

UWS Survey Management Guidelines

The purpose of these guidelines is to:

- specify the processes concerned with the coordination and quality assurance of UWS surveys and associated institutional research;
- clarify the responsibilities for conducting, analysing and reporting on the outcomes of such surveys; along with the processes to be used to ensure that the outcomes are acted upon promptly and wisely and monitored.

Coordination and quality assurance for UWS Surveys

The main responsibility for the design, administration and management of university-wide surveys at UWS resides with the Office of Planning & Quality (OPQ). Standard OPQ surveys are part of UWS Tracking and Improvement system for Learning & Teaching (TILT). For details of these surveys see: http://www.uws.edu.au/opq/planning_and_quality/surveys.

Developing additional surveys

Academic and administrative units planning to conduct surveys with staff, students, employers or the community are requested to first contact OPQ to confirm the need for the survey, the optimum timing to avoid oversurveying and that what is intended is not already being picked up in a current survey.

Surveys of UWS staff or students which are part of a research degree are primarily given quality assurance by the Office of Research Services. However, it is important that OPQ is aware of what is intended to avoid oversurveying.

Procedure

The following steps should be taken when developing new institutional surveys at UWS:

1. Requests to conduct a survey should be made to the Office of Planning & Quality (OPQ) to Mahsood Shah (02) 9678 7454 or email m.shah@uws.edu.au
2. OPQ will evaluate the information provided by the requesting unit or group on the following:
 - Purpose of the proposed survey.
 - The need for the survey.
 - Has there been a similar survey already conducted at UWS?
 - The expected outcome(s) of the survey and how the results will be used to benefit UWS.
 - Timelines for the survey's implementation.

- Evidence that the survey follows proven approaches to sound survey design.
 - Evidence that confidentiality will be maintained for respondents.
3. If there have not been similar surveys conducted, then OPQ will:
 - a) work with the requesting unit to ensure that survey's design, methodology, and sampling frameworks are sound;
 - b) provide assistance to identify universities undertaking similar surveys with a view to benchmarking results;
 - c) assist with piloting of the survey
 4. The final survey and its methodology for implementation and analysis will be signed off by OPQ. In certain cases it may be possible for OPQ to assist in the implementation of the survey and analysis of results.
 5. The UWS Strategy and Quality Committee will give oversight to this process.

Acting on the results

It is critical that there is a prompt and effective response to the feedback given by survey respondents. Therefore all institutional surveys must have a plan of action to address any key areas for improvement which emerge; along with a clear strategy to ensure that respondents are informed about what is being done to address their feedback. OPQ can advise on good practice in these areas.

OPQ surveys do not require separate research ethics approval as these surveys are reviewed and approved by the senior management of the University as part of internal quality assurance and improvement processes.

Any staff member wishing to publish the results of institutional surveys or present them at conferences should comply with the UWS Ethics policy and inform the Pro Vice-Chancellor Quality and the Pro Vice-Chancellor, Learning and Teaching.