



Faculty Senate

WESTERN MICHIGAN UNIVERSITY

President and Provost Appraisal

**Survey Procedures, Data Security, and
2016 Results**



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Electronic Survey Decision

- Executive Board decided in Spring 2015 to move to an electronic process
 - Work required for the paper survey was significant in terms of preparation, distribution, and data collation
 - Goal was to have an efficient and secure process
- Confirmation that surveys were indeed done by faculty given the Bronco NetID/password combination
- WMU SelectSurvey tool was chosen because it is the campus supported product
 - <https://survey.wmich.edu>
- What should one look for with a survey tool?



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The CIA Triad

Key Information Security Concept

- **Confidentiality:** maintaining access levels via roles and authorizations
- **Integrity:** preventing modification or deletions by unauthorized personnel, tracking changes by authorized personnel, and undoing incorrect changes
- **Accessibility:** sustaining system availability via both managerial and technical policies and procedures
- **Let's frame each in terms of SelectSurvey**



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Confidentiality

Survey Accessibility

- Need authorization
 - Bronco NetID and password via LDAP
 - Survey delivered and user enabled to update responses
- Called Force Anonymous, Single Response Updateable
 - Detailed in handout



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Integrity

Data Integrity

- Certain individuals in OIT have varying levels of access to the data
- **Survey Administrator** has access to read the database and help with survey setup (if needed)
- **Two WMU database administrators** have complete access to the survey database and many others as part of their assigned duties:
 - There are data cleaning tools. These work to help maintain database tables and logic structures as a whole.
 - However, each would know if the other accessed or change data.
 - As with many database systems, all accesses and modifications are saved for auditing purposes.



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Integrity

Survey System Integrity

- **WMU Survey Administrators** have access to all surveys and results:
 - Five (5) higher-level staff
- **Survey Owners**
 - Level of Faculty Senate Office Manager
 - Level of anyone who has access to create surveys
 - Create and Deploy a Survey
 - Add other owners
 - Share results (or not)
 - Default is summarized data
- **Survey Users**
 - Most of us
 - Can take the survey and see our own responses
 - Provide various types of results



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Accessibility

- **Login Required** uses the participant's Bronco NetID as the unique identifier.
 - LDAP token
- **Anonymous Authentication** uses the IP address of the participant's computer as the unique identifier. This implies the participant must use the same computer to update a survey.
- **Forced Anonymous** also uses the IP address as the unique identifier, however this information is hidden from the survey's owners. This also implies the participant must use the same computer to update a survey.
- **Anonymous with Code** allows participants to use the same or different computers to update a survey, provided a code is requested by the participant. The IP address is saved with the data.
 - **Note: Currently there is no option to Force Anonymous with Code, but this may be a viable future option**



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No Option Alone Works

- Currently, three of the four options do not work to meet criteria
- One option (anonymous with code) is not yet available
- Criteria needs to allow for
 - Limiting survey to WMU faculty
 - Removal of identifying information (e.g., email or Bronco NetID)



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Select Survey at WMU

Two Deployment Options

- **Force Anonymous, Single Response Updateable**
- Force Anonymous, Single Response Not Updateable



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Force Anonymous, Single Response Updateable

Option the Faculty Senate uses

- This requires the respondent to login to Secure Survey with their Bronco NetID and password so is only suitable for WMU audience
- The identifying information is used by the system so the participant can update their survey responses
- Faculty Senate office staff review completed surveys to ensure valid submissions
 - If a question is raised as to whether surveys were completed by unauthorized individuals, this log-in information can be used by Faculty Senate staff to remove any invalid survey responses from the survey database.



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Survey and Data Retention

- Survey can be archived, then completely deleted
- Survey can be completely deleted
- Survey responses can be completely deleted
- Currently the Faculty Senate keeps the survey and data but is examining archival policies and procedures



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Privacy and the Process

- Only Faculty Senate Office staff have access to survey and results
- Faculty Senate staff use SelectSurvey summaries for reporting scaled questions and download comments to Excel.
 - no faculty names



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Policy to Ensure Privacy

- To allay faculty concerns, the Faculty Senate Executive Board asked the Provost to sign a letter confirming that:
 - All data in this survey will be held in confidence
 - No one in an administrative position within the university will access the survey information for use in any capacity other than to support the Faculty Senate at the Senate's request



