

## Enrolment for the STUDENT UNION SURVEYS Survey Service

### 1. INTRODUCTION

This document explains the basis on which we will provide you with our survey service. You use the service by purchasing blocks of responses each year that you can use for as many surveys as you wish. There is no restriction on the size of questionnaires or the number of surveys. You can purchase further blocks of responses as necessary. To enrol for the service, please read these notes, print this document and complete the enrolment form at the end of this document. Then mail or fax the enrolment form to the address above. The fax number is on the enrolment form.

### 2. WHO WE ARE

Student Union Surveys is a division of Survey Innovation Limited. In this Agreement either of those names, or [studentunionsurveys.com](http://studentunionsurveys.com), are interpreted as referring to Survey Innovation Limited.

### 3. WHEN THESE TERMS APPLY (SERVICE PERIOD)

The Service Period corresponds to 12 months starting on the enrolment date and expiring 12 months later. The Service Period is deemed to be renewed annually unless terminated by giving notice by letter or by email at least one month prior to the end of the current Service Period.

### 4. WHAT WE WILL DO

We will provide you with an online, Internet-based facility to build questionnaires, launch surveys and report results rapidly, efficiently and cost effectively.

#### 4.1. When you sign up for the service we will:

1. Set up your 'platform access' enabling you to use the service.
2. Set up the visual 'look and feel' of your questionnaires for you, using logos and other images of your choice. Note that you can create and store additional style templates.
3. Give you access to our library of questionnaire templates.
4. Provide training and familiarisation using our website documentation and online coaching, for up to three registered users. Optionally, this can be supplemented by onsite training for which appropriate fees will be quoted.
5. Help you to build, launch and analyse your first survey. We will include 200 responses at no extra cost towards your first survey.
6. Support you as necessary throughout the Service Period.

#### 4.2. As the Service Period runs we will:

1. Make the service available to you and deal promptly with any interruptions to service.
2. Monitor your usage of responses and give you regular reports on the balance available to you.
3. Offer short critiques of new questionnaires on request.
4. Provide ongoing support through our website, email and by telephone.
5. Make available a full questionnaire design and management service at additional cost.
6. Make up to three changes to your registered users free of charge during the Service Period.

## 5. WHAT YOU AGREE TO DO

### 5.1. By enrolling for the service you will:

1. Pay the appropriate fee.
2. Provide us with the name and contact details for the person who will be the principal user plus up to two further system users. A form for this purpose is attached at the end of this Agreement.
3. Supply us promptly with the necessary information and graphics, on a royalty free basis, that we need to set up the 'look and feel' of your questionnaires.
4. Make all your users, whether registered with us or not, aware of their duty of care under this Agreement.

### 5.2. As the Service Period runs you will:

1. Represent that you are the owner or are authorised by the copyright owner to use any copyrighted materials submitted or provided by you or any others using the logins provided. You are reminded that unauthorised use may be in violation of the law and could result in a liability on you. Student Union Surveys cannot be held liable for any material posted under this Agreement through your logins and passwords. Please guard them carefully.
2. Provide us with new contact names when personnel change.
3. Pay fees promptly.

### 5.3. Third party use of the service:

1. You may use the service to provide a questionnaire and survey service for your members, for example, to help them with research relating to their courses or projects, or conduct surveys on your members on behalf of outside parties, subject to the conditions in this Agreement.
2. If you do so you can keep all fees you may charge for this service as revenue for your Union.
3. You retain responsibility for the production and management of those surveys unless you specifically sub-contract them to us, for which a fee may be payable.

## 6. WHAT HAPPENS IF...

### 6.1. ...You use up all your responses:

You can then purchase a further block of responses that you can use for 12 months from the date of purchase.

### 6.2. ...You overrun your permitted number of responses:

If, in the Service Period, you overrun your agreed number of responses by less than 5% there will be no penalty.

If the overrun is greater than 5%, then we reserve the right to suspend the service immediately, even (in extreme cases) for ongoing surveys, until the situation is resolved.

