2021 Graduate Outcomes Survey

Methodological Report

October 2021

Social Research Centre

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1.   Introduction

1.1   About this report

This methodological report describes the sample preparation, data collection, data processing and reporting aspects of the 2021 Graduate Outcomes Survey (GOS, 'the survey'), conducted on behalf of the Australian Government Department of Education, Skills and Employment ('the department') by the Social Research Centre. This report is organised into the following sections:

- Section 1 provides background information and a general overview.

- Section 2 describes the target audience and sample design.

- Section 3 documents the survey design and procedures for conducting the study.

- Section 4 outlines the questionnaire development phase and provides an overview of changes from the previous iteration including institution specific items.

- Section 5 describes the data processing procedures.

- Section 6 documents the final dispositions and response rates.

- Section 7 presents an analysis of response.

- Section 8 outlines key learnings and considerations for future iterations of the GOS.

1.2   Background

The GOS is a component of the Quality Indicators for Learning and Teaching (QILT) suite of surveys, commissioned by the department. The GOS replaced the Australian Graduate Survey (AGS) conducted between 2009 and 2014. For a more detailed history of the GOS and its predecessor instruments, refer to the *2017 GOS Methodological Report*.

Prior to the 2021 GOS, the department funded the participation of Higher Education Support Act (HESA) institutions only. In 2021, department funding of QILT participation extended to non-HESA institutions for the first time.

1.3   Objectives

The broad aim of the GOS is to measure the short-term labour force outcomes achieved by graduates of Australian higher education institutions (approximately) four to six months post completion of their undergraduate or postgraduate award. The development, collection and reporting of these measures provides reliable, valid and generalisable information on graduate outcomes to the Australian government and to higher education providers. Specific research objectives of the GOS were to measure recent higher education graduates':

- employment and further study outcomes

- level of satisfaction with their higher education course.

The GOS survey instrument is also the mechanism for building sample for the Employer Satisfaction Survey (ESS). The ESS is the first national survey that directly links the experiences of graduates to the views of their direct supervisors. At the completion of the GOS proper, the ESS was introduced and GOS respondents who confirmed that they were in employment were asked to provide contact details for their work supervisor. The ESS collected the insights and perceptions of Australian employers to help monitor and better understand:

- the specific skills and attributes employers need in their business

- how well higher education is equipping graduates for the workforce.

The ESS was positioned to employers as an opportunity for them to provide feedback about their perceptions of higher education, not as an assessment of the graduate. An ESS fact sheet was available to employers via the QILT website and is included at Appendix 8.

1.4   Overview

Graduates who completed a course from March 2020 through to February 2021 were invited to participate in the 2021 GOS. For most institutions, the GOS 'collection cycle' was conducted over two 'collection rounds' (November 2020 and May 2021). There was also a February 2021 round available for institutions with graduates who completed a course between August and October 2020. In 2021, the scope of the GOS was extended to include all Australian higher education institutions (refer to Section 2.2 for further detail on institutional participation).

Graduate sample, including contact information, was provided by the higher education institutions. A *Collection and Sample Guide* was provided to institutions to help with their administration of the survey and is included at Appendix 1. Except for retired items and institution specific questions (refer to Section 4.4), the survey instrument deployed at each round in the 2021 GOS collection cycle largely maintained consistency with previous years.

The survey was fielded online in English only. Invitations were sent by email, with reminders sent by email and SMS. Reminder calls were also deployed with selected non-responding graduates. Participating institutions could also commission additional reminder calls or full interviews via Computer Assisted Telephone Interviewing (CATI) after the conclusion of the main online fieldwork period. Surveys completed as a result of reminder calls are included as completed surveys in this report. No full CATI interviews were commissioned for the 2021 GOS.

A total of 127,827 surveys were completed. This was made up of 117,030 graduates of 41 Australian universities and 10,797 graduates of 86 non-university higher education institutions (NUHEI). Refer to Table 1 for further details of participation by round.

Response rate varied across each round, with the highest response rate achieved in the May round as compared to November and February. The final overall response rate for the 2021 GOS was 40.4 per cent, slightly lower than the response rate from the 2020 GOS (42.3 per cent). The final response rate for the 2021 GOS was slightly higher for universities (40.5 per cent) compared to NUHEIs (39.3 per cent).

Table 1   Key project statistics

	November 2020		February 2021		May 2021		Total	
	University	NUHEI	University	NUHEI	University	NUHEI	University	NUHEI
Participating institutions (n)	41	57	29	40	41	79	41	86
Total sample (n)	98,874	11,605	19,772	6,249	193,551	12,307	312,197	30,161
In-scope sample approached (n)	92,532	10,704	18,512	5,623	178,088	11,151	289,132	27,478
Surveys completed (n)	37,185	4,110	7,479	2,011	72,366	4,676	117,030	10,797
Response rate (%)	40.2	38.4	40.4	35.8	40.6	41.9	40.5	39.3

Note: For the purpose of QILT projects, 'response rate' is defined as surveys completed as a proportion of in-scope sample approached, where in-scope sample approached excludes unusable sample (e.g. no contact details), out-of-scope and opted-out. This definition of response rate differs from industry standards by treating certain non-contacts and refusals as being ineligible for the response rate calculation. See American Association for Public Opinion Research (2016) for standard definitions.

1.5   Project milestones

Table 2 provides a summary of the key project milestones for each round in the 2021 GOS.

Table 2   Key project milestones

Task	November 2020	February 2021	May 2021
Establishment			
Questionnaire development	15-Sep-20 to 15-Oct-20	10-Nov-20 to 10-Dec-20	8-Mar-21 to 8-Apr-21
Sample preparation	24-Aug-20 to 9-Oct-20	26-Oct-20 to 11-Dec-20	22-Feb-21 to 14-Apr-21
Fieldwork			
Soft launch main online fieldwork period (NUHEIs)	27-Oct-20	27-Jan-21	27-Apr-21
Start main online fieldwork (Universities)	29-Oct-20	28-Jan-21	29-Apr-21
In field reminder calls	5-Nov-21 to 25-Nov-21	4-Feb-21 to 25-Feb-21	5-May-21 to 25-May-21
Main online fieldwork closes*	29-Nov-20	28-Feb-21	30-May-21
Post field reminder calls†	30-Nov-20 to 8-Dec-20	1-Mar-21 to 13-Mar-21	31-May-21 to 10-Jun21
Fieldwork closes†	16-Dec-20	16-Mar-21	16-Jun-21
Reporting			
Draft data and documentation to the department	-	-	15-Jul-21
Draft National Report to the department	-	-	31-Jul-21
Draft International Report to the department	-	-	31-Jul-21
Final data and documentation to the department	-	-	31-Jul-21
Methodology Report to the department	-	-	15-Aug-21
Institutional Tableau report and data files delivered	-	-	31-Aug-21
Final National Report to the department	-	-	31-Aug-21
Final International Report to the department			31-Aug-21

* Institutions that did not opt for post field reminder calls.

† Institutions that opted for post field reminder calls.

2. Sample preparation

2.1 Target population

The in-scope population consisted of all graduates who completed the requirements of an undergraduate or postgraduate award at a participating Australian higher education institution between March 2020 and February 2021. This included domestic and international graduates living outside Australia who studied at an Australian campus. Offshore graduates who studied at a campus outside Australia were excluded from the core survey.

All graduates meeting these criteria were selected for inclusion in the survey. In this way, the 2021 GOS was an attempted census of all in-scope higher education graduates, there-by ensuring as full coverage as possible.

2.2 Institutional participation

All institutions that previously participated in the QILT surveys, along with institutions newly registered with QILT, were invited to participate in the GOS via the *Participation and Additional Services Form* (PASF, refer to Section 3.1.2). Invitations to complete the PASF were sent via email to all registered institutional contacts approximately two months prior to the commencement of online fieldwork for each round.

For the 2021 GOS 149 institutions (41 universities and 108 NUHEIs) were invited to participate. In accordance with previous collection cycles, institutional participation in the 2021 GOS was optional, with 22 NUHEIs choosing not to participate. With the scope of the GOS extended, 12 non-HESA approved providers participated and are included in reporting as NUHEIs. The main reasons for institutions choosing not to participate were not having any student completions in one of the three reference periods for each of the respective GOS collection rounds or in some cases not having the administrative resources required (e.g. resourcing impacted by COVID-19, institution unable to meet timeline for the submission of sample). Most universities participated in all three rounds, while the majority of NUHEIs that participated in the 2021 GOS only participated in November and May. The November and May rounds had higher levels of institutional participation as the in-scope reference period for graduates aligned with the more common course completion dates in the middle or end of the year. For a list of participating institutions and sample size by round, refer to Appendix 2.

2.3 Course majors

The default methodology for the GOS is to survey at the course/qualification level, however institutions have the option to survey their graduates at the majors level. Prior to providing sample for the 2021 GOS, institutions were asked to confirm whether they wanted their graduates surveyed at the majors level. For consistency of data, institutions were required to take a uniform approach to surveying at the course level or majors level across the entire 2021 GOS collection cycle.

As majors data is not included in the Higher Education Information Management System (HEIMS) or Tertiary Collection of Student Information (TCSI) project, the option of surveying using majors was only recommended for institutions with generic course offerings (i.e. Bachelor of Arts, Bachelor of Science, Doctor of Philosophy) that also had accurate administrative majors data available for populating sample. Institutions that elected to survey using majors were asked to complete or update a concordance of majors to courses for their institution and provide data for each graduate's major(s) in the returned sample files. In the 2021 GOS there were 14 institutions (all universities) that opted to survey using majors. All other institutions chose to survey their graduates at the course/qualification level.

With the removal of the Course Experience Questionnaire (CEQ) from the core GOS questionnaire (see Section 4.3) the value of surveying with majors may be diminished for some institutions. As such institutions may want to re-evaluate whether to survey using majors ahead of the 2022 GOS collection cycle.

2.4   Sample frame

Information from the HEIMS Past Course Completions (PS) file was used to construct the sample frame for completions from March to December 2020 ('2020 completions'). The PS file contained information about all courses completed by domestic and overseas students undertaking a course of study leading to an institution's higher education award. However, the PS file is submitted annually by institutions on 30 April in the year following course completion and not validated until late May to early June. This is too late for the execution of GOS sampling. To overcome this timing issue, in each round three options were given to HEIMS-reporting institutions to provide 2020 completions information for the GOS sample frame:

1.   Submit an interim validated PS file to the HEIMS via the Higher Education Provider Client Assistance Tool (HEPCAT), or

2.   Export an un-validated PS file from HEPCAT and email that file to the department, or

3.   Complete the GOS Minimum Data Set (MDS) template and return it directly to the Social Research Centre.

For options 1 and 2, the department collated the data submitted by institutions, supplemented them with other information from the HEIMS and returned a consolidated file for survey sample preparation. In the case of option 3, the GOS MDS contains only the essential variables required to administer the survey. Additional analytic variables sourced from the final PS file are appended to the survey file during data processing.

For the 2021 GOS there were 13 NUHEIs which did not submit 2020 completions data to the HEIMS or only submitted data to the HEIMS via the Provider Information Request (PIR) process. These institutions were provided with a purpose-built non-HEIMS template that enabled them to submit HEIMS-consistent data elements for survey execution and reporting.

From 2021, the TCSI project has replaced the HEIMS as the authoritative source of information on higher education in Australia. The transition to TCSI was ongoing during sample preparation for the May round, and a data extract from TCSI for January to February 2021 completions ('2021 completions') was not available. As such, additional sample processes were required for the May round to ensure a robust, consistent, and transparent sampling methodology across all institutions. These additional options were given to institutions in May for the provision of 2021 completions sample information directly to the Social Research Centre:

4.   Complete a full template with data elements consistent with the HEIMS, or

5.   Complete a full template with data elements consistent with the TCSI project.

The full templates provided for options 4 and 5 contained all data elements required for survey execution and reporting as a validated data extract from the TCSI project was not available for the 2021 GOS. A concordance file mapping the HEIMS, and the TCSI project data elements was made available to institutions via the QILT provider portal.

2.4.1. Additional populations

Institutions were also provided with the opportunity to include out-of-scope graduates as additional populations in the GOS on a fee-for-service basis. The sample return process allowed institutions to provide additional populations in their returned sample files.

GOS additional populations can include groups such as offshore graduates who completed the requirements for an Australian award during the relevant GOS data collection reference period, or out of cycle graduates (graduates in-scope for a previous collection round but not approached). Three institutions (1 university, 2 NUHEIs) opted to survey additional populations in the 2021 GOS, these included offshore graduates and graduates of non-award courses. Additional populations are not included in the *National Report* and do not appear in results presented in this report.

2.5 Sample preparation overview

Detailed information regarding the GOS sampling process was available to institutions in the *Collection and Sample Guide* (refer to Section 3.1.1). The guide was provided to institutions prior to each GOS collection round and outlined the:

- timeline for sample provision

- options for submission of sample information

- data elements that were pre-populated, essential, or optional

- processes for inclusion of additional populations and majors data

- data elements important for response maximisation, and

- steps for flagging the in-scope population.

For 2020 completions, the department provided an extract of all interim and unvalidated PS file submissions from institutions to the Social Research Centre. Sample submissions were then reviewed by the Social Research Centre and records eligible to participate in the GOS were flagged. Institutions with less in-scope sample than expected (when compared to their historical submissions) were asked to check that all eligible sample been submitted to the HEIMS. Following this, sample files were returned to institutions for verification, contact information updates and review of the in-scope status of all sample records, to ensure graduates who should not be surveyed were flagged by institutions. During the sample review process if institutions became aware of any graduates missing from their file, they were able to include these graduates as late additions in a separate template file. Institutions then returned their final sample file(s) to the Social Research Centre.

As noted in Section 2.4, not all institutions submitted an interim PS file with their 2020 completions to the HEIMS. These institutions were provided with the appropriate MDS or non-HEIMS template to return sample to the Social Research Centre for verification. For the May round, all institutions with 2021 completions data were provided with a full template file as a TCSI project extract was not available. Institutions were asked to complete the templates as per the instructions in the *Collection and Sample Guide* and return the sample to the Social Research Centre for verification.

2.5.1. Sample processing quality assurance

Upon receipt of an institution's returned sample file, the Social Research Centre undertook a range of validation checks to ensure the quality of returned sample files. Issues identified within a returned sample file were documented, feedback was provided, and the institution was asked to submit a revised version of the sample file or template. This process continued for each file until all required validation checks were passed.

Quality assurance checks were undertaken in several stages, as follows:

- manual naming of the returned file to meet version control conventions,

- archiving an original reference copy of each returned file version,

- a basic visual inspection of the file to ensure it aligns with the required format for automated checks,

- processing the file through an automated sample checking script (the 'auto-checker'). The auto-checker generated a summary report of the sample file structure, adherence to variable standards (as described in Appendix 1), completeness of the returned sample, record scoping and unit record logic checks, and

- an extensive sample cleaning process on files validated by the auto-checker before being operationalised for fieldwork.

For May, a range of new checks were required to accommodate the ongoing TCSI transition, these included:

- cross-checking data within, and merging of, multiple sample files for institutions with both 2020 and 2021 completions, and consolidation of TCSI data elements to the operational sample HEIMS equivalent.

2.5.2. Sample cleaning

The 2021 GOS validation process included the following sample quality requirements, cleaning checks and operationalisation tasks:

- comparison of sample against the institution's historical sample to identify inconsistencies in the in-scope population,

- all essential data elements provided for all in-scope records,

- personal email addresses (non-institution) supplied where possible,

- email address information was cleaned and validated,

- phone numbers supplied where possible, a log of institutions that did not or could not provide phone numbers was maintained for reference,

- *CompletionDate* is in-scope and within the round's expected reference period,

- version control checks for institution files that require multiple submissions to pass validation,

- data for all HEIMS and TCSI data elements adhere to specified formats,

- sample course information validated in HEIMs and aligns with interim PS file extract (where possible, unavailable for 2021 completions);

- identify and flag additional populations for inclusion (see Section 2.4.1), and

- check for duplication of records for the same individual against GOS collections and multiple files within a collection (of particular concern in May).

2.5.3. Exclusions

The following exclusions were applied in to the 2021 GOS sample:

- duplicate sample records (typically due to the interim PS file process and the TCSI project transition),

- out-of-scope sample records based on the *GraduateStatus* variable (reasons include not being a graduate, graduate should not be contacted, graduate has been surveyed in a prior round or other reasons as determined by the institution),
- sample records with course information insufficient for the administration of the GOS instrument.

In total 82,369 records were excluded as a result of the application of these rules.

2.5.4. Sample file quality issues

Issues identified through the sample return quality assurance process were communicated back to institution contacts via email and guidance in resolving issues was provided as necessary by the research team. The project schedule allowed time for the resolution of all sample quality issues prior to the commencement of fieldwork. Transition to TCSI during the May round increased complexity of the sampling process, resulting in more frequent quality issues in sample files.

The main data quality issues observed during the 2021 GOS were as follows:

- information essential for operationalisation or analysis of the survey (i.e. *CompletionDate, GraduateStatus, HEIMS variables, etc*) not being provided, or not provided in the specified format,
- conflicting scoping information (i.e. *Exclusions* flagged as in-scope, *CompletionDate* outside the reference period flagged as in-scope),
- insufficient, limited, or unclean contact information (i.e. phone number, email),
- formatting issues such as altering of templates, use of special characters or duplication of unique records/identifiers,
- incorrect course codes being provided or course codes not being up to date in the HEIMS master course list, and
- incorrect assignment of majors or missing majors data.

Sample preparation documentation (see Appendix 1) was reviewed ahead of each round to incorporate learnings related to sample file quality issues.

3. Survey design and procedures

3.1 Institutional engagement

To build institutional engagement with the GOS, the Social Research Centre employed a strategy based on the principles of stakeholder need, transparency, knowledge sharing, and responsiveness. The Social Research Centre's institutional engagement strategy for the 2021 GOS is described in this section and included:

- planning resources such as the QILT Key Dates Calendar and Collection and Sample Guide,

- communications inviting institutions to participate in the GOS,

- webinars and newsletters,

- an ongoing dialog with survey managers to build rapport, including the offer of support during field, and

- supporting institutions to undertake response maximisation activity (such as awareness emails, social media posts and advertisement at graduations) through the Collection and Sample Guide and Marketing Pack (see Section 3.2).

3.1.1. Planning resources

The Social Research Centre provided planning resources to participating institutions to support the ease of institution participation, allow forward planning of institution resources and ensure project milestones were delivered to schedule.

The *QILT Key Dates Calendar*, accessible via the QILT provider portal, contained an overview of the 2021 GOS project milestones (refer to Section 1.5), along with timelines for the entire QILT suite of surveys. The calendar was kept up to date year-round with any project schedule adjustments.

A *Collection and Sample Guide* was made available to each 2021 GOS collection round. A notification email was sent to all institutions advising of each new release and the guides were accessible via the QILT provider portal. The *Collection and Sample Guide* provided a stand-alone source of information to introduce the GOS, provide timelines, outline the sample process, describe participation in the study, provide resources to assist in graduate engagement, outline response maximisation procedures and contact protocols, describe institution deliverables and document general conduct of the GOS. The 2021 GOS May *Collection and Sample Guide* is provided at Appendix 1.

3.1.2. Invitation to participate

As noted in Section 2.2, prior to each round in the 2021 GOS collection cycle, the Social Research Centre sent an email to all registered survey contacts at each institution. The email asked recipients to confirm their institution's participation in the respective survey round and provide up to date contact information via the PASF. Further, for each round, institutions were asked to nominate additional fee-for-service activities via the PASF. The 2021 GOS offered the following fee-for-service activities:

- inclusion of additional populations (refer to Section 2.4.1)

- inclusion of additional items in the GOS questionnaire (refer to Section 4.4),

- participation in an additional SMS reminder (refer to Section 3.3.2), and

- participation in post field reminder calls (refer to Section 3.3.3) or conduct of full CATI surveys (refer to Section 3.3.4).

3.1.3. Webinars and newsletters

As part of the institutional engagement strategy, a series of webinars and newsletters was provided to institutions throughout the 2021 GOS collection cycle. Newsletters were sent monthly covering information related to key QILT survey milestones, acting as a regular point of contact with institution contacts who subscribed.

A series of webinars was presented for institutions on a near monthly basis. Webinar topics were designed to guide institutions through key stages of the survey administration process and to share technical and methodological insights. To ensure continued engagement with the webinar series, institutions were consulted to inform topics of interest for future sessions. Webinars relating directly to the 2021 GOS collection cycle covered topics such as sample preparation, questionnaire changes, response maximisation, graduate engagement, and fieldwork progress.

3.1.4. Ongoing dialogue with institutions

An open dialogue with survey managers was maintained throughout the 2021 GOS collection cycle to build rapport, offer support, discuss fieldwork performance and better understand key issues that could impact the GOS (such as resourcing difficulties experienced by institutions during the COVID-19 pandemic). The following engagement activities were conducted to connect with institutions:

- **Program of institutional outreach** - Telephone contact was attempted with all participating universities and selected NUHEIs during fieldwork for the 2021 GOS. To assist with response maximisation, priority was given to contacting larger institutions and institutions with particularly low or high response rates.

- **Respondent Engagement Survey (RES)** - A five-minute survey sent to institution contacts after the May fieldwork period. A total of 56 institutions participated in the 2021 GOS RES. The RES collected data to inform analysis on response rate maximisation and was an opportunity for institutions to provide more general feedback on their experience with using the *Marketing Pack*. Key findings from the RES were communicated to institutions via a webinar, and institutions were notified via newsletter when results of the RES were published on the QILT provider portal.

In addition to these activities, the QILT research, administration and consulting teams were in regular communication and contact with institutions to maintain a high level of institutional engagement.

3.2 Graduate engagement

In addition to the *Collection and Sample Guide*, a *Marketing Pack* was published ahead of each round on the QILT provider portal to assist institutions with graduate engagement activities. The look and feel of the materials within the *Marketing Pack* were refreshed for the 2021 GOS, informed by institution feedback and the International Engagement Strategy (see Section 3.3.1). Updates to the *Marketing Pack* included increased diversity of images used in materials, and file formats tailored to use on Instagram. The *Marketing Pack* was reviewed prior to each round and included a change log to inform institutions of all updates. All marketing materials referred graduates to either the QILT website, the Social Research Centre website, the GOS helpdesk email address or GOS helpdesk 1800 number for the purpose of contacting the Social Research Centre with any queries.

The *Collection and Sample Guide* for each round of the 2021 GOS included an Engagement Activity Plan. The plan proposed a marketing campaign schedule that was aligned to the relevant GOS fieldwork period and paired engagement activities with the appropriate *Marketing Pack* resource. A *Marketing Pack User Guide* was included with the *Marketing Pack* to provide examples of the

materials and instructions for their intended use. The *Collection and Sample Guide* and the *Marketing Pack User Guide* are included at Appendix 1.

3.3 Contact protocol

The 2021 GOS employed an extensive protocol of contact attempts, including an email invitation and nine email reminders, as well as up to three SMS reminders, plus telephone reminder call activity. As an extension to this protocol, an additional SMS and post field reminder calls could be commissioned by institutions on a fee-for-service basis. In each mode of contact there was provision to opt-out or unsubscribe from future contact. Table 3 shows the date of contact activity, as well the number of emails and SMS sent. The use of increased SMS engagement was explored during the 2021 GOS, with a third SMS sent in November and the number of SMS 2 sent in May greatly increased. A copy of the GOS email and SMS invitations and reminders (for each round in the 2021 GOS collection cycle) is provided at Appendix 3.

Table 3   Invitation and reminder schedule

Contact activity	November 2020		February 2021		May 2021	
	Day of send	Number sent	Day of send	Number sent	Day of send	Number sent
Email invitation (NUHEI)	Tue, 27 Oct	110,457	Wed, 27 Jan	26,001	Tue, 27 Apr	205,748
Email invitation (University)	Thu, 29 Oct		Thu, 28 Jan		Thu, 29 Apr	
Email reminder 1	Sat, 31 Oct	102,804	Sat, 30 Jan	23,981	Sat, 1 May	191,160
Email reminder 2	Mon, 2 Nov	97,953	Mon, 1 Feb	22,764	Mon, 3 May	181,704
Prize draw 1 closed	Mon, 2 Nov	N/A	Mon, 1 Feb	N/A	Mon, 3 May	N/A
Email reminder 3 and in field reminder calls commenced	Thu, 5 Nov	92,780	Thu, 4 Feb	21,481	Thu, 6 May	171,425
Email reminder 4	Mon, 9 Nov	89,070	Mon, 8 Feb	20,552	Mon, 10 May	164,057
SMS 1	Mon, 9 Nov	70,204	Mon, 8 Feb	16,729	Mon, 10 May	127,422
Prize draw 2 closed	Mon, 9 Nov	N/A	Mon, 8 Feb	N/A	Mon, 10 May	N/A
Email reminder 5	Fri, 13 Nov	81,930	Wed, 10 Feb	19,031	Wed, 12 May	151,365
Open email reminders to Email 3 and Email 4 if available	Mon, 16 Nov	N/A	Mon, 15 Feb	N/A	Mon, 17 May	N/A
Email reminder 6	Mon, 16 Nov	79,236	Mon, 15 Feb	18,287	Mon, 17 May	144,910
SMS 2	Mon, 16 Nov	8,723	Mon, 15 Feb	5,958	Mon, 17 May	103,140
Prize draw 3 closed	Mon, 16 Nov	N/A	Mon, 15 Feb	N/A	Mon, 17 May	N/A
Email reminder 7	Fri, 20 Nov	75,648	Fri, 19 Feb	17,230	Fri, 21 May	134,177
Email reminder 8	Mon, 23 Nov	73,899	Mon, 22 Feb	16,996	Mon, 24 May	132,216
SMS fee-for-service	Mon, 23 Nov	1,173	Mon, 22 Feb	776	Mon, 24 May	11,018
Prize draw 4 closed	Mon, 23 Nov	N/A	Mon, 22 Feb	N/A	Mon, 24 May	N/A
Email reminder 9	Thu, 26 Nov	71,940	Thu, 25 Feb	16,639	Thu, 27 May	128,617
SMS 3	Thu, 26 Nov	19,951	-	N/A	-	N/A
Online fieldwork closes*	Sun, 29 Nov	N/A	Sun, 28 Feb	N/A	Sun, 30 May	N/A
Post field reminder calls commenced[†]	Mon, 30 Nov	N/A	Mon, 1 Mar	N/A	Mon, 31 May	N/A
Fieldwork closes[†]	Wed, 16 Dec	N/A	Tue, 16 Mar	N/A	Wed, 16 Jun	N/A

* Institutions that did not opt for post field reminder calls.

[†] Institutions that opted for post field reminder calls.

3.3.1. Email invitation and reminders

At the beginning of each round within the 2021 GOS collection cycle, the Social Research Centre sent an email survey invitation to all in-scope graduates to advise of their selection in the GOS, and communicate the survey objectives, privacy provisions and the value of participation. The invitation and reminders included a unique link that took the graduates directly into their survey. All emails also referred graduates to the Social Research Centre and QILT webpages for further information about the GOS, privacy provisions and prize draw terms.

The email schedule was comprised of an invitation followed by up to nine email reminders. Graduates who had completed the survey, those who were disqualified from participating (i.e. screened out because they were not eligible) or who had unsubscribed, were removed from the next scheduled email.

The email send activity was designed to maintain survey completion momentum throughout the data collection period and maximise participation. The following email send, and bounce outcome protocol was used for the 2021 GOS:

1. Invitation email sent to both the *Email 1* and *Email 2* fields:

    a. If both addresses failed (i.e. hard bounce) and *Email 3* was available, then *Email 3* was used.

    b. If *Email 3* failed and *Email 4* was available, then *Email 4* was used.

    Provided at least one of the email addresses available was valid, all graduates would have been sent an email invitation.

2. For graduates with a failed outcome for all available email addresses:

    a. The survey remained accessible throughout field by logging in or 'authenticating' via the GOS landing page on the QILT website.

    b. They would have received at least one form of contact if a mobile number was available for them (i.e. they were included in SMS activity as described in Section 3.3.2) or they were targeted for the in field reminder calls (refer to Section 3.3.3).

       When contacted by SMS, the graduate could access the survey directly via the unique link provided within the SMS. When contacted via a reminder call, graduates were provided the option of receiving an email containing a unique survey link.

    c. They would not have received contact if a mobile number was not available for them or if they were not selected for the in field reminder calls.

3. From reminder six onwards, graduates for whom *Email 1* or *Email 2* did not fail, emails were also sent to *Email 3* and *Email 4* if available.

To enhance the respondent experience, all emails and SMS included a direct survey link which enabled respondents to enter their unique survey automatically. Further, in line with the Australian Communications and Media Authority (ACMA) Spam Act, each email and SMS contained an 'unsubscribe' facility if graduates no longer wanted to receive contact for the 2021 GOS. Graduates could also 'opt-out' by contacting the GOS helpdesk.

The general objective of the email plan was to appeal to a wide and diverse audience and so the theme, length and tone of each email varied. All emails featured text customised to the graduate and the content differed throughout the reminder program. For example, a sense of urgency was created by appealing to a prize-draw closing that day. To minimise the risk of complaints due to engagement

fatigue, emphasis was placed on the unsubscribe mechanism for Reminder 6. The message intent for the GOS May emails is summarised in Table 4.

Table 4   2021 GOS email plan message intent

Activity	Message intent
Invitation	Awareness raising and invitation
Reminder 1	Your feedback is important, express the value of participating
Reminder 2	Encourage early completion with prize incentive, and grateful if you could spare the time
Reminder 3	Help improve your institution, acknowledge graduate may be busy, soft mention of prize
Reminder 4	Grateful if you could spare the time to give feedback to benefit future students, could win $1,000
Reminder 5	Not too late to give feedback, you are from a unique group of graduates, important to give feedback even if not working, soft mention of prize
Reminder 6	Empathetic tone, acknowledge frequency of contact, attention drawn to unsubscribe option and prize draw closing tonight. Improve career resources at your institution.
Reminder 7	Importance of survey to Australian Government, reflect on your higher education journey, soft mention of prize
Reminder 8	Final prize draw closes tonight, still need to hear from more graduates from your course
Reminder 9	Last appeal: final chance to complete, this is the final email, help improve the Australian Government's understanding of COVID-19 on graduate employment

In the email template design, consideration was given to the display of emails on different devices and how this could alter communication of message intent. Core message themes were communicated in subject lines and above the 'start survey' button. Content supplementary to the core theme was placed in the lower half of the email body. This made the 'start survey' button visible without the graduate having to scroll down. Figure 1 and Figure 2 (on the next pages) illustrate the appearance of the invitation on screen for graduates on desktop and mobile devices.

Figure 1   Example GOS survey invitation - desktop

Dear James,

As you are a recent graduate of the Graduate Diploma of Data Science at the Social Research Centre, the Australian Government would like feedback on your course through the Graduate Outcomes Survey.

By completing the survey, you will be providing critically important information to the Australian Government about the state of the labour market for people like you.

Please spend 15 minutes sharing your experiences. All your responses will be kept confidential.

To start the survey please click the button below:

Start survey now

Complete the survey by Monday 3 May to be in the draw for $1,000.

The Graduate Outcomes Survey measures employment and study outcomes. Based on experiences from graduates like you, institutions have been able to create better places to study and learn by improving their courses, learning resources, support services and campus facilities.

Once all survey responses have been compiled the National Report will be published on the QILT website, and institution comparisons will be available on www.compared.edu.au.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
https://insights.srcentre.com.au/mrIWeb/mrIWeb.dll?I.Project=SRC2524&i.user1=1&Username=215378909&Password=3YJ3H9

Conducted by: Funded by:

QILT
Quality Indicators for
Learning and Teaching

Social
Research
Centre

Australian Government
Department of Education,
Skills and Employment

Privacy | Prize Draw T&Cs | FAQs | Official site

This email was sent by The Social Research Centre, Level 9 277 William Street, Melbourne, VIC 3000, Australia to

Opt out

Figure 2   Example GOS survey invitation - mobile
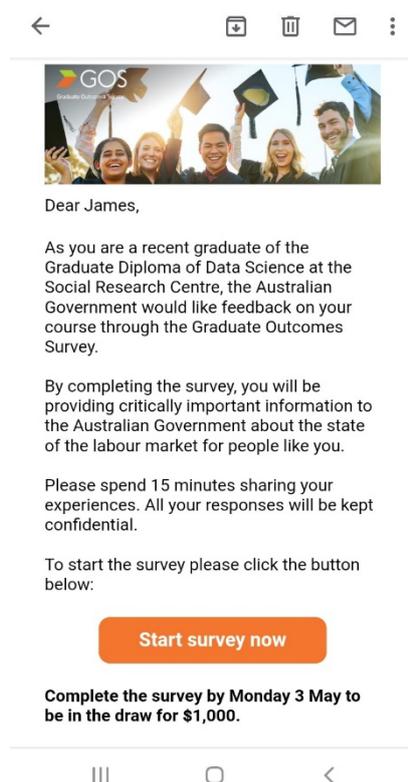
In 2020 the Social Research Centre committed to an International Engagement Strategy to meet the goal of increasing international graduate representation, and thereby improving the quality of the GOS data. For the 2021 GOS a customised email plan was developed to engage international graduates. The customised email plan was tailored for, and sent to, a selection of international graduates.

Customisations varied between emails, with changes made to subject lines, header images (see Figure 3), message themes and calls to action. The customised email plan remained consistent with the quantity, frequency and timing of emails sent through the default GOS contact protocol (as detailed in Section 3.3). As such, the overall level of engagement activity to graduates receiving the standard and customised email plans was equal.

Header images chosen for the international customisation were paired with similar images from the standard plan. See Figure 3 for a comparison of the standard and customised international email headers. In prior years of the GOS international graduates had been identified as being less likely click the survey link suggesting message intent did not resonate with the demographic. The customised international emails appealed directly to the 'international graduate' identity to improve engagement. The customised Reminder 3 from the May round featured a direct appeal to the international graduate identity and is shown in Figure 4.

Figure 3   Comparison of standard and customised international email headers

Figure 4   International customisation of Reminder 3 from May 2021

Dear James,

We understand you may be busy, but we would really appreciate it if you could complete the Graduate Outcomes Survey. Sharing your unique views and experiences as an international graduate will help future international students know what it is like to study the Bachelor of Arts at the Australian National University.

In the past, institutions have used Graduate Outcomes Survey data to improve services that prepare international students for work and life after studying.

To complete the survey, please click the button below:

Take the survey

Complete the survey by Monday 10 May to have three chances to win $1,000.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
https://insights.srcentre.com.au/mrIWeb/mrIWeb.dll?I.Project=TSRC2524

Conducted by: Funded by:

QILT
Quality Indicators for
Learning and Teaching

Social
Research
Centre

Australian Government
Department of Education,
Skills and Employment

Privacy | Prize Draw T&Cs | FAQs | Official site

This email was sent by The Social Research Centre, Level 9 277 William Street, Melbourne, VIC 3000, Australia to

Opt out

A breakdown of email send outcomes by round of activity is provided at Table 5, Table 6 and Table 7 (on the next pages). It should be considered when interpreting results that the sample frame for February was quite small relative to the November and May rounds and included fewer institutions.

The email invitation open rate was highest in May (60.7 per cent) relative to November (57.7 per cent) and February (56.8 per cent). The invitation remained the most effective email in the schedule with the highest 'Clicked on link' rates in the schedule for November, February (both 14.7 per cent) and May (18.3 per cent). As could be expected, the 'clicked on link' rates generally trended down with each subsequent reminder. Exceptions to this trend usually coincided with email reminders timed to align with prize draw close dates (Reminder 4, Reminder 6, Reminder 8), with Reminder 3 in February also reporting an unusually high 'clicked on link' rate (9.1 per cent).

The information at Tables 5, 6 and 7 suggests email deliverability can be quite volatile. It is often difficult to establish cause and effect, even with an array of deliverability tools. Email deliverability issues likely affected the November and February Reminder 2 open rates (32.7 per cent and 32.3 per cent respectively) as they were substantially lower than May (45.1 per cent). The February Reminder 7 open rate also indicated a potential delivery issue. The May had round generally had less volatility in open rates when compared to November and February, suggesting May had the best overall deliverability.

As expected, the proportion of bounced emails (sent emails that return with a server response indicating non-delivery) across the 2021 GOS collection cycle was low. This indicates that at the national level, the quality of contact details in the approached sample was good and email cleaning processes were effective. Opt-outs were less than one per cent at each email, suggesting the nature of the survey and the timing of sends were not a concern for graduates. The only exception was Reminder 6 that had higher opt-out rates (1.1 per cent in all rounds) as attention was drawn to the unsubscribe option.

To inform future contact strategy, the profile of graduates who didn't open any emails was analysed (not shown). The characteristics of graduates that were marginally over-represented in the unopened email sample included those aged 30 years or under, study via internal or mixed mode, attending part-time and of a non-English speaking background. See Section 7.2 for additional non-response analysis.

Table 5   Email send outcomes by round of activity November 2020

Total	Invite	R1	R2	R3	R4	R5	R6	R7	R8	R9
Total sent (n)	110,457	102,804	97,953	92,780	89,070	81,930	79,236	75,648	73,899	71,940
Opened (%)	57.7	48.0	32.7	39.4	38.9	36.7	38.6	37.1	32.5	34.1
Clicked on link (%)	*14.7*	*13.6*	*5.8*	*4.7*	*5.8*	*3.9*	*4.6*	*2.8*	*2.9*	*3.3*
Opt-out from link (%)	*0.4*	*0.6*	*0.5*	*0.8*	*0.7*	*0.7*	*1.1*	*0.8*	*0.5*	*0.5*
Opened email (%)	*42.6*	*33.8*	*26.4*	*34.0*	*32.4*	*32.2*	*32.9*	*33.5*	*29.1*	*30.3*
Unopened (%)	41.0	51.7	66.9	60.1	60.6	62.9	60.9	62.6	67.1	65.6
Soft bounce (%)	0.3	0.3	0.4	0.4	0.4	0.3	0.3	0.3	0.3	0.4
Hard bounce (%)	1.0	0.1	0.1	0.1	0.1	0.1	0.2	<0.1	0.1	<0.1
Clicked on link as % opened	*25.5*	*28.4*	*17.7*	*11.9*	*14.9*	*10.6*	*12.0*	*7.6*	*8.8*	*9.6*

Table 6   Email send outcomes by round of activity February 2021

Total	Invite	R1	R2	R3	R4	R5	R6	R7	R8	R9
Total sent (n)	26,001	23,981	22,764	21,481	20,552	19,031	18,287	17,230	16,996	16,639
Opened (%)	56.8	41.3	32.3	43.0	40.0	38.0	39.7	24.9	30.8	34.6
Clicked on link (%)	*14.7*	*7.1*	*6.5*	*9.1*	*5.8*	*4.3*	*5.2*	*2.3*	*2.8*	*3.3*
Opt-out from link (%)	*0.4*	*0.7*	*0.6*	*0.7*	*0.8*	*0.7*	*1.1*	*0.6*	*0.5*	*0.6*
Opened email (%)	*41.7*	*33.5*	*25.1*	*33.1*	*33.4*	*33.0*	*33.4*	*22.0*	*27.5*	*30.6*
Unopened (%)	41.3	58.2	67.0	56.3	59.4	61.5	59.4	74.4	68.3	64.7
Soft bounce (%)	0.3	0.4	0.5	0.5	0.6	0.6	0.6	0.7	0.7	0.7
Hard bounce (%)	1.6	0.1	0.1	0.2	<0.1	<0.1	0.3	<0.1	0.2	0.1
Clicked on link as % opened	*25.9*	*17.3*	*20.2*	*21.2*	*14.5*	*11.3*	*13.0*	*9.3*	*9.1*	*9.6*

Table 7   Email send outcomes by round of activity May 2021

Total	Invite	R1	R2	R3	R4	R5	R6	R7	R8	R9
Total sent (n)	205,748	191,160	181,704	171,425	164,057	151,365	144,910	134,177	132,216	128,617
Opened (%)	60.7	47.2	45.1	40.9	40.6	39.4	40.4	32.1	32.9	33.0
Clicked on link (%)	*18.3*	*6.8*	*6.1*	*5.4*	*5.8*	*4.5*	*5.1*	*1.4*	*2.8*	*2.4*
Opt-out from link (%)	*0.5*	*0.6*	*0.9*	*0.9*	*0.8*	*0.8*	*1.1*	*0.7*	*0.6*	*0.5*
Opened email (%)	*42.0*	*39.8*	*38.1*	*34.6*	*34.0*	*34.2*	*34.3*	*29.9*	*29.6*	*30.1*
Unopened (%)	38.1	52.4	54.6	58.8	59.1	60.2	59.1	67.5	66.7	66.5
Soft bounce (%)	0.2	0.3	0.3	0.3	0.3	0.3	0.3	0.4	0.4	0.4
Hard bounce (%)	0.9	0.1	0.1	<0.1	<0.1	<0.1	0.1	<0.1	0.1	<0.1
Clicked on link as % opened	*30.1*	*14.5*	*13.6*	*13.1*	*14.2*	*11.4*	*12.5*	*4.4*	*8.4*	*7.4*

3.3.2. SMS reminders

SMS reminders were used during fieldwork to compliment the email contact strategy. If an institution provided mobile numbers in their sample return, it was considered consent to contact graduates via SMS. As part of the contact protocol two SMS were sent for each round of the 2021 GOS collection cycle, with a third SMS trialled in the November collection only. For the first time in the GOS, an additional SMS was offered to institutions on a fee-for-service basis in each round.

The initial SMS was sent to all in-scope graduates with a mobile number. The quantity and sample selected for the second SMS (targeted to improve representation), and third SMS (targeted to maximise response) were determined by a response propensity model (refer to Section 3.3.8) and budget allocations in November and February. In May, the quantity of the second SMS send was increased to include all in-scope graduates. All SMS were paired with an email reminder sent the same day. Institutions had the option of sending a fee-for-service SMS to all in-scope graduates with a mobile number or a limited subset (refer to Table 3).

Those who had already completed the survey, unsubscribed from email activity, refused to participate from the in field reminder calls were excluded from the SMS sends.

The SMS content referenced email reminders for authenticity, provided a direct link to access the online survey and mentioned the prize incentive (when applicable). In compliance with the Australian Privacy Principles and the ACMA Spam Act, all SMS identified the Social Research Centre as the sender, noted the research study and had the functionality for recipients to unsubscribe. Graduates were able to opt-out by replying 'STOP' to the SMS. All other responses were reviewed for further opt-outs and screen-outs. An example of the first SMS used in the May round is provided in Figure 5 (refer to Appendix 3 for the full SMS plan).

Figure 5   Example SMS content
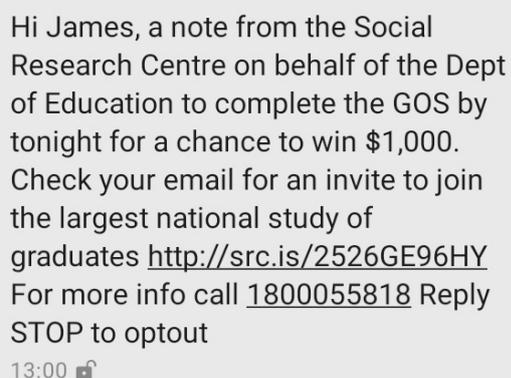
Hi James, a note from the Social Research Centre on behalf of the Dept of Education to complete the GOS by tonight for a chance to win $1,000. Check your email for an invite to join the largest national study of graduates http://src.is/2526GE96HY For more info call 1800055818 Reply STOP to optout

13:00

Table 8 provides a summary of number of SMS sent and the outcomes. Open rates were generally high and varied in each round. The May round had the highest open rate for SMS1 and SMS2 (87.5 per cent and 89.6 per cent respectively). Higher open rates were generally observed in the later sends as unusable mobile numbers were identified on the initial send and excluded from further SMS activity. Unsubscribe rates were generally consistent with prior years. The highest unsubscribe rate reported was for the fee-for-service SMS in February (3.4 per cent). For SMS1, February and May (each 2.1 per cent) had the highest rate of survey completions directly attributable to the SMS. The attributable completions were higher in all rounds for SMS1 than SMS2, and May (1.6 per cent) recorded the highest rate of completions for SMS2.

Table 8   SMS based follow up activity outcomes

Contact activity	November 2020		February 2021		May 2021	
	n	%	n	%	n	%
SMS1						
Sent	70,204	100.0	16,729	100.0	127,422	100.0
Opened	57,968	82.6	13,921	83.2	111,522	87.5
Unopened	10,778	15.4	2,416	14.4	13,243	10.4
Unsubscribed	1,458	2.1	392	2.3	2,657	2.1
*Completed via SMS link**	*1,505*	*2.1*	*375*	*2.2*	*2,755*	*2.2*
SMS2						
Sent	8,723	100.0	5,958	100.0	103,140	100.0
Opened	5,930	68.0	4,960	83.2	92,439	89.6
Unopened	2,713	31.1	843	14.1	7,738	7.5
Unsubscribed	80	0.9	155	2.6	2,963	2.9
*Completed via SMS link**	*101*	*1.2*	*76*	*1.3*	*1,629*	*1.6*
SMS3						
Sent	19,951	100.0	-	-	-	-
Opened	19,309	96.8	-	-	-	-
Unopened	168	0.8	-	-	-	-
Unsubscribed	474	2.4	-	-	-	-
*Completed via SMS link**	*413*	*2.1*	*-*	*-*	*-*	*-*
SMS fee-for-service						
Sent	1,173	100.0	776	100.0	11,018	100.0
Opened	1,151	98.1	741	95.5	10,606	96.3
Unopened	7	0.6	9	1.2	69	0.6
Unsubscribed	15	1.3	26	3.4	343	3.1
*Completed via SMS link**	*39*	*3.3*	*21*	*2.7*	*211*	*1.9*

* Graduate completed survey directly via the SMS link. Due to the large scope of SMS activity, completions that could be indirectly associated with SMS (i.e. SMS prompted graduate to complete via email link) are not shown and would instead be attributed to other sources of response (refer to section 7.3).

3.3.3. Reminder calls

Reminder calls were undertaken in field and post field as part of a 'push to web' response maximisation strategy during each round. In the 2021 GOS in field reminders were used primarily to improve the representation of international graduates (see Section 7.2). Post field telephone activity was a fee-for-service option to enable institutions to 'top-up' response rates.

Reminder calls involved attempting to contact graduates to collect updated email address information, with a survey invitation automatically emailed upon completion of the call. The Social Research Centre's operational hours facilitated reminder call attempts any day of the week and at varied times of day. Up to two call attempts were made and a voicemail left where possible.

Reminder calls used 'contacts' as the sample outcome metric. Contacts included outcomes such as agreed to complete online, refusal, request to remove number from list, claims to have already completed and away for the duration of the study. Once contact was achieved with a graduate, no further reminder calls to that graduate were made.

In field reminder calls

In field reminders were conducted between the second and final weeks of the main fieldwork period of each survey round. To be selected for the in field reminder calls, a graduate had to meet the following criteria:

- have a valid phone number available in the sample, and

- have not opted-out, screened-out or completed the online survey.

In support of the International Engagement Strategy, in field reminder call activity for the 2021 GOS was prioritised to international graduates (determined by citizenship indicator). Domestic graduates were not excluded from in field reminder calls, only given a lower priority in the call cycle.

In field reminder calls were made to 17.3 per cent of the in-scope sample approached for the 2021 GOS (not shown). Table 9 (on the next page) provides a summary of outcomes from the in field reminder calls. More than one quarter of the sample initiated agreed to complete online (29.0 per cent). Better outcomes were reported for postgraduates (31.6 per cent agreed to complete online) than undergraduates (24.6 per cent). This contrasts with the 2020 GOS where better in field reminder call outcomes were achieved with undergraduates (30.6 per cent agreed to complete online) than postgraduates (25.0 per cent)[1]. This result may be due to the prioritisation of international sample changing the sample profile of graduates contacted.

A completed survey could be directly attributed to the in field reminder call for 5.9 per cent of graduates called. There were additional completions that may be indirectly attributed to in field reminder calls (11.3 per cent) that have been attributed to another source of response (refer to Section 7.3). For example, after speaking with a call centre operator or listening to a voicemail, a graduate contacted via reminder calls may have been prompted to complete the GOS via a link included in the email invitation or a SMS reminder.

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[1] Refer to the *2020 GOS Methodological Report* for in field reminder outcomes from the 2020 GOS.

Table 9   In field reminder call outcomes

	Undergraduate		Postgraduate		Total	
	n	%	n	%	n	%
Total sample initiated	**22,754**	**100.0**	**36,515**	**100.0**	**59,269**	**100.0**
Unusable sample	1,105	4.9	1,647	4.5	2,752	4.6
No contact	16,041	70.5	23,317	63.9	39,358	66.4
Total contacts	**5,608**	**24.6**	**11,551**	**31.6**	**17,159**	**29.0**
Agree to complete online	4,811	21.1	9,973	27.3	14,784	24.9
Other contact type	797	3.5	1,578	4.3	2,375	4.0
*Completed directly**	*1,248*	*5.5*	*2,267*	*6.2*	*3,515*	*5.9*
Completed indirectly†	2,351	*10.3*	4,326	*11.8*	6,677	*11.3*

* Graduate completed the survey directly via the in field reminder email.
† Graduate completed the survey by any means other than the in field reminder email after being contacted or left a voicemail from in field reminder calls (excludes non-contact outcomes such as no answer, disconnected phone number).
Note: Unusable sample includes wrong numbers, disconnected numbers, not a residential number, fax lines, incoming call restrictions and respondent unreliable.

Post field reminder calls

As noted earlier, post field reminder calls were a fee-for-service option to enable institutions to top-up response rates for reporting purposes and their own internal analysis. The number of institutions opting for post field reminder calls at the November, February and May rounds was twelve, one and eight respectively.

Post field reminder calls were conducted following the close of the main online fieldwork, with the online survey remaining open for approximately a two-week period (refer to Table 2) to allow for graduates of participating institutions to respond following telephone contact. Online survey completions resulting from post field reminder calls were included in national reporting and analysis, as the mode of completion was consistent with online surveys completed as part of the main field period.

In addition to the criteria described for in field reminder calls, to be selected for the post field reminder calls, a graduate was required to meet the following criteria:

- not have a 'contact' outcome from in field reminder calls, and

- meet any custom criteria chosen by the institution (e.g. the institution may only want to top up response in certain study areas).

Post field reminder calls were made to 8.3 per cent of the in-scope sample approached for the 2021 GOS (not shown). Table 10 (on the next page) provides a summary of post field reminder call outcomes. Email addresses were confirmed or updated for more than a third of all graduates called (33.7 per cent). Unlike in field reminder calls, outcomes for undergraduates (34.9 per cent agreed to complete online) were better than postgraduates (31.8 per cent). Contact rates were generally higher for post field reminder calls than in field reminder calls. This could be due to differing demographics (in field priority was international graduates) or longer call cycles required to meet institutions' quoted targets.

For fewer than one in ten (7.6 per cent) of the graduates called, a completed survey could be directly attributed to the post field reminder call. Similar to in field reminder calls, there are survey completions that may be indirectly attributed to post field reminder calls (a further 1.2 per cent of graduates called). This lower rate of indirect completion, compared to in field reminder calls, is likely due to no other engagement activity being conducted during the post field period.

Table 10   Post field reminder call outcomes

	Undergraduate		Postgraduate		Total	
	n	%	n	%	n	%
Total sample initiated	**17,069**	**100.0**	**11,200**	**100.0**	**28,269**	**100.0**
Unusable sample	440	2.6	606	5.4	1,046	3.7
No contact	10,457	61.3	6,876	61.4	17,333	61.3
Total contacts	**6,172**	**36.2**	**3,718**	**33.2**	**9,890**	**35.0**
Agree to complete online	5,963	34.9	3,562	31.8	9,525	33.7
Other contact type	209	1.2	156	1.4	365	1.3
*Completed directly**	*1,319*	*7.7*	*823*	*7.3*	*2,142*	*7.6*
Completed indirectly†	*212*	*1.2*	*546*	*4.9*	*334*	*1.2*

* Graduate completed the survey directly via the post field reminder email.

† Given that standard response maximisation initiatives cease at the end of the main online fieldwork period, 'Completed indirectly for post field reminder calls is defined as: graduate completed the survey by means other than the post field reminder email after being called from post field reminder calls (excludes calls to disconnected phone numbers).

Note: Unusable sample includes wrong numbers, disconnected numbers, not a residential number, fax lines, incoming call restrictions and respondent unreliable.

3.3.4.   Full CATI

Full CATI refers to the completion of the GOS by telephone with a call centre operator, rather than online. Institutions were able to commission full CATI surveys on a fee-for-service basis to help boost the number of completed surveys for their internal reporting purposes only. No institutions commissioned full CATI surveys for the 2022 GOS.

3.3.5.   Fieldwork briefing

Call centre operators selected to work on the 2021 GOS in field and post field reminder calls attended a briefing session delivered by the Social Research Centre project management team. Briefings were conducted prior to the commencement of in field and post field activities in each round. Additional briefings were conducted throughout fieldwork as required to meet operational needs. The briefings covered:

- an overview of the GOS and QILT,

- privacy and confidentiality policy,

- reminder call procedures, and

- fieldwork timelines.

Each briefing session was followed by a run through of the reminder call script and a training module delivered by the operations team. The training module focused on building skills for respondent liaison and respondent engagement. It made use of interactive learning, utilising call recordings and role-play exercises to tailor response maximisation skills to the GOS. The briefing slides are provided at Appendix 4.

3.3.6.   Quality control

In field quality monitoring techniques applied to the reminder call components of this project included:

- Listening-in validations conducted in accordance with existing ISO 20252 procedures.

- Monitoring (listening in) by the Social Research Centre project manager and supervisory staff.

- Field team de-briefing after the first shift, and thereafter, whenever there was important information to impart to the field team in relation to data quality, consistency of reminder call administration, or project performance.

- Maintenance of an 'field team handout' document detailing project performance metrics, graduate liaison techniques and data quality requirements.

- Maintenance of a wiki with answers to common graduate queries.

Quality assurance and applicable standards are discussed further at Section 3.4.3.

3.3.7. Social media

A social media advertising campaign was conducted to support the GOS response maximisation strategy with an additional communication channel. Facebook and Instagram posts were made on QILT social media accounts to build a general level of social media presence. These posts marked milestones in the GOS project (i.e. survey launch, prize draw winners, *National Report* release). Advertising for each GOS round was purchased via Facebook Ad Manager and these ads were shown on both the Facebook and Instagram platforms. Ads were timed to coincide with fieldwork launch, mid-field and the final week. Ad content was tailored with calls to action appropriate to each period of fieldwork (such as referencing a chance to win during the prize draw entry period). An example of the final week advertisement for Facebook and Instagram is shown in Figure 6.

Figure 6   Example social media advertisement
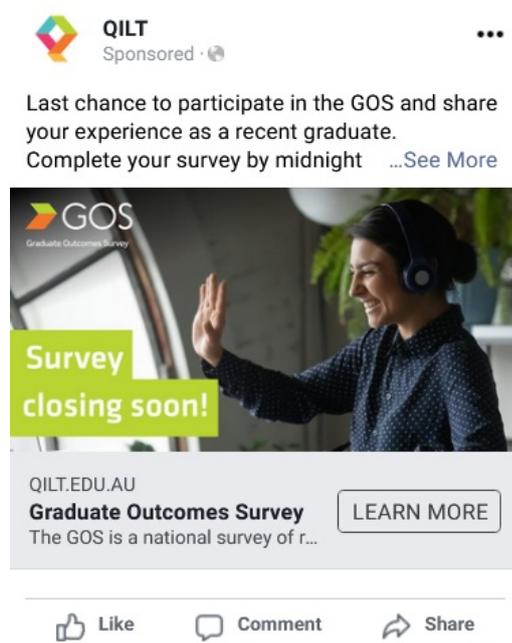
Ads were used to build awareness of the GOS by reaching a larger audience than was possible via posts on the QILT social media accounts. Ads were targeted to Facebook, Instagram and Messenger users in Australia aged 23 to 40 who matched a range of interests related to higher education. Example interests for targeting included, but were not limited to, university, international graduates, and undergraduate study during a 2 to 3 year period prior to each GOS round. Delivery of the ads within the target audience was determined by the 'lowest cost' bid strategy.

Ad campaign outcomes for the 2021 GOS are shown in Table 11. This table presents data for 'impressions', that is, the number of times the ad was on screen, 'reach', that is, the number of people who saw the ad at least once and 'link clicks', that is, the number of people who clicked on the survey

link[2]. The audience skewed towards males who comprised most of the impressions (80.2 per cent), reach (70.0 per cent) and link clicks (75.4 per cent). The cause of the gender disparity in the audience could be investigated ahead of future GOS collections as it is not an intended outcome of the campaign design.

Table 11   Ad campaign outcomes by gender

	Impressions		Reach		Link clicks	
	n	%	n	%	n	%
Total audience	**2,272,575**	**100.0**	**380,547**	**100.0**	**280**	**100.0**
Female	376,051	16.5	106,209	27.9	62	22.1
Male	1,823,258	80.2	266,242	70.0	211	75.4
Unknown	73,266	3.2	8,096	2.1	7	2.5

Note: Results are aggregated from ads displayed on the Facebook, Instagram and Messenger platforms.

3.3.8.   Response propensity model

A logistic regression model was used to predict response probabilities (response propensity model) of graduates using a range of sample characteristics (such as age, gender, course level, study area, attendance type, locality, etc). The output of the model was a 'propensity to respond' score (zero to one) which estimated a graduate's propensity to complete the survey. The response propensity model was used to strategically target certain engagement activities. Prioritisation of the lowest scoring sample was used for activities designed to increase representation. To maximise total response from an activity prioritisation could be given to the highest scoring sample.

3.3.9.   Email deliverability testing

In the *2020 GOS Methodological Report* email deliverability was identified as an issue of importance. For the 2021 GOS email deliverability testing processes were improved with the goal of maximising graduate email engagement by ensuring that all emails avoided delivery to a spam or junk folder. Further, testing was conducted to optimise emails for deliverability to primary inboxes (e.g. 'primary' tab in Gmail, 'focused' inbox in Outlook).

Actions taken and products used to optimise email deliverability included:

- a dedicated Internet Protocol (IP) address range used only by the Social Research Centre for bulk email delivery. The reputation of this range was maintained year-round to keep the IP addresses 'warm'. The dedicated range eliminated risks associated with bulk mailing from a shared IP pool (as was used during the 2020 GOS),

- during sample cleaning email addresses were validated to reduce bounce rates, thereby minimising the degradation of IP reputation,

- ongoing maintenance of technical services and policies to meet sender best practice,

- optimisation of all images, hyperlinks and HTML code used in emails to meet deliverability best practices,

- pre field testing of emails across a broad range of mail clients, devices and providers to confirm and optimise compatibility, display and delivery, and

- in field tracking of email deliverability using analytics tools.

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[2] https://www.facebook.com/business/help/447834205249495

Despite the advancements made in this area, consistency in the deliverability of bulk email remains an ongoing challenge for the GOS and the QILT suite of surveys more broadly (refer to Section 3.3.1 for analysis of email send outcomes).

3.4   Data collection

3.4.1.   Online survey

The online survey could be accessed by clicking on the link in the email invitation or reminders, via the GOS landing page on the QILT website, via a redirect from the GOS home page, by clicking the link in the SMS, or a redirect from social media ads. Clicking from the email invitation, email reminder or SMS would go directly to the beginning of the survey. From the GOS landing page graduates could log in to the survey with their unique username and password. In-scope graduates without a username and password could 'authenticate' their personal details (name, student identification code, date of birth) against the sample information and receive an email invitation with direct survey link and login details. Alternatively, in-scope graduates without login details could gain access to the survey by contacting the QILT Helpdesk.

Online survey presentation was informed by accessibility guidelines and other relevant resources, with standard features including:

- optimisation for small screen devices (see Appendix 9),

- consistent presentation and placement of "Next" and "Previous" buttons,

- input controls and internal logic/validation checks,

- tailoring error messages as appropriate,

- splitting long statement batteries over several screens to reduce the number of items that require vertical scrolling on a desktop,

- sizing the panels for free text responses commensurate with the level of detail required in the response,

- automatically 'saving' with progression to the next screen, and

- the capacity to save and return to finish off at another time, resuming at the last question viewed.

The survey look and feel was customised to be consistent with QILT branding guidelines, including the use of the GOS logo and colour scheme. This ensured consistency with the look of the email invitation and reminders, advertisements placed on Facebook and the QILT website. Refer to Figure 7 and Figure 8 (on the next page) for examples of the online survey look and feel on desktop and mobile. A copy of the questionnaire for each round in the 2021 GOS collection cycle is included at Appendix 5 with screenshots of the online survey included in Appendix 6.

Figure 7   **Presentation of the GOS online survey on a desktop device**

Figure 8   **Presentation of the GOS online survey on a small screen device**
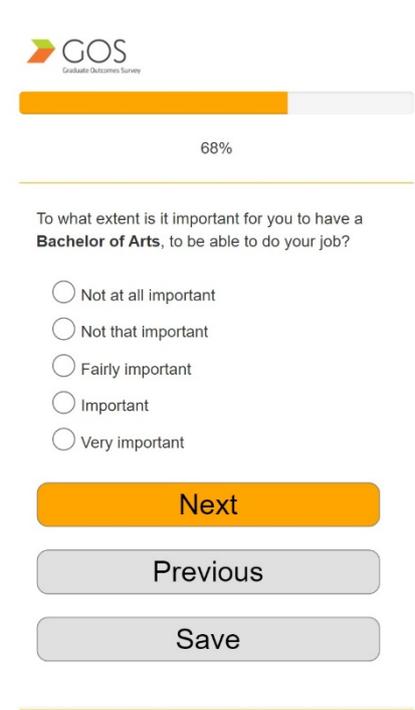
3.4.2.   Survey testing

Standard operational checks of the online survey were conducted pre-fieldwork to ensure implementation aligned with the intended questionnaire design.

