



**Campus Compact**

**2014 ANNUAL MEMBERSHIP SURVEY**  
**Open October 20 through December 12, 2014**

If you have any questions, contact Maggie Grove, Director of Operations, at Campus Compact - [mgrove@compact.org](mailto:mgrove@compact.org).

**Frequently Asked Questions (FAQs)**

**1. Why should our institution complete the 2014 survey?**

The 2014 Annual Survey marks nearly 30 years of data collection from Campus Compact members and the use of this information to advance both institutional practice and our collective understanding of the growth of community engagement work nationally. As we prepare to enter our 30<sup>th</sup> year and reflect on changes in the field over time, we are hopeful that we will see our largest rate of member participation to date—enabling us to best share information about trends, strong practices and the impact of our work.

We hope that you will use this survey to assist in your own institutional community engagement reporting and planning and as a preparation for other surveys and/or award applications.

**2. Who should fill out the annual membership survey?**

Campus Compact invites primary contacts (community service directors) at member institutions to complete the survey. This person will need to collect data and receive assistance from a number of different people and offices to complete the questions.

**3. Can we preview all of the questions before starting the survey?**

Yes, you can print a pdf of the [survey](#). Some state/regional Campus Compact offices have added state/region-specific questions to the survey, and you will not be able to preview those. Your state/regional

Compact may share those with institutions.

**4. How do we access the online survey?**

Refer to the survey link found on the Campus Compact website at <http://www.compact.org/about/statistics/annual-membership-survey/>. It will be an active link between October 17 and December 12, 2014.

**5. May we submit our campus response in another format?**

Campus Compact is working with TreeTop Commons, LLC, to facilitate the gathering of survey responses from hundreds of institutions. The online survey format makes data collection efficient and cost effective, so please submit your responses online. Survey responses submitted via email, fax, mail, etc. cannot be accepted.

**6. Can we enter data, save, and return to the survey at a later time?**

No. You will need to submit all data at one time. Please review the survey and collect necessary data before starting the online survey. We anticipate it will take 60 to 75 minutes to complete the survey if you have your information gathered.

Once you select the "submit" button on the last page of the survey, you will not be able to edit or return. Please make sure that you have completed all survey questions with the best available data before selecting the submit button.

**7. Can we make changes to our responses?**

While in the online survey you may return to a question and select a different response. However, once you hit submit you may not change responses.

**8. How long will the survey take to complete?**

Collecting the data will be the most time-consuming aspect of this survey. We encourage you to print the [pdf version](#) and gather all information before entering the online survey. If you have gathered all data, you can expect to spend 60-75 minutes completing the online survey.

**9. Are these the same questions that were asked in previous years' annual surveys?**

Yes, with some modifications. The 2014 survey includes questions from both the 2011 and 2012 surveys, and reflects some slight updates in terminology and practice.

**10. What if we don't know the answer to a particular question?**

We encourage you to seek assistance and information from others at your institution.

**11. What if we experience technical difficulties while completing the survey?**

While in the online survey you should be able to go forward as well as backwards, returning to questions you have already answered. All asterisked questions are required, while those without asterisks are optional. If you come to the end of the survey and have not completed a question the survey will help you review those. Please submit a response to those questions.

If you experience other difficulties, please contact Lisa Keyne, Chief Strategy Officer at TreeTop Commons, at [lkeyne@treetopllc.com](mailto:lkeyne@treetopllc.com).

**12. How do we know that our survey was submitted successfully?**

Once you select the "submit" button on the last page of the survey, you will see a thank you page. The system will not allow another response to your institution's survey thereafter. Also, state/regional Campus Compact affiliate staff receive regular reports during the survey period indicating which institutions have completed the survey. You can confirm your submission with that [office](#).

**13. Will our state/regional Campus Compact staff know if we complete the survey?**

State/regional Campus Compact affiliate staff receive regular reports during the survey period indicating which institutions have completed the survey. Using this information, they may contact individual institutions to encourage survey completion.

**14. How do we get a copy of our institution's survey responses?**

Once you submit your survey responses you will receive an email confirming receipt of your submission. That email contains your institution's responses to the survey which you can download and

retain for your use.

**15. May we get a copy of the institution's responses to previous year's surveys?**

State/regional Campus Compact affiliates may be able to assist. Each state may have access to the raw data submitted for the 2011 and 2012 surveys, but extracting and formatting response data from a single institution requires staff time. Please keep this in mind when making this type of request. Not all affiliates will be able to accommodate your request.

**16. How will the data be utilized?**

Campus Compact will use the data collected through the annual survey to report information to the public in the aggregate only. Both national and state/regional summaries may be utilized to educate others about the collective efforts of Campus Compact membership. A single response submitted on behalf of an institution will only be shared with relevant contacts at that institution.

**17. Who else at my institution has been asked to complete the survey?**

Several people at your institution may have received the invitation to complete the survey. Campus Compact initially invites primary contacts (community service directors) at member institutions to complete the survey, while the state/regional affiliates also make contact to encourage completion. It is important to coordinate your response, and to collaborate to complete the survey. In the event that multiple responses are received from a single institution, Campus Compact will contact those who have completed the survey to determine which response to integrate into the national survey.

**18. Why are we entering information about the 2013-2014 academic year, when the survey is titled 2014 Membership Survey?**

Campus Compact recognizes that data collection takes time and collaboration. Therefore, we seek to collect annual survey data in the fall following each traditional academic year.

**19. What is meant by "academic year 2013-2014?" Does this include summer sessions? What if the institution operates on trimesters?**

Campus Compact expects that the data reported in the annual survey is representative of the 2013-2014 academic year as defined by the institution. It is most important that the same method for determining your academic year be utilized consistently over time so as to avoid double reporting on the annual survey.

**20. Is there a standard formula for calculating FTE?**

Full-Time Equivalent (FTE) is a formula used to record the total credit hours taken by students or hours worked by employees. This metric provides a standard for measuring an institution's student body, faculty, and staff. Institutions determine how to calculate FTE for themselves, often based on guidance from their state and parameters within their internal record keeping systems. Campus Compact expects that the FTE numbers reported in the annual survey are consistent with practice at a responding institution.

**21. May we include graduate students in our report?**

Yes.

**22. What if we don't know how Campus Compact defines a particular word used in the survey?**

Campus Compact member institutions use terms differently from institution to institution. For the purposes of this survey, the definition of *community engagement* follows the one used for the Carnegie Community Engagement Classification: *The collaboration between institutions of higher education and their larger communities (local, regional/state, national, global) for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity. The purpose of community engagement is the partnership of college and university knowledge and resources with those of the public and private sectors to enrich scholarship, research, and creative activity; enhance curriculum, teaching and learning; prepare educated, engaged citizens; strengthen democratic values and civic responsibility; address critical societal issues; and contribute to the public good.*

Campus Compact promotes student community engagement that is either curricular (occurring as an aspect of a credit-bearing academic experience) or co-curricular.

Beyond these definitions, we ask that you interpret terms throughout the survey as they are utilized at your institution.

**23. What if we have additional questions about the survey?**

Contact Maggie Grove, Director of Operations, at [mgrove@compact.org](mailto:mgrove@compact.org). She will provide a response to your questions within two business days of your email. Please be sure to include your email and phone number with your query.

Thank you for completing the 2014 Annual Membership Survey. We hope the information you gather will be helpful as you prepare your annual/internal reports. Collated results will be available in an Executive Summary in spring 2015.

For questions about the survey, please contact  
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For technical questions regarding the survey platform, please contact:  
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