### 6.3. ...You do not use up all your responses within the Service Period:

We will allow you to carry forward unused responses up to 10% of the total for which you subscribed, provided that you continue to subscribe for our survey service in the following Service Period.

## 7. FEES AND PAYMENT

There is an annual subscription that covers the Service Period. Select the subscription rate appropriate to the number of responses you anticipate receiving from all the surveys you are likely to conduct in the Service Period.

Once you have enrolled you are then able to use your responses as quickly as you wish, for as many surveys you wish to conduct. Fees for any additional services will be negotiated if and when required.

The annual subscription is payable in advance, at the beginning of the Service Period. All fees are subject to VAT. The fees are as follows:

### 7.1. Annual Subscription

- Level 1 - £1,750 for 1,000 responses
- Level 2 - £2,350 for 2,000 responses
- Level 3 - £2,950 for 3,000 responses

Special terms are available for unions requiring more than 3,000 responses.

## **7.2. Payment terms**

All invoices are due for payment within two weeks of issue date. Your first survey in each Service Period can be launched after payment of the annual fee has been received. Late payment may result in suspension of service and/or a request for payment of the balance in advance.

## **8. EMAIL INVITATIONS AND RESPONSES**

There is no limit on the number of email invitations you can send out for a particular survey and there is no charge for non responses. A response is counted only when someone starts to complete a survey, whether through an invitation email or a survey embedded in your website.

Most people will complete a survey but some will not. A questionnaire that is well constructed and not too long is more likely to be completed in full than one that attempts to be too ambitious or convoluted. Our system enables you to see incomplete responses separately from complete responses, so you can derive the value of incomplete responses, albeit limited to the questions answered.

## **9. CONFIDENTIALITY**

Survey Innovation Limited will respect the confidentiality of your surveys and the results you obtain from them. Your results will not be disclosed to any other party without your prior, written permission.

## **10. MODIFICATION**

Survey Innovation Limited may modify the terms of this Agreement from time to time and will advise you accordingly. Any changes to the pricing structure will be notified not less than 90 days before the end of the current Service Period.

## **11. LIMITATION OF LIABILITY**

Student Union Surveys will not be liable for any damages that result from your use of any of its services or websites.

We are not responsible in any way for any other website that you may link to through any of our services or websites.

## **12. LIMITATIONS OF USE**

Any use you make of our sites or services must be ethical and legal. You may not infringe any copyright or other intellectual property rights, make use of or provide any material that is defamatory or fraudulent.

Any and all content is, of course, subject to all applicable laws. Any perceived violations of law are liable to be reported by Student Union Surveys to the relevant law enforcement authorities. Student Union Surveys reserves the right in its sole and absolute discretion to deny access to any such materials without notice.

Should your access be withdrawn because of an infringement of the above then your access is liable to be cancelled for the remainder of the Service Period and all fees due for the Service Period may become payable immediately.

These notes set out the main terms and conditions of use under which our service is provided. The full Terms and Conditions can be inspected on our website.

## **13. PRIVACY POLICY**

Student Union Surveys is committed to protecting the privacy of our survey clients and website visitors. We strive to offer you the many advantages of Internet technology and to provide an interactive and personalised experience. We will never disclose your email address or other personal details to any third party without your prior, written permission, unless required by law.

When you use our integrated email service for distributing surveys, your lists of names are loaded into our servers. Once they have been loaded neither you nor we can gain access to them other than through survey result reports, which are under your control.

**ENROLMENT FORM FOR THE STUDENT UNIOIN SURVEY SERVICE**

**Please fax to 01227 861144 or mail this Enrolment Form to Student Union Surveys**

Full trading name of your Union		
Correspondence address		
Name of person placing this order		
Signature		
Date		
Position		
Email address		
Direct line	Mobile	Switchboard

Tick the number of responses required for the year	1,000 responses (£1,750)	2,000 responses (£2,350)	3,000 responses (£2,950)
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Please give details of up to three people who will be the regular users of our survey service. At least one user has to be entered initially – you can add others later.

	User 1	User 2	User 3
Name			
Title			
Direct line			
Mobile			
Email			

\* Contact us for prices for more than 3,000 responses