Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Information Technology (IT) and College of William and Mary faculty, staff, and students for the provisioning of IT services required to support and sustain Opinio, a web-based survey research tool.

Service Agreement

Password/login problems, general system availability, and network connectivity should be directed to the Technology Support Center (TSC) at support@wm.edu. Functional support and software related questions should be directed via email to opinio@wm.edu.

In cases where email invitations are used to deploy surveys to more than 500 respondents at one time, all email invitations AND automated reminders must be scheduled after hours between midnight and 6AM. The software provides an automated scheduler in this regard.

IT only has a license for 300 survey authors. Account requests should only be for current needs. As a result student accounts are for one semester after which the account (but not the related survey) is deleted. Requests for longer student projects should either be detailed in the original application, or for current student accounts a request for extension should be sent to opinio@wm.edu before the current semester ends. Faculty and staff who find they no longer need their Opinio account in the near future should export their data and then email opinio@wm.edu to inform IT that their account is no longer needed. When the limit of 300 accounts is reached, further account requests will be put on a waiting list.

Faculty, Staff and Student responsibilities and/or requirements in support of this Agreement include:

• Completion of a tutorial on the software functionality
• Backup of surveys and data on a regular basis.
• Acknowledgment of Protection of Human Subjects Committee PHSC approval or exemption if necessary.
• Providing their own sample/respondent lists

Although the system is frequently backed up, system restores will only be performed in the event of a catastrophic failure. It is the responsibility of the survey’s author/owner to maintain and back-up survey data. Surveys (including responses) should be exported frequently and saved in another location, secured as deemed necessary. The software provides a simple export tool which emails a zip file with survey questions and response data. Raw data should also be downloaded from the
Reports and Data page on a regular basis. Information Technology will not perform data restores for individual projects due to the downtime and risk of lost work for other survey authors.

All survey research in which response data will potentially be reported or made public through presentations, publications, etc. requires approval by the College of William and Mary’s Protection of Human Subjects Committee (PHSC). To request PHSC approval or exemption for a project, go to the Self Service tab within myWM and login to the Protocol and Compliance Management system. PLEASE NOTE: normal processing time for a protocol that does not require a convened meeting is approximately two weeks from time of submission. See guidelines and instructions for submitting PHSC protocols. The collection of personally identifiable information, i.e. Social Security Numbers, birth dates, etc. is strictly prohibited and all data collected through web surveys is subject to IT’s Policy for Departmental and Organizational Web Sites.

Users on the system are responsible for providing their own sample/respondent lists. Individual student use is limited to Faculty sponsored research, independent studies, and honors theses. Academic use for specific class projects and teaching survey research methods will be limited by availability and for a term of one semester. Faculty who request accounts for student use in the context of course work are responsible for insureing that all students follow the guidelines set forth by the College’s PHSC. Non-academic use (e.g. administrative) will be considered on a case by case basis.

Unanticipated problems with hardware, software or network connectivity do occur and may result in unexpected outages during which the service will be unavailable. Servers, software and/or related components require regularly scheduled maintenance in order to meet established service levels during which the service will be unavailable. Opinion resides on William and Mary web servers which are maintained and supported by Information Technology. Every effort will be made to minimize downtime on the system. Planned outages will be communicated via the email lists.