

**CANADIAN CAMPUS WELLBEING SURVEY
SERVICE AGREEMENT**

THIS AGREEMENT dated effective _____ (“**Effective Date**”).

BETWEEN:

THE UNIVERSITY OF BRITISH COLUMBIA, a body corporate continued under the laws of the Province of British Columbia (the “**Survey Administrator**”)

AND:

_____ (the “**Institution**”)

(each referred to as a “**Party**” and collectively as the “**Parties**”).

WHEREAS:

- A. The Canadian Campus Wellbeing Survey (“**CCWS**”) is a common surveillance tool that provides a necessary basis for assessing the mental and physical health and wellbeing of students, identifying priorities for intervention at an institutional level and assessing future interventions targeting the health and wellbeing of young adults.
- B. The Parties are post secondary educational institutions that wish to participate in the CCWS.
- C. The Survey Administrator has agreed to administer the CCWS on behalf of the Parties and to host and provide secretariat service to the CCWS Technical Advisory Committee and the CCWS Data Access Committee, which have been set up to assist the Parties to carry out the purposes of this Agreement.
- D. The Survey Administrator will collect the survey results received under this Agreement (the “**Survey Results**”) in such a manner that no personally identifiable information is included.
- E. The Survey Administrator will create and maintain a dataset that combines the CCWS survey results received from all institutions (“**Research Dataset**”). Access to the Research Dataset will only be available through case-level datasets that do not identify individual institutions (“**Case-level Datasets**”) and will be restricted to researchers for scholarly research purposes and public third party agencies (i.e. Mental Health Commission of Canada, Canadian Public Health Agency), upon approval by the CCWS Data Access Committee.
- F. The Survey Administrator has received funding from The Rossy Foundation to support project development and pilot deployment, and one-year funding from the Ministry of Advanced Education, Skills and Training for project administration. Therefore, the Institution will not be requested to pay a fee for the Services set out in this Agreement.

NOW THEREFORE in consideration of the mutual covenants and agreements contained herein and other good and valuable consideration passing between the Parties hereto, the receipt and adequacy of which is acknowledged by both Parties, the Parties hereto covenant and agree as follows:

1. Services.

- 1.1 Description. Subject to compliance of the Institution with the obligations set out in section 2 below, the Survey Administrator agrees to provide the Institution with the services described in the CCWS Information Package in Schedule A (the “**Services**”).
- 1.2 Process/System Changes. The Institution acknowledges and agrees that the Survey Administrator may from time to time, after giving reasonable notice to the Institution, implement changes in the processes and systems used by the Survey Administrator in the delivery of the Services.

2. Obligations of the Parties.

- 2.1 Compliance with Survey Process. The Institution and the Survey Administrator shall comply with the survey process described in Schedule A.
- 2.2 Deliverables. The Survey Administrator and the Institution shall provide the deliverables described in Schedule A.

3. Term.

- 3.1 Term. This Agreement shall be for a term commencing on the Effective Date and ending on December 31, _____ (“**Term**”).
- 3.2 Termination. Either Party may terminate this Agreement prior to the end of the Term by providing written notice to the other Party at least 60 days’ prior to the proposed date of termination. Where the Institution does not want its Survey Data used for future research, the Survey Administrator shall ensure that this Survey Data is not made available for research purposes in the future. For clarity, this section does not require the Survey Administrator to retrieve any Survey Data that has already been made available to researchers or public third party agencies.
- 3.3 Transition. The Survey Administrator shall cooperate with the Institution in order to effect a smooth and orderly transition in the event the Survey Administrator is no longer providing the Services on behalf of the Institution.
- 3.4 Surviving Covenants. Notwithstanding the expiry or earlier termination of this Agreement, both Parties shall continue to be bound by the provisions of sections 4, 5 and 6 of this Agreement.

