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Initial Contact

- Option 1: Contact the PACE team at pace_survey@ncsu.edu or via our [online inquiry form](#)
- Option 2: Complete the [entrance questionnaire \(EQ\)](#)
- Upon receipt of the completed EQ, our team will confirm your selections and a report author will be assigned

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Service Agreement & Invoice

- The report author will create and finalize the service agreement
- Agreement to be signed by Belk Center executive director and institutional representative.
- Once the service agreement is executed, the report author will send the invoice

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Survey Creation & Communication Plan

- Report author to work with the institutional contact to develop the survey and communication plan
- Depending on package, the survey will include:
 - Standard 46 PACE questions
 - Up to 2 question sets
 - Up to 3 custom demographic items
 - Standard 8 demographic questions
 - Up to 20 custom questions
 - 3 open ended questions
- Surveys can be delivered via participant list (sent by the PACE team) or via open link (sent by the institution).

The institutional representative reviews and approves the survey before launch.

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Campus Preparation

- Notify IT staff about survey emails
- Mitigate spam filter issues
- Promote survey purpose and timeline to employees through:
 - Leadership emails
 - Meetings
 - Flyers

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Survey Launch

- Live response rate tracker available
- Average response rate: **45.58%**
- 2026–2027 survey launch deadline: **April 9, 2027**

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Survey Close

- Surveys typically close after 2-4 weeks
- Extensions available if needed
- 2026–2027 survey close deadline: **April 23, 2027**

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Report Development

- Reports completed approximately **10 weeks** after survey close
- The report development process includes **3 rounds of edits** to ensure accuracy and respondent confidentiality.

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PACE Team Follow-up

- All report packages include a data orientation and report interpretation session to help institutions maximize their reports.