In addition to these standard checks, institutions with additional items (refer to Section 4.4) were sent test links to facilitate testing and sign off on their items prior to field launch.

The survey was soft launched each round with NUHEI graduates, a small component of the total population. Data was checked following the soft launch to ensure all survey sequencing was functioning as intended. A minor sequencing issue was resolved during November soft launch data checks, in the other rounds no issues were identified during the soft launch data checks and the main

survey launch proceeded as scheduled during each GOS round. To further ensure the survey data quality, checks were repeated on the data following the main launch.

3.4.3.   Quality assurance and applicable standards

All aspects of the GOS were undertaken in accordance with the Privacy Act (1988) and the Australian Privacy Principles contained therein, the Privacy (Market and Social Research) Code 2014 (superseded on 22 March 2021 by the Privacy (Market and Social Research) Code 2021), the Research Society's Code of Professional Behaviour, and ISO 20252 standards. All senior QILT staff are full members of the Research Society or maintain professional membership relevant to their role and the Social Research Centre is also a member of the Australian Data and Insights Association (ADIA, formerly Association of Market and Social Research Organisations). All sensitive or personally identifiable information such as sample and data were transferred using the QILT secure file exchange.

3.4.4.   Monitoring and progress reporting

Weekly fieldwork update emails were sent to institutions outlining the response rate that had been achieved and how the individual institution compared to the overall response rate, their cohort (University or NUHEI) average, and the prior year's results. The department was provided with weekly updates covering survey launches, in field milestones and the response rate of institutions overall. For the purpose of the fieldwork updates, week one was calculated as survey launch to midnight the following Sunday. Each week after was calculated as Monday to Sunday inclusive.

3.4.5.   Live online reporting module

In addition to weekly updates, the department was provided with access to a specially designed 'live' online reporting module which provided an overview of response rates for each institution and a national average of universities and NUHEIs. Results were provided in real time and included a summary of sample outcomes and response by institution.

Institutions were also able to monitor their progress through a subset of the reporting module made available to the department. Each institution was provided with their own login which allowed institutions to track their sample outcomes and response rates split by a selection of key demographics.

Summary tables could be downloaded in CSV format by the department and institutions. Institutions also had the option of downloading sample outcomes at the unit record level. The reporting module enabled institutions to monitor response, identify under-performing demographic groups and target engagement activity based on live sample outcomes. Only minor changes have been made to the format of the reporting module in recent years.

3.5   Graduate support

The Social Research Centre maintained a GOS helpdesk for the duration of the 2021 GOS fieldwork to provide graduates an avenue to contact the GOS team. The helpdesk featured a 1800 number and a GOS inbox and responded to queries within one business day. The 1800 number was also available to international graduates (with an international dialling code) and remained operational for the duration of the overall fieldwork period. The helpdesk was staffed seven days a week during call centre operational hours and all calls outside these hours were routed to a voicemail service. A QILT inbox was also maintained year-round, managed by the QILT administration team and staffed during business hours.

The GOS helpdesk team was briefed on the GOS background, procedures and questionnaire enabling them to answer a wide range of queries. To further support the helpdesk, a database was made available to the team to enable them to look up graduate information and survey links, as well as providing a method for logging all contacts. All opt-outs and out-of-scopes received via the helpdesk were removed from the in-scope sample to cease further contact with these graduates.

A summary of graduate enquires to the GOS helpdesk is provided at Table 12. There was a reduction in contact to the 1800 helpdesk, by both the 1800 number and GOS inbox, in comparison to 2020. Survey queries continue to be the most common type, accounting for almost half of all enquiries (49.5 per cent). The reduced helpdesk contact may suggest that links to supporting information in engagement emails (privacy policy, online FAQ, etc) has pre-emptively addressed some graduate concerns. Continued development of these supporting resources could be considered for the 2022 GOS.

Table 12 Graduate enquiries to the GOS helpdesk overall

Type of enquiry	1800 number		GOS Inbox		Total	
	n	%	n	%	n	%
Total	**527**	**100.0**	**764**	**100.0**	**1,291**	**100.0**
Survey query	297	56.4	342	44.8	639	49.5
Opt-out	49	9.3	189	24.7	238	18.4
Supervisor contact details query	136	25.8	39	5.1	175	13.6
General query	33	6.3	84	11.0	117	9.1
Out-of-scope	<5	0.6	52	6.8	55	4.3
Change of contact details	<5	0.8	39	5.1	43	3.3
Other query	<5	0.6	9	1.2	12	0.9
Deletion or removal request	<5	0.4	<5	0.5	6	0.5
Request for follow up	0	0.0	6	0.8	6	0.5

3.6 Prize draw

All completing respondents were entered into a four-week rolling prize draw in each round of the 2021 GOS collection cycle. The four-week rolling prize draw was designed to encourage early survey completion by offering more chances to win the earlier the survey was completed (e.g. if the survey was completed by the end of the first week, the respondent would be entered into all four prize draws). All prizes were awarded as a pre-paid VISA e-gift card. The terms and conditions of the prize draw were available on the Social Research Centre's website and provided in all email communications sent to graduates.

To account for the disparity in sample size between collection rounds, the 2021 GOS prize pool was distributed based on expected sample by round. Likewise, state-based prize pools were revised to be more equitable based on historical institution representation in the sample.

A summary of prize distribution and prize draw activity by round is presented in Table 13. In each round all $1,000 prizes were drawn from a national prize pool. In November and May, the $500 and $250 prizes were drawn from state-based pools. Due to the smaller size of the February round, there were no $500 prizes, and the $250 prizes were drawn from a national pool.

In compliance with State and Territory gaming and lottery legislation prize draw winners for the were notified in writing, by phone (if necessary) and published on the QILT Facebook page. Winners were published on the same day as the prize draw was conducted.

Table 13   **Prize draw pool and schedule**

	November 2020	February 2021	May 2021
Prize pool			
Total weekly prize pool	$6,750	$1,250	$9,250
Weekly $1,000 prize pool	$3,000	$1,000	$3,000
Weekly $500 prize pool	$2,500	-	$2,500
Weekly $250 prize pool	$1,250	$500	$3,750
Prize draw activity			
Prize draw period opens/Fieldwork starts	27-Oct-20	27-Jan-21	27-Apr-21
Prize draw 1 close	2-Nov-20	1-Feb-21	3-May-21
Prize draw conducted	4-Nov-20	3-Feb-21	5-May-21
Prize draw 2 close	9-Nov-20	8-Feb-21	10-May-21
Prize draw conducted	11-Nov-20	10-Feb-21	12-May-21
Prize draw 3 close	16-Nov-20	15-Feb-21	17-May-21
Prize draw conducted	18-Nov-20	17-Feb-21	19-May-21
Prize draw 4 close	23-Nov-20	22-Feb-21	24-May-21
Prize draw conducted	25-Nov-20	24-Feb-21	26-May-21

4. Questionnaire

4.1 Development

The 2021 GOS questionnaire was based on the 2020 instrument, with standard operational updates made to align the questionnaire with current reference periods.

For the 2021 GOS, at the request of the QILT Working Group, the CEQ (with the exception of the 'overall' measure) and Graduate Attributes Scale (GAS) were removed as core items. Institutions wanting to retain the CEQ or GAS were able to include them as additional items (at no cost for the 2021 GOS and as fee-for-service items from the 2022 GOS).

To further reduce respondent burden and improve the consistency of coded data, code maps of occupations and employers to industry were developed. These maps were used with pre-code lookup lists to enable pre-fill functionality for the collection of industry data. Refer to Section 4.3 for further detail on these and other changes to the GOS questionnaire.

In addition to the core questionnaire changes, institutions were able to add, modify or remove their additional items for each round. Institutions were also given the option of including stakeholder items or retired items (i.e. the CEQ or GAS) for the full GOS year (refer to Section 4.4).

4.2 Overview

Table 14 outlines the thematic areas of the eight main modules in the questionnaire. The design of the GOS instrument was modular, with items essential to response analysis (Labour force, Further study) positioned early in the questionnaire and other core item modules positioned before additional items (Module F). Items related to future contact details and further research were delivered in the final two modules. A copy of the generic survey instrument (excluding any institution-specific items) is included at Appendix 5 with screen shots of the online survey at Appendix 6. Refer to the *2021 ESS Methodological Report* for a full description of ESS bridging (Module X).

Table 14   GOS module themes

Module	Themes
Module A	Introduction, screening and confirmation
Module B	Labour force
Module C	Further study
Module D	Graduate Attributes – Overall satisfaction/PREQ
Module E	Graduate preparation
Module F	Additional items
Module G	Contact details
Module X	ESS bridging

4.3 Changes from 2020

The main changes to the core questionnaire are presented below (refer to Appendix 5 for full item text):

- removed CEQ items, except *CEQ149* which was retained as a measure of overall course satisfaction.

- removed GAS items.

- changed base of *ACTLHRSM* (actual hours worked in main job last week) and *ACTLHRS* (actual hours worked in any job last week) to only include graduates working with or without pay (previously the base also included graduates away from work).

- revised code frame of *RSNOMORE* (main reason for working current hours when not looking for more hours), *RSMORE (*main reason for working current hours when looking for more hours) *and RSOVRQ* (main reason for working a job that doesn't use all skills or educations)*.* Some codes were removed from in-survey display and new codes added to the in-survey display. To improve survey flow *RSNOMORE* and *RSMORE* were also repositioned to be asked after *PREFMHRS* (preference for working more hours).

- mapped occupation to industries commonly associated with that occupation, so that for a given response to *OCC* (current occupation), appropriate response options were displayed at *INDUSTRY* (industry of employer/business), with an option to capture industry as free text, where the respondent's industry was not displayed. The association of industries to occupations was developed from historical coded QILT data and is reviewed after each round of data collection.

- implemented a searchable list of common responses at *EMPLOYER* (name of employer/business) to reduce respondent burden and improve consistency of collected employer data. If an employer was not listed, the employer name was collected as free text. *EMPLOYER* was mapped to industry, as appropriate. *EMPLOYER* was also repositioned to be asked before *INDUSTRY,* to allow auto-filling of *INDUSTRY*.

- if a response to *OCC* did not map to *INDUSTRY,* and a response from *EMPLOYER* mapped to a specific industry, the response from *EMPLOYER* was used to auto-fill *INDUSTRY.* When *INDUSTRY* was auto-filled, the *INDUSTRY* item was not shown in the survey.

- if *INDUSTRY* was not pre-filled with mapping from *OCC* or auto-filled with mapping from *EMPLOYER*, a free text response was collected.

- *CONTACT* (consent to recontact) was revised in the May round in an attempt to improve rate of graduate consent and therefore sample retention for the Graduate Outcomes Survey – Longitudinal (GOS-L). For sample retention outcomes refer to Section 7.4.

4.4   Additional items

4.4.1. Institution items

A total of 18 institutions (15 universities and 3 NUHEIs) included institution specific items in the 2021 GOS. Institution specific items can be the same or a variation on questions included in prior rounds of GOS, or new questions entirely. Some of the content covered by institution specific items included questions relating to the net promoter score, work preparedness, further study plans, graduate job search, and time spent in internships, volunteering and other co-curricular activities. Currently, institution specific items do not fall under any data sharing arrangements and are therefore only included in the respective institution data files.

4.4.2. Stakeholder items

Stakeholders including the Australian Association of Graduate Employers (AAGE), Australian Collaborative Education Network Limited (ACEN), and Optometry Council of Australia and New Zealand (OCANZ) included items in the 2021 GOS. Content covered by the stakeholder items included employment pathways, work integrated learning and preparedness of optometry graduates.

Institutions were invited to participate in these items, where applicable, by each of the relevant stakeholders.

4.4.3. Retired items

After confirming participation for the first time in a round of the 2021 GOS, institutions were invited by email to opt to include the retired CEQ items and/or GAS as additional items. To help institutions accommodate the retirement of these items, there were no fees to include them in the 2021 GOS. Fees for including retired items from the 2022 GOS onward were communicated to institutions by email and the *QILT Additional Questions Fact Sheet* on the QILT provider portal. In total 68 institutions (31 universities, 37 NUHEIs) opted to include the CEQ and 67 institutions (33 universities and 34 NUHEIs) opted to include the GAS.

5. Data preparation

5.1 Definition of the analytic unit

The analytic unit for the GOS was the graduate. The data file contained one record for each respondent to the survey.

In the 2021 GOS data set, a record was considered complete if the graduate had:

- provided a response as to whether they had worked in the last week, or

- responded that they were in further study, and

- did not disqualify themselves at the start of the survey (e.g. did not study the named course at the named institution).

5.2 Data cleaning and preparation

Data preparation occurred on the raw data file exported from the data collection platform with derivations, re-coding and cleaning routines applied, including:

- derivation of labour force status, salary and other reporting outcome variables based on the Australian Bureau of Statistics (ABS) standards (derivations are documented in the *2021 GOS Data Dictionary*, made available to institutions on the QILT provider portal)

- re-coding value labels where required

- re-coding of 'no answers' to the missing values conventions, and

- cleaning of employer name and

- coding of occupation, industry and further study field of education.

5.3 Coding and processing of open text responses

Spell checking and light cleaning of free text responses were applied, seeking to remove identifiers and expletives.

Table 15 summarises the items where industry standard frames were applied for the coding of free text responses. For items with free text responses not associated with an industry standard frame, code frames and back-coding rules were developed in conjunction with, and approved by the department, and were largely unchanged from previous iterations of the GOS.

Table 15   Items coded and source for coding decisions

Item coded	Code frame source
Course A Major(s) field of education, Course B Major(s) field of education	Field of education was coded using the Australian Standard Classification of Education (ASCED, 2001, ABS catalogue number 1272.0) at the six-digit level
Occupation	Occupation was coded using the Australian and New Zealand Standard Classification of Occupations (ANZSCO, Version 1.3, 2013, ABS catalogue number 1220.0)
Industry	Industry was coded using the Australia and New Zealand Standard Classification of Occupations (ANZSIC, 2006 Revision 2.0, ABS catalogue number 1292.0)
Country employer/business is based	For graduates working overseas, country of employment was coded using the Standard Australian Classification of Countries (SACC, 2016, Second edition, ABS catalogue number 1269.0).
Further study field of education	Field of education was coded using the Australian Standard Classification of Education (ASCED, 2001, ABS catalogue number 1272.0) at the single digit level.
Overseas country location	For graduates living overseas, country of residence was coded using the Standard Australian Classification of Countries (SACC, 2016, Second edition, ABS catalogue number 1269.0).

5.4   Data deliverables

The Social Research Centre provided institutions and the department the following data deliverables at the completion of the 2021 GOS cycle:

- institution data files and final population files in CSV and SPSS format as a standard, and in SAS format for institutions specifically requesting this format,

- department national data file and national final population file in CSV, SPSS and SAS format,

- data dictionary and data map,

- fieldwork and data package summary in MS Word format,

- files in Tableau packaged workbook format at the national (department), institution, Universities Australia and Independent Higher Education Australia level,

- files of verbatim responses to open-ended questions in MS Excel, at the national (department) and institution level, and

- *ComparED Website Tables*, *National Report Tables*, *International Report Tables*.

5.5   Weighting

As was the case for previous surveys in the series, no weights were applied to the GOS data. Details of testing of the effect of weighting GOS data by comparing weighted and unweighted estimates for key measures are provided in the *2019 GOS Methodological Report* and show that the differences between weighted and unweighted estimates are small at the national level. Following this historical precedent, GOS 2021 results remain unweighted.

6. Final dispositions, response rates and reportable strata

6.1 Final dispositions and response rates

Table 16 (on the next page) shows the final survey outcomes at an overall level and for each round of the 2021 GOS collection cycle.

For the purpose of the QILT suite of surveys, 'response rate' is defined as completed surveys (as described in Section 6.1) as a proportion of final sample, where final sample is the total sample excluding unusable sample (e.g. no contact details), out-of-scope and opted-out. This definition of response rate differs from industry standards by treating certain non-contacts and refusals as being ineligible for the response rate calculation (see American Association for Public Opinion Research 2016 for standard definitions of response rates).

The final response rate for the 2021 GOS collection cycle was 40.4 per cent, with the response rate higher for universities (40.5 per cent) than NUHEIs (39.3 per cent). When reviewing response rate by course type, postgraduate research had the highest response rate (65.7 per cent), followed by undergraduate (40.3 per cent) and postgraduate coursework (38.8 per cent). Consistent with previous surveys in the series, the May round saw the highest overall response rate (40.7 per cent), followed by November (40.0 per cent) and February (39.3 per cent).

Final response rates by institution for each round are provided at Appendix 7.

Table 16   Final survey outcomes

Institution	Total sample	Unusable sample	Out-of-scope	Opted-out	In-scope sample approached	Surveys completed	Response rate (%)
2021 GOS overall							
Total	342,358	587	566	24,595	316,610	127,827	40.4
Universities	312,197	533	429	22,103	289,132	117,030	40.5
NUHEIs	30,161	54	137	2,492	27,478	10,797	39.3
Course type							
Undergraduate	186,380	222	254	14,490	171,414	69,056	40.3
Postgraduate	155,978	365	312	10,105	145,196	58,771	40.5
Post-graduate coursework	146,393	333	293	9,636	136,131	52,819	38.8
Post-graduate research	9,585	32	19	469	9,065	5,952	65.7
November 2020							
Total	110,479	131	255	6,857	103,236	41,295	40.0
Universities	98,874	111	215	6,016	92,532	37,185	40.2
NUHEIs	11,605	20	40	841	10,704	4,110	38.4
Course type							
Undergraduate	52,398	59	126	3,502	48,711	19,019	39.0
Postgraduate	58,081	72	129	3,355	54,525	22,276	40.9
Post-graduate coursework	53,781	62	123	3,154	50,442	19,606	38.9
Post-graduate research	4,300	10	6	201	4,083	2,670	65.4
February 2021							
Total	26,021	54	84	1,748	24,135	9,490	39.3
Universities	19,772	42	18	1,200	18,512	7,479	40.4
NUHEIs	6,249	12	66	548	5,623	2,011	35.8
Course type							
Undergraduate	9,502	18	10	621	8,853	3,355	37.9
Postgraduate	16,519	36	74	1,127	15,282	6,135	40.1
Post-graduate coursework	14,683	28	73	1,039	13,543	5,002	36.9
Post-graduate research	1,836	8	<5	88	1,739	1,133	65.2
May 2021							
Total	205,858	402	227	15,990	189,239	77,042	40.7
Universities	193,551	380	196	14,887	178,088	72,366	40.6
NUHEIs	12,307	22	31	1,103	11,151	4,676	41.9
Course type							
Undergraduate	124,480	145	118	10,367	113,850	46,682	41.0
Postgraduate	81,378	257	109	5,623	75,389	30,360	40.3
Post-graduate coursework	77,929	243	97	5,443	72,146	28,211	39.1
Post-graduate research	3449	14	12	180	3243	2149	66.3

6.2   Strata meeting the desired level of precision

Table 17 shows the number and proportion of strata meeting the desired level of precision (+/- 7.5 percentage points at the 90 per cent level of confidence) over time, for undergraduates in full-time study. Strata are defined by institution at the 21 study area level. Study area is based on the specialisation code in the HEIMS course completions file for defining population strata counts, and for completed surveys, it is based on course field of education for the graduate's course or major as assigned by the institution. This results in some minor discrepancies between the graduate's study area in the population and data files.

As can be seen, for 2021, the proportion of the eligible strata that met the desired level of precision (reportable strata) decreased to 41.7 per cent. This decrease was influenced mainly by graduate response and population changes from a single institution (n=6 fewer strata reportable) and the Law & Paralegal Studies study area (n=7 fewer strata reportable).

Table 17   Strata meeting desired level of precision for undergraduates in full-time study

	2018	2019	2020	2021
Total strata (n)	**790***	**798**	**810**	**821**
Strata below minimum population (n)	57*	45	52	64
Strata with no completed surveys (n)	15	20	22	18
Eligible strata for reportability (n)	718	733	736	739
Reportable strata (n)	335	355	335	308
Reportable strata (%)	**46.7**	**48.4**	**45.5**	**41.7**

* Data reported in the *2020 GOS Methodological Report* undercounted the 2018 'Strata below minimum population' and 'Total strata' by n=1.

7. Response analysis

7.1 Response by time

Figure 9, Figure 10 and Figure 11 illustrate the daily and cumulative technical and operational response rates for the main online field period of the November, February and May rounds respectively. Technical response rate' is calculated as 'GOS completes as a proportion of in-scope sample approached'. Operational response rate is calculated as 'GOS completes that responded to all survey items as a proportion of in-scope sample approached'. Key email and SMS engagement activities are overlayed (see Section 3.3 for a full schedule by round).

The pattern of response across all rounds is broadly similar, with an exception for Reminder 5 in November as the email send was split between days 16 and 18. Operational response as a proportion of technical response (an indicator of survey break-off) fluctuated day-to-day but was consistent at the close of the main fieldwork across rounds (cumulatively 81.3 per cent in November, 81.8 per cent in February and 81.5 per cent in May).

The strong daily response of prize draw timed reminders (reminders 2, 4, 6 and 8) is visible in all rounds, though diminished by Reminder 8. Response was front loaded, with at least half of the final response for each round achieved by day 10 in field.

The similarity in response over time across rounds indicates the engagement was robust against seasonal factors (e.g. fluctuating COVID-19 restrictions). Ongoing monitoring and analysis of the operational response rate could give insight into changes in survey break-off due to survey design elements or sample characteristics.

Figure 9   Response rates by date November 2020
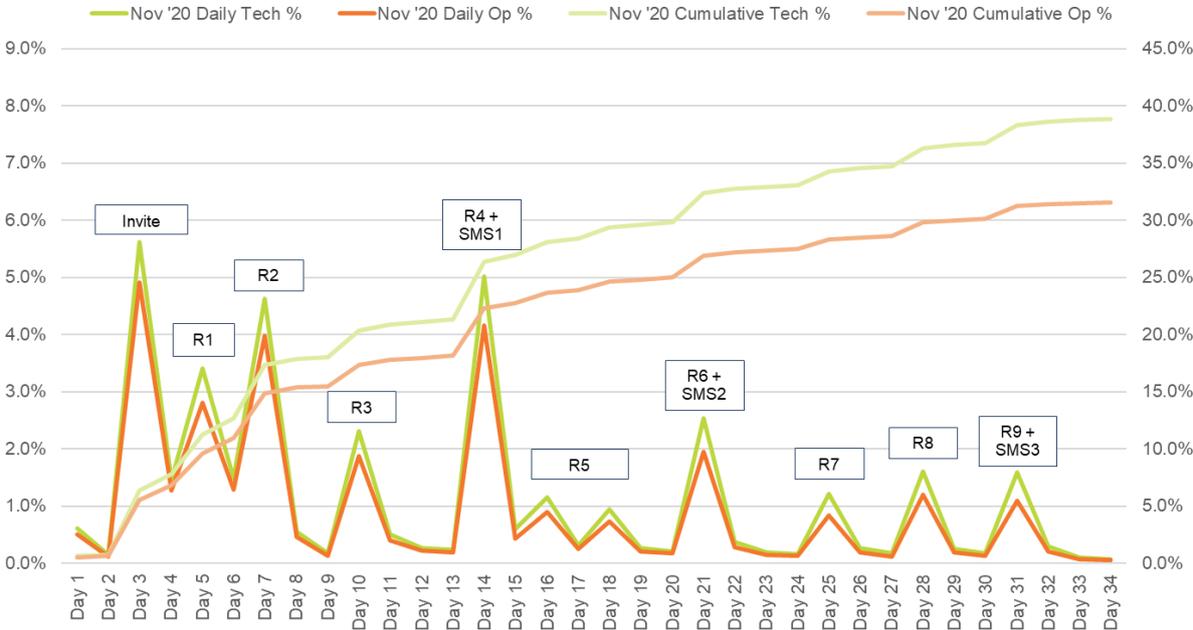
Figure 10   **Response rates by date February 2021**
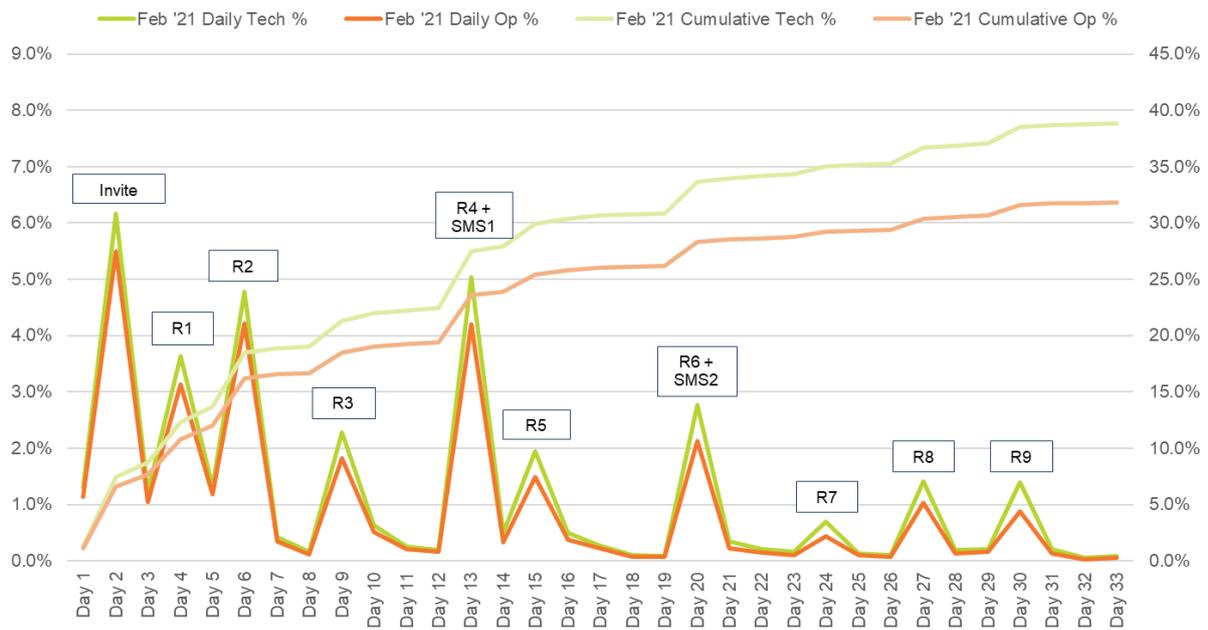
Figure 11   **Response rates by date May 2021**
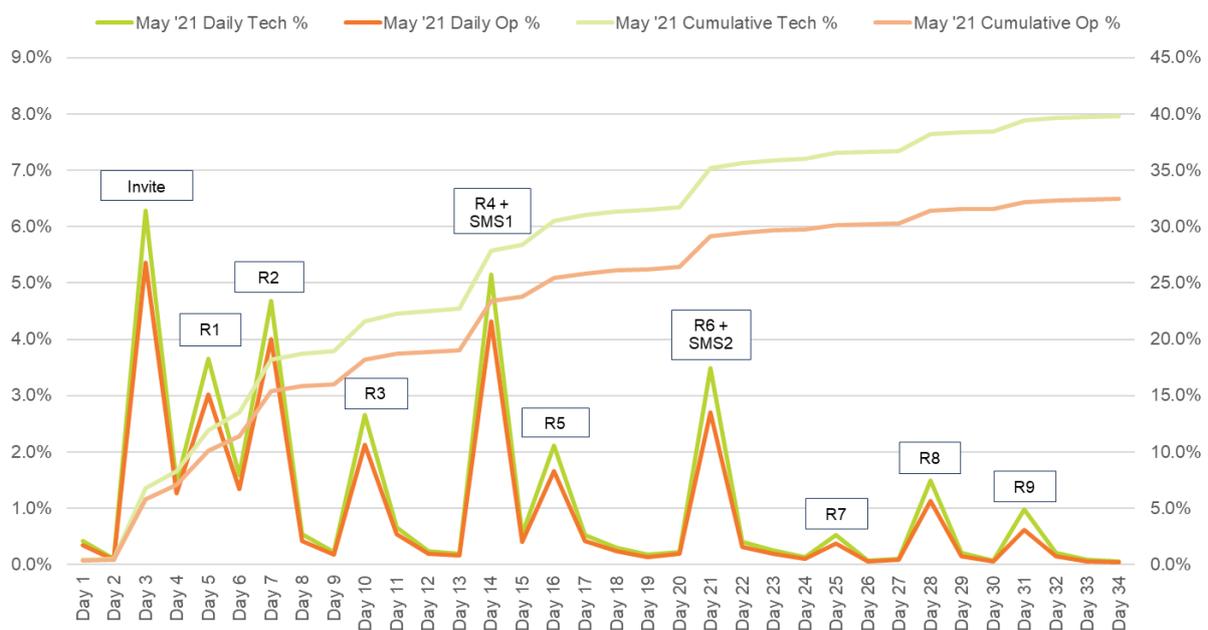
7.2   Non-response analysis

To better understand the dynamics of non-response in the 2021 GOS, analysis was undertaken on the in-scope population of 316,610 students. The following characteristics were included in the analysis: age; gender; Indigenous status; disability status; language spoken at home; citizenship status; Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socio-economic Disadvantage (IRSD) quintiles; study mode; attendance type; study area; course level; regionality; collection period; whether or not the graduate had a mobile in the sample file; whether or not the graduate had a landline in the sample file; email address type in the sample file (institutional email address, personal email address, both personal and institutional email address or no email address).

Figure 12 shows the relative importance of these predictors for non-response. Longer bars indicate higher importance. Study area is the single most important predictor of response, followed by age and then SEIFA quintile. By contrast, disability status, Indigenous status, gender, and having a landline number were the least important factors in predicting survey response. Citizenship status became a less important predictor of response in the 2021 GOS (fourth most important predictor in 2020, twelfth most in 2021). This change could be in part due to the introduction of the International Engagement Strategy.

Figure 12   Importance of variable in predicting survey response
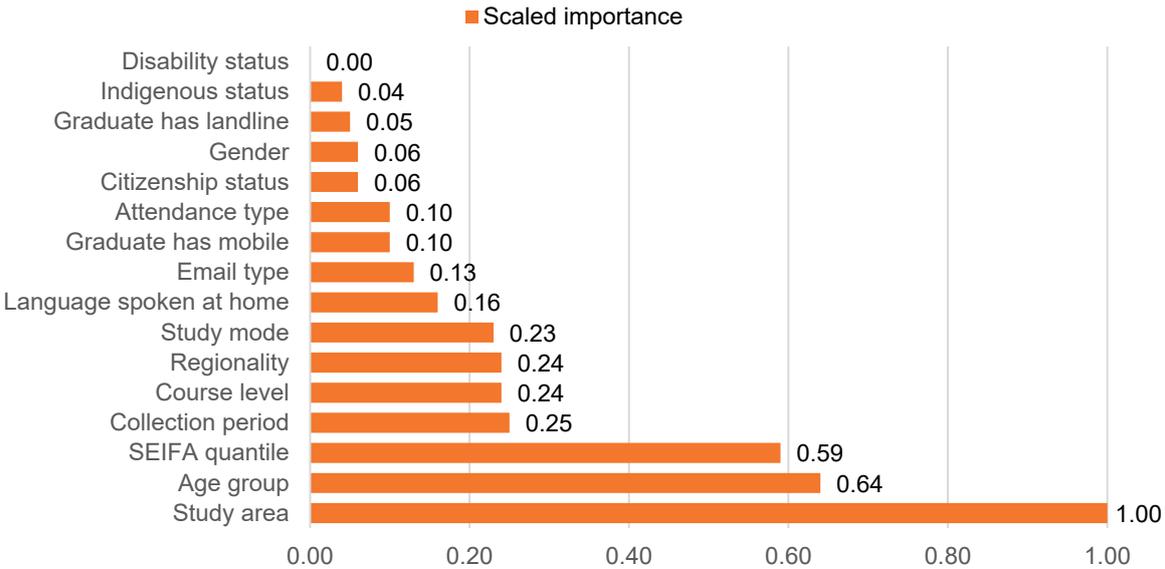
Note: Variable importance is scaled so that the most important variable has a value of 1.0.

Table 18 (on the next page) shows the odds ratios (OR) for the regression coefficients, the corresponding standard errors and confidence intervals, as well as tests of statistical significance.

The OR provides information describing the difference between a given category and the reference category (in parenthesis). In each case, the reference category is the modal category (i.e. most commonly occurring) for each variable.

OR's are interpreted as follows:

- An OR of 1 indicates that the propensity to respond to the survey is equally likely between the reference category and the listed category, holding all other factors constant.

- An OR greater than 1 indicates that the propensity to respond is higher for graduates from the listed category than the reference category, holding all other factors constant. For example, the odds of responding to the survey were 70 per cent higher for 30-44 year-olds (OR = 1.70) than for the reference category of 23-29 year-olds.

- An OR less than 1, indicates that the propensity to respond is lower for graduates from the listed category than the reference category. For example, the odds of response for graduates who attended part-time (OR = 0.95) was 95 per cent as high as for graduates who attended full-time.

Table 18   Odds ratios of the logistic regression of survey response on selected variables

Variable	Odds Ratio	Standard Error	95% Confidence Interval	Significance
Age Group (Reference: 23-29)				
15-22	0.94	0.01	(0.92, 0.96)	***
30-44	1.70	0.02	(1.66, 1.73)	***
45+	2.86	0.05	(2.76, 2.96)	***
Gender (Reference: Female)				
Male	0.79	0.01	(0.77, 0.80)	***
Indigenous Status (Reference: Not Indigenous)				
Indigenous	1.03	0.04	(0.95, 1.11)	
Disability Status (Reference: No disability)				
Disability	1.19	0.02	(1.15, 1.22)	***
Language Spoken at Home (Reference: English)				
Not English	0.91	0.01	(0.89, 0.93)	***
Citizenship Status (Reference: Domestic)†				
International	0.96	0.01	(0.94, 0.99)	**
SEIFA Quintile (Reference: Highest quintile)				
Lowest quintile	1.03	0.01	(1.00, 1.06)	*
2nd quintile	0.99	0.01	(0.97, 1.01)	
3rd quintile	1.01	0.01	(0.99, 1.03)	
4th quintile	1.06	0.02	(1.03, 1.09)	***
Unknown	0.86	0.08	(0.71, 1.04)	
Study Mode (Reference: Internal)				
External	0.91	0.01	(0.89, 0.93)	***
Multi-modal	0.96	0.01	(0.94, 0.98)	***
Open Universities Australia	0.82	0.04	(0.75, 0.91)	***
Attendance Type (Reference: Full-time)				
Part-time	0.95	0.01	(0.93, 0.97)	***
Study Area (Reference: Business and management)				
Agriculture and environmental studies	1.70	0.06	(1.58, 1.82)	***
Architecture and built environment	1.14	0.03	(1.08, 1.19)	***
Communications	1.14	0.03	(1.08, 1.20)	***
Computing & information systems	1.45	0.02	(1.40, 1.49)	***
Creative arts	1.11	0.03	(1.06, 1.16)	***
Dentistry	0.93	0.06	(0.81, 1.06)	
Engineering	1.43	0.02	(1.39, 1.48)	***
Health services and support	1.27	0.02	(1.22, 1.31)	***
Humanities, culture and social sciences	1.50	0.02	(1.45, 1.55)	***
Law and paralegal studies	1.11	0.02	(1.06, 1.15)	***
Medicine	0.95	0.03	(0.89, 1.01)	
Nursing	1.02	0.02	(0.99, 1.05)	

Pharmacy	1.09	0.06	(0.99, 1.21)	
Psychology	1.35	0.03	(1.29, 1.42)	***
Rehabilitation	1.01	0.04	(0.94, 1.08)	
Science and mathematics	1.65	0.03	(1.60, 1.71)	***
Social work	1.37	0.04	(1.30, 1.45)	***
Teacher education	1.10	0.02	(1.07, 1.14)	***
Tourism, hospitality, personal services, sport and recreation	0.75	0.06	(0.64, 0.88)	***
Veterinary science	1.37	0.09	(1.21, 1.55)	***
Course Level (Reference: Undergraduate)				
Postgraduate coursework	0.94	0.01	(0.92, 0.96)	***
Postgraduate research	2.07	0.05	(1.97, 2.17)	***
Regionality Type (Reference: Major City)				
Inner Regional	1.70	0.02	(1.66, 1.73)	***
Outer Regional	1.70	0.02	(1.66, 1.73)	***
Remote	1.70	0.02	(1.66, 1.73)	***
Very Remote	1.70	0.02	(1.66, 1.73)	***
Unknown	0.94	0.09	(0.77, 1.13)	
Collection Period (Reference: May)				
February	0.90	0.01	(0.88, 0.93)	***
November	0.98	0.01	(0.96, 0.996)	*
Graduate has a Mobile Number (Reference: Yes)				
No	0.64	0.01	(0.62, 0.65)	***
Graduate has a Landline (Reference: No)				
Yes	0.96	0.01	(0.94, 0.98)	***
Email Type (Reference: Both institution and personal emails)				
No email or only institution email	0.46	0.01	(0.44, 0.48)	***
Personal email only	0.86	0.01	(0.84, 0.88)	***

*** $p \leq 0.001$, ** $p \leq 0.01$, * $p \leq 0.05$

† Note, calculated for this report using HEIMS data element E942 Citizenship indicator. In prior years' reports E358 Citizen/resident indicator (from which E942 is derived) was used.

‡ Calculated using the ABS Socio-Economic Indexes for Australia (SEIFA, 2016, catalogue number 2033.0.55.001)

When controlling for other factors, key takeaways of the model include:

- The type of email address available from the institution was a major predictor of the likelihood of completing the GOS. Graduates for whom we were provided no email, or an institutional email only had 46 per cent odds of completing the GOS, compared to graduates with both institution and personal emails.

- Graduates without a mobile phone number on file had lower odds of responding (reduced by 36 per cent) than graduates with a mobile phone number.

- Older graduates are far more likely to respond than younger graduates.

- Male graduates were 21 per cent less likely to respond compared to female graduates.

- Graduates who completed a postgraduate research qualification were far more likely (107 per cent more) to respond than those who completed an undergraduate qualification (the

reference group), while graduates who completed a postgraduate coursework qualification were slightly less likely (4 per cent less) to respond than the reference group.

- Graduates from some study areas had a notably higher chance of response than graduates from Business and management (the reference group). These study areas included Agriculture and environmental studies (70 per cent higher), Science and mathematics (65 per cent), Humanities, culture and social sciences (50 per cent), Computing & Information systems (45 per cent), Engineering (43 per cent), Social work (37 per cent), Psychology (35 per cent) and Veterinary science (37 per cent).

- International graduates were only slightly less likely to respond (4 per cent) than domestic graduates. This may suggest that the International Engagement Strategy employed during the 2021 improved the representation of international graduates and similar engagement strategies could be effective if customised to graduates with other under-represented characteristics.

7.3   Sources of response

Table 19 (on the next page) summarises the contribution of various online survey completion methods to the final response rate and includes response by gender, age, and citizenship due to the variation in method of accessing the survey within these groups. Only minimal differences were observed when reviewing source of response by institution type or course level, as such these groups are not displayed.

It should be noted that only completed surveys directly attributable to the in field reminder calls, post field reminder calls and SMS are recorded as such in Table 19. It is possible that, for example, reminder call activity may prompt a graduate to click on the direct survey link in an email they had previously received. In this context, the analysis presented at Table 19 should only be considered indicative. It should also be noted that the opportunity to complete via each method was not necessarily equal between subgroups.

Most respondents completed via the direct link in email communications (contributing 36.2 of the 40.4 total response rate percentage points). Completing via the direct link in SMS was the next most significant contributor (2.3 per cent in 2021 compared to 1.2 per cent in 2020), reflecting the increased use of SMS in the engagement strategy. More response was gained via SMS with graduates aged Over 30 (2.6 per cent) than those aged 30 or under (2.1 per cent).

As previously noted, in field reminder calls were targeted at international graduates in the 2021 GOS in support of the International Engagement Strategy. As a result, in field reminder calls were the second most common source of response for international graduates (3.0 per cent).

Table 19   Sources of response

	Gender			Age		Citizenship indicator	
	Total	**Female**	**Male**	**30 or under**	**Over 30**	**Domestic**	**International**
	%	**%**	**%**	**%**	**%**	**%**	**%**
Final response rate	**40.4**	**42.9**	**36.9**	**36.6**	**54.3**	**44.2**	**33.6**
Authentication	0.1	0.1	0.2	0.1	0.2	0.2	<0.1
Type in	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1
Survey link (email)	36.2	38.8	32.5	32.3	50.6	40.6	28.2
Survey link (SMS)	2.3	2.4	2.0	2.1	2.6	2.5	1.8
In field reminder calls	1.1	0.9	1.4	1.3	0.4	<0.1	3.0
Post field reminder calls	0.7	0.6	0.7	0.7	0.5	0.8	0.5

7.4   Sample retention for GOS-L

Graduates were generally open to being contacted for future research across all 2021 GOS collection rounds, which is the point at which sample is built for the GOS-L.

As shown in Table 20, a total of 74,509 graduates, or more than half (58.2 per cent) of all GOS completes, agreed to contact for future research purposes.

Fewer than one in five graduates (19.9 per cent) did not provide a response to the 'consent to future contact' question, by either choosing not to provide a response or stopping the survey before seeing the 'consent to future contact' question.

Table 20   Graduate responses to further contact for GOS-L

Sample retention phase	November 2020		February 2021		May 2021		Total	
	n	**%**	**n**	**%**	**n**	**%**	**n**	**%**
Consent to contact at GOS-L								
Yes	23,773	57.5	5,612	59.3	45,124	58.4	74,509	58.2
No	9,275	22.4	1,993	21.1	16,843	21.8	28,111	21.9
Missing	8,303	20.1	1,853	19.6	15,355	19.9	25,511	19.9
Total	41,351	100.0	9,458	100.0	77,322	100.0	128,131	100.0
Details provided for GOS-L sample								
Permanent email address is as used in GOS	20,042	72.4	4,740	74.4	43,586	82.8	68,368	78.8
New permanent email address provided	3,582	12.9	615	9.7	5,328	10.1	9,525	11.0
Don't have a permanent email address	188	0.7	22	0.3	368	0.7	578	0.7
Do not wish to be re-contacted by email	378	1.4	75	1.2	949	1.8	1,402	1.6
Missing	3,493	12.6	916	14.4	2,427	4.6	6,836	7.9
Total	27,683	100.0	6,368	100.0	52,658	100.0	86,709	100.0

Note: The responses shown here are raw and derived before data processing in accordance with the definition of the analytic unit is undertaken (refer to Section 5.1), as such total completes will not align to figures presented earlier in the report.

The majority of graduates who completed the GOS and were asked the recontact question either indicated that the current email used for GOS was suitable long term (78.8 per cent total) or offered a new email address for recontact in the future (11.0 per cent total).

In the *2020 GOS Methodological Report* changes over time in the proportion of graduates agreeing to recontact was marked as an area of interest for further analysis to ensure the sample base for the GOS-L does not decline. The 2021 GOS recontact agreement (58.2 per cent) was a slight

improvement on that achieved in the 2020 GOS (56.7 per cent). This may in part be due to a redesign of the recontact survey item (*CONTACT*) in May informed by experimentation in November and February (refer to Section 4.3). Improved understanding of factors correlated with consent to recontact should remain an area of interest to achieve further growth of the GOS-L sample base.

8. Considerations for future surveys

8.1 Customised graduate engagement

Tailoring of the engagement activities and materials to international graduates (refer to Section 3.3) appears to have marginally improved the representation of international graduates in the GOS (refer to Section 7.2 and Section 7.3). Applying learnings from the 2021 GOS to the continued implementation of the International Engagement Strategy could lead to further incremental improvements in international graduate representation.

The customisations applied for international graduates could also be tailored to graduates with other characteristics that were underrepresented in the 2021 GOS (e.g. the Business and management study area, younger graduates).

8.2 Contact protocol

A review of the existing contact protocol should be conducted ahead of the 2022 GOS with the goal of maximising response and representation. Having a mobile number is a strong predictor of response (see Section 7.2), and as such, an increased use of SMS reminders could be considered. The value of in field reminder calls to improve general representation via a propensity model, versus targeted response maximisation (e.g. to international graduates), should also be assessed to determine how reminder calls can be most effectively used. Improved understanding of the profile of graduates unlikely to be reached by the current engagement protocol (i.e. graduates who did not open emails and were not contactable by phone) could inform improvements to the existing contact protocol.

In the 2021 GOS no institutions commissioned full CATI surveys (see Section 3.3.4). As full CATI completions are not included in the *National Report* and are expensive to commission in comparison to other fee-for-service response maximisation activities, consideration should be given to the removal of full CATI as an option in future GOS collections.

8.3 Email deliverability

Despite the robust range of activities and products used to ensure email deliverability in the 2021 GOS, deliverability remained a point of concern (refer to Section 3.3.1 and Section 3.3.9). Continuing to build an understanding of the most important factors impacting email deliverability and effective actions needed to minimise the risk of non-delivery should be a priority. Mapping of sample email domains to major email providers (e.g. Gmail, Outlook) during sample preparation may assist in the early identification and resolution of delivery issues. This mapping would also allow exploration of whether email provider is a driver of non-response.

8.4 Review of Majors

With the retirement of the CEQ as a core questionnaire item (refer to Section 4.4.3), the value of surveying with majors may be diminished for some institutions. To inform institution choice, a comparison of recent years' institution data using course level and Majors level coding for field of education could be shared with institutions ahead of the 2022 GOS sampling. Analysis would highlight potential changes in study area attribution if Majors were not to be used in survey by the institution. As Majors are opted into for the full collection cycle, this analysis and discussion with institutions would need to be conducted ahead of the 2022 GOS November sampling.

8.5 GOS-L sample retention and ESS sample building

The retention of sample for the GOS-L remains a key issue. Learnings from the redesign of the consent to recontact survey item (see Section 7.4) should be carried forward. Further experimentation with the recontact item design could be considered, and performance of the consent rate over time reviewed in further detail.

As discussed in the *2020 GOS Methodological Report*, recruitment of graduate supervisors is a major challenge that limits the ESS sample build. The inherent graduate concerns were again compounded in 2021 by the ongoing economic disruption caused by COVID-19. The 2022 GOS should feature continued use of evidence-based changes to the ESS bridging module. Tailoring the ESS bridge using sample and survey data (i.e. study area, industry) could lead to improvements in the recruitment of graduate supervisors.

List of abbreviations and terms

AAGE	Australian Association of Graduate Employers
ABS	Australian Bureau of Statistics
ACEN	Australian Collaborative Education Network Limited
ACMA	Australian Communications and Media Authority
AGS	Australian Graduate Survey
ANZSIC	Australian New Zealand Standard Industrial Classification
ANZSCO	Australian New Zealand Standard Classification of Occupations
CATI	Computer Assisted Telephone Interviewing
ESS	Employer Satisfaction Survey
GOS	Graduate Outcomes Survey
GOS-L	Graduate Outcomes Survey – Longitudinal
HEIMS	Higher Education Information Management System
HESA	Higher Education Support Act
HEPCAT	Higher Education Provider Client Assistance Tool
IRSD	Index of Relative Socio-economic Disadvantage
IP	Internet Protocol
MDS	Minimum Data Set
NUHEI	Non-University Higher Education Institution
OCANZ	Optometry Council of Australia and New Zealand
PASF	Participation and Additional Services Form
PIR	Provider Information Request
PS	Past Course Completions
OR	Odds ratio
QILT	Quality Indicators for Learning and Teaching
RES	Respondent Engagement Survey
SEIFA	Socio-Economic Indexes for Areas
TCSI	Tertiary Collection of Student Information

Appendix 1   Collection, sample and marketing guides

GOS

Graduate Outcomes Survey

Graduate Outcomes Survey (GOS) Collection and Sample Guide

2021 GOS May Collection

Contents

List of tables

Summary points to note

Key release changes follow:

Version	Date published	Comment
1.0	15 February 2021	Original version released

Please note:

- Complete the Participation and Additional Services form sent separately to you. The first step is to confirm your institution's participation in the research using the Participation and Additional Services form – this is your centralised place to confirm participation and nominate additional services.

- Guidance has been prepared to clarify the definition of and expectations of the in-scope audience (refer 'Section 2 Target audience and sample provision').

- **There are significant changes in the sample preparation process for GOS May 2021, particularly for institutions with completers in January / February 2021. See Section 2.2 for details.**

- Guidance has been prepared to assist with populating the sample file (refer 'Section 3 Populating the sample file template'.

- Keeping to timelines for provision of sample means the project can go to field on time – otherwise one institutions' delay impacts all others. There are a couple of points in time where late delivery can have significant downstream impacts on the delivery of the project:

  o It is critical that institutions return their completed PS file sample and population data templates to us by Tuesday 30 March to allow for resolution of any sample queries.

  o Institutions reporting by course majors should return their updated majors look up template to SRC by 9 March.

- Data collection must be ready to commence when Authentication opens on Tuesday 27 April. The limited flexibility around launch proceedings means that data quality risks being compromised if timelines are compressed, or that other institutions are impacted by a delayed start date potentially impacting response maximisation activity and the overall response rate. Please familiarise yourself with Table 1.

- If your institution chooses to provide telephone numbers for graduates it is considered that your institution consents to graduates receiving SMS and infield reminder calls during fieldwork. These generally commence from the second week of fieldwork.

- Institutions are expected to send their own hardcopy letter or email to arrive in the week before the survey officially opens. This institution led contact adds a sense of legitimacy so when graduates get an email or SMS, they will not think the GOS is spam. Contact with graduates should be advised to the Social Research Centre (refer 'Section 5 Response maximisation').

- We ask that qilt@srcentre.com.au is included in the send list for the engagement letter and emails. This enables us to effectively track supporting activities' impact on response maximisation and ensure the content messaging is consistent with the broader QILT study.

- Please update us with any changes to your personnel or the availability of staff, especially during the sample preparation and fieldwork periods.

Checklist

Please note and ensure the following are completed:

- Confirmed participation and nominated additional fee-for-service activities.

- Sent pre-survey awareness raising correspondence to graduates and liaised with Alumni for promotion.

- Prepared social media, newsletters, etc. and liaised with Alumni for promotion.

- Use the comments sheet in the sample to provide context where appropriate to what you have provided (for example, if you can only provide one email address because your institution has introduced a new IT system, please include this).

- Submitted your final sample by the due date.

- Ensure all contact details and course details are correct for the sample member, that is, the email, phone number and other details align with correct name. A simple way to check is manually review a selection of records at the top, in the middle and at the bottom of your sample.

- Liaised with your IT team to ensure whitelisting is in place.

- Minimised respondent burden by considering other potentially conflicting surveys of the graduate population.

- Advised the Social Research Centre of any possible contextual issues that should be considered as part of survey deployment.

- Commenced engagement activities (such as posters and in lecture slides) for students soon to complete their studies by way of promoting upcoming GOS collections (November 2021).

Checklist

1.   Introduction and overview

1.1.   Background and objectives

The focus of the Graduate Outcomes Survey (GOS) is to provide reliable, valid and generalisable information on short term graduate outcomes to the Australian government and to higher education providers. Since 2015, the GOS has replaced the Australian Graduate Survey (AGS) and is undertaken with both Table A and Table B universities, and non-university higher education institutions (NUHEIs).

Specific research objectives of the GOS are to measure recent higher education graduates':

- labour market and further study outcomes, and

- level of satisfaction with their higher education course.

The GOS is a census of all in-scope graduates and is administered under the Quality Indicators for Learning and Teaching (QILT) survey suite, commissioned by the Australian Government Department of Education (the department). The Social Research Centre is working with higher education providers and key stakeholders to administer the GOS. The GOS also provides the establishment sample for the GOS-Longitudinal (GOS-L) undertaken with GOS respondents (who consent to future contact) three years post completion of the academic requirements of the course. The GOS survey instrument also provides the mechanism to build sample to conduct the Employer Satisfaction Survey (ESS). The ESS is the first national survey that directly links the experiences of graduates to the views of their direct supervisors. At the completion of the GOS survey proper, respondents who confirm that they are in employment are asked to provide contact details for their work supervisor. The ESS collects the insights and perceptions of Australian employers to help monitor and better understand:

- the specific skills and attributes employers need in their business, and

- how well higher education is equipping graduates for the workforce.

The sample of graduates is provided by the department and sourced through institutional reporting into the Higher Education Information Management System (HEIMS).

For most institutions, the GOS is conducted over three collection cycles (November, February and May). For more details, please refer to 'Section 2.1 In-scope audience and reference period'.

1.2.   Summary timeline

The schedule for the 2021 GOS – May 2021 collection is shown at Table 1.

Final institution reports, and data outputs will be available after the completion of the 2021 GOS cycle and will include the full reporting year, that is, November 2020, February 2021 and May 2021.

Table 1   **2021 GOS – May 2021 summary timeline**

Key milestones	Responsible	Date (2021 unless otherwise stated)
Participation and Additional Services form distributed to institutions	SRC	Monday 15 February
Collection and Sample Guide distributed to institutions	SRC	Monday 15 February
Marketing Pack distributed to institutions	SRC	Monday 15 February
Institutions to confirm participation in the GOS May	Institutions	Monday 22 February
Send out Majors look up templates to institutions	SRC	Tuesday 23 February
Send out MDS, Full templates to institutions	SRC	Friday 26 February
MDS and Full template files reviewed and updated by institutions	Institutions	Monday 1 – Tuesday 30 March
Additional populations nominated by institutions	Institutions	Monday 1 March
Dept provide first extraction of PS file	Dept	Thursday 4 March
SRC follow up with institutions that have not submitted, to submit files by 12 March	SRC	Friday 5 March
SRC prepare sample for splitting to institutions	SRC	Monday 8 – Wednesday 10 March
Late institutions to submit 2020 final course completion data to Department (if required)	Institutions	Friday 12 March
Return reviewed and updated Majors look up templates to SRC	Institutions	Tuesday 9 March
Dept provide second extraction of PS file (if required)	Dept	Monday 15 March
Send out PS file to institutions	SRC	Thursday 11 March
PS files reviewed and updated by institutions	Institutions	Monday 22 – Tuesday 30 March
Completed MDS, Full templates and PS file sample to be returned by institutions	Institutions	Tuesday 30 March
All MDS, Full templates and returned PS file samples checked, followed up with institutions as required	SRC	Wednesday 31 March – Wednesday 14 April
Sample absolutely finalised (queries resolved and QA undertaken)	SRC	Wednesday 14 April
Additional questions nominated by institutions	Institutions	Monday 29 March
Additional questions (MS Word) approved by institutions	Institutions	Wednesday 31 March
Proposed variations to engagement activity plan to the Social Research Centre	Institutions	Tuesday 20 April
Additional questions scripted and online survey test link provided to institutions for testing	SRC	Friday 16 April
Additional questions survey test link approved	Institutions	Thursday 22 April
Authentication survey entry opens	SRC	Tuesday 27 April
Soft launch – Online fieldwork	SRC	Tuesday 27 April
Main launch – Online fieldwork	SRC	Thursday 29 April
Telephone follow up nominated by institutions	Institutions	Monday 10 May
Course / major coding checks		

Online fieldwork - Coding queries sent to institutions	SRC	Thursday 3 June 2021	
Online fieldwork - Coding queries to be returned	Institutions	Tuesday 8 June 2021	
Post-fieldwork - Coding queries sent to institutions	SRC	Thursday 17 June 2021	
Post-fieldwork - Coding queries to be returned	Institutions	Tuesday 22 June 2021	
Final institutional reports and data outputs			
Institutional files	SRC	End 2021 TBA	
UA Reports	SRC	End 2021 TBA	
National reports	SRC	End 2021 TBA	

Dates may change due to operational requirements, methodological learnings and circumstances beyond own control such as decisions from the department or Ministers office on release dates. The Social Research Centre will endeavour to keep institutions updated and maintain the timeline in this document.

1.3.   Privacy provisions

All aspects of this research will be undertaken in accordance with the Privacy Act (1988) and the Australian Privacy Principles contained therein, the Privacy (Market and Social Research) Code 2014, The Research Society's Code of Professional Behaviour, ISO 20252 standards and the ethical guidelines laid out in the Australian Code for the Responsible Conduct of Research[1]. The Social Research Centre will also enter into a Deed of Confidentiality with institutions as required. The Deed of Confidentiality can be located on the QILT provider portal) under QILT Resources > Deed of Confidentiality QILT.www.qilt.edu.au/login) under QILT Resources > Deed of Confidentiality QILT.

1.4.   Institutional support

General enquiries and all queries relating to sampling and sample files, file formats, any questions or feedback on the instrument, should be directed to the Social Research Centre's QILT team. The team can be contacted on (03) 9236 8500 or by emailing qilt@srcentre.com.au. We will endeavour to get back to you by the next working day – even if only to acknowledge receipt of your communication.

The 'qilt@srcentre.com.au' email is for institutions only. We make available a separate 'gos@srcentre.com.au' email for graduates.

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[1] National Health and Medical Research Council and Universities Australia, 2007, https://www.nhmrc.gov.au/guidelines-publications/r41

2. Target audience and sample provision

2.1. In-scope audience and reference period

Graduates are in-scope for the 2021 GOS May collection if they completed their studies at an onshore campus of an Australian higher education provider between 1 November 2020 and 28 February 2021 (inclusive). Both domestic and international students are in-scope.

Please note 'completed' means completion of the academic requirements of the course which is not the same as 'graduated'. See HEIMSHELP website[2] for definition of course completion. The intent and spirit of the GOS is to survey graduates approximately four to six months post completion of their course. Section 2.1.1 below contains further information on course completion date.

Students who are residing overseas and undertaking an external program of study at an Australian higher education provider via online or distance education are normally not in-scope for the QILT surveys. However, some international students who had originally intended to complete their study onshore in 2020-21 may have completed their studies online while residing in their home country due to COVID-19 restrictions. These students are **in-scope** for the 2021 GOS.

Students who completed their studies at offshore campuses of Australian higher education providers and had not intended to study onshore in 2020-21 are to remain out of scope of the GOS. However, they can be included in the survey as an additional population on a fee for service basis (see Section 3.2.2 for further information on additional populations).

Note that graduates can only participate once per GOS collection if they are completing multiple courses. Appendix B 'Exclusions from the GOS' provides additional information.

2.1.1. Course completion date

The GOS is conducted over three collection rounds each year (in November, February, and May) to capture course completions throughout the year. Historically there has not been a firm definition in HEIMS for 'completion date' but this is changing in 2021 with the launch of the Tertiary Collection of Student Information (TCSI) and the introduction of two new data elements: Course outcome code E599 and Course outcome date E592.

To ensure good methodological practice and parity between institutions, the Social Research Centre use the following course completion dates cut offs to determine which students are in scope for which around of GOS. These cut-offs were agreed to between the Department and ANUP and have been in use since 2019:

- Student completions from 1 March to 31 July (inclusive) are included in the GOS – November round.

- Student completions from 1 August to 31 October from the preceding year (inclusive) are included in the GOS – February round.

- Student completions from 1 November to 28 (or 29 in a leap year) February (inclusive) are included in the GOS – May round.

Table 2 illustrates the three reference periods for each of the respective GOS collections.

Table 2   Reference periods for the GOS collection cycle (based on course completion month)

November collection					February collection			May collection			
Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb

From GOS 2022, Course outcome code E599 and Course outcome date E592 are used to determine which round of the GOS the graduate should be included in. These two variables have also been included in the population data template for the January / February 2021 completers (see Section 2.2.2 for more details regarding January / February 2021 completers).

2.2.   The population file

The GOS uses a centralised approach to sampling based on data extracted from HEIMS (and TCSI going forward). This ensures that the sampling methodology is robust, consistent and transparent across all institutions.

Note: There are changes in the sample preparation for the May 2021 round of the 2021 GOS because of the introduction of TCSI, as detailed below.

- If your institution does not have completers in January and or February 2021, please see section 2.2.1.

- If your institution has completers in January and or February 2021, please see section 2.2.2.

- If your institution is not reporting to HEIMS / TCSI, please see section 2.2.3

2.2.1.   HEIMS institutions that do not have January / February completers

For HEIMS institutions that do not have completers in January or February 2021, your sample population for GOS May 2021 will comprise students who completed their studies between 1 November and 31 December 2020 inclusive and any students who completed their studies between August and October 2020 but were not surveyed in the GOS February 2021.

Course completion data for 2020 are required by the Department to be submitted to HEIMS via Higher Education Provider Client Assistance Tool[3] (HEPCAT) by 31 January 2021. We expect that most, if not all, HEIMS reporting institutions will have completed this reporting by the time we commence sample preparation for GOS May 2021 in March. As such, there is no need for your institution to submit an interim PS file for your 2020 completers, and sample preparation GOS May 2021 will follow the steps below:

Step 1: Social Research Centre receive a sample file from the department

After receiving submissions from the institutions, the department appends additional data elements to the file, mainly from the Course and Enrolment submissions, and sends it to the Social Research Centre.

Step 2: Social Research Centre prepare sample file for each institution to check and append contact details

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[3] https://heimshelp.education.gov.au/resources/toolkits/reporting-with-hepcat

The Social Research Centre then flags the graduates or completers who are eligible to participate in the survey and assigns them to Study Areas according to the definition set out in Appendix C of this document. The Social Research Centre then sends the file back to each institution for verification and institutions append email addresses, flag anyone who should not be surveyed and update missing information for non-Commonwealth supported students.

Institutions should complete the checklist included within the sample file to ensure all required fields have been updated and appended data meets the required quality standards.

Step 3: Institutions return the completed sample file to Social Research Centre

Once institutions have prepared the sample file, please upload it to the **QILT website Secure File Exchange (SFX)** where all survey managers should have an account. **Please do not email the file to the Social Research Centre or to the department.**

After the sample files are returned, the Social Research Centre will be in touch with institutions as required to discuss and resolve issues in the sample file. The dates for return of sample deliverables such as the interim PS file and final sample etc are itemised in Table 1. Note that these are the final due dates, earlier returns would allow more time for the Social Research Centre to work with institutions to resolve issues should that be required. Please note that if sample preparation involves an excessive number of iterations as part of resolving the same or similar issues, the Social Research Centre may need to discuss a fee-for-service arrangement.