4. Confidentiality, Disclosure and Retention of Information.

- 4.1 Confidentiality of Survey Results. The Survey Administrator recognizes that the Survey Results are of a confidential nature because there is a small risk that they could be used to identify some of the students who provided these results. The Survey Administrator will protect such information from unauthorized access or disclosure by exercising the same degree of care as the Survey Administrator uses in preserving the confidentiality of its own confidential information of a similar type. The Survey Administrator shall keep such information strictly confidential and the Survey Administrator shall not disclose such information, save as is set out in this section.
- 4.2 Disclosure under FIPPA. The Institution acknowledges that the Survey Administrator is subject to the British Columbia *Freedom of Information and Protection of Privacy Act* (“FIPPA”) and has certain obligations with respect to the collection, use and disclosure of information under FIPPA.

The Survey Administrator shall comply with FIPPA at all times and shall use commercially reasonable efforts to employ exceptions to disclosure to the extent that disclosure requests seek the disclosure of exempt information. The Survey Administrator will notify the Institution of any requests for access to the Institution's Survey Results under this agreement.

- 4.3 Disclosure under other Legal Authority. The Survey Administrator will disclose Survey Results if required or permitted in accordance with applicable laws, or as ordered by a court or other governmental body of competent jurisdiction.
- 4.4 Disclosure to Institution. The Survey Administrator may disclose Survey Results to the Institution where necessary to provide the deliverables set out in Schedule A.
- 4.5 Disclosure to Researchers and public third-party agencies. The CCWS Data Access Committee will give researchers access to Case-level Datasets for scholarly research purposes and public policy research. Such access will be subject to the following requirements (which may only be waived or varied with the written consent of the Institution):
 - 4.4.1 the researcher must satisfy the CCWS Data Access Committee that the research project has been approved by the relevant Research Ethics Board, if applicable;
 - 4.4.2 the researcher must satisfy the CCWS Data Access Committee that adequate security controls are in place to safeguard the supplied dataset from unauthorized access; and
 - 4.4.3 the researcher must not publish any information that would identify the Institution or any student of the Institution.
- 4.6 Disclosure to Ministry. The Survey Administrator will prepare a report based on the Research Dataset and will provide this report to the Ministry of Advanced Education, Skills and Training. This report may not identify the Institution unless the Institution provides its written consent to do so.
- 4.7 Retention of Information. Consistent with the research agenda of the CCWS, the Survey Administrator will retain the Research Dataset permanently.

5. Intellectual Property.

- 5.1 Ownership of Rights in Works. All intellectual property rights in works based on or derived from the Survey Results, including but not limited to works of research and analysis, are owned by the individual or institution that created those works.
- 5.2 Ownership of Rights in Research Dataset. All intellectual property rights in the Research Dataset are owned by the Survey Administrator.
- 5.3 Ownership of Rights in Survey. All intellectual property rights in the survey questionnaire are owned by the Survey Administrator. The CCWS may only be used as a survey instrument with the written authorization of the Survey Administrator.

6. General.

- 6.1 Compliance with Laws. Without limiting the foregoing, the Survey Administrator, in the delivery of the Services in accordance with this Agreement and the Institution shall at all times comply with

all applicable federal, provincial and municipal laws and regulations and all of the applicable rules, policies and procedures of The University of British Columbia.

