

RESEARCH IN LEARNING AND TEACHING

Procedure: Student Surveys and Evaluations

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Policy and Procedure

- Policy: Student Surveys and Evaluations
- Procedure: Student Surveys and Evaluations
- SELT
- Standard Surveys
- Non-Standard Surveys
- Local Surveys



Non-Std Surveys

- Director – Planning & Performance Measurement approval required
- Not just surveys – interviews and focus groups, too!
- Data collected from students, not staff
- Different to HREC, but lots of overlap
- Primary reasons we do this:
 - Compliance with ANU policies (e.g. Privacy, CISO)
 - Scheduling surveys (e.g. SELT, SES, ISB)
 - Survey burden – so many surveys, so few students!
 - Design advice on collecting data from students at ANU



Local Surveys

- Director PPM approval not required
- Must be about improving experience of that class
- Usually qualitative
- Collection and action within the teaching period
- Not after Week 10
- Must be reported back to students in the class



Your Non-Std Teaching and Learning Application

- Download the form... search “ANU Register of Approved Surveys”
- Q8 Executive Approval required...
- If only students in your school, School Executive
- If only students in your College, College Executive
- If students across ANU, University Executive
- Q11 Access and Equity
- Demographic questions include all genders
- Q14 Free text responding
- **Q15 NOT SURVEY MONKEY!!!**
- Q17 Census-level collections (have enough, not as many as possible!)
- Q18 Invitations and Phishing
- Q19 Accessibility
- Students who use screen readers
- Sign interpreters for students with no hearing
- Q25 CISO approved data storage?
- Q27/28 Who you tell at ANU to help make ANU better!



Your Non-Std Teaching and Learning Application

- Overlap with your ANU HREC application
- Copy-and-paste from your HREC application and adapt to context
- ANU HREC, Non-Std or in parallel
- ANU HREC approval conditional on Dir PPM approval, vice versa
- Dir PPM review may mean getting some extra approvals
- Privacy Impact Assessment
- CISO
- Advancements
- Registrar



Your Non-Std Teaching and Learning Application

- Work out your application strategy (when, approval sequence)
- Check in with evaluations@anu.edu.au
- Submit application to evaluations@anu.edu.au
- Evaluations reviews and provides feedback (if any)
- You can ignore the feedback and ask Dir PPM sees it “as is”
- Evaluations summarises and makes recommendation to Dir PPM
- Dir PPM reviews all documents and decides on:
 - Unconditional approval
 - Conditional approval
 - Additional information required
- Approved collections appear on Register of Approved Surveys
- Report back to Director PPM via Evaluations
- Reports can help with requests from ANU decision-makers (e.g. orientation and transition, food insecurity)



THANK YOU

Contact Us

Evaluations

T 612 51222

E evaluations@anu.edu.au

W web search “evaluations anu” and you should find us!



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PRIVACY SESSION

Research in Learning and Teaching seminar

Senior Privacy Officer

24 May 2021



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Privacy law The *Privacy Act 1988* (Cth) regulates the collection, storage, use & disclosure of personal information

How does the Act apply to ANU?

ANU is an institution established for a public purpose under The ANU Act (Federal Govt.)

- *The Australian National University Act 1991* (Cth)

ANU is an APP entity and an agency under the Privacy Act



Australian Privacy Principles (APPs)

Australian Privacy Principles — a summary for APP entities

from 12 March 2014

APP 1 — Open and transparent management of personal information

Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

APP 2 — Anonymity and pseudonymity

Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

APP 3 — Collection of solicited personal information

Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

APP 4 — Dealing with unsolicited personal information

Outlines how APP entities must deal with unsolicited personal information.

APP 5 — Notification of the collection of personal information

Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

APP 6 — Use or disclosure of personal information

Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

APP 7 — Direct marketing

An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

APP 8 — Cross-border disclosure of personal information

Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

APP 9 — Adoption, use or disclosure of government related identifiers

Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

APP 10 — Quality of personal information

An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

APP 11 — Security of personal information

An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

APP 12 — Access to personal information

Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

APP 13 — Correction of personal information

Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

www.oaic.gov.au

For private sector organisations,
Australian Government
and Norfolk Island agencies
covered by the *Privacy Act 1988*

What is personal information?