If your institution has not completed the HEIMS reporting for the 2020 completers, please contact the Social Research Centre as soon as possible to discuss if you need to use the minimum data set (see Section 2.2.4).

2.2.2. HEIMS institutions that have January / February 2021 completers

For institutions that have completers in January or February 2021, your sample population for GOS May 2021 will comprise students who completed their studies between 1 November and 28 February 2021 inclusive and any students who completed their studies between August and October 2020 but were not surveyed in the GOS February 2021.

Course completion data for 2020 are required by the Department to be submitted to HEIMS via [Higher Education Provider Client Assistance Tool](#)[4] (HEPCAT) by 31 January 2021. But course completion data for January and February 2021 <u>cannot</u> be submitted to HEIMS / HEPCAT. As such, the sample for your institution will be constructed in a hybrid process:

- 2020 completers – HEIMS extract (as per Section 2.2.1)
- 2021 January / February completers – Full population data template (more information on the template in Section 2.2.3)

We understand that some institutions are already submitting their data into TCSI. The Department has advised that the reporting tool in TCSI (i.e. the tool used to extract reported data out of TCSI) is still being developed and as such, we need to use a template for the January / February 2021 completer sample. It is envisaged that this will no longer be required in future GOS collections once the reporting tool in TCSI is developed.

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[4] https://heimshelp.education.gov.au/resources/toolkits/reporting-with-hepcat

2.2.3.   Full population data template

Normally, the full population data template is only used by a small number of institutions that do not submit a PS file to the HEIMS (e.g. institutions that submit data via the Provider Information Request (PIR) process) or for the additional population that institution wish to include on a fee for service basis that are "out-of-cycle".

For GOS May 2021, the full template will <u>also</u> be used by institutions who have completers in January and or February 2021 as discussed in Section 2.2.2.

The default population data template contains HEIMS based variables in line with HEPCAT reporting. If your institution has already transitioned to TCSI reporting, you can opt to provide the required data using a TCSI based template, which contains the new TCSI data elements. Please indicate in the PASF which template (HEIMS or TCSI) your institution would like to use. There is no need for institutions to complete both versions of the template.

Instructions on how to complete the full population data template is provided along with the template. Institutions are required to use the **QILT website Secure File Exchange (SFX)** when returning the completed full template to the Social Research Centre.

2.2.4.   Minimum Data Set

For GOS May 2021, the Minimum Data Set (MDS) will only be used by institutions that are unable to submit all their 2020 course completion data into HEIMS by 12 March 2021.

The MDS allows institutions to provide the Social Research Centre with just the essential data items to execute the survey. It does not require institutions to provide other variables at the time of sample preparation because the Social Research Centre will source the missing data items from a course completion extract from HEIMS further down the track.

Instructions on how to complete the MDS is provided along with the template. Institutions are required to use the **QILT website Secure File Exchange (SFX)** when returning completed MDS to the Social Research Centre.

3.　Populating the sample file template

3.1.　Preamble

This section relates to the sample file template that you will receive if your institution has submitted 2020 completion data into HEIMS.

3.2.　What you need to do

If your institution submits data into HEIMS, the Social Research Centre will be sending you a sample file template to populate. This is done for two reasons:

 i. We need to confirm the in-scope 2020 completer to be surveyed in GOS May 2021.

 ii. We need institutions to provide a small amount of additional data that are not collected via HEIMS for survey execution and or reporting purposes. **Table 3 provides a summary list of the variables that institutions are required to provide. The variables are unchanged from 2021 GOS - November 2020 and February 2021.** Appendix A contains more detailed information about how to provide data for these variables.

Table 4 lists the remaining variables that will be included in the survey sample file template. These variables have been provided for information and are unchanged from 2021 GOS - November 2020 and February 2021. **No action is required for the variables in Table 4.**

Table 3 PS file data elements to be updated and verified by institutions

Variable	Variable Label	Comment
Required for sample		
COMPLETIONDATE	Formal completion or approval date (YYYYMMDD)	Essential
GRADUATESTATUS	Graduate to be surveyed in this collection of GOS	Essential
Update where missing or incorrect		
E402	Student surname	Update
E403	Student given name – first	Update
E314	Date of birth	Update
E469	Residential address - **Suburb / Town**	Update
E470	Residential address – **State**	Update
E413	Address of permanent home residence – **Postcode**	Update
E471	Residential address - **Country name**	Update
Provide for all graduates		
EMAIL1	Primary email	Essential
EMAIL2	Secondary email	Essential
EMAIL3	Tertiary email	If available
PHONE1	Phone number (Mobile preferred)	Essential
PHONE2	Alternate number (if available)	If available
PHONE3	Alternate number (if available)	If available

Variable	Variable Label	Comment
These variables are only relevant if institution has opted in to use majors in the survey		
E308A_MAJFLAG	Survey on course or major (record level)	Essential
MAJ1	Course A Major 1 ASCED code	Essential
MAJ1TEXT	Course A Major 1 description	Optional
MAJ2	Course A Major 2 ASCED code	Optional
MAJ2TEXT	Course A Major 2 description	Optional
E308B_MAJFLAG	Survey on course or major (record level)	Essential for combined courses only
MAJ3	Course B Major 1 ASCED code	Essential for combined courses only
MAJ3TEXT	Course B Major 1 description	Optional
MAJ4	Course B Major 2 ASCED code	Optional
MAJ4TEXT	Course B Major 2 description	Optional
For institutional use		
FACULTY	Faculty name	Optional
CAMPUS	Campus name	Optional

Table 4   PS file template data elements which require no further action

Variable	Variable Label	Source
GOSID	Unique GOS student identifier	Derived
E306	Higher Education Provider code	HEIMS
E306C	Higher Education Provider name	HEIMS
E313	Student identification code	PS
E358	Citizen / resident indicator	PS
E455	Combined course of study indicator	CO
E461	Field of education code	CO
E462	Field of education supplementary code	CO
E463	Specialisation code	PS
E307	Course code	PS
E308	Course name - full	CO
E308A	Course name A	Derived
E308B	Course name B (if combined degree)	Derived
EXCLUSIONS	Groups that are out-of-scope for the current GOS	Derived

3.2.1. Late additions

Institutions wanting to include late additions of in-scope graduates in the May collection after submitting course completion data to the Department are asked to contact the Social Research Centre at qilt@srcentre.com.au as soon as possible.

3.2.2. Additional population (fee-for-service)

Additional populations, such as off-shore campus and out of cycle graduates, can be included in the GOS on a fee-for-service basis. Some of these graduates (e.g. graduated from off-shore campuses) may already be included in the population file returned to institutions, but they would have been marked as out-of-scope.

Out of cycle graduates who were included in a final PS file from previous years can be added to the survey population using a full template as discussed in Section 2.2.3.

Refer to 'Section 4.4 Adding additional populations' for more detail on requesting the inclusion of additional populations in the survey. Additional population are excluded from National and ComparED website reporting but are included in the Institution's data and Tableau files.

3.2.3. Using course majors for reporting

The Social Research Centre implemented a majors template in the 2019 GOS to improve the quality of data for course majors. This initiative has worked well and will continue for the 2021 GOS.

Only institutions using majors in 2021 GOS - November 2021 GOS - February should use majors in 2021 GOS - May. Major templates will be provided to institutions on 23 February. Please review and update the majors template as required to ensure that it is up-to-date for GOS May collection and return it to SRC by 9 March.

Instructions on how to complete the majors template can be found in the section titled **How do I complete the majors template** in **Appendix A**.

4. Data collection

4.1. The standard GOS instrument

The core GOS questionnaire focuses on measuring:

- labour force outcomes
- further study
- graduate preparation, and
- recruitment for the ESS (refer Section 1.1).

The ESS seeks to speak with the supervisor of the graduate. The ESS collects the insights and perceptions of Australian employers to help monitor and better understand:

- the specific skills and attributes needed in business today, and
- how well higher education is equipping graduates for the workforce.

Labour force outcomes are captured with items closely aligned to the Australian Bureau of Statistics Labour Force Survey. Additionally, the GOS contains the Postgraduate Research Experience Questionnaire (PREQ) with the following Course Experience Questionnaire (CEQ) item, administered to all in-scope undergraduate and coursework graduates from each institution:

- Overall Satisfaction Item (OSI, 1 item).

Those completing a research-based higher degree (master's degree by research or doctorate by research) receive the PREQ, and all other coursework graduates receive the CEQ item. The GOS instrument collects data related to each course element if the graduate was enrolled in a combined or double degree.

4.2. Adding additional questions

Institutions can include non-standard, institutional specific questions towards the end of the GOS questionnaire on a fee-for-service arrangement. All questions need to be reviewed for wording and conceptual overlap with existing items. The fee is calculated on an individual basis depending on the questions and requirements of the institution – arrangements are outlined in the 'Additional Questions' fact sheet in the general resources section of the QILT website (log in to the Provider Portal, and click on QILT Resources). We will work with you to develop the questions and response frames and document these in a MS Word document for your approval prior to programming into the online survey format.

Refer to Table 1 for the final date to nominate additional questions and to approve the wording, response options and structure. Remember to use your Participation and Additional Services form to register for additional questions. If you need this form sent to you again, please contact the Social Research Centre at qilt@srcentre.com.au.

4.3. Survey testing

The Social Research Centre will program the questions in the online survey format and provide you an online survey test link for testing. We require testing and sign off on additional questions from relevant institutions – if we are unable to contact you or do not hear back from you by the due date, we will presume the questions are approved as provided.

Refer to Table 1 for dates from which the programmed additional questions will be available to test and when sign-off on the online survey test link is required.

4.4. Adding additional populations

Institutions can include out-of-scope populations or any sub group of graduates who fall outside of the in-scope population for the GOS. Refer 'Section 3.2.2 Additional population' for supporting details. Further information and fees are presented in the 'Additional Populations' fact sheet in the general resources section of the QILT website (log in to the Provider Portal, and click on QILT Resources).

Refer to Table 1 for the final date to nominate additional populations and to approve the population composition and number to approach. Remember to use your Participation and Additional Services form to register for additional populations. If you need this form sent to you again, please contact the Social Research Centre at qilt@srcentre.com.au.

5. Response maximisation

5.1. Basic principles

The core QILT methodology has been designed to ensure a robust approach to data collection and to maximise the response for institutions and the overall project. A centralised and consistent methodology is important for ensuring the integrity of results and standard response maximisation activities include infield reminder emails, telephone reminders and SMS. These are not customisable features of the approach lest the research methodology become inconsistent.

Institution led awareness raising and engagement activities such as use of marketing materials, media campaigns and incentives heavily support the core response maximisation activities. Supporting materials for the range of graduate engagement initiatives outlined in this section are available to survey managers through the GOS Marketing Pack.

Some basic guidelines apply:

- Awareness raising and engagement:

    - Institutions should send a pre-survey awareness raising letter or email. This correspondence should say upfront how sample member details are provided, the importance of this government commissioned work and introduce the Social Research Centre.

    - Institutions should consider engaging with any less engaged groups (i.e. international students) during this pre-awareness phase. Engaging with international student associations and using tailored marketing materials for the international student population can go a long way to increasing survey engagement among this group, thereby improving representativeness.

    - Institutions should not send actual survey links in any correspondence (the exception to this is the use of Learning Management Systems which is relevant to the SES).

    - Any direct correspondence with sample members during the online fieldwork period should be discussed with the Social Research Centre and the materials provided.

- Prize draws:

    - Refer 'Introduction 5.5.4 Incentivisation' for the core prize draw process.

    - Institutions are welcome to consider their own incentives; however, they need to advise the Social Research Centre of any planned activities to ensure they are completely independent and do not interfere with the standard methodology or prize draw terms and conditions. Institutions are responsible for meeting all relevant gaming and lottery legislation.

    - No monetary or financial prizes are permitted, however, tangible prizes can generally be expected to be in-scope, for example, institutional branded hoodies, dinner vouchers, etc. There has been some discussion in the past regarding laptops. We suggest consideration be given to whether sample members can already be expected to have technology and devices of their choice and if this is a worthwhile investment.

- Social media:

    - Social media is prevalent and provides a readily available means to communicate to large groups of people. This means negative comments from a small minority of sample

members can gain significant momentum, but it also provides an opportunity for institutions to proactively engage with sample members during the:

  − pre-survey phase as part of raising awareness, explaining the purpose and why the research is so important

  − in field phase as part of thanking those who have already participated, discussing email and telephone reminders, how the data is used and that all contact has the opportunity for sample members to opt-out.

  − end of survey phase to thank everyone for helping to make a difference and how they can access the reports and data on the QILT website.

5.2. Institutional engagement

5.2.1. Guide to marketing the GOS

This section is focussed on the effective and appropriate usage of GOS branded marketing materials. The objective is to raise awareness of the GOS and facilitate survey participation.

Based on our experiences with survey administration we aim to use a set of established strategies that are proven to support solid response rates from students and graduates including emails and an appropriate incentive program. These strategies perform best when supported by institution-based promotion as well as an innovative social media campaign. Refer 'Section 5.3 Engagement activity plan', which outlines key dates and materials to use throughout the fieldwork period.

There are five distinct periods that dictate the use of assets and promotional activities:

- pre-survey awareness institution-branded letter, posted Tuesday 13 April at the earliest
- pre-survey online awareness campaign, Monday 19 – Friday 23 April
- GOS now open messaging, Tuesday 27 April at the earliest
- messaging related to the prize draw, Tuesday 27 April – 24 May at the latest
- last chance to complete the GOS, Monday 24 – Friday 28 May

Engagement materials will be distributed to institutions and will include:

- Social media tiles: Artwork and copy for social media posts are available to be shared on institutional pages. There are twenty social media tiles with varying images and text, along with four captions that can be used at different time points throughout fieldwork.

- Web tiles: Multiple sizes of web tiles (MREC, Leaderboard, Skyscraper) featuring GOS branding and messaging.

- Posters: There are ten posters provided that are suitable for printing in A3 and A4 formats. The posters have the same text but different images and come in PDF or InDesign formats.

- Lecture slides: Eleven lecture slides have been provided for use in lectures and tutorials. Some explanatory text for lecturers has been included in the user guide. A set of co-branded slides has also been provided so institutions can include their branding or tailor messaging.

- Pull up banners: Twelve pull up banners with varying images have been provided in high resolution format. The banners are suitable for professional printing and are recommended for display around campus or graduation events.

Please refer to the GOS Marketing Pack user guide for further information on the materials included, campaign timeframes and suggested text for social media posts.

5.2.2. Pre-field awareness institution-branded letter or email

It is expected that institutions send an early awareness raising letter or email to assure graduates of the legitimacy of the survey – please liaise with your Alumni team. Most institutions should have the facilities to conduct this in-house and it is recommended that institutions begin to organise this early. Signatories such as the Vice Chancellor or faculty heads can be expected to have the biggest impact. However, consideration should be given to adapting the signatory depending on the target population to ensure the greatest impact. For example, for your international student cohort, signing from a faculty head or international student association representative may be more recognisable, and therefore more engaging.

The pre-field awareness letter or email can be institution-branded (i.e., institutional logo with QILT logos). Institutions are asked to notify the Social Research Centre of the content and date of delivery of the letter or email. We will also provide a template in the marketing pack.

5.3. Engagement activity plan

The Social Research Centre has created a best-practice engagement activity plan based on the effectiveness of structured and well-timed engagement during several trial QILT projects and iterations of QILT surveys. Institutions will be asked to adhere to the activity plan below. Variations to the activities outlined in the GOS Engagement Activity Plan are only permitted upon agreement with the Social Research Centre. Refer to Table 1 for the final date to propose variations to the engagement activity plan.

Table 5   Standard 2021 GOS – May 2021 Engagement Activity Plan

The Social Research Centre	How institutions can help
In the lead-up to the launch: 13 April – Awareness Campaign	
	• Send awareness letter from your institution to all in-scope selections with the aim of the mail to land during the week of 19 April. Primary approach letters and emails are effective in terms of legitimacy and can be carried out in-house (Refer to **GOS Awareness letter** and **institutional hardcopy mail out fact sheet in the GOS Marketing Pack**). • Display pull up banners at alumni or graduation events (Refer to pull up banners).
In the lead-up to the launch: 19 – 23 April – Awareness Campaign	
	• Create a web presence for GOS (or update a previous GOS information page) on institutional website under 'current surveys' or similar. • Send an email to staff alerting to GOS participation and encourage use of in-class slides for first year post graduate classes (Refer to GOS to Staff email and Awareness, lecture slides). • Send an email from the Vice Chancellor to graduates advising of the GOS. (Refer to GOS to graduates email). • Use your institution's Social Media platforms to promote the survey (e.g. Facebook, Instagram, Twitter). Refer to marketing user guide for social media tiles, suggested timings and captions or www.facebook.com/QILT1/. • Upload webtiles to your institution's alumni page or website for the duration of the fieldwork period (Refer to Webtiles).

The Social Research Centre	How institutions can help
	• Advertise the GOS in alumni newsletters (or similar) (Refer to Posters, Webtiles, or Slides). • Ensure whitelisting strategies are in place.

Online survey launch: Week commencing 26 April – Open Campaign	
Thursday 29 April **Email invitation will be sent to all graduates sampled for inclusion in the GOS** **Saturday 1 May** **The Social Research Centre Reminder email #1**	• Use your institution's Social Media platforms to promote the survey (e.g. Facebook, Twitter), raising awareness, explaining the purpose and why the research is so important.
Week commencing Monday 3 May – Open Campaign	
Monday 3 May **The Social Research Centre Reminder email #2** **Thursday 6 May** **The Social Research Centre Reminder email #3**	• Post a reminder on your institution's alumni page or website. • Use your institution's Social Media platforms to promote the survey (e.g. Facebook, Instagram, Twitter), raising awareness, explaining the purpose and why the research is so important (see GOS Marketing pack user guide for suggested caption and social media tiles). • Check to see if your institution has any prize winners on the QILT Facebook page and share this if so (Refer to www.facebook.com/QILT1/).
Week commencing Monday 10 May – Open Campaign	
Monday 10 May **The Social Research Centre Reminder email #4** **Wednesday 12 May** **The Social Research Centre Reminder email #5**	• Use your institution's Social Media platforms to promote the survey (e.g. Facebook, Instagram, Twitter), thanking those who have already participated, discussing email and telephone reminders, how the data is used and that all contact has the opportunity for sample members to opt-out (see GOS Marketing pack user guide for suggested caption and social media tiles). • Check to see if your institution has any prize winners on the QILT Facebook page and share this if so (Refer to www.facebook.com/QILT1/). • Send out a mid-field email from the Vice Chancellor / Faculty head. Remember to remove any completes and opt outs using the download from the reporting module (Refer to Graduate email_mid_survey).
Week commencing Monday 17 May – Open Campaign	
Monday 17 May **The Social Research Centre Reminder email #6** **Friday 21 May** **The Social Research Centre Reminder email #7**	• Use your institution's Social Media platforms to promote the survey (e.g. Facebook, Instagram, Twitter). • Check to see if your institution has any prize winners on the QILT Facebook page and share this if so (Refer to www.facebook.com/QILT1/). • Send out a mid-field email from the Vice Chancellor / Faculty head. Remember to remove any completes and opt outs using the download from the reporting module (Refer to Graduate email_mid_survey).
Week commencing Monday 24 May – Closing Campaign	
Monday 24 February	• Use your institution's Social Media platforms to promote the survey (e.g. Facebook, Instagram, Twitter), absolute last chance to participate, thank everyone for helping to make a difference and

The Social Research Centre Reminder email #8	how they can access the reports and data on the QILT website (see GOS Marketing pack user guide for suggested caption and social media tiles).
Thursday 27 May **The Social Research Centre Reminder email #9**	• Post a reminder on your alumni page or website.

5.4. Social media campaign

Social media campaigns will be conducted through the QILT [Facebook](), [Instagram]() and [Twitter]() accounts and will be managed by the Social Research Centre. Survey Managers are encouraged to share QILT posts and tweets, if possible.

5.5. Institutional web presence

The Social Research Centre recommends creating or updating a web presence for the GOS to assure graduates of the legitimacy of the survey, as well as provide a reference point for graduates to access general information about the GOS. Please use the logo provided in the GOS Marketing Pack. For general information please include a link to www.qilt.edu.au/surveys/gos on your website.

5.5.1. Email invitations and reminders

Authentication is a process where sample members can log into a generic link to allow entry into the survey by using a first name, student number and date of birth to validate themselves as a legitimate sample member. A unique survey link is generated and sent to their email of choice. Authentication opens at the same time as the soft launch, that is, two days before the main fieldwork period.

All institutions will follow the same fieldwork period for the 2021 GOS – May 2021 (noting that a soft launch with the NUHEI population will occur two days earlier); as such the reminder schedule will be uniform across all institutions. Prior to each communication the Social Research Centre will remove graduates who have completed the survey or opted out of further follow up from email communications.

The reminder schedule is based on sound operational experience, and has been used across various trial surveys, as well as the SES with success. Given that centralisation of data collection for the GOS is designed to provide more robust, consistent, and comparable data, the methodology cannot be altered without impacting on comparability. Requests to modify the email schedule cannot be accommodated unless there are especially unique circumstances and will involve an approval process with the department. The GOS sample collects up to four email address. The first two email addresses are used to send the invitation, if both addresses fail and a third email address is available, then this is used. In cases where the first three emails fail, the fourth email address is used. The email schedule and prize draw dates are outlined in Table 6. In compliance with the Australian Privacy Principles and the SPAM Act, all emails and SMS have the functionality for recipients to unsubscribe.

Table 6   2021 GOS – May 2021 Response Maximisation Activities

Activity	Date
Fieldwork starts / email invite sent - NUHEI	Tuesday 27 April
Fieldwork starts / email invite sent - Uni	Thursday 29 April
Email reminder 1 preparation and sending (Email 1 and Email 2)	Saturday 1 May
Email reminder 2 preparation and sending	Monday 3 May

PRIZE DRAW 1 CLOSE	Monday 3 May (11:59pm)
PRIZE DRAW 1 CONDUCTED	Wednesday 5 May
Email reminder 3 preparation and sending + infield telephone reminders start	Thursday 6 May
Email reminder 4 preparation and sending + SMS 1	Monday 10 May
PRIZE DRAW 2 CLOSE	Monday 10 May (11:59pm)
PRIZE DRAW 2 CONDUCTED	Wednesday 12 May
Email reminder 5 preparation and sending	Wednesday 12 May
Email reminder 6 preparation and sending + SMS 2	Monday 17 May
PRIZE DRAW 3 CLOSE	Monday 17 May (11:59pm)
PRIZE DRAW 3 CONDUCTED	Wednesday 19 May
Email reminder 7 preparation and sending	Friday 21 May
Email reminder 8 preparation and sending	Monday 24 May
PRIZE DRAW 4 CLOSE	Monday 24 May (11:59pm)
PRIZE DRAW 4 CONDUCTED	Wednesday 26 May
Email reminder 9 preparation and sending (if required)	Thursday 27 May
Online collection closes	Sunday 30 May

5.5.2. Whitelisting and spam mitigation

All conduct related to email contact and follow up with graduates will be carried out by the Social Research Centre using an internal email platform. To ensure that all email correspondence has the best possible chance of being received by graduates, the Social Research Centre is advising all institutions to follow whitelisting processes as outlined below (else survey invitation and reminder emails may not be received by graduates):

- 'Whitelist' emails from the following domain: srcentre.com.au.

- The return-path is 'research.srcentre.com.au'.

- It can also help to whitelist the actual email address: gos@srcentre.com.au.

- Whitelist server name that email originates from. Hostname ending in 'emdbms.com'.

Other useful information:

- IP address ranges that the GOS emails will be sent from:

  - 103.69.164.0/22

  - 118.127.20.128/25

- For Office 365 administrators, please direct the emails to "Focused" Inbox tab instead of "Other": https://support.office.com/en-us/article/Configure-Focused-Inbox-for-everyone-in-your-organization-613a845c-4b71-41de-b331-acdcf5b6625d?ui=en-US&rs=en-US&ad=US.

Examples of relevant mail headers:

- Return-Path: ca0a847.a83403.16000191.1@research.srcentre.com.au.

- Received: from mail164-229.au164.emdbms.com (103.69.164.229) by …

- …. (envelope-from <ca0a847.a83403.16000191.1@research.srcentre.com.au>

- From: "The QILT team" gos@srcentre.com.au.

Email subject headings (indicative text below)[5]:

- Authentication: Graduate Outcomes Survey - Your details have been verified

- Invitation: Graduate Outcomes Survey - Share your experiences to help future students

- Reminder 1: Graduate Outcomes Survey - Your feedback is important

- Reminder 2: Graduate Outcomes Survey - Prize draw closes tonight

- Reminder 3: Graduate Outcomes Survey - Help improve your institution

- Reminder 4: Graduate Outcomes Survey - You could win $1,000 for your feedback

- Reminder 5: Graduate Outcomes Survey - It's not too late to give feedback

- Reminder 6: Graduate Outcomes Survey - We know you've received several emails

- Reminder 7: You can help the Australian Government improve higher education

- Reminder 8: Graduate Outcomes Survey - Final prize draw closes tonight

- Reminder 9: Graduate Outcomes Survey - Final chance to complete

5.5.3. SMS

The Social Research Centre uses SMS during fieldwork to target underperforming areas. If your institution chooses to provide mobile numbers, it is considered that your institution consents to the graduates receiving SMS. We expect to send between one and three SMS' across the online fieldwork period. The SMS would include a short link to the online survey. In compliance with the Australian Privacy Principles and the SPAM Act, all SMS' identify us as from the Social Research Centre, what study the SMS is referring to and have the functionality for recipients to unsubscribe.

5.5.4. Telephone reminder calls

In-scope graduates who have not responded by either completing or opting out of the 2021 GOS – May 2021 collection receive a reminder call from the Social Research Centre during the online fieldwork period. Typically calls would commence from approximately the second week in field depending on methodological and operational learnings and requirements. Reminder calls are short calls to graduates reminding them to go online and complete the survey and confirming or updating the best email address to send the survey link to. These reminder calls will be targeting graduates in cells or institutions that traditionally perform poorly. Between one and two calls are made and a voice mail left if possible. The provision of updated telephone numbers (preferably mobile) will greatly increase the effectiveness of these reminder calls. Additional online completes as a result of a reminder call will be reported nationally and on the QILT website. If your institution chooses to provide telephone numbers, it is considered that your institution consents to graduates receiving reminder calls.

5.5.5. Incentivisation

All completing graduates will be entered into a rolling prize draw in the 2021 GOS – May 2021. The prize pool will total $37,000, comprised of four weekly prize pools of $9,250. Each weekly prize pool will be made up of three $1,000, five $500 and fifteen $250 prepaid VISA e-gift cards. The $1,000 gift cards will be drawn on a national basis, however the remaining prizes will be distributed between the

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[5] The Social Research Centre may vary subject headings depending on needs arising during fieldwork.

states based on the proportion of institutions located within each state. The prize pool is designed to encourage early completion, as early completers are entered into all remaining prize draws from the date of their survey submission.

All conduct related to the prize draw including permits, drawing of prizes, contacting winners, and advertising of winners will be carried out by the Social Research Centre. The terms and conditions of the prize pool will be available at www.srcentre.com.au/gostcs (this will be updated prior to the 2021 GOS – May 2021 fieldwork). The link to the terms and conditions will be inserted into email activity sent to graduates and can be included on a webpage presence. The key prize draw dates are included at Table 6.

5.6.   Fee-for-service response maximisation activities

The GOS offers optional non-response follow up via telephone and SMS. The fee-for-service SMS will be in addition to the two SMS' sent as part of the standard response maximisation activities and will be sent in the last week of fieldwork. Telephone non-response follow up takes place after the main online fieldwork period has closed.

5.6.1.   Telephone non-response follow up

The Social Research Centre is offering two types of telephone follow up; full Computer Assisted Telephone Interview (CATI) surveys or a telephone reminder call:

- The reminder call is designed to drive graduates to go online to complete the survey, maintaining methodological consistency and these responses will be included in aggregations published on the QILT website.

- The full CATI survey is completed over the phone at the time of call. These responses will not be reported nationally or appear on the QILT website; however, are included as a part of institutional files and institutional reports.

The Social Research Centre can provide a quote for telephone reminders or full telephone surveys on request. We are only able to accommodate definite bookings, as there are specific sample preparation and scripting processes that start prior to online fieldwork to enable the survey for telephone interviewing. Due to the set-up required, if telephone follow up is booked and then cancelled there will be a cancellation fee to cover these costs. Refer to Table 1 for the final date to nominate post-online fieldwork telephone activity. Remember to use your Participation and Additional Services form to register for telephone-based activity. If you need this form sent to you again please contact the Social Research Centre at qilt@srcentre.com.au.

5.6.2.   Additional SMS

Institutions can nominate for an additional SMS to be sent in the last week of fieldwork. The additional SMS will be sent on the day of the final prize draw and will be tailored to include the name of your institution. Institutions can elect to send the message to all non-responders or provide a fixed budget to cap the number of messages to be sent. Where there is a fixed budget in place, the Social Research Centre will discuss any priority cohorts to be targeted prior to the send.

6. Fieldwork monitoring

6.1. Liaison

Throughout the GOS, the Social Research Centre team will aim for a transparent and collaborative process. Communications will be delivered on a one-on-one basis, weekly institutional fieldwork updates and via the QILT newsletter, depending upon individual needs.

6.2. Real-time reporting

The Social Research Centre offers participating institutions real-time status reporting for the GOS via the QILT Reporting Module (https://data.srcentre.com.au/). Once fieldwork commences, institutions can monitor the progress of data collection, and readily engage in a discussion with the Social Research Centre project management team regarding targeted non-response follow up activities, as appropriate.

The standard reporting link for the online survey features:

- a summary of progress, in table format, by key variables – for the GOS, this includes study area, gender, faculty, campus, undergraduate / postgraduate and domestic / international status

- the capacity to download a csv file of survey progress for each graduate and analyse by domestic / international, gender, course code, Field of Education, study area, faculty, course level and campus, providing the flexibility to create tables or charts in Excel

- the capacity to monitor completion status (completes, partial completes, disqualified).

Previously issued logins can be used to access the QILT Reporting Module. If your institution is new to QILT for the 2021 GOS – May 2021 collection, a login will be assigned to your institution when fieldwork starts.

7. Deliverables

The following deliverables will be provided to institutions at the end of data processing for the 2021 GOS – May 2021 collection.

7.1. Benchmarking data file

7.1.1. Universities Australia

These are time series national data files, with data going back to the start of GOS (2016) and are distributed to institutions according to the data sharing agreement between universities that has been coordinated by Universities Australia (UA). These files contain respondent level data from all universities that signed up to the data sharing agreement. **The files do not contain data from NUHEIs and universities that are not UA members, and therefore will not sum to the data published in the GOS National Report. The files also do not include institution specific fee-for-service items.** Only 'members' of Universities Australia receive a copy of the UA data file. To receive benchmarking data files, an institutional representative is required to apply for the file by completing the Department's standard data request form which is available from the QILT website. Data releases are compliant with the privacy requirements of the Higher Education Support Act 2003 (HESA). Release date of the UA data files and the UA Tableau file described below is set at the discretion of the Department.

7.1.2. Independent Higher Education Australia

Members of Independent Higher Education Australia (IHEA) data sharing agreement receive a Tableau file containing their own data and de-identified data of all other IHEA member institutions that signed up to the agreement. The Tableau workbooks contain data from 2016 onwards. Like the UA files, the release date of the IHEA Tableau packaged workbooks is set at the discretion of the Department.

7.2. Institutional data file

Once the survey data from the 2021 GOS – May 2021 collection are processed, a time series file with data going back to the start of GOS (2016) is made available to each institution. This file contains records and data items specific to the institution, which includes fully completed surveys, partially completed surveys and the fee-for-service items where applicable, namely:

- non-GOQ data items surveyed at the request of the institution
- non-GOQ in-scope populations surveyed at the request of the institution
- GOQ surveys completed via Computer Assisted Telephone Interviewing (CATI).

All institutions participated in the survey will receive an institutional data file unless there was no respondent.

7.3. Tableau packaged workbooks

The Social Research Centre also provides Tableau packaged workbooks to enable institutions to interrogate the data more easily. The Tableau packaged workbook incorporates the report and

underlying data in one package and allows institutions to easily 'copy' and 'export' charts and tables for local reporting. Institutions need a copy of the Tableau Reader to view the packaged workbook. The Tableau Reader can be downloaded free of charge from the Tableau website (http://www.tableau.com/products/reader).

The Tableau packaged workbooks containing institutional data are released at the same time as the institution specific data files; the Tableau packaged workbooks containing UA data are released at the same time as the UA data files. Additional population and CATI completed survey data can be viewed from the Tableau packaged workbooks by selecting the appropriate filters. Institution specific non-GOQ data items are not included in Tableau packaged workbooks.

7.4. Verbatim responses

Verbatim responses are provided as a separate file for the GOS data set. The standalone file contains the GOSID to link cases between the data and verbatim files and facilitates easier use of the GOQuery text analyser tools. The text analysers thematically group the institutions' 'Best aspects', 'Needs improvement', 'Best aspects of preparedness for employment' and 'Needs improvement for preparation for employment' open-ended items. The verbatim file also contains all other verbatim responses collected in the GOS survey for that year. All institutions participated in the survey receive a verbatim file unless there was no respondent.

7.5. Student Contact file (Alumni)

The Student Contact file contains the email and postal addresses of graduates who gave consent in the GOS for the information to be passed on to their institution's Alumni services.

Appendix A Variables requiring institution's attention in the sample return for 2020 completers

Course Completion Dates (COMPLETIONDATE)

Completion dates refer to the completion of the academic requirements of the course, not graduation. We have requested course completion dates to gain an understanding of the time lag between course completion and participating in the GOS. For a majority of respondents who completed undergraduate or postgraduate coursework awards, the gap should be about four months. Please provide completion date in YYYYMMDD (text) format.

Please note that COMPLETIONDATE is only applicable for completions up to and including 31 December 2020.

Graduate Status (GRADUATESTATUS)

A new field GRADUATESTATUS has been included in the file which allows you to flag records for exclusion from current round of GOS. By default, this is populated with a '0' – this denotes graduates who completed in the defined reference period and have no barriers to contact. Students with a value other than 0 will not be contacted or included in the survey. Note that this value is independent of the in-scope status defined in Exclusions, and records with GRADUATESTATUS = 0 may be excluded from the GOS sample frame for other reasons.

The variable GRADUATESTATUS **should be coded as follows:**

> 0 = Graduate
>
> 1 = Not a graduate
>
> 2 = Graduate not to be contacted (used for graduates who are deceased or are not to be contacted under any circumstances)
>
> 3 = Surveyed in a previous round
>
> 4 = Excluded from the survey for other reasons determined by the Institution

Name, Suburb/ Town, Postcode and Country

The name and address fields listed (E402, E403, E469, E470, E413 and E471) are required for the GOS survey execution. We need the respondent's name for the email invitation and reminders. The address information (Suburb / Town, Postcode, State and Country) are used to determine time zone and location for survey execution and for response maximisation initiatives by the Social Research Centre.

Email addresses

Please provide at least one valid email address for each graduate in the file. We cannot include your graduate in the survey if their email address is invalid because GOS is primarily an online survey. Email 1 should be the email address which you feel is most likely to find the graduate and the next

best options in email2 and email3, etc. Common sense suggests that the best option is the graduate's personal email address (hotmail, gmail, etc.). Other options may include the email address issued by the institution while they were enrolled, or an alumni email address issued after graduation.

Phone numbers

Phone numbers are used for in field reminder calls, SMS reminders or fee for service post field telephone follow ups. Mobile numbers are preferred over landlines (where available) as they can be used for SMS reminders as well as telephone contacts. **Providing a main number and alternate number increases our chances of getting through to the graduate and achieving a completed interview. The graduate telephone numbers are also used when seeking to contact the graduate as part of bridging to the ESS.**

Faculty and Campus

Faculty and campus information is very useful for institutions when it comes to analysing the data from the survey. Faculty and Campus should be provided as text values.

The rest of Appendix A is only relevant to you if your institution is using course majors in the survey and reporting.

Majors (E308A_MAJFLAG, E308B_MAJFLAG, MAJ1 – MAJ4 and MAJ1TEXT – MAJ4TEXT)

One of the most complex parts of GOS is the use of course majors in the survey and reporting. Course majors are not part of an official HEIMS or TCSI upload, in fact, this data item does not exist in the HEIMS or TCSI. Nevertheless, some institutions prefer their GOS data reported against majors because the names of some of their courses are very generic (e.g. Bachelor of Arts, Bachelor of Science, Doctor of Philosophy, etc.) and greater specificity allows more meaningful data analysis and reporting.

An overview of the process with using majors

During GOS sample preparation, the Social Research Centre will ask institutions to indicate if they wish to survey their graduates using majors (the default is to survey at the course / qualification level). If an institution opts in to use majors, the Social Research Centre would ask them to provide information about each graduate's major(s) in the population file template. This information is piped into the screening and confirmation section (Module A) of the survey.

Graduates can edit or delete the majors presented to them in the survey. At the end of field work, the Social Research Centre will produce a "majors coding checks" file containing all records where the student has edited or deleted the majors presented to them. This file is sent to institutions to review and confirm whether the graduates' changes were correct. This file is then returned to the Social Research Centre for data processing.

Who should use majors?

The use of majors is best suited to institutions that

- have broad / generic qualification names and <u>must</u> use majors to allow more specificity in reporting AND

- can accurately assign majors to their graduates using information from their local administrative systems to minimise the likelihood of their graduates editing or deleting the majors presented to them in the survey.

Institutions should note that there are potential drawbacks with using majors for reporting:

- Where the quality of the information on majors is poor or incomplete in the institution's local system, the sub-quality information being piped into the survey will result in a higher likelihood of the graduates editing or deleting the majors presented to them in the survey. This, in turn, will lead to more coding checks for the institution and / or poor-quality data for reporting.

- The graduates' response to Module A when confirming their majors and the institutions' subsequent actions in the majors coding checks can directly affect the institutions' own data as well as national reporting.

- If the course FoE (which SES reporting is based on) and the majors (which GOS reporting is based on) end up in different study areas, the quality of the institution's data in ComparED will be compromised.

In many instances, it is better to survey at the qualification / course level to ensure data quality and consistency.

To ensure data quality for majors

1. Institutions that opt in to use majors will receive a sample population file template containing relevant fields for providing information on majors at the student level as described above. Institutions not using majors will receive a standard template without these fields.

2. Four additional fields — **MAJ1TEXT**, **MAJ2TEXT**, **MAJ3TEXT** and **MAJ4TEXT** are included in the sample population file templates for institutions to provide their institution-specific names for the majors in addition to providing the Social Research Centre with the ASCED codes in MAJ1 to MAJ4. Our experience has shown that graduates are less likely to edit or delete the majors presented to them in the survey if they see names that they are familiar with.

3. **E308A_MAJFLAG** and **E308B_MAJFLAG** have been included in the sample population file templates for institutions to indicate whether the graduate is to be surveyed on majors or surveyed on course. For double degrees, both course components should be flagged and it is important that the correct option is flagged separately in E308A_MAJFLAG and E308B_MAJFLAG. For example, if one of the components of the double degree has no majors, this component needs to be flagged as 'Course'.

4. Institutions using majors will receive an additional majors template where they can list all permissible majors for each course at their institution for survey execution. Please see details on pages 28 and 29 on how to complete the majors template.

The major fields in the sample population file template need to be populated differently for single and double degrees as shown below.

For single degrees:

MAJ1 and MAJ1TEXT should reflect the FOE undertaken as part of this course as shown below:

MAJ2 and MAJ2TEXT can be used as well if there are two majors undertaken as part of this course as shown below:

Please note that if both MAJ1 and MAJ2 are used, the graduate will be surveyed two sets of CEQs.

For double degrees:

MAJ1 and MAJ1TEXT are to be used the first component of the course and MAJ3 and MAJ3TEXT are to be used for the second component of the course.

MAJ2 and MAJ2TEXT and MAJ4 and MAJ4TEXT should only be used if there is a second major in either or both components of the course.

If there is no second major in either component of the course, they should be left blank, as shown below:

Please note that if MAJ1, MAJ2, MAJ3 and MAJ4 are all used, the graduate will still be surveyed two sets of CEQs. The survey will randomly select one major between MAJ1 and MAJ2 and randomly select another major from MAJ3 and MAJ4.

Here is an example:

- A graduate completed a double degree Bachelor of Law / Bachelor of Arts, with a single major in the Law component of the degree and a double major in the Arts component.

- The major for the Law component would be entered in MAJ1 and MAJ1TEXT and the two majors for the Arts component would be entered in MAJ3 and MAJ3TEXT, MAJ4 and MAJ4TEXT.

- MAJ2 and MAJ2TEXT should be blank.

- In this instance, the first set of CEQ will be asked of MAJ1 and the second set of CEQ will be a random selection between MAJ3 and MAJ4.

What if my institution wants to use majors but we do not have customised names for our majors?

Step 1: Indicate using **E308A_MAJFLAG** (and **E308B_MAJFLAG** as well for combined degrees) whether the graduate is to be surveyed on majors or surveyed on course. Select 'Majors' for graduates who you wish to survey on majors.

Step 2: Populate MAJ1 – MAJ4 with the Australian Bureau of Statistics (ABS) Australian Standard Classification of Education (ASCED) codes as appropriate.

Step 3: Populate MAJ1TEXT – MAJ4TEXT with the generic description from the ABS ASCED.

We will display the generic description from ABS ASCED in the survey as you provided.

Please note that displaying the generic description from ABS ASCED may encourage graduates to wrongly delete or edit their majors and will increase the amount of majors coding checks that you will receive from the Social Research Centre for verification after fieldwork has completed. This is because the ABS ASCED descriptions tend to be quite general and different to institution specific major descriptions.

What if my institution want to use majors but some (not all) of our courses do not have majors?

For courses that do not have majors:

Step 1: Indicate using **E308A_MAJFLAG** (and **E308B_MAJFLAG** as well for combined degrees) whether the graduate is to be surveyed on majors or surveyed on course. Select 'Course' where the courses / graduates have no majors. It is important that these two fields are filled in separately for double degrees, as it is possible for only one component of the double degree to have majors.

Step 2: Leave **MAJ1** (and MAJ3 for combined degrees) and **MAJ1TEXT** (and MAJ3TEXT for combined degrees) blank.

Step 3: Indicate in the **majors template** that the relevant courses have no majors.

For courses that have majors:

Please complete the major related fields as per the normal process described above.

The Social Research Centre will program the survey accordingly to ensure that graduates are only asked about their majors where it is applicable.

How do I complete the majors template?

The purpose of this template is for you to provide to the Social Research Centre a complete list of all permissible majors by course for your institution. This allows the Social Research Centre to pipe in an appropriate drop-down list of majors tailored to each course (or each component of a double degree) for your graduates to select from, should they feel the need to edit the majors shown to them in the survey. If your institution is using course majors for GOS reporting, it is essential that you review the majors lookup template (and update as required) for each collection cycle.

The Social Research Centre pre-populate the majors lookup template using information that your institution provided to us from the previous rounds of GOS. An example of a pre-populated template is shown below.

Higher Education Provider code (HEIMS) E306	Higher Education Provider name (HEIMS) E306C	Course code (PS) E307	Course name - full (CO) E308	Course Component (for combined qualification only) COMPONENT	Course component name (for combined qualifications only) E308AB	Major ASCED code MAJ	Major description MAJTEXT	Display all Majors as per course code (E307) (for combined qualification only) E307MAJ	Flag indicating major supplied by student and confirmed by institution in coding checks FROM CODING CHECKS
0000	Institution X	CRS001	Bachelor of Arts			010913	Physiology		
0000	Institution X	CRS001	Bachelor of Arts			090101	Political Science and International Relations		
0000	Institution X	CRS001	Bachelor of Arts			061300	Population Health		
0000	Institution X	CRS001	Bachelor of Arts			060113	Anatomical Pathology		
0000	Institution X	CRS002	Bachelor of Law				No Major		◄
0000	Institution X	CRS003	Bachelor of Science			010101	Mathematics		
0000	Institution X	CRS003	Bachelor of Science			010103	Statistics		
0000	Institution X	CRS003	Bachelor of Science			010500	Chemistry		
0000	Institution X	CRS003	Bachelor of Science			010301	Physics		
0000	Institution X	CRS003	Bachelor of Science			020000	Information Technology		
0000	Institution X	CRS003	Bachelor of Science			020100	Computer Science		
Double Degrees - option 1									
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science			CRS003	◄
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseB	Bachelor of Arts			CRS001	◄
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseA	Bachelor of Arts			CRS001	◄
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseB	Bachelor of Law		No Major		◄
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science			CRS003	
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseB	Bachelor of Law		No Major		◄
Double degrees - option 2									
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	010101	Mathematics		
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	010103	Statistics		
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	010500	Chemistry		
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	010301	Physics		
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	020000	Information Technology		
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	020100	Computer Science		
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseB	Bachelor of Arts	010913	Physiology		
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseB	Bachelor of Arts	090101	Political Science and International Relations		
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseB	Bachelor of Arts	061300	Population Health		
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseB	Bachelor of Arts	060113	Anatomical Pathology		
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseA	Bachelor of Arts	010913	Physiology		
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseA	Bachelor of Arts	090101	Political Science and International Relations		
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseA	Bachelor of Arts	061300	Population Health		
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseA	Bachelor of Arts	060113	Anatomical Pathology		
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseB	Bachelor of Law		No Major		◄
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	010101	Mathematics		
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	010103	Statistics		
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	010500	Chemistry		
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	010301	Physics		
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	020000	Information Technology		
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	020100	Computer Science		
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseB	Bachelor of Law		No Major		◄

Action required from you:

1. Majors supplied by students and endorsed by institutions during the major checking process from the 2021 GOS – November 2020 collection were added to the pre-populated majors lookup template. You are now asked to review the November 2020 template to ensure that all relevant majors/ courses for the 2021 GOS – May 2021 collection have been included.

2. **Please do not delete records from the pre-populated template unless the information was incorrect or if the majors/ courses are no longer relevant for future GOS** (i.e. there will be no more graduates coming through those courses).

3. When filling out the template, please ensure that you include all permissible majors for each course and not just the majors completed by the current cohort of graduates being surveyed.

4. For the double degrees, please ensure that you provide <u>all permissible majors for each component of the degree</u>. This is important because graduates will be allowed to edit the majors for each component of the course independently in the survey, and hence the Social Research Centre need to pipe in the correct drop-down selections for each component of the double degree. There are two ways you can do this in the template:

Option 1: Ensure that the majors for the single degrees are correct, then reference the majors in each component of the double degrees using the course code of the corresponding single degrees, as shown in the example below. Please ensure that you only include one course code in each row for E307MAJ.

Higher Education Provider code (HEIMS)	Higher Education Provider name (HEIMS)	Course code (PS)	Course name - full (CO)	Course Component (for combined qualification	Course component name (for combined qualifications only)	Major ASCED code	Major description for component A	Display all Majors as per course code (E307) (for combined qualification only)
E306	E306C	E307	E308	COMPONEN	E308AB	MAJ	MAJTEXT	E307MAJ
0000	Institution X	CRS001	Bachelor of Arts			010913	Physiology	
0000	Institution X	CRS001	Bachelor of Arts			090101	Political Science and International Relations	
0000	Institution X	CRS001	Bachelor of Arts			061300	Population Health	
0000	Institution X	CRS001	Bachelor of Arts			060113	Anatomical Pathology	
0000	Institution X	CRS002	Bachelor of Law				No Major	
0000	Institution X	CRS003	Bachelor of Science			010101	Mathematics	
0000	Institution X	CRS003	Bachelor of Science			010103	Statistics	
0000	Institution X	CRS003	Bachelor of Science			010500	Chemistry	
0000	Institution X	CRS003	Bachelor of Science			010301	Physics	
0000	Institution X	CRS003	Bachelor of Science			020000	Information Technology	
0000	Institution X	CRS003	Bachelor of Science			020100	Computer Science	
Double Degrees - option 1								
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science			CRS003
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseB	Bachelor of Arts			CRS001
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseA	Bachelor of Arts			CRS001
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseB	Bachelor of Law		No Major	
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science			CRS003
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseB	Bachelor of Law		No Major	

Option 2: List all permissible majors against each component of the double degrees, as shown in the example below.

Higher Education Provider code (HEIMS)	Higher Education Provider name (HEIMS)	Course code (PS)	Course name - full (CO)	Course Component (for combined qualification	Course component name (for combined qualifications only)	Major ASCED code	Major description for component A	Display all Majors as per course code (E307) (for combined qualification only)
E306	E306C	E307	E308	COMPONEN	E308AB	MAJ	MAJTEXT	E307MAJ
0000	Institution X	CRS001	Bachelor of Arts			010913	Physiology	
0000	Institution X	CRS001	Bachelor of Arts			090101	Political Science and International Relations	
0000	Institution X	CRS001	Bachelor of Arts			061300	Population Health	
0000	Institution X	CRS001	Bachelor of Arts			060113	Anatomical Pathology	
0000	Institution X	CRS002	Bachelor of Law				No Major	
0000	Institution X	CRS003	Bachelor of Science			010101	Mathematics	
0000	Institution X	CRS003	Bachelor of Science			010103	Statistics	
0000	Institution X	CRS003	Bachelor of Science			010500	Chemistry	
0000	Institution X	CRS003	Bachelor of Science			010301	Physics	
0000	Institution X	CRS003	Bachelor of Science			020000	Information Technology	
0000	Institution X	CRS003	Bachelor of Science			020100	Computer Science	
Double degrees - option 2								
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	010101	Mathematics	
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	010103	Statistics	
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	010500	Chemistry	
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	010301	Physics	
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	020000	Information Technology	
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseA	Bachelor of Science	020100	Computer Science	
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseB	Bachelor of Arts	010913	Physiology	
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseB	Bachelor of Arts	090101	Political Science and International Relations	
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseB	Bachelor of Arts	061300	Population Health	
0000	Institution X	CRS004	Bachelor of Science/Bachelor of Arts	CourseB	Bachelor of Arts	060113	Anatomical Pathology	
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseA	Bachelor of Arts	010913	Physiology	
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseA	Bachelor of Arts	090101	Political Science and International Relations	
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseA	Bachelor of Arts	061300	Population Health	
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseA	Bachelor of Arts	060113	Anatomical Pathology	
0000	Institution X	CRS005	Bachelor of Arts/Bachelor of Law	CourseB	Bachelor of Law		No Major	
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	010101	Mathematics	
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	010103	Statistics	
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	010500	Chemistry	
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	010301	Physics	
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	020000	Information Technology	
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseA	Bachelor of Science	020100	Computer Science	
0000	Institution X	CRS006	Bachelor of Science/Bachelor of Law	CourseB	Bachelor of Law		No Major	

Option 1 should be used to ensure full alignment in the permissible majors between the single degrees and their counterpart when the qualification is one of the components of a double degree, where this is appropriate.

Option 2 should be used if there is a need to deviate from the list of majors to be displayed for a single degree, for example, if there are majors which are not applicable when qualification is studied as a component of a double degree OR if there are majors which are only applicable when it is studied as a component of a double degree.

Institutions can use a combination of Options 1 and 2 to complete the template, as required by each course.

If a course has no major, it is important that you mark **No Major** in the template, as shown in the above example for Bachelor of Law. This will ensure that we do not allow graduates to insert majors inappropriately when completing the survey.

Similar to the MAJTEXT fields, when completing this template, please ensure:

- **that the names are proper cased text, AND**

- **do not include words such as 'Major', 'Major in', 'Faculty', 'School of', 'Bachelor of', 'Master of', 'n.e.c.', 'n.f.d.', 'not elsewhere classified' in the major description.**

Please also ensure that the course codes and course names match with what your institution has loaded into HEIMS.

How do I complete the majors template if my institution has no customised names for our majors?

Please fill in the template as above but leave the 'Majors description' column(s) blank. We will pipe in the generic ABS ASCED descriptions.

If a course has no major, please mark **No Major** in the majors template. This will ensure that we do not allow graduates to insert majors inappropriately when completing the survey.

What happens if I do not complete or return the majors template to the Social Research Centre?

If you do not return the majors template, the Social Research Centre has no choice but to display every generic ABS ASCED descriptions in the drop-down list because we do not know which majors are applicable to which course. The list will therefore be extremely long because it is not tailored to the course (there are 345 ASCED codes at the 6-digit level). This will significantly increase the likelihood of your graduates selecting wrong majors, thereby compromising the quality of the data.

Appendix B   Exclusions from the GOS

Exclusions (previously SampleFrame)

Graduates are in-scope for the 2021 GOS – May 2021 collection if they completed their course or program at an onshore campus of an Australian higher education provider between 1 November 2020 and 28 February 2020 (inclusive). Both domestic and international students are in-scope.

International students who had originally intended to complete their study onshore in 2020 but have completed their studies online while residing in their home country due to COVID-19 restrictions are **in-scope** for the 2021 GOS.

Several groups of records are excluded from the sample frame for scoping and duplication:

- Graduate's course code is not found in the HEIMS master course list (Exclusions=1).
- Non-primary records for graduates with multiple specialisations in the PS file (Exclusions=2, 3).
- Non-primary course for students graduating from multiple courses in the current collection round (Exclusions=4, 5, 6, 7).
- Offshore international students as defined by E358=5 (Exclusions=8).
- Fully duplicated records across the key variables E306, E313, E307 and E463 (Exclusions=9).
- Graduates who have appeared in any previous collection of GOS with the same course code, matched on E306, E313 and E307 (Exclusions=10); or that have previously appeared in the current GOS reporting year, matched on E306 and E313 (Exclusions=11).

Please note the variable **EXCLUSIONS is for information only and should not be updated**. The variable EXCLUSIONS is coded as follows:

0 = Unique record, foundation for the GOS

1 = Course code not in Course File

2 = Second specialisation (appears as E463B)

3 = Third specialisation (appears as E463C)

4 = Second award excluded from survey

5 = Second award treated as a combined degree

6 = Multiple awards both of which are combined degrees

7 = Multiple awards but first record is a combined degree

8 = Offshore international student

9 = Duplicate record on E306, E313, E307 and E463

10 = Graduate appeared previously in the GOS in the same course (E306, E307 and E313)

11 = Graduate appeared previously in the current GOS reporting year (E306 and E313).

Appendix C   Study area concordance

Study area 21		Study area 45		Study area 73		ASCED narrow field codes	ASCED detailed field codes
0	Non-award	0	Non-award	0	Non-award	000	000000
1	Science & mathematics	1	Natural & Physical Sciences	2	Physics & astronomy	103	010300, 010301, 010303
				3	Chemical sciences	105	010500, 010501, 010503, 010599
				4	Earth sciences	107	010700, 010701, 010703, 010705, 010707, 010709, 010711, 010713, 010799
				7	General science & mathematics	100, 199 part	010000, 019900, 019999
		2	Mathematics	1	Mathematical sciences	101	010100, 010101, 010103, 010199
		3	Biological Sciences	5	Biological Sciences	109	010900, 010901, 010903, 010905, 010907, 010909, 010911, 010913, 010915, 010999
		4	Medical Science & Technology	6	Medical Science & Technology	199 part	019901, 019903, 019905, 019907, 019909
2	Computing & Information Systems	5	Computing & Information Systems	8	Computer science	201	020100, 020101, 020103, 020105, 020107, 020109, 020111, 020113, 020115, 020117, 020119, 020199
				9	Information systems	203	020300, 020301, 020303, 020305, 020307, 020399
				10	General computing & information systems	200, 299	020000, 029900, 029901, 029999
3	Engineering	6	Engineering - Other	11	Manufacturing engineering & technology	301	030100, 030101, 030103, 030105, 030107, 030109, 030111, 030113, 030115, 030117, 030199
				13	Automotive engineering & technology	305	030500, 030501, 030503, 030505, 030507, 030509, 030511, 030513, 030515, 030599

				16	Geomatic engineering	311	031100, 031101, 031103, 031199,
				19	Maritime engineering & technology	317	031700, 031701, 031703, 031705, 031799
				20	General engineering	300, 399	030000, 039900, 039901, 039903, 039905, 039907, 039909, 039999
			7	Engineering - Process & Resources	12	Process & resources engineering	303	030300, 030301, 030303, 030305, 030307, 030399
			8	Engineering - Mechanical	14	Mechanical & industrial engineering	307	030700, 030701, 030703, 030705, 030707, 030709, 030711, 030713, 030715, 030717, 030799
			9	Engineering - Civil	15	Civil engineering	309	030900, 030901, 030903, 030905, 030907, 030909, 030911, 030913, 030999
			10	Engineering - Electrical & Electronic	17	Electrical & electronic engineering	313	031300, 031301, 031303, 031305, 031307, 031309, 031311, 031313, 031315, 031317, 031399
			11	Engineering - Aerospace	18	Aerospace engineering & technology	315	031500, 031501, 031503, 031505, 031507, 031599
4	Architecture & built environment	12	Architecture & Urban Environments	21	Architecture & urban environment	401	040100, 040101, 040103, 040105, 040107, 040199
				23	General architecture & built environment	400	040000
		13	Building & Construction	22	Building	403	040300, 040301, 040303, 040305, 040307, 040309, 040311, 040313, 040315, 040317, 040319, 040321, 040323, 040325, 040327, 040329, 040399
5	Agriculture & environmental studies	14	Agriculture & Forestry	24	Agriculture	501	050100, 050101, 050103, 050105, 050199
				25	Horticulture & viticulture	503	050300, 050301, 050303
				26	Forestry studies	505	050500, 050501
				27	Fisheries studies	507	050700, 050701, 050799
				29	General agriculture, environmental studies	500, 599	050000, 059900, 059901, 059999
		15	Environmental Studies	28	Environmental Studies		050900, 050901, 050999

6	Health services & support	16	Health Services & Support	30	Optical science	609	060900, 060901, 060903, 060999
				32	Radiography	615	061500, 061501
				33	Complementary therapies	619	061900, 061901, 061903, 061905, 061999
				34	General health services & support	600, 617 part, 699	060000, 061700, 061705, 061707, 061709, 061711, 061713, 061799, 069900, 069901, 069903, 069905, 069907, 069999
		17	Public Health	31	Public health	613	061300, 061301, 061303, 061305, 061307, 061309, 061311, 061399
7	Medicine	18	Medicine	35	Medicine	601	060100, 060101, 060103, 060105, 060107, 060109, 060111, 060113, 060115, 060117, 060119, 060199
8	Nursing	19	Nursing	36	Nursing	603	060300, 060301, 060303, 060305, 060307, 060309, 060311, 060313, 060315, 060399
9	Pharmacy	20	Pharmacy	37	Pharmacy	605	060500, 060501
10	Dentistry	21	Dentistry	38	Dentistry	607	060700, 060701, 060703, 060705, 060799
11	Veterinary science	22	Veterinary science	39	Veterinary science	611	061100, 061101, 061103, 061199
12	Rehabilitation	23	Physiotherapy	40	Physiotherapy	617 part	061701
		24	Occupational therapy	41	Occupational therapy	617 part	061703
13	Teacher education	25	Teacher Education - Other	44	Curriculum & education studies	703	070300, 070301, 070303
				45	General teacher education	700, 701 part, 799	070000, 070100, 070107, 070109, 070111, 070113, 070115, 070117, 070199, 079900, 079999
		26	Teacher Education - Early Childhood	42	Teacher Education - Early Childhood	701 part	070101
		27	Teacher Education - Primary & secondary	43	Teacher Education - Primary & Secondary	701 part	070103, 070105
14	Business & management	28	Accounting	46	Accounting	801	080100, 080101
		29	Business management	47	Business & management	803	080300, 080301, 080303, 080305, 080307, 080309, 080311, 080313, 080315, 080317, 080319, 080321, 080323, 080399
		30	Sales & marketing	48	Sales & marketing	805	080500, 080501, 080503, 080505, 080507, 080509, 080599

		31	Management & commerce - Other	49	Office studies	809	080900, 080901, 080903, 080905, 080999
				51	General business & management	800, 899	080000, 089900, 089901, 089903, 089999
		32	Banking & finance	50	Banking, finance & related fields	811	081100, 081101, 081103, 081105, 081199
		40	Economics	52	Economics & Econometrics	919	091900, 091901, 091903
15	Humanities, culture & social sciences	33	Political Science	53	Political science & policy studies	901	090100, 090101, 090103
		34	Humanities inc history & geography	54	Studies in human society	903	090300, 090301, 090303, 090305, 090307, 090309, 090311, 090313, 090399
				55	Librarianship, information management & curatorial studies	913	091300, 091301, 091303
				57	Philosophy & religious studies	917	091700, 091701, 091703
				58	General humanities, culture & social sciences	900, 999	090000, 099900, 099901, 099903, 099905, 099999
		35	Language & literature	56	Language & literature	915	091500, 091501, 091503, 091505, 091507, 091509, 091511, 091513, 091515, 091517, 091519, 091521, 091523, 091599
16	Social work	36	Social work	59	Social work	905	090500, 090501, 090503, 090505, 090507, 090509, 090511, 090513, 090515, 090599
17	Psychology	37	Psychology	60	Psychology	907	090700, 090701, 090799
18	Law & paralegal studies	38	Law	61	Law	909	090900, 090901, 090903, 090905, 090907, 090909, 090911, 090913, 090999
		39	Justice studies & policing	62	Justice & law enforcement	911	091100, 091101, 091103, 091105, 091199
19	Creative arts	42	Art & design	64	Visual arts & crafts	1003	100300, 100301, 100303, 100305, 100307, 100309, 100399
				65	Graphic & design studies	1005	100500, 100501, 100503, 100505, 100599
				66	General creative arts	1000, 1099	100000, 109900, 109999
		43	Music & performing arts	63	Performing arts	1001	100100, 100101, 100103, 100105, 100199

20	Communications	44	Communication, media & journalism	67	Communications & media studies	1007	100700, 100701, 100703, 100705, 100707, 100799
21	Tourism, hospitality, personal services, sport & recreation	41	Sport & recreation	69	Sport & recreation	921	092100, 092101, 092103, 092199
		45	Tourism, hospitality & personal services	68	Tourism	807	080700, 080701
				70	Food & hospitality	1101	110100, 110101, 110103, 110105, 110107, 110109, 110111, 110199
				71	Personal services	1103	110300, 110301, 110303, 110399
				72	General hospitality & personal services	1100	110000
				73	Mixed field programmes	1200, 1201, 1202, 1205, 1299	120000, 120100, 120101, 120103, 120105, 120199, 120300, 120301, 120303, 120305, 120399, 120500, 120501, 120503, 120505, 120599, 129900, 129999

How to use
the pack

GOS

Graduate Outcomes Survey

How to use the pack

Thank you for your ongoing support of the Graduate Outcomes Survey (GOS). With your help, we can continue to shape the future of higher education in Australia.