- 6.2 Entire Agreement. This Agreement, including the Schedule hereto, constitutes the entire Agreement between the Parties with respect to the subject matter hereof and there are no representations, warranties, terms, conditions, undertakings or collateral agreements (express, implied or statutory) between the Parties with respect to the matter hereof other than as expressly set forth in this Agreement.
- 6.3 No Partnership or Agency. Nothing in this Agreement shall be deemed in any way or for any purpose to constitute any Party a partner of the other Party hereto in the conduct of any business or otherwise or a member of a joint venture or a joint enterprise with any other Party hereto, nor shall anything herein be deemed or construed by the Parties hereto or any third Party, as creating the relationship of principal and agent.
- 6.4 Unavoidable Delay. Notwithstanding anything in this Agreement to the contrary, neither Party will be deemed to be in default in respect of the performance of any of the terms, covenants, and conditions of this Agreement, if any failure or delay in such performance is due to any cause beyond the control of such Party and occurring without that Party's fault or negligence, including any strike, lockout or labour or civil unrest, war-like operation, invasion, rebellion, hostilities, military or usurped power, sabotage, acts of terrorism, mass-casualty event, outbreak of virulent disease or other public health emergency, governmental regulations or controls, earthquake, Acts of God, and computer attacks or malicious acts, such as attacks on or through the Internet, any Internet service, telecommunications provider or hosting facility but excluding a lack of funds or other financial reasons.
- 6.5 Amendments/Alterations. No alteration, amendment, change or addition to this Agreement will be binding upon the Parties hereto unless reduced to writing and signed by each of the Parties.
- 6.6 Enurement. This Agreement shall enure to the benefit of and be binding on the respective successors, and permitted assigns of each of the Parties hereto.
- 6.7 Governing Law. This Agreement has been entered into and delivered and shall be construed in accordance with, and governed by, the laws of the Province of British Columbia and the laws of Canada applicable therein. The Parties hereby attorn to the jurisdiction of the courts of competent jurisdiction of British Columbia in any proceeding hereunder.
- 6.8 Headings. The division of this Agreement into sections and the insertion of headings are for convenience of reference only and shall not affect the construction or interpretation of this Agreement.
- 6.9 Notice. Any notice or other communication required or permitted to be given under this Agreement may be delivered personally, sent by electronic facsimile transmission or other means of electronic communication capable of producing a printed copy, or sent by courier or prepaid registered post addressed as follows:

Notice to the Survey Administrator:

The University of British Columbia,
[insert title of addressee]
[insert mailing address]
[insert email address]

Notice to the Institution:

[insert title of addressee]
[insert mailing address]
[insert email address]

or to such other address or number as any Party may specify by notice in writing to another Party.

- 6.10 Time of the Essence. Time shall be of the essence of this Agreement and the transactions contemplated hereby.
- 6.11 Waiver. No provision of this Agreement shall be deemed to be waived unless such waiver is in writing. Any waiver of any default by any Party hereto in the observance or of the performance of any part of this Agreement shall not extend to or be taken in any manner to affect any other default.
- 6.12 Execution and Delivery. This Agreement may be executed in counterparts each of which shall be deemed to be an original and all of which together shall constitute one and the same instrument. A counterpart signed by a Party hereto and transmitted by facsimile or scanned into Portable Document Format (PDF) and transmitted by e-mail shall have the same effect as a counterpart originally signed by such Party. Delivery of an executed copy of this Agreement by electronic facsimile transmission or other means of electronic communication capable of producing a printed copy will be deemed to be execution and delivery of this Agreement as of the effective date of this Agreement.

IN WITNESS WHEREOF the Parties hereto have executed this Agreement.

THE UNIVERSITY OF BRITISH
COLUMBIA

[INSERT NAME OF INSTITUTION]

Per:
Name:
Title:

Per:
Name:
Title:

Per: _____
Name:
Title:



Canadian Campus
Wellbeing Survey

Bien-être sur les
campus canadiens

Information Package 2019-2020

(November 2019 Pilot & B.C. Provincial 2020)



Table of Contents

Contents

Table of Contents	2
Overview	3
Project Summary.....	3
General Services Provided	5
Options for Mail-Out Administration.....	6
Ethics Approval Requirements.....	6
Deliverables – From CCWS to Institution.....	7
Pre-deployment	7
Post-deployment.....	7
Deliverables – From Institution to CCWS.....	7
Pre-deployment	7
Deliverables – From CCWS to B.C. Ministry of Advanced Education, Skills and Training.....	8
Post-deployment.....	8
Timeline.....	8
About the CCWS Team.....	9
Research Dataset Access.....	9

Overview

With over 2 million young adults attending post-secondary institutions in Canada, an opportunity exists to gather information and intervene on the mental health and wellbeing of this demographic. Such interventions, however, require measurement tools that support intervention planning, monitoring, and evaluation. Population-level health and wellbeing data collection tools are invaluable, and significantly contribute towards the capacity to link research with policy and practice.

In the absence of a local equivalent, many Canadian post-secondary institutions have participated in the US-based National College Health Assessment (NCHA), a health behaviour survey administered by the American College Health Association. There have been concerns regarding the appropriateness and value of the NCHA in a Canadian context, and so the Canadian Campus Wellbeing Survey (CCWS) was developed to address this. The CCWS is a common surveillance tool that provides a necessary basis for assessing the mental health and wellbeing of students and identifying priorities for intervention at an institutional level.