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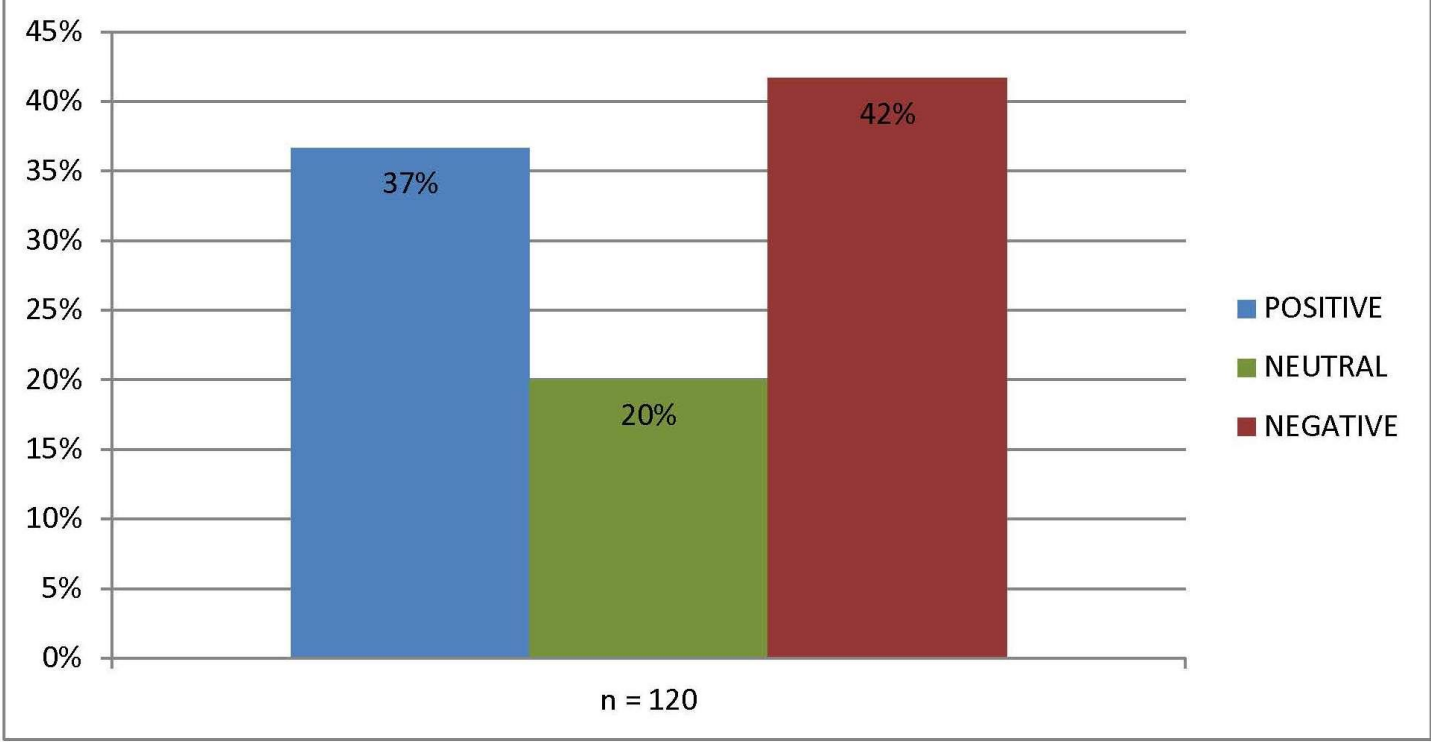
Questions?