In this pack, you'll find the resources you need to share the GOS with students about to graduate. It includes social media content, web tiles, posters and lecture slides to encourage graduates to complete the survey.

Letters and emails

Included are four templates that can be used in hard copy or digital communications with graduates and institution staff to raise awareness, add legitimacy to the research and encourage participation.

Communications can include institution branding and are most effective when a signatory of importance is included, such as the Vice Chancellor or faculty head.

Awareness

GOS to graduates email_Awareness.docx

An survey awareness communication to graduates, providing general information about the GOS. Suitable for use in the week prior to survey launch. If used for a hard copy letter, mail should be sent two weeks prior to survey launch.

GOS to staff email_Awareness.docx

An email for internal use, asking staff that are teaching first-year post-graduate students to raise awareness. The best timing for this communication will depend on your institution's academic calendar.

Participation reminders

GOS to graduates email_mid_survey.docx

A template that can be used at any time prior to the final week of fieldwork. Sent to graduates as a letter or email reminder to participate.

GOS to graduates email_Closing.docx

This template includes two communications for use during the final week of fieldwork. These communications are best sent as an email. The templates appeal to the immediacy of the prize draw and survey closures to drive participation. Note that the final prize draw template must be sent on the Monday of the final draw at latest.

Social media tiles

Distribute the attached social media tiles to the appropriate team within your institution. Below are some suggested captions they can use when they post them to your institution's social media accounts.

There are twenty different social media tiles you can use, each with a suggested timeframe and caption.

Social media caption A, B, C & D to be used up until final prize draw

Suggested caption:

[Institution] graduates – it's time to share your experience in the Graduate Outcomes Survey (GOS). It doesn't take long to do, and puts you in the draw to win $1,000!

Complete the survey by [insert date] for your chance to win.

To complete the survey, visit http://gos.edu.au/

Social media caption E, F, G, H, I, J, K & L to be used at any time

Suggested caption:

Calling all [institution] graduates – how would you rate your university experience? By contributing your views and experiences, you're helping improve higher education for everyone – including current and future [institution] students.

Enter now at http://gos.edu.au/

Social media caption M, N, O & P week prior to last prize draw

Suggested caption:

Don't miss your chance to complete the Graduate Outcomes Survey (GOS)! Your answers are used to shape the future of higher education – and there are still chances to win $1,000!

Complete the survey now at http://gos.edu.au/

Social media caption Q, R, S & T to be used in the final week of the survey

Suggested caption:

[Institution] graduates – it's the final week of the Graduate Outcomes Survey (GOS). Don't miss your chance to share your experience as a recent graduate. Your answers are used to shape the future of higher education.

Complete the survey now at http://gos.edu.au/

Example any time – Universities/Institutions

QILT
6 August at 22:16

Calling all <Institution> graduates – how would you rate your university experience? By contributing your views and experiences, you're helping improve higher education for everyone – including current and future <Institution> students.

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Have your say

Facebook example

QILT
6 August at 22:16 · 🌐

Calling all <Institution> graduates – how would you rate your university experience? By contributing your views and experiences, you're helping improve higher education for everyone – including current and future <Institution> students.

Example editable body

Have your say

Twitter example

QILT - SRC @qilt_src · Feb 11

Calling all [institution] graduates – how would you rate your university experience? By contributing your views and experiences, you're helping improve higher education for everyone – including current and future [institution] students.

Example editable body

We need your input

♡ 2

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Graduate Outcomes Survey

Social media tiles

Files available:

The pack also includes an alternative 1080x1080 format for all social media tiles (suitable for Instagram).

Tile A file name:
GOS Social media tile 1200x628 A.jpg

Tile B file name:
GOS Social media tile 1200x628 B.jpg

Tile C file name:
GOS Social media tile 1200x628 C.jpg

Tile D file name:
GOS Social media tile 1200x628 D.jpg
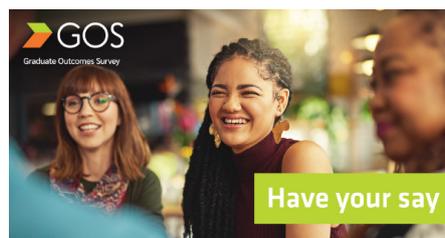
Tile E file name:
GOS Social media tile 1200x628 E.jpg

Tile F file name:
GOS Social media tile 1200x628 F.jpg

Tile G file name:
GOS Social media tile 1200x628 G.jpg

Tile H file name:
GOS Social media tile 1200x628 H.jpg

Tile I file name:
GOS Social media tile 1200x628 I.jpg

Tile J file name:
GOS Social media tile 1200x628 J.jpg

Tile K file name:
GOS Social media tile 1200x628 K.jpg

Tile L file name:
GOS Social media tile 1200x628 L.jpg

Social media tiles

Tile M file name:
GOS Social media tile 1200x628 M.jpg

Tile N file name:
GOS Social media tile 1200x628 N.jpg

Tile O file name:
GOS Social media tile 1200x628 O.jpg

Tile P file name:
GOS Social media tile 1200x628 P.jpg

Tile Q file name:
GOS Social media tile 1200x628 Q.jpg

Tile R file name:
GOS Social media tile 1200x628 R.jpg

Tile S file name:
GOS Social media tile 1200x628 S.jpg
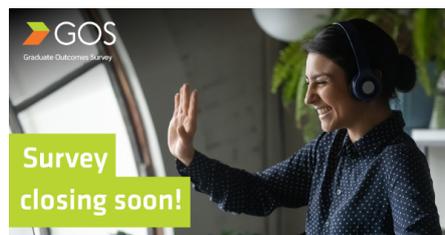
Tile T file name:
GOS Social media tile 1200x628 T.jpg

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Graduate Outcomes Survey

Web tiles

Distribute the attached web tiles to your web team to include on your institution's website. Advise them to set the click through link to: http://gos.edu.au/

There are three included sizes to suit different spaces your website might have available. Included you'll find mRec, leaderboard and skyscraper formats.

Complete the Graduate Outcomes Survey for your chance to win $1,000!

Have your say

Complete the Graduate Outcomes Survey for your chance to win $1,000!

Have your say

mRec (300x250px) folder name: mrec
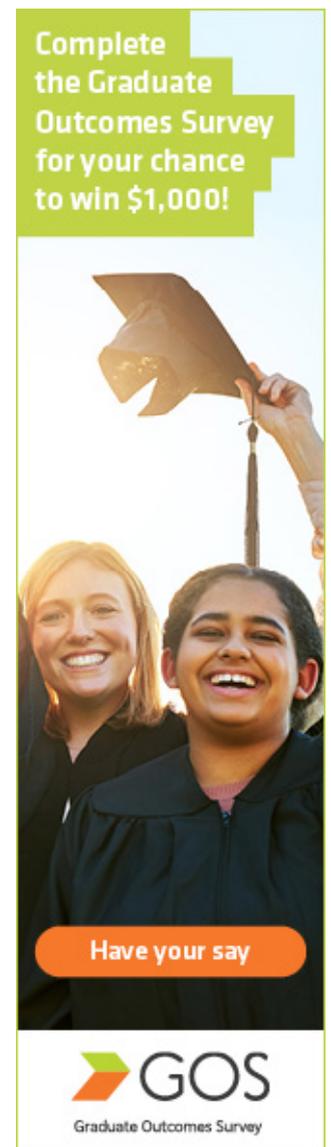
Skyscraper (160x600px) folder name: skyscraper

Complete the Graduate Outcomes Survey for your chance to win $1,000!

Have your say

GOS
Graduate Outcomes Survey
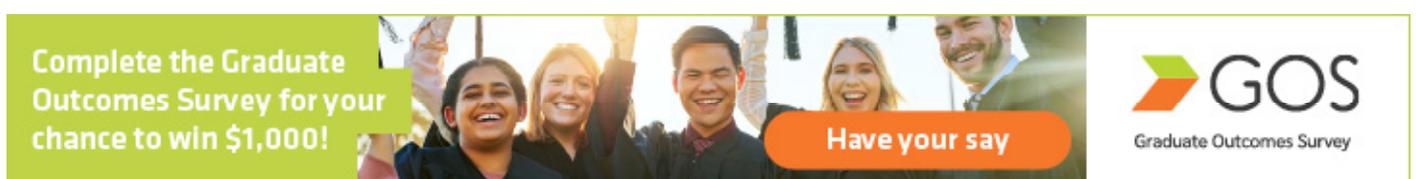
Leaderboard (728x90px) folder name: leaderboard

A3 Posters

Distribute the attached posters to the appropriate team within your institution. There is room to include your university logo alongside the GOS logo. Once you've added your logo, print the posters and display the posters around campus.

Co-branding area

Don't miss your chance to share your feedback and help shape the future of higher education in Australia.

gos.edu.au

Co-branding example

Don't miss your chance to share your feedback and help shape the future of higher education in Australia.

gos.edu.au
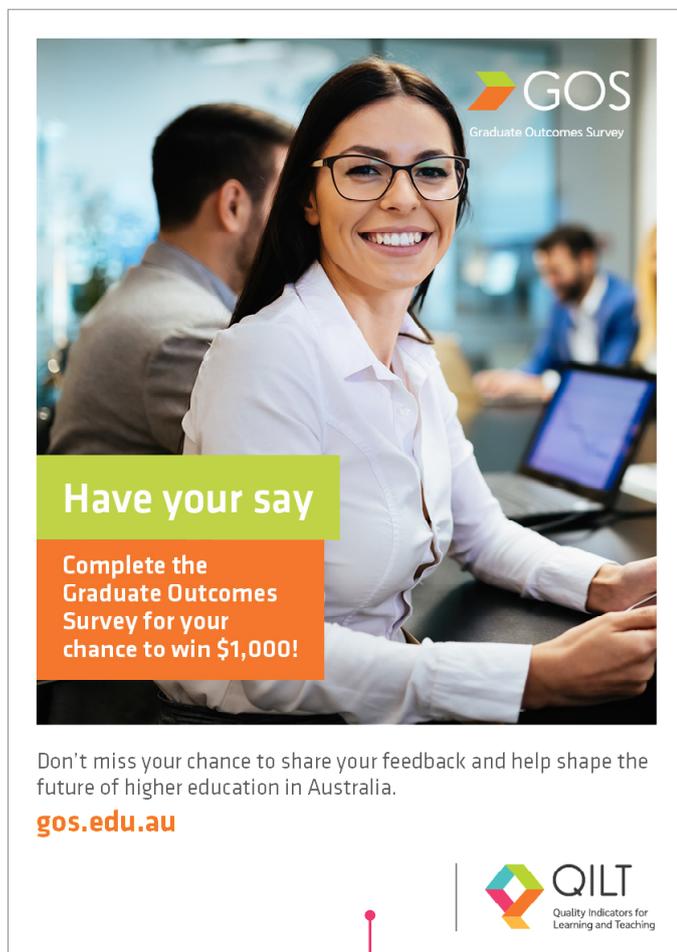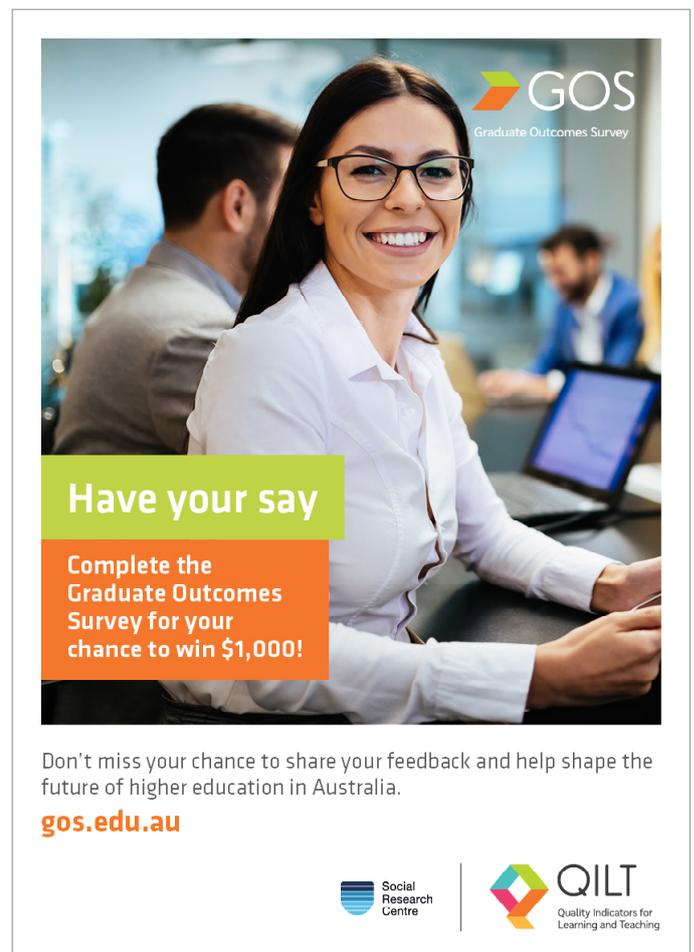
Area where Universities/Institutions can place their logo. The grey area is a rough indication of height and width the co-branded logo can be.

GOS

Graduate Outcomes Survey

A3 Posters

We have provided the posters in ten different file types for you to access, edit and print. Please choose the file type that best suits your situation.

PDF (.pdf)

Recommended if your institution is not intending to use co-branding. Also suitable for use with co-branding if your institution has access to PDF editing software.

InDesign (.indd)

If your institution has access to Adobe InDesign software and would like to co-brand, we recommend this format. All posters are included in the one InDesign file, so you can apply co-branding and print all at once.

A3 Posters

Posters available:
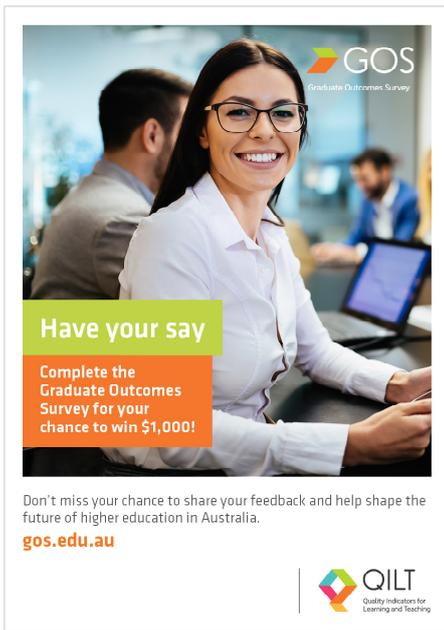
Poster A file name: GOS Co-branded poster A
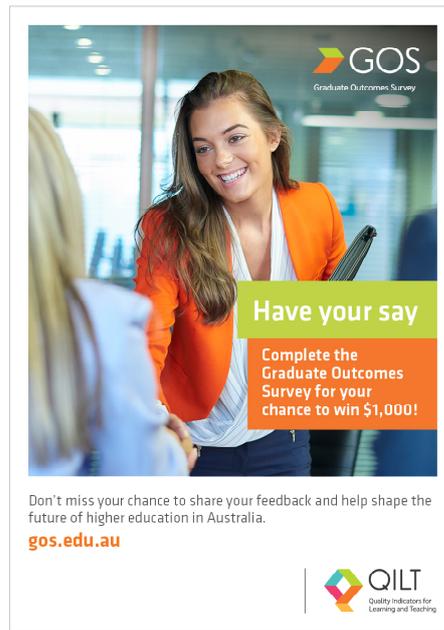
Poster B file name: GOS Co-branded poster B
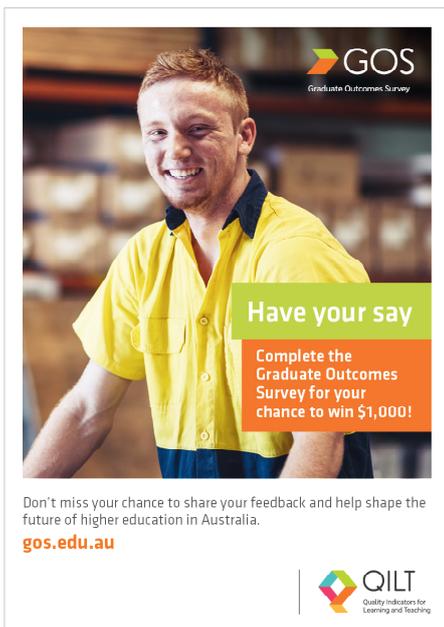
**Poster C file name:** GOS Co-branded poster C
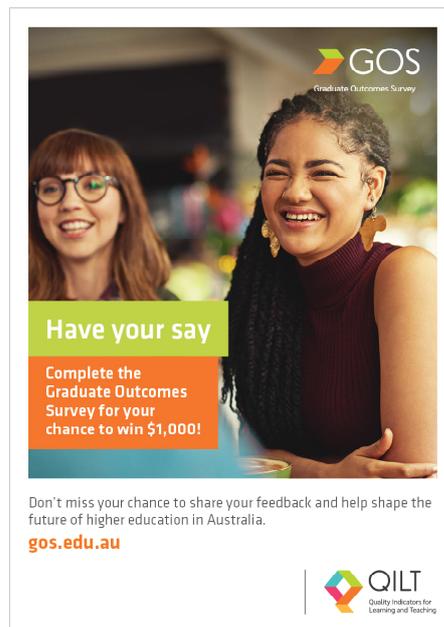
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GOS
Graduate Outcomes Survey
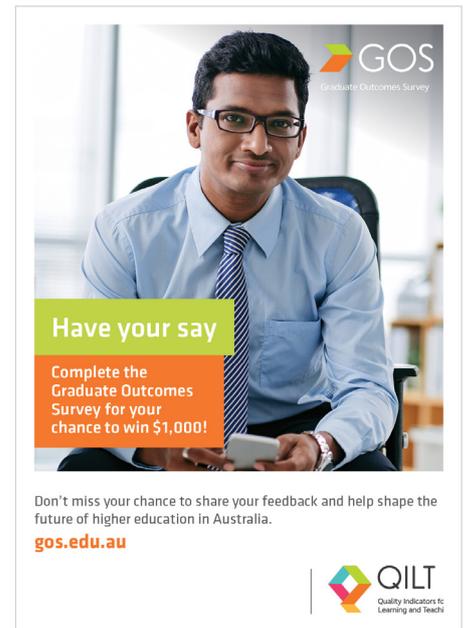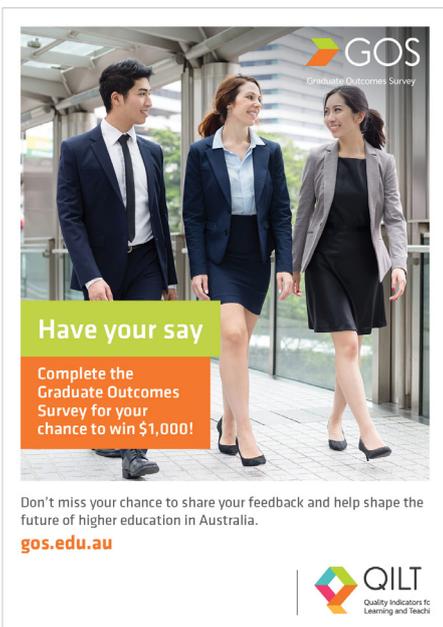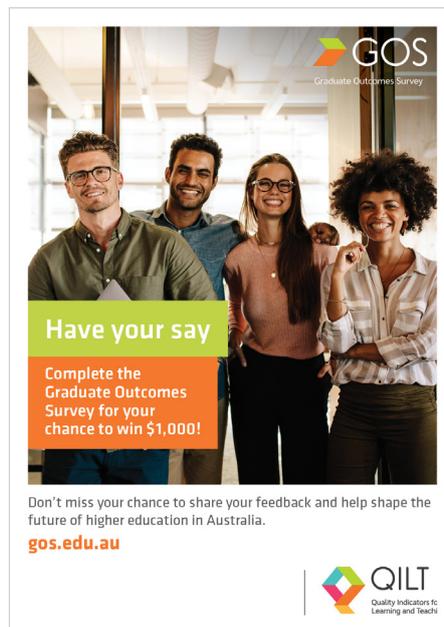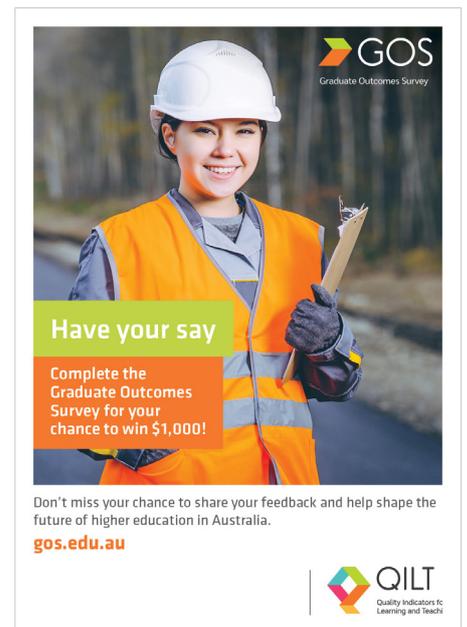
Lecture slides

Distribute the attached lecture slides to lecturers and tutors to include in their presentations. You can include the following introduction to explain to lecturers how to use the slides:

"The attached lecture slides can be used to encourage your students to participate in the Graduate Outcomes Survey (GOS). The GOS is important, because it provides a clear picture of what life is like at university. Share the slides with your students who are about to graduate, to help give future students a real look at what the university experience is like in Australia.

When you're displaying the slides, remind your students to check their emails for an invitation from the Social Research Centre in the months after they graduate. You can explain that their answers are used to inform the future of higher education in Australia, and by completing the survey they go in the draw to win $1,000.

Thank you for your continued support. Results from the GOS are used to improve students' course experience and enhance teaching and learning in Australian higher education."
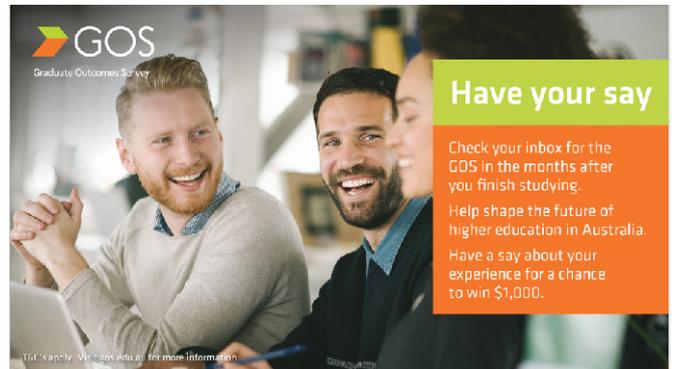
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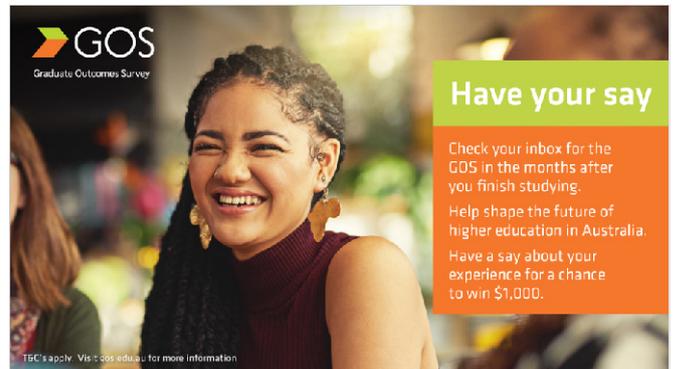
Slide B file name: GOS branded lecture slide B.pptx

Slide C file name: GOS branded lecture slide C.pptx

Slide D file name: GOS branded lecture slide D.pptx

Lecture slides
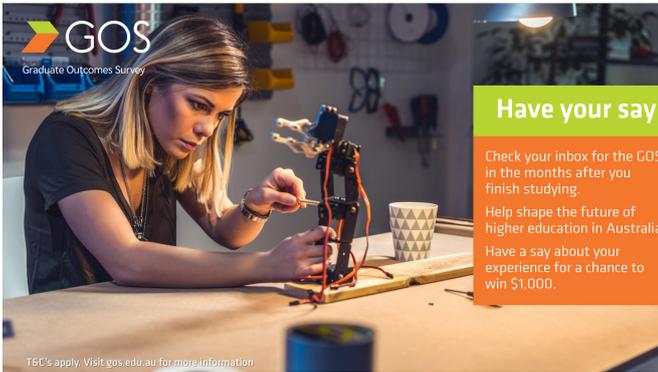
Slide E file name: GOS branded lecture slide E.pptx

Slide F file name: GOS branded lecture slide F.pptx

Slide G file name: GOS branded lecture slide G.pptx

Slide H file name: GOS branded lecture slide H.pptx

Slide I file name: GOS branded lecture slide I.pptx

Slide J file name: GOS branded lecture slide J.pptx

Slide K file name: GOS branded lecture slide K.pptx

Lecture slides

If you'd like to include your institutions branding on slides or tailor messaging, a set of co-branded slide templates are included in this pack.

To use the co-branded slides:

- Place your institution logo over the co-branding area (ensure logo height matches the GOS logo, and is left-aligned with the specified co-branding area)

- Insert text in the provided areas – ensure white text is used, with Tahoma font.

- Please use similar language to the lecture slides that are not co-branded. We recommend including a reference to graduates checking their inbox for the email and prize draw information.

Once you have created your co-branded lecture slide, please provide a draft version to qilt@srcentre.com.au for review prior to public use.
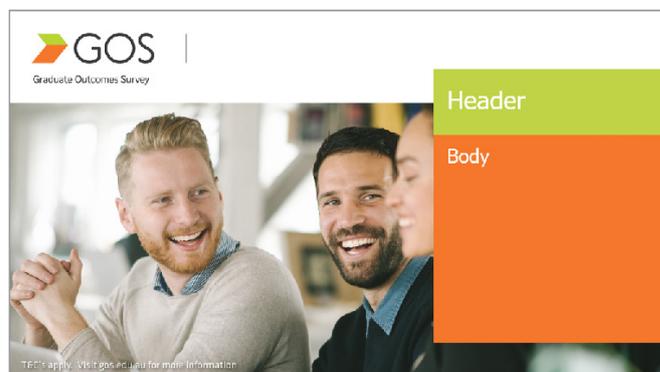
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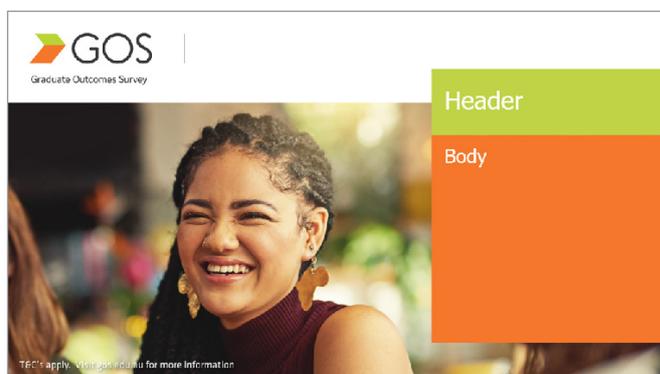
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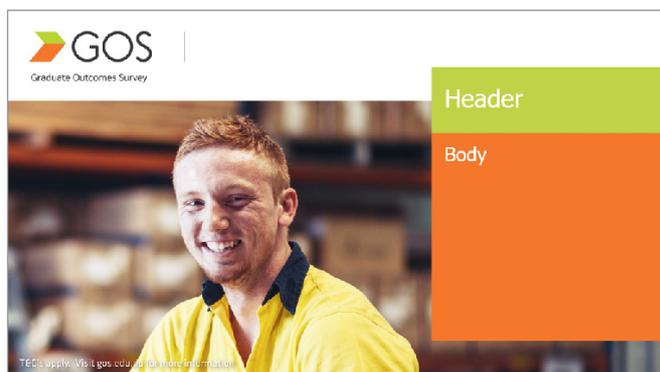
Slide C file name: GOS Co-branded lecture slide C.pptx

Slide D file name: GOS Co-branded lecture slide D.pptx

GOS
Graduate Outcomes Survey

Lecture slides

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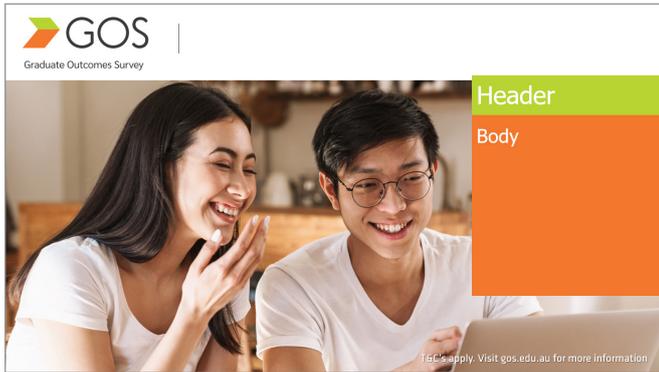
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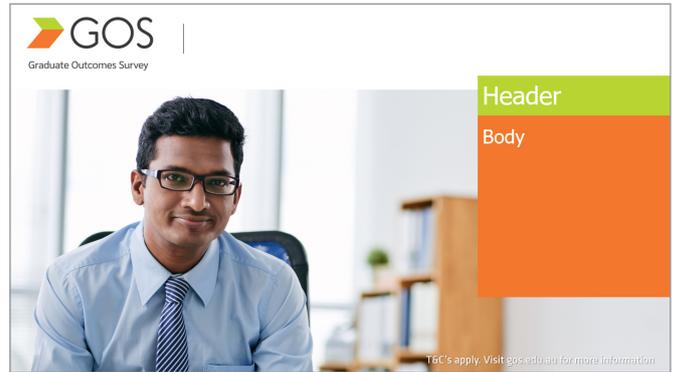
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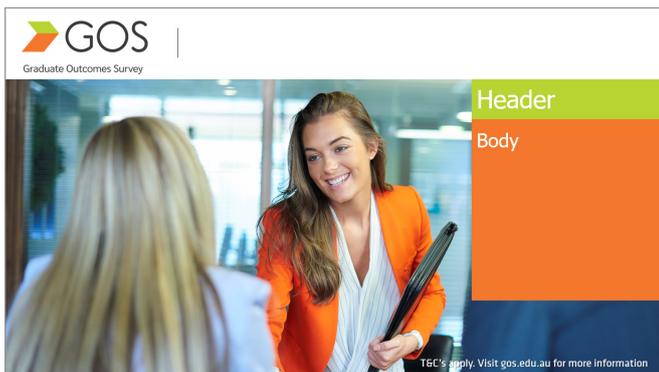
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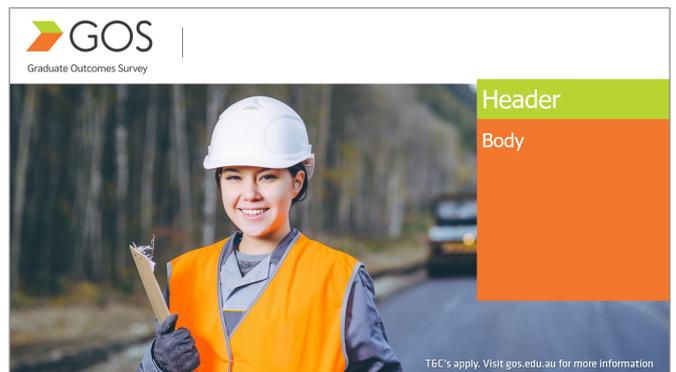
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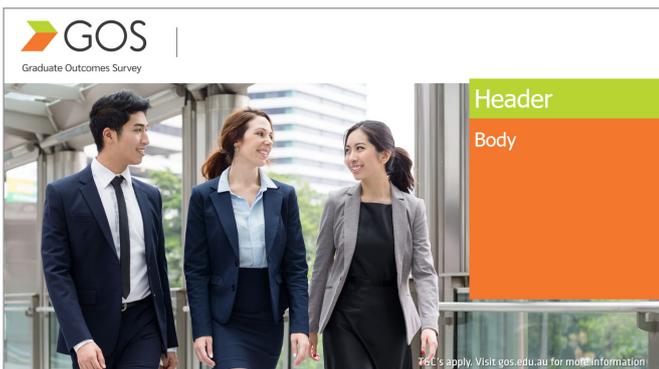
Slide K file name: GOS Co-branded lecture slide K.pptx

Pull up banners

Distribute the attached high resolution pull up banners to the appropriate team within your institution. The banners are suitable for professional printing with your preferred print supplier. Use them for display around campus or at events such as graduation ceremonies.

The size of these banner files are 2000mm high x 850mm wide.

Banner A file name:
GOS Pull up banner 2000x850 A.pdf

Banner B file name:
GOS Pull up banner 2000x850 B.pdf
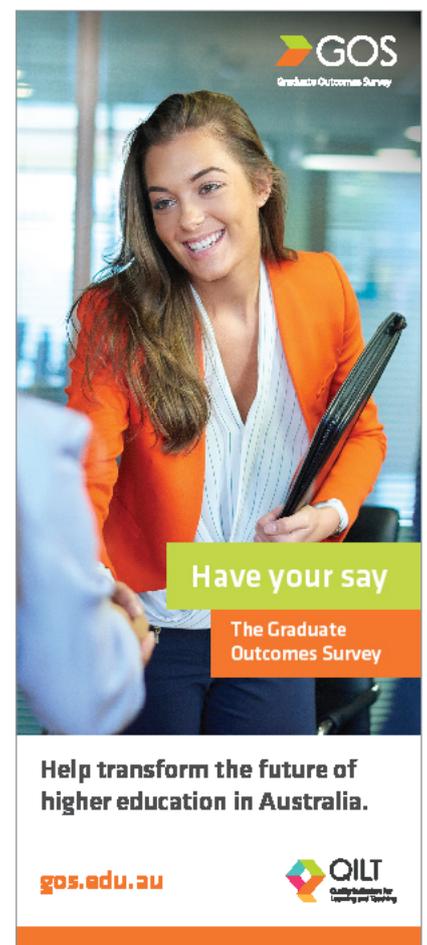
Banner C file name:
GOS Pull up banner 2000x850 C.pdf

Pull up banners

Banner D file name:
GOS Pull up banner 2000x850 D.pdf
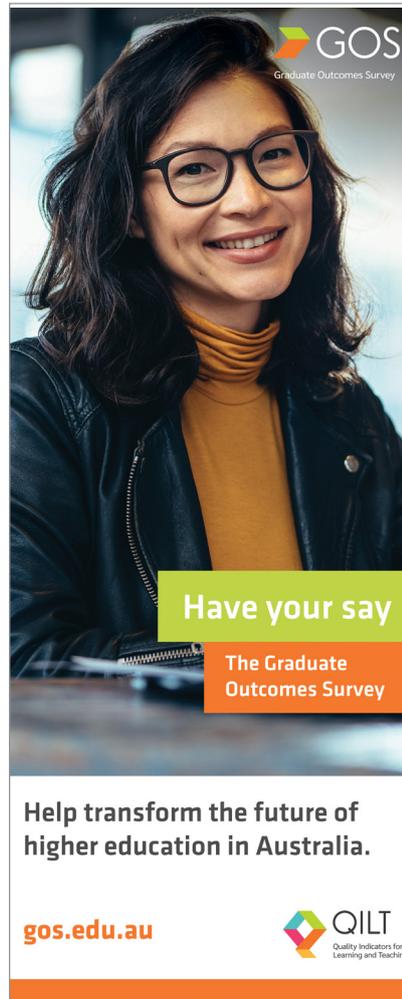
Banner E file name:
GOS Pull up banner 2000x850 E.pdf
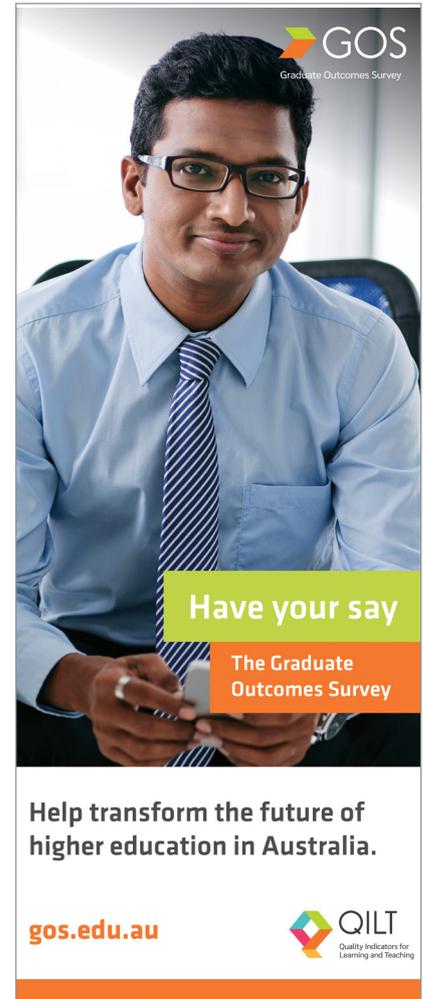
Banner F file name:
GOS Pull up banner 2000x850 F.pdf

Pull up banners

Have your say

The Graduate Outcomes Survey

Help transform the future of higher education in Australia.

gos.edu.au

QILT
Quality Indicators for
Learning and Teaching

Banner G file name:
GOS Pull up banner 2000x850 G.pdf

Have your say

The Graduate Outcomes Survey

Help transform the future of higher education in Australia.

gos.edu.au

QILT
Quality Indicators for
Learning and Teaching

Banner H file name:
GOS Pull up banner 2000x850 H.pdf

Have your say

The Graduate Outcomes Survey

Help transform the future of higher education in Australia.

gos.edu.au

QILT
Quality Indicators for
Learning and Teaching

Banner I file name:
GOS Pull up banner 2000x850 I.pdf

GOS
Graduate Outcomes Survey
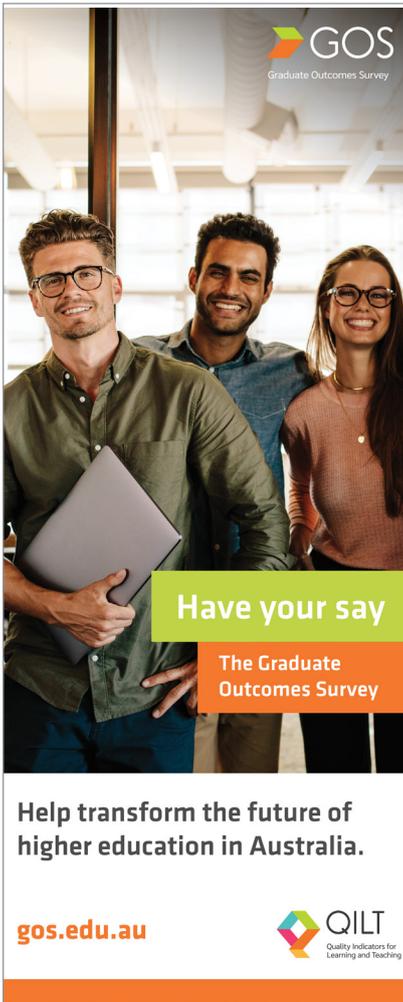
Pull up banners

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GOS Pull up banner 2000x850 J.pdf
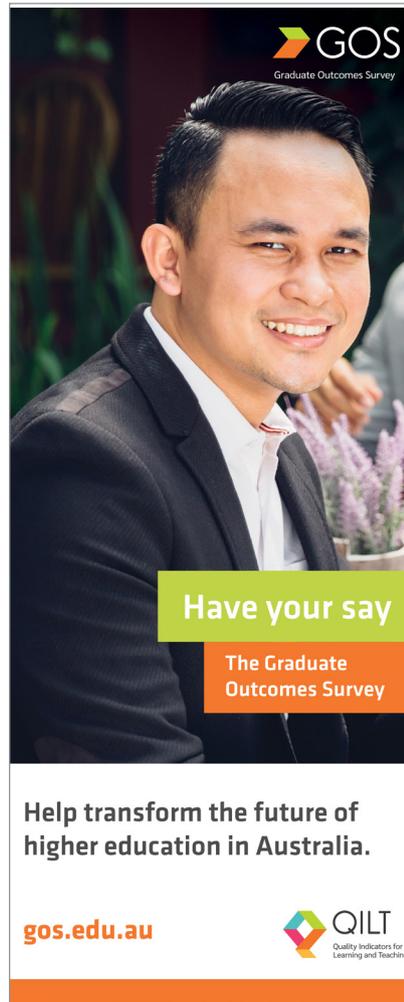
Banner K file name:
GOS Pull up banner 2000x850 K.pdf

Banner L file name:
GOS Pull up banner 2000x850 L.pdf

GOS
Graduate Outcomes Survey

Thank you again for your ongoing support - it is integral to the success and continued value of the GOS.

If you need any support accessing or using any of the supplied materials, please don't hesitate to contact us on qilt@srcentre.com.au

Appendix 2   Participating institutions

Participating institutions

	Universities	Total Sample (n)			
Provider code	Institution name	Nov '20	Feb '21	May '21	Total
1019	James Cook University	1,149	309	2,420	3,878
1034	Murdoch University	895	392	2,271	3,558
1055	The University of Western Australia	1,908	76	4,376	6,360
1058	University of Wollongong	1,622	-	4,440	6,062
2154	Federation University Australia	1344	347	2,175	3,866
2177	Swinburne University of Technology	2,843	-	3,862	6,705
2200	Central Queensland University	2,225	3	2,726	4,954
2201	University of Southern Queensland	1,077	-	1,924	3,001
2235	Edith Cowan University	1,965	411	3,246	5,622
2236	Curtin University	2,543	-	5,504	8,047
2241	University of Canberra	1,048	-	2,140	3,188
3001	Charles Darwin University	753	201	1272	2,226
3003	Bond University	526	557	553	1,636
3004	Western Sydney University	1,972	-	5,591	7,563
3005	Charles Sturt University	3,767	652	4,721	9,140
3006	Australian Catholic University	1,608	-	5,722	7,330
3007	Victoria University	1,692	584	3,524	5,800
3010	The University of Adelaide	1,957	228	4,511	6,696
3013	University of New South Wales	2,953	2,943	8,436	14,332
3014	University of Newcastle	1,386	-	4,815	6,201
3016	University of Technology Sydney	4,212	-	7,264	11,476
3019	The University of Queensland	4,782	443	8,227	13,452
3020	La Trobe University	2,320	514	5,917	8,751
3025	Macquarie University	3,041	520	4,463	8,024
3027	The University of South Australia	1,774	-	4,862	6,636
3029	Flinders University	1,215	415	3,845	5,475
3030	Deakin University	5,874	-	7,078	12,952
3032	Griffith University	3,911	-	5,987	9,898
3033	The Australian National University	2,728	511	3,854	7,093
3034	RMIT University	4,189	661	9,748	14,598
3035	Monash University	6,944	1942	12,547	21,433
3036	The University of Melbourne	5,916	1,230	13,371	20,517
3038	Southern Cross University	859	1020	1,470	3,349
3039	University of New England	912	1,584	454	2,950
3040	The University of Sydney	5,513	1475	10,203	17,191
3042	Queensland University of Technology	3,529	607	7,378	11,514
3043	University of the Sunshine Coast	1031	164	1,809	3,004
3044	The University of Notre Dame Australia	453	183	1,935	2,571
3045	University of Tasmania	3,010	271	6,493	9,774
4331	University of Divinity	27	91	382	500

Provider Code	Non-University Higher Education Institutions	Total Sample (n)			
	Institution name	Nov '20	Feb '21	May '21	Total
2170	Marcus Oldham College	<5	-	126	128
2252	Avondale University College	16	-	222	238
4333	Christian Heritage College	56	115	-	171
4334	Tabor College of Higher Education	-	-	134	134
4335	Australian College of Theology Limited	325	59	436	820
4336	ACAP and NCPS	218	252	-	470
4337	Eastern College Australia	-	-	29	29
4338	Moore Theological College	-	-	96	96
4339	Holmes Institute	1,926	1595	91	3,612
4343	The Australian Institute of Music	46	28	-	74
4346	Excelsia College	16	<5	175	194
4347	Australian College of Christian Studies	-	-	20	20
4352	The Australian College of Physical Education	17	-	75	92
4355	Adelaide College of Divinity	12	-	11	23
4359	The College of Law Limited	1,690	2199	1,495	5,384
4360	Perth Bible College	<5	-	10	13
4361	Endeavour College of Natural Health	-	-	416	416
4362	International College of Hotel Management	100	-	-	100
4363	Melbourne Polytechnic	129	<5	212	342
4366	Box Hill Institute	24	<5	164	191
4367	Melbourne Institute of Technology	634	38	471	1,143
4368	Campion College Australia	-	-	22	22
4371	SAE Institute	226	85	564	875
4375	Think Education	100	68	70	238
4377	UOW College	36	-	150	186
4380	UTS College	412	228	646	1,286
4381	International College of Management, Sydney	259	101	321	681
4382	The Australian Guild of Music Education	-	-	<5	<5
4383	Holmesglen Institute	69	8	214	291
4384	Kaplan Business School	709	-	460	1,169
4386	Macleay College	-	-	58	58
4388	Australian Academy of Music and Performing Arts	8	-	18	26
4392	Gestalt Therapy Brisbane	-	-	39	39
4393	The MIECAT Institute	7	-	31	38
4394	William Angliss Institute	73	<5	72	146
4395	Adelaide Central School of Art	-	-	15	15
4396	LCI Melbourne	-	-	50	50
4401	Whitehouse Institute of Design, Australia	-	-	20	20
4402	Leo Cussen Centre for Law	205	-	367	572
4405	Australian Institute of Professional Counsellors	5	30	<5	37
4406	Canberra Institute of Technology	-	-	15	15
4407	Alphacrucis College	134	-	335	469
4411	Stott's College	68	<5	65	134
4412	Morling College	-	-	32	32
4419	National Art School	-	-	104	104

4420	Kent Institute Australia	198	-	147	345
4421	Le Cordon Bleu Australia	58	-	60	118
4424	Kaplan Higher Education Pty Ltd	346	160	335	841
4425	Australian Institute of Business Pty Ltd	506	218	361	1,085
4428	Nan Tien Institute	25	13	5	43
4431	Montessori World Educational Institute (Australia)	-	-	20	20
4434	Wentworth Institute of Higher Education	68	-	111	179
4435	Australian Institute of Higher Education	89	94	84	267
4450	TAFE Queensland	32	5	56	93
4451	King's Own Institute	703	-	296	999
4453	Australasian College of Health and Wellness	-	-	16	16
4455	SP Jain School of Management	151	-	-	151
4456	Asia Pacific International College	278	226	110	614
4458	Australian Institute of Management Education & Training	182	122	181	485
4461	Elite Education Institute	45	5	<5	54
4463	Institute of Health & Management Pty Ltd	37	77	91	205
4464	Australian College of Nursing	523	-	612	1,135
4467	Polytechnic Institute Australia Pty Ltd	26	16	12	54
4469	Engineering Institute of Technology	9	-	83	92
6014	Governance Institute of Australia	-	<5	21	25
6022	Academies Australasia Polytechnic Pty Limited	90	70	24	184
6039	The Tax Institute Higher Education	-	17	15	32
6042	Ozford Institute of Higher Education	11	-	16	27
6043	The Cairnmillar Institute	-	-	126	126
6044	BBI - The Australian Institute of Theological Education	43	66	32	141
6045	ISN Psychology Pty Ltd	11	5	39	55
6046	National Institute of Organisation Dynamics Aust	-	-	9	9
6047	Higher Education Leadership Institute	5	-	-	5
6049	The Institute of International Studies (TIIS)	-	-	13	13
7001	Collarts (Australian College of the Arts)	-	-	259	259
7014	Jazz Music Institute	-	-	15	15
7025	CIC Higher Education	97	45	68	210
7035	Photography Studies College (Melbourne)	-	-	36	36
7073	Chisholm Institute	-	-	44	44
7075	TAFE NSW	141	-	274	415
7116	Study Group Australia Pty Limited	-	15	9	24
7124	Academy of Information Technology	72	153	249	474
7197	Ikon Institute of Australia	-	76	-	76
7221	VIT (Victorian Institute of Technology)	314	29	537	880
7338	TAFE South Australia	20	<5	24	47
7660	Health Education & Training Institute	-	15	58	73

Appendix 3　Survey invitations and reminders

2021 Graduate Outcomes Survey (GOS) – November '20
Email and SMS Plan: Invitation and reminder text

Table of Contents

1.1 Footer

Privacy | Prize Draw T&Cs | FAQs | Official Site

- QILT Logo – (https://www.qilt.edu.au/)

- Social Research Centre Logo – (https://www.srcentre.com.au/)

- Department of Education, Skills and Employment Logo – (https://www.education.gov.au/)

- Privacy – (https://srcentre.com.au/research-participants#privacy)

- Prize Draw T&Cs – (https://www.srcentre.com.au/gostcs)

- FAQs – (https://www.srcentre.com.au/our-research/graduate-outcomes-survey)

- Official Site – (http://www.gos.edu.au/)

1.2 Authentication Message

SUBJECT:

Graduate Outcomes Survey – Your details have been verified

ALL:

Dear %%E403**graduate%%,

As a recent graduate we would like to hear about your experiences at %%E306CTXT**your institution%% and current employment situation through the Graduate Outcomes Survey*.*

It should take approximately %%IntLength**15%% minutes to complete and your responses will be kept confidential.

To start the survey, please click the button below:

START SURVEY NOW(%%srvylink%%)

The Graduate Outcomes Survey is the largest Australian study of graduates and part of the Quality Indicators for Learning and Teaching (QILT) {HYPERLINK: www.qilt.edu.au} – the only source of national data on graduate experiences with higher education.

By completing the survey, you will enter the prize draw for the chance to win a $1,000 prepaid VISA e-gift card each week. Prize draws close each Monday from 2 November to 23 November - there's $27,000 in prizes to be won in total. The earlier you submit your survey the more chances you have of winning a prize!

If you are having trouble accessing the survey, please copy and paste the link at the bottom of this email into a new browser window. Alternatively, go to www.gos.edu.au, click 'start survey' and enter your unique login details as below.

> Username: %%Username%%

> Password: %%Password%%

Your ideas and opinions are important to future students. Thank you in advance for your time and feedback.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.3   INVITATION – Tue 27 Apr / Thu 29 Apr

SUBJECT:

Graduate Outcomes Survey - Share your experiences to help future students

ALL:
Dear %%E403**graduate%%,

As a recent graduate of the %%QualName**qualification%% at %%E306CTXT**your institution%%, the Australian Government would like feedback on your %%Course**course%% through the Graduate Outcomes Survey.

While we understand things have been difficult for graduates in recent times, your views are more important than ever. By completing the survey, you will be providing critically important information to the Australian Government about the state of the labour market for people like you.

Please spend %%IntLength**15%% minutes sharing your experiences. All your responses will be kept confidential.

To start the survey please click the button below:

START SURVEY NOW(%%srvylink%%)

Complete the survey by Monday 2 November to be in the draw for $1,000.

The Graduate Outcomes Survey measures employment and study outcomes and gathers feedback that %%providertype_name**institutions%% can use to improve %%Course**course%%s and outcomes for future graduates.

Based on experiences from graduates like you, %%providertype_name**institutions%% have been able to create better places to study and learn by improving their %%Course**course%%s, learning resources, support services and campus facilities.

Once all survey responses have been compiled the National Report will be published on the QILT website, and institution comparisons will be available on www.compared.edu.au.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.4   REMINDER 1 – Sat 31 Oct

SUBJECT:
Graduate Outcomes Survey - Your feedback is important

ALL:
Dear %%E403**graduate%%,

Earlier this week we invited you to provide feedback about your experiences of your %%QualName**qualification%% at %%E306CTXT**your institution%%, through the Graduate Outcomes Survey, **the largest Australian study of graduates**.

I know we only sent this invitation a few days ago and you may have other things on your mind, but your feedback is very important and will contribute directly to the experience of current and future students. If you could spare %%IntLength**15%% minutes we'd really appreciate it.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 2 November to have four chances to win $1,000.

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.5   REMINDER 2 – Mon 2 Nov

SUBJECT:
Graduate Outcomes Survey - Prize draw closes tonight

ALL:
Dear %%E403**graduate%%,

As a recent graduate of %%E306CTXT**your institution%%, we would be very grateful if you could spare %%IntLength**15%% minutes of your time to complete the Graduate Outcomes Survey. Over the past five years, %%providertype_name**institutions%% have used the findings to help improve %%Course**course%%s, student services and campus facilities - all thanks to feedback from graduates like you.

Remember, complete the survey by tonight, Monday 2 November, to have four chances to win $1,000.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.6   REMINDER 3 – Thu 5 Nov

SUBJECT:
Graduate Outcomes Survey - Help improve %%E306CTXT**your institution%%

ALL:
Dear %%E403**graduate%%,

While we understand these are difficult times, we would really appreciate it if you complete the Graduate Outcomes Survey since you are from a unique group of graduates who studied the %%QualName**qualification%% at %%E306CTXT**your institution%%.

In the past, %%providertype_name**institutions%% have used Graduate Outcomes Survey data to improve services to prepare students for work and life after studying. Sharing your experiences can help improve outcomes for graduates and inform the choices future students make on their higher education journey.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 9 November to have three chances to win $1,000.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.7   REMINDER 4 – Mon 9 Nov

SUBJECT:
Graduate Outcomes Survey - You could win $1,000 for your feedback

ALL:
Dear %%E403**graduate%%,

We would be very grateful if you could take %%IntLength**15%% minutes to provide feedback on your %%Course**course%% in the Graduate Outcomes Survey. Without your important feedback, future students won't know what it's like to study a %%QualName**qualification%% at %%E306CTXT**your institution%%. Data from the survey is used for institution comparisons at www.compared.edu.au.

Remember, complete the survey by tonight, Monday 9 November, to have three chances to win $1,000.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.8 SMS 1 (331 characters) – Mon 9 Nov

Hi %%E403**graduate%%, a note from the Social Research Centre on behalf of the Dept of Education to complete the GOS by tonight for a chance to win $1,000. Check your email for an invite to join the largest national study of graduates %%srvylink_sms%% For more info call 1800055818 Reply STOP to optout

1.9 REMINDER 5a – Wed 11 Nov

Content as per Reminder 5.

1.10 REMINDER 5 – Fri 13 Nov

SUBJECT:
Graduate Outcomes Survey - It's not too late to give your feedback

ALL:
Dear %%E403**graduate%%,

It is important that more graduates from the %%QualName**qualification%% at %%E306CTXT**your institution%% complete the Graduate Outcomes Survey.

Telling us about your course experience and employment situation, even if you're not currently working, will help %%providertype_name**institutions%% better understand outcomes of graduates.

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 16 November to have two chances to win $1,000.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.11 REMINDER 6 – Mon 16 Nov

SUBJECT:
Graduate Outcomes Survey - We know you've received several emails

ALL:
Dear %%E403**graduate%%,

The reason for the emails is that it's important for the Australian Government to hear the experiences of as many graduates as possible so that higher education can best reflect the needs of graduates.

Each year %%providertype_name**institutions%% have been able to improve career resources and develop students' work readiness based on feedback from the Graduate Outcomes Survey.

Complete the survey by tonight, Monday 16 November, to have two chances to win $1,000.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

We value your time and participation – if you do not wish to participate, you can unsubscribe using the link at the bottom of the email.

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.12 SMS 2 (321 characters) – Mon 16 Nov

Hi %%E403**graduate%%, a note from the Social Research Centre on behalf of the Dept of Education. The second last prize draw for the GOS closes tonight! Complete the GOS now and join the largest national study of graduates %%srvylink_sms%% For more information call 1800 055 818 Reply STOP to optout

1.13 REMINDER 7 – Fri 20 Nov

SUBJECT:
Australian Government would like to hear from you in the Graduate Outcomes Survey

ALL:
Dear %%E403**graduate%%,

We appreciate that you may have been impacted by the coronavirus (COVID-19) situation, but the Australian Government still wants to hear from you, so they can better understand employment and further study outcomes of graduates.

Have your say and join other graduates in Australia's largest study of higher education.

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 23 November to have a final chance to win $1,000.

We value your time and participation – if you do not wish to participate, you can unsubscribe using the link at the bottom of the email.

Once all survey responses have been compiled the National Report will be published on the QILT website, and institution comparisons will be available on www.compared.edu.au.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.14 REMINDER 8 – Mon 23 Nov

SUBJECT:
Graduate Outcomes Survey - Final prize draw closes tonight

ALL:
Dear %%E403**graduate%%,

This is now the last week for the Graduate Outcomes Survey and we still need to hear from more graduates who studied a %%QualName**qualification%%. Your unique feedback helps %%E306CTXT**your institution%% better understand the challenges graduates face after completing their course.

We would be very grateful if you could spare %%IntLength**15%% minutes to complete the survey.

Complete by tonight, Monday 23 November, to be part of the final prize draw to win $1,000.

TAKE THE SURVEY(%%srvylink%%)

We value your time and participation – if you do not wish to participate, you can unsubscribe using the link at the bottom of the email.

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.15　SMS 3 (248 characters) – Mon 23 Nov

Hi %%E403**there%%, a reminder from the Social Research Centre to complete the GOS by tonight for a final chance to win $1,000! Share your experiences as a graduate of <E306C_SMS> %%srvylink_sms%% For more info call 1800055818 Reply STOP to opt out

1.16   REMINDER 9 – Thu 26 Nov

SUBJECT:
Graduate Outcomes Survey – Final chance to complete

ALL:
Dear %%E403**graduate%%,

This is the very last email we will send you about the Graduate Outcomes Survey, as it closes this weekend. While we understand it's been a difficult time for many graduates, your feedback is more important than ever. This research is one of the main ways the Australian Government can better understand how employment and further study outcomes for graduates have been impacted by COVID-19.

If you spend %%IntLength**15%% minutes sharing your experience, you will help %%E306CTXT**your institution%% respond to the needs of their students and graduates.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Thank you for your time and we wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.17 CATI Reminder (in-field)

SUBJECT:
Graduate Outcomes Survey – Invitation to complete online

ALL:
Dear %%E403**graduate%%,

We recently spoke to you on the phone about completing the Graduate Outcomes Survey and providing feedback about your experiences of your %%QualName**qualification%% at %%E306CTXT**your institution%%.

Thank you for agreeing to take part. It should only take approximately %%IntLength**15%% minutes to complete and your responses will be kept confidential.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

If you are having trouble accessing the survey, please copy and paste the link at the bottom of this email into a new browser window. Alternatively, go to www.gos.edu.au, click 'start survey' and enter your unique login details as below.

> Username: %%Username%%

> Password: %%Password%%

The Graduate Outcomes Survey is the only source of national data on graduates' satisfaction with their %%Course**course%%. By sharing your thoughts and experiences you can help improve %%Course**course%%s for students in the future.

As a thank you for participating in the survey I can also provide you with a summary of the research findings once the study is complete. You could also win a weekly prize of $1,000. Prize draws close each Monday from 2 November to 23 November - there is a total prize pool of $27,000! The earlier you submit your survey the more chances you have of winning a prize!

Thank you in advance for your time and feedback.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

2021 Graduate Outcomes Survey (GOS) – February

Email and SMS Plan: Invitation and reminder text

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1.1　Footer

Privacy | Prize Draw T&Cs | FAQs | Official Site

- Privacy – (https://srcentre.com.au/research-participants#privacy)
- Prize Draw T&Cs – (https://www.srcentre.com.au/gostcs)
- FAQs – (https://www.srcentre.com.au/our-research/graduate-outcomes-survey)
- Official Site – (http://www.gos.edu.au/)

Note

QILT, SRC and the Department logo are not linked to improve deliverability.

1.2 Authentication Message

SUBJECT:
Graduate Outcomes Survey – Your details have been verified

ALL:
Dear %%E403**graduate%%,

As a recent graduate we would like to hear about your experiences at %%E306CTXT**your institution%% and current employment situation through the Graduate Outcomes Survey.

It should take approximately %%IntLength**15%% minutes to complete and your responses will be kept confidential.

To start the survey, please click the button below:

START SURVEY NOW(%%srvylink%%)

The Graduate Outcomes Survey is the largest Australian study of graduates and part of the Quality Indicators for Learning and Teaching (QILT) {HYPERLINK: www.qilt.edu.au} – the only source of national data on graduate experiences with higher education.

By completing the survey, you will enter the prize draw for the chance to win a $1,000 prepaid VISA e-gift card each week. Prize draws close each Monday from 1 February to 22 February - there's $6,000 in prizes to be won in total. The earlier you submit your survey the more chances you have of winning a prize!

If you are having trouble accessing the survey, please copy and paste the link at the bottom of this email into a new browser window. Alternatively, go to www.gos.edu.au, click 'start survey' and enter your unique login details as below.

Username: %%Username%%

Password: %%Password%%

Your ideas and opinions are important to future students. Thank you in advance for your time and feedback.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.3   INVITATION – Wed 27 Jan / Thu 28 Jan

SUBJECT:
Graduate Outcomes Survey - Share your experiences to help future students

ALL:
Dear %%E403**graduate%%,

As you are a recent graduate of the %%QualName**qualification%% at %%E306CTXT**your institution%%, the Australian Government would like feedback on your %%Course**course%% through the Graduate Outcomes Survey.

While we understand things have been difficult for graduates in recent times, your views are more important than ever. By completing the survey, you will be providing critically important information to the Australian Government about the state of the labour market for people like you.

Please spend %%IntLength**15%% minutes sharing your experiences. All your responses will be kept confidential.

