

## **Policy for Internal Client Work at Hope College by The Carl Frost Center for Social Science Research at Hope College**

Due to the increase in requests over the past 5 years for services to be provided by the Carl Frost Center for Social Science Research (the Frost Research Center) and the need for the Center to continue to grow its external client base in order to maintain financial stability, the Frost Research Center has developed a set of guidelines to inform requests for Center services by Hope College employees.

1. All internal clients interested in utilizing the Frost Research Center for social science research projects will need to contact the office and arrange for an appointment to discuss the proposed research activities and resources available to conduct said activities. An internal client is defined as any potential Frost Research Center user that is employed by Hope College and wishes to use the Frost Research Center for work related to their Hope College responsibilities or personal research ventures.
2. Internal clients will work with Frost Research Center staff to identify the project design, data collection activities, and project timeline before the research commences.
  - a. Project requests (new and repeat) should be made a minimum of **4 weeks** before the project is anticipated to begin.
  - b. The Research Center has the right to refuse any projects it deems as not appropriate or manageable for Research Center staff (determined by factors such as the type of project, required labor, project timeline, project complexity, current workload of Center staff). The Center will, in good faith, try to accept all internal client research proposals that fit within the parameters outlined in the below paragraphs.
3. For project requests that are funded by external grants or other funding sources (i.e. not drawn from funds in the general operating budget of a department or office), Frost Research Center staff will work with internal clients on the research design and data collection for grant requirements. Project budget will take into consideration both current nonprofit rates and the amount reserved for evaluation in the external funding source.
4. For project requests not funded by external grants, the internal client requesting help will be responsible for data collection and analysis activities. Frost Research Center staff will be responsible for providing guidance for research design, data collection, and data analysis to department or administrative staff, thus acting in a supportive role to help the internal client troubleshoot the research project process. This arrangement can take three forms:
  - a. The internal client will have a staff person available to conduct the research for the project (data collection and analysis).
  - b. If no staff person is available and if the project is deemed appropriate for student labor, the internal client may contract with the Frost Research Center for the cost of student labor for the project. Student labor can be provided by the internal client (with that client responsible for oversight of student labor) or can be provided by students working at the Frost Research Center. If the student is not part of the Frost Center staff, a staff person from the department or office will be required to be trained alongside the student for the first training (a “train the trainer” model) so the internal client can take over the training role for future work on the project.
  - c. If the project is deemed inappropriate for student work, the Frost Research Center will charge the internal client a minimal fee for conducting research activities. This fee will be estimated based upon current nonprofit rates and then discounted by 50% of the total estimated cost. Projects that occur multiple times each year (i.e., every semester) will be charged this cost each time the data is collected.

5. Projects that do not entail student or staff labor (thus are being charged a project fee) must include a process of negotiation, agreement, and contract commitment for payment between Frost Center staff and the internal client before any research activities take place.
6. The Frost Research Center will continue its ongoing support of training faculty members and students to use Center services for research ideas and projects free of charge. These services include:
  - a. Training and/or support in using Magenta, RemarkWeb, SPSS, or GIS software,
  - b. Survey or evaluation research designs,
  - c. Qualitative data gathering,
  - d. Telephone, mail, or email survey data collection processes, and
  - e. Reporting out to funding sources.

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