	Survey Coordinator.
Respondent names will be supplied by:	The Registrar's office.
Surveys will be distributed through:	Public mail or e-mail.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Self addressed stamped envelope or e-mail addressed to the President's office.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

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TITLE OF SURVEY: Graduate Students

Respondents will include:	All students who graduated from Columbia within the past 12 months. This includes CSSD Employment Services.
When will surveys be completed:	This survey will be distributed once a year in late April or May.
Managed by:	Survey Coordinator.
Graduates names will be supplied by:	Registrar's Office.
Surveys will be distributed through:	Public mail or e-mail.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Self addressed stamped envelope to the President's office.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or inside personnel designated by the President.
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