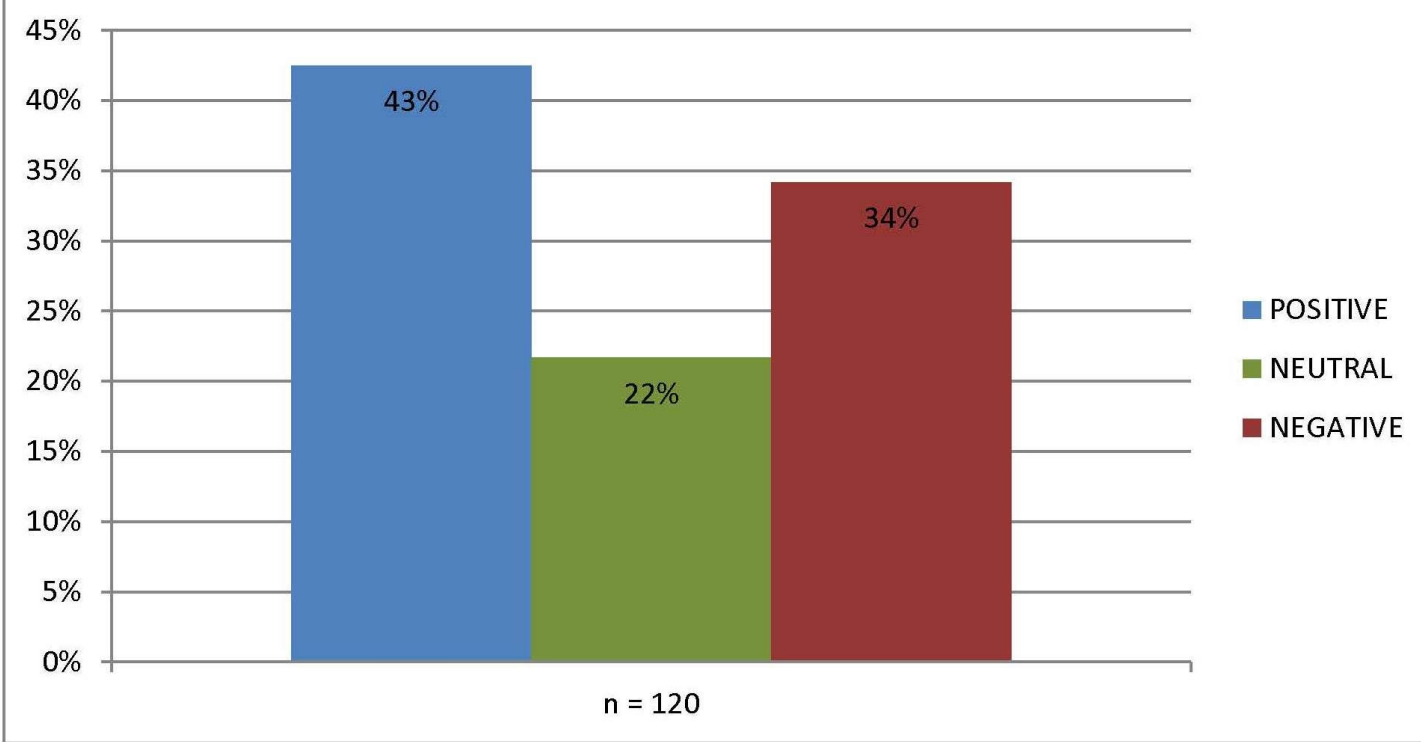
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2016 WMU Faculty Senate Appraisal of the President

During the President's tenure, WMU has improved qualitatively as an institution.



In summary, the President is an effective leader of WMU.

