



Students' Union Simple Online Feedback Tool (SimOn) Comment Redaction Guidance

Qualitative Survey Results

Student feedback comments provide some of the richest insights into the student experience in terms of what we must protect, build upon and what must change. It is important that all those who contribute to the student experience are required to engage with, learn from and respond in a timely way to this feedback. All surveys provide guidance to students on the importance of providing constructive feedback and as such, each survey asks students to avoid identifying staff or students in their comments or using offensive language. SimOn is administered internally by the Students' Union.

Policy for the review of qualitative feedback comments

1. The Head of School, Head of Professional Department and relevant member of University Executive will be able to view raw survey data where this is available.
2. All names and identifiers will be removed by the Students' Union before the results are distributed and published.
3. Offensive language will be removed by the Students' Union before the results are distributed and published.
4. Comments raising issues of concern will be followed up by the Students' Union and progress tracked. (by the Students' Union)
5. Individuals will be made aware of positive comments made about them by the Students' Union.

Procedure for the review of qualitative feedback comments

1. Stage 1 data - Raw comments will be stored internally with the Students' Union Student Voice Team in protected files.
2. Stage 1 data - will be sent to Heads of School and Heads of Professional Departments. Each HoS and HoD will only receive the results for their own School or Department. This data may be copied to the appropriate member of Executive.
3. **Redacting Comments** – The Students' Union will then review all comments and ensure:
 - a. All names are redacted and replaced with three question mark symbols (???). Note, names must be removed even when used in a positive manner.
 - b. Offensive language is redacted and replaced with three x's (xxx). If possible this should be done whilst leaving the main point of the comment intact.
 - c. Any comments that are very critical of an individual's practice (where that individual can be identified) are redacted.
 - d. Any comments that make a serious allegation about an individual or their experience of studying at, or working in, or dealing with the SU or University are redacted.
 - e. Any comments which, if published, could present a serious risk to the well-being of an individual or to the reputation of the University are redacted.
4. **Stage 2 data** – once any comments meeting the criteria above have been removed the remaining data becomes stage 2 data. Stage 2 data will be accessible when requested by subject/ course representatives for relevant university meetings. SimOn reports will also be available via the Course Portal. Both locations will include a reminder to staff and students about their confidentiality obligations.
5. **Redacted comments** – any comment that has been subject to partial or complete redaction must be entered in its original raw state onto a separate spreadsheet, along with any profiling information associated with it (i.e. all data will be preserved in the same row in the original spreadsheet). This may include negative and

positive comments. This new spreadsheet must remain password protected using the same password as on the original file.

6. **Actions taken to investigate**, respond or otherwise deal with the issue raised will be recorded internally by the Students' Union and relevant members of University Executive will be able to view this data. HoS or HoDs can contact the Students' Union Student Voice team for these details.
7. Oversight of this process will rest with the Students' Union. For further guidance please contact the Students' Union Student Voice Manager, Louise Fensome lfensome@glos.ac.uk

July 2019