

Guidelines on the Use of Student and Graduate Survey Data

Proposed Guidelines to Ensure Student Confidentiality

1. In all student / graduate surveys, the individual student / graduate responses remain anonymous.
2. All student / graduate responses, including verbatim comments, may be used at a School and Institute level for the purposes of continuous improvement and / or research.
3. In all student and graduate surveys, the student / graduate is asked up-front if they agree that their feedback may be used in accordance with the following guidelines:
4. Where consent is given:
 - a. Course level quantitative results and verbatim comments will be reported directly to relevant teaching staff, and their line management (Academic Programme Manager, Head of School) through individual course / class reports.
 - b. Programme / Qualification level quantitative results and verbatim comments will be reported directly to the Head of School and Academic Programme Manager.
5. Where consent is not given:
 - a. Open ended questions will still be asked (as it still provides an opportunity to give feedback).
 - b. This data may be used for School and Institute level analysis (e.g. coding of themes etc.), though never reported as a single comment.
 - c. Where non-consented comments provide significant insight, they may still not be directly used or reported, but their 'meaning' may be paraphrased provided that the new wording is substantially different to the original wording and cannot be tied to the respondent. (i.e., full anonymity is maintained)
 - d. In exceptional circumstances, access to course level quantitative results and verbatim comments may be provided to senior management within the Institute, to support decision making.
6. Where any quantitative or qualitative data obtained from student or graduate surveys is to be used for research purposes, the use of this data will be governed by the current Unitec *Research Ethics Policy* and adhere to standard Unitec Research and Ethics processes.

Reporting Student Comments in 'more public' Institutional Dashboards

1. To ensure student confidentiality, reporting consented student verbatim comments in the institutional dashboards is not recommended.
2. Reporting consented student verbatim comments in the institutional dashboards can only occur if all comments are reviewed by staff from the team responsible for the survey to remove all identifiable comments or the comment is paraphrased.