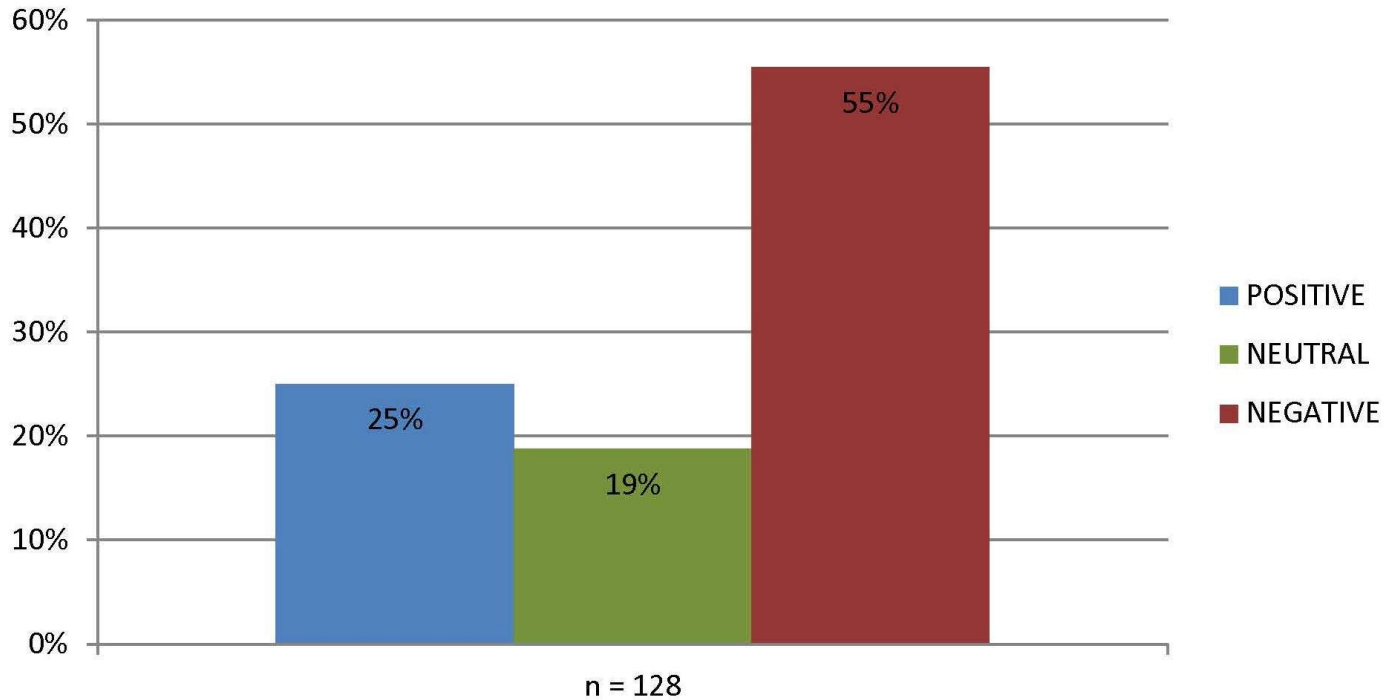




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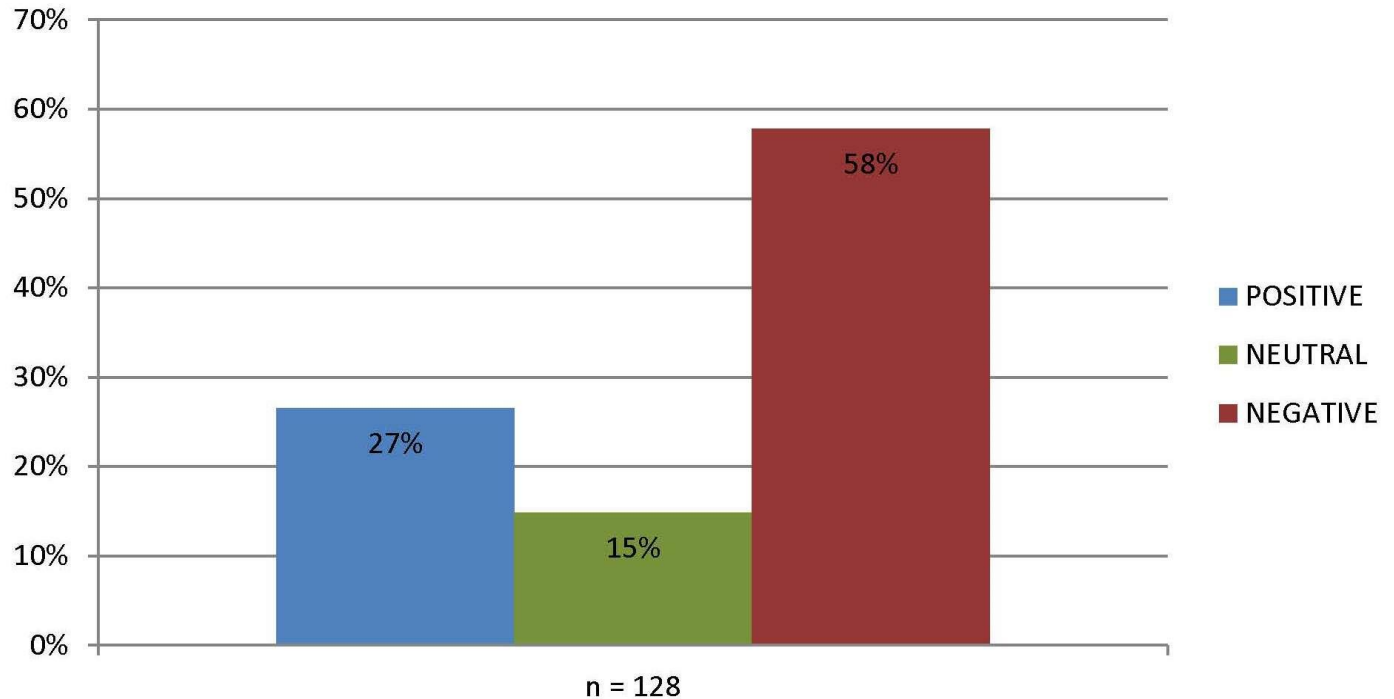
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In summary, the Provost is an effective leader of Academic Affairs at WMU.



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