

SURVEY POLICY

Policy number	COR 3.05
Policy name	Survey Policy (Issue Three)
Applicability	All staff and students
Policy owner	Director of Planning
Contact person	University Survey Manager
Policy status	Approved Policy
Date of approval	11 April 2013
Date last amended	14 October 2020
Date last exposed	3 November 2020
Date last reviewed	13 March 2021
Date of next review	13 March 2024
Related policies and legislation	Privacy Act 1988 (Cth) Information Privacy Act 2009 (Qld) Privacy Policy (COR 1.01) Compliance Policy (COR 1.09) Quality Assurance Policy (COR 3.02) Bond University Humans Research Ethics Policy (TLR 8.01) Student Evaluation of Teaching Policy (TLR 2.07)

1. OVERVIEW

Bond University conducts surveys in order to measure performance, identify and monitor continuous improvement initiatives, and as part of sector wide external benchmarking activities through government endorsed surveys for higher education.

The coordination of surveys is essential to reduce the frequency of administered surveys. The failure to coordinate surveys can result in over-surveying and a reduction in survey response rates which are critical to the reliability of results.

The purpose of this Policy is to ensure that surveys are managed efficiently and effectively to provide the best outcomes for University.

2. THE POLICY

2.1. Authority

2.1.1. Students

For the purpose of this Policy, the term “students” includes all past, present and future students of Bond University, for example:

- Past Alumni of Bond University;
- Present All students currently admitted into Bond University. Bond University Student Association (BUSA) student surveys are included in the scope of this policy ;
- Future Surveys related to marketing research are covered under this Policy. Short questionnaires that form part of marketing activities directly related to the recruitment of future students are not covered by this Policy. If the distinction is unclear, discussions should take place with the University Survey Manager prior to implementation.

2.1.2. Student Evaluations

Where this policy is in conflict with the *Student Evaluation of Teaching Policy* primacy will be given to the *Student Evaluation of Teaching Policy*.

2.1.3. Research projects involving Bond students and staff as participants

Surveys of Bond University students and staff that are part of academic research projects and that have received ethical approval through Bond University Human Research Ethics Committee (BUHREC), require the approval of either the University Registrar (for students) or Director Planning, Office of Planning and Information(for staff) before being issued.

External research projects seeking to survey Bond University students and staff also require the approval of the University Registrar (for students) or Director Planning, Office of Planning and Information (for staff).

- In considering approval, the University Registrar will liaise with the Provost or the Vice President Engagement as appropriate.
- The University Registrar will also liaise with the University Survey Manager to ensure that research data collection causes the least disruption to the target population, for example, by scheduling research surveys at times that do not coincide with any core student surveys.
- Where a significant number of students are involved in a research survey, sufficient detail should be supplied to enable the Survey Manager to answer any queries from the target population regarding concerns about the legitimacy of the research survey.

2.1.4 Staff

Staff surveys include surveys administered to academic and professional staff, including those in ongoing, fixed term and casual contracts. The Director Planning, Office of Planning and Information will approve staff surveys.

2.2 Classification of Surveys

Surveys will be considered either core (for example Government surveys, eTEVALS) or non-core (for example cyclical operational surveys such as the Orientation survey, internal HDR Survey). All other survey activity will be considered non-core. The list of current core surveys will be available from the University Survey Manager.

2.3 Survey Administration

2.3.1 Timing of Surveys

- The implementation of all surveys within the scope of this policy must be approved and coordinated by the University Survey Manager for purposes of scheduling.
- The University Survey Manager is the Bond University staff member designated by the Director of Planning to be responsible for coordinating the timing of University surveys. The name of this officer will be published on the Bond intranet website.
- Any disagreement about whether or not a proposed survey should be implemented is to be resolved by the Vice President Operations
- Priority is to be given to core survey such as eTEVALs, government mandated surveys, and surveys that are directly related to measurement and achievement of Bond's Strategic Plan.

2.3.2 Privacy

- Survey processes must be compliant with the *Privacy Act 1988 (Cth)*, *Information Privacy Act 2009 (Qld)* and Bond University *Privacy Policy*. In some cases, it may be necessary to redact qualitative data prior to dissemination in order to prevent identification of a respondent unless the respondent has been expressly informed that their qualitative response(s) may be passed on to third parties.

2.3.3 Process

- Where possible surveys will be conducted electronically.
- Where possible survey data will be benchmarked.
- Where possible data collected will not duplicate data collected in other surveys.
- The number of surveys administered will be minimised to avoid over-sampling or survey fatigue.
- The data collected via University surveys remains the property of the University
- The intended purpose of surveys will be made clear to participants as part of each survey instrument, and the appropriate approvals for the collection and use of data will be obtained.
- The participants in surveys will be made aware that their participation is voluntary, and they may withdraw at any time without penalty.

2.4 Use of Survey Data

- Use of survey results will be consistent with Bond University's *Privacy Policy*, and any terms and conditions associated with individual surveys. Consideration should also be given to the *Higher Education Support Act 2003* (S180) and the Quality Indicators for Learning and Teaching ([QILT](#)) Data Protocols.
- Summary results of survey data (for non-research projects) are to be provided to the University Survey Manager. Requests for ad-hoc reporting and analysis are to be directed to the Survey owner.
- Raw data is not to be released to organisations outside of Bond University without permission from the Vice-Chancellor.

- Raw data is only to be released to Bond University staff with approval from the University Survey Manager, and at no times shall the release of raw data compromise the privacy of participants or the integrity of the instrument, breach relevant legislation, codes of practice, or breach relevant terms and conditions of the survey.
- All results are considered to be commercial in confidence, and not distributed to third parties outside of Bond University without the express permission of the University Survey Manager. This includes, but not limited to, not using survey data for marketing materials, accreditation reports, public relations purposes, or benchmarking purposes, and includes results of surveys not administered by the University Survey Manager.

3. RELATED PROCEDURES, GUIDELINES AND FORMS

Bond University [Research Ethics Manual](#)
[Survey Request Form](#)



SURVEY REQUEST FORM

This form is to be completed by the person requesting a survey to be administered to Bond University students and staff and sent to the University Survey Manager for approval at least one (1) month prior to the intended start date of the survey.

Details of Person Requesting Survey	
Name	
Faculty/Office	
Phone	
Email	
Details of the Proposed Survey	
Short Title	
Brief Description	
Intended Use of Data	
Student Population to be Surveyed	
Start and Finish Dates	
Research	
Is this survey part of a genuine academic research project?	
BUHREC Approval Number	
BUHREC Approval Start and Expiry Dates	
Approval	
University Survey Manager	
Date	
Details and Conditions	

RELATED POLICY

Survey Policy (COR 3.05)