Legal definition:

Information or opinion about an identified individual or reasonably identifiable individual:

- a) whether the information or opinion is true or not; &*
 - b) whether the information or opinion is recorded in a material form or not.*
- Information or opinion - not limited to fact
 - Individuals only - living persons, any age
 - Reasonably identifiable - cautious approach
 - True or not - includes inaccurate information



What is personal information?

Personal Information

sensitive information

credit information

government identifiers

Sub-categories of personal information:

Some types of personal information attract additional obligations under the Act:

- sensitive information
 - health, genetic and biometric information
 - racial or ethnic origin
 - political opinions/memberships
 - memberships of trade associations and unions
 - religious and philosophical beliefs
 - sexual orientation or practices
 - criminal history
- credit information
- Government identifiers
 - Tax File Numbers



Personal information & research

What should researchers think about?

- Do I require identifiable information, or could I use de-identified information?
- Will my research *collect, store, use or disclose* personal information? If so:
 - Have I documented the consent from all individuals?
 - Have I completed a Privacy Impact Assessment for the handling practices?

Note: it is not 'wrong' to use personal information, we just need to ensure the privacy impacts have been assessed/mitigated



Purpose/ use

Why is purpose important?

- ANU must only use personal information for the purpose(s) it was collected
- Purposes are covered in the ANU Privacy Policy
- Personal information may be collected and used for other purposes with explicit **consent**
 - Using personal information for research will require express consent from individuals
 - Other exceptions can apply (e.g. required to disclose by law)



Disclosure

When can I disclose personal information?

- When collecting consent from individuals, this must include any third person/organisation, that personal information will be disclosed to, or any personal information that will be published
- Disclosure without consent is a data breach, that must be reported to the ANU Privacy Officer
- Best practice is to de-identify personal information before sharing or publishing



Consent

When do I need consent?

- Consent is required for any use or disclosure not covered by the Privacy Policy
- Use of individuals personal information in research must be **voluntary** and **opt-in**
- Voluntary or opt-in opportunities may promoted though public channels, such as social media, Wattle, ANU website, digital and paper noticeboards etc
- Emails should only be sent where the purpose of the email is consistent with the Privacy Policy



Privacy Impact Assessment

More information is available on the ANU website

What is a Privacy Impact Assessment (PIA)?

- A PIA identifies how the research project could impact on an individual's privacy
 - makes recommendations for managing and minimising those privacy impacts
- The PIA process should be included as part of the planning for research projects that will handle identifiable personal information
 - It should be revisited and updated when changes are considered
- A PIA will be required if there is a change in the way personal information is handled



De-identifying: what OAIC says

What is de-identified data?

- Information that has undergone an appropriate and robust de-identification process is not personal information and not subject to the Privacy Act
- Whether information is personal or de-identified will depend on the context
- Information will be de-identified where there is no reasonable likelihood of re-identification occurring



De-identifying: what OAIC says

De-identification involves two steps:

1. Removal of direct identifiers
2. Taking the following additional steps
 - the removal or alteration of other information that could potentially be used to re-identify an individual, and/or
 - the use of controls and safeguards in the data access environment to prevent re-identification



De-identifying: personal information

Things to consider:

The key point to consider when de-identifying is that information must not be identifiable OR reasonably identifiable

- E.g. does a small cohort number make individuals identifiable?
- E.g. can this data be combined with another data set to be re-identified?
- Take a cautious approach when determining if the data is reasonably identifiable



De-identifying: further guidance

Resources are available to assist:

- The OAIC has prepared guidance for the process of managing data de-identification
- The OAIC recommends that entities also refer to the De-Identification Decision-Making Framework, produced jointly by the OAIC and CSIRO-Data61, which provides a comprehensive framework for approaching de-identification in accordance with the Privacy Act



Data breaches: what is a breach?

Data breach means:

- unauthorised access to, or unauthorised disclosure of, personal information or a loss of personal information
- Examples of a data breach are:
 - when a device containing personal information is lost or stolen
 - Personal information is shared publically or with third parties, without consent from the individual(s)
- Report all suspected data breaches to the ANU Privacy Officer at the first opportunity



QUESTIONS?

Contact Us

Senior Privacy Officer

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W anu.edu.au/privacy



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