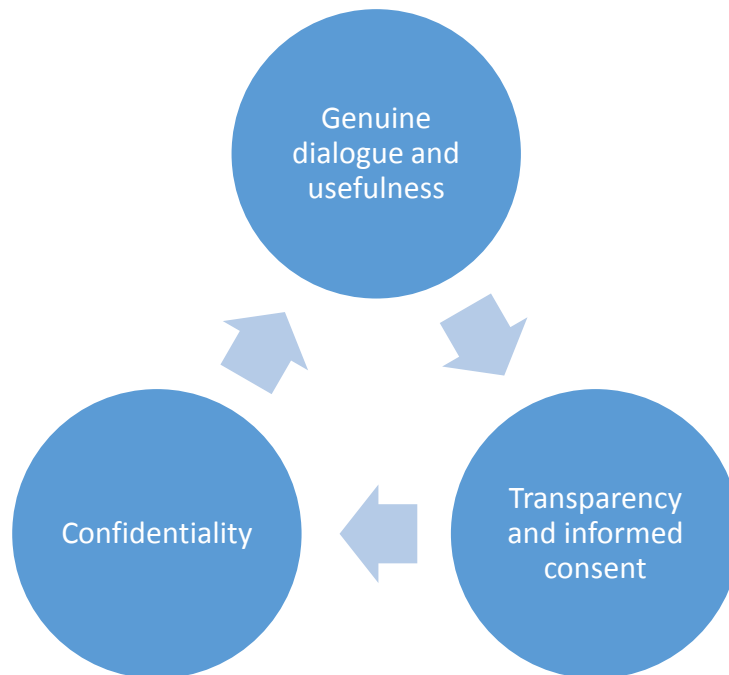


### *University of Greenwich Student Survey Policy*

The University of Greenwich is committed to ensuring that students receive the highest quality experience whilst studying here. The University is also committed to monitoring all groups of students to promote equality of opportunity. Surveys are one method of gathering student opinions.



### **Principles of student surveys**

#### **1. Genuine dialogue and usefulness**

The University is committed to using surveys as a method of genuine dialogue between staff and students to drive change and embed best practice, with a view to enhancing the student experience for current and future students.

The University is committed to taking student views seriously (although it is not always possible to act on survey findings). Surveys are one way of gathering information, and weight will also be given to other forms of student feedback.

The University is committed to putting in place effective feedback loops to staff and students around the results from student surveys. From the planning stage, all surveys should include:

- A feedback and communication implementation plan to ensure that results are fed back to students and staff.
- A process for developing and implementing action plans based on the survey results and informing students about the actions taken.

Students are then encouraged to continue the dialogue with the university about the results and actions e.g. via the programme representatives.

The University recognises that students can suffer from survey fatigue. We are therefore committed to reviewing all surveys and their uses to avoid duplication and make sure that we only ask questions that are genuinely useful.

## **2. Transparency and Informed consent**

When inviting students to take part in a survey, the University will inform you of the purpose of the survey, how the data will be processed, and whether it will be shared so that you can make an informed decision on whether to take part.

Student surveys at the University are voluntary and by taking part you consent to your data being processed in the way set out in the invitation.

If you have any queries about a survey, please contact [pas.surveys@greenwich.ac.uk](mailto:pas.surveys@greenwich.ac.uk).

If you need support with any of the issues raised within the survey, please contact [StudentCentre@gre.ac.uk](mailto:StudentCentre@gre.ac.uk).

## **3. Confidentiality**

Some surveys at the University of Greenwich are conducted in a way that makes them completely anonymous and no one can tell who has given the answers. However, most student surveys are confidential rather than anonymous. This means:

- Results will be published as statistical summaries or anonymised quotes that cannot be attributed to any individual respondent. In particular, we will not normally publish findings based on fewer than 5 respondents.
- All reasonable efforts will be made to ensure that the identity of individual respondents and their views expressed in surveys will not be known to staff who supervise, mark or grade student's work.
- On some surveys, a small group of central University staff, who are not teaching staff, have the ability to link responses to information the University holds about students. This is for two reasons:
  - So that reminders can be sent only to people who haven't yet taken part.
  - So that information that the University holds about you (such as age, gender, ethnicity, disability, domicile, details of your programme of study) can be linked to your answers for statistical analysis without asking extra questions in the survey.

Many surveys include the opportunity to write comments. Be professional when you complete surveys – don't write anything that is abusive or defamatory. Please bear in mind that your views are more likely to be listened to if you make comments that are constructive and polite. In exceptional cases, the University reserves the right to identify a respondent, i.e. when comments made by students to open text questions suggest suspected breaches of the law or University

policies and regulations or a threat to student welfare. Should such a situation arise, it will be dealt with under existing policies, such as:

- the Student Disciplinary Procedure ( <https://docs.gre.ac.uk/rep/sas/student-disciplinary-procedure> )
- Harassment and Bullying Policy (<https://docs.gre.ac.uk/rep/sas/bullying-and-harassment-at-university-policy-and-procedures-students>), and
- Cause for Concern Policy (<https://docs.gre.ac.uk/rep/sas/students-giving-cause-for-concern>).

### **Surveys and Data Protection**

The University will comply with all relevant data protection legislation. This includes:

- Being clear when inviting you to take part in a survey who is conducting the survey and why.
- Storing the responses to surveys in a safe and secure way.
- Only retaining responses to surveys for as long as they are useful and then destroying them.
- Giving you full information when inviting you to take part in a survey about the ways in which the results will be processed. This includes for example:
  - the legal basis under which the data will be processed
  - if the responses will be linked to other information held about you
  - if the responses will be used for any automated decision making, including calculating predictive indicators and information about how decisions are made, and the significance and consequences of such decisions
  - if the information will be shared with other organisations.

Where the university conducted the survey and the basis for processing the data is consent:

- you can withdraw your consent at a later stage and
- you have the right to have your data deleted

by contacting [pas.surveys@greenwich.ac.uk](mailto:pas.surveys@greenwich.ac.uk).

You have the right to lodge a complaint with the Information Commissioner's Office (<https://ico.org.uk/> ).

Survey responses and some information about you are sometimes shared with other bodies. The sharing of data in this way allows the University to compare the views of our students with those of other universities, which greatly increases the value of the surveys to the University. The bodies that we frequently share data with include:

- the Higher Education Statistics Agency (which collects data on behalf of statutory bodies such the Office for Students),
- AdvanceHE (the organisers of the Postgraduate Taught Experience Survey, the Postgraduate Research Experience Survey and the UK Engagement Survey),
- JISC as part of our Learning Analytics Project
- Electric Paper (the suppliers of the Evasys software),
- iGraduate (the organisers of the International Student Barometer) and
- the Students' Union.

Wherever possible, these shared data will exclude personal data (e.g. names and contact details) and in all cases, the University will have agreed a data security protocol which lays down that the data are shared for research purposes only and cannot be passed on or used for marketing or any other activity not specified in the data sharing agreement. Any results will be presented in an anonymous form that does not identify any individual respondent. The invite to take part in a survey will make clear with whom we will share the data, so that you can take an informed decision on whether to take part.

For further details on how the University uses your data, see the Principal Conditions of Registration:

<https://docs.gre.ac.uk/rep/sas/principal-conditions-reg>

Further information about how the University shares your data is available here:

<https://docs.gre.ac.uk/rep/vco/student-privacy-notice>

The University's information compliance policies are available here:

<https://www.gre.ac.uk/about-us/governance/information-compliance/policy>

Approved by:

Date approved:

To be reviewed: