

## Survey Sub-Group Meeting November 19, 2009

Attending: Micky Autrey, Richard Batey, Kristin Guerra, Jennifer Jahns, Lanita Legan, Kristin McDaniel, Becky Swindal, Michael Whitehawk, Steve Wilson

### General Discussion

- Group discussed the purpose of the survey, when the survey should be administered, and to which group of people (faculty, students, staff).
- Students will be the focus of the first survey, followed by either guests or faculty/staff.
- We could produce a survey for students to complete when they apply for graduation.
  - This survey would give us information on what a student expects from a commencement ceremony prior to attendance.
  - Becky noted that quite a few of her students have already completed the existing survey for fall 2009 and she submits these results to the Dean for his review and action.
  - There are currently 19 questions and Richard suggests keeping it under 25
  - For fall 2009 the application deadline is passed; however, we can try to implement this part of the survey for spring 2010 candidates.
  - Richard will look to see if he is the person who helped create this survey or if Randy Young was the creator. We can move forward from there on how to include commencement questions.
  - Becky will forward the link to Richard for review
  - Kristin will email Janet Moseley of the Graduate College to find out if they analyze their exit survey results.
  - Steve Bazan and David Cole in the Registrar's Office can give permission for Curriculum Services to have access to the menu
- We could produce a second survey for students after commencement.
  - This survey would give us information on what the student experienced and how satisfied they are.
  - The post survey could be handed out during the 3 week period when students pick up diplomas at the Registrar's Office
    - Kristin will contact Cathy Ritchie with these questions:
      - How many students pick up diplomas versus waiting for the mail? Update from Cathy Ritchie: In Fall 2008, 849 graduates out of 2,182 picked up their diploma from the Registrar's Office.
      - Would a short survey for the student cause problems for the Registrar's Office?
      - Could a small postcard sized survey be mailed in the diploma tube?
      - Does the Registrar bring students into the office for pick-up or is a table set up in the hallway? UPDATE: They set up a table in the lobby and students can also pick up their diplomas from the Student Records counter.

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- Could we offer a diploma frame give away as incentive?
- Who supplies the diploma frames for the giveaway that the Registrar's Office offers?
- Group decided on four questions for a pre-commencement survey and four questions for a post-commencement survey.
- When drafting survey questions, the group preferred the word "meaningful" over the word "enjoyable". They also did not want to use the word "comfortable" in the survey.

#### **IR Discussion**

- Online may not be the best way to solicit a response.
  - When students graduate, many of them will not want to look at the website or email for a while.
  - We would be depending on students to make the effort rather than finding a better way to reach them.
- Scannable cards may be a more viable option. These cards could include a postage stamp that is only charged if the student returns the survey through the US Post Office.
- UPDATE: Richard presented an idea to the subgroup by email after the meeting. Volunteers could survey students at the ceremony using hand held devices. The data could be ready instantly rather than gathering data from cards at a later time. The group will be asked to provide feedback on this suggestion.

#### **Assessment Discussion**

- Group was provided with 5 keywords for the survey that came from the overall goal: enjoyable, comfortable, efficient, safe, and well organized.
- When drafting survey questions, the group preferred the word "meaningful" over the word "enjoyable".
- They also did not want to use the word "comfortable" in the survey. There was discussion but the group did not come up with an alternative word.
- The first survey will generally address our five keywords and will become more in depth in the future.
- Group agreed to use the Likert scale as part of the survey.
- Group agreed to have no more than 4 or 5 questions on the survey.

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### Pre-Commencement Student Survey Questions

Survey Notes:

- These questions would appear along with the current 19 question survey that students fill out when they apply for graduation
- The current semester's student have applied; therefore, this part of the survey will begin with spring 2010 candidates
- These questions would be answered on a Likert scale with 5 options: Strongly Disagree; Disagree; Neutral; Agree; and Strongly Agree

Potential Questions:

- 1) In order to provide individual recognition, student names should be called at the commencement ceremony
- 2) It is meaningful to see faculty of my major at the commencement ceremony
- 3) Efficiency is important, therefore the commencement ceremony should be approximately 90 minutes
- 4) School traditions, such as the singing of the Alma Mater and the display of the Heart of Texas Hand Sign, are important in the commencement ceremony

### Post-Commencement Student Survey Questions

Survey Notes:

- These questions could be distributed when diplomas are handed out or mailed with the student's diploma beginning Fall 2009
- The first two questions would be answered on a Likert scale with 5 options: Strongly Disagree; Disagree; Neutral; Agree; and Strongly Agree
- Question number 3 would be a "Yes" or "No" answer
- Question number 4 would have a comment box beneath it

Potential Questions:

- 1) The commencement ceremony was meaningful to me and my guests.
- 2) I was satisfied with the following:
  - a. Parking
  - b. Candidate Seating
  - c. Candidate Check-In
  - d. Faculty Involvement
  - e. Length of Ceremony
  - f. Organization of Ceremony
- 3) As a graduating student, the commencement ceremony provided me with individual recognition.
- 4) The University provided a safe environment at the ceremony.
- 5) How would you make the commencement ceremony more meaningful?

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### Off-Agenda Discussion

- Kristin (ASG) suggested tradition of Texas State being more prominent at commencement
  - ASG has an Athletic Liaison who she will contact and inquire about Boko attending commencement.
    - If Boko does attend it was agreed he would stay in the candidate gyms and then move to the park area to wait for candidates after the ceremony
  - Opportunity for students and families to take pictures
- Dr. Wilson voiced some faculty concerns
  - Ceremonies have become too short
  - Less faculty involvement
  - With efficiency, we may be losing some tradition or meaning of the ceremony