

# Online Survey Guidance

## Contents

Use OnlineSurveys for university-related surveys.....	1
Ethical clearance .....	1
Privacy information sheet.....	2
Obtaining an Online surveys account .....	2
Online surveys training .....	2
Online surveys help.....	2
Appendix 1: University of the Highlands and Islands Privacy Notice Template .....	3

## Use OnlineSurveys for university-related surveys

A campus-wide licence has been purchased for [Online surveys](#) (formally BOS). All staff and students (FE and HE) should now use Online surveys to conduct university-related research (e.g. undergraduate Business students conducting market research projects, post graduate students conducting surveys etc.). For Data Protection and Privacy reasons, **staff and students may no longer use tools** such as, for example, the free or licenced versions of SurveyMonkey, SmartSurvey, Typeform or Microsoft Forms (part of Office 365).

Staff may use Brightspace’s Surveys tool to conduct unit, module or course surveys. Should staff wish to purchase survey software (e.g. Qualtrics), or if they hold a current licence for survey tools other than Online surveys, please contact [LT@uhi.ac.uk](mailto:LT@uhi.ac.uk).

## Ethical clearance

Unless specified below, all students and staff engaged, or about to become engaged, in research activity (this includes staff and students requesting people to complete surveys) must read the [Research Ethics Framework](#), complete an application for ethical approval and ensure that they have confirmation of approval prior to any research taking place. For more information see [UHI’s Ethics page](#).

No ethics clearance is required for staff conducting course evaluations, such as end of module surveys. Note: please use Online surveys or Brightspace’s survey tool.

In the case of students being required to conduct a short survey for unit/module coursework, Module Leaders should contact the Faculty Research Ethics Officer, Fiona Leiper, [faculty.research.ethics@uhi.ac.uk](mailto:faculty.research.ethics@uhi.ac.uk) / 01463 279 347.

### Privacy information sheet

If you are collecting personal data you may be required to conduct a Privacy Impact Assessment and provide participants with a privacy notice, see Appendix 1, the university's privacy notice. Please consult the Information Commissioner's Office (ICO) [guidance](#) and speak to your Data Protection Officer prior to collecting personal data.

### Obtaining an Online surveys account

New account requests will take 2 working days. Please email [servicedesk@uhi.ac.uk](mailto:servicedesk@uhi.ac.uk) or use the [Online survey account form](#) in the Research and Enterprise section of [Unidesk](#).

Staff requiring accounts for students who are conducting surveys for coursework need to apply to the Service desk providing unit/module name, student name(s), university email addresses and the date the account may be terminated.

**Note that no Onlinesurvey user may divulge their User Account password to any other person or share a User Account with any other person.** Each person who has access to an Onlinesurveys Account must use a unique username and password. Multiple users must not log in using a single set of shared credentials (such as a 'group account'). Users may share surveys, see [Online surveys support](#).

All users must agree to the [Online surveys Terms and Conditions](#).

### Online surveys training

Online surveys has an extensive [online support section](#). This includes sections on designing, distributing and analysing your survey, navigating the Dashboard, deleting surveys and sharing a survey with another user.

### Online surveys help

Please email [servicedesk@uhi.ac.uk](mailto:servicedesk@uhi.ac.uk) or use the Self Service form at <https://helpdesk.uhi.ac.uk/>. Log in and click IT Request > Software > Other > New.

### Appendix 1: University of the Highlands and Islands Privacy Notice Template

What information do we collect about you?

How will we use this information?

Who we will share your information with:

How long do we keep your data for?

How we keep your data accurate:

How do we keep your data secure?

#### **Access to Personal Information**

Under the Data Protection Act 1998, you may request a copy of any information we hold about you. If you wish to request access to your information, please contact \_\_\_\_\_ or the [Data Protection Officer](#).