



Participant Information Sheet

Residential Life Survey, 2023

Overview

Students who live in accommodation provided by ANU are invited to complete a short survey. The results of this survey inform continuous service improvements to ensure that the University meets our goal of providing a student experience equal to the world's best. The survey asks about students' experiences in accommodation and for your suggestions on improvement. The survey covers issues including residential staff roles, administration, amenities, community life, safety, wellbeing and academic support.

This year the survey is running a little differently. Rather than an annual survey, Residential Life Surveys will be run in Week 9 of Semester 1 and Semester 2. All students living in ANU residences will be invited to participate in both rounds. Surveying during the semester will give the University and residence management time to listen and respond to feedback in time for the following semester. A quick look report of the survey results will also be published for ANU students and staff one-month after the survey has closed.

Invitations to Residential Life Survey - Semester 1 are sent on Wednesday of Week 9 Semester 1 (3 May). This survey closes on Wednesday Week 11 of Semester 1 (17 May).

Invitations to Residential Life Survey - Semester 2 are sent on Wednesday of Week 9 Semester 2 (4 October). This survey closes on Wednesday Week 11 of Semester 2 (18 October).

Additionally, there is a small set of Residential Life questions embedded into the ANU Welcome Survey. All students commencing in coursework degrees (undergraduate or postgraduate) in Semester 1 are invited to participate in the ANU Welcome Survey. This helps us to understand how the welcome you receive into residences compares with your subsequent experiences in residences. For more information on this survey, please visit: <https://services.anu.edu.au/learning-teaching/education-data/anu-welcome-survey>

Background

We have invited students to undertake an accommodation survey since 2016. Findings from past surveys have influenced service improvements, including:

- additional funding for staff so all residences have a Residential Wellbeing Co-ordinator or similar role,
- additional investment to improve functionality in the Fenner Hall kitchens, and
- more fit for purpose Security services for residences.

This survey is being administered by the Institutional Research team from the ANU Planning and Service Performance Division. It has been developed in collaboration with residence providers and ANU Residential Experience.

Anonymity and Confidentiality

Your responses are anonymous when survey results are reported. We do this by reporting only aggregate summary information (like averages and percentages), such that it is impossible to identify any individual from those reports. This includes any findings shared with external service providers as part of working towards service Improvements.

Your responses to the survey are also confidential. Confidentiality means that we are able to withdraw your responses from the data after they have been submitted. It also means that your responses can be linked back to administrative information about you. The rules governing what can be linked are the same as the rules used for the Student Experience of Learning and Teaching (SELT) surveys you are invited to do at the end of each of your courses. You can learn more about this in the Procedure: Student Surveys and Evaluations (https://policies.anu.edu.au/ppl/document/ANUP_004602). .

There are limited and exceptional circumstances when your confidentiality may be broken. Again, these are the same as the rules used for SELT. In summary, confidence may be broken if required by law, there are clear welfare concerns, or there is a potential breach of University rules, policy or procedure.

How responses are used

We are asking you to complete these surveys so ANU can find out what is working and how to improve things, also known as quality assurance and quality improvement. Given so much effort goes into surveying both by students and ANU, the responses can also give valuable insights into student experience for researchers. For example, linking Information tells us very useful things about how your experience starting at ANU relates to your experience when you graduate.

Raw data are stored securely and access is restricted to the Planning and Service Performance staff at ANU. Reporting will take the form of internal reports to relevant ANU areas for the improvement of student experience. Consistent with the procedure governing SELT, responses may be used to support research following approval from the Deputy Vice Chancellor (International & Corporate) and a duly constituted Human Research Ethics Committee.

Privacy

The survey complies with the Privacy Act 1988 and its subsequent amendments, which are available at <https://www.legislation.gov.au/Details/C2022C00361> and <https://www.legislation.gov.au/Series/C2004A03712/Amendments>, respectively.

Additionally, the survey 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:

- accessing or seeking correction to personal information, and/or

- 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/learning-teaching/education-data/anu-welcome-survey>

Risks to participants

The survey uses non-invasive questions to ask participants about their engagement in, and experiences of, various accommodation services. The risk to participants is assessed as low. However, if you are confronted by some aspect of the survey or experience distress after completing this survey, please seek support from the services listed below.

Support services

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

- ANU Counselling Centre, available 8:00am – 5:00pm: To make an appointment, please phone on 02 6125 2211, option 1 for counselling or email counsellingcentre@anu.edu.au (see [ANU Counselling](#))
- ANU Wellbeing and Support Line operational 24 hours a day: 1300 050 327; SMS text message service 0488 884 170
- Respectful Relationship Unit: respect@anu.edu.au (see [Respectful relationships at ANU](#))
- [Lifeline](#) (available 24/7): 13 11 14
- [Kids Helpline](#) (up to 25yr olds 24/7): 1800 55 1800
- [QLife](#) (available 3pm – midnight): 1800 184 527 or Online Chat
- [ehedspace](#) (up to 25yr olds): 1800 650 890 or Online Chat

Contacts

For further information about this survey, please contact:

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

For questions or comments about ANU Residential Experience, please contact:

Residential Experiencee
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<https://www.anu.edu.au/study/accommodation>