To start the survey please click the button below:

START SURVEY NOW(%%srvylink%%)

Complete the survey by Monday 1 February to be in the draw for $1,000.

The Graduate Outcomes Survey measures employment and study outcomes and gathers feedback that %%providertype_name**institutions%% can use to improve %%Course**course%%s and outcomes for future graduates.

Based on experiences from graduates like you, %%providertype_name**institutions%% have been able to create better places to study and learn by improving their %%Course**course%%s, learning resources, support services and campus facilities.

Once all survey responses have been compiled the National Report will be published on the QILT website, and institution comparisons will be available on www.compared.edu.au.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.4   REMINDER 1 – Sat 30 Jan

SUBJECT:
Graduate Outcomes Survey - Your feedback is important

ALL:
Dear %%E403**graduate%%,

Earlier this week we invited you to provide feedback about your experiences of your %%QualName**qualification%% at %%E306CTXT**your institution%%, through the Graduate Outcomes Survey, **the largest Australian study of graduates**.

I know we only sent this invitation a few days ago, but your feedback is very important and will contribute directly to the experience of current and future students. If you could spare %%IntLength**15%% minutes we'd really appreciate it.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 1 February to have four chances to win $1,000.

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.5   REMINDER 2 – Mon 1 Feb

SUBJECT:
Graduate Outcomes Survey - Prize draw closes tonight

ALL:
Dear %%E403**graduate%%,

As you are a recent graduate of %%E306CTXT**your institution%%, we would be very grateful if you could spare %%IntLength**15%% minutes of your time to complete the Graduate Outcomes Survey. Over the past five years, %%providertype_name**institutions%% have used the findings to help improve %%Course**course%%s, student services and campus facilities - all thanks to feedback from graduates like you.

Remember, complete the survey by tonight, Monday 1 February, to have four chances to win $1,000.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.6 REMINDER 3 – Thu 4 Feb

SUBJECT:
Graduate Outcomes Survey - Help improve %%E306CTXT%%

ALL:
Dear %%E403**graduate%%,

While we understand these have been difficult times, we would really appreciate it if you complete the Graduate Outcomes Survey since you are from a unique group of graduates who studied the %%QualName**qualification%% at %%E306CTXT**your institution%%.

In the past, %%providertype_name**institutions%% have used Graduate Outcomes Survey data to improve services that prepare students for work and life after studying. Sharing your experiences can help improve outcomes for graduates and inform the choices future students make on their higher education journey.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 8 February to have three chances to win $1,000.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.7 REMINDER 4 – Mon 8 Feb

SUBJECT:
Graduate Outcomes Survey - You could win $1,000 for your feedback

ALL:
Dear %%E403**graduate%%,

We would be very grateful if you could take %%IntLength**15%% minutes to provide feedback on your %%Course**course%% in the Graduate Outcomes Survey. Without your important feedback, future students won't know what it's like to study a %%QualName**qualification%% at %%E306CTXT**your institution%%. Data from the survey is used for institution comparisons at www.compared.edu.au.

Remember, complete the survey by tonight, Monday 8 February, to have three chances to win $1,000.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.8 SMS 1 (331 characters) – Mon 8 Feb

Hi %%E403**graduate%%, a note from the Social Research Centre on behalf of the Dept of Education to complete the GOS by tonight for a chance to win $1,000. Check your email for an invite to join the largest national study of graduates %%srvylink_sms%% For more info call 1800055818 Reply STOP to optout

1.9   REMINDER 5 – Wed 10 Feb

SUBJECT:
Graduate Outcomes Survey - It's not too late to give your feedback

ALL:
Dear %%E403**graduate%%,

It is important that more graduates from the %%QualName**qualification%% at %%E306CTXT**your institution%% complete the Graduate Outcomes Survey.

Telling us about your course experience and employment situation, even if you're not currently working, will help %%providertype_name**institutions%% better understand outcomes of graduates.

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 15 February to have two chances to win $1,000.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.10 REMINDER 6 – Mon 15 Feb

SUBJECT:
Graduate Outcomes Survey - We know you've received several emails

ALL:
Dear %%E403**graduate%%,

The reason for the emails is that it's important for the Australian Government to hear the experiences of as many graduates as possible so that higher education can best reflect the needs of graduates.

Each year %%providertype_name**institutions%% have been able to improve career resources and develop students' work readiness based on feedback from the Graduate Outcomes Survey.

Complete the survey by tonight, Monday 15 February, to have two chances to win $1,000.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

We value your time and participation – if you do not wish to participate, you can unsubscribe using the link at the bottom of the email.

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.11 SMS 2 (321 characters) – Mon 15 Feb

Hi %%E403**graduate%%, a note from the Social Research Centre on behalf of the Dept of Education. The second last prize draw for the GOS closes tonight! Complete the GOS now and join the largest national study of graduates %%srvylink_sms%% For more information call 1800 055 818 Reply STOP to optout

1.12 REMINDER 7 – Fri 19 Feb

SUBJECT:
You can help the Australian Government improve higher education

ALL:
Dear %%E403**graduate%%,

The Australian Government wants to hear from you so that they can better understand employment and further study outcomes of graduates.

Have your say and join other graduates in Australia's largest study of higher education.

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 22 February to have a final chance to win $1,000.

We value your time and participation – if you do not wish to participate, you can unsubscribe using the link at the bottom of the email.

Once all survey responses have been compiled the National Report will be published on the QILT website, and institution comparisons will be available on www.compared.edu.au.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.13 REMINDER 8 – Mon 22 Feb

SUBJECT:
Graduate Outcomes Survey - Final prize draw closes tonight

ALL:
Dear %%E403**graduate%%,

This is now the last week for the Graduate Outcomes Survey and we still need to hear from more graduates who studied a %%QualName**qualification%%. Your unique feedback helps %%E306CTXT**your institution%% better understand the challenges graduates face after completing their course.

We would be very grateful if you could spare %%IntLength**15%% minutes to complete the survey.

Complete by tonight, Monday 22 February, to be part of the final prize draw to win $1,000.

TAKE THE SURVEY(%%srvylink%%)

We value your time and participation – if you do not wish to participate, you can unsubscribe using the link at the bottom of the email.

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.14 REMINDER 9 – Thu 25 Feb

SUBJECT:
Graduate Outcomes Survey – Final chance to complete

ALL:
Dear %%E403**graduate%%,

This is the very last email we will send you about the Graduate Outcomes Survey, as it closes this weekend. While we understand it's been a difficult time for many graduates, your feedback is more important than ever. This research is one of the main ways the Australian Government can better understand how employment and further study outcomes for graduates have been impacted by COVID-19.

If you spend %%IntLength**15%% minutes sharing your experience, you will help %%E306CTXT**your institution%% respond to the needs of their students and graduates.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Thank you for your time and we wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.15 CATI Reminder (in-field)

SUBJECT:
Graduate Outcomes Survey – Invitation to complete online

ALL:
Dear %%E403**graduate%%,

We recently spoke to you on the phone about completing the Graduate Outcomes Survey and providing feedback about your experiences of your %%QualName**qualification%% at %%E306CTXT**your institution%%.

Thank you for agreeing to take part. It should only take approximately %%IntLength**15%% minutes to complete and your responses will be kept confidential.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

If you are having trouble accessing the survey, please copy and paste the link at the bottom of this email into a new browser window. Alternatively, go to www.gos.edu.au, click 'start survey' and enter your unique login details as below.

> Username: %%Username%%

> Password: %%Password%%

The Graduate Outcomes Survey is the only source of national data on graduates' satisfaction with their %%Course**course%%. By sharing your thoughts and experiences you can help improve %%Course**course%%s for students in the future.

As a thank you for participating in the survey I can also provide you with a summary of the research findings once the study is complete. You could also win a weekly prize of $1,000. Prize draws close each Monday from 1 February to 22 February - there is a total prize pool of $6,000! The earlier you submit your survey the more chances you have of winning a prize!

Thank you in advance for your time and feedback.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

2021 Graduate Outcomes Survey (GOS) – May

Email and SMS Plan: Invitation and reminder text

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- FAQs – (https://www.srcentre.com.au/our-research/graduate-outcomes-survey)
- Official Site – (http://www.gos.edu.au/)

Note

QILT, SRC and the Department logo are not linked to improve deliverability.

1.2   Authentication Message

SUBJECT:
Graduate Outcomes Survey – Your details have been verified

ALL:
Dear %%E403**graduate%%,

As a recent graduate we would like to hear about your experiences at %%E306CTXT**your institution%% and current employment situation through the Graduate Outcomes Survey.

It should take approximately %%IntLength**15%% minutes to complete and your responses will be kept confidential.

To start the survey, please click the button below:

START SURVEY NOW(%%srvylink%%)

The Graduate Outcomes Survey is the largest Australian study of graduates and part of the Quality Indicators for Learning and Teaching (QILT) {HYPERLINK: www.qilt.edu.au} – the only source of national data on graduate experiences with higher education.

By completing the survey, you will enter the prize draw for the chance to win a $1,000 prepaid VISA e-gift card each week. Prize draws close each Monday from 3 May to 24 May - there's $37,000 in prizes to be won in total. The earlier you submit your survey the more chances you have of winning a prize!

If you are having trouble accessing the survey, please copy and paste the link at the bottom of this email into a new browser window. Alternatively, go to www.gos.edu.au, click 'start survey' and enter your unique login details as below.

> Username: %%Username%%

> Password: %%Password%%

Your ideas and opinions are important to future students. Thank you in advance for your time and feedback.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.3   INVITATION – Tue 27 Apr / Thu 29 Apr

SUBJECT:
Graduate Outcomes Survey - Share your experiences to help future students

ALL:
Dear %%E403**graduate%%,

As you are a recent graduate of the %%QualName**qualification%% at %%E306CTXT**your institution%%, the Australian Government would like feedback on your %%Course**course%% through the Graduate Outcomes Survey.

By completing the survey, you will be providing critically important information to the Australian Government about the state of the labour market for people like you.

Please spend %%IntLength**15%% minutes sharing your experiences. All your responses will be kept confidential.

To start the survey please click the button below:

START SURVEY NOW(%%srvylink%%)

Complete the survey by Monday 3 May to be in the draw for $1,000.

The Graduate Outcomes Survey measures employment and study outcomes. Based on experiences from graduates like you, %%providertype_name**institutions%% have been able to create better places to study and learn by improving their %%Course**course%%s, learning resources, support services and campus facilities.

Once all survey responses have been compiled the National Report will be published on the QILT website, and institution comparisons will be available on www.compared.edu.au.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.4 REMINDER 1 – Sat 1 May

SUBJECT:
Graduate Outcomes Survey - Your feedback is valuable

ALL:
Dear %%E403**graduate%%,

Earlier this week we invited you to provide feedback about your experiences of your %%QualName**qualification%% at %%E306CTXT**your institution%%, through the Graduate Outcomes Survey, **the largest Australian study of graduates**.

I know we only sent this invitation a few days ago, but your feedback is very important and will contribute directly to the experience of current and future students. If you could spare %%IntLength**15%% minutes we'd really appreciate it.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 3 May to have four chances to win $1,000.

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.5 REMINDER 2 – Mon 3 May

SUBJECT:
Graduate Outcomes Survey – Complete today for a chance to win

ALL:
Dear %%E403**graduate%%,

As you are a recent graduate of %%E306CTXT**your institution%%, we would appreciate if you could spare %%IntLength**15%% minutes of your time to complete the Graduate Outcomes Survey.

Over the past five years, %%providertype_name**institutions%% have used the findings to help improve %%Course**course%%s, student services and campus facilities, all thanks to feedback from graduates like you.

To complete the survey, please click the button below. Your ideas and opinions are important to future students.

TAKE THE SURVEY(%%srvylink%%)

Remember, complete the survey by tonight, Monday 3 May, to be in the draw for $1,000.

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.6 REMINDER 3 – Thu 6 May

SUBJECT:
Graduate Outcomes Survey - Help improve %%E306CTXT%%

ALL:

Dear %%E403**graduate%%,

We understand you may be busy, but we would really appreciate it if you could complete the Graduate Outcomes Survey since you are from a unique group of graduates who studied the %%QualName**qualification%% at %%E306CTXT**your institution%%.

In the past, %%providertype_name**institutions%% have used Graduate Outcomes Survey data to improve services that prepare students for work and life after studying. Sharing your experiences can help improve outcomes for graduates and inform the choices future students make on their higher education journey.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 10 May to have three chances to win $1,000.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.7 REMINDER 4 – Mon 10 May

SUBJECT:
Graduate Outcomes Survey - You could win $1,000 for your feedback

ALL:
Dear %%E403**graduate%%,

We would be very grateful if you could take %%IntLength**15%% minutes to provide feedback on your %%Course**course%% in the Graduate Outcomes Survey. Without your important feedback, future students won't know what it's like to study a %%QualName**qualification%% at %%E306CTXT**your institution%%. Data from the survey drives the ComparED website, allowing future students to make informed choices about their study by providing institutional and course comparisons based on real-life experiences.

Remember, complete the survey by tonight, Monday 10 May, to have three chances to win $1,000.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.8 SMS 1 (331 characters) – Mon 10 May

Hi %%E403**graduate%%, a note from the Social Research Centre on behalf of the Dept of Education to complete the GOS by tonight for a chance to win $1,000. Check your email for an invite to join the largest national study of graduates %%srvylink_sms%% For more info call 1800055818 Reply STOP to optout

1.9   REMINDER 5 – Wed 12 May

SUBJECT:
Graduate Outcomes Survey - It's not too late to give your feedback

ALL:
Dear %%E403**graduate%%,

It is important that more graduates from the %%QualName**qualification%% at %%E306CTXT**your institution%% complete the Graduate Outcomes Survey.

Telling us about your course experience and employment situation, even if you're not currently working, will help %%providertype_name**institutions%% better understand outcomes of graduates.

TAKE THE SURVEY(%%srvylink%%)

Complete the survey by Monday 17 May to have two chances to win $1,000.

Thank you in advance for your time and feedback. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.10 REMINDER 6 – Mon 17 May

SUBJECT:
Graduate Outcomes Survey - We know you've received several emails

ALL:
Dear %%E403**graduate%%,

The reason for the emails is that it's important for the Australian Government to hear the experiences of as many graduates as possible so that higher education can best reflect the needs of graduates.

Each year %%providertype_name**institutions%% have been able to improve career resources and develop students' work readiness based on feedback from the Graduate Outcomes Survey.

Complete the survey by tonight, Monday 17 May, to have two chances to win $1,000.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

We value your time and participation – if you do not wish to participate, you can unsubscribe using the link at the bottom of the email.

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.11 SMS 2 (321 characters) – Mon 17 May

Hi %%E403**graduate%%, a note from the Social Research Centre on behalf of the Dept of Education. The second last prize draw for the GOS closes tonight! Complete the GOS now and join the largest national study of graduates %%srvylink_sms%% For more information call 1800 055 818 Reply STOP to optout

1.12 REMINDER 7 – Fri 21 May

SUBJECT:
You can help improve higher education in Australia

ALL:
Dear %%E403**graduate%%,

Higher education journeys can be full of challenges, setbacks, and triumphs. As a recent graduate, you are in a perfect position to provide feedback that can help improve the experiences of future students and graduates alike.

Your comments in the Graduate Outcomes Survey can assist %%providertype_name**institutions%% in finding new ways to support students along their higher education journeys. By taking the survey, your feedback can also provide the Australian Government with relevant information about the employment and further study experiences of recent graduates.

Reflecting on your %%QualName**qualification%% in the Graduate Outcomes Survey will ensure that your voice is heard by %%E306CTXT**your institution%% and will assist them to make decisions based on real-life graduate feedback.

TAKE THE SURVEY(%%srvylink%%)

To thank you for sharing your thoughts, if you complete the survey by Monday 24 May, you'll be entered into the final prize draw for a chance to win $1000.

Data collected in the survey will drive the ComparED website, which allows future students to make informed study choices by providing institutional and course comparisons based on real-life experiences.

We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.13 REMINDER 8 – Mon 24 May

SUBJECT:
Graduate Outcomes Survey - Final prize draw closes tonight

ALL:
Dear %%E403**graduate%%,

This is now the last week for the Graduate Outcomes Survey and we still need to hear from more graduates who studied a %%QualName**qualification%%. Your unique feedback helps %%E306CTXT**your institution%% better understand the challenges graduates can face after completing their course.

We would be very grateful if you could spare %%IntLength**15%% minutes to complete the survey.

Complete by tonight, Monday 24 May, to be part of the final prize draw to win $1,000.

TAKE THE SURVEY(%%srvylink%%)

We value your time and participation – if you do not wish to participate, you can unsubscribe using the link at the bottom of the email.

Thank you in advance for taking part in the survey. We wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.14 REMINDER 9 – Thu 27 May

SUBJECT:
Graduate Outcomes Survey - Final chance to complete

ALL:
Dear %%E403**graduate%%,

This is the very last email we will send you about the Graduate Outcomes Survey, as it closes this weekend. While we understand it's been a difficult time for many graduates, your feedback is more important than ever. This research is one of the main ways the Australian Government can better understand how employment and further study outcomes for graduates have been impacted by COVID-19.

If you spend %%IntLength**15%% minutes sharing your experience, you will help %%E306CTXT**your institution%% respond to the needs of their students and graduates.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

Thank you for your time and we wish you all the best in your future activities.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

1.15 CATI Reminder (in-field)

SUBJECT:
Graduate Outcomes Survey – Invitation to complete online

ALL:
Dear %%E403**graduate%%,

We recently spoke to you on the phone about completing the Graduate Outcomes Survey and providing feedback about your experiences of your %%QualName**qualification%% at %%E306CTXT**your institution%%.

Thank you for agreeing to take part. It should only take approximately %%IntLength**15%% minutes to complete and your responses will be kept confidential.

To complete the survey, please click the button below:

TAKE THE SURVEY(%%srvylink%%)

If you are having trouble accessing the survey, please copy and paste the link at the bottom of this email into a new browser window. Alternatively, go to www.gos.edu.au, click 'start survey' and enter your unique login details as below.

> Username: %%Username%%

> Password: %%Password%%

The Graduate Outcomes Survey is the only source of national data on graduates' satisfaction with their %%Course**course%%. By sharing your thoughts and experiences you can help improve %%Course**course%%s for students in the future.

As a thank you for participating in the survey I can also provide you with a summary of the research findings once the study is complete. You could also win a weekly prize of $1,000. Prize draws close each Monday from 3 May to 24 May - there is a total prize pool of $37,000! The earlier you submit your survey the more chances you have of winning a prize!

Thank you in advance for your time and feedback.

Graham Challice
Executive Director
The Social Research Centre

Trouble accessing the survey? Try copying and pasting the URL below into your browser.
%%srvylink%%

Appendix 4   Briefing slides for telephone follow up activities

2021 GOS May collection
Briefing slides

Quality Indicators for Learning and Teaching (QILT)

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Briefing overview

- **GOS**
    - Project background
- **Reminder Calls**
    - Project overview
    - Ops performance
    - Survey procedures
    - Engagement techniques
- **Full CATI**
    - Project overview
    - Ops performance
    - Liaison techniques
    - Questionnaire
    - Data quality issues
    - Collection of supervisor details

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Project background

The Graduate Outcomes Survey (GOS) is conducted by the Social Research Centre on behalf of the Australian Government Department of Education, Skills and Employment.

The GOS falls within the Quality Indicators for Learning and Teaching (QILT) survey suite.

The GOS is conducted 3 times a 'year':

➢ November collection
➢ February collection
➢ May collection

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The QILT journey

| First year of study | Final year of study | 4-6 months after graduation | 3 years after graduation |

SES Student Experience Survey   SES Student Experience Survey   GOS Graduate Outcomes Survey / ESS Employer Satisfaction Survey   GOS-L Graduate Outcomes Survey – Longitudinal

• The QILT suite of surveys take snapshots of students in their first and final years of study, 6 months after they graduate, and finally 3 years after that.

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Project background

- The GOS is designed to measure what graduates are doing now in terms of work or further study.
- It is an extremely important national benchmarking study for institutions to be able to improve their courses and the outcomes of graduates.
- The department uses the results to make key decisions about the future of institutions and monitor course quality.
- GOS data is also available to students on the ComparED website (https://www.compared.edu.au/) to help students compare official study experience and employment outcomes data from Australian higher education institutions.

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Housekeeping

- As there are a number of GOS projects in field at once, please keep track of which one you are rostered to work on each shift.
- Different project numbers are used for various iterations of GOS.
  - ➢ Make sure you're working on the project you have been assigned to.

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Privacy and confidentiality

- All records for GOS are provided by the institutions themselves.

- The Social Research Centre privacy policy applies.

- The Social Research Centre complies with the Australian Privacy Principles. All personal contact information such as name, email and phone number is removed from the final data. Only aggregated data is used in the research findings published on the QILT and ComparED websites.

- There is a privacy information handout available for interviewers.

- General information about the Graduate Outcomes Survey can be found here: www.gos.edu.au

- The SRC's GOS page provides answers to commonly asked questions from respondents: https://www.srcentre.com.au/gos

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Reminder calls

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Project overview

- Reminder calls are conducted at two time points for the GOS
    1. **In field** (open to all Institutions who provide phone numbers in their sample)
    2. **Post field** (an additional fee-for-service on an opt-in basis)

- The job is different to others at SRC in that no actual interviewing will be done.
- We are calling to remind graduates to complete the online survey, and where possible collecting an email address so we can re-invite them to participate.

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Project overview – in field reminders

- Fieldwork dates
    - **In field:** 5th May – 26th May (starts during second week of online fieldwork).

- Sample selections
    - **In field:** All international students (this is a trial so keen for feedback) and domestic students least likely to respond based on sample characteristics (i.e. demographics).

➢ **Online fieldwork for GOS runs 27th April – 30th May**

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Project overview – post field reminders

- Fieldwork dates
  - **Post field:** 31st May – 13th June (Fieldwork extended for two weeks beyond the standard online fieldwork period)
- Sample selections
  - **Post field:** Institutions opt-in on a fee-for-service basis. Typically all non-completers with valid telephone contact information.

- ➤ **Online fieldwork for GOS runs 27th April – 30th May**
- ➤ **Online survey remains open until 15th June for institutions who have opted in to post field telephone activity**

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Survey procedures

- We will be leaving a short pre-recorded answering machine message.
- No LOTEs.
- Be mindful of time zones when calling as some sample will have international numbers.
- **True measure of success is how many reminder calls translate into completes.**
- Vital that we address any graduate queries/concerns and collect a current and accurate email address.

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Helpdesk Briefing
Graduate Outcomes Survey &
Employer Satisfaction Survey

GOS21 May collection
ESS21 collection

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1

Background to the GOS

- The Graduate Outcomes Survey (GOS) takes place over 3 rounds in November, February and May
- The aim of the GOS is to survey graduates who've completed their qualification in the last 6 months of the previous year to understand their labour force outcomes
- We do this on behalf of the Australian Government Department of Education, Skills and Employment
- There are 120 institutions participating this May with over 200,000 graduates invited to participate
- Outcomes from all rounds are combined and reported on the www.qilt.edu.au and www.compared.edu.au websites
- The GOS is the second survey in the QILT suite of projects, following on from the Student Experience Survey, and preceding the Employer Satisfaction Survey and the GOS-Longitudinal

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2

Methodology

- The GOS is an online survey with in field reminder calls designed to drive graduates to the online survey.
- In field reminders are targeted to poorer performing institutions and study areas.
- A range of additional engagement activities are offered to institutions on a fee-for-service basis to boost response:
  - An additional in field SMS reminder
  - Post field telephone reminder calls
  - Post field full CATI surveys
- We are also collecting employed graduates' supervisor's contact details and following them up as part of the Employer Satisfaction Survey (ESS)

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Background to the ESS

- The Employer Satisfaction Survey (ESS) takes place over 3 rounds in November, February and May
- At the end of the GOS survey employed respondents are asked for their supervisor details so we can approach the supervisor to conduct a short survey
- The ESS collects the insights and perceptions of Australian employers to help monitor and better understand:
  - The specific skills and attributes employers need in their businesses
  - How well higher education is equipping graduates for the workforce
- The ESS has four separate projects:
  - 2536 – ESS Main - This is the ESS, or survey proper
  - 2536b – ESS Boost – Checking unusable / non-contact details with grads
  - 2586 – ESSx/Bridge – CATI/Online collection of supervisor details
  - 2589 - ESSx Refcon, collection of details through refusal conversion

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Graduate Queries - ESSx, Refcon & Boost

- Queries will generally come from graduates and so are logged in the GOS Shiny.
- There are five reasons for sample being added to the ESSx:
    1. The graduate provides **inadequate supervisor details** in the GOS
    2. Follow-up graduates who **stopped at the ESS bridge online**
    3. The graduate has a question and **wants to be called**
    4. Following up after **ESS brochure sent to graduate**
    5. Inviting **GOS partial completers** to provide supervisor details
- Refusal Conversion, is a standalone project – it will include selected **refusals at the ESS bridge**
- ESS Boost, a standalone project – **following up with graduates when supervisor details are unusable or a repeat non-contact**

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Employer Queries - ESS

- Queries will generally come from employers
    - Contact may be via phone or email
    - Inbound phone calls are likely to be from businesses and may not be from the named supervisor (e.g. receptionist)
    - Important to work with caller to identify the correct ESS record
    - Interviewers may give the ESS record **ID** or **Password** as a reference number for employers to quote
- Setting good quality appointments is the key task for the helpdesk for ESS call ins
- ESS emails may involve troubleshooting issues with accessing the online survey
- Some employers may self-register via a 'survey invitation pack' sent to the graduate. This is an online ESS bridge and Refcon workflow only

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GOS Timeline

Key milestones	Date (2021)
Fieldwork launch and Invitation email	Weds 27 Apr (Authentication, Soft Launch - NUHEIs) Thu 29 Apr (Main Launch – Unis)
Email reminder 1 sent	Sat 1 May
Email reminder 2 sent	Mon 3 May
PRIZE DRAW 1	Closes Mon 3 May, Draw Wed 5 May
In field reminder calls	Thu 6 May – Thu 27 May
Email reminder 3 sent	Thu 6 May
Email reminder 4 sent	Mon 10 May
SMS 1 if mobile available and as appropriate to in field reminders	Mon 10 May
PRIZE DRAW 2	Closes Mon 10 May, Draw Wed 12 May
Email reminder 5 sent	Wed 12 May
Email reminder 6 sent	Mon 17 May
SMS 2 if mobile available and as appropriate to in field reminders	Mon 17 May
PRIZE DRAW 3	Closes Mon 17 May, Draw Wed 19 May
Email reminder 7 sent	Fri 21 May
Open up email reminders to Email 3 and Email 4 if available	TBC
Email reminder 8 sent	Mon 24 May
PRIZE DRAW 4	Closes Mon 24 May, Draw Wed 26 May
Email reminder 9 sent	Thu 27 May
Final day of fieldwork for non-post field institutions	Sun 30 May
Post field full CATI and reminder calls	Mon 31 May – Sun 13 Jun (Online closes Tue 15 Jun)

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ESS Timeline

Key milestones	Date (2021)
ESSx	Ongoing – closing 18 July
ESSx Refcon	Ongoing – closing 18 July
ESS Boost	Ongoing – closing 30 July
ESS Main	Ongoing – closing 13 August

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Role of the help desk

- Front line for graduate queries over the phone or email (gos@srcentre.com.au)
- Facilitate online survey completion where possible by directing graduates to the survey
- Where appropriate overcome refusals and administer the survey
- Update details in database, including out of scopes and refusals
- 24 hour window to respond to each query, so escalate all emails and phone calls that can't be answered to qilt@srcentre.com.au as soon as possible
- More detailed information and responses to FAQ's can be found in the QILT 1800 operator manual
    - Standard email responses to queries have been templated
    - If a common query is not templated, please let Research know

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1800 procedures

Telephone introduction script:
*Good **morning/afternoon/evening** welcome to the QILT information line you're speaking with*
*<**Your Name**>. Can I start with your username or student ID?*

Closing script:
Is there anything else I can help you with today?

- If you can't answer the query take down their full name, username and phone number. This then needs to be passed on to a PA, the PC or the QILT inbox.
- If you have to return a call but get voicemail please follow this script:

Answering machine script:
Good morning/afternoon/evening <Respondent Name> my name is <Your Name> returning
your call to the QILT Information line. If you could kindly call us on 1800 055 818 we will be
able to assist you with your enquiry.

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Logging calls and emails

- Extremely important that all calls and emails are logged in the QILT Shiny database, this needs to be done consistently
- The pweb/Shiny code frame developed for GOS and ESS with helpdesk input
- Please select the correct contact type and call outcome carefully
  - Don't hesitate to ask if you are unsure where an outcome is best coded
  - Some calls will require multiple outcomes to be coded
- If graduates are requesting we don't email them any more, or they come back as an unsubscribe that's considered an opt out, they must be logged as soon as possible to ensure we don't send them any more reminders
  - Please escalate cases if the wash appears not to have worked. E.g. helpdesk logged opt-out on the 12th, graduate received new email on the 13th

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Project Info

GOS21 May & ESS21 collections	
Helpdesk Supervisor	Nykolai McHerron
Project Coordinator	Alex Chinsen, Josh Bach
QILT Research Team	qilt@srcentre.com.au
General QILT/GOS Websites	https://www.qilt.edu.au/ – QILT site https://www.gos.edu.au – GOS site https://www.qilt.edu.au/ess – ESS site https://www.srcentre.com.au/gos – GOS FAQs https://www.srcentre.com.au/ess – ESS FAQs https://www.compared.edu.au – Course and study area comparisons
Prize Draw T&C	https://www.srcentre.com.au/gostcsb
Privacy Policy	https://www.srcentre.com.au/research-participants/privacy
Related Projects - Dimensions code (Payroll code)	2524 (2526) GOS21 Online survey 2524r (2526r) GOS21 In field Reminders 2444 (2638) GOS21 Post field Reminders 2424 (2639) GOS21 Post field Full CATI 2536 ESS21 Main and Boost (2536b) 2586 ESS21 Bridge and ESSx 2589 ESS21 Refcon
GOS & ESSx Shiny Database	http://pweb2/gos21/
ESS Shiny Database	http://pweb2/ess21/

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Appendix 5　　Core questionnaire

2524 2021 GOS November '20 mixed mode questionnaire

SAMPLE VARIABLES

Questionnaire Variable name	Brief description	Detailed description (if applicable)	Key use points
GOSID	Graduate ID	SRC assigned ID	To identify graduate in sample
E403	Graduate first name	Sourced from sample	Introduction
E402	Graduate surname	Sourced from sample	Introduction
E306	Institution code	Sourced from sample	Throughout
E306CTXT	Institution name	Sourced from sample	Throughout
Email1	Graduate email	Sourced from sample	Email collection
partialcomp	Status	0 = not started 1 = started Must be past the intro screen	Introduction
sectionflag	Which section paused at	Which section respondent stopped at when completing online	Introduction
gradyr	Graduation year		Module A: Screening and confirmation
course	Name of course or program	Name of course or program as defined by institution	Throughout survey
E308A	Course	Course name for qualification 1	Module A: Screening and confirmation
E308B	Course	Course name for qualification 2	Module A: Screening and confirmation
QUALNUM_S	Number of Qualifications in sample	QUALNUM_S = 1 (one qualification in the sample) QUALNUM_S = 2 (two qualifications in the sample)	Module A: Screening and confirmation/ to calculate the number of qualifications
PREPOP	Majors in sample	PREPOP = 1 (Majors supplied in sample) PREPOP = 2 (Majors NOT in sample but need to be supplied) PREPOP = 3 (Majors NOT in sample but NOT to be supplied)	Module A: Screening and confirmation/ to calculate the number of qualifications
maj1sample maj2sample maj3sample maj4sample	Prepopulated majors 1-4		Module A: Screening and confirmation
PPMAJ2	Number of prepopulated majors in sample	PPMAJ2 = 1 (major 2 in sample) PPMAJ2 = 0 (major 2 not in sample)	Module A: Screening and confirmation
PPMAJ4	Number of prepopulated majors in sample	PPMAJ4 = 1 (major 4 in sample) PPMAJ4 = 0 (major 4 not in sample)	Module A: Screening and confirmation
Age	Age	Identification of 65+ respondents *where Age is blank show all response frames for LF1-LF5	Module B: Labour Force, LF1 – LF5
Studenttype	Student type	Studtype = 1, student is CEQ Studtype = 2, student is PREQ Studtype = 3, student is Higher Doctorate (E310 =1)	Module D2: Graduate attributes – Overall Satisfaction/PREQ
ADDFLAG	Address provided	ADDFLAG= 1, address provided ADDFLAG-=2, no address provided	Module G: Contact Details
ADD1, ADD2, ADD3, SUBURB, PCODE, STATE, COUNTRY	Address details	Address provided in sample	Module G: Contact Details

Questionnaire Variable name	Brief description	Detailed description (if applicable)	Key use points
E310	Level	Level provided in sample	Module D2: Graduate attributes – Overall Satisfaction/PREQ
ENTRYMODE	Mode of survey entry	1. Link 2. Type-in 3. CATI 4. Postcard 5. Authentication 6. LMS 7. CATI in-field reminder 8. VM link 9. Full CATI – complete online 10. SMS 11. Post-field reminder calls	START
FINISHMODE	Mode of survey exit	1. Link 2. Type-in 3. CATI 4. Postcard 5. Authentication 6. LMS 7. CATI in-field reminder 8. VM link 9. Full CATI – complete online 10. SMS 11. Post-field reminder calls	END
TransferDate	Date of transfer to web		INTRO2
GradFullName	Full name	E403 + E402	
CATIType	CATI type	Reminder/Full	
NoCall	Refusals	0=OK to call 1=Not to be called	
BRIDGE	Version of bridge question	1=VERSION 1 OF BRIDGE Q (85% OF SAMPLE) 2=VERSION 2 OF BRIDGE Q (15% OF SAMPLE)	In survey – Module G
IntLength	Interview length	15 for all other institutions	Intro
CONTACT_CONDITION	CONTACT question experiment group	1 = Show original question 2 = Show new question	CONTACT

DERIVED VARIABLES

Questionnaire Variable name	Brief description	Detailed description (if applicable)	Key use points
newmaj1 newmaj2 newmaj3 newmaj4	Corrected prepopulated majors 1-4		Module A: Screening and confirmation
maj1a, maj2a, maj3a, maj4a	Post-populated majors 1-4		Module A: Screening and confirmation
CEQType	Calculated flag for module D2	used to determine whether course or major name(s) are presented in the survey at module D2. CEQType =1, CEQ presented based on major CEQType=2, CEQ presented based on course	Module D2: Graduate attributes – Overall Satisfaction/PREQ
daystart	Start of week day		Module B: Labour Force
datestart	Start of week date		Module B: Labour Force
dayend	End of week day		Module B: Labour Force
dayend	End of week date		Module B: Labour Force
ESSINSCOPE	Respondent in scope for ESS questions	1 = in scope for ESS questions 2 = not in scope for ESS questions	Module X: ESS Bridging
ESStype	Type of ESS bridge assigned to	1=Bridge 1 2=Bridge 2 3=Bridge 3	Module X: ESS Bridging

ADDITIONAL ITEMS

GENERAL PROGRAMMING NOTES

- Text if 'SAVE' is pressed should read 'Thanks for your time so far. You can come back to complete your survey at any time before November 29th.'

*PROGRAMMER NOTE: SHOW 'SAVE' DATE AS DECEMBER 15th ONCE NOVEMBER 29th HAS PASSED.

- All lookup lists can be found here
- After Newscreen1 all CATI items should have 'item skipped' displayed

*SRC LOGO AND GOS LOGO
*(TIMESTAMP)

AUTHENTICATION TEXT

*(BEFORE SURVEY OPENS)
> Thank you for your interest in the Graduate Outcomes Survey (GOS).
>
> The GOS starts in a few days, opening from October 27th until November 29th, so please check back then.

*(INPUT SCREEN)
> Please type in your details below.

*(SUCCESSFUL AUTHENTICATION)
> Thanks, you have now been sent an email with your username and password to your nominated email address.
>
> If you have not received this email within the next hour, please call us on 1800 055 818 or email at gos@srcentre.com.au.

Please check your junk mail before you call; sometimes our emails can be diverted to this folder.

Please click 'Done' to complete your request. Thank you for your time. You may close the page now.

*(DENIED AUTHENTICATION)
Sorry but your details don't match our records. Please check your details and try again.

*DISPLAY INPUT OPTIONS

If you are still unable to log in, please email gos@srcentre.com.au and we can verify your eligibility.

*PROGRAMMER NOTE: SURVEY CLOSE DATE FOR ALL NON POST-FIELD TELEPHONE ACTIVITY INSTITUTIONS IS NOVEMBER 29th AND FOR ALL POST-FIELD TELEPHONE ACTIVITY INSTITUTIONS DECEMBER 15th

*(AFTER SURVEY IS CLOSED)
The GOS is now closed. If you have and queries please contact the Social Research Centre on 1800 055 818 (if in Australia) or +61 3 8327 1951 (if overseas) or gos@srcentre.com.au.

You can also visit our website at http://www.qilt.edu.au/surveys/graduate-outcomes-survey.

CATI INTRODUCTION

*PROGRAMMER NOTE: ONLY ASK CATI INTRODUCTION MODULE IF CATI

*(ALL)
WELCOME SCREEN

Agreed to complete online date: 12:00:00 AM

Minutes left: <minutes>

Good afternoon/evening my name is <NAME> and I'm calling on behalf of <E306CTXT> and The Australian Government Department of Education, Skills and Employment from the Social Research Centre.

May I please speak to <E403> <E402>?

*(TRANSFERDATE=BLANK, NO TRANSFER TO WEB DATE)
INTRO

RE-INTRODUCE IF NECESSARY: Good afternoon/evening my name is <NAME> and I'm calling on behalf of <E306CTXT> and The Australian Government Department of Education, Skills and Employment from the Social Research Centre.

I'm calling to follow up on an email that we recently sent inviting you to participate in an online survey about the qualification you recently completed at <E306CTXT>.

*(DISPLAY IF PARTIAL=0) We are seeking feedback about what you are doing now that you've completed your studies. Your feedback will help facilitate the ongoing improvement of <E306CTXT> and the quality of Australian higher education in general. Your feedback is very important and we would appreciate your participation.

*(DISPLAY IF PARTIAL=0) This interview should only take about <IntLength> to 20 minutes and all information you give to us will be strictly confidential.

*(DISPLAY IF PARTIAL=1) The survey usually takes <IntLength> to 20 minutes, but it looks like you have already started so we can continue from where you left off.

Do you have some time now?

IF NEEDED: All information will be used for research purposes only and will remain completely confidential.

IF NECESSARY: Your telephone number was provided to us under strict privacy provisions by <E306CTXT> and will be used only for this research.

1. Continue
2. Wants to complete online
3. Household refusal
4. Respondent refusal
5. Language difficulty

*(TRANSFERDATE=NOT BLANK, KNOW DATE OF PREVIOUS CALL)
INTRO2

RE-INTRODUCE IF NECESSARY: Good afternoon/evening my name is <NAME> and I'm calling on behalf of <E306CTXT> and The Australian Government Department of Education, Skills and Employment from The Social Research Centre.

We spoke to you on <TransferDate> and you said you would like to complete the survey online yourself. It doesn't look like it's been completed yet so we were calling back to see if you'd like to finish it off over the phone?

*(DISPLAY IF PARTIAL=1) It looks like you have already started, so we can continue from where you left off.

Participation in this study is voluntary and you can stop the interview at any time. Do you have time now to complete the survey?

IF NEEDED: All information will be used for research purposes only and will remain completely confidential.

IF NECESSARY: Your telephone number was provided to us under strict privacy provisions by <E306CTXT> and will be used only for this research.

1. Continue (GO TO MOB) *(CLEAR TRANSFERDATE IN SAMPLE)
2. Wants email again *(SUPPRESS)
3. Household refusal
4. Respondent refusal
5. Language difficulty

*(INTRO=2, GRADUATES WHO WANT TO COMPLETE THE SURVEY ONLINE)
EM1   I can send you an email with the link to the survey. Can I please confirm your email address?

Email address: <email1>

1. Email address shown is correct
2. Email address: (Please specify)

*PROGRAMMER NOTE: SHOW TERM1 AND FLAG AS TRANSFER_TO_WEB

*(INTRO=5 OR INTRO2=5, LANGUAGE DIFFICULTY)
LOTE   RECORD LANGUAGE

1. Cantonese
2. Mandarin
3. Vietnamese

4.   Italian
5.   Greek
6.   Arabic
7.   Lebanese
8.   Turkish
9.   Other language (Please specify)
10.   Language not identified / unable to establish language

*(ALL)
MOB   **DO NOT ASK**

INTERVIEWER CHECK: ARE YOU CALLING A MOBILE?

1.   Yes
2.   No

*(MOB=1, CALLING MOBILES)
SAFE   May I just check whether or not it is safe for you to take this call at the moment?

1.   Safe to take call
2.   Not safe to take call (MAKE APPOINTMENT)

*(SAFE=2, PREVIOUS APPOINTMENT MADE)
SAFE1   **DO NOT ASK**

1.   Returning from appointment (GO TO INTRO)

*(ALL)
MON   This call may be monitored or recorded for quality assurance purposes. Please tell me if you don't want this to happen.

1.   Monitoring and recording allowed
2.   Monitoring and recording NOT permitted

MODULE A: SCREENING AND CONFIRMATION

*(ONLINE)
CONFIRM

Thank you for agreeing to take part in the Graduate Outcomes Survey (GOS). This is an important survey conducted by the Social Research Centre on behalf of The Australian Government Department of Education, Skills and Employment which aims to measure student satisfaction and graduate employment outcomes.

The GOS is the largest Australian study of graduates and the only source of national data on graduate experiences with higher education. By taking part in the GOS you will help improve course offerings to future students. *(DISPLAY IF DATE < =23rd November 2020) Complete now to be entered into all remaining weekly prize draws with a chance to win $1,000.

Most people take approximately <IntLength> minutes to complete all the questions.

If you need to take a break, you can press the 'Save' button and close your browser. You can come back to the survey at any time and continue from where you stopped.

Please **do not** use the browser 'BACK' button to go back to a previous question.

Please press the 'Next' button below to continue.

*(ALL)
INSTITUTION In <gradyr>, did you complete a <E308A/E308B> at **<E306CTXT>**?

1.   Yes

2. No

*(INSTITUTION=2, SELECTED NO TO COURSE PROVIDED IN SAMPLE)

INSTITUTION2 We understand that you may have completed a different course or program in an earlier year, or commenced another course recently, however we are interested in your feedback on your <E308A/E308B>.

*(DISPLAY IF ONLINE ONLY) If you completed a <E308A/E308B> at <E306CTXT>, please complete the survey.

*(DISPLAY IF CATI ONLY) To confirm did you complete a <E308A/E308B> at <E306CTXT>?

1. I have completed a <E308A/E308B> in 2020
2. No (GO TO TERM)

*(IF INSTITUTION=1 OR INSTITUTION2=1 AND PREPOP=1, MODIFYING OF MAJORS)

NEWSCREEN1a

*(DISPLAY IF CATI) Now, just a couple of questions about the major(s) you recently completed for your <E308A/E308B>.

Your institution has indicated that your course majors for your <E308A/E308B> are as follows:

*PROGRAMMER NOTE: IF CATI DISPLAY '(READ OUT)'

*PROGRAMMER NOTE: IF CATI DISPLAY "PLEASE NOTE.." PARAGRAPH AFTER "IS THIS CORRECT?"

Please note, the wording provided by your institution may be slightly different to how you commonly refer to your course majors. Please consider this when indicating whether the below information is correct.

*(DISPLAY): **Course A: <E308A>**

*(TEXT BOX) **Major 1:** <maj1a>

*(TEXT BOX) **Major 2:** <maj2a>

(QUALNUM_S=2)

*(DISPLAY): **Course B: <E308B>**

*(TEXT BOX) **Major 1:** <maj3a>

*(TEXT BOX) **Major 2:** <maj4a>

Is this correct?

1. Yes
2. No

*(IF NEWSCREEN1a=2 AND QUALNUM_S=2, MAJORS ARE INCORRECT AND TWO QUALIFICATIONS)

Q2 For which course or courses are your majors incorrect?

1. <E308A>
2. <E308B>
3. <E308A and E308B>

*(IF QUALNUM_S=1 AND NEWSCREEN1a=2 OR (QUALNUM_S=2 AND Q2=1 OR 3) OR (PREPOP=2)), DOING ONE QUALIFICATION OR DOING TWO QUALIFICATIONS AND MAJORS ARE INCORRECT FOR COURSE A OR STUDENT SUPPLIED MAJORS)

Q4   *(DISPLAY IF ONLINE): Which of the following best describes the name/s of your major/s for your **<E308A>**?)

*(DISPLAY IF CATI): What are the names of your majors for your **<E308A>**?

*(DISPLAY IF CATI): INTERVIEWER NOTE: IF MAJOR IS NOT ON THE LIST SELECT 'MY MAJOR IS NOT ON THE LIST', IF NO MAJOR FOR COURSE OR NO SECOND MAJOR SELECT 'I HAVE NO MAJOR/I HAVE NO SECOND MAJOR'

1.   Drop down list *(PROGRAMMER NOTE: MAJOR 1)
2.   Drop down list *(PROGRAMMER NOTE: MAJOR 2, PREPOPULATE WITH 'I have no second major for <E308A> IF PPMAJ2=BLANK)

*PROGRAMMER NOTE: FOR DROP DOWN LISTS USE INSTITUION PROVIDED LOOKUP LIST ELSE USE ASCED. ALSO NEED TO INCLUDE 'MY MAJOR IS NOT ON THE LIST', 'I HAVE NO MAJOR FOR <E308A>'/'I HAVE NO SECOND MAJOR FOR <E308A>' AND 'NOT SURE' AT BOTTOM OF THE DROP DOWN WITH A LINE SEPARATOR AND BOLDED CODES. SHOW 'I HAVE NO SECOND MAJOR FOR <E308A> IN SECOND DROP DOWN BOX. SHOW DROP DOWN BOXES SIDE BY SIDE WHERE RELEVANT
*PROGRAMMER NOTE: GREY OUT SECOND DROP DOWN LIST IF 'I HAVE NO MAJOR FOR <E308A> IS SELECTED AT FIRST DROP DOWN AND AUTO CODE TO 'I HAVE NO SECOND MAJOR FOR <E308A>
*PROGRAMMER NOTE: PREFILL DROP DOWN BOX WITH MAJOR TEXT FROM SAMPLE

*(IF Q4=MY MAJOR 1 IS NOT ON THE LIST)

Q4a   What name best describes your major for your <E308A>? *(DISPLAY IF ONLINE): If you would like to contact your institution before responding, please save the survey and come back later.

1.   RECORD VERBATIM

*PROGRAMMER NOTE: IF TWO MAJORS SELECTED AT Q4 DISPLAY "FIRST MAJOR" INSTEAD OF "MAJOR"

*(IF Q4=MY MAJOR 2 IS NOT ON THE LIST)

Q4b   What name best describes your second major for your <E308A>? *(DISPLAY IF ONLINE): If you would like to contact your institution before responding, please save the survey and come back later.

1.   RECORD VERBATIM

*(IF QUALNUM_S=2 AND Q2=2 OR 3 OR IF QUALNUM_S=2 AND PREPOP=2, DOING TWO QUALIFICATIONS AND MAJORS ARE INCORRECT FOR COURSE B OR DOING TWO QUALIFICATIONS AND STUDENT SUPPLIED MAJORS)

Q5   *(DISPLAY IF ONLINE): Which of the following best describes the name/s of your major/s for your **<E308B>**?

*(DISPLAY IF CATI): What are the names of your majors for your **<E308A>**?

*(DISPLAY IF CATI): INTERVIEWER NOTE: IF MAJOR IS NOT ON THE LIST SELECT 'MY MAJOR IS NOT ON THE LIST', IF NO MAJOR FOR COURSE OR NO SECOND MAJOR SELECT 'I HAVE NO MAJOR/I HAVE NO SECOND MAJOR'

1.   Drop down list *(PROGRAMMER NOTE: MAJOR 1)

2. Drop down list *(PROGRAMMER NOTE: MAJOR 2, PREPOPULATE WITH 'I have no second major for <E308B> IF PPMAJ2=BLANK)

*PROGRAMMER NOTE: FOR DROP DOWN LIST USE INSTITUION PROVIDED LOOKUP LIST ELSE USE ASCED. ALSO NEED TO INCLUDE 'MY MAJOR IS NOT ON THE LIST', 'I HAVE NO MAJOR FOR <E308B> AND 'NOT SURE' AT BOTTOM OF THE DROP DOWN WITH A LINE SEPARATOR AND BOLDED CODES
*PROGRAMMER NOTE: GREY OUT SECOND DROP DOWN LIST IF 'I HAVE NO MAJOR FOR <E308B> IS SELECTED AT FIRST DROP DOWN AND AUTO CODE TO 'I HAVE NO SECOND MAJOR FOR <E308B>

*(IF Q5=MY MAJOR 1 IS NOT ON THE LIST)
Q5a   What name best describes your major for your <E308B>? *(DISPLAY IF ONLINE): If you would like to contact your institution before responding, please save the survey and come back later.

1. RECORD VERBATIM

*PROGRAMMER NOTE: IF TWO MAJORS SELECTED AT Q5 DISPLAY "FIRST MAJOR" INSTEAD OF "MAJOR"

*(IF Q5=MY MAJOR 2 IS NOT ON THE LIST)
Q5b   What name best describes your second major for you <E308B>? *(DISPLAY IF ONLINE): If you would like to contact your institution before responding, please save the survey and come back later.

1. RECORD VERBATIM

*PROGRAMMER NOTE: DUMMY VARIABLE FOR MODULE D2 CREATED HERE, DUMMY VARIABLE CEQTYPE

IF PREPOP = 1 OR 2

AT newscreen1 IF major1 OR major2 OR major3 OR major4 ≠ blank, then CEQType = 1

IF PREPOP = 1 OR 2

At newscreen1 IF 'no majors' selected at major1 AND major2 AND major3 AND major4, then CEQType=2

IF PREPOP=3, then CEQType=2

*PROGRAMMER NOTE: AFTER THIS POINT ALL QUESTIONS ARE NOT MANDATORY

*(TIMESTAMP)

MODULE B: LABOUR FORCE

*(ALL)
PREWORKED Next we would like to understand what you are currently doing in terms of work and study. A number of questions may seem similar, however these items are based on the Australian Bureau of Statistics (ABS) Labour Force Survey. Using the ABS approach means the information you provide is more robust and able to be compared to national employment statistics.

We understand many people have experienced disruptions to their employment due to COVID-19. The Australian Government is still interested in understanding current employment situations.

*(ALL)

WORKED   Thinking about last week, the week starting <daystart>, <datestart> and ending last <dayend>, <dateend>.

Last week, did you do any work **at all** in a job, business or farm?

1.   Yes
5.   No
6.   Permanently unable to work
7.   Permanently not intending to work *(DISPLAY IF AGE>64)

*(WORKED=5, NOT WORKING)
WWOPAY   Last week, did you do any work without pay in a family business?

1.   Yes
5.   No
6.   Permanently not intending to work *(DISPLAY IF AGE>64)

*(WWOPAY=5, NOT WORKING WITHOUT PAY)
AWAYWORK Did you have a job, business or farm that you were away from because of holidays, sickness or any other reason?

Please note, if you were stood down or away from your job due to the impact of COVID-19 select 'Yes'

1.   Yes
5.   No
6.   Permanently not intending to work *(DISPLAY IF AGE>64)

*(WORKED NE 6 OR 7 OR WWOPAY NE 6 OR AWAYWORK NE 6, WORKING OR INTENDING TO WORK)
LOOKFTWK At any time during the last 4 weeks have you been looking for full-time work?

1.   Yes
5.   No
6.   Permanently not intending to work *(DISPLAY IF AGE>64)

*(LOOKFTWK=1 OR 5, WORKING OR INTENDING TO WORK)
LOOKPTWK Have you been looking for part-time work at any time during the last 4 weeks?

1.   Yes
5.   No
6.   Permanently not intending to work *(DISPLAY IF AGE>64)

*(LOOKFTWK=1 OR LOOKPTWK=1 AND WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING AND LOOKING FOR WORK)
BEGNLOOK When did you begin looking for work?

1.   Enter **month** <dropdown list>
2.   Enter **year** (NUMERIC RANGE 1960 – 2020)

*(LOOKFTWK=1 OR LOOKPTWK=1, LOOKING FOR FULL-TIME OR PART TIME WORK)
STARTWK   If you had found a job, could you have started last week?

1.   Yes
5.   No

*(STARTWK=2, COULD NOT HAVE STARTED JOB LAST WEEK)
STARTWKFU Why do you say you couldn't have started last week?

1.   Because of the current situation with COVID-19
5.   Some other reason

*(LOOKFTWK=5 AND LOOKPTWK=5, NOT LOOKING FOR WORK)
WAITWORK You mentioned that you didn't look for work during the last 4 weeks. Was that because you were waiting to start **work you had already obtained**?

INTERVEWER NOTE: work you had already obtained = *refers to new types of work that you have acquired but not yet commenced*

*PROGRAMMER NOTE: POP UP 'WORK YOU HAD ALREADY OBTAINED' = 'REFERS TO **NEW TYPES** OF WORK THAT YOU HAVE ACQUIRED BUT NOT YET COMMENCED'

1.   Yes
5.   No

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)
MORE1JOB Did you have **more than 1 job or business last week**?

INTERVEWER NOTE: more than 1 job or business last week = *include jobs or businesses that you had even if you didn't work at one or more of those jobs or businesses last week*

*PROGRAMMER NOTE: POP UP 'MORE THAN 1 JOB OR BUSINESS LAST WEEK' = "INCLUDE JOBS OR BUSINESSES THAT YOU HAD EVEN IF YOU DIDN'T WORK AT ONE OR MORE OF THOSE JOBS OR BUSINESSES LAST WEEK"

1.   Yes
5.   No

*(TIMESTAMP)

*(MORE1JOB=1, HAS MORE THAN ONE JOB)
INTROSELFEMPii

The next few questions are about the job or business in which you usually work the most hours, that is, your **main job**.

*(AWAYWORK=1, ON LEAVE OR SICK)
INTROSELFEMPiii

The next few questions are about the job or business in which you usually work the most hours, that is, your **main job**.

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)
SELFEMP Did you work for an employer, or in your own business?

1.   Employer
2.   Own business (go to ACTLHRSM)
3.   Other or uncertain

*(SELFEMP=1, WORKING FOR AN EMPLOYER)
PAYMENT   Are you paid a wage or salary, or some other form of payment?

1.   Wage or salary
5.   Other or uncertain

*(SELFEMP=3 OR PAYMENT=5, OTHER WORK ARRANGEMENTS)
PAYARRNG What are your <working/payment> arrangements?

> *PROGRAMMER NOTE: IF CATI DISPLAY '(READ OUT)'
> *PROGRAMMER NOTE: 'IF SELFEMP = 3 THEN PAYARRNGTEXT = "WORKING". IF PAYMENT = 5 THEN PAYARRNGTEXT = "PAYMENT".
>
> 10.　Unpaid voluntary work *(GO TO MODULE C)
> 11.　Unpaid trainee or work placement *(GO TO MODULE C)
> 12.　Contractor or Subcontractor
> 13.　Own business or Partnership
> 14.　Commission only
> 15.　Commission with retainer
> 16.　In a family business without pay *(GO TO MODULE C)
> 17.　Payment in kind
> 18.　Paid by the piece or item produced
> 19.　Wage or salary earner
> 20.　Other　(Please specify)
>
>
> *PROGRAMMER: NOTE CODES FOR TEXT SUBSTITUTION:
> IF MORE1JOB=1: <MAIN JOB>
> IF MORE1JOB=5: <JOB>
> IF SELFEMP=2 OR PAYARRNG=12 OR 13: <BUSINESS>
> IF SELFEMP=1 OR PAYARRNG=10 -11, 14-20: <EMPLOYER AT THE PLACE YOU WORK> OR <EMPLOYER>
> IF SELFEMP=BLANK AND PAYARRNG=BLANK: <JOB>
>
> *RESEARCHER NOTE: ALL BASES FOR THE REST OF MODULE B WILL ALSO EXCLUDE PAYARRNG=10, 11 OR 16, AS THESE GRADUATES SKIP TO MODULE C

*(TIMESTAMP)

*(MORE1JOB=1 AND WORKED=1 OR WWOPAY=1, MORE THAN ONE JOB OR BUSINESS AND WORKING, NOT AWAY FROM WORK)
ACTLHRSM How many hours did you **actually** work in your **main job** last week less **time off** but counting any **extra hours** worked?

> INTERVEWER NOTE: time off = *includes hours lost due to illness, vacation or holidays, personal or family responsibilities, or job strike*
>
> INTERVIEWER NOTE: extra hours = *any hours worked during the reference week over and above the standard or scheduled paid hours whether at penalty or award pay rates*
>
> *PROGRAMMER NOTE: POP UP 'TIME OFF = "INCLUDES HOURS LOST DUE TO ILLNESS, VACATION OR HOLIDAYS, PERSONAL OR FAMILY RESPONSIBILITIES, OR JOB STRIKE"
>
> *PROGRAMMER NOTE: POP UP 'EXTRA HOURS' = "ANY HOURS WORKED DURING THE REFERENCE WEEK OVER AND ABOVE THE STANDARD OR SCHEDULED PAID HOURS WHETHER AT PENALTY OR AWARD PAY RATES"
>
> 1.　Enter hours (NUMERIC, RANGE 0-168)

*(MORE1JOB=1, MORE THAN ONE JOB OR BUSINESS)
USLHRSM　How many hours do you **usually** work each week in your **main job**?

> 1.　Enter hours (NUMERIC, RANGE 0-168)

*(WORKED=1 OR WWOPAY=1, WORKING OR WORKING WITHOUT PAY)

ACTLHRS   How many hours did you **actually** work last week less **time off** but counting any **extra hours** worked IF MORE1JOB=1:<**in all your jobs**>?

1.   Enter hours (NUMERIC, RANGE 0-168)

*PROGRAMMER NOTE: POP UP 'TIME OFF = "INCLUDES HOURS LOST DUE TO ILLNESS, VACATION OR HOLIDAYS, PERSONAL OR FAMILY RESPONSIBILITIES, OR JOB STRIKE"

*PROGRAMMER NOTE: POP UP 'EXTRA HOURS' = "ANY HOURS WORKED DURING THE REFERENCE WEEK OVER AND ABOVE THE STANDARD OR SCHEDULED PAID HOURS WHETHER AT PENALTY OR AWARD PAY RATES"

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)
USLHRS   How many hours do you **usually** work each week IF MORE1JOB=1:<**in all your jobs**>?

1.   Enter hours (NUMERIC, RANGE 0-168)

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)
PREFMHRS Would you prefer to work more hours than you usually work *IF MORE1JOB=1: <**in all your jobs**>?

1.   Yes
5.   No
6.   Don't know

*(PREFMHRS=1, PREFER WORK MORE HOURS)
PREFHRS   How many hours a week would you like to work?

1.   Enter hours (NUMERIC, RANGE 0-168, CAN'T BE LESS THAN USLHRS)

*(PREFMHRS=1, PREFER WORK MORE HOURS)
AVLMHRS Last week, were you available to work more hours than you usually work?

1.   Yes
2.   No

*(USLHRS<35 AND PREFMHRS=5, USUALLY WORKING LESS THAN 35 HOURS AND NOT LOOKING FOR MORE HOURS)
RSNOMORE You mentioned that you are **not** looking to work more hours. What is the **main reason** you work the number of hours you are currently working? *Please select only one answer.*

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1.   No suitable job in my local area
2.   No job with a suitable number of hours
3.   No suitable job in my area of expertise
7.   Long-term health condition or disability
8.   Caring for family member with a health condition or disability
9.   Caring for children
10.   Studying
12.   I'm satisfied with the number of hours I work
13.   No more hours available in current position
14.   Work has been reduced/shutdown due to COVID-19
15.   Due to contract restrictions
16.   Pursuing other interests/commitments in spare time
11.   Other (Please specify)

*(USLHRS<35 AND PREFMHRS=1, WORKING LESS THAN 35 HOURS AND LOOKING FOR MORE HOURS)

RSMORE   You mentioned that you are looking to work more hours. What is the **main reason** you work the number of hours you are currently working? *Please select only one answer.*

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1. No suitable job in my local area
2. No job with a suitable number of hours
3. No suitable job in my area of expertise
4. Considered to be too young by employers
5. Considered to be too old by employers
9. Caring for children
10. Studying
12. No more hours available in current position
13. Work has been reduced/shutdown due to COVID-19
14. Financial reasons
15. Due to visa restrictions/waiting for permanent residency
11. Other (Please specify)

*(TIMESTAMP)

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY FROM JOB OR WAITING TO START WORK)

OCC   What is your occupation in your <**main job/job/business**>? *(CATI) INTERVIEWER NOTE: **Please type at least 3 letters**

*PROGRAMMER NOTE: SHOW INTERVIEWER NOTE TEXT FOR CATI ONLY, SHOW PLEASE TYPE AT LEAST 3 LETTERS FOR BOTH MODES

1. Enter occupation

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY FROM JOB OR WAITING TO START WORK)

DUTIES   What are your main tasks and duties?

1. Enter main tasks and duties

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY FROM JOB OR WAITING TO START WORK)

EMPLOYER What is the **name of your <employer/business**>? *(CATI) INTERVIEWER NOTE: **Please type at least 3 letters**

*PROGRAMMER NOTE: SHOW INTERVIEWER NOTE TEXT FOR CATI ONLY, SHOW PLEASE TYPE AT LEAST 3 LETTERS FOR BOTH MODES. PREDICTIVE TEXT BOX USING LOOK-UP HERE, IF NOT ON LIST ALLOW MANUAL ENTRY IN OTHER SPECIFY.

