

Guide to ACU Measures survey tool

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Introduction

As part of its ongoing commitment to international university management and its members worldwide, the ACU has developed **ACU Measures** – an online survey and benchmarking tool designed to enhance both data collection and reporting on key areas of university management. One of the main features of this online tool is the ability for institutions to use custom comparison groups to benchmark and track their institution's data alongside that of their chosen comparison groups.

This document is intended to guide users through the process of completing surveys in ACU Measures.

Surveys

Institutions that participate in ACU Measures receive access to specific reports and benchmarking tools free of charge. These participation benefits are not available to non-members at this time. As such, it is in the interests of member institutions to participate in the surveys.

Data is collected annually through ACU Measures in the following areas:

- Institutional Profile (type, financial data, staff and student numbers)
- Salaries (versions: academic staff, clinical/medical staff, research staff) and Benefits
- Research Management
- Gender

Roles

In order to participate in the exercise, staff members need user accounts/roles, which define users' access to survey data entry and/or benchmarking (viewing results).

ACU Measures has the following types of roles:

- **Respondent** – individuals who complete survey(s) (enter data) on behalf of their respective institutions.
- **Viewer** – individuals who are authorised to run benchmarking reports on their respective institutions but not complete surveys.
- **Primary Contact** – individuals your institution has nominated to be the first point of contact for each survey. Primary Contacts may choose not to be Respondents (enter data into surveys) but they will also be 'Viewers', i.e. have access to benchmarking reports.

All 'Respondents' and 'Primary Contacts' (as described above) are also able to run benchmarking reports on their respective institutions, unless otherwise instructed by their institution.

All senior management staff have 'Viewer' accounts so that they can log-in and view their institution's results, run reports, create downloadable tables and graphs once the data entry phase is completed. Individuals in this category include vice-chancellors, registrars and deputy vice-chancellors.

Data entry

Each survey will have a 'Respondent' who is authorised to enter data for that survey.

When the annual exercise opens, institutions (senior management staff) are asked to nominate or update which members of staff should be 'Respondents', i.e. authorised to complete the surveys for the individual areas (listed above).

Institutions can choose how many staff members should have access to survey data entry, i.e. they can nominate one member of staff to enter data for all areas (surveys), or one member of staff per area.

When a survey opens for data entry, an email announcement is sent to the 'Respondent' at your institution authorised to enter data into that survey. Once a survey has been assigned to a 'Respondent', that individual will receive access to that survey in all subsequent years unless the role is removed by the ACU.

Each survey will have a 'Primary Contact' (who may also be the 'Respondent' entering data). Where your institution has nominated 'Primary Contacts' for the Institutional Profile, Salaries and Benefits, Research Management and Gender surveys, these are also contacted with information about each survey.

If you are a 'Primary Contact' and would like to update your institution's 'Primary Contact' or add another individual to be the 'Respondent' (i.e. authorised to enter data) for a survey, please email measures@acu.ac.uk with the name, email address and job title of the 'Respondent' you would like to add. Please also specify clearly which survey(s) they should have data entry access to.

Please note that only one response per institution and survey is requested.

Please contact us if you would like to know the names of the current Primary Contacts at your institution.

Completing surveys

If you are a 'Respondent', you are authorised to enter data on behalf of your institution for that particular survey. You will receive an email informing you when the survey is open for responses, followed by reminder messages as the survey deadline approaches.

If you do not have an account authorised to access a survey, the ACU can authorise your access. Please email an authorisation request showing the name, email address, job title and survey(s) to be updated to measures@acu.ac.uk

Quick Guide

To access ACU Measures please go to: <https://measures.acu.ac.uk>

Your user name is your email address, e.g. measures@acu.ac.uk

Then, please follow these three quick steps to get started:

1. Before you can login to the system, you need to create a password. This is very straightforward – beneath the login box, you can set your own password by clicking on the link '[create a new one](#)'. Enter your email and then the system will send you an email with a link to create your password.
2. Once you are logged in, you will be taken to the ACU Measures home page. To start the survey, click on the relevant survey link on the right hand side of the home page, under '**Upcoming deadlines**'. This will bring up the survey and instructions.
3. Please note, before you can enter any responses, you will need to tick the box to indicate that '**My institution will complete this survey**'. Please remember to tick the '**Completed**' box when you are finished with your survey.

Accessing surveys

- Any active surveys for your account will be listed under 'Upcoming Deadlines' on the right-hand side of the home page. Click on the quick link for the survey you want to complete.

The Association of Commonwealth Universities | ACU Measures

Home | General | Surveys | Benchmarking | Downloads | FAQs | Log Out

Welcome, ACU Measures

Personal Info
 ACU Measures
 Demonstration user
 Your University
 measures@acu.ac.uk

Quick Links
[Surveys](#)
[Coming soon: Predefined Reports](#)
[Comparison Groups](#)
[Downloads](#)

Messages
 You have no messages.

Upcoming Deadlines

Survey	Deadline
Research Management	Oct 24 (77 days)

Alternatively, you can go to **Surveys > Survey Menu** to see a full list of active surveys assigned to your account for data entry. Choose the survey you wish to complete from the survey menu and click 'Go'. This will bring you to the main page for the survey itself.

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Your University

Surveys

Active Surveys are currently available for data entry. You may also [review Inactive Surveys](#).

