

FREQUENTLY ASKED QUESTIONS

Q: What is University Talk all about?

A: It is a feedback forum where anyone can share their ideas and views around university. There are regular online surveys, discussions and polls covering a variety of topics – anything from feedback on your most recent experience or encounter with a University to ideas for new programs to feedback on the latest school advertising and promotional campaigns.

Q: What do you do with the information collected on the University Talk community?

A: Survey responses are analyzed and the results are used by key decision makers from Deakin University to improve the overall university experience. Please note that the individual responses you give are fully protected by the Data Protection Act.

Q: How many activities do I have to complete?

A: We'll usually email you once a month or so to invite you to share your opinions and experiences. The more feedback you give, the more information we'll have for improving our products and services, and the more chances you have to win some amazing prizes.

Q: How much time will the surveys/activities take to complete?

A: We know your time is precious, so all the surveys and activities are designed to be short and concise. You'll be asked to assess your experience, our performance, measure progress, and to identify areas for improvement.

Q: How do I participate in an activity or a survey?

A: We'll email you a unique URL address for each activity/survey. Simply click on that URL or cut and paste it into a web browser and you can participate in the activity and complete the survey form online.

Q: How long will I have to complete each survey/activity?

A: You'll usually have between 3 days to one week to complete each survey.

Q: Are the survey findings available for members?

A: Some survey results will be available to all members of the community via the newsletter. Login is via the University Talk on www.universitytalk.com.au. A member newsletter will also be sent out quarterly to keep you updated.

Q: How long will I stay part of the community?

A: You can be part of the University Talk community as long as you are actively participating in surveys. You can unsubscribe from the community by sending an e-mail request to support@universitytalk.com.au

Q: What happens after I join?

A: Once you're accepted into the community, you'll receive a confirmation e-mail containing a link. Simply click on the link to become an active member. When a survey becomes available, you'll receive an invitation e-mail with a link to the survey. You can also access this survey and any other active surveys through the member website.

Q: How can I unsubscribe from the community?

A: Every email invitation will have a link at the bottom allowing you to unsubscribe from the University Talk community. You can also unsubscribe by emailing us at support@universitytalk.com.au and inserting "request removal" in the subject line. If you unsubscribe you will no longer be a member, and will no longer receive emails

Q: I've forgotten my password. How do I retrieve it?

A: To retrieve your password, please follow these instructions:

1. Go to: <http://www.universitytalk.com.au>
2. Enter your email address in the email address field.
3. Click the "Forgot password?" link.
4. We'll email you a link to reset your password. Please also check your spam folder for this email.

Q: How do I change my email address/contact information?

A: The easiest way to change your contact information is to visit <http://www.universitytalk.com.au> and log into the member section ('update' on the top of the page) and provide us with your new information. Otherwise, simply email us at support@universitytalk.com.au

PRIVACY INFORMATION AND QUESTIONS

Q: Will my profile information be sold to other companies?

A: No. All information is strictly confidential and your privacy will be protected. Your name will never be sold, exchanged, or distributed to any other party without your permission. For more about how we collect and use your personal information, please see our Privacy Policy.

Q: How is my privacy protected?

A: All your survey responses will be kept strictly confidential. To ensure your privacy, answers will be grouped together with those of other University Talk members who have completed the same survey and all information provided will only be used in aggregate form. None of your personally identifiable information will be reproduced in our survey results. Just remember - any information that you post on the Forums will be accessible to other members. You will be asked to choose a screen name when posting on the forum. This name will appear next to your posts and does not have to be your real name.

Q: What will you do with my email address?

A: We need your email address to invite you to participate in activities and to send you updates on research results and our member newsletters. Please be sure to keep your email address updated to ensure we can stay in touch.

Q: Why do you need my personal information?

A: The information you give us during registration helps us to select activities that best match your profile, and is used for statistical purposes only. Your responses may be grouped together with those of many other members on the community so that the data may be read and understood more easily. All information provided is kept strictly confidential and is used for legitimate research purposes only. We also need your personal information to notify you if you have won one of our prizes.

Q: What information must I give to be considered for the community?

A: A brief member profile completed during the initial survey stage is all we need for us to consider your eligibility for the community.

Q. Where will my personal information be held?

A. **Privacy Statement:** Deakin University has engaged Vision Critical to administer the University Talk community and collect your Personal Information on behalf of Deakin University. Vision Critical is a global market research company based in Canada and your information will be held off-shore within their Canadian servers.

TECHNICAL SUPPORT QUESTIONS

Q: What are the minimum browser requirements for joining the Panel and filling out surveys?

A: Our community site has the following minimum requirements for members:

Desktop Browser: BROWSER		Operating System		
Windows	Mac OS X	Linux	iOS for iPad	
Internet Explorer (IE)	8 or higher	N/A	N/A	N/A
Firefox	4.0 or higher	4.0 or higher	4.0 or higher	N/A
Safari	5.0 or higher	5.0 or higher	5.0 or higher	4.2 or higher
Chrome	7.0 or higher	7.0 or higher	N/A	N/A