INTERVEWER NOTE: name of your <employer/business> = *refers to the name of the company or business that you work for*

*PROGRAMMER NOTE: POP UP NAME OF YOUR <EMPLOYER/BUSINESS> = 'REFERS TO THE NAME OF THE COMPANY OR BUSINESS THAT YOU WORK FOR'

1. Enter employer/business name

*PROGRAMMER NOTE: TWO INDUSTRY CHECKS NEED TO BE UNDERTAKEN PRIOR TO DISPLAY OF INDUSTRY. THESE CHECKS SHOULD BE RUN IN THE

STATED ORDER AND INDCHECK2 SHOULD BE SKIPPED IF THERE IS A PRE-CODED INDUSTRY ASSOCIATED WITH OCCUPATION AT INDCHECK1:

INDCHECK1   IF THE PRE-CODED OCCUPATION SELECTED AT OCC IS ASSOCIATED WITH A PRE-CODED INDUSTRY IN LOOKUP LIST HERE, DISPLAY ASSOICATED PRE-CODED INDUSTRIES AT INDUSTRY, WITH A SPECIFIED OTHER OPTION.

INDCHECK2   IF THE EMPLOYER CAPTURED AT EMPLOYER IS ON THE LOOKUP LIST HERE (I.E. MAPPED TO ANZSIC) AUTOFILL INDUSTRY AND DO NOT ASK INDUSTRY

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY FROM JOB OR WAITING TO START WORK)

INDUSTRY What kind of **business or service** is carried out by your <employer at the place where you work/business>?

INTERVEWER NOTE: business or service = *refers to the industry your work falls under; for example, retail, construction, education*

*PROGRAMMER NOTE: POP UP BUSINESS OR SERVICE = 'REFERS TO THE INDUSTRY YOUR WORK FALLS UNDER; FOR EXAMPLE, RETAIL, CONSTRUCTION, EDUCATION'

*PROGRAMMER NOTE: FOR OCCUPATIONS WITH ASSOCIATED ANZSIC CODE SHOW RADIO BUTTONS WITH MATCHED INDUSTRIES TO ANZSCO FROM LOOKUP LIST HERE WITH CODE FOR OTHER SPECIFY. FOR OCCUPATIONS NOT ASSOCIATED WITH PRE-CODED INDUSTRY AND WHERE EMPLOYER IS NOT ASSOCIATED WITH INDUSTRY, COLLECT INDUSTRY IN LEGACY WAY.

1. Enter business or service
90. Other (Please specify)

**EMPLOYER MOVED BEFORE INDUSTRY

*(TIMESTAMP)

*PROGRAMMER NOTE: IF INDUSTRY CODE IS EQUAL TO ANZSIC 7510, 7520 OR 7530 AUTOFILL SECTOR TO 1. PUBLIC OR GOVERNMENT AND DO NOT DISPLAY SECTOR.

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY FROM JOB OR WAITING TO START WORK)

SECTOR   In what sector are you wholly or mainly employed?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

1. Public or government
2. Private
3. Not-for-profit

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)

INAUST   Are you working in Australia?

1. Yes
2. No
3. Not sure

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 AND INAUST=1, WORKING OR AWAY FROM JOB) AND WORKING IN AUSTRALIA)

EMPSTATE In which state or territory is your <employer/business> currently located?

*PROGRAMMER NOTE: IF EMPSTATE NOT ASKED, AUTO-CODE BASED ON LOCATION RESPONSE.

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS
7. NT
8. ACT
98. Don't know

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 AND INAUST=1, WORKING OR AWAY FROM JOB) AND WORKING IN AUSTRALIA)
LOCATION And what is the postcode or suburb of your <employer/business>?

1.   Enter postcode or suburb *PROGRAMMER NOTE USE POSTCODE LOOKUP LIST
2.   Not sure

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1) AND INAUST=2, WORKING OR AWAY FROM JOB) AND WORKING OUTSIDE AUSTRALIA)
COUNTRYx In which country is your <employer/business> based?

1.   Bangladesh
2.   Canada
3.   China (excludes SARs and Taiwan)
4.   Hong Kong (SAR of China)
5.   India
6.   Indonesia
7.   Malaysia
8.   New Zealand
9.   Saudi Arabia
10.   Singapore
11.   South Africa
12.   South Korea
13.   Sri Lanka
14.   Taiwan
15.   Thailand
16.   United States of America
17.   Vietnam
19.   Macau (SAR of China)
18.   Other (Please specify)

*(ALL)
CURCOUNTRY Do you currently live in Australia or overseas?

1.   Australia
2.   Overseas

*(CURCOUNTRY=1, LIVES IN AUSTRALIA)
CURSTATE In which state or territory do you usually live?

*PROGRAMMER NOTE: IF CURSTATE NOT ASKED, AUTO-CODE BASED ON CURPCODE RESPONSE.

1. NSW
2. VIC

3. QLD
4. SA
5. WA
6. TAS
7. NT
8. ACT
98. Don't know

*(CURCOUNTRY=1, LIVES IN AUSTRALIA)
CURPCODE   What is the postcode or suburb where you usually live?

      1.   \<verbatim text box> *PROGRAMMER NOTE USE POSTCODE LOOKUP LIST
      2.   Not sure

*(CURCOUNTRY=2, LIVES OVERSEAS)
OSCOUNTRY   In which country do you currently live?

      1.   \<Predictive text verbatim text box> *PROGRAMMER NOTE: USE GO8 COUNTRY LIST

*(IF WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
EMP12   Have you worked \<for your employer/in your business> for 12 months or more?

      1.   Yes, more than 12 months
      5.   No, less than 12 months

*(EMP12=5, WORKED FOR EMPLOYER FOR LESS THAN 12 MONTHS)
EMPMTHS   How many months have you worked \<for your employer/in your business>?

      1.   Enter number of months (NUMERIC, RANGE 1-12)

*(EMP12=1, WORKED FOR EMPLOYER FOR MORE THAN 12 MONTHS)
EMPYRS   How many years have you worked \<for your employer/in your business>?

      1.   Enter number of years (NUMERIC, RANGE 1-49)

*(SELFEMP=1 OR PAYARRNG=14, 15, 17-20) AND EMP12=5 AND USLHRS>35, WORKING 35 HOURS OR MORE AND WORKED FOR EMPLOYER FOR LESS THAN 12 MONTHS AND NOT SELF EMPLOYED)
FFTJOB   Is this your first full-time job?

      1.   Yes
      2.   No

*(TIMESTAMP)

*(INAUST=1, WORKING IN AUSTRALIA)
SALARYA   In **Australian dollars**, how much do you usually earn in **\<IF MORE1JOB=5: this job/IF MORE1JOB=1: all your jobs>**, before tax or anything else is taken out? *Please make only one selection. Specify in whole dollars, excluding spaces, commas, dollar sign ($).*

INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from all jobs*

*PROGRAMMER: SHOW SALARYA AND SALARYC ON THE SAME PAGE WHEN MORE1JOB=1

*PROGRAMMER NOTE: IF USLHRS IS BLANK AND SALARYA CODE 1 IS WITHIN RANGE, GO TO SALARYB

*PROGRAMMER NOTE: POP UP ONLY ALLOW ONE SELECTION IF MORE THAN ONE OPTION IS SELECTED

*PROGRAMMER NOTE: SHOW LIVE CALCULATION OF ANNUAL SALARY IN BOLD WITH ANNUAL SALARY: BEFORE IT – THIS SHOULD UPDATE AS SOMEONE TYPES INTO CODES 1 THRU 6 BELOW

(SINGLE RESPONSE)

1.   Amount per **hour** (Please specify) (NUMERIC, RANGE 1-250) *PROGRAMMER NOTE: ONLY DISPLAY IF USLHRS IS NOT BLANK
2.   Amount per **day** (Please specify) (NUMERIC, RANGE 1-800)
3.   Amount each **week** (Please specify) (NUMERIC, RANGE 1-4000)
4.   Amount each **fortnight** (Please specify) (NUMERIC, RANGE 1-8000)
5.   Amount each **month** (Please specify) (NUMERIC, RANGE 1-17,500)
6.   Amount each **year** (Please specify) (NUMERIC, RANGE 1-250K)
7.   No earnings
8.   Don't know

*(INAUST=1 AND SALARYA=1 THRU 6 BUT NOT IN RANGE, WORKING IN AUSTRALIA AND OUT OF RANGE SALARY ENTERED)

SALARYB   *(DISPLAY IF ONLINE) Sorry but the salary you entered doesn't fit within our range. Please select the best option for how much you would usually earn in < IF MORE1JOB=5: this job/ IF MORE1JOB=1: **all your jobs**>, per annum before tax or anything else was taken out?

*(DISPLAY IF CATI) Sorry but the salary you provided doesn't fit within our range. I will read out some salary ranges, please select the best option for how much you would usually earn in < IF MORE1JOB=5: this job/ IF MORE1JOB=1: all your jobs>, per annum before tax or anything else was taken out?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from all jobs*

*PROGRAMMER NOTE: ALLOW RESPONSES TO BE ENTERED OUTSIDE OF RANGE

*PROGRAMMER NOTE: SALARYB NEEDS TO ONLY SHOW WHEN SALARYA=BELOW OR ABOVE RANGE ALLOWED OR USLHRS=BLANK AND SALARYA=1

*PROGRAMMER NOTE: POP UP 'ALL YOUR JOBS' = 'THIS REFERS TO THE COMBINED INCOME RECEIVED FROM ALL JOBS'

(SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more
12.   Don't know

*(INAUST=1 AND MORE1JOB=1 OR 99, WORKING IN AUSTRALIA AND MORE THAN ONE JOB)

SALARYC   And in **Australian dollars**, how much do you usually earn in your **main job**, before tax or anything else is taken out? *Please make only one selection. Specify in whole dollars, excluding spaces, commas, dollar sign ($).*

INTERVIEWER NOTE: main job = *This refers to the job that you work the most hours*

*PROGRAMMER NOTE: ALLOW RESPONSES TO BE ENTERED OUTSIDE OF RANGE

*PROGRAMMER NOTE: IF USLHRSM IS BLANK AND SALARYC CODE 1 IS WITHIN RANGE, GO TO SALARYD

*PROGRAMMER NOTE: POP UP 'MAIN JOB' = 'THIS REFERS TO THE JOB THAT YOU WORK THE MOST HOURS'

*PROGRAMMER NOTE: ONLY ALLOW ONE SELECTION

*PROGRAMMER NOTE: SHOW LIVE CALCULATION OF ANNUAL SALARY IN BOLD WITH ANNUAL SALARY: BEFORE IT – THIS SHOULD UPDATE AS SOMEONE TYPES INTO CODES 1 THRU 6 BELOW

(SINGLE RESPONSE)

1.   Amount per **hour** (Please specify) (NUMERIC, RANGE 1-250) *PROGRAMMER NOTE: ONLY DISPLAY IF USLHRSM IS NOT BLANK
2.   Amount per **day** (Please specify) (NUMERIC, RANGE 1-800)
3.   Amount each **week** (Please specify) (NUMERIC, RANGE 1-4000)
4.   Amount each **fortnight** (Please specify) (NUMERIC, RANGE 1-8000)
5.   Amount each **month** (Please specify) (NUMERIC, RANGE 1-17,500)
6.   Amount each **year** (Please specify) (NUMERIC, RANGE 1-250K)
7.   No earnings
8.   Don't know

*(SALARYC=BELOW OR ABOVE RANGE ALLOWED OR USLHRS=BLANK AND SALARYC=1, MORE THAN ONE JOB AND OUT OF RANGE SALARY ENTERED)

SALARYD   *(DISPLAY IF ONLINE) Sorry but the salary you entered doesn't fit within our range. Please select the best option for how much you would usually earn in your main job, per annum before tax or anything else was taken out?

*(DISPLAY IF CATI) Sorry but the salary you entered doesn't fit within our range. I will read out some salary ranges, please select the best option for how much you would usually earn in your main job, per annum before tax or anything else was taken out?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

INTERVIEWER NOTE: main job = *This refers to the job that you work the most hours*

(SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more

12.   Don't know

*PROGRAMMER NOTE: SALARY LOGIC CALCULATION IF MORE1JOB=1:

1.   IF RESPONDED TO BOTH SALARYA AND SALARYB, OR SALARYC AND
      SALARYD TAKE SALARYB OR SALARYD FOR THIS CALCULATION
2.   CALCULATE ANNUAL SALARY FOR SALARY A AND SALARYC. SAS
      CALCULATION:

IF SALARYA =1 THEN SALARYA = USLHRS*365.25/7;
ELSE IF SALARYC =1 THEN SALARYC= USLHRSM*365.25/7;
ELSE IF SALARYA OR SALARYC =2 THEN SALARYA/SALARYC= 5*365.25/7;
ELSE IF SALARYA OR SALARYC =3 THEN SALARYA/SALARYC=365.25/7;
ELSE IF SALARYA OR SALARYC =4 THEN SALARYA/SALARYC=365.25/14;
ELSE IF SALARYA OR SALARYC =5 THEN SALARYA/SALARYC=*12;
ELSE IF SALARYA OR SALARYC =6 THEN SALARYA/SALARYC=6
ELSE IF SALARYA OR SALARYC =7 THEN SALARYA/SALARYC=0;

3.   TAKE LOWEST VALUE IN THE RANGE SELECTED AT SALARYB AND
      SALARYD
4.   CALCULATE:
          A. IF SALARYC > SALARYA GO TO SALCONF1
          B. IF SALARYD MINIMUM > SALARYA GO TO SALCONF1
          C. IF SALARYC > SALARYB MAXIMUM GO TO SALCONF1
          D. IF SALARYD MINIMUM > SALARYB MINIMUM GO TO SALCONF1

*PROGRAMMER NOTE: SHOW SALCONF1 AND SALCONF2 ON THE SAME PAGE

PROGRAMMER NOTE: IF SALCONF1 > SALCONF2 SHOW ERROR MESSAGE:
'PLEASE ENSURE YOUR EARNINGS FOR ALL YOUR JOBS IS HIGHER THAN YOUR
SALARY FOR YOUR MAIN JOB'.

*PROGRAMMER NOTE: POP UP 'MAIN JOB' = 'THIS REFERS TO THE JOB THAT
YOU WORK THE MOST HOURS'

*(SALARY MAIN JOB HIGHER THAN SALARY ALL JOBS)
SALCONF1 Sorry but the salary you entered for your **main job** is higher than the salary you entered
for **all your jobs.** Please select the best option for how much you would usually earn in
your **main job**, per annum before tax or anything else was taken out?

INTERVIEWER NOTE: main job = *This refers to the job that you work the most hours*
INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from
all jobs*

(SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more
12.   Don't know

*(SALARY MAIN JOB HIGHER THAN SALARY ALL JOBS)

SALCONF2 And which of the following would you usually earn in your **all your jobs**, per annum before tax or anything else was taken out?

        INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from all jobs*

        *PROGRAMMER NOTE: POP UP 'ALL YOUR JOBS' = 'THIS REFERS TO THE COMBINED INCOME RECEIVED FROM ALL JOBS'

        (SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more
12. Don't know

*(INAUST=2, WORKING OUTSIDE AUSTRALIA)
SALARYOS What is your gross (that is pre-tax) annual salary? You can estimate if necessary.

        *(ONLINE) Please select currency from the drop down list
        *(CATI) And to confirm, what currency is that?
        <CURRENCY DROP DOWN LIST>

        *PROGRAMMER NOTE: DISPLAY CURRENCY LIST IN DROP DOWN

*(IF SALARYOS=OTHER SPECIFY, OTHER CURRENCY)
SALARYOS_OTH   Please specify the currency you referred to.

        1.   <verbatim text box>

*(TIMESTAMP)

*(EMP12=5 AND SELFEMP=1 OR PAYARRNG=12, 14, 15, 17-20, WORKED FOR EMPLOYER FOR LESS THAN 12 MONTHS AND NOT SELF EMPLOYED)
FINDJOB How did you first find out about this job?

        *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

        (SINGLE RESPONSE)

1. University or college careers service
2. Careers fair or information session
3. Other university or college source (such as faculties or lecturers or student society)
4. Advertisement in a newspaper or other print media
5. Advertisement on the internet (e.g. Seek, CareerOne, Ethical Jobs)
6. Via resume posted on the internet
7. Family or friends
8. Approached employer directly
9. Approached by an employer
10. Employment agency
11. Work contacts or networks

12. Social media (e.g. LinkedIn)
17. An employer promotional event
14. Graduate program / internship / work placement
13. Other (Please specify)

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
SPOQ   The following statements are about your skills, abilities and education.

Please indicate the extent to which you strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with each of these statements.

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(STATEMENTS)

a) My job requires less education than I have
b) I have more job skills than are required for this job
c) Someone with less education than myself could perform well on my job
d) My previous training is being fully utilised on this job
e) I have more knowledge than I need in order to do my job
f) My education level is above the level required to do my job
g) Someone with less work experience than myself could do my job just as well
h) I have more abilities than I need in order to do my job

(RESPONSE FRAME)

1. Strongly disagree
2. Disagree
3. Neither disagree nor agree
4. Agree
5. Strongly agree

*PROGRAMMER NOTE: SPOQSCL CALCULATION IF 6 VALID RESPONSES AT SPOQ4 OTHERWISE SKIP

CALCULATE THE AVERAGE RATING ACROSS ALL THE ITEMS SOMEONE ANSWERS - RANGE 1 TO 5 AS PER CODEFRAME. NOTE: SCORES FOR SPOQ4. ARE REVERSED, STRONGLY AGREE=1, STRONGLY DISAGREE=5

EXAMPLE: AVERAGE = (3 + 4 + 4 + 4 + 4 + 2 + 2 + 4) / 8 = 27 / 8 = 3.375

WE CALCULATE AN AVERAGE FOR EACH VALID RESPONSE, SO IF THEY SKIP AN ITEM (DK/REF/NO ANSWER) WE EXCLUDE THAT FROM THE AVERAGE.

*(SPOQSCL >=3.5, PERCEIVED OVER QUALIFICATION FOR CURRENT JOB)
RSOVRQ   Your previous responses indicated that you have more skills or education than are needed to do your current job. What is the **main reason** you are working in a job that doesn't use all of your skills or education? *Please select only one answer.*

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1. No suitable jobs in my local area
2. No jobs with a suitable number of hours
3. No suitable jobs in my area of expertise
4. Considered to be too young by employers
5. Considered to be too old by employers
9. Caring for children
10. Studying
12. I'm satisfied with my current job
13. I had to change jobs due to COVID-19

14. Not enough work experience
15. Entry level job/career stepping stone
16. Changing jobs/Careers
17. Do not have permanent residency
18. For financial reasons
11. Other (Please specify)

*(TIMESTAMP)

MODULE C: FURTHER STUDY

*(ALL)
FURSTUD   Are you currently a full-time or part-time student at a TAFE, university or other educational institution?

    1. Yes – full-time
    2. Yes – part-time
    5. No

*(FURSTUD= 1 OR 2, STUDYING)
FURNEW   Are you **currently studying in a new course** after completing your <E308>?

    1. Yes
    2. No

*(FURSTUD= 1 OR 2, STUDYING)
FURQUAL   What is the full title of the **qualification** you are currently studying?

    1. <verbatim text box>

    INTERVEWER NOTE: qualification = *qualification refers to the course, degree or program that you are currently studying*

    *PROGRAMMER NOTE: POP UP 'QUALIFICATION' = 'REFERS TO THE COURSE, DEGREE OR PROGRAM THAT YOU ARE CURRENTLY STUDYING'

*(FURSTUD= 1 OR 2, STUDYING)
FURFOE   What is your major field of education for this **qualification**?

    INTERVEWER NOTE: qualification = *qualification refers to the course, degree or program that you are currently studying*

    *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

    (SINGLE RESPONSE)

    1. Natural and Physical Sciences
    2. Information Technology
    3. Engineering and Related Technologies
    4. Architecture and Building
    5. Agriculture Environmental and Related Studies
    6. Health
    7. Education
    8. Management and Commerce
    9. Society and Culture
    10. Creative Arts
    11. Food, Hospitality and Personal Services
    12. Mixed field qualification
    13. Other (Please specify)

*(FURSTUD= 1 OR 2, STUDYING)

FURLEV   What is the level of this qualification?

          *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

          (SINGLE RESPONSE)

          1.   Higher Doctorate
          2.   Doctorate by Research
          3.   Doctorate by Coursework
          4.   Master Degree by Research
          5.   Master Degree by Coursework
          6.   Graduate Diploma
          7.   Graduate Certificate
          8.   Bachelor (Honours) Degree
          9.   Bachelor (Pass) Degree
          10.   Advanced Diploma
          11.   Associate Degree
          12.   Diploma
          13.   Non-award course
          14.   Bridging and Enabling course
          15.   Certificate I-IV

*(FURSTUD=1 OR 2, STUDYING)
FURINST   And the institution where you are currently studying? *(CATI) INTERVIEWER NOTE:
          Please type at least 3 letters

          *PROGRAMMER NOTE: SHOW INTERVIEWER NOTE TEXT FOR CATI ONLY, SHOW
          PLEASE TYPE AT LEAST 3 LETTERS FOR BOTH MODES

          1.   <look up list> *PROGRAMMER NOTE: USE FURINST LOOKUP LIST

*(TIMESTAMP)

MODULE D2: GRADUATE ATTRIBUTES – OVERALL SATISFACTION/PREQ

*(STUDENTTYPE = 1, NOT POSTGRADUATE BY RESEARCH)

          *PROGRAMMER NOTE: WHERE CEQTYPE=1 AND QUALNUM_S= 2 CEQ TEXT FILL
          RANDOMLY WITH 'FINALMAJOR1' OR 'FINALMAJOR2' IF BOTH MAJORS ARE
          PRESENT. IF ONLY 'FINALMAJOR1' PRESENT, TEXT FILL WITH 'FINALMAJOR1'.

          CEQTYPE=1 AND QUALNUM_S= 1 CEQ TEXT FILL WITH 'FINALMAJOR1'

          IF CEQTYPE=2 TEXT FILL FINALCOURSEA

          1.   FinalMajor1/2
          2.   FinalCourseA

CEQ   Now a question regarding your <FinalMajor1/FinalMajor2/FinalCourseA>
          <major/qualification>.

          Please indicate the extent to which you strongly disagree, disagree, neither disagree nor
          agree, agree or strongly agree with the following statement.

          *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

          (STATEMENTS)

          ceq149   Overall, I was satisfied with the quality of this <course>

          (RESPONSE FRAME)

1. Strongly disagree
2. Disagree
3. Neither disagree nor agree
4. Agree
5. Strongly agree

*(STUDENTTYPE=1 AND QUALNUM_S=2 OR STUDENTTYPE=1 AND QUALNUM_S=1 AND
        FINALMAJOR1 NOT BLANK AND FINALMAJOR2 NOT BLANK AND PREPOP NE 3,
        NOT POSTGRADUATE BY RESEARCH AND MORE THAN ONE MAJOR/COURSE)

        *PROGRAMMER NOTE:

        WHERE CEQTYPE = 1 AND QUALNUM_S = 2, CEQB TEXT FILL RANDOMLY WITH
        'FINALMAJOR3' OR 'FINALMAJOR4' WHEN BOTH MAJORS ARE PRESENT,
        OTHERWISE TEXT FILL WITH 'FINALMAJOR3'.

        WHERE CEQTYPE = 1 AND QUALNUM_S = 1, CEQBTEXT FILL WITH
        'FINALMAJOR2' IF PRESENT, OTHERWISE GO TO MODULE E.

        IF CEQTYPE=2 ONLY SHOW FINALCOURSEB

        QUALNUM_S = 2
        1.   FinalMajor3/4
        2.   FinalCourseB

        QUALNUM_S=1
        1.   FinalMajor2

CEQB   Now thinking about your <FinalMajor3/FinalMajor4/FinalCourseB/FinalMajor2>
          <major/qualification>.

          Please indicate the extent to which you strongly disagree, disagree, neither disagree nor
          agree, agree or strongly agree with the following statement.

          *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

          (STATEMENTS)

          ceq249   Overall, I was satisfied with the quality of this <course>

          (RESPONSE FRAME)

          1.   Strongly disagree
          2.   Disagree
          3.   Neither disagree nor agree
          4.   Agree
          5.   Strongly agree

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
PREQ   Please tell us about your postgraduate research experience.

          If you have had more than one supervisor or have studied in more than one department
          or faculty, please respond to the questions below in relation to your most recent
          supervision experience, whether by one or more supervisors.

          Please interpret 'thesis' and other research-related terms in the context of your own field
          of education.

          Please indicate the extent to which you strongly disagree, disagree, neither agree nor
          disagree, agree or strongly agree with each of these statements.

          *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(STATEMENTS)

preq01	Supervision was available when I needed it
preq02	The thesis examination process was fair
preq03	I had access to a suitable working space
preq04	I developed an understanding of the standard of work expected
preq29	I am confident that I can apply my skills outside the university sector
preq05	The department provided opportunities for social contact with other postgraduate students
preq30	I improved my ability to design and implement projects effectively
preq06	My research further developed my problem solving skills
preq07	My supervisor(s) made a real effort to understand difficulties I faced
preq08	I had good access to the technical support I needed
preq09	I was integrated into the department's community
preq10	I improved my ability to communicate information effectively to diverse audiences
preq11	I understood the required standard for the thesis
preq31	I had opportunities to develop professional connections outside the university sector
preq12	I was able to organise good access to necessary equipment
preq13	My supervisor(s) provided additional information relevant to my topic
preq14	I developed my skills in critical analysis and evaluation
preq15	I was satisfied with the thesis examination process
preq16	The department provided opportunities for me to become involved in the broader research culture
preq17	I was given good guidance in topic selection and refinement
preq18	I had good access to computing facilities and services
preq32	I had opportunity to work on research problems with businesses, governments, communities or organisations outside the university sector
preq19	I understood the requirements of thesis examination
preq33	I developed my understanding of research integrity (e.g. rigour, ethics, transparency, attributing the contribution of others)
preq20	I improved my ability to plan and manage my time effectively
preq21	My supervisor(s) provided helpful feedback on my progress
preq22	A good seminar program for postgraduate students was provided
preq23	The research environment in the department or faculty stimulated my work
preq24	I received good guidance in my literature search
preq34	I gained confidence in leading and influencing others
preq25	The examination of my thesis was completed in a reasonable time
preq26	As a result of my research, I feel confident about tackling unfamiliar problems
preq27	There was appropriate financial support for research activities
preq28	Overall, I was satisfied with the quality of my higher degree research experience

(RESPONSE FRAME)

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

*(ALL)
INTROB   Now, a couple of general questions about your <course>...

*PROGRAMMER NOTE: DISPLAY NEXT TWO QUESTIONS ON THE SAME SCREEN

*(ALL)
BESTASP   What were the best aspects of your <course>? *Please note, aspects could include things like the course content, teaching or assessments.*

1. <verbatim text box>

*(ALL)
IMPROVE   What aspects of your <course> were most in need of improvement? *Please note, aspects could include things like the course content, teaching or assessments.*

1.   <verbatim text box>

*(TIMESTAMP)

MODULE E: GRADUATE PREPARATION

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
FORMREQ Is a **<FinalCourseA/FinalCourseB>** or similar qualification a formal requirement for you to do your current job?

1.   Yes
2.   No

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
QUALIMP   To what extent is it important for you to have a **<FinalCourseA/FinalCourseB>**, to be able to do your job?

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

1.   Not at all important
2.   Not that important
3.   Fairly important
4.   Important
5.   Very important

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
CRSPREP   Overall, how well did your **<FinalCourseA/FinalCourseB>** prepare you for your job?

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

1.   Not at all
2.   Not well
3.   Well
4.   Very well
5.   Don't know / Unsure

*PROGRAMMER NOTE: DISPLAY BESTPREP AND IMPPREP ON THE SAME PAGE

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
BESTPREP What are the main ways that < E306CTXT > prepared you for employment in your organisation?

1.   <verbatim text box>

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
IMPPREP   What are the main ways <E306CTXT> could have better prepared you for employment in your organisation?

1.   <verbatim text box>

*PROGRAMMER NOTE: DISPLAY FSBEPREP AND FSIMPREP ON THE SAME PAGE

*(FURSTUD =1 OR 2, IN FURTHER STUDY)
FSBEPREP What are the main ways that <E306CTXT> prepared you for further study?

1.   <verbatim text box>

*(FURSTUD =1 OR 2, IN FURTHER STUDY)
FSIMPREP What are the main ways <E306CTXT> could have better prepared you for further study?

      1.   <verbatim text box>

*(TIMESTAMP)

MODULE F: ADDITIONAL ITEMS

Department - Postgraduates

*(ALL)
Intlintroa And now some specifics about your *(IF STUDENTTYPE=1, DISPLAY: <course/program>,
        IF STUDENTTYPE=2, DISPLAY: <postgraduate research>.)

*(ALL)
OSSTUDY Did you undertake any study during your *(IF STUDENTTYPE=1, DISPLAY: <course>IF
        STUDENTTYPE=2, DISPLAY: <postgraduate research>) outside of Australia (e.g.
        student exchange or study abroad?)

      1.   Yes
      2.   No
      3.   Not applicable

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
INTERN   Did your <FinalCourseA/FinalCourseB> include an internship component?

      1.   Yes
      2.   No
      3.   Don't know

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
INTLEARN Did you participate in other types of work-integrated learning (e.g. placements,
        practicums, consultancies, industry research projects) as part of your
        <FinalCourseA/FinalCourseB>?

      1.   Yes
      2.   No
      3.   Not applicable

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
TRAINING Did your <FinalCourseA/FinalCourseB> include training in….

        *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

        (STATEMENTS)

        Pgreslink101/IPA   Intellectual property awareness
        Pgreslink102/BUSMAN   Business management
        Pgreslink103/ENTPNR   Entrepreneurship

        (RESPONSE FRAME)

      1.   Yes
      2.   No
      3.   Don't know

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)

COFUND   Was your <FinalCourseA/FinalCourseB> jointly supervised or co-funded by an industry partner? *Please select all that apply.*

        (MULTIPLE RESPONSE)

        1/JOINTSUP.   Yes it was jointly supervised
        2/COFUND.   Yes it was co-funded
        3/NOJSCF.   No *(EXCLUSIVE)
        4/DKJSCF.   Don't know *(EXCLUSIVE)

*(TIMESTAMP)

MODULE G: CONTACT DETAILS

*(ALL)
CONTACT   *(DISPLAY IF CONTACT_CONDITION=1)

It would be great to stay in touch to see how your career develops in coming years. Do you consent to being contacted to participate in future research to improve higher education?

*(DISPLAY IF CONTACT_CONDITION=2)
In a couple of years' time, we are undertaking a follow up survey with graduates to see how their career has developed.

Graduate Outcomes Survey – Longitudinal

Do you consent to being invited to participate in this important future research?

For further information on the survey please click here (link to: https://www.qilt.edu.au/qilt-surveys).

1.   Yes
2.   No

*(ALL)
ALUMNI   Do you consent to your details being passed on to your Alumni services at your institution for them to update your details?

1.   Yes
2.   No

*(CONTACT=1 or Alumni=1, CONSENT TO RECONTACT)
Email/EMAIL *(DISPLAY IF ONLINE) We would like to make sure all your contact information is up to date. Is the email address below a permanent email address that we can use in the future?

*(DISPLAY IF CATI) We would like to make sure all your contact information is up to date. Is the following email address a permanent email address that we can use in the future?

Email address: <email address>

1.   Permanent email address is as above
2.   Enter new permanent email address [email box] *PROGRAMMER NOTE: Kickbox validation required
3.   Don't have a permanent email address
4.   Do not wish to be re-contacted by email

*(ADDFLAG=1 AND CONTACT=1, ADDRESS SUPPLIED AND CONSENT TO RECONTACT)
ADDRESS   The postal address we have for you is:

> <add1> <add2> <add3>
> <suburb> <state> <pcode>
> <country>

Is this correct?

1.   Yes
2.   No *(DISPLAY AND EDIT ADDRESS ONE FIELD AT A TIME WHERE
        NECESSARY)
3.   Do not wish to be contacted by post

*(CONTACT=1 OR ALUMNI=1 AND ADD1=BLANK NO ADDRESS SUPPLIED AND CONSENT TO
        RECONTACT)
ADDRESS2 We do not have any postal information provided for you. Would you like to update your
        postal details?

1.   Yes
2.   No
3.   Do not wish to be contacted by post

*PROGRAMMER NOTE: SURVEY IS CONSIDERED COMPLETE AT THIS POINT

*(TIMESTAMP)

*(ALL)
C4   Would you like to be notified via email when the national data is released on the Quality
          Indicators for Learning and Teaching (QILT) website?

1.   Yes
2.   No

*(IF (CONTACT=2 AND ALUMNI=2) AND C4=1, DECLINED FURTHER RESEARCH AND ALUMNI
AND CONSENT TO RECEIVE RESULTS)
NTFEMAIL What is the best email address to send the notification to?

          <email>

1.   Address as above
2.   Enter new email address

*(ALL)
CATCH   If you would like to provide any additional information relating to your current situation
          please use the space below.

1.   <FULL VERBATIM>

**PROGRAMMER NOTE: IF CONDITION BELOW IS MET FLAG AS ESSINSCOPE=1
*(Extraquota = 0 AND (1<=USLHRS <=168 OR 1<=ACTLHRS <=168) AND (((WORKED=1 OR
AWAYWORK=1) AND NOT (SELFEMP=2 OR PAYARRNG=10,11,13,16)) OR (SELFEMP=1 AND
PAYMENT=1) OR ((SELFEMP=3 OR PAYMENT=5) AND PAYARRNG=12,14,15,17,18,19,20) AND
GRADFULLNAME IS NOT NULL), WORKING OR AWAY FROM JOB THAT IS PAID AND NOT
SELF-EMPLOYED AND VALID WORKING HOURS FOR SOME JOBS AND HAS NAME)

*(Extraquota = 0 AND (1<=USLHRS <=168 OR 1<=ACTLHRS <=168) AND (((WORKED=1 OR AWAYWORK=1) AND NOT (SELFEMP=2 OR PAYARRNG=10,11,13,16)) OR (SELFEMP=1 AND PAYMENT=1) OR ((SELFEMP=3 OR PAYMENT=5) AND PAYARRNG=12,14,15,17,18,19,20) AND MODE=CATI) WORKING OR AWAY FROM JOB THAT IS PAID AND NOT SELF-EMPLOYED AND VALID WORKING HOURS FOR SOME JOBS AND CATI)
BRIDGE1

> *(DISPLAY IF CATI): INTERVIEWER NOTE: Please click link below to continue.
> <DISPLAY LINK FOR ESSX>
>
> *(DISPLAY IF CATI): **DO NOT PROCEED WITHOUT COMPLETING ADDITIONAL QUESTIONS VIA LINK ABOVE**
>
> 1. Provided supervisor details
> 2. Refused supervisor details
> 3. Other

*PROGRAMMER NOTE: TRANSFER THOSE ELIGIBLE FOR BRIDGE (ESSINSCOPE=1) TO ESSx
> JOB

*(ESSINSCOPE=2, NOT ELIGIBLE FOR BRIDGE)
END

*(DISPLAY IF ONLINE)

> Thank you for your responses.
>
> Please click '**Submit**' to finalise your survey and be redirected to our homepage.
>
> Everyone's experiences are different, if the questions in this survey have raised anything that you would like support for, you could contact:
> - beyondblue on 1300 22 46 36
> - Lifeline on 13 11 14
>
> *(IF CATI) We appreciate your feedback, which will remain confidential. It plays a significant role in enhancing Australian higher education. I can give you the details of some websites if you would like further information:
>
> www.gos.edu.au – The survey home page with links to key information.
> www.srcentre.com.au/gos – A list of GOS FAQs with detailed information.
> www.compared.edu.au – The ComparEd website helps you compare official study experience and employment outcomes data from Australian higher education institutions.
>
> IF NEEDED: Everyone's experiences are different, if the questions in this survey have raised anything that you would like support for, you could contact:
> - beyondblue on 1300 22 46 36
> - Lifeline on 13 11 14
>
> Thank you for your time. Just in case you missed it, my name is <NAME> from the Social Research Centre and this survey is being conducted on behalf of The Australian Government Department of Education, Skills and Employment.

*(CATI ONLY)
INT

> **DO NOT ASK, INTERVIEWER PLEASE RECORD**
> Was the interview conducted on a domestic number or international number?
>
> 1. Domestic number
> 2. International number
>
> **SUBMIT**

*PROGRAMMER NOTE: FOR ONLINE, SUBMIT BUTTON LINKS TO:
http://www.qilt.edu.au/surveys/gos/thank-you

*(INSTITUTION2=2)
TERM

*(IF ONLINE) Thanks for taking the time to start the Graduate Outcomes Survey. You may still be eligible to provide feedback on the <E308A/E308B> for <E306CTXT> through the GOS. If you are unsure about these <course> details or would like to check your eligibility for the GOS survey, please contact gos@srcentre.com.au or call 1800 055 818.

*(IF CATI) Thank you for your willingness to complete the Graduate Outcomes Survey (GOS). Unfortunately, that's all we need from you as we can only speak to graduates who completed their course recently.

*(TIMESTAMP)

*(INTRO=3 OR 4, HOUSEHOLD OR RESPONDENT REFUSAL)
RR1   OK, that's fine, no problem, but could you just tell me the main reason you do not want to participate, because that's important information for us?

1.   No comment / just hung up
2.   Too busy
3.   Not interested
4.   Too personal / intrusive
5.   Don't like subject matter
6.   Don't believe surveys are confidential / privacy concerns
7.   Don't trust surveys / government
8.   Never do surveys
9.   Survey is too long
10.   Get too many calls for surveys / telemarketing
11.   Silent number
12.   Other (Please specify)

*(REFUSED)
RR2

RECORD RE-CONTACT TYPE

1.   Definitely don't call back *(GO TO TERM2)
2.   Possible conversion *(GO TO TERM2)

*(EM1=1 OR 2, WANTS TO COMPLETE ONLINE AND PROVIDED EMAIL)
TERM1   Thank you so much for being willing to take part in the survey, you will receive the survey via email in the next hour or so. Your feedback plays a significant role in enhancing Australian higher education.

*(INTRO=5 OR INTRO2=5, LANGUAGE DIFFICULTY)
TERM2   No worries, thanks very much for your help anyway.

*(ALLTERM)

		Detailed outcome	Summary outcome
1	SUBMIT	Completed interview	Interview
2	INTRO=3 OR INTRO2=3	Household refusal	Refusal
3	INTRO=4 OR INTRO2=4	Respondent refusal	Refusal
4	INTRO=5 OR	Language difficulty	Other contacts

	INTRO2=5		
5	EM1=1 OR 2	Agreed to complete online	Other contacts
6	INSTITUTION2=2	NQ at institution - Wrong info	Screen outs
7	QET	Terminated midway	Contacts

2525 2021 GOS February mixed mode questionnaire

SAMPLE VARIABLES

Questionnaire Variable name	Brief description	Detailed description (if applicable)	Key use points
GOSID	Graduate ID	SRC assigned ID	To identify graduate in sample
E403	Graduate first name	Sourced from sample	Introduction
E402	Graduate surname	Sourced from sample	Introduction
E306	Institution code	Sourced from sample	Throughout
E306CTXT	Institution name	Sourced from sample	Throughout
Email1	Graduate email	Sourced from sample	Email collection
partialcomp	Status	0 = not started 1 = started Must be past the intro screen	Introduction
sectionflag	Which section paused at	Which section respondent stopped at when completing online	Introduction
gradyr	Graduation year		Module A: Screening and confirmation
course	Name of course or program	Name of course or program as defined by institution	Throughout survey
E308A	Course	Course name for qualification 1	Module A: Screening and confirmation
E308B	Course	Course name for qualification 2	Module A: Screening and confirmation
QUALNUM_S	Number of Qualifications in sample	QUALNUM_S = 1 (one qualification in the sample) QUALNUM_S = 2 (two qualifications in the sample)	Module A: Screening and confirmation/ to calculate the number of qualifications
PREPOP	Majors in sample	PREPOP = 1 (Majors supplied in sample) PREPOP = 2 (Majors NOT in sample but need to be supplied) PREPOP = 3 (Majors NOT in sample but NOT to be supplied)	Module A: Screening and confirmation/ to calculate the number of qualifications
maj1sample maj2sample maj3sample maj4sample	Prepopulated majors 1-4		Module A: Screening and confirmation
PPMAJ2	Number of prepopulated majors in sample	PPMAJ2 = 1 (major 2 in sample) PPMAJ2 = 0 (major 2 not in sample)	Module A: Screening and confirmation
PPMAJ4	Number of prepopulated majors in sample	PPMAJ4 = 1 (major 4 in sample) PPMAJ4 = 0 (major 4 not in sample)	Module A: Screening and confirmation
Age	Age	Identification of 65+ respondents *where Age is blank show all response frames for LF1-LF5	Module B: Labour Force, LF1 – LF5
Studenttype	Student type	Studtype = 1, student is CEQ Studtype = 2, student is PREQ Studtype = 3, student is Higher Doctorate (E310 =1)	Module D2: Graduate attributes – Overall Satisfaction/PREQ
ADDFLAG	Address provided	ADDFLAG= 1, address provided ADDFLAG-=2, no address provided	Module G: Contact Details
ADD1, ADD2, ADD3, SUBURB, PCODE, STATE, COUNTRY	Address details	Address provided in sample	Module G: Contact Details

Questionnaire Variable name	Brief description	Detailed description (if applicable)	Key use points
E310	Level	Level provided in sample	Module D2: Graduate attributes – Overall Satisfaction/PREQ
ENTRYMODE	Mode of survey entry	1. Link 2. Type-in 3. CATI 4. Postcard 5. Authentication 6. LMS 7. CATI in-field reminder 8. VM link 9. Full CATI – complete online 10. SMS 11. Post-field reminder calls	START
FINISHMODE	Mode of survey exit	1. Link 2. Type-in 3. CATI 4. Postcard 5. Authentication 6. LMS 7. CATI in-field reminder 8. VM link 9. Full CATI – complete online 10. SMS 11. Post-field reminder calls	END
TransferDate	Date of transfer to web		INTRO2
GradFullName	Full name	E403 + E402	
CATIType	CATI type	Reminder/Full	
NoCall	Refusals	0=OK to call 1=Not to be called	
IntLength	Interview length	15 for all other institutions	Intro
CONTACT_CONDITION	CONTACT question experiment group	1 = Show original question 2 = Show new question	CONTACT

DERIVED VARIABLES

Questionnaire Variable name	Brief description	Detailed description (if applicable)	Key use points
newmaj1 newmaj2 newmaj3 newmaj4	Corrected prepopulated majors 1-4		Module A: Screening and confirmation
maj1a, maj2a, maj3a, maj4a	Post-populated majors 1-4		Module A: Screening and confirmation
CEQType	Calculated flag for module D2	used to determine whether course or major name(s) are presented in the survey at module D2. CEQType =1, CEQ presented based on major CEQType=2, CEQ presented based on course	Module D2: Graduate attributes – Overall Satisfaction/PREQ
daystart	Start of week day		Module B: Labour Force
datestart	Start of week date		Module B: Labour Force
dayend	End of week day		Module B: Labour Force
dayend	End of week date		Module B: Labour Force
ESSINSCOPE	Respondent in scope for ESS questions	1 = in scope for ESS questions 2 = not in scope for ESS questions	Module X: ESS Bridging

ADDITIONAL ITEMS

GENERAL PROGRAMMING NOTES

- Text if 'SAVE' is pressed should read 'Thanks for your time so far. You can come back to complete your survey at any time before February 28th.'

*PROGRAMMER NOTE: SHOW 'SAVE' DATE AS MARCH 15th ONCE FEBRUARY 28th HAS PASSED.

- All lookup lists can be found here
- After Newscreen1 all CATI items should have 'item skipped' displayed

*SRC LOGO AND GOS LOGO
*(TIMESTAMP)

AUTHENTICATION TEXT

*(BEFORE SURVEY OPENS)
Thank you for your interest in the Graduate Outcomes Survey (GOS).

The GOS starts in a few days, opening from January 28th until February 28th, so please check back then.

*(INPUT SCREEN)
Please type in your details below.

*(SUCCESSFUL AUTHENTICATION)
Thanks, you have now been sent an email with your username and password to your nominated email address.

If you have not received this email within the next hour, please call us on 1800 055 818 or email at gos@srcentre.com.au.

Please check your junk mail before you call; sometimes our emails can be diverted to this folder.

Please click 'Done' to complete your request. Thank you for your time. You may close the page now.

*(DENIED AUTHENTICATION)
Sorry but your details don't match our records. Please check your details and try again.

*DISPLAY INPUT OPTIONS

If you are still unable to log in, please email gos@srcentre.com.au and we can verify your eligibility.

*PROGRAMMER NOTE: SURVEY CLOSE DATE FOR ALL NON POST-FIELD TELEPHONE ACTIVITY INSTITUTIONS IS MARCH 1st AND FOR ALL POST-FIELD TELEPHONE ACTIVITY INSTITUTIONS MARCH 16th

*(AFTER SURVEY IS CLOSED)
The GOS is now closed. If you have and queries please contact the Social Research Centre on 1800 055 818 (if in Australia) or +61 3 8327 1951 (if overseas) or gos@srcentre.com.au.

You can also visit our website at http://www.qilt.edu.au/surveys/graduate-outcomes-survey.

CATI INTRODUCTION

*PROGRAMMER NOTE: ONLY ASK CATI INTRODUCTION MODULE IF CATI

*(ALL)
WELCOME SCREEN

Agreed to complete online date: 12:00:00 AM

Minutes left: <minutes>

Good afternoon/evening my name is <NAME> and I'm calling on behalf of <E306CTXT> and The Australian Government Department of Education, Skills and Employment from the Social Research Centre.

May I please speak to <E403> <E402>?

*(TRANSFERDATE=BLANK, NO TRANSFER TO WEB DATE)
INTRO

RE-INTRODUCE IF NECESSARY: Good afternoon/evening my name is <NAME> and I'm calling on behalf of <E306CTXT> and The Australian Government Department of Education, Skills and Employment from the Social Research Centre.

I'm calling to follow up on an email that we recently sent inviting you to participate in an online survey about the qualification you recently completed at <E306CTXT>.

*(DISPLAY IF PARTIAL=0) We are seeking feedback about what you are doing now that you've completed your studies. Your feedback will help facilitate the ongoing improvement of <E306CTXT> and the quality of Australian higher education in general. Your feedback is very important and we would appreciate your participation.

*(DISPLAY IF PARTIAL=0) This interview should only take about <IntLength> to 20 minutes and all information you give to us will be strictly confidential.

*(DISPLAY IF PARTIAL=1) The survey usually takes <IntLength> to 20 minutes, but it looks like you have already started so we can continue from where you left off.

Do you have some time now?

IF NEEDED: All information will be used for research purposes only and will remain completely confidential.

IF NECESSARY: Your telephone number was provided to us under strict privacy provisions by <E306CTXT> and will be used only for this research.

1. Continue
2. Wants to complete online
3. Household refusal
4. Respondent refusal
5. Language difficulty

*(TRANSFERDATE=NOT BLANK, KNOW DATE OF PREVIOUS CALL)
INTRO2

RE-INTRODUCE IF NECESSARY: Good afternoon/evening my name is <NAME> and I'm calling on behalf of <E306CTXT> and The Australian Government Department of Education, Skills and Employment from The Social Research Centre.

We spoke to you on <TransferDate> and you said you would like to complete the survey online yourself. It doesn't look like it's been completed yet so we were calling back to see if you'd like to finish it off over the phone?

*(DISPLAY IF PARTIAL=1) It looks like you have already started, so we can continue from where you left off.

Participation in this study is voluntary and you can stop the interview at any time. Do you have time now to complete the survey?

IF NEEDED: All information will be used for research purposes only and will remain completely confidential.

IF NECESSARY: Your telephone number was provided to us under strict privacy provisions by <E306CTXT> and will be used only for this research.

1. Continue (GO TO MOB) *(CLEAR TRANSFERDATE IN SAMPLE)
2. Wants email again *(SUPPRESS)
3. Household refusal
4. Respondent refusal
5. Language difficulty

*(INTRO=2, GRADUATES WHO WANT TO COMPLETE THE SURVEY ONLINE)
EM1   I can send you an email with the link to the survey. Can I please confirm your email address?

Email address: <email1>

1. Email address shown is correct
2. Email address: (Please specify)

*PROGRAMMER NOTE: SHOW TERM1 AND FLAG AS TRANSFER_TO_WEB

*(INTRO=5 OR INTRO2=5, LANGUAGE DIFFICULTY)
LOTE   RECORD LANGUAGE

1. Cantonese
2. Mandarin
3. Vietnamese
4. Italian
5. Greek
6. Arabic

7. Lebanese
8. Turkish
9. Other language (Please specify)
10. Language not identified / unable to establish language

*(ALL)
MOB   **DO NOT ASK**

INTERVIEWER CHECK: ARE YOU CALLING A MOBILE?

1. Yes
2. No

*(MOB=1, CALLING MOBILES)
SAFE   May I just check whether or not it is safe for you to take this call at the moment?

1. Safe to take call
2. Not safe to take call (MAKE APPOINTMENT)

*(SAFE=2, PREVIOUS APPOINTMENT MADE)
SAFE1   **DO NOT ASK**

1. Returning from appointment (GO TO INTRO)

*(ALL)
MON   This call may be monitored or recorded for quality assurance purposes. Please tell me if you don't want this to happen.

1. Monitoring and recording allowed
2. Monitoring and recording NOT permitted

MODULE A: SCREENING AND CONFIRMATION

*(ONLINE)
CONFIRM

Thank you for agreeing to take part in the Graduate Outcomes Survey (GOS). This is an important survey conducted by the Social Research Centre on behalf of The Australian Government Department of Education, Skills and Employment which aims to measure student satisfaction and graduate employment outcomes.

The GOS is the largest Australian study of graduates and the only source of national data on graduate experiences with higher education. By taking part in the GOS you will help improve course offerings to future students. *(DISPLAY IF DATE < = 22nd February 2021) Complete now to be entered into all remaining weekly prize draws with a chance to win $1,000.

Most people take approximately <IntLength> minutes to complete all the questions.

If you need to take a break, you can press the 'Save' button and close your browser. You can come back to the survey at any time and continue from where you stopped.

Please **do not** use the browser 'BACK' button to go back to a previous question.

Please press the 'Next' button below to continue.

*(ALL)
INSTITUTION In <gradyr>, did you complete a <E308A/E308B> at **<E306CTXT>**?

1. Yes
2. No

*(INSTITUTION=2, SELECTED NO TO COURSE PROVIDED IN SAMPLE)

INSTITUTION2 We understand that you may have completed a different course or program in an earlier year, or commenced another course recently, however we are interested in your feedback on your <E308A/E308B>.

*(DISPLAY IF ONLINE ONLY) If you completed a <E308A/E308B> at <E306CTXT>, please complete the survey.

*(DISPLAY IF CATI ONLY) To confirm did you complete a <E308A/E308B> at <E306CTXT>?

1. I have completed a <E308A/E308B> in 2020
2. No (GO TO TERM)

*(IF INSTITUTION=1 OR INSTITUTION2=1 AND PREPOP=1, MODIFYING OF MAJORS)

NEWSCREEN1a

*(DISPLAY IF CATI) Now, just a couple of questions about the major(s) you recently completed for your <E308A/E308B>.

Your institution has indicated that your course majors for your <E308A/E308B> are as follows:

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

*PROGRAMMER NOTE: IF CATI DISPLAY "PLEASE NOTE.." PARAGRAPH AFTER "IS THIS CORRECT?"

Please note, the wording provided by your institution may be slightly different to how you commonly refer to your course majors. Please consider this when indicating whether the below information is correct.

*(DISPLAY): **Course A: <E308A>**

*(TEXT BOX) **Major 1:** <maj1a>

*(TEXT BOX) **Major 2:** <maj2a>

(QUALNUM_S=2)

*(DISPLAY): **Course B: <E308B>**

*(TEXT BOX) **Major 1:** <maj3a>

*(TEXT BOX) **Major 2:** <maj4a>

Is this correct?

1. Yes
2. No

*(IF NEWSCREEN1a=2 AND QUALNUM_S=2, MAJORS ARE INCORRECT AND TWO QUALIFICATIONS)

Q2   For which course or courses are your majors incorrect?

1. <E308A>
2. <E308B>
3. <E308A and E308B>

*(IF QUALNUM_S=1 AND NEWSCREEN1a=2 OR (QUALNUM_S=2 AND Q2=1 OR 3) OR (PREPOP=2)), DOING ONE QUALIFICATION OR DOING TWO QUALIFICATIONS AND MAJORS ARE INCORRECT FOR COURSE A OR STUDENT SUPPLIED MAJORS)

Q4   *(DISPLAY IF ONLINE): Which of the following best describes the name/s of your major/s for your **<E308A>**?)

*(DISPLAY IF CATI): What are the names of your majors for your **<E308A>**?

*(DISPLAY IF CATI): INTERVIEWER NOTE: IF MAJOR IS NOT ON THE LIST SELECT 'MY MAJOR IS NOT ON THE LIST', IF NO MAJOR FOR COURSE OR NO SECOND MAJOR SELECT 'I HAVE NO MAJOR/I HAVE NO SECOND MAJOR'

1.   Drop down list *(PROGRAMMER NOTE: MAJOR 1)
2.   Drop down list *(PROGRAMMER NOTE: MAJOR 2, PREPOPULATE WITH 'I have no second major for <E308A> IF PPMAJ2=BLANK)

*PROGRAMMER NOTE: FOR DROP DOWN LISTS USE INSTITUION PROVIDED LOOKUP LIST ELSE USE ASCED. ALSO NEED TO INCLUDE 'MY MAJOR IS NOT ON THE LIST', 'I HAVE NO MAJOR FOR <E308A>'/'I HAVE NO SECOND MAJOR FOR <E308A>' AND 'NOT SURE' AT BOTTOM OF THE DROP DOWN WITH A LINE SEPARATOR AND BOLDED CODES. SHOW 'I HAVE NO SECOND MAJOR FOR <E308A> IN SECOND DROP DOWN BOX. SHOW DROP DOWN BOXES SIDE BY SIDE WHERE RELEVANT
*PROGRAMMER NOTE: GREY OUT SECOND DROP DOWN LIST IF 'I HAVE NO MAJOR FOR <E308A> IS SELECTED AT FIRST DROP DOWN AND AUTO CODE TO 'I HAVE NO SECOND MAJOR FOR <E308A>
*PROGRAMMER NOTE: PREFILL DROP DOWN BOX WITH MAJOR TEXT FROM SAMPLE

*(IF Q4=MY MAJOR 1 IS NOT ON THE LIST)
Q4a   What name best describes your major for your <E308A>? *(DISPLAY IF ONLINE): If you would like to contact your institution before responding, please save the survey and come back later.

1.   RECORD VERBATIM

*PROGRAMMER NOTE: IF TWO MAJORS SELECTED AT Q4 DISPLAY "FIRST MAJOR" INSTEAD OF "MAJOR"

*(IF Q4=MY MAJOR 2 IS NOT ON THE LIST)
Q4b   What name best describes your second major for your <E308A>? *(DISPLAY IF ONLINE): If you would like to contact your institution before responding, please save the survey and come back later.

1.   RECORD VERBATIM

*(IF QUALNUM_S=2 AND Q2=2 OR 3 OR IF QUALNUM_S=2 AND PREPOP=2, DOING TWO QUALIFICATIONS AND MAJORS ARE INCORRECT FOR COURSE B OR DOING TWO QUALIFICATIONS AND STUDENT SUPPLIED MAJORS)
Q5   *(DISPLAY IF ONLINE): Which of the following best describes the name/s of your major/s for your **<E308B>**?

*(DISPLAY IF CATI): What are the names of your majors for your **<E308A>**?

*(DISPLAY IF CATI): INTERVIEWER NOTE: IF MAJOR IS NOT ON THE LIST SELECT 'MY MAJOR IS NOT ON THE LIST', IF NO MAJOR FOR COURSE OR NO SECOND MAJOR SELECT 'I HAVE NO MAJOR/I HAVE NO SECOND MAJOR'

1.   Drop down list *(PROGRAMMER NOTE: MAJOR 1)
2.   Drop down list *(PROGRAMMER NOTE: MAJOR 2, PREPOPULATE WITH 'I have no second major for <E308B> IF PPMAJ2=BLANK)

*PROGRAMMER NOTE: FOR DROP DOWN LIST USE INSTITUION PROVIDED LOOKUP LIST ELSE USE ASCED. ALSO NEED TO INCLUDE 'MY MAJOR IS NOT ON

THE LIST', 'I HAVE NO MAJOR FOR <E308B> AND 'NOT SURE' AT BOTTOM OF THE DROP DOWN WITH A LINE SEPARATOR AND BOLDED CODES
*PROGRAMMER NOTE: GREY OUT SECOND DROP DOWN LIST IF 'I HAVE NO MAJOR FOR <E308B> IS SELECTED AT FIRST DROP DOWN AND AUTO CODE TO 'I HAVE NO SECOND MAJOR FOR <E308B>

*(IF Q5=MY MAJOR 1 IS NOT ON THE LIST)
Q5a   What name best describes your major for your <E308B>? *(DISPLAY IF ONLINE): If you would like to contact your institution before responding, please save the survey and come back later.

           1.   RECORD VERBATIM

           *PROGRAMMER NOTE: IF TWO MAJORS SELECTED AT Q5 DISPLAY "FIRST MAJOR" INSTEAD OF "MAJOR"

*(IF Q5=MY MAJOR 2 IS NOT ON THE LIST)
Q5b   What name best describes your second major for you <E308B>? *(DISPLAY IF ONLINE): If you would like to contact your institution before responding, please save the survey and come back later.

           1.   RECORD VERBATIM

*PROGRAMMER NOTE: DUMMY VARIABLE FOR MODULE D2 CREATED HERE, DUMMY VARIABLE CEQTYPE

IF PREPOP = 1 OR 2

AT newscreen1 IF major1 OR major2 OR major3 OR major4 ≠ blank, then CEQType = 1

IF PREPOP = 1 OR 2

At newscreen1 IF 'no majors' selected at major1 AND major2 AND major3 AND major4, then CEQType=2

IF PREPOP=3, then CEQType=2

*PROGRAMMER NOTE: AFTER THIS POINT ALL QUESTIONS ARE NOT MANDATORY

*(TIMESTAMP)

MODULE B: LABOUR FORCE

*(ALL)
PREWORKED Next we would like to understand what you are currently doing in terms of work and study. A number of questions may seem similar, however these items are based on the Australian Bureau of Statistics (ABS) Labour Force Survey. Using the ABS approach means the information you provide is more robust and able to be compared to national employment statistics.

We understand many people have experienced disruptions to their employment due to COVID-19. The Australian Government is still interested in understanding current employment situations.

*(ALL)
WORKED   Thinking about last week, the week starting <daystart>, <datestart> and ending last <dayend>, <dateend>.

           Last week, did you do any work **at all** in a job, business or farm?

1.   Yes
5.   No
6.   Permanently unable to work
7.   Permanently not intending to work *(DISPLAY IF AGE>64)

*(WORKED=5, NOT WORKING)
WWOPAY   Last week, did you do any work without pay in a family business?

1.   Yes
5.   No
6.   Permanently not intending to work *(DISPLAY IF AGE>64)

*(WWOPAY=5, NOT WORKING WITHOUT PAY)
AWAYWORK Did you have a job, business or farm that you were away from because of holidays, sickness or any other reason?

Please note, if you were stood down or away from your job due to the impact of COVID-19 select 'Yes'

1.   Yes
5.   No
6.   Permanently not intending to work *(DISPLAY IF AGE>64)

*(WORKED NE 6 OR 7 OR WWOPAY NE 6 OR AWAYWORK NE 6, WORKING OR INTENDING TO WORK)
LOOKFTWK At any time during the last 4 weeks have you been looking for full-time work?

1.   Yes
5.   No
6.   Permanently not intending to work *(DISPLAY IF AGE>64)

*(LOOKFTWK=1 OR 5, WORKING OR INTENDING TO WORK)
LOOKPTWK Have you been looking for part-time work at any time during the last 4 weeks?

1.   Yes
5.   No
6.   Permanently not intending to work *(DISPLAY IF AGE>64)

*(LOOKFTWK=1 OR LOOKPTWK=1 AND WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING AND LOOKING FOR WORK)
BEGNLOOK When did you begin looking for work?

1.   Enter **month** <dropdown list>
2.   Enter **year** (NUMERIC RANGE 1960 – 2020)

*(LOOKFTWK=1 OR LOOKPTWK=1, LOOKING FOR FULL-TIME OR PART TIME WORK)
STARTWK   If you had found a job, could you have started last week?

1.   Yes
5.   No

*(STARTWK=2, COULD NOT HAVE STARTED JOB LAST WEEK)
STARTWKFU Why do you say you couldn't have started last week?

1.   Because of the current situation with COVID-19
5.   Some other reason

*(LOOKFTWK=5 AND LOOKPTWK=5, NOT LOOKING FOR WORK)
WAITWORK You mentioned that you didn't look for work during the last 4 weeks. Was that because you were waiting to start **work you had already obtained**?

INTERVEWER NOTE: work you had already obtained = *refers to new types of work that you have acquired but not yet commenced*

*PROGRAMMER NOTE: POP UP 'WORK YOU HAD ALREADY OBTAINED' = 'REFERS TO **NEW TYPES** OF WORK THAT YOU HAVE ACQUIRED BUT NOT YET COMMENCED'

1. Yes
5. No

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)
MORE1JOB Did you have **more than 1 job or business last week**?

INTERVEWER NOTE: more than 1 job or business last week = *include jobs or businesses that you had even if you didn't work at one or more of those jobs or businesses last week*

*PROGRAMMER NOTE: POP UP 'MORE THAN 1 JOB OR BUSINESS LAST WEEK' = "INCLUDE JOBS OR BUSINESSES THAT YOU HAD EVEN IF YOU DIDN'T WORK AT ONE OR MORE OF THOSE JOBS OR BUSINESSES LAST WEEK"

1. Yes
5. No

*(TIMESTAMP)

*(MORE1JOB=1, HAS MORE THAN ONE JOB)
INTROSELFEMPii

The next few questions are about the job or business in which you usually work the most hours, that is, your **main job**.

