

**UNIVERSITY OF
NEWCASTLE**

Survey Guidelines

Prepared by Strategy, Planning and Performance



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

1. OVERVIEW

The University of Newcastle conducts surveys in order to gather data on the learning, social, research and administrative aspects of the University, including for particular cohorts such as international, commencing or graduating students. Surveys are central to the UON's quality assurance and continuous improvement processes.

2. SURVEY CATEGORIES

Survey Type		Survey Area	Administration
a.	Sector-wide surveys	Program & graduate insights	Externally administered
b.	Directed large scale surveys	Course and Teacher Insights	SPP
		Experience Insights	
c.	Internal Student Surveys	Various insights / adhoc requests	SPP
d.	Internal Staff surveys	Various insights / adhoc requests	SPP

3. GUIDELINES

- 3.1 UON will regularly survey its community to assess, inform and improve its practices.
- 3.2 Data related to surveys will be managed in compliance with privacy and other relevant legislation.
- 3.3 Surveys will adhere to principles of good survey design, including but not limited to;
 - Survey data is reliable, valid and consistent
 - Avoid leading survey wording or questions
- 3.4 The frequency and requirements of surveys will be continuously reviewed to ensure that the University community is not over-surveyed.
- 3.5 A Survey Register will be maintained by Strategy, Planning and Performance to monitor and manage surveys.
- 3.6 Survey outcomes and resulting University responses shall be reported back to stakeholders in a transparent and timely fashion, unless otherwise determined for reasons of confidentiality or commercial-in-confidence.
- 3.7 The University will respond appropriately and in a timely and transparent manner to issues of concern raised through survey data collection. Student and staff survey feedback that raises a legitimate serious concern for student/staff welfare will be addressed through appropriate mechanisms, but will otherwise remain confidential.
- 3.8 All data derived from surveys conducted by the University will remain the property of the University of Newcastle and can only be used in accordance with the information Privacy Management Plan.

4. DEFINITIONS

In the context of this document:

Survey: means a method of collecting information for analysis, obtained through oral (including focus groups), written or online questioning, or a combination of these.

University community: means current and past students, graduates, and current employees of the University.

5. ESSENTIAL SUPPORTING DOCUMENTS

- Policy Suite for Program and Course Management
- Privacy Management Plan
- Rules Governing Awards and Programs

6. RELATED DOCUMENTS

- Privacy and Personal Information Protection Act 1998 (NSW)
- Freedom of Information Act 1989 (NSW)
- Privacy Act 1988 (Commonwealth)