



Frequently Asked Questions COVID-19's Impact on CCSSE 2020

Below are frequently asked questions from colleges registered for the CCSSE 2020 administration.

1. Will colleges have an extension to return CCSSE 2020 surveys to the Center?

Yes. The Center has extended the deadline for colleges to return surveys until **June 15, 2020**. This means that other deadlines will be extended too. The Center anticipates releasing survey results to colleges on August 31, 2020.

If you think you will submit your surveys beyond the original deadline of May 13, 2020, please let your college liaison know as soon as possible.

2. Is there an online version of CCSSE 2020 that my college can administer?

Yes. The Center will offer an online version of CCSSE 2020 as a supplement to the in-class administration. There is **no charge** to participate. Things for colleges to consider if the decision is made to administer the online version of CCSSE 2020:

- The online survey should be sent out to all students in credit-bearing courses (also including developmental education courses), rather than to a typical sample of students as with the in-class administration. This is necessary, as historically student response rates for the online CCSSE are lower than for the in-class version.
- The Center will prepare unique access codes for each student at the college. The College will be responsible for delivering the online survey link and access code to each student.
- The Center will not collect student IDs on the online survey. Colleges will need to track which students receive each access code in place of tracking students through IDs.
- The Working Learner additional item set will still be included in the online administration, but custom items cannot be included in the online administration.
- Colleges will only receive a raw data file and a frequency report of responses.

The online survey completion deadline is **June 15, 2020**. The Center anticipates releasing survey results to colleges on August 31, 2020.

If you are interested in this option, please complete [this](#) very short survey.

3. Can my college do both (in-class CCSSE 2020 administration and the online version)?

Yes. Colleges who have not fully completed the in-class administration may transition to the online CCSSE 2020 survey administration. Please **do return** any completed surveys using the pre-paid UPS labels you were provided with your survey shipment.

Alternately, colleges that have had to drop out of the in-class administration can opt to administer the online survey.

If you are interested in this option, please complete [this](#) very short survey.

4. My college did not complete the in-classroom CCSSE 2020 administration. What do we do with the completed surveys we do have?

Mail the completed surveys back to the Center using the pre-paid UPS labels you were provided with your survey shipment. The Center will prepare a report of results with the surveys that are submitted.

5. My college plans to cancel the in-class CCSSE 2020 administration. Will we be charged?

Registered colleges that decide to forgo CCSSE 2020 due to the COVID-19 situation will not be charged for the survey administration and will have their cancellation fees waived. Please notify your CCSSE liaison if there is a change to your administration plans.

6. My college has already paid for the CCSSE 2020 administration, but we have decided to cancel the administration. What happens next?

Your payment will be transferred to next year's administration (CCSSE 2021) unless you notify the Center.

7. What should my college do with the survey materials that we didn't use?

The Center encourages you to recycle the surveys and other paper materials. Keep the pencils!

8. How do I get in touch with my college liaison?

If you don't know who your liaison is, please contact surveyops@cccse.org