Project Summary

The CCWS presents an opportunity to develop a uniquely Canadian system for information sharing and analysis of institutional-level policies, practices and strategies relevant to student mental and physical health. Collected data will allow post-secondary institutions to explore differences between geographic regions, and provide a basis for making comparisons of prevalence and progress to national and provincial norms. In sharing a common surveillance tool such as the CCWS, it becomes possible to pinpoint promising policies or strategies associated with such change, which can then be disseminated.

The CCWS will provide a coordinated system for collecting health-related data on Canadian post-secondary students. Portions of the CCWS data will be accessible for academic research and appropriate third-party agencies (i.e. Mental Health Commission of Canada, Canadian Public Health Agency) upon approval by the Data Access Committee, so long as their purpose is in keeping with the aim to increase capacity for linking research with policy and practice at Canadian post-secondary institutions. The Data Access Committee will review proposals and ensure institutions and individuals are not identifiable in the 'research dataset'.

The CCWS is a collaborative partnership between post-secondary stakeholders, research experts and government:

- With funding support from The Rossy Foundation, the University of British Columbia and the University of Toronto were collaborating partners on the development of the CCWS (see Faulkner et al., 2019)¹. With this funding, an initial pilot for this survey will be deployed in November 2019 with three institutions: University of Toronto, Langara College and the University of British Columbia.

¹ Faulkner, G., Ramanathan, S., Kwan, M., & the CCWS Expert Panel Team (2019). Developing a coordinated Canadian post-secondary surveillance system: a Delphi survey to identify measurement priorities for the Canadian Campus Wellbeing Survey (CCWS). BMC Public Health.

- The B.C. Ministry of Advanced Education, Skills and Training is providing additional financial support for the administration of this survey to all 25 public post-secondary institutions across the province. The B.C.-wide survey will be deployed, beginning in January 2020. While currently a survey for students, future versions intend to be adapted for staff and faculty.
- The CCWS has employed analysts to provide logistical and technical support for the deployment of the CCWS. The analysts will act as the data steward for the data collected from the CCWS.
- Communications support is provided by UBC Wellbeing and the Canadian Network for Health Promoting Campuses (<http://healthpromotingcampuses.ca>).

The CCWS is comprehensive, voluntary and confidential. The 15-20 minute core survey for students, administered online, covers nine sections related to student health and wellbeing:

- mental health assets
- student experience
- mental health deficits
- health service utilization/help seeking
- physical health/health behaviours
- academic achievement
- substance use
- food security
- sexual health behaviour

Students may opt out of questions with which they are not comfortable.

Institutions will receive a dataset of survey responses for their own institution, as well as a comparison against aggregate results from participating comparative institutions². In the future, additional modules could be incorporated for different institutional needs.

All participating institutions must agree to include all responses into a **research dataset**. Access to the research dataset may be granted to academic researchers and other appropriate parties (such as the Public Health Agency of Canada, Mental Health Commission of Canada) according to the Data Access Policy and upon approval of applications made to the CCWS Data Access Committee. Institutions or individuals will not be identifiable in the dataset. A fee-for-service will apply to cover cost associated with preparing requested data files.

More information can be found in the following pages and online at <http://ccws-becc.ca/>.

² This comparison with comparative institutions is available only if enough comparative institutions participate (e.g. at least 3 or more institutions). If not enough comparative institutions participate, then comparisons are made only if all parties agree to such comparisons.

