

Frequently Asked Questions

1. What is the Race/Ethnicity Survey?

The Race/Ethnicity Survey is a stand-alone online survey. The purpose of the survey is to help colleges understand their students' experiences with racism, inclusion, and belonging.

2. How can colleges participate in the survey?

Colleges that are participating in *CCSSE* 2024 (either online or paper-and-pencil) can elect to participate in the Race/Ethnicity Survey during registration. Participating colleges can administer the survey in spring 2024, fall 2024, or spring 2025. The time frame for administration will be selected during the data verification process in June. The Race/Ethnicity Institutional Membership and Agreement Form must be signed by the college president. Colleges will not be able to participate in the survey without presidential consent.

3. Who should receive the survey?

The survey should be shared with all students who are at least 18 years old. The survey should not be shared with incarcerated students, as they may not be exposed to the full breadth of the community college student experience. Dual enrollment students should also not be invited to participate in the survey as most are under the age of 18 and many may not be exposed to the full breadth of the community college student experience. Colleges should communicate with eligible students in advance of the survey being sent and throughout the administration process. We will provide communication templates for these targeted messages.

4. How will the survey be sent to students?

We will provide the institutional contact the survey link. On the first day of the administration window, the survey link should be sent to students via email, LMS, text, or any mechanism through which the survey link can be shared with survey-eligible students. We will provide a sample survey invitation.

5. Why aren't there any "Not applicable" response options on the survey?

Any item on the survey can be skipped if respondents don't think they have the knowledge or experience to respond to the item. Students are provided this instruction at the beginning of the survey.

6. When should the survey be administered?

To help colleges avoid overlapping online survey administrations, institutions registering for the Race/Ethnicity Survey with *CCSSE* 2024 can elect to administer the survey in the same term

as CCSSE or in the following fall or spring. Colleges will designate their intended administration window during the data verification process in December.

Administration Window
<i>Spring 2024:</i> Between 2/1/2024 and 6/8/2024
<i>Fall 2024:</i> Between 9/1/2024 and 12/15/2024
<i>Spring 2025:</i> Between 2/1/2025 and 6/8/2025

We will provide a responder tool that the institutional contact can use throughout the survey administration process. The tool will list access codes that have been used so that the contact can match unused access codes with students who have not responded to the survey and send them targeted reminder messages. We will provide reminder message templates to the contact.

7. What type of reporting will colleges receive?

When full reporting is available, colleges will receive access to several college-level frequency reports: one all-student report and four breakout reports for race/ethnicity, age, gender identity, and sexual orientation. A verified raw data file will also be available for download at this time. This file will not include access codes to protect student confidentiality.

Administration	Preliminary Data File Available *	Full Reporting Available
Spring 2024	7/15/2024	8/15/2024
Fall 2024	2/1/2025	3/15/2025
Spring 2025	7/15/2025	8/15/2025

* Please note that as this is an early data release, the data in this file will not have been verified.

8. How much does the survey cost to administer?

For survey fees, please see the [Options and Rates](#) page.

9. What is the cancellation policy for the Race/Ethnicity Survey?

If a college withdraws at any time after the online survey is accessed by student respondents, there will be a cancellation fee equivalent to 25% of the total fee. If payment has already been made, the college may elect to have the appropriate amount refunded or to have the remaining balance applied as a credit toward future services. If payment has not yet been made at the time of withdrawal, the college will receive an invoice for the appropriate amount, as stipulated in this policy.