



Survey Data & User Accounts Retention Policy

Version: 1.0

Revision History

Version	Date	Author	Description
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Survey Data and User Accounts Retention Policy

Qualtrics is a subscription-based online platform used to collect and analyze data. St. John Fisher College provides support for users and data content stored within the survey platform.

Scope

This policy serves as a reminder that the survey platform is owned and operated by the College. It is provided for the sole purpose of advancing the College's mission and goals. As such, the cost and management of the survey platform are undertaken and governed by the College. This policy supports the management of costs related to this service such as ongoing support, usage, and storage capacity. Ownership of created materials is governed by the intellectual property agreement available on the Provost's page:

<https://www.sjfc.edu/media/about/leadership/provost/documents/IntellectualPropertyPolicy.pdf>

Account Creation and Access

The Survey Platform can be accessed by Faculty, Staff, and Students using their network credentials. At this time, name changes do not automatically transfer to the Survey Platform system. Users with a name or username change should contact OIT to manually update their account.

Survey Platform

The survey application consists of:

- User generated surveys and data.
- User generated contact lists and reports.
- Five User Types:
 - **Basic User Type**- all faculty, staff, and students of St. John Fisher College can create an account within the survey application and have the ability to create surveys.
 - **Brand Administrators** - All of the Basic User Type permissions plus unlimited number of total surveys, active surveys, and allowed responses.
 - **Faculty Staff User Type** - All of the Basic User Type permissions plus unlimited number of total surveys, active surveys, and allowed responses.
 - **Grad User Type** - All of the Basic User Type permissions plus (7) total number of surveys, (4) active/published surveys, and (1200) allowed responses.
 - **Undergrad User Type** - All of the Basic User Type permissions plus (5) total number of surveys, (2) active/published surveys, and (700) allowed responses.

User Permission Change Requests

User types will not be changed for students of SJFC unless a faculty or staff member (e.g., dissertation chair, IRB, etc.) makes a formal request to the Administrator indicating that a change to user type is needed to distribute survey(s). The most common request is in regards to allowing the Basic User Type to be changed to Under Grad or Grad User Type, allowing users to distribute surveys. If a survey is being distributed as part of a research study, then the SJFC IRB must approve the study before the user permission will be changed.

Support

OIT provides support for the training including survey creation support as requested, managing user accounts, and delivery of the web-based Survey Platform system.

Qualtrics also provides end users with support via their knowledge base:

https://www.qualtrics.com/support/?utm_medium=product&utm_source=help&utm_campaign=qualtrics%20support

Faculty/Staff Departures

When a Faculty/Staff member leaves the College a work order will be created, assigned to an OIT Support Services Technician. The technician will review and contact the supervisor and/or department chair for direction regarding retention of data for departed employees.

If no designee is named, the survey data will be retained by the Administrator of Qualtrics within her/his account for a period of (3) years from departure.

Graduating/Departing Students

The Administrator of Qualtrics uses last login information to determine if an account is still active. Data will be retained for 3 years after last login.

IRB

If the Qualtrics platform is being used as part of a research study involving human subjects, then SJFC IRB approval must be obtained before the survey can be disseminated to potential participants.

The original research data may be retained by the senior investigator on behalf of the institution but must be returned to the institution upon request of an appropriate institutional official. Additionally, such data must be available to representatives of external sponsors of the research or designated governmental officials, when such access is appropriate. Such data must not be disposed of during the time period referenced above unless explicit written approval for such disposition is received.

Privacy and Right of College Access

While the College will keep any data associated with Qualtrics secure, privacy is not guaranteed. As explained in the College's Appropriate Use Policy, under certain circumstances, it may be necessary for OIT staff or other appropriate College officials to access secure content from the Qualtrics platform; these circumstances may include, but are not limited to maintaining the system, investigating security or abuse incidents, or investigating violations of this or other College policies.

User Responsibility

OIT maintains the College's Survey Platform system. Per the College's Appropriate Use Policy faculty, staff and students are expected to manage their accounts appropriately. Sharing of passwords is strictly prohibited. Each individual is responsible for his/her account, including the safeguarding of access to the account, ensuring that content placed by them or on their behalf complies with the College's copyright policy and applicable copyright law. It is the responsibility of that the user to ensure compliance with these guidelines.