General Services Provided

The CCWS analysts will:

- Provide survey setup (currently English-only)
- Review cohort file for completeness
- Issue email invitations/reminder management (currently English-only) via use of proxy emails or support the management of institutions handling invitation and reminder management internally via distribution of unique survey IDs to institutions (see next section, **Options for Mail-Out Administration**)
 - o One email invitation, plus up to three reminders (or templates for internal management).
 - o Email ghost address ('From') will display a name specified by the institution.
 - o Email replies (from students) will be directed to an email address specified by the institution.
 - o Option available for students to 'Unsubscribe' from the survey (click 'Unsubscribed' link in email invitation), OR students can contact the institution directly and request to be unsubscribed (institution must forward unsubscribe requests to survey@ccws-becc.ca OR students can directly contact survey@ccws-becc.ca and request to be removed from future email reminders.
- Support institution to set an optimal launch window. Surveys may be open for two to eight weeks, with the exact duration specified by the institution. Survey launch and close dates for the provincial deployment may take place between the window of January 17 – March 27, 2020. The pilot deployment will take place in November 2019.
- Prepare deliverables as follows:
 - o Administration summary (e.g. response rate)
 - o Descriptive statistics (frequency distribution)
 - o Respondent profile
 - o Interactive reporting tool
 - o Case-level data set for institution only
- Ensure [UBC Workspace 2.0](#) file sharing is used for all file transfers

Institution-specific questions and alterations will not be available for the January 2020 CCWS deployment.

Options for Mail-Out Administration

Institutions will have the option of two different survey mail-out protocols.

Option 1: Proxy Emails

Participating institutions may provide the CCWS analysts with proxy emails to administer the survey on their behalf. The participating institution will not need to share student names, student emails, or student numbers with the CCWS analysts, yet the survey data can still be tied to the participating institution's administrative data via the unique, random ID assigned to each student, and the unique survey link that each student receives.

Additionally, participating institution will not need to send the email invitation and email reminders to the students, as the CCWS analysts will do this on their behalf.

Option 2: Self-Managed Mail-Out

Participating institutions may choose to self-manage their survey mail-out, using a unique survey link for each student generated by the CCWS analysts. The participating institution will not need to share student names, student emails, or student numbers with the CCWS analysts, yet the survey data can still be tied to the participating institution's administrative data via the unique, random ID assigned to each student, and the unique survey link that each student receives.

The participating institutions will need to be responsible for the email invitations and email reminders during the data collection period. They will be provided a list of student random IDs who have not completed the survey on a weekly basis, and will send out reminders. It will need to ensure that each student receives the correct unique survey link, and merge with data from the CCWS data to remove students who have completed or unsubscribed from the survey before sending each email reminder.

The CCWS will be administered via the UBC Survey Tool, a cloud-based service provisioned by Qualtrics. It complies with the BC Freedom of Information and Protection of Privacy Act (FIPPA) as the data are kept secure and is stored and backed in Toronto, Ontario and backed up in Montreal, Quebec. The Survey Tool has completed UBC's Privacy Impact Assessment process, which assesses the privacy and security of UBC systems. Information collected using the Survey Tool is kept secure using measures including data encryption.

Ethics Approval Requirements

Because there is a dual nature to the CCWS (i.e. quality assurance and research database), participating institutions are responsible for securing ethics approval from their institution's research ethics board (REB), prior to participation.

When seeking this approval for participation, institutions will typically experience three scenarios:

1. REB may indicate review is not required (may be deemed quality assurance and not fit definition of 'research') and review be exempt/waived

2. REB may determine that it requires review, expedited or full
3. If no REB at institution, a letter from senior administration stating that there is no REB and granting approval

In all cases, documentation will need to be provided to CCWS of the institution's approval or exemption from their institution's REB review. In cases where your institution's REB requires review, or if senior administration requires further guidance for granting approval, support will be provided by the CCWS team to help institutions obtain the approvals that are required for conducting the survey.

Deliverables – From CCWS to Institution

Pre-deployment

1. Cohort file requirements
2. Template email invitation/reminders
3. Communications toolkit (available online at <http://ccws-becc.ca/>)

Post-deployment

1. Administration summary (e.g. response rate)
2. Descriptive statistics (e.g. frequency distribution)
3. Respondent profile
4. Interactive reporting tool
5. Case-level data set for institution only

