

### **3332-1-14 Student Surveys.**

- (A) Pursuant to section 3332.051 of the Revised Code all registered schools must administer student surveys which shall be used to solicit comments from students enrolled at the school. The survey shall be designed to determine student satisfaction with the quality of instruction, facilities, school personnel, and business operations, including recruitment and recruitment agents.
- (B) Surveys shall be administered at least once each school year and at least once before the completion of a program.
- (C) Completed surveys shall be collected by the holder of the certificate of registration or the director or administrator of the school and shall be compiled by the school. Each school shall retain the individual surveys and the compiled results on file for at least three years and shall make them available to the state board for examination upon request. Each school shall be responsible for ensuring that completed surveys are in no way altered.
- (D) To protect the confidentiality of students, student's names shall not be included on the student surveys. At no time should any school official discuss with any student any information reported on a student survey unless the student requests that the information be discussed. Schools shall develop means to protect the confidentiality of information reported on a student survey.
- (E) No administrator who is also an instructor may administer a survey to any class he or she instructs or tabulate the results of that survey without the approval of the executive director of the state board of career colleges and schools.
- (F) A survey may be administered on a form provided by the board or on a form provided by the school, provided it conforms with all the requirements of this rule. The survey form shall be divided into two parts.
  - (1) Part I shall measure the student's satisfaction with the instruction he or she has been receiving from the beginning of the term, quarter, or semester in the specific class in which the survey is being administered. It shall enable the student to convey the degree of satisfaction he or she has with the teaching ability of the instructor; those personal qualities of the instructor essential to effective relationships with students; and physical aspects of the classroom, including equipment employed, that relate materially to an appropriate and effective learning environment.
  - (2) Part II shall measure the student's satisfaction with the overall quality of his educational experience at the school. It shall enable the student to express the degree of his or her satisfaction with all instruction received, the program he or she is taking, the equipment used in the courses taken to date, the school facility in which instruction has been provided, and the services provided by staff members other than instructors. It shall also enable the student to express the degree of his or her satisfaction with the integrity of the school demonstrated in its recruitment and business practices, by its recruitment agents and administrative staff, and in its responses to the student's concerns or complaints.

- (3) The survey shall also ask the student whether he or she would recommend the school in which he or she enrolled to a friend.
- (G) Schools may also be required to administer surveys on behalf of the board in order to determine student satisfaction.

HISTORY: Eff 4-16-90 (Emer.); 7-12-90; 7-1-91; 10-14-94; 7-1-09.

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Rule amplifies: RC 3332.051

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