



Participant Information Sheet

Researcher

This research is being conducted by the ANU Institutional Research team within the Planning and Service Performance Division (PSP). My name is Ei Pwint Rhi Zan, and I am currently pursuing a Master of Entrepreneurship and Innovation at the College of Business and Economics. As an intern at the PSP division of the Australian National University, I am excited to be part of this pilot project, which will continue beyond my internship.

Project title

Why skip SELT? Investigating Non-response to ANU Student Surveys – Pilot Study

Outline of the project

This project aims to uncover why ANU students might not participate in the ANU Student Experience of Learning and Teaching (SELT) survey. Our goals are to pinpoint the main reasons for this non-response and use our findings to:

- Create better approaches to encourage more students to complete the survey
- Ensure that the feedback we collect reflects the diverse opinions of all students, aiding in informed decision-making at ANU.

Overview: This project focuses on ANU coursework students who have been at the university for at least one semester but were invited to complete SELT in at least one course but did not provide any feedback. We aim to understand the reasons behind their non-participation. The short interviews will be conducted via telephone.

Participants: Students who are currently enrolled, have undertaken coursework for at least one semester, and were invited but did not respond to any SELT survey in Semester 1 2024 are eligible to participate. If you have responded to SELT in past Semesters but not in Semester 1, 2024, you are still eligible to participate.

Number of Participants: We aim to involve up to 50 students who were invited to participate but did not respond to the SELT survey in Semester 1, 2024.

Interview Process: We will conduct a one-on-one telephone interview without recording. Interviewers or note-takers will not access the consent form (Eligibility Check Form), or

any data related to personal information (except for phone number to make the call). Therefore, you will be unable to withdraw your participation unless you know the exact time and date of your interview. If you do not record the exact time and date of your interview, we may not be able to process your withdrawal.

Use of data and Feedback: The themes in your responses will be noted while the interview is happening, and these notes will be recorded in password-protected ANU PSP systems. At the pilot project's completion, a summary of the aggregated findings will be shared with Planning and Service Performance Division (PSP). These findings will also be potentially shared with ANU Centre for Learning and Teaching, and ANU Committee members. No respondent will be identified in any reporting.

Participant involvement

Voluntary Participation and Withdrawal: Participation in this phone interview is entirely voluntary. You have the right to withdraw at any time prior to data analysis, for any reason, and without any explanation. Upon withdrawal, all your collected data will be destroyed. However, because your responses will be de-identified to ensure anonymity we can only do so if you provide the exact date and time of your interview.

What does participation involve: Interested participants will follow a link to complete an eligibility screening form. You will be interviewed via phone, with an interviewer and notetaker present. We will not record your voice electronically. We will take written notes to understand themes in what respondents say. Participants may skip any question. Notes will be kept within secure PSP systems and will be used to analyze themes in responding. Aside from your phone number that you will provide so that we can contact you, we will not ask for any personal information. Your phone number will be stored separately to the notes that document the themes of the interview, so we will not be able to identify the respondents.

Location and Duration: The interview is a one-time, phone-based session that can be conducted from any quiet and comfortable location chosen by the participant. It will last approximately ten minutes.

Remuneration: As a token of appreciation, participants will receive a coffee voucher from Coffee Lab for a free medium-sized coffee or equivalent (valued at \$5.50). To claim it, participants can pick up their coffee voucher from a staff member by quoting their unique randomly generated code at a designated time and location within a week of completing the interview. The unique randomly generated code is for one-time use only to collect a coffee voucher and will not be linked with any personal information or your responses during the interview.

Benefits: Apart from the remuneration, while direct immediate personal benefits from participating in this project are unlikely, your contribution is valuable. It will help us understand low response rates to the SELT survey, thereby aiding the PSP team in enhancing student engagement and feedback quality at ANU.

Implications of Participation: Choosing to participate or not in this project will not impact your status or relationships within the university. The project is independent of any academic, medical, or employment activities you may be involved in.

Confidentiality

Confidentiality is crucial in this study. Your interview responses will be anonymous. Phone numbers will only be used for interview purposes and will not be linked to your responses. They will be destroyed after the interview. Anonymous interview notes will be stored in a locked cupboard accessible only by IR staff. Anonymous electronic responses will be stored in a password-protected ANU SharePoint and then on servers, accessible only by PSP staff. Data will be securely stored within ANU's PSP system. Please exclude sensitive details in open-ended answers to maintain anonymity. The date and time of your response will be recorded, and you will need to remember this information if you wish to withdraw your response. For security, you will not provide any email during the screening eligibility form, ensuring your identity remains unlinked. Post-interview, we will remove your phone number.

Privacy notice

The project complies with the Privacy Act 1988 and its subsequent amendments, which are available at <https://www.legislation.gov.au/C2004A03712/latest/text>.

Additionally, the project also complies with the University Privacy Policy, which is available at https://policies.anu.edu.au/ppl/document/ANUP_010007.

The Privacy Policy contains information about:

- how a person can complain about a breach of an Australian Privacy Principle by ANU, and how ANU will handle the complaint.

A copy of the Privacy Impact Assessment can be found at:

<https://services.anu.edu.au/learningteaching/education-data/anu-welcome-check-in-surveys>

Risks

There are negligible risks associated with participating in this project. The primary inconvenience is the 10 minutes to complete the phone interview (although we ask you to be available for an hour window during which we will call). If you experience any discomfort, you can stop participating at any time. Support is available through ANU Student Safety and Wellbeing and external services (listed below). While we prioritize anonymity and use unique codes to protect identities, there is a slight chance of identification through open-ended responses. Therefore, we advise against sharing sensitive information.

Support services

While we evaluate the risk of this project as being low to most individuals, the University appreciates that the participants interviewed have diverse life experience, and some students may be sensitive to the topics interviewed. If there were elements of this interview that you find confronting, you may wish to seek support from some of the services listed below.

- [Emergency](#) (24-hour emergency assistance): 000 or 112 (GSM mobiles)
- [Police Assistance Line](#) (Police service where there is no immediate danger): 131444
- [ACT Access Mental Health](#) (24-hour mental health emergency access & support): 1800 629 354 or 6205 1065
- [ANU Wellbeing and Support Line](#) (Available 24 hours, 7 days a week including public holidays): Phone 1300 050 327, or text 0488 884 170
- [Lifeline](#) (24-hour telephone counselling and crisis support): 13 11 14
- [Kids Helpline](#) (24-hour crisis line for people aged 5-25 years): 1800 551 800
- [Suicide Call Back Service](#) (24-hour crisis counselling and call back): 1300 659 467
- [Domestic Violence Crisis Service](#) (DVCS) (24-hour domestic violence crisis assistance): 6280 0900
- [1800 RESPECT](#) (24-hour national sexual assault & domestic violence crisis counselling line): 1800 737 732
- [QLife](#) (Provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.): 1800 184 527 (3pm to midnight, Monday-Sunday)
- [Canberra Rape Crisis Centre](#) (Provides free crisis lines, counselling, advocacy and community education for people who have experienced any form of sexual abuse.): 0488 586 517 (SMS only) (7am-11pm) CRICOS Provider #00120C
- [Mensline](#) (24-hour telephone counselling & support for men): 1300 78 99 78
- [HealthDirect](#) (24-hour medical & health advice line staffed by registered nurses): 1800 022 222 or 6207 7777
- [Poisons Information Line](#) (24-hour advice by medical professionals on acute or chronic poisoning): 131 126.
- For more support resources: [Urgent Support | ANU](#)

Contacts

For further information about this project, please contact:

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<https://services.anu.edu.au/business-units/planning-and-service-performance/institutional-research>