Deliverables – From Institution to CCWS

Pre-deployment

1. Letter of approval, or exemption from institutional REB for participation (see 'Ethics Approval Requirements', p. 7)
2. Decide whether the institution or CCWS analysts will email the survey invitation (see **Options for Mail-Out Administration**, p. 6, for more details)
 - a. If the institution would like the CCWS to email the survey invitations/reminders, the institution will need to provide CCWS with proxy emails for the students
 - b. If the institution would like to email the survey invitations/reminders, the CCWS analysts will provide a list of unique survey links to the institution
3. Create recruitment schedule, survey launch/close dates
4. Completed cohort file (i.e. from template)
5. Institution logo
6. Finalize wording of the email invitation/reminders
7. Finalize incentives

Files containing identifiable institutional data are restricted to CCWS analysts. The CCWS is only allowed to archive and maintain, in confidence, versions of the dataset that can only be used in the context of executing CCWS data collection.

Deliverables – From CCWS to B.C. Ministry of Advanced Education, Skills and Training

Post-deployment

1. One report with data from all participating B.C. public post-secondary institutions
2. Specialized interactive reporting tool workbook, ensuring post-secondary institutions cannot be identified

Timeline

The schedule below describes the steps in the CCWS process.

August to October, 2019	Statement of interest submitted to CCWS for all B.C. public post-secondary institutions (initiated via email invitation)
By October 31, 2019	Service Agreement and REB approval signed and submitted to CCWS
November 2019	Pilot launch: Deploy CCWS at Langara, University of Toronto and UBC
By November 29, 2019	<p>Deadline for all other (provincial) participating institutions</p> <p>Submit to CCWS:</p> <ol style="list-style-type: none"> 1. Letter of institutional REB approval or exemption 2. Decide on mail-out administration 3. Create recruitment schedule, survey launch/close dates 4. Complete cohort file 5. Provide institution logo 6. Finalize wording of the email invitation and reminders 7. Finalize incentives
January 17 to March 27, 2020	<p>Deploy CCWS for all other participating institutions</p> <p>Note that the CCWS should not be deployed over an institution’s reading week, or other block-out periods identified by the PSIs.</p>
April to August, 2020	<p>CCWS preparing deliverables to institutions:</p> <ol style="list-style-type: none"> 1. Administration summary (e.g. response rate) 2. Descriptive statistics (e.g. frequency distribution) 3. Respondent profile 4. Interactive reporting tool 5. Case-level data set for institution only

About the CCWS Team

The CCWS team recognizes that the Survey Administrator (UBC) holds all intellectual property rights on the CCWS questionnaire and exclusive rights over the research dataset. CCWS analysts are only allowed to archive and maintain, in confidence, versions of the dataset that can only be used in the context of executing CCWS data collection.

The CCWS team is committed to executing the presented services in compliance with data privacy, scientific rigour and integrity, as well as ethical conduct in data collection and processing. To this end, it shall adhere to all ethics and privacy rules set forth in the *Tri-Council Policy Statement*³ as well as those stated by the participating institutions, so as to protect the confidentiality of institutions and students participating in the survey and/or prevent disclosure about the current state of programs in a given institution.

The CCWS team shall undertake all necessary steps to assure that privacy, scientific rigour and integrity are adhered to by all staff and students involved in the present survey, for every professional service provided.

Research Dataset Access

The data collected by CCWS are governed by the CCWS Data Access Policy and are made available to researchers for research related purposes. The core principle is ensuring both individual and institutional anonymity in analyses and any output. Accordingly, a Data Access Committee (DAC) will monitor and approve requests to ensure this anonymity. Starting summer 2020, the DAC will review requests, on a rolling basis, for accessing pooled data where institutional data is combined and compared in some way (e.g., at a national or provincial level; institutions of similar types or sizes) or for access to student-level data. Individual institutions may grant approval to share their own institutional CCWS data with researchers and are subject to institutional REB approval for secondary data analysis. Approval of the DAC is not required in such circumstances. DAC approval is required for accessing aggregated data.

For more information, see the CCWS Data Access Policy (available at <http://ccws-becc.ca/>).

³ CIHR, NSERC, SSHRC (2014). *Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans*. Ottawa: Government of Canada. http://www.pre.ethics.gc.ca/pdf/eng/tcps2-2014/TCPS_2_FINAL_Web.pdf