*(AWAYWORK=1, ON LEAVE OR SICK)
INTROSELFEMPiii

The next few questions are about the job or business in which you usually work the most hours, that is, your **main job**.

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)
SELFEMP Did you work for an employer, or in your own business?

1. Employer
2. Own business (go to ACTLHRSM)
3. Other or uncertain

*(SELFEMP=1, WORKING FOR AN EMPLOYER)
PAYMENT   Are you paid a wage or salary, or some other form of payment?

1. Wage or salary
5. Other or uncertain

*(SELFEMP=3 OR PAYMENT=5, OTHER WORK ARRANGEMENTS)
PAYARRNG What are your <working/payment> arrangements?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

*PROGRAMMER NOTE: 'IF SELFEMP = 3 THEN PAYARRNGTEXT = "WORKING". IF PAYMENT = 5 THEN PAYARRNGTEXT = "PAYMENT".

10. Unpaid voluntary work *(GO TO MODULE C)
11. Unpaid trainee or work placement *(GO TO MODULE C)
12. Contractor or Subcontractor
13. Own business or Partnership
14. Commission only
15. Commission with retainer
16. In a family business without pay *(GO TO MODULE C)
17. Payment in kind
18. Paid by the piece or item produced
19. Wage or salary earner
20. Other (Please specify)

*PROGRAMMER: NOTE CODES FOR TEXT SUBSTITUTION:
IF MORE1JOB=1: <MAIN JOB>
IF MORE1JOB=5: <JOB>
IF SELFEMP=2 OR PAYARRNG=12 OR 13: <BUSINESS>
IF SELFEMP=1 OR PAYARRNG=10 -11, 14-20: <EMPLOYER AT THE PLACE YOU WORK> OR <EMPLOYER>
IF SELFEMP=BLANK AND PAYARRNG=BLANK: <JOB>

*RESEARCHER NOTE: ALL BASES FOR THE REST OF MODULE B WILL ALSO EXCLUDE PAYARRNG=10, 11 OR 16, AS THESE GRADUATES SKIP TO MODULE C

*(TIMESTAMP)

*(MORE1JOB=1 AND WORKED=1 OR WWOPAY=1, MORE THAN ONE JOB OR BUSINESS AND WORKING, NOT AWAY FROM WORK)
ACTLHRSM How many hours did you **actually** work in your **main job** last week less **time off** but counting any **extra hours** worked?

INTERVEWER NOTE: time off = *includes hours lost due to illness, vacation or holidays, personal or family responsibilities, or job strike*

INTERVIEWER NOTE: extra hours = *any hours worked during the reference week over and above the standard or scheduled paid hours whether at penalty or award pay rates*

*PROGRAMMER NOTE: POP UP 'TIME OFF = "INCLUDES HOURS LOST DUE TO ILLNESS, VACATION OR HOLIDAYS, PERSONAL OR FAMILY RESPONSIBILITIES, OR JOB STRIKE"

*PROGRAMMER NOTE: POP UP 'EXTRA HOURS' = "ANY HOURS WORKED DURING THE REFERENCE WEEK OVER AND ABOVE THE STANDARD OR SCHEDULED PAID HOURS WHETHER AT PENALTY OR AWARD PAY RATES"

1. Enter hours (NUMERIC, RANGE 0-168)

*(MORE1JOB=1, MORE THAN ONE JOB OR BUSINESS)
USLHRSM How many hours do you **usually** work each week in your **main job**?

1. Enter hours (NUMERIC, RANGE 0-168)

*(WORKED=1 OR WWOPAY=1, WORKING OR WORKING WITHOUT PAY)
ACTLHRS How many hours did you **actually** work last week less **time off** but counting any **extra hours** worked IF MORE1JOB=1:<**in all your jobs**>?

1. Enter hours (NUMERIC, RANGE 0-168)

*PROGRAMMER NOTE: POP UP 'TIME OFF = "INCLUDES HOURS LOST DUE TO ILLNESS, VACATION OR HOLIDAYS, PERSONAL OR FAMILY RESPONSIBILITIES, OR JOB STRIKE"

*PROGRAMMER NOTE: POP UP 'EXTRA HOURS' = "ANY HOURS WORKED DURING THE REFERENCE WEEK OVER AND ABOVE THE STANDARD OR SCHEDULED PAID HOURS WHETHER AT PENALTY OR AWARD PAY RATES"

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)

USLHRS   How many hours do you **usually** work each week IF MORE1JOB=1:<**in all your jobs**>?

1.   Enter hours (NUMERIC, RANGE 0-168)

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)

PREFMHRS Would you prefer to work more hours than you usually work *IF MORE1JOB=1: <**in all your jobs**>?

1.   Yes
5   No
6.   Don't know

*(PREFMHRS=1, PREFER WORK MORE HOURS)

PREFHRS   How many hours a week would you like to work?

1.   Enter hours (NUMERIC, RANGE 0-168, CAN'T BE LESS THAN USLHRS)

*(PREFMHRS=1, PREFER WORK MORE HOURS)

AVLMHRS Last week, were you available to work more hours than you usually work?

1.   Yes
2.   No

*(USLHRS<35 AND PREFMHRS=5, USUALLY WORKING LESS THAN 35 HOURS AND NOT LOOKING FOR MORE HOURS)

RSNOMORE You mentioned that you are **not** looking to work more hours. What is the **main reason** you work the number of hours you are currently working? *Please select only one answer.*

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1.   No suitable job in my local area
2.   No job with a suitable number of hours
3.   No suitable job in my area of expertise
7.   Long-term health condition or disability
8.   Caring for family member with a health condition or disability
9.   Caring for children
10. Studying
12. I'm satisfied with the number of hours I work
13. No more hours available in current position
14. Work has been reduced/shutdown due to COVID-19
15. Due to contract restrictions
16. Pursuing other interests/commitments in spare time
11. Other (Please specify)

*(USLHRS<35 AND PREFMHRS=1, WORKING LESS THAN 35 HOURS AND LOOKING FOR MORE HOURS)

RSMORE   You mentioned that you are looking to work more hours. What is the **main reason** you work the number of hours you are currently working? *Please select only one answer.*

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1.   No suitable job in my local area
2.   No job with a suitable number of hours
3.   No suitable job in my area of expertise
4.   Considered to be too young by employers
5.   Considered to be too old by employers
9.   Caring for children
10.   Studying
12.   No more hours available in current position
13.   Work has been reduced/shutdown due to COVID-19
14.   Financial reasons
15.   Due to visa restrictions/waiting for permanent residency
11.   Other (Please specify)

*(TIMESTAMP)

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY
        FROM JOB OR WAITING TO START WORK)
OCC   What is your occupation in your **<main job/job/business>**? *(CATI) INTERVIEWER NOTE: **Please type at least 3 letters**

*PROGRAMMER NOTE: SHOW INTERVIEWER NOTE TEXT FOR CATI ONLY, SHOW PLEASE TYPE AT LEAST 3 LETTERS FOR BOTH MODES

1.   Enter occupation

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY
        FROM JOB OR WAITING TO START WORK)
DUTIES   What are your main tasks and duties?

1.   Enter main tasks and duties

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY
        FROM JOB OR WAITING TO START WORK)
EMPLOYER What is the **name of your <employer/business>**? *(CATI) INTERVIEWER NOTE: **Please type at least 3 letters**

*PROGRAMMER NOTE: SHOW INTERVIEWER NOTE TEXT FOR CATI ONLY, SHOW PLEASE TYPE AT LEAST 3 LETTERS FOR BOTH MODES. PREDICTIVE TEXT BOX USING LOOK-UP HERE, IF NOT ON LIST ALLOW MANUAL ENTRY IN OTHER SPECIFY.

INTERVEWER NOTE: name of your <employer/business> = *refers to the name of the company or business that you work for*

*PROGRAMMER NOTE: POP UP NAME OF YOUR <EMPLOYER/BUSINESS> = 'REFERS TO THE NAME OF THE COMPANY OR BUSINESS THAT YOU WORK FOR'

1.   Enter employer/business name

*PROGRAMMER NOTE: TWO INDUSTRY CHECKS NEED TO BE UNDERTAKEN PRIOR TO DISPLAY OF INDUSTRY. THESE CHECKS SHOULD BE RUN IN THE STATED ORDER AND INDCHECK2 SHOULD BE SKIPPED IF THERE IS A PRE-CODED INDUSTRY ASSOCIATED WITH OCCUPATION AT INDCHECK1:
INDCHECK1   IF THE PRE-CODED OCCUPATION SELECTED AT OCC IS ASSOCIATED WITH A PRE-CODED INDUSTRY IN LOOKUP LIST

| | INDCHECK2 | HERE, DISPLAY ASSOICATED PRE-CODED INDUSTRIES AT INDUSTRY, WITH A SPECIFIED OTHER OPTION.
IF THE EMPLOYER CAPTURED AT EMPLOYER IS ON THE LOOKUP LIST HERE (I.E. MAPPED TO ANZSIC) AUTOFILL INDUSTRY AND DO NOT ASK INDUSTRY |

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY FROM JOB OR WAITING TO START WORK)

INDUSTRY What kind of **business or service** is carried out by your <employer at the place where you work/business>?

INTERVEWER NOTE: business or service = *refers to the industry your work falls under; for example, retail, construction, education*

*PROGRAMMER NOTE: POP UP BUSINESS OR SERVICE = 'REFERS TO THE INDUSTRY YOUR WORK FALLS UNDER; FOR EXAMPLE, RETAIL, CONSTRUCTION, EDUCATION'

*PROGRAMMER NOTE: FOR OCCUPATIONS WITH ASSOCIATED ANZSIC CODE SHOW RADIO BUTTONS WITH MATCHED INDUSTRIES TO ANZSCO FROM LOOKUP LIST HERE WITH CODE FOR OTHER SPECIFY. FOR OCCUPATIONS NOT ASSOCIATED WITH PRE-CODED INDUSTRY AND WHERE EMPLOYER IS NOT ASSOCIATED WITH INDUSTRY, COLLECT INDUSTRY IN LEGACY WAY.

1.   Enter business or service
90.   Other (Please specify)

**EMPLOYER MOVED BEFORE INDUSTRY

*(TIMESTAMP)

*PROGRAMMER NOTE: IF INDUSTRY CODE IS EQUAL TO ANZSIC 7510, 7520 OR 7530 AUTOFILL SECTOR TO 1. PUBLIC OR GOVERNMENT AND DO NOT DISPLAY SECTOR.

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY FROM JOB OR WAITING TO START WORK)

SECTOR   In what sector are you wholly or mainly employed?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

1.   Public or government
2.   Private
3.   Not-for-profit

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)

INAUST   Are you working in Australia?

1.   Yes
2.   No
3.   Not sure

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 AND INAUST=1, WORKING OR AWAY FROM JOB) AND WORKING IN AUSTRALIA)

EMPSTATE In which state or territory is your <employer/business> currently located?

*PROGRAMMER NOTE: IF EMPSTATE NOT ASKED, AUTO-CODE BASED ON LOCATION RESPONSE.

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS
7. NT
8. ACT
98. Don't know

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 AND INAUST=1, WORKING OR AWAY FROM JOB) AND WORKING IN AUSTRALIA)
LOCATION   And what is the postcode or suburb of your <employer/business>?

1.   Enter postcode or suburb *PROGRAMMER NOTE USE POSTCODE LOOKUP LIST
2.   Not sure

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1) AND INAUST=2, WORKING OR AWAY FROM JOB) AND WORKING OUTSIDE AUSTRALIA)
COUNTRYx In which country is your <employer/business> based?

1.   Bangladesh
2.   Canada
3.   China (excludes SARs and Taiwan)
4.   Hong Kong (SAR of China)
5.   India
6.   Indonesia
7.   Malaysia
8.   New Zealand
9.   Saudi Arabia
10.   Singapore
11.   South Africa
12.   South Korea
13.   Sri Lanka
14.   Taiwan
15.   Thailand
16.   United States of America
17.   Vietnam
19.   Macau (SAR of China)
18.   Other (Please specify)

*(ALL)
CURCOUNTRY Do you currently live in Australia or overseas?

1.   Australia
2.   Overseas

*(CURCOUNTRY=1, LIVES IN AUSTRALIA)
CURSTATE In which state or territory do you usually live?

*PROGRAMMER NOTE: IF CURSTATE NOT ASKED, AUTO-CODE BASED ON CURPCODE RESPONSE.

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS

7. NT
8. ACT
98. Don't know

*(CURCOUNTRY=1, LIVES IN AUSTRALIA)
CURPCODE   What is the postcode or suburb where you usually live?

      1.   <verbatim text box> *PROGRAMMER NOTE USE POSTCODE LOOKUP LIST
      2.   Not sure

*(CURCOUNTRY=2, LIVES OVERSEAS)
OSCOUNTRY   In which country do you currently live?

      1.   <Predictive text verbatim text box> *PROGRAMMER NOTE: USE GO8 COUNTRY
            LIST

*(IF WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
EMP12   Have you worked <for your employer/in your business> for 12 months or more?

      1.   Yes, more than 12 months
      5.   No, less than 12 months

*(EMP12=5, WORKED FOR EMPLOYER FOR LESS THAN 12 MONTHS)
EMPMTHS How many months have you worked <for your employer/in your business>?

      1.   Enter number of months (NUMERIC, RANGE 1-12)

*(EMP12=1, WORKED FOR EMPLOYER FOR MORE THAN 12 MONTHS)
EMPYRS   How many years have you worked <for your employer/in your business>?

      1.   Enter number of years (NUMERIC, RANGE 1-49)

*(SELFEMP=1 OR PAYARRNG=14, 15, 17-20) AND EMP12=5 AND USLHRS>35, WORKING 35
           HOURS OR MORE AND WORKED FOR EMPLOYER FOR LESS THAN 12 MONTHS
           AND NOT SELF EMPLOYED)
FFTJOB   Is this your first full-time job?

      1.   Yes
      2.   No

*(TIMESTAMP)

*(INAUST=1, WORKING IN AUSTRALIA)
SALARYA   In **Australian dollars**, how much do you usually earn in **<IF MORE1JOB=5: this job/IF MORE1JOB=1: all your jobs>**, before tax or anything else is taken out? *Please make only one selection. Specify in whole dollars, excluding spaces, commas, dollar sign ($).*

      INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from all jobs*

      *PROGRAMMER: SHOW SALARYA AND SALARYC ON THE SAME PAGE WHEN MORE1JOB=1

      *PROGRAMMER NOTE: IF USLHRS IS BLANK AND SALARYA CODE 1 IS WITHIN RANGE, GO TO SALARYB

      *PROGRAMMER NOTE: POP UP ONLY ALLOW ONE SELECTION IF MORE THAN ONE OPTION IS SELECTED

*PROGRAMMER NOTE: SHOW LIVE CALCULATION OF ANNUAL SALARY IN BOLD WITH ANNUAL SALARY: BEFORE IT – THIS SHOULD UPDATE AS SOMEONE TYPES INTO CODES 1 THRU 6 BELOW

(SINGLE RESPONSE)

1. Amount per **hour** (Please specify) (NUMERIC, RANGE 1-250) *PROGRAMMER NOTE: ONLY DISPLAY IF USLHRS IS NOT BLANK
2. Amount per **day** (Please specify) (NUMERIC, RANGE 1-800)
3. Amount each **week** (Please specify) (NUMERIC, RANGE 1-4000)
4. Amount each **fortnight** (Please specify) (NUMERIC, RANGE 1-8000)
5. Amount each **month** (Please specify) (NUMERIC, RANGE 1-17,500)
6. Amount each **year** (Please specify) (NUMERIC, RANGE 1-250K)
7. No earnings
8. Don't know

*(INAUST=1 AND SALARYA=1 THRU 6 BUT NOT IN RANGE, WORKING IN AUSTRALIA AND OUT OF RANGE SALARY ENTERED)

SALARYB   *(DISPLAY IF ONLINE) Sorry but the salary you entered doesn't fit within our range. Please select the best option for how much you would usually earn in < IF MORE1JOB=5: this job/ IF MORE1JOB=1: **all your jobs**>, per annum before tax or anything else was taken out?

*(DISPLAY IF CATI) Sorry but the salary you provided doesn't fit within our range. I will read out some salary ranges, please select the best option for how much you would usually earn in < IF MORE1JOB=5: this job/ IF MORE1JOB=1: all your jobs>, per annum before tax or anything else was taken out?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from all jobs*

*PROGRAMMER NOTE: ALLOW RESPONSES TO BE ENTERED OUTSIDE OF RANGE

*PROGRAMMER NOTE: SALARYB NEEDS TO ONLY SHOW WHEN SALARYA=BELOW OR ABOVE RANGE ALLOWED OR USLHRS=BLANK AND SALARYA=1

*PROGRAMMER NOTE: POP UP 'ALL YOUR JOBS' = 'THIS REFERS TO THE COMBINED INCOME RECEIVED FROM ALL JOBS'

(SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more
12. Don't know

*(INAUST=1 AND MORE1JOB=1 OR 99, WORKING IN AUSTRALIA AND MORE THAN ONE JOB)

SALARYC And in **Australian dollars**, how much do you usually earn in your **main job**, before tax or anything else is taken out? *Please make only one selection.* *Specify in whole dollars, excluding spaces, commas, dollar sign ($).*

INTERVIEWER NOTE: main job = *This refers to the job that you work the most hours*

*PROGRAMMER NOTE: ALLOW RESPONSES TO BE ENTERED OUTSIDE OF RANGE

*PROGRAMMER NOTE: IF USLHRSM IS BLANK AND SALARYC CODE 1 IS WITHIN RANGE, GO TO SALARYD

*PROGRAMMER NOTE: POP UP 'MAIN JOB' = 'THIS REFERS TO THE JOB THAT YOU WORK THE MOST HOURS'

*PROGRAMMER NOTE: ONLY ALLOW ONE SELECTION

*PROGRAMMER NOTE: SHOW LIVE CALCULATION OF ANNUAL SALARY IN BOLD WITH ANNUAL SALARY: BEFORE IT – THIS SHOULD UPDATE AS SOMEONE TYPES INTO CODES 1 THRU 6 BELOW

(SINGLE RESPONSE)

1. Amount per **hour** (Please specify) (NUMERIC, RANGE 1-250) *PROGRAMMER NOTE: ONLY DISPLAY IF USLHRSM IS NOT BLANK
2. Amount per **day** (Please specify) (NUMERIC, RANGE 1-800)
3. Amount each **week** (Please specify) (NUMERIC, RANGE 1-4000)
4. Amount each **fortnight** (Please specify) (NUMERIC, RANGE 1-8000)
5. Amount each **month** (Please specify) (NUMERIC, RANGE 1-17,500)
6. Amount each **year** (Please specify) (NUMERIC, RANGE 1-250K)
7. No earnings
8. Don't know

*(SALARYC=BELOW OR ABOVE RANGE ALLOWED OR USLHRS=BLANK AND SALARYC=1, MORE THAN ONE JOB AND OUT OF RANGE SALARY ENTERED)
SALARYD *(DISPLAY IF ONLINE) Sorry but the salary you entered doesn't fit within our range. Please select the best option for how much you would usually earn in your main job, per annum before tax or anything else was taken out?

*(DISPLAY IF CATI) Sorry but the salary you entered doesn't fit within our range. I will read out some salary ranges, please select the best option for how much you would usually earn in your main job, per annum before tax or anything else was taken out?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

INTERVIEWER NOTE: main job = *This refers to the job that you work the most hours*

(SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more
12. Don't know

*PROGRAMMER NOTE: SALARY LOGIC CALCULATION IF MORE1JOB=1:

1.   IF RESPONDED TO BOTH SALARYA AND SALARYB, OR SALARYC AND
      SALARYD TAKE SALARYB OR SALARYD FOR THIS CALCULATION
2.   CALCULATE ANNUAL SALARY FOR SALARY A AND SALARYC. SAS
      CALCULATION:

IF SALARYA =1 THEN SALARYA = USLHRS*365.25/7;
ELSE IF SALARYC =1 THEN SALARYC= USLHRSM*365.25/7;
ELSE IF SALARYA OR SALARYC =2 THEN SALARYA/SALARYC= 5*365.25/7;
ELSE IF SALARYA OR SALARYC =3 THEN SALARYA/SALARYC=365.25/7;
ELSE IF SALARYA OR SALARYC =4 THEN SALARYA/SALARYC=365.25/14;
ELSE IF SALARYA OR SALARYC =5 THEN SALARYA/SALARYC=*12;
ELSE IF SALARYA OR SALARYC =6 THEN SALARYA/SALARYC=6
ELSE IF SALARYA OR SALARYC =7 THEN SALARYA/SALARYC=0;

3.   TAKE LOWEST VALUE IN THE RANGE SELECTED AT SALARYB AND
      SALARYD
4.   CALCULATE:
          A. IF SALARYC > SALARYA GO TO SALCONF1
          B. IF SALARYD MINIMUM > SALARYA GO TO SALCONF1
          C. IF SALARYC > SALARYB MAXIMUM GO TO SALCONF1
          D. IF SALARYD MINIMUM > SALARYB MINIMUM GO TO SALCONF1

*PROGRAMMER NOTE: SHOW SALCONF1 AND SALCONF2 ON THE SAME PAGE

PROGRAMMER NOTE: IF SALCONF1 > SALCONF2 SHOW ERROR MESSAGE:
'PLEASE ENSURE YOUR EARNINGS FOR ALL YOUR JOBS IS HIGHER THAN YOUR
SALARY FOR YOUR MAIN JOB'.

*PROGRAMMER NOTE: POP UP 'MAIN JOB' = 'THIS REFERS TO THE JOB THAT
YOU WORK THE MOST HOURS'

*(SALARY MAIN JOB HIGHER THAN SALARY ALL JOBS)
SALCONF1 Sorry but the salary you entered for your **main job** is higher than the salary you entered
for **all your jobs.** Please select the best option for how much you would usually earn in
your **main job**, per annum before tax or anything else was taken out?

INTERVIEWER NOTE: main job = *This refers to the job that you work the most hours*
INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from
all jobs*

(SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more
12.   Don't know

*(SALARY MAIN JOB HIGHER THAN SALARY ALL JOBS)

SALCONF2 And which of the following would you usually earn in your **all your jobs**, per annum before tax or anything else was taken out?

INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from all jobs*

*PROGRAMMER NOTE: POP UP 'ALL YOUR JOBS' = 'THIS REFERS TO THE COMBINED INCOME RECEIVED FROM ALL JOBS'

(SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more
12. Don't know

*(INAUST=2, WORKING OUTSIDE AUSTRALIA)
SALARYOS What is your gross (that is pre-tax) annual salary? You can estimate if necessary.

*(ONLINE) Please select currency from the drop down list
*(CATI) And to confirm, what currency is that?
<CURRENCY DROP DOWN LIST>

*PROGRAMMER NOTE: DISPLAY CURRENCY LIST IN DROP DOWN

*(IF SALARYOS=OTHER SPECIFY, OTHER CURRENCY)
SALARYOS_OTH   Please specify the currency you referred to.

1. <verbatim text box>

*(TIMESTAMP)

*(EMP12=5 AND SELFEMP=1 OR PAYARRNG=12, 14, 15, 17-20, WORKED FOR EMPLOYER FOR LESS THAN 12 MONTHS AND NOT SELF EMPLOYED)
FINDJOB How did you first find out about this job?

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1. University or college careers service
2. Careers fair or information session
3. Other university or college source (such as faculties or lecturers or student society)
4. Advertisement in a newspaper or other print media
5. Advertisement on the internet (e.g. Seek, CareerOne, Ethical Jobs)
6. Via resume posted on the internet
7. Family or friends
8. Approached employer directly
9. Approached by an employer
10. Employment agency
11. Work contacts or networks

12. Social media (e.g. LinkedIn)
17. An employer promotional event
14. Graduate program / internship / work placement
13. Other (Please specify)

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
SPOQ   The following statements are about your skills, abilities and education.

Please indicate the extent to which you strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with each of these statements.

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(STATEMENTS)

a) My job requires less education than I have
b) I have more job skills than are required for this job
c) Someone with less education than myself could perform well on my job
d) My previous training is being fully utilised on this job
e) I have more knowledge than I need in order to do my job
f) My education level is above the level required to do my job
g) Someone with less work experience than myself could do my job just as well
h) I have more abilities than I need in order to do my job

(RESPONSE FRAME)

1. Strongly disagree
2. Disagree
3. Neither disagree nor agree
4. Agree
5. Strongly agree

*PROGRAMMER NOTE: SPOQSCL CALCULATION IF 6 VALID RESPONSES AT SPOQ4 OTHERWISE SKIP

CALCULATE THE AVERAGE RATING ACROSS ALL THE ITEMS SOMEONE ANSWERS - RANGE 1 TO 5 AS PER CODEFRAME. NOTE: SCORES FOR SPOQ4. ARE REVERSED, STRONGLY AGREE=1, STRONGLY DISAGREE=5

EXAMPLE: AVERAGE = (3 + 4 + 4 + 4 + 4 + 2 + 2 + 4) / 8 = 27 / 8 = 3.375

WE CALCULATE AN AVERAGE FOR EACH VALID RESPONSE, SO IF THEY SKIP AN ITEM (DK/REF/NO ANSWER) WE EXCLUDE THAT FROM THE AVERAGE.

*(SPOQSCL >=3.5, PERCEIVED OVER QUALIFICATION FOR CURRENT JOB)
RSOVRQ   Your previous responses indicated that you have more skills or education than are needed to do your current job. What is the **main reason** you are working in a job that doesn't use all of your skills or education? *Please select only one answer.*

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1. No suitable jobs in my local area
2. No jobs with a suitable number of hours
3. No suitable jobs in my area of expertise
4. Considered to be too young by employers
5. Considered to be too old by employers
9. Caring for children
10. Studying
12. I'm satisfied with my current job
13. I had to change jobs due to COVID-19

14. Not enough work experience
15. Entry level job/career stepping stone
16. Changing jobs/Careers
17. Do not have permanent residency
18. For financial reasons
11. Other (Please specify)

*(TIMESTAMP)

MODULE C: FURTHER STUDY

*(ALL)
FURSTUD Are you currently a full-time or part-time student at a TAFE, university or other educational institution?

1. Yes – full-time
2. Yes – part-time
5. No

*(FURSTUD= 1 OR 2, STUDYING)
FURNEW Are you **currently studying in a new course** after completing your <E308>?

1. Yes
2. No

*(FURSTUD= 1 OR 2, STUDYING)
FURQUAL What is the full title of the **qualification** you are currently studying?

1.   <verbatim text box>

INTERVEWER NOTE: qualification = *qualification refers to the course, degree or program that you are currently studying*

*PROGRAMMER NOTE: POP UP 'QUALIFICATION' = 'REFERS TO THE COURSE, DEGREE OR PROGRAM THAT YOU ARE CURRENTLY STUDYING'

*(FURSTUD= 1 OR 2, STUDYING)
FURFOE What is your major field of education for this **qualification**?

INTERVEWER NOTE: qualification = *qualification refers to the course, degree or program that you are currently studying*

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1. Natural and Physical Sciences
2. Information Technology
3. Engineering and Related Technologies
4. Architecture and Building
5. Agriculture Environmental and Related Studies
6. Health
7. Education
8. Management and Commerce
9. Society and Culture
10. Creative Arts
11. Food, Hospitality and Personal Services
12. Mixed field qualification
13. Other (Please specify)

*(FURSTUD= 1 OR 2, STUDYING)

FURLEV   What is the level of this qualification?

        *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

        (SINGLE RESPONSE)

1.   Higher Doctorate
2.   Doctorate by Research
3.   Doctorate by Coursework
4.   Master Degree by Research
5.   Master Degree by Coursework
6.   Graduate Diploma
7.   Graduate Certificate
8.   Bachelor (Honours) Degree
9.   Bachelor (Pass) Degree
10.   Advanced Diploma
11.   Associate Degree
12.   Diploma
13.   Non-award course
14.   Bridging and Enabling course
15.   Certificate I-IV

*(FURSTUD=1 OR 2, STUDYING)
FURINST   And the institution where you are currently studying? *(CATI) INTERVIEWER NOTE: **Please type at least 3 letters**

        *PROGRAMMER NOTE: SHOW INTERVIEWER NOTE TEXT FOR CATI ONLY, SHOW PLEASE TYPE AT LEAST 3 LETTERS FOR BOTH MODES

1.   <look up list> *PROGRAMMER NOTE: USE FURINST LOOKUP LIST

*(TIMESTAMP)

MODULE D2: GRADUATE ATTRIBUTES – OVERALL SATISFACTION/PREQ

*(STUDENTTYPE = 1, NOT POSTGRADUATE BY RESEARCH)

        *PROGRAMMER NOTE: WHERE CEQTYPE=1 AND QUALNUM_S= 2 CEQ TEXT FILL RANDOMLY WITH 'FINALMAJOR1' OR 'FINALMAJOR2' IF BOTH MAJORS ARE PRESENT. IF ONLY 'FINALMAJOR1' PRESENT, TEXT FILL WITH 'FINALMAJOR1'.

        CEQTYPE=1 AND QUALNUM_S= 1 CEQ TEXT FILL WITH 'FINALMAJOR1'

        IF CEQTYPE=2 TEXT FILL FINALCOURSEA

1.   FinalMajor1/2
2.   FinalCourseA

CEQ   Now a question regarding your <FinalMajor1/FinalMajor2/FinalCourseA> <major/qualification>.

        Please indicate the extent to which you strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with the following statement.

        *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

        (STATEMENTS)

        ceq149   Overall, I was satisfied with the quality of this <course>

        (RESPONSE FRAME)

1. Strongly disagree
2. Disagree
3. Neither disagree nor agree
4. Agree
5. Strongly agree

*(STUDENTTYPE=1 AND QUALNUM_S=2 OR STUDENTTYPE=1 AND QUALNUM_S=1 AND FINALMAJOR1 NOT BLANK AND FINALMAJOR2 NOT BLANK AND PREPOP NE 3, NOT POSTGRADUATE BY RESEARCH AND MORE THAN ONE MAJOR/COURSE)

*PROGRAMMER NOTE:

WHERE CEQTYPE = 1 AND QUALNUM_S = 2, CEQB TEXT FILL RANDOMLY WITH 'FINALMAJOR3' OR 'FINALMAJOR4' WHEN BOTH MAJORS ARE PRESENT, OTHERWISE TEXT FILL WITH 'FINALMAJOR3'.

WHERE CEQTYPE = 1 AND QUALNUM_S = 1, CEQBTEXT FILL WITH 'FINALMAJOR2' IF PRESENT, OTHERWISE GO TO MODULE E.

IF CEQTYPE=2 ONLY SHOW FINALCOURSEB

QUALNUM_S = 2
1. FinalMajor3/4
2. FinalCourseB

QUALNUM_S=1
1. FinalMajor2

CEQB   Now thinking about your <FinalMajor3/FinalMajor4/FinalCourseB/FinalMajor2> <major/qualification>.

Please indicate the extent to which you strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with the following statement.

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(STATEMENTS)

ceq249   Overall, I was satisfied with the quality of this <course>

(RESPONSE FRAME)

1. Strongly disagree
2. Disagree
3. Neither disagree nor agree
4. Agree
5. Strongly agree

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
PREQ   Please tell us about your postgraduate research experience.

If you have had more than one supervisor or have studied in more than one department or faculty, please respond to the questions below in relation to your most recent supervision experience, whether by one or more supervisors.

Please interpret 'thesis' and other research-related terms in the context of your own field of education.

Please indicate the extent to which you strongly disagree, disagree, neither agree nor disagree, agree or strongly agree with each of these statements.

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(STATEMENTS)

preq01 Supervision was available when I needed it
preq02 The thesis examination process was fair
preq03 I had access to a suitable working space
preq04 I developed an understanding of the standard of work expected
preq29 I am confident that I can apply my skills outside the university sector
preq05 The department provided opportunities for social contact with other postgraduate students
preq30 I improved my ability to design and implement projects effectively
preq06 My research further developed my problem solving skills
preq07 My supervisor(s) made a real effort to understand difficulties I faced
preq08 I had good access to the technical support I needed
preq09 I was integrated into the department's community
preq10 I improved my ability to communicate information effectively to diverse audiences
preq11 I understood the required standard for the thesis
preq31 I had opportunities to develop professional connections outside the university sector
preq12 I was able to organise good access to necessary equipment
preq13 My supervisor(s) provided additional information relevant to my topic
preq14 I developed my skills in critical analysis and evaluation
preq15 I was satisfied with the thesis examination process
preq16 The department provided opportunities for me to become involved in the broader research culture
preq17 I was given good guidance in topic selection and refinement
preq18 I had good access to computing facilities and services
preq32 I had opportunity to work on research problems with businesses, governments, communities or organisations outside the university sector
preq19 I understood the requirements of thesis examination
preq33 I developed my understanding of research integrity (e.g. rigour, ethics, transparency, attributing the contribution of others)
preq20 I improved my ability to plan and manage my time effectively
preq21 My supervisor(s) provided helpful feedback on my progress
preq22 A good seminar program for postgraduate students was provided
preq23 The research environment in the department or faculty stimulated my work
preq24 I received good guidance in my literature search
preq34 I gained confidence in leading and influencing others
preq25 The examination of my thesis was completed in a reasonable time
preq26 As a result of my research, I feel confident about tackling unfamiliar problems
preq27 There was appropriate financial support for research activities
preq28 Overall, I was satisfied with the quality of my higher degree research experience

(RESPONSE FRAME)

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

*(ALL)
INTROB Now, a couple of general questions about your <course>...

*PROGRAMMER NOTE: DISPLAY NEXT TWO QUESTIONS ON THE SAME SCREEN

*(ALL)
BESTASP What were the best aspects of your <course>? *Please note, aspects could include things like the course content, teaching or assessments.*

1. <verbatim text box>

*(ALL)
IMPROVE   What aspects of your <course> were most in need of improvement? *Please note, aspects could include things like the course content, teaching or assessments.*

    1.   <verbatim text box>

*(TIMESTAMP)

MODULE E: GRADUATE PREPARATION

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
FORMREQ Is a **<FinalCourseA/FinalCourseB>** or similar qualification a formal requirement for you to do your current job?

    1.   Yes
    2.   No

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
QUALIMP   To what extent is it important for you to have a **<FinalCourseA/FinalCourseB>**, to be able to do your job?

    *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

    1.   Not at all important
    2.   Not that important
    3.   Fairly important
    4.   Important
    5.   Very important

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
CRSPREP   Overall, how well did your **<FinalCourseA/FinalCourseB>** prepare you for your job?

    *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

    1.   Not at all
    2.   Not well
    3.   Well
    4.   Very well
    5.   Don't know / Unsure

*PROGRAMMER NOTE: DISPLAY BESTPREP AND IMPPREP ON THE SAME PAGE

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
BESTPREP What are the main ways that < E306CTXT > prepared you for employment in your organisation?

    1.   <verbatim text box>

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
IMPPREP   What are the main ways <E306CTXT> could have better prepared you for employment in your organisation?

    1.   <verbatim text box>

    *PROGRAMMER NOTE: DISPLAY FSBEPREP AND FSIMPREP ON THE SAME PAGE

*(FURSTUD =1 OR 2, IN FURTHER STUDY)
FSBEPREP What are the main ways that <E306CTXT> prepared you for further study?

    1.   <verbatim text box>

*(FURSTUD =1 OR 2, IN FURTHER STUDY)
FSIMPREP What are the main ways <E306CTXT> could have better prepared you for further study?

        1.   <verbatim text box>

*(TIMESTAMP)

MODULE F: ADDITIONAL ITEMS

Department - Postgraduates

*(ALL)
Intlintroa And now some specifics about your *(IF STUDENTTYPE=1, DISPLAY: <course/program>,
        IF STUDENTTYPE=2, DISPLAY: <postgraduate research>.)

*(ALL)
OSSTUDY Did you undertake any study during your *(IF STUDENTTYPE=1, DISPLAY: <course>IF
        STUDENTTYPE=2, DISPLAY: <postgraduate research>) outside of Australia (e.g.
        student exchange or study abroad?)

        1.   Yes
        2.   No
        3.   Not applicable

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
INTERN   Did your <FinalCourseA/FinalCourseB> include an internship component?

        1.   Yes
        2.   No
        3.   Don't know

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
INTLEARN Did you participate in other types of work-integrated learning (e.g. placements,
        practicums, consultancies, industry research projects) as part of your
        <FinalCourseA/FinalCourseB>?

        1.   Yes
        2.   No
        3.   Not applicable

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
TRAINING   Did your <FinalCourseA/FinalCourseB> include training in….

        *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

        (STATEMENTS)

        Pgreslink101/IPA   Intellectual property awareness
        Pgreslink102/BUSMAN   Business management
        Pgreslink103/ENTPNR   Entrepreneurship

        (RESPONSE FRAME)

        1.   Yes
        2.   No
        3.   Don't know

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)

COFUND   Was your <FinalCourseA/FinalCourseB> jointly supervised or co-funded by an industry
           partner? *Please select all that apply.*

           (MULTIPLE RESPONSE)

           1/JOINTSUP.   Yes it was jointly supervised
           2/COFUND.   Yes it was co-funded
           3/NOJSCF.   No *(EXCLUSIVE)
           4/DKJSCF.   Don't know *(EXCLUSIVE)

*(TIMESTAMP)

MODULE G: CONTACT DETAILS

*(ALL)
CONTACT   *(DISPLAY IF CONTACT_CONDITION=1)

           It would be great to stay in touch to see how your career develops in coming years. Do
           you consent to being contacted to participate in future research to improve higher
           education?

           *(DISPLAY IF CONTACT_CONDITION=2)
           In a couple of years' time, we are undertaking a follow up survey with graduates to see
           how their career has developed.

           Do you consent to being invited to participate in this important future research?

           For further information on the survey please click here (link to: https://www.qilt.edu.au/qilt-
           surveys).

           1.   Yes
           2.   No

*(ALL)
ALUMNI   Do you consent to your details being passed on to your Alumni services at your institution
           for them to update your details?

           1.   Yes
           2.   No

*(CONTACT=1 or Alumni=1, CONSENT TO RECONTACT)
Email/EMAIL *(DISPLAY IF ONLINE) We would like to make sure all your contact information is up to
           date. Is the email address below a permanent email address that we can use in the
           future?

           *(DISPLAY IF CATI) We would like to make sure all your contact information is up to
           date. Is the following email address a permanent email address that we can use in the
           future?

           Email address: <email address>

           1.   Permanent email address is as above
           2.   Enter new permanent email address [email box] *PROGRAMMER NOTE: Kickbox
                   validation required
           3.   Don't have a permanent email address
           4.   Do not wish to be re-contacted by email

*(ADDFLAG=1 AND CONTACT=1, ADDRESS SUPPLIED AND CONSENT TO RECONTACT)
ADDRESS   The postal address we have for you is:

        <add1> <add2> <add3>
        <suburb> <state> <pcode>
        <country>

      Is this correct?

      1.   Yes
      2.   No *(DISPLAY AND EDIT ADDRESS ONE FIELD AT A TIME WHERE
              NECESSARY)
      3.   Do not wish to be contacted by post

*(CONTACT=1 OR ALUMNI=1 AND ADD1=BLANK NO ADDRESS SUPPLIED AND CONSENT TO
        RECONTACT)
ADDRESS2 We do not have any postal information provided for you. Would you like to update your
        postal details?

      1.   Yes
      2.   No
      3.   Do not wish to be contacted by post

*PROGRAMMER NOTE: SURVEY IS CONSIDERED COMPLETE AT THIS POINT

*(TIMESTAMP)

*(ALL)
C4   Would you like to be notified via email when the national data is released on the Quality
       Indicators for Learning and Teaching (QILT) website?

      1.   Yes
      2.   No

*(IF (CONTACT=2 AND ALUMNI=2) AND C4=1, DECLINED FURTHER RESEARCH AND ALUMNI
AND CONSENT TO RECEIVE RESULTS)
NTFEMAIL   What is the best email address to send the notification to?

      <email>

      1. Address as above
      2. Enter new email address

*(ALL)
CATCH   If you would like to provide any additional information relating to your current situation
       please use the space below.

      1. <FULL VERBATIM>

**PROGRAMMER NOTE: IF CONDITION BELOW IS MET FLAG AS ESSINSCOPE=1
*(Extraquota = 0 AND (1<=USLHRS <=168 OR 1<=ACTLHRS <=168) AND (((WORKED=1 OR
AWAYWORK=1) AND NOT (SELFEMP=2 OR PAYARRNG=10,11,13,16)) OR (SELFEMP=1 AND
PAYMENT=1) OR ((SELFEMP=3 OR PAYMENT=5) AND PAYARRNG=12,14,15,17,18,19,20) AND
GRADFULLNAME IS NOT NULL), WORKING OR AWAY FROM JOB THAT IS PAID AND NOT
SELF-EMPLOYED AND VALID WORKING HOURS FOR SOME JOBS AND HAS NAME)

*(Extraquota = 0 AND (1<=USLHRS <=168 OR 1<=ACTLHRS <=168) AND (((WORKED=1 OR AWAYWORK=1) AND NOT (SELFEMP=2 OR PAYARRNG=10,11,13,16)) OR (SELFEMP=1 AND PAYMENT=1) OR ((SELFEMP=3 OR PAYMENT=5) AND PAYARRNG=12,14,15,17,18,19,20) AND MODE=CATI) WORKING OR AWAY FROM JOB THAT IS PAID AND NOT SELF-EMPLOYED AND VALID WORKING HOURS FOR SOME JOBS AND CATI)
BRIDGE1

>*(DISPLAY IF CATI): INTERVIEWER NOTE: Please click link below to continue.
><DISPLAY LINK FOR ESSX>
>
>*(DISPLAY IF CATI): **DO NOT PROCEED WITHOUT COMPLETING ADDITIONAL QUESTIONS VIA LINK ABOVE**
>
>1.   Provided supervisor details
>2.   Refused supervisor details
>3.   Other

*PROGRAMMER NOTE: TRANSFER THOSE ELIGIBLE FOR BRIDGE (ESSINSCOPE=1) TO ESSx
        JOB

*(ESSINSCOPE=2, NOT ELIGIBLE FOR BRIDGE)
END

*(DISPLAY IF ONLINE)

>Thank you for your responses.
>
>Please click '**Submit**' to finalise your survey and be redirected to our homepage.
>
>Everyone's experiences are different, if the questions in this survey have raised anything that you would like support for, you could contact:
>- beyondblue on 1300 22 46 36
>- Lifeline on 13 11 14
>
>*(IF CATI) We appreciate your feedback, which will remain confidential. It plays a significant role in enhancing Australian higher education. I can give you the details of some websites if you would like further information:
>
>www.gos.edu.au – The survey home page with links to key information.
>www.srcentre.com.au/gos – A list of GOS FAQs with detailed information.
>www.compared.edu.au – The ComparEd website helps you compare official study experience and employment outcomes data from Australian higher education institutions.
>
>IF NEEDED: Everyone's experiences are different, if the questions in this survey have raised anything that you would like support for, you could contact:
>- beyondblue on 1300 22 46 36
>- Lifeline on 13 11 14
>
>Thank you for your time. Just in case you missed it, my name is <NAME> from the Social Research Centre and this survey is being conducted on behalf of The Australian Government Department of Education, Skills and Employment.

*(CATI ONLY)
INT

>**DO NOT ASK, INTERVIEWER PLEASE RECORD**
>Was the interview conducted on a domestic number or international number?
>
>1.   Domestic number
>2.   International number
>
>**SUBMIT**

*PROGRAMMER NOTE: FOR ONLINE, SUBMIT BUTTON LINKS TO:
http://www.qilt.edu.au/surveys/gos/thank-you

*(INSTITUTION2=2)
TERM
*(IF ONLINE) Thanks for taking the time to start the Graduate Outcomes Survey. You may still be eligible to provide feedback on the <E308A/E308B> for <E306CTXT> through the GOS. If you are unsure about these <course> details or would like to check your eligibility for the GOS survey, please contact gos@srcentre.com.au or call 1800 055 818.

*(IF CATI) Thank you for your willingness to complete the Graduate Outcomes Survey (GOS). Unfortunately, that's all we need from you as we can only speak to graduates who completed their course recently.

*(TIMESTAMP)

*(INTRO=3 OR 4, HOUSEHOLD OR RESPONDENT REFUSAL)
RR1   OK, that's fine, no problem, but could you just tell me the main reason you do not want to participate, because that's important information for us?

1. No comment / just hung up
2. Too busy
3. Not interested
4. Too personal / intrusive
5. Don't like subject matter
6. Don't believe surveys are confidential / privacy concerns
7. Don't trust surveys / government
8. Never do surveys
9. Survey is too long
10. Get too many calls for surveys / telemarketing
11. Silent number
12. Other (Please specify)

*(REFUSED)
RR2

RECORD RE-CONTACT TYPE

1. Definitely don't call back *(GO TO TERM2)
2. Possible conversion *(GO TO TERM2)

*(EM1=1 OR 2, WANTS TO COMPLETE ONLINE AND PROVIDED EMAIL)
TERM1   Thank you so much for being willing to take part in the survey, you will receive the survey via email in the next hour or so. Your feedback plays a significant role in enhancing Australian higher education.

*(INTRO=5 OR INTRO2=5, LANGUAGE DIFFICULTY)
TERM2   No worries, thanks very much for your help anyway.

*(ALLTERM)

		Detailed outcome	Summary outcome
1	SUBMIT	Completed interview	Interview
2	INTRO=3 OR INTRO2=3	Household refusal	Refusal
3	INTRO=4 OR INTRO2=4	Respondent refusal	Refusal
4	INTRO=5 OR	Language difficulty	Other contacts

	INTRO2=5		
5	EM1=1 OR 2	Agreed to complete online	Other contacts
6	INSTITUTION2=2	NQ at institution - Wrong info	Screen outs
7	QET	Terminated midway	Contacts

2526 2021 GOS May mixed mode questionnaire

Questionnaire Variable name	Brief description	Detailed description (if applicable)	Key use points
GOSID	Graduate ID	SRC assigned ID	To identify graduate in sample
E403	Graduate first name	Sourced from sample	Introduction
E402	Graduate surname	Sourced from sample	Introduction
E306	Institution code	Sourced from sample	Throughout
E306CTXT	Institution name	Sourced from sample	Throughout
Email1	Graduate email	Sourced from sample	Email collection
partialcomp	Status	0 = not started 1 = started Must be past the intro screen	Introduction
sectionflag	Which section paused at	Which section respondent stopped at when completing online	Introduction
gradyr	Graduation year		Module A: Screening and confirmation
course	Name of course or program	Name of course or program as defined by institution	Throughout survey
E308A	Course	Course name for qualification 1	Module A: Screening and confirmation
E308B	Course	Course name for qualification 2	Module A: Screening and confirmation
QUALNUM_S	Number of Qualifications in sample	QUALNUM_S = 1 (one qualification in the sample) QUALNUM_S = 2 (two qualifications in the sample)	Module A: Screening and confirmation/ to calculate the number of qualifications
PREPOP	Majors in sample	PREPOP = 1 (Majors supplied in sample) PREPOP = 2 (Majors NOT in sample but need to be supplied) PREPOP = 3 (Majors NOT in sample but NOT to be supplied)	Module A: Screening and confirmation/ to calculate the number of qualifications
maj1sample maj2sample maj3sample maj4sample	Prepopulated majors 1-4		Module A: Screening and confirmation
PPMAJ2	Number of prepopulated majors in sample	PPMAJ2 = 1 (major 2 in sample) PPMAJ2 = 0 (major 2 not in sample)	Module A: Screening and confirmation
PPMAJ4	Number of prepopulated majors in sample	PPMAJ4 = 1 (major 4 in sample) PPMAJ4 = 0 (major 4 not in sample)	Module A: Screening and confirmation
Age	Age	Identification of 65+ respondents *where Age is blank show all response frames for LF1-LF5	Module B: Labour Force, LF1 – LF5
Studenttype	Student type	Studtype = 1, student is CEQ Studtype = 2, student is PREQ Studtype = 3, student is Higher Doctorate (E310 =1)	Module D2: Graduate attributes – Overall Satisfaction/PREQ
ADDFLAG	Address provided	ADDFLAG= 1, address provided ADDFLAG-=2, no address provided	Module G: Contact Details
ADD1, ADD2, ADD3, SUBURB, PCODE, STATE, COUNTRY	Address details	Address provided in sample	Module G: Contact Details
E310	Level	Level provided in sample	Module D2: Graduate attributes

Questionnaire Variable name	Brief description	Detailed description (if applicable)	Key use points
			– Overall Satisfaction/PREQ
ENTRYMODE	Mode of survey entry	1. Link 2. Type-in 3. CATI 4. Postcard 5. Authentication 6. LMS 7. CATI in-field reminder 8. VM link 9. Full CATI – complete online 10. SMS 11. Post-field reminder calls	START
FINISHMODE	Mode of survey exit	1. Link 2. Type-in 3. CATI 4. Postcard 5. Authentication 6. LMS 7. CATI in-field reminder 8. VM link 9. Full CATI – complete online 10. SMS 11. Post-field reminder calls	END
TransferDate	Date of transfer to web		INTRO2
GradFullName	Full name	E403 + E402	
CATIType	CATI type	Reminder/Full	
NoCall	Refusals	0=OK to call 1=Not to be called	
IntLength	Interview length	15 for all other institutions	Intro

DERIVED VARIABLES

Questionnaire Variable name	Brief description	Detailed description (if applicable)	Key use points
newmaj1 newmaj2 newmaj3 newmaj4	Corrected prepopulated majors 1-4		Module A: Screening and confirmation
maj1a, maj2a, maj3a, maj4a	Post-populated majors 1-4		Module A: Screening and confirmation
CEQType	Calculated flag for module D2	used to determine whether course or major name(s) are presented in the survey at module D2. CEQType =1, CEQ presented based on major CEQType=2, CEQ presented based on course	Module D2: Graduate attributes – Overall Satisfaction/PREQ
daystart	Start of week day		Module B: Labour Force
datestart	Start of week date		Module B: Labour Force
dayend	End of week day		Module B: Labour Force
dayend	End of week date		Module B: Labour Force
ESSINSCOPE	Respondent in scope for ESS questions	1 = in scope for ESS questions 2 = not in scope for ESS questions	Module X: ESS Bridging

ADDITIONAL ITEMS

GENERAL PROGRAMMING NOTES

- Text if 'SAVE' is pressed should read 'Thanks for your time so far. You can come back to complete your survey at any time before May 30th.'

  *PROGRAMMER NOTE: SHOW 'SAVE' DATE AS JUNE 15th ONCE MAY 30th HAS PASSED.
- All lookup lists can be found here
- After Newscreen1 all CATI items should have 'item skipped' displayed

*SRC LOGO AND GOS LOGO
*(TIMESTAMP)

AUTHENTICATION TEXT

*(BEFORE SURVEY OPENS)
> Thank you for your interest in the Graduate Outcomes Survey (GOS).
>
> The GOS starts in a few days, opening from April 29th until May 30th, so please check back then.

*(INPUT SCREEN)
> Please type in your details below.

*(SUCCESSFUL AUTHENTICATION)
> Thanks, you have now been sent an email with your username and password to your nominated email address.
>
> If you have not received this email within the next hour, please call us on 1800 055 818 or email at gos@srcentre.com.au.
>
> Please check your junk mail before you call; sometimes our emails can be diverted to this folder.

Please click 'Done' to complete your request. Thank you for your time. You may close the page now.

*(DENIED AUTHENTICATION)
Sorry but your details don't match our records. Please check your details and try again.

*DISPLAY INPUT OPTIONS

If you are still unable to log in, please email gos@srcentre.com.au and we can verify your eligibility.

*PROGRAMMER NOTE: SURVEY CLOSE DATE FOR ALL NON POST-FIELD TELEPHONE ACTIVITY INSTITUTIONS IS MAY 31st AND FOR ALL POST-FIELD TELEPHONE ACTIVITY INSTITUTIONS JUNE 16th

*(AFTER SURVEY IS CLOSED)
The GOS is now closed. If you have and queries please contact the Social Research Centre on 1800 055 818 (if in Australia) or +61 3 8327 1951 (if overseas) or gos@srcentre.com.au.

You can also visit our website at http://www.qilt.edu.au/surveys/graduate-outcomes-survey.

CATI INTRODUCTION

*PROGRAMMER NOTE: ONLY ASK CATI INTRODUCTION MODULE IF CATI

*(ALL)
WELCOME SCREEN

Agreed to complete online date: 12:00:00 AM

Minutes left: <minutes>

Good afternoon/evening my name is <NAME> and I'm calling on behalf of <E306CTXT> and The Australian Government Department of Education, Skills and Employment from the Social Research Centre.

May I please speak to <E403> <E402>?

*(TRANSFERDATE=BLANK, NO TRANSFER TO WEB DATE)
INTRO

RE-INTRODUCE IF NECESSARY: Good afternoon/evening my name is <NAME> and I'm calling on behalf of <E306CTXT> and The Australian Government Department of Education, Skills and Employment from the Social Research Centre.

I'm calling to follow up on an email that we recently sent inviting you to participate in an online survey about the qualification you recently completed at <E306CTXT>.

*(DISPLAY IF PARTIAL=0) We are seeking feedback about what you are doing now that you've completed your studies. Your feedback will help facilitate the ongoing improvement of <E306CTXT> and the quality of Australian higher education in general. Your feedback is very important and we would appreciate your participation.

*(DISPLAY IF PARTIAL=0) This interview should only take about <IntLength> to 20 minutes and all information you give to us will be strictly confidential.

*(DISPLAY IF PARTIAL=1) The survey usually takes <IntLength> to 20 minutes, but it looks like you have already started so we can continue from where you left off.

Do you have some time now?

IF NEEDED: All information will be used for research purposes only and will remain completely confidential.

IF NECESSARY: Your telephone number was provided to us under strict privacy provisions by <E306CTXT> and will be used only for this research.

1. Continue
2. Wants to complete online
3. Household refusal
4. Respondent refusal
5. Language difficulty

*(TRANSFERDATE=NOT BLANK, KNOW DATE OF PREVIOUS CALL)
INTRO2

RE-INTRODUCE IF NECESSARY: Good afternoon/evening my name is <NAME> and I'm calling on behalf of <E306CTXT> and The Australian Government Department of Education, Skills and Employment from The Social Research Centre.

We spoke to you on <TransferDate> and you said you would like to complete the survey online yourself. It doesn't look like it's been completed yet so we were calling back to see if you'd like to finish it off over the phone?

*(DISPLAY IF PARTIAL=1) It looks like you have already started, so we can continue from where you left off.

Participation in this study is voluntary and you can stop the interview at any time. Do you have time now to complete the survey?

IF NEEDED: All information will be used for research purposes only and will remain completely confidential.

IF NECESSARY: Your telephone number was provided to us under strict privacy provisions by <E306CTXT> and will be used only for this research.

1. Continue (GO TO MOB) *(CLEAR TRANSFERDATE IN SAMPLE)
2. Wants email again *(SUPPRESS)
3. Household refusal
4. Respondent refusal
5. Language difficulty

*(INTRO=2, GRADUATES WHO WANT TO COMPLETE THE SURVEY ONLINE)
EM1   I can send you an email with the link to the survey. Can I please confirm your email address?

        Email address: <email1>

1. Email address shown is correct
2. Email address: (Please specify)

        *PROGRAMMER NOTE: SHOW TERM1 AND FLAG AS TRANSFER_TO_WEB

*(INTRO=5 OR INTRO2=5, LANGUAGE DIFFICULTY)
LOTE   RECORD LANGUAGE

1. Cantonese
2. Mandarin
3. Vietnamese
4. Italian
5. Greek
6. Arabic

7.   Lebanese
8.   Turkish
9.   Other language (Please specify)
10.   Language not identified / unable to establish language

*(ALL)
MOB   **DO NOT ASK**

          INTERVIEWER CHECK: ARE YOU CALLING A MOBILE?

          1.   Yes
          2.   No

*(MOB=1, CALLING MOBILES)
SAFE   May I just check whether or not it is safe for you to take this call at the moment?

          1.   Safe to take call
          2.   Not safe to take call (MAKE APPOINTMENT)

*(SAFE=2, PREVIOUS APPOINTMENT MADE)
SAFE1   **DO NOT ASK**

          1.   Returning from appointment (GO TO INTRO)

*(ALL)
MON   This call may be monitored or recorded for quality assurance purposes. Please tell me if
          you don't want this to happen.

          1.   Monitoring and recording allowed
          2.   Monitoring and recording NOT permitted

MODULE A: SCREENING AND CONFIRMATION

*(ONLINE)
CONFIRM

          Thank you for agreeing to take part in the Graduate Outcomes Survey (GOS). This is an
          important survey conducted by the Social Research Centre on behalf of The Australian
          Government Department of Education, Skills and Employment which aims to measure
          student satisfaction and graduate employment outcomes.

          The GOS is the largest Australian study of graduates and the only source of national data
          on graduate experiences with higher education. By taking part in the GOS you will help
          improve course offerings to future students. *(DISPLAY IF DATE < = 24th May 2021)
          Complete now to be entered into all remaining weekly prize draws with a chance to win
          $1,000.

          Most people take approximately <IntLength> minutes to complete all the questions.

          If you need to take a break, you can press the 'Save' button and close your browser. You
          can come back to the survey at any time and continue from where you stopped.

          Please **do not** use the browser 'BACK' button to go back to a previous question.

          Please press the 'Next' button below to continue.

*(ALL)
INSTITUTION In <gradyr>, did you complete a <E308A/E308B> at **<E306CTXT>**?

          1.   Yes
          2.   No

*(INSTITUTION=2, SELECTED NO TO COURSE PROVIDED IN SAMPLE)
INSTITUTION2 We understand that you may have completed a different course or program in an earlier year, or commenced another course recently, however we are interested in your feedback on your <E308A/E308B>.

*(DISPLAY IF ONLINE ONLY) If you completed a <E308A/E308B> at <E306CTXT>, please complete the survey.

*(DISPLAY IF CATI ONLY) To confirm did you complete a <E308A/E308B> at <E306CTXT>?

1. I have completed a <E308A/E308B> in late 2020 or early 2021
2. No (GO TO TERM)

*(IF INSTITUTION=1 OR INSTITUTION2=1 AND PREPOP=1, MODIFYING OF MAJORS)
NEWSCREEN1a

*(DISPLAY IF CATI) Now, just a couple of questions about the major(s) you recently completed for your <E308A/E308B>.

Your institution has indicated that your course majors for your <E308A/E308B> are as follows:

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

*PROGRAMMER NOTE: IF CATI DISPLAY "PLEASE NOTE.." PARAGRAPH AFTER "IS THIS CORRECT?"

Please note, the wording provided by your institution may be slightly different to how you commonly refer to your course majors. Please consider this when indicating whether the below information is correct.

*(DISPLAY): **Course A: <E308A>**

*(TEXT BOX) **Major 1:** <maj1a>

*(TEXT BOX) **Major 2:** <maj2a>

(QUALNUM_S=2)

*(DISPLAY): **Course B: <E308B>**

*(TEXT BOX) **Major 1:** <maj3a>

*(TEXT BOX) **Major 2:** <maj4a>

Is this correct?

1. Yes
2. No

*(IF NEWSCREEN1a=2 AND QUALNUM_S=2, MAJORS ARE INCORRECT AND TWO QUALIFICATIONS)
Q2   For which course or courses are your majors incorrect?

1. <E308A>
2. <E308B>
3. <E308A and E308B>

*(IF QUALNUM_S=1 AND NEWSCREEN1a=2 OR (QUALNUM_S=2 AND Q2=1 OR 3) OR (PREPOP=2)), DOING ONE QUALIFICATION OR DOING TWO QUALIFICATIONS AND MAJORS ARE INCORRECT FOR COURSE A OR STUDENT SUPPLIED MAJORS)
Q4   *(DISPLAY IF ONLINE): Which of the following best describes the name/s of your major/s for your **<E308A>**?)

*(DISPLAY IF CATI): What are the names of your majors for your **<E308A>**?

*(DISPLAY IF CATI): INTERVIEWER NOTE: IF MAJOR IS NOT ON THE LIST SELECT 'MY MAJOR IS NOT ON THE LIST', IF NO MAJOR FOR COURSE OR NO SECOND MAJOR SELECT 'I HAVE NO MAJOR/I HAVE NO SECOND MAJOR'

1.   Drop down list *(PROGRAMMER NOTE: MAJOR 1)
2.   Drop down list *(PROGRAMMER NOTE: MAJOR 2, PREPOPULATE WITH 'I have no second major for <E308A> IF PPMAJ2=BLANK)

*PROGRAMMER NOTE: FOR DROP DOWN LISTS USE INSTITUION PROVIDED LOOKUP LIST ELSE USE ASCED. ALSO NEED TO INCLUDE 'MY MAJOR IS NOT ON THE LIST', 'I HAVE NO MAJOR FOR <E308A>'/'I HAVE NO SECOND MAJOR FOR <E308A>' AND 'NOT SURE' AT BOTTOM OF THE DROP DOWN WITH A LINE SEPARATOR AND BOLDED CODES. SHOW 'I HAVE NO SECOND MAJOR FOR <E308A> IN SECOND DROP DOWN BOX. SHOW DROP DOWN BOXES SIDE BY SIDE WHERE RELEVANT
*PROGRAMMER NOTE: GREY OUT SECOND DROP DOWN LIST IF 'I HAVE NO MAJOR FOR <E308A> IS SELECTED AT FIRST DROP DOWN AND AUTO CODE TO 'I HAVE NO SECOND MAJOR FOR <E308A>
*PROGRAMMER NOTE: PREFILL DROP DOWN BOX WITH MAJOR TEXT FROM SAMPLE

*(IF Q4=MY MAJOR 1 IS NOT ON THE LIST)
Q4a   What name best describes your major for your <E308A>? *(DISPLAY IF ONLINE): If you would like to contact your institution before responding, please save the survey and come back later.