Survey	Open	Deadline	Active Surveys
Gender		None	2014 ▼ Go
Training Survey	Feb 12, 14	Mar 31, 14	2014 ▼ Go
DRUSSA Benchmarking Survey	Jan 20, 14	Feb 12, 14	2014 ▼ Go
Research Management	May 14, 14	Oct 24, 14	2014 ▼ Go
Staff Salary Survey: Academic, Clinical, Research	Jan 1, 14	Oct 24, 14	2014 ▼ Go

- Once you have chosen the survey you will see a 'Survey Status' area at the top of the screen. The options listed here allow you to activate the survey and submit the data when you are finished.

Important! In order to enter data into the survey, you need to activate the survey by ticking the **'My institution will complete this survey'** box in the 'Survey Status' area.

If you would prefer not to complete the survey in this year, you can mark it as **'Will Not Complete'** which will remove you from reminder emails for this survey this year.

Your University 2014 Staff Salary Survey: Academic, Clinical, Research

Deadline: Mar 31, 2014

Survey Status

Important: When you have completed all your input, you must mark your survey **Complete** or ACU may not be able to use your data.

		Checked on	Checked by
My institution <u>will complete</u> this survey	<input checked="" type="checkbox"/>	15-Jan-14	Emma Falk
Sorry, my institution will NOT complete this survey	<input type="checkbox"/>	—	—
My institution's survey is COMPLETE!	<input type="checkbox"/>	—	—
Cleaned and Locked	<input type="checkbox"/>	—	—
Awaiting Follow Up response	<input type="checkbox"/>	—	—

[Skip to Completion Process](#)

- Now that your survey is active, read through any policies, important information, or instructions at the beginning of the survey before continuing.
- Once you are ready enter data, **click on the survey section(s) under the 'Survey Form' to enter data.** Please read all instructions and directions for each question.

Survey Form

- [Introduction](#)
- [Helpful Hints](#)
- [Preliminaries](#) 4 / 6
IMPORTANT: Your answers here will determine which salary sections you will then see below.
- [Annual Salaries of Academic Staff](#) 5 / 32
- [Annual Salaries of Clinical Staff](#) 0 / 32
- [Annual Salaries of Research Staff](#) 0 / 32
- [Benefits](#) 0 / 63
- [Feedback](#) 0 / 12
 What did you think of this survey and website?

- Enter data in each section that applies to your institution.** In some surveys, later sections are dependent on data entered in earlier sections of the survey. Please be aware that some sections will require you to complete them in the specific order listed in the instructions on the survey page.

- You do not need to complete the data in one sitting. If you do need to stop before you have completed your survey, **please remember to save any section you are working on**. You can return to it at any time until the close of the survey.
- You can also download a copy of the whole survey – or parts of the survey – by choosing the **Click for a print-friendly PDF of your survey** under the 'Completion Process' box on the main survey page.

Completion Process

 Check your survey for common problems	Find problems that must be addressed before your survey can be completed.
<div style="border: 2px solid red; padding: 5px; display: inline-block;">  Click for a print-friendly PDF of your survey </div>	Please save a PDF copy of your survey so you have a record of all your data entry.
 Go to Survey Status	The last step is marking your survey complete at the top of this page.

- Once you have completed data entry, click on the **'Complete'** option in the survey status area to submit the survey.

Survey Status

Thank you for participating. We have your data and recognize that you have marked your Survey **Complete**. You may correct or otherwise modify your data until this Year's Survey deadline is reached. To do so, you will need to uncheck the **Complete** status box and make your changes. After you make your changes, please re-check the **Complete** status box.

In marking your Survey **Complete** you have released these data to The Association of Commonwealth Universities for use in developing statistical reports and for benchmarking and reporting purposes within The Association of Commonwealth Universities. The use of these data are governed by the terms in the [Privacy Policy statement](#).

	Checked on	Checked by
My institution will complete this survey	<input checked="" type="checkbox"/> 15-Jan-14	Emma Falk
My institution's survey is COMPLETE!	<input checked="" type="checkbox"/> 08-Aug-14	Emma Falk
Cleaned and Locked	<input type="checkbox"/> —	—
Awaiting Follow Up response	<input type="checkbox"/> —	—

 [Skip to Completion Process](#)

Helpful tips!

- You can return to your survey at any time until the closing date. Please remember to save your survey and **Bookmark** the page so that you can easily find it again.
- For your convenience, your university's previous responses are included, if available. If you want to copy a response from a previous year, click the **'Copy'** icon next to the text 'Reported in 2016'. Your response for 2017 can then be edited.

Frequently Asked Questions: Surveys

- 1. I am supposed to complete a survey, but it doesn't appear on my Survey Menu or I can't see anything on the Survey Menu.**

This means that your ACU Measures account is not currently authorised to enter data into this survey. The ACU can authorise your access. Please email an authorisation request showing the name, email address, job title and surveys to be updated to measures@acu.ac.uk

- 2. Received validation error message on section save or on clicking 'completed and approved.'**

Each error message should tell you which response, section, and question is falling outside of our current validation rules for that item. Check the error message carefully and update your response if necessary. Depending in the items, you may have the option to enter a comment and skip this validation error. Please do not skip the items unless you are positive that your response is correct. All validation errors are manually re-checked by ACU staff and surveys with incorrect data are removed from our analysis until corrected.

- 3. I am missing sections in my survey.**

Please double-check to ensure that you have completed any preceding sections that are required to proceed. As surveys are often dynamically created based on your previous responses, some sections may not be visible until you have answered the previous questions. If you believe you have completed all relevant items and still do not see specific sections, please contact us and we will be happy to assist you.