

## Surveying of Griffith Students and Staff Policy

<b>Approving authority</b>	Vice President (Marketing and Communications)
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<b>Advisor</b>	Head, Internal Communications and Engagement
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<b>TRIM document</b>	2023/0001194
<b>Description</b>	This document describes the University's approval process for surveys of its staff and student populations.

### Related documents

[Application to Conduct a Survey](#)  
[Survey Conduct Approval Flowchart](#)  
[Student Experience of Courses \(SEC\) and Teaching \(SET\)](#)  
[Griffith University Research Ethics Manual](#)  
[Responsible Conduct of Research Policy](#)  
[Information Management Policy](#)

### Related external codes and guidelines

[National Statement on Ethical Conduct in Human Research \(2007\)](#)  
[Australian Code for the Responsible Conduct of Research](#)  
[Australian code of practice for the care and use of animals for scientific purposes 7th edition 2004](#)  
[Values and Ethics - Guidelines for Ethical Conduct in Aboriginal and Torres Strait Islander Health Research](#)  
[Guidelines for Ethical Research in Indigenous Studies](#)  
[Statement on Consumer and Community Participation in Health and Medical Research \(the Statement on Participation\)](#)  
[Managing Conflicts of Interest in the Public Sector](#)

### Related legislation

[Public Records Act 2002](#)  
[Workplace Health and Safety Act 1995](#)

[\[Purpose\]](#) [\[Glossary\]](#) [\[Scope\]](#) [\[Approval for access to survey populations\]](#) [\[Managing data\]](#) [\[Contacts\]](#)

## 1. PURPOSE

The intent of the policy is to:

- a) Clarify the process for the approval and conduct of surveys of staff and students;
- b) Manage the frequency of surveys involving staff and students.
- c) reduce the risk of over-surveying staff or students and to coordinate surveys to avoid confusion among recipients;
- d) provide an opportunity for Survey Services to advise the applicant of similar or related University-wide surveys and datasets that may inform their study;
- e) aid the process of early identification of potential issues arising from the proposed study; and

- f) facilitate permission to contact the population sample using University systems (via any medium).
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## 2. GLOSSARY

For the purposes of this document the following are defined:

### 2.1 Survey

Surveys are defined as a means of collecting information for analysis obtained through written, oral, or online questioning. This includes, but is not limited to, surveys, polls, face-to-face interviews, telephone interviews, and focus groups.

### 2.2 Core University Surveys

Surveys that provide data used as the basis for the University's consolidated and institutional key performance indicators to achieve the organisational goals as outlined in the University's Strategic Plan.

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## 3. SCOPE

### 3.1 Surveys within the scope

Subject to the exemptions set out in Section 3.2, all surveys of students and staff require the prior approval of the Deputy Vice Chancellor (Education) (for student surveys), the Deputy Vice Chancellor (Research) (for HDR candidates), the Vice President (Industry and External Engagement) (for graduated or former students), and the Chief Operating Officer (for staff surveys). The requirement to obtain approval applies to surveys conducted for operational or research purposes, and also applies to external applicants as well as internal requests.

### 3.2 Exemptions from approval under this policy

The following types of surveys are exempt from the requirements to obtain approval from the Deputy Vice Chancellor (Education) or Chief Operating Officer:

- Surveys conducted by Schools or Departments of their own students or staff seeking feedback on the operations of the School or Department (conditional on the approval of the Head of School or Head of Department).
- Surveys conducted by Administrative Offices or Divisions of their own staff seeking feedback on the operation of the Office or Division (conditional on the approval of the Office Director or Division Pro Vice Chancellor)
- Core University Surveys including Australian Government mandated surveys such as the Graduate Outcomes Survey (GOS) and Student Experience Survey (SES), as well as Starting@Griffith, International Student Barometer, Tell Us survey, and surveys for Student Experience of Courses (SEC) and Teaching (SET). These surveys are part of normal business processes at Griffith and have the ongoing approval of the Deputy Vice Chancellor (Education).
- The UniForum general staff benchmarking survey, which has the ongoing approval of the Chief Operating Officer.
- Staff Attitude Surveys approved by the relevant Deputy Vice Chancellor / Pro Vice Chancellor.
- Surveys comprising of observational work only (i.e. where no direct approaches are made to the population).
- Surveys where the population opts in to fulfil a research-participation mandate for courses or programs in which they are enrolled.
- Surveys undertaking routine follow-up of building construction and maintenance projects.

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## 4. APPROVAL FOR ACCESS TO SURVEY POPULATIONS

### 4.1 Access to University populations for survey purposes

Access to staff populations for survey purposes requires the approval of the Chief Operating Officer. Access to student populations requires the approval of the Deputy Vice Chancellor (Education) or delegate. This is elaborated in section 4.2.

The Survey Manager, within the Office of Planning Services, has the delegated authority to approve:

- Survey applications submitted for inclusion in the monthly student and/or staff “Volunteer for Research Projects” broadcast email, which originate from Griffith staff or students, have ethical clearance, and do not offer incentives to children sixteen years or younger.

Surveys should not commence until this formal approval has been received in writing. Sufficient time should be allowed for the approval process to be completed prior to commencement of the survey.

Staff, student and alumni records are widely available to staff working within the University for the purposes of carrying out their duties. However, staff access to data does not prevent the need for those conducting a survey to seek approval for use of the population information before the survey commences.

### 4.2 Approval of Surveys

Survey approval can be achieved by submitting an Application to Conduct a Survey Form to Survey Services of the Office of Planning Services ([surveys@griffith.edu.au](mailto:surveys@griffith.edu.au)).

Detailed information about the application process is located on the Application to Conduct a Survey form and on the [Survey Services website](#).

Survey applications will not be considered until any required ethical clearances have been granted by the Griffith University Human Research Ethics Committee ([Determining if your work needs ethics clearance](#)) or confirmed by the Office for Research (e.g. where ethics clearance is provided by another Australian HREC or an ethical review body in another country).

Guidance on ethical issues involving university research is found in the Griffith University Research Ethics Manual. The manual also gives guidance on privacy issues in the publication and dissemination of research findings.

Variations to approved surveys should be discussed with Survey Services prior to changes being applied in the field.

### 4.3 Sufficient Notice for Approval, Population Access, and Survey Administration

Timely and efficient service by Survey Services will be endeavoured in all cases, however, given workload fluctuations, and time requirements by other departments within the University, sufficient notice is required for survey approval. Generally, this is deemed to be 2 weeks.

Assistance with sourcing survey populations is outside the scope of Survey Services. Applicants need to ensure they have left themselves enough time to source the survey population once administrative approval is received.

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## 5. MANAGING DATA

### 5.1 Data Storage and Release

All data derived from university and institutional surveys are to remain the property of the University and may only be released to other parties on the written permission of the business process owners.

Completion of a survey instrument or participation in a survey as defined in this policy by a participant is taken as consent to the use of the data provided in the ways indicated in the survey

application. In all cases (except when required by law), participant confidentiality will be maintained. This provision relates to both the use and storage of data.

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## **6. CONTACTS AND FURTHER INFORMATION**

Support for the Survey Policy will be provided through Survey Services of the Office of Planning Services. Applicants wishing to conduct surveys should contact the Office of Planning Services in the first instance for information and advice on procedure.

Survey Services | Office of Planning Services | 07 373 54688 | [surveys@griffith.edu.au](mailto:surveys@griffith.edu.au)