

# Internal and External Occasional Student Surveys Guidelines

(1) These guidelines provide information on the processes for requesting and conducting internal and external occasional surveys consistent with the [Student Feedback Policy](#) and [Student Feedback Procedures](#).

## Definitions

(2) For the purpose of these guidelines, definitions that apply can be found in the [Student Feedback Policy](#), [Student Feedback Procedures](#) and the [Policy DDS Glossary](#), in addition to the following:

- a. Data Collection method includes interviews, surveys, polls, focus groups, whether delivered online, through electronic devices, paper-based forms or in person.

## Policy Statement

(3) All internal and external occasional surveys must align with the [Student Feedback Policy](#) and [Student Feedback Procedures](#) for quality assurance. This guarantees primary data capture is reliable and capable of producing evidence-based, actionable insights that support the University in realising the goals of its strategic plan.

## Occasional Survey Requests

### Part A - Requirements

(4) When proposing a new internal or external occasional survey, the requester will need to provide the below information to Competitive Intelligence and Analytics using the online application form:

- a. List of survey questions
- b. Proposed data collection method
- c. Proposed timing of the survey, including alternate periods, to ensure there is no overlap with sector surveys and/or SFS and SFT surveys (refer to the Competitive Intelligence and Analytics webpage).
- d. Survey frequency
- e. Cohorts that will be surveyed
- f. Evidence that the data or similar data doesn't already exist
- g. Evidence that the survey is ethical
- h. Evidence that any proposed incentives (such as prize draws, gifts or experiences based on survey response rate) adhere to University Policies and the University's legislative obligations under Fair Trading NSW
- i. A plan for the use, reporting and dissemination of results
- j. Confirmation that the data will be appropriately preserved and stored using the University's record keeping systems
- k. Confirmation that the access to data: distributing, sharing, controlling access, promoting is in accordance with the University's Privacy Policy and Privacy Management Plan and the University's obligations under privacy legislation
- l. Evidence of use of University's approved software

### Part B - Procedures

(5) **Compliance Review:** Competitive Intelligence and Analytics confirm that the requirements in Part A have been met in accordance with the [Student Feedback Policy](#).

(6) **Initial Review:** The Dean or Divisional Head reviews and endorses that the occasional survey will result in actionable insights that serve both an operational requirement and support the University in realising the goals of its strategic plan.

(7) **Stakeholder alignment:** The operational focus of the occasional Survey is referred for review and approval as per the [Student Feedback Policy](#) based on the below categories:

- a. Student Curricular Experience [Deputy Vice-Chancellor, Education]
- b. Student Extra-Curricular Experience [Senior Vice-President and Chief Operating Officer]
- c. Former Students and Employability [Senior Vice-President and Chief Operating Officer]
- d. Prospective Students [Senior Vice-President and Chief Operating Officer]
- e. Higher Degree Research students [Senior Deputy Vice-Chancellor, Research, Enterprise and Global]
- f. Aboriginal and Torres Strait Islander students [Deputy Vice-Chancellor Indigenous Leadership]
- g. International Students [Senior Deputy Vice-Chancellor, Research, Enterprise and Global]
- h. Students with an equity, diversity or wellbeing consideration [Senior Vice-President and Chief Operating Officer]

(8) Competitive Intelligence and Analytics maintain the register of approved collections.

(9) A report is provided by Competitive Intelligence and Analytics to Academic Senate Education Committee on approved internal and external occasional surveys.

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