1.   RECORD VERBATIM

*PROGRAMMER NOTE: IF TWO MAJORS SELECTED AT Q4 DISPLAY "FIRST MAJOR" INSTEAD OF "MAJOR"

*(IF Q4=MY MAJOR 2 IS NOT ON THE LIST)
Q4b   What name best describes your second major for your <E308A>? *(DISPLAY IF ONLINE): If you would like to contact your institution before responding, please save the survey and come back later.

1.   RECORD VERBATIM

*(IF QUALNUM_S=2 AND Q2=2 OR 3 OR IF QUALNUM_S=2 AND PREPOP=2, DOING TWO QUALIFICATIONS AND MAJORS ARE INCORRECT FOR COURSE B OR DOING TWO QUALIFICATIONS AND STUDENT SUPPLIED MAJORS)
Q5   *(DISPLAY IF ONLINE): Which of the following best describes the name/s of your major/s for your **<E308B>**?

*(DISPLAY IF CATI): What are the names of your majors for your **<E308A>**?

*(DISPLAY IF CATI): INTERVIEWER NOTE: IF MAJOR IS NOT ON THE LIST SELECT 'MY MAJOR IS NOT ON THE LIST', IF NO MAJOR FOR COURSE OR NO SECOND MAJOR SELECT 'I HAVE NO MAJOR/I HAVE NO SECOND MAJOR'

1.   Drop down list *(PROGRAMMER NOTE: MAJOR 1)
2.   Drop down list *(PROGRAMMER NOTE: MAJOR 2, PREPOPULATE WITH 'I have no second major for <E308B> IF PPMAJ2=BLANK)

*PROGRAMMER NOTE: FOR DROP DOWN LIST USE INSTITUION PROVIDED LOOKUP LIST ELSE USE ASCED. ALSO NEED TO INCLUDE 'MY MAJOR IS NOT ON

THE LIST', 'I HAVE NO MAJOR FOR <E308B> AND 'NOT SURE' AT BOTTOM OF THE
DROP DOWN WITH A LINE SEPARATOR AND BOLDED CODES
*PROGRAMMER NOTE: GREY OUT SECOND DROP DOWN LIST IF 'I HAVE NO
MAJOR FOR <E308B> IS SELECTED AT FIRST DROP DOWN AND AUTO CODE TO 'I
HAVE NO SECOND MAJOR FOR <E308B>

*(IF Q5=MY MAJOR 1 IS NOT ON THE LIST)
Q5a   What name best describes your major for your <E308B>? *(DISPLAY IF ONLINE): If you
         would like to contact your institution before responding, please save the survey and come
         back later.

         1.   RECORD VERBATIM

         *PROGRAMMER NOTE: IF TWO MAJORS SELECTED AT Q5 DISPLAY "FIRST
         MAJOR" INSTEAD OF "MAJOR"

*(IF Q5=MY MAJOR 2 IS NOT ON THE LIST)
Q5b   What name best describes your second major for you <E308B>? *(DISPLAY IF
         ONLINE): If you would like to contact your institution before responding, please save the
         survey and come back later.

         1.   RECORD VERBATIM

*PROGRAMMER NOTE: DUMMY VARIABLE FOR MODULE D2 CREATED HERE, DUMMY
VARIABLE CEQTYPE

IF PREPOP = 1 OR 2

AT newscreen1 IF major1 OR major2 OR major3 OR major4 ≠ blank, then CEQType = 1

IF PREPOP = 1 OR 2

At newscreen1 IF 'no majors' selected at major1 AND major2 AND major3 AND major4, then
CEQType=2

IF PREPOP=3, then CEQType=2

*PROGRAMMER NOTE: AFTER THIS POINT ALL QUESTIONS ARE NOT MANDATORY

*(TIMESTAMP)

MODULE B: LABOUR FORCE

*(ALL)
PREWORKED Next we would like to understand what you are currently doing in terms of work and
study. A number of questions may seem similar, however these items are based on the Australian
Bureau of Statistics (ABS) Labour Force Survey. Using the ABS approach means the information you
provide is more robust and able to be compared to national employment statistics.

We understand many people have experienced disruptions to their employment due to COVID-19.
The Australian Government is still interested in understanding current employment situations.

*(ALL)
WORKED   Thinking about last week, the week starting <daystart>, <datestart> and ending last
         <dayend>, <dateend>.

         Last week, did you do any work **at all** in a job, business or farm?

1. Yes
5. No
6. Permanently unable to work
7. Permanently not intending to work *(DISPLAY IF AGE>64)

*(WORKED=5, NOT WORKING)
WWOPAY   Last week, did you do any work without pay in a family business?

1. Yes
5. No
6. Permanently not intending to work *(DISPLAY IF AGE>64)

*(WWOPAY=5, NOT WORKING WITHOUT PAY)
AWAYWORK Did you have a job, business or farm that you were away from because of holidays, sickness or any other reason?

Please note, if you were stood down or away from your job due to the impact of COVID-19 select 'Yes'

1. Yes
5. No
6. Permanently not intending to work *(DISPLAY IF AGE>64)

*(WORKED NE 6 OR 7 OR WWOPAY NE 6 OR AWAYWORK NE 6, WORKING OR INTENDING TO WORK)
LOOKFTWK At any time during the last 4 weeks have you been looking for full-time work?

1. Yes
5. No
6. Permanently not intending to work *(DISPLAY IF AGE>64)

*(LOOKFTWK=1 OR 5, WORKING OR INTENDING TO WORK)
LOOKPTWK Have you been looking for part-time work at any time during the last 4 weeks?

1. Yes
5. No
6. Permanently not intending to work *(DISPLAY IF AGE>64)

*(LOOKFTWK=1 OR LOOKPTWK=1 AND WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING AND LOOKING FOR WORK)
BEGNLOOK When did you begin looking for work?

1. Enter **month** <dropdown list>
2. Enter **year** (NUMERIC RANGE 1960 – 2020)

*(LOOKFTWK=1 OR LOOKPTWK=1, LOOKING FOR FULL-TIME OR PART TIME WORK)
STARTWK   If you had found a job, could you have started last week?

1. Yes
5. No

*(STARTWK=2, COULD NOT HAVE STARTED JOB LAST WEEK)
STARTWKFU Why do you say you couldn't have started last week?

1. Because of the current situation with COVID-19
5. Some other reason

*(LOOKFTWK=5 AND LOOKPTWK=5, NOT LOOKING FOR WORK)
WAITWORK You mentioned that you didn't look for work during the last 4 weeks. Was that because you were waiting to start **work you had already obtained**?

INTERVEWER NOTE: work you had already obtained = *refers to new types of work that you have acquired but not yet commenced*

*PROGRAMMER NOTE: POP UP 'WORK YOU HAD ALREADY OBTAINED' = 'REFERS TO **NEW TYPES** OF WORK THAT YOU HAVE ACQUIRED BUT NOT YET COMMENCED'

1. Yes
5. No

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)
MORE1JOB Did you have **more than 1 job or business last week**?

INTERVEWER NOTE: more than 1 job or business last week = *include jobs or businesses that you had even if you didn't work at one or more of those jobs or businesses last week*

*PROGRAMMER NOTE: POP UP 'MORE THAN 1 JOB OR BUSINESS LAST WEEK' = "INCLUDE JOBS OR BUSINESSES THAT YOU HAD EVEN IF YOU DIDN'T WORK AT ONE OR MORE OF THOSE JOBS OR BUSINESSES LAST WEEK"

1. Yes
5. No

*(TIMESTAMP)

*(MORE1JOB=1, HAS MORE THAN ONE JOB)
INTROSELFEMPii

The next few questions are about the job or business in which you usually work the most hours, that is, your **main job**.

*(AWAYWORK=1, ON LEAVE OR SICK)
INTROSELFEMPiii

The next few questions are about the job or business in which you usually work the most hours, that is, your **main job**.

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)
SELFEMP Did you work for an employer, or in your own business?

1. Employer
2. Own business (go to ACTLHRSM)
3. Other or uncertain

*(SELFEMP=1, WORKING FOR AN EMPLOYER)
PAYMENT Are you paid a wage or salary, or some other form of payment?

1. Wage or salary
5. Other or uncertain

*(SELFEMP=3 OR PAYMENT=5, OTHER WORK ARRANGEMENTS)
PAYARRNG What are your <working/payment> arrangements?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

*PROGRAMMER NOTE: 'IF SELFEMP = 3 THEN PAYARRNGTEXT = "WORKING". IF PAYMENT = 5 THEN PAYARRNGTEXT = "PAYMENT".

10. Unpaid voluntary work *(GO TO MODULE C)
11. Unpaid trainee or work placement *(GO TO MODULE C)
12. Contractor or Subcontractor
13. Own business or Partnership
14. Commission only
15. Commission with retainer
16. In a family business without pay *(GO TO MODULE C)
17. Payment in kind
18. Paid by the piece or item produced
19. Wage or salary earner
20. Other (Please specify)

*PROGRAMMER: NOTE CODES FOR TEXT SUBSTITUTION:
IF MORE1JOB=1: <MAIN JOB>
IF MORE1JOB=5: <JOB>
IF SELFEMP=2 OR PAYARRNG=12 OR 13: <BUSINESS>
IF SELFEMP=1 OR PAYARRNG=10 -11, 14-20: <EMPLOYER AT THE PLACE YOU WORK> OR <EMPLOYER>
IF SELFEMP=BLANK AND PAYARRNG=BLANK: <JOB>

*RESEARCHER NOTE: ALL BASES FOR THE REST OF MODULE B WILL ALSO EXCLUDE PAYARRNG=10, 11 OR 16, AS THESE GRADUATES SKIP TO MODULE C

*(TIMESTAMP)

*(MORE1JOB=1 AND WORKED=1 OR WWOPAY=1, MORE THAN ONE JOB OR BUSINESS AND WORKING, NOT AWAY FROM WORK)
ACTLHRSM How many hours did you **actually** work in your **main job** last week less **time off** but counting any **extra hours** worked?

INTERVEWER NOTE: time off = *includes hours lost due to illness, vacation or holidays, personal or family responsibilities, or job strike*

INTERVIEWER NOTE: extra hours = *any hours worked during the reference week over and above the standard or scheduled paid hours whether at penalty or award pay rates*

*PROGRAMMER NOTE: POP UP 'TIME OFF = "INCLUDES HOURS LOST DUE TO ILLNESS, VACATION OR HOLIDAYS, PERSONAL OR FAMILY RESPONSIBILITIES, OR JOB STRIKE"

*PROGRAMMER NOTE: POP UP 'EXTRA HOURS' = "ANY HOURS WORKED DURING THE REFERENCE WEEK OVER AND ABOVE THE STANDARD OR SCHEDULED PAID HOURS WHETHER AT PENALTY OR AWARD PAY RATES"

1. Enter hours (NUMERIC, RANGE 0-168)

*(MORE1JOB=1, MORE THAN ONE JOB OR BUSINESS)
USLHRSM How many hours do you **usually** work each week in your **main job**?

1. Enter hours (NUMERIC, RANGE 0-168)

*(WORKED=1 OR WWOPAY=1, WORKING OR WORKING WITHOUT PAY)
ACTLHRS How many hours did you **actually** work last week less **time off** but counting any **extra hours** worked IF MORE1JOB=1:<**in all your jobs**>?

1. Enter hours (NUMERIC, RANGE 0-168)

*PROGRAMMER NOTE: POP UP 'TIME OFF = "INCLUDES HOURS LOST DUE TO ILLNESS, VACATION OR HOLIDAYS, PERSONAL OR FAMILY RESPONSIBILITIES, OR JOB STRIKE"

*PROGRAMMER NOTE: POP UP 'EXTRA HOURS' = "ANY HOURS WORKED DURING THE REFERENCE WEEK OVER AND ABOVE THE STANDARD OR SCHEDULED PAID HOURS WHETHER AT PENALTY OR AWARD PAY RATES"

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)
USLHRS   How many hours do you **usually** work each week IF MORE1JOB=1:<**in all your jobs**>?

      1.   Enter hours (NUMERIC, RANGE 0-168)

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR WORKING WITHOUT PAY, OR ON LEAVE OR SICK)
PREFMHRS Would you prefer to work more hours than you usually work *IF MORE1JOB=1: <**in all your jobs**>?

      1.   Yes
      5   No
      6.   Don't know

*(PREFMHRS=1, PREFER WORK MORE HOURS)
PREFHRS   How many hours a week would you like to work?

      1.   Enter hours (NUMERIC, RANGE 0-168, CAN'T BE LESS THAN USLHRS)

*(PREFMHRS=1, PREFER WORK MORE HOURS)
AVLMHRS Last week, were you available to work more hours than you usually work?

      1.   Yes
      2.   No

*(USLHRS<35 AND PREFMHRS=5, USUALLY WORKING LESS THAN 35 HOURS AND NOT LOOKING FOR MORE HOURS)
RSNOMORE You mentioned that you are **not** looking to work more hours. What is the **main reason** you work the number of hours you are currently working? *Please select only one answer.*

    *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

    (SINGLE RESPONSE)

      1.   No suitable job in my local area
      2.   No job with a suitable number of hours
      3.   No suitable job in my area of expertise
      7.   Long-term health condition or disability
      8.   Caring for family member with a health condition or disability
      9.   Caring for children
      10.   Studying
      12.   I'm satisfied with the number of hours I work
      13.   No more hours available in current position
      14.   Work has been reduced/shutdown due to COVID-19
      15.   Due to contract restrictions
      16.   Pursuing other interests/commitments in spare time
      11.   Other (Please specify)

*(USLHRS<35 AND PREFMHRS=1, WORKING LESS THAN 35 HOURS AND LOOKING FOR MORE HOURS)

RSMORE   You mentioned that you are looking to work more hours. What is the **main reason** you work the number of hours you are currently working? *Please select only one answer.*

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1.   No suitable job in my local area
2.   No job with a suitable number of hours
3.   No suitable job in my area of expertise
4.   Considered to be too young by employers
5.   Considered to be too old by employers
9.   Caring for children
10.   Studying
12.   No more hours available in current position
13.   Work has been reduced/shutdown due to COVID-19
14.   Financial reasons
15.   Due to visa restrictions/waiting for permanent residency
11.   Other (Please specify)

*(TIMESTAMP)

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY
        FROM JOB OR WAITING TO START WORK)
OCC   What is your occupation in your <**main job/job/business**>? *(CATI) INTERVIEWER NOTE: **Please type at least 3 letters**

*PROGRAMMER NOTE: SHOW INTERVIEWER NOTE TEXT FOR CATI ONLY, SHOW PLEASE TYPE AT LEAST 3 LETTERS FOR BOTH MODES

1.   Enter occupation

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY
        FROM JOB OR WAITING TO START WORK)
DUTIES   What are your main tasks and duties?

1.   Enter main tasks and duties

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY
        FROM JOB OR WAITING TO START WORK)
EMPLOYER What is the **name of your <employer/business>**? *(CATI) INTERVIEWER NOTE: **Please type at least 3 letters**

*PROGRAMMER NOTE: SHOW INTERVIEWER NOTE TEXT FOR CATI ONLY, SHOW PLEASE TYPE AT LEAST 3 LETTERS FOR BOTH MODES. PREDICTIVE TEXT BOX USING LOOK-UP HERE, IF NOT ON LIST ALLOW MANUAL ENTRY IN OTHER SPECIFY.

INTERVEWER NOTE: name of your <employer/business> = *refers to the name of the company or business that you work for*

*PROGRAMMER NOTE: POP UP NAME OF YOUR <EMPLOYER/BUSINESS> = 'REFERS TO THE NAME OF THE COMPANY OR BUSINESS THAT YOU WORK FOR'

1.   Enter employer/business name

*PROGRAMMER NOTE: TWO INDUSTRY CHECKS NEED TO BE UNDERTAKEN PRIOR TO DISPLAY OF INDUSTRY. THESE CHECKS SHOULD BE RUN IN THE STATED ORDER AND INDCHECK2 SHOULD BE SKIPPED IF THERE IS A PRE-CODED INDUSTRY ASSOCIATED WITH OCCUPATION AT INDCHECK1:
INDCHECK1   IF THE PRE-CODED OCCUPATION SELECTED AT OCC IS
                  ASSOCIATED WITH A PRE-CODED INDUSTRY IN LOOKUP LIST

HERE, DISPLAY ASSOICATED PRE-CODED INDUSTRIES AT INDUSTRY, WITH A SPECIFIED OTHER OPTION.

INDCHECK2 IF THE EMPLOYER CAPTURED AT EMPLOYER IS ON THE LOOKUP LIST HERE (I.E. MAPPED TO ANZSIC) AUTOFILL INDUSTRY AND DO NOT ASK INDUSTRY

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY FROM JOB OR WAITING TO START WORK)

INDUSTRY What kind of **business or service** is carried out by your <employer at the place where you work/business>?

INTERVEWER NOTE: business or service = *refers to the industry your work falls under; for example, retail, construction, education*

*PROGRAMMER NOTE: POP UP BUSINESS OR SERVICE = 'REFERS TO THE INDUSTRY YOUR WORK FALLS UNDER; FOR EXAMPLE, RETAIL, CONSTRUCTION, EDUCATION'

*PROGRAMMER NOTE: FOR OCCUPATIONS WITH ASSOCIATED ANZSIC CODE SHOW RADIO BUTTONS WITH MATCHED INDUSTRIES TO ANZSCO FROM LOOKUP LIST HERE WITH CODE FOR OTHER SPECIFY. FOR OCCUPATIONS NOT ASSOCIATED WITH PRE-CODED INDUSTRY AND WHERE EMPLOYER IS NOT ASSOCIATED WITH INDUSTRY, COLLECT INDUSTRY IN LEGACY WAY.

1. Enter business or service
90. Other (Please specify)

**EMPLOYER MOVED BEFORE INDUSTRY

*(TIMESTAMP)

*PROGRAMMER NOTE: IF INDUSTRY CODE IS EQUAL TO ANZSIC 7510, 7520 OR 7530 AUTOFILL SECTOR TO 1. PUBLIC OR GOVERNMENT AND DO NOT DISPLAY SECTOR.

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 OR WAITWORK=1, WORKING OR AWAY FROM JOB OR WAITING TO START WORK)

SECTOR In what sector are you wholly or mainly employed?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

1. Public or government
2. Private
3. Not-for-profit

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)

INAUST Are you working in Australia?

1. Yes
2. No
3. Not sure

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 AND INAUST=1, WORKING OR AWAY FROM JOB) AND WORKING IN AUSTRALIA)

EMPSTATE In which state or territory is your <employer/business> currently located?

*PROGRAMMER NOTE: IF EMPSTATE NOT ASKED, AUTO-CODE BASED ON LOCATION RESPONSE.

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS
7. NT
8. ACT
98. Don't know

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1 AND INAUST=1, WORKING OR AWAY FROM
        JOB) AND WORKING IN AUSTRALIA)
LOCATION And what is the postcode or suburb of your <employer/business>?

1.   Enter postcode or suburb *PROGRAMMER NOTE USE POSTCODE LOOKUP
        LIST
2.   Not sure

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1) AND INAUST=2, WORKING OR AWAY FROM
        JOB) AND WORKING OUTSIDE AUSTRALIA)
COUNTRYx In which country is your <employer/business> based?

1.   Bangladesh
2.   Canada
3.   China (excludes SARs and Taiwan)
4.   Hong Kong (SAR of China)
5.   India
6.   Indonesia
7.   Malaysia
8.   New Zealand
9.   Saudi Arabia
10.   Singapore
11.   South Africa
12.   South Korea
13.   Sri Lanka
14.   Taiwan
15.   Thailand
16.   United States of America
17.   Vietnam
19.   Macau (SAR of China)
18.   Other (Please specify)

*(ALL)
CURCOUNTRY Do you currently live in Australia or overseas?

1.   Australia
2.   Overseas

*(CURCOUNTRY=1, LIVES IN AUSTRALIA)
CURSTATE In which state or territory do you usually live?

        *PROGRAMMER NOTE: IF CURSTATE NOT ASKED, AUTO-CODE BASED ON
        CURPCODE RESPONSE.

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS

7. NT
8. ACT
98. Don't know

*(CURCOUNTRY=1, LIVES IN AUSTRALIA)
CURPCODE   What is the postcode or suburb where you usually live?

      1.   <verbatim text box> *PROGRAMMER NOTE USE POSTCODE LOOKUP LIST
      2.   Not sure

*(CURCOUNTRY=2, LIVES OVERSEAS)
OSCOUNTRY   In which country do you currently live?

      1.   <Predictive text verbatim text box> *PROGRAMMER NOTE: USE GO8 COUNTRY LIST

*(IF WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
EMP12   Have you worked <for your employer/in your business> for 12 months or more?

      1.   Yes, more than 12 months
      5.   No, less than 12 months

*(EMP12=5, WORKED FOR EMPLOYER FOR LESS THAN 12 MONTHS)
EMPMTHS   How many months have you worked <for your employer/in your business>?

      1.   Enter number of months (NUMERIC, RANGE 1-12)

*(EMP12=1, WORKED FOR EMPLOYER FOR MORE THAN 12 MONTHS)
EMPYRS   How many years have you worked <for your employer/in your business>?

      1.   Enter number of years (NUMERIC, RANGE 1-49)

*(SELFEMP=1 OR PAYARRNG=14, 15, 17-20) AND EMP12=5 AND USLHRS>35, WORKING 35
      HOURS OR MORE AND WORKED FOR EMPLOYER FOR LESS THAN 12 MONTHS
      AND NOT SELF EMPLOYED)
FFTJOB   Is this your first full-time job?

      1.   Yes
      2.   No

*(TIMESTAMP)

*(INAUST=1, WORKING IN AUSTRALIA)
SALARYA   In **Australian dollars**, how much do you usually earn in **<IF MORE1JOB=5: this job/IF MORE1JOB=1: all your jobs>**, before tax or anything else is taken out? *Please make only one selection. Specify in whole dollars, excluding spaces, commas, dollar sign ($).*

      INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from all jobs*

      *PROGRAMMER: SHOW SALARYA AND SALARYC ON THE SAME PAGE WHEN MORE1JOB=1

      *PROGRAMMER NOTE: IF USLHRS IS BLANK AND SALARYA CODE 1 IS WITHIN RANGE, GO TO SALARYB

      *PROGRAMMER NOTE: POP UP ONLY ALLOW ONE SELECTION IF MORE THAN ONE OPTION IS SELECTED

*PROGRAMMER NOTE: SHOW LIVE CALCULATION OF ANNUAL SALARY IN BOLD WITH ANNUAL SALARY: BEFORE IT – THIS SHOULD UPDATE AS SOMEONE TYPES INTO CODES 1 THRU 6 BELOW

(SINGLE RESPONSE)

1. Amount per **hour** (Please specify) (NUMERIC, RANGE 1-250) *PROGRAMMER NOTE: ONLY DISPLAY IF USLHRS IS NOT BLANK
2. Amount per **day** (Please specify) (NUMERIC, RANGE 1-800)
3. Amount each **week** (Please specify) (NUMERIC, RANGE 1-4000)
4. Amount each **fortnight** (Please specify) (NUMERIC, RANGE 1-8000)
5. Amount each **month** (Please specify) (NUMERIC, RANGE 1-17,500)
6. Amount each **year** (Please specify) (NUMERIC, RANGE 1-250K)
7. No earnings
8. Don't know

*(INAUST=1 AND SALARYA=1 THRU 6 BUT NOT IN RANGE, WORKING IN AUSTRALIA AND OUT OF RANGE SALARY ENTERED)

SALARYB   *(DISPLAY IF ONLINE) Sorry but the salary you entered doesn't fit within our range. Please select the best option for how much you would usually earn in < IF MORE1JOB=5: this job/ IF MORE1JOB=1: **all your jobs**>, per annum before tax or anything else was taken out?

*(DISPLAY IF CATI) Sorry but the salary you provided doesn't fit within our range. I will read out some salary ranges, please select the best option for how much you would usually earn in < IF MORE1JOB=5: this job/ IF MORE1JOB=1: all your jobs>, per annum before tax or anything else was taken out?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from all jobs*

*PROGRAMMER NOTE: ALLOW RESPONSES TO BE ENTERED OUTSIDE OF RANGE

*PROGRAMMER NOTE: SALARYB NEEDS TO ONLY SHOW WHEN SALARYA=BELOW OR ABOVE RANGE ALLOWED OR USLHRS=BLANK AND SALARYA=1

*PROGRAMMER NOTE: POP UP 'ALL YOUR JOBS' = 'THIS REFERS TO THE COMBINED INCOME RECEIVED FROM ALL JOBS'

(SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more
12. Don't know

*(INAUST=1 AND MORE1JOB=1 OR 99, WORKING IN AUSTRALIA AND MORE THAN ONE JOB)

SALARYC   And in **Australian dollars**, how much do you usually earn in your **main job**, before tax or anything else is taken out? *Please make only one selection. Specify in whole dollars, excluding spaces, commas, dollar sign ($).*

INTERVIEWER NOTE: main job = *This refers to the job that you work the most hours*

*PROGRAMMER NOTE: ALLOW RESPONSES TO BE ENTERED OUTSIDE OF RANGE

*PROGRAMMER NOTE: IF USLHRSM IS BLANK AND SALARYC CODE 1 IS WITHIN RANGE, GO TO SALARYD

*PROGRAMMER NOTE: POP UP 'MAIN JOB' = 'THIS REFERS TO THE JOB THAT YOU WORK THE MOST HOURS'

*PROGRAMMER NOTE: ONLY ALLOW ONE SELECTION

*PROGRAMMER NOTE: SHOW LIVE CALCULATION OF ANNUAL SALARY IN BOLD WITH ANNUAL SALARY: BEFORE IT – THIS SHOULD UPDATE AS SOMEONE TYPES INTO CODES 1 THRU 6 BELOW

(SINGLE RESPONSE)

1.   Amount per **hour** (Please specify) (NUMERIC, RANGE 1-250) *PROGRAMMER NOTE: ONLY DISPLAY IF USLHRSM IS NOT BLANK
2.   Amount per **day** (Please specify) (NUMERIC, RANGE 1-800)
3.   Amount each **week** (Please specify) (NUMERIC, RANGE 1-4000)
4.   Amount each **fortnight** (Please specify) (NUMERIC, RANGE 1-8000)
5.   Amount each **month** (Please specify) (NUMERIC, RANGE 1-17,500)
6.   Amount each **year** (Please specify) (NUMERIC, RANGE 1-250K)
7.   No earnings
8.   Don't know

*(SALARYC=BELOW OR ABOVE RANGE ALLOWED OR USLHRS=BLANK AND SALARYC=1, MORE THAN ONE JOB AND OUT OF RANGE SALARY ENTERED)
SALARYD   *(DISPLAY IF ONLINE) Sorry but the salary you entered doesn't fit within our range. Please select the best option for how much you would usually earn in your main job, per annum before tax or anything else was taken out?

*(DISPLAY IF CATI) Sorry but the salary you entered doesn't fit within our range. I will read out some salary ranges, please select the best option for how much you would usually earn in your main job, per annum before tax or anything else was taken out?

*PROGRAMMER NOTE: IF CATI DISPLAY '**(READ OUT)**'

INTERVIEWER NOTE: main job = *This refers to the job that you work the most hours*

(SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more
12. Don't know

*PROGRAMMER NOTE: SALARY LOGIC CALCULATION IF MORE1JOB=1:

1. IF RESPONDED TO BOTH SALARYA AND SALARYB, OR SALARYC AND SALARYD TAKE SALARYB OR SALARYD FOR THIS CALCULATION
2. CALCULATE ANNUAL SALARY FOR SALARY A AND SALARYC. SAS CALCULATION:

IF SALARYA =1 THEN SALARYA = USLHRS*365.25/7;
ELSE IF SALARYC =1 THEN SALARYC= USLHRSM*365.25/7;
ELSE IF SALARYA OR SALARYC =2 THEN SALARYA/SALARYC= 5*365.25/7;
ELSE IF SALARYA OR SALARYC =3 THEN SALARYA/SALARYC=365.25/7;
ELSE IF SALARYA OR SALARYC =4 THEN SALARYA/SALARYC=365.25/14;
ELSE IF SALARYA OR SALARYC =5 THEN SALARYA/SALARYC=*12;
ELSE IF SALARYA OR SALARYC =6 THEN SALARYA/SALARYC=6
ELSE IF SALARYA OR SALARYC =7 THEN SALARYA/SALARYC=0;

3. TAKE LOWEST VALUE IN THE RANGE SELECTED AT SALARYB AND SALARYD
4. CALCULATE:
    A. IF SALARYC > SALARYA GO TO SALCONF1
    B. IF SALARYD MINIMUM > SALARYA GO TO SALCONF1
    C. IF SALARYC > SALARYB MAXIMUM GO TO SALCONF1
    D. IF SALARYD MINIMUM > SALARYB MINIMUM GO TO SALCONF1

*PROGRAMMER NOTE: SHOW SALCONF1 AND SALCONF2 ON THE SAME PAGE

PROGRAMMER NOTE: IF SALCONF1 > SALCONF2 SHOW ERROR MESSAGE: 'PLEASE ENSURE YOUR EARNINGS FOR ALL YOUR JOBS IS HIGHER THAN YOUR SALARY FOR YOUR MAIN JOB'.

*PROGRAMMER NOTE: POP UP 'MAIN JOB' = 'THIS REFERS TO THE JOB THAT YOU WORK THE MOST HOURS'

*(SALARY MAIN JOB HIGHER THAN SALARY ALL JOBS)
SALCONF1 Sorry but the salary you entered for your **main job** is higher than the salary you entered for **all your jobs.** Please select the best option for how much you would usually earn in your **main job**, per annum before tax or anything else was taken out?

INTERVIEWER NOTE: main job = *This refers to the job that you work the most hours*
INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from all jobs*

(SINGLE RESPONSE)

1. $1 - $9,999
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. $40,000 - $49,999
6. $50,000 - $59,999
7. $60,000 - $79,999
8. $80,000 - $99,999
9. $100,000 - $124,999
10. $125,000 - $149,999
11. $150,000 or more
12. Don't know

*(SALARY MAIN JOB HIGHER THAN SALARY ALL JOBS)

SALCONF2 And which of the following would you usually earn in your **all your jobs**, per annum before tax or anything else was taken out?

> INTERVIEWER NOTE: all your jobs = *This refers to the combined income received from all jobs*

> *PROGRAMMER NOTE: POP UP 'ALL YOUR JOBS' = 'THIS REFERS TO THE COMBINED INCOME RECEIVED FROM ALL JOBS'

> (SINGLE RESPONSE)

> 1. $1 - $9,999
> 2. $10,000 - $19,999
> 3. $20,000 - $29,999
> 4. $30,000 - $39,999
> 5. $40,000 - $49,999
> 6. $50,000 - $59,999
> 7. $60,000 - $79,999
> 8. $80,000 - $99,999
> 9. $100,000 - $124,999
> 10. $125,000 - $149,999
> 11. $150,000 or more
> 12. Don't know

*(INAUST=2, WORKING OUTSIDE AUSTRALIA)
SALARYOS What is your gross (that is pre-tax) annual salary? You can estimate if necessary.

> *(ONLINE) Please select currency from the drop down list
> *(CATI) And to confirm, what currency is that?
> <CURRENCY DROP DOWN LIST>

> *PROGRAMMER NOTE: DISPLAY CURRENCY LIST IN DROP DOWN

*(IF SALARYOS=OTHER SPECIFY, OTHER CURRENCY)
SALARYOS_OTH   Please specify the currency you referred to.

> 1. <verbatim text box>

*(TIMESTAMP)

*(EMP12=5 AND SELFEMP=1 OR PAYARRNG=12, 14, 15, 17-20, WORKED FOR EMPLOYER FOR LESS THAN 12 MONTHS AND NOT SELF EMPLOYED)
FINDJOB How did you first find out about this job?

> *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

> (SINGLE RESPONSE)

> 1. University or college careers service
> 2. Careers fair or information session
> 3. Other university or college source (such as faculties or lecturers or student society)
> 4. Advertisement in a newspaper or other print media
> 5. Advertisement on the internet (e.g. Seek, CareerOne, Ethical Jobs)
> 6. Via resume posted on the internet
> 7. Family or friends
> 8. Approached employer directly
> 9. Approached by an employer
> 10. Employment agency
> 11. Work contacts or networks

12. Social media (e.g. LinkedIn)
17. An employer promotional event
14. Graduate program / internship / work placement
13. Other (Please specify)

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
SPOQ The following statements are about your skills, abilities and education.

Please indicate the extent to which you strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with each of these statements.

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(STATEMENTS)

a) My job requires less education than I have
b) I have more job skills than are required for this job
c) Someone with less education than myself could perform well on my job
d) My previous training is being fully utilised on this job
e) I have more knowledge than I need in order to do my job
f) My education level is above the level required to do my job
g) Someone with less work experience than myself could do my job just as well
h) I have more abilities than I need in order to do my job

(RESPONSE FRAME)

1. Strongly disagree
2. Disagree
3. Neither disagree nor agree
4. Agree
5. Strongly agree

*PROGRAMMER NOTE: SPOQSCL CALCULATION IF 6 VALID RESPONSES AT SPOQ4 OTHERWISE SKIP

CALCULATE THE AVERAGE RATING ACROSS ALL THE ITEMS SOMEONE ANSWERS - RANGE 1 TO 5 AS PER CODEFRAME. NOTE: SCORES FOR SPOQ4. ARE REVERSED, STRONGLY AGREE=1, STRONGLY DISAGREE=5

EXAMPLE: AVERAGE = (3 + 4 + 4 + 4 + 4 + 2 + 2 + 4) / 8 = 27 / 8 = 3.375

WE CALCULATE AN AVERAGE FOR EACH VALID RESPONSE, SO IF THEY SKIP AN ITEM (DK/REF/NO ANSWER) WE EXCLUDE THAT FROM THE AVERAGE.

*(SPOQSCL >=3.5, PERCEIVED OVER QUALIFICATION FOR CURRENT JOB)
RSOVRQ Your previous responses indicated that you have more skills or education than are needed to do your current job. What is the **main reason** you are working in a job that doesn't use all of your skills or education? *Please select only one answer.*

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1. No suitable jobs in my local area
2. No jobs with a suitable number of hours
3. No suitable jobs in my area of expertise
4. Considered to be too young by employers
5. Considered to be too old by employers
9. Caring for children
10. Studying
12. I'm satisfied with my current job
13. I had to change jobs due to COVID-19

14. Not enough work experience
15. Entry level job/career stepping stone
16. Changing jobs/Careers
17. Do not have permanent residency
18. For financial reasons
11. Other (Please specify)

*(TIMESTAMP)

MODULE C: FURTHER STUDY

*(ALL)
FURSTUD   Are you currently a full-time or part-time student at a TAFE, university or other educational institution?

1. Yes – full-time
2. Yes – part-time
5. No

*(FURSTUD= 1 OR 2, STUDYING)
FURNEW   Are you **currently studying in a new course** after completing your <E308>?

1. Yes
2. No

*(FURSTUD= 1 OR 2, STUDYING)
FURQUAL   What is the full title of the **qualification** you are currently studying?

1. <verbatim text box>

INTERVEWER NOTE: qualification = *qualification refers to the course, degree or program that you are currently studying*

*PROGRAMMER NOTE: POP UP 'QUALIFICATION' = 'REFERS TO THE COURSE, DEGREE OR PROGRAM THAT YOU ARE CURRENTLY STUDYING'

*(FURSTUD= 1 OR 2, STUDYING)
FURFOE   What is your major field of education for this **qualification**?

INTERVEWER NOTE: qualification = *qualification refers to the course, degree or program that you are currently studying*

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(SINGLE RESPONSE)

1. Natural and Physical Sciences
2. Information Technology
3. Engineering and Related Technologies
4. Architecture and Building
5. Agriculture Environmental and Related Studies
6. Health
7. Education
8. Management and Commerce
9. Society and Culture
10. Creative Arts
11. Food, Hospitality and Personal Services
12. Mixed field qualification
13. Other (Please specify)

*(FURSTUD= 1 OR 2, STUDYING)

FURLEV What is the level of this qualification?

        *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

        (SINGLE RESPONSE)

        1.   Higher Doctorate
        2.   Doctorate by Research
        3.   Doctorate by Coursework
        4.   Master Degree by Research
        5.   Master Degree by Coursework
        6.   Graduate Diploma
        7.   Graduate Certificate
        8.   Bachelor (Honours) Degree
        9.   Bachelor (Pass) Degree
        10.   Advanced Diploma
        11.   Associate Degree
        12.   Diploma
        13.   Non-award course
        14.   Bridging and Enabling course
        15.   Certificate I-IV

*(FURSTUD=1 OR 2, STUDYING)

FURINST And the institution where you are currently studying? *(CATI) INTERVIEWER NOTE: **Please type at least 3 letters**

        *PROGRAMMER NOTE: SHOW INTERVIEWER NOTE TEXT FOR CATI ONLY, SHOW PLEASE TYPE AT LEAST 3 LETTERS FOR BOTH MODES

        1.   <look up list> *PROGRAMMER NOTE: USE FURINST LOOKUP LIST

*(TIMESTAMP)

MODULE D2: GRADUATE ATTRIBUTES – OVERALL SATISFACTION/PREQ

*(STUDENTTYPE = 1, NOT POSTGRADUATE BY RESEARCH)

        *PROGRAMMER NOTE: WHERE CEQTYPE=1 AND QUALNUM_S= 2 CEQ TEXT FILL RANDOMLY WITH 'FINALMAJOR1' OR 'FINALMAJOR2' IF BOTH MAJORS ARE PRESENT. IF ONLY 'FINALMAJOR1' PRESENT, TEXT FILL WITH 'FINALMAJOR1'.

        CEQTYPE=1 AND QUALNUM_S= 1 CEQ TEXT FILL WITH 'FINALMAJOR1'

        IF CEQTYPE=2 TEXT FILL FINALCOURSEA

        1.   FinalMajor1/2
        2.   FinalCourseA

CEQ Now a question regarding your <FinalMajor1/FinalMajor2/FinalCourseA> <major/qualification>.

        Please indicate the extent to which you strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with the following statement.

        *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

        (STATEMENTS)

        ceq149   Overall, I was satisfied with the quality of this <course>

        (RESPONSE FRAME)

1. Strongly disagree
2. Disagree
3. Neither disagree nor agree
4. Agree
5. Strongly agree

*(STUDENTTYPE=1 AND QUALNUM_S=2 OR STUDENTTYPE=1 AND QUALNUM_S=1 AND FINALMAJOR1 NOT BLANK AND FINALMAJOR2 NOT BLANK AND PREPOP NE 3, NOT POSTGRADUATE BY RESEARCH AND MORE THAN ONE MAJOR/COURSE)

*PROGRAMMER NOTE:

WHERE CEQTYPE = 1 AND QUALNUM_S = 2, CEQB TEXT FILL RANDOMLY WITH 'FINALMAJOR3' OR 'FINALMAJOR4' WHEN BOTH MAJORS ARE PRESENT, OTHERWISE TEXT FILL WITH 'FINALMAJOR3'.

WHERE CEQTYPE = 1 AND QUALNUM_S = 1, CEQBTEXT FILL WITH 'FINALMAJOR2' IF PRESENT, OTHERWISE GO TO MODULE E.

IF CEQTYPE=2 ONLY SHOW FINALCOURSEB

QUALNUM_S = 2
1. FinalMajor3/4
2. FinalCourseB

QUALNUM_S=1
1. FinalMajor2

CEQB   Now thinking about your <FinalMajor3/FinalMajor4/FinalCourseB/FinalMajor2> <major/qualification>.

Please indicate the extent to which you strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with the following statement.

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(STATEMENTS)

ceq249   Overall, I was satisfied with the quality of this <course>

(RESPONSE FRAME)

1. Strongly disagree
2. Disagree
3. Neither disagree nor agree
4. Agree
5. Strongly agree

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
PREQ   Please tell us about your postgraduate research experience.

If you have had more than one supervisor or have studied in more than one department or faculty, please respond to the questions below in relation to your most recent supervision experience, whether by one or more supervisors.

Please interpret 'thesis' and other research-related terms in the context of your own field of education.

Please indicate the extent to which you strongly disagree, disagree, neither agree nor disagree, agree or strongly agree with each of these statements.

*PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

(STATEMENTS)

preq01	Supervision was available when I needed it
preq02	The thesis examination process was fair
preq03	I had access to a suitable working space
preq04	I developed an understanding of the standard of work expected
preq29	I am confident that I can apply my skills outside the university sector
preq05	The department provided opportunities for social contact with other postgraduate students
preq30	I improved my ability to design and implement projects effectively
preq06	My research further developed my problem solving skills
preq07	My supervisor(s) made a real effort to understand difficulties I faced
preq08	I had good access to the technical support I needed
preq09	I was integrated into the department's community
preq10	I improved my ability to communicate information effectively to diverse audiences
preq11	I understood the required standard for the thesis
preq31	I had opportunities to develop professional connections outside the university sector
preq12	I was able to organise good access to necessary equipment
preq13	My supervisor(s) provided additional information relevant to my topic
preq14	I developed my skills in critical analysis and evaluation
preq15	I was satisfied with the thesis examination process
preq16	The department provided opportunities for me to become involved in the broader research culture
preq17	I was given good guidance in topic selection and refinement
preq18	I had good access to computing facilities and services
preq32	I had opportunity to work on research problems with businesses, governments, communities or organisations outside the university sector
preq19	I understood the requirements of thesis examination
preq33	I developed my understanding of research integrity (e.g. rigour, ethics, transparency, attributing the contribution of others)
preq20	I improved my ability to plan and manage my time effectively
preq21	My supervisor(s) provided helpful feedback on my progress
preq22	A good seminar program for postgraduate students was provided
preq23	The research environment in the department or faculty stimulated my work
preq24	I received good guidance in my literature search
preq34	I gained confidence in leading and influencing others
preq25	The examination of my thesis was completed in a reasonable time
preq26	As a result of my research, I feel confident about tackling unfamiliar problems
preq27	There was appropriate financial support for research activities
preq28	Overall, I was satisfied with the quality of my higher degree research experience

(RESPONSE FRAME)

1.	Strongly disagree
2.	Disagree
3.	Neither agree nor disagree
4.	Agree
5.	Strongly agree

*(ALL)
INTROB	Now, a couple of general questions about your <course>...

*PROGRAMMER NOTE: DISPLAY NEXT TWO QUESTIONS ON THE SAME SCREEN

*(ALL)
BESTASP	What were the best aspects of your <course>? *Please note, aspects could include things like the course content, teaching or assessments.*

1.	<verbatim text box>

*(ALL)
IMPROVE   What aspects of your <course> were most in need of improvement? *Please note, aspects could include things like the course content, teaching or assessments.*

    1.   <verbatim text box>

*(TIMESTAMP)

MODULE E: GRADUATE PREPARATION

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
FORMREQ Is a **<FinalCourseA/FinalCourseB>** or similar qualification a formal requirement for you to do your current job?

    1.   Yes
    2.   No

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
QUALIMP   To what extent is it important for you to have a **<FinalCourseA/FinalCourseB>**, to be able to do your job?

    *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

    1.   Not at all important
    2.   Not that important
    3.   Fairly important
    4.   Important
    5.   Very important

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
CRSPREP   Overall, how well did your **<FinalCourseA/FinalCourseB>** prepare you for your job?

    *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**

    1.   Not at all
    2.   Not well
    3.   Well
    4.   Very well
    5.   Don't know / Unsure

*PROGRAMMER NOTE: DISPLAY BESTPREP AND IMPPREP ON THE SAME PAGE

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
BESTPREP What are the main ways that < E306CTXT > prepared you for employment in your organisation?

    1.   <verbatim text box>

*(WORKED=1 OR WWOPAY=1 OR AWAYWORK=1, WORKING OR AWAY FROM JOB)
IMPPREP   What are the main ways <E306CTXT> could have better prepared you for employment in your organisation?

    1.   <verbatim text box>

    *PROGRAMMER NOTE: DISPLAY FSBEPREP AND FSIMPREP ON THE SAME PAGE

*(FURSTUD =1 OR 2, IN FURTHER STUDY)
FSBEPREP What are the main ways that <E306CTXT> prepared you for further study?

    1.   <verbatim text box>

*(FURSTUD =1 OR 2, IN FURTHER STUDY)
FSIMPREP What are the main ways <E306CTXT> could have better prepared you for further study?

> 1.   <verbatim text box>

*(TIMESTAMP)

MODULE F: ADDITIONAL ITEMS

Department - Postgraduates

*(ALL)
Intlintroa And now some specifics about your *(IF STUDENTTYPE=1, DISPLAY: <course/program>,
       IF STUDENTTYPE=2, DISPLAY: <postgraduate research>.)

*(ALL)
OSSTUDY Did you undertake any study during your *(IF STUDENTTYPE=1, DISPLAY: <course>IF
       STUDENTTYPE=2, DISPLAY: <postgraduate research>) outside of Australia (e.g.
       student exchange or study abroad?)

> 1.   Yes
> 2.   No
> 3.   Not applicable

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
INTERN   Did your <FinalCourseA/FinalCourseB> include an internship component?

> 1.   Yes
> 2.   No
> 3.   Don't know

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
INTLEARN Did you participate in other types of work-integrated learning (e.g. placements,
       practicums, consultancies, industry research projects) as part of your
       <FinalCourseA/FinalCourseB>?

> 1.   Yes
> 2.   No
> 3.   Not applicable

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)
TRAINING Did your <FinalCourseA/FinalCourseB> include training in….

> *PROGRAMMER NOTE: IF CATI DISPLAY **(READ OUT)**
>
> (STATEMENTS)
>
> | Pgreslink101/IPA | Intellectual property awareness |
> | Pgreslink102/BUSMAN | Business management |
> | Pgreslink103/ENTPNR | Entrepreneurship |
>
> (RESPONSE FRAME)
>
> 1.   Yes
> 2.   No
> 3.   Don't know

*(STUDENTTYPE=2, POSTGRADUATE BY RESEARCH)

COFUND   Was your <FinalCourseA/FinalCourseB> jointly supervised or co-funded by an industry partner? *Please select all that apply.*

(MULTIPLE RESPONSE)

1/JOINTSUP.   Yes it was jointly supervised
2/COFUND.   Yes it was co-funded
3/NOJSCF.   No *(EXCLUSIVE)
4/DKJSCF.   Don't know *(EXCLUSIVE)

*(TIMESTAMP)

MODULE G: CONTACT DETAILS

*(ALL)
CONTACT   In a couple of years' time, we are undertaking a follow up survey with graduates to see how their career has developed.

Do you consent to being invited to participate in this important future research?

For further information on the survey please click here (link to: https://www.qilt.edu.au/qilt-surveys).

1.   Yes
2.   No

*(ALL)
ALUMNI   Do you consent to your details being passed on to your Alumni services at your institution for them to update your details?

1.   Yes
2.   No

*(CONTACT=1 or Alumni=1, CONSENT TO RECONTACT)
Email/EMAIL *(DISPLAY IF ONLINE) We would like to make sure all your contact information is up to date. Is the email address below a permanent email address that we can use in the future?

*(DISPLAY IF CATI) We would like to make sure all your contact information is up to date. Is the following email address a permanent email address that we can use in the future?

Email address: <email address>

1.   Permanent email address is as above
2.   Enter new permanent email address [email box] *PROGRAMMER NOTE: Kickbox validation required
3.   Don't have a permanent email address
4.   Do not wish to be re-contacted by email

*(ADDFLAG=1 AND CONTACT=1, ADDRESS SUPPLIED AND CONSENT TO RECONTACT)
ADDRESS   The postal address we have for you is:

<add1> <add2> <add3>
<suburb> <state> <pcode>

Is this correct?

1. Yes
2. No *(DISPLAY AND EDIT ADDRESS ONE FIELD AT A TIME WHERE NECESSARY)
3. Do not wish to be contacted by post

*(CONTACT=1 OR ALUMNI=1 AND ADD1=BLANK NO ADDRESS SUPPLIED AND CONSENT TO RECONTACT)
ADDRESS2 We do not have any postal information provided for you. Would you like to update your postal details?

1. Yes
2. No
3. Do not wish to be contacted by post

*PROGRAMMER NOTE: SURVEY IS CONSIDERED COMPLETE AT THIS POINT

*(TIMESTAMP)

*(ALL)
C4   Would you like to be notified via email when the national data is released on the Quality Indicators for Learning and Teaching (QILT) website?

1. Yes
2. No

*(IF (CONTACT=2 AND ALUMNI=2) AND C4=1, DECLINED FURTHER RESEARCH AND ALUMNI AND CONSENT TO RECEIVE RESULTS)
NTFEMAIL   What is the best email address to send the notification to?

<email>

1. Address as above
2. Enter new email address

*(ALL)
CATCH   If you would like to provide any additional information relating to your current situation please use the space below.

1. <FULL VERBATIM>

**PROGRAMMER NOTE: IF CONDITION BELOW IS MET FLAG AS ESSINSCOPE=1
*(Extraquota = 0 AND (1<=USLHRS <=168 OR 1<=ACTLHRS <=168) AND (((WORKED=1 OR AWAYWORK=1) AND NOT (SELFEMP=2 OR PAYARRNG=10,11,13,16)) OR (SELFEMP=1 AND PAYMENT=1) OR ((SELFEMP=3 OR PAYMENT=5) AND PAYARRNG=12,14,15,17,18,19,20) AND GRADFULLNAME IS NOT NULL), WORKING OR AWAY FROM JOB THAT IS PAID AND NOT SELF-EMPLOYED AND VALID WORKING HOURS FOR SOME JOBS AND HAS NAME)

*(Extraquota = 0 AND (1<=USLHRS <=168 OR 1<=ACTLHRS <=168) AND (((WORKED=1 OR AWAYWORK=1) AND NOT (SELFEMP=2 OR PAYARRNG=10,11,13,16)) OR (SELFEMP=1 AND PAYMENT=1) OR ((SELFEMP=3 OR PAYMENT=5) AND PAYARRNG=12,14,15,17,18,19,20) AND MODE=CATI) WORKING OR AWAY FROM JOB THAT IS PAID AND NOT SELF-EMPLOYED AND VALID WORKING HOURS FOR SOME JOBS AND CATI)
BRIDGE1

**PROGRAMMER NOTE: CHECK IF BELOW CONDITION IS MET AND FLAG BRIDGE_MAY_CONDITION=2. IF NOT MET THEN FLAG AS BRIDGE_MAY_CONDITION=1. *((ESSINSCOPE=1 AND (USLHRS>=30 OR ACTLHRS >=30) AND (EMP12=5 OR EMPYRS<=2)) IN SCOPE FOR ESS AND WORKING AT LEAST 30 HOURS A WEEK AND WITH EMPLOYER FOR 2 YEARS OR LESS)

*(DISPLAY IF CATI): INTERVIEWER NOTE: Please click link below to continue.
<DISPLAY LINK FOR ESSX>

*(DISPLAY IF CATI): **DO NOT PROCEED WITHOUT COMPLETING ADDITIONAL QUESTIONS VIA LINK ABOVE**

1.   Provided supervisor details
2.   Refused supervisor details
3.   Other

*PROGRAMMER NOTE: TRANSFER THOSE ELIGIBLE FOR BRIDGE (ESSINSCOPE=1) TO ESSx
        JOB

*(ESSINSCOPE=2, NOT ELIGIBLE FOR BRIDGE)
END

*(DISPLAY IF ONLINE)

Thank you for your responses.

Please click '**Submit**' to finalise your survey and be redirected to our homepage.

Everyone's experiences are different, if the questions in this survey have raised anything that you would like support for, you could contact:
- beyondblue on 1300 22 46 36
- Lifeline on 13 11 14

*(IF CATI) We appreciate your feedback, which will remain confidential. It plays a significant role in enhancing Australian higher education. I can give you the details of some websites if you would like further information:

www.gos.edu.au – The survey home page with links to key information.
www.srcentre.com.au/gos – A list of GOS FAQs with detailed information.
www.compared.edu.au – The ComparEd website helps you compare official study experience and employment outcomes data from Australian higher education institutions.

IF NEEDED: Everyone's experiences are different, if the questions in this survey have raised anything that you would like support for, you could contact:
- beyondblue on 1300 22 46 36
- Lifeline on 13 11 14

Thank you for your time. Just in case you missed it, my name is <NAME> from the Social Research Centre and this survey is being conducted on behalf of The Australian Government Department of Education, Skills and Employment.

*(CATI ONLY)
INT
        DO NOT ASK, INTERVIEWER PLEASE RECORD
        Was the interview conducted on a domestic number or international number?

1.   Domestic number
2.   International number

        SUBMIT

*PROGRAMMER NOTE: FOR ONLINE, SUBMIT BUTTON LINKS TO:
http://www.qilt.edu.au/surveys/gos/thank-you

*(INSTITUTION2=2)
TERM

    *(IF ONLINE) Thanks for taking the time to start the Graduate Outcomes Survey. You may still be eligible to provide feedback on the <E308A/E308B> for <E306CTXT> through the GOS. If you are unsure about these <course> details or would like to check your eligibility for the GOS survey, please contact gos@srcentre.com.au or call 1800 055 818.

    *(IF CATI) Thank you for your willingness to complete the Graduate Outcomes Survey (GOS). Unfortunately, that's all we need from you as we can only speak to graduates who completed their course recently.

*(TIMESTAMP)

*(INTRO=3 OR 4, HOUSEHOLD OR RESPONDENT REFUSAL)
RR1   OK, that's fine, no problem, but could you just tell me the main reason you do not want to participate, because that's important information for us?

    1.   No comment / just hung up
    2.   Too busy
    3.   Not interested
    4.   Too personal / intrusive
    5.   Don't like subject matter
    6.   Don't believe surveys are confidential / privacy concerns
    7.   Don't trust surveys / government
    8.   Never do surveys
    9.   Survey is too long
    10.   Get too many calls for surveys / telemarketing
    11.   Silent number
    12.   Other (Please specify)

*(REFUSED)
RR2

    RECORD RE-CONTACT TYPE

    1.   Definitely don't call back *(GO TO TERM2)
    2.   Possible conversion *(GO TO TERM2)

*(EM1=1 OR 2, WANTS TO COMPLETE ONLINE AND PROVIDED EMAIL)
TERM1   Thank you so much for being willing to take part in the survey, you will receive the survey via email in the next hour or so. Your feedback plays a significant role in enhancing Australian higher education.

*(INTRO=5 OR INTRO2=5, LANGUAGE DIFFICULTY)
TERM2   No worries, thanks very much for your help anyway.

*(ALLTERM)

			Detailed outcome	Summary outcome
1	SUBMIT		Completed interview	Interview
2	INTRO=3 OR INTRO2=3		Household refusal	Refusal
3	INTRO=4 OR INTRO2=4		Respondent refusal	Refusal
4	INTRO=5 OR		Language difficulty	Other contacts

	INTRO2=5		
5	EM1=1 OR 2	Agreed to complete online	Other contacts
6	INSTITUTION2=2	NQ at institution - Wrong info	Screen outs
7	QET	Terminated midway	Contacts

Appendix 6   Questionnaire screen shots

2021 GOS Questionnaire screen shots

GOS
Graduate Outcomes Survey

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Save

Thank you for agreeing to take part in the Graduate Outcomes Survey (GOS). This is an important survey conducted by the Social Research Centre on behalf of The Australian Government Department of Education, Skills and Employment which aims to measure student satisfaction and graduate employment outcomes.

The GOS is the largest Australian study of graduates and the only source of national data on graduate experiences with higher education. By taking part in the GOS you will help improve course offerings to future students.

Most people take approximately 15 minutes to complete all the questions.

If you need to take a break, you can press the 'Save' button and close your browser. You can come back to the survey at any time and continue from where you stopped.

Please **do not** use the browser 'BACK' button to go back to a previous question.

Please press the 'Next' button below to continue.

Next

GOS
Graduate Outcomes Survey

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In 2020, did you complete a Bachelor of Arts at **the Social Research Centre**?

○ Yes
○ No

Previous   **Next**

GOS
Graduate Outcomes Survey

8%

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Next we would like to understand what you are currently doing in terms of work and study. A number of questions may seem similar, however these items are based on the Australian Bureau of Statistics (ABS) Labour Force Survey. Using the ABS approach means the information you provide is more robust and able to be compared to national employment statistics.

We understand many people have experienced disruptions to their employment due to COVID-19. The Australian Government is still interested in understanding current employment situations.

Previous   **Next**

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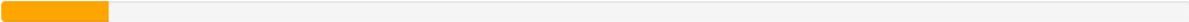
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Thinking about last week, the week starting Monday, 9/08/2021 and ending last Sunday, 15/08/2021.

Last week, did you do any work **at all** in a job, business or farm?

○ Yes
○ No
○ Permanently unable to work

Previous   Next

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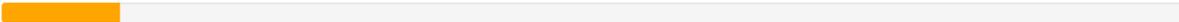
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Last week, did you do any work without pay in a family business?

○ Yes
○ No

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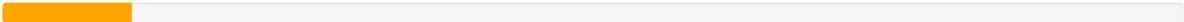
11%

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Did you have a job, business or farm that you were away from because of holidays, sickness or any other reason?

Please note, if you were stood down or away from your job due to the impact of COVID-19 select 'Yes'

○ Yes
○ No

Previous   Next

GOS
Graduate Outcomes Survey

12%

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At any time during the last 4 weeks have you been looking for full-time work?

○ Yes
○ No

[Previous] [Next]

GOS
Graduate Outcomes Survey

13%

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Have you been looking for part-time work at any time during the last 4 weeks?

○ Yes
○ No

[Previous] [Next]

GOS
Graduate Outcomes Survey

14%

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When did you begin looking for work?

Enter **month**   [<-- Select month - ∨]

Enter **year**   [⇕]

[Previous] [Next]

![GOS Graduate Outcomes Survey logo]

15%

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If you had found a job, could you have started last week?

○ Yes
○ No

Previous   Next

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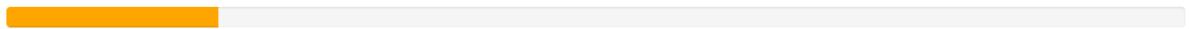
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Did you have **more than 1 job or business last week**?

○ Yes
○ No

Previous   Next

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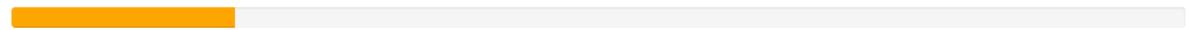
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The next few questions are about the job or business in which you usually work the most hours, that is, your **main job**.

Previous   Next

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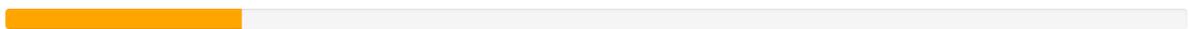
20%

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Did you work for an employer, or in your own business?

○ Employer
○ Own business
○ Other or uncertain

Previous   Next

GOS
Graduate Outcomes Survey

21%

Save

Are you paid a wage or salary, or some other form of payment?

○ Wage or salary
○ Other or uncertain

Previous   Next

GOS
Graduate Outcomes Survey

24%

Save

How many hours do you **usually** work each week in your **main job**?

Enter hours   [⌄]

Previous   Next

GOS
Graduate Outcomes Survey

26%

Save

How many hours do you **usually** work each week **in all your jobs**?

Enter hours   [⌄]

Previous   Next

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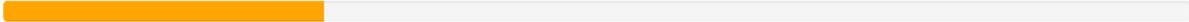
27%

Save

Would you prefer to work more hours than you usually work **in all your jobs**?

○ Yes
○ No
○ Don't know

Previous   Next

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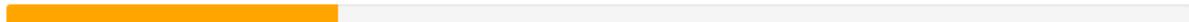
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How many hours a week would you like to work?

Enter hours [   ]

Previous   Next

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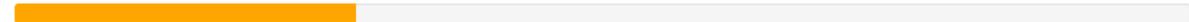
29%

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Last week, were you available to work more hours than you usually work?

○ Yes
○ No

Previous   Next

31%

Save

You mentioned that you are looking to work more hours. What is the **main reason** you work the number of hours you are currently working?

Please select only one answer.

○ No suitable job in my local area
○ No job with a suitable number of hours
○ No suitable job in my area of expertise
○ Considered to be too young by employers
○ Considered to be too old by employers
○ Caring for children
○ Studying
○ No more hours available in current position
○ Work has been reduced/shutdown due to COVID-19
○ Financial reasons
○ Due to visa restrictions/waiting for permanent residency
○ Other (Please specify) [   ]

[Previous] [Next]

32%

Save

What is your occupation in your **main job**?

Please type at least 3 letters.

[   ]

[Previous] [Next]

33%

Save

What are your main tasks and duties?

[   ]

[Previous] [Next]

GOS
Graduate Outcomes Survey

33%

Save

What is the **name of your employer**?

[   ]

Previous   Next

GOS
Graduate Outcomes Survey

34%

Save

What kind of **business or service** is carried out by your employer at the place where you work?

○ Child Care Services
○ Higher Education
○ Other Residential Care Services (not Aged Care Residential Services)
○ Secondary Education
○ Social Assistance Services (for example: youth centre operation)
○ Other (Please specify) [   ]

Previous   Next

GOS
Graduate Outcomes Survey

35%

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In what sector are you wholly or mainly employed?

○ Public or government
○ Private
○ Not-for-profit

Previous   Next

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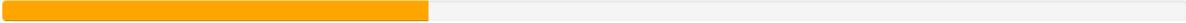
36%

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Are you working in Australia?

○ Yes
○ No
○ Not sure

[Previous] [Next]

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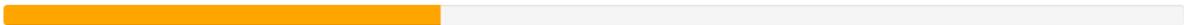
37%

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In which state or territory is your employer currently located?

○ NSW
○ VIC
○ QLD
○ SA
○ WA
○ TAS
○ NT
○ ACT
○ Don't know

[Previous] [Next]

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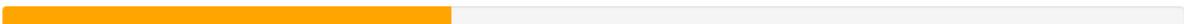
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Save

And what is the postcode or suburb of your employer?

[   ]

☐ Not sure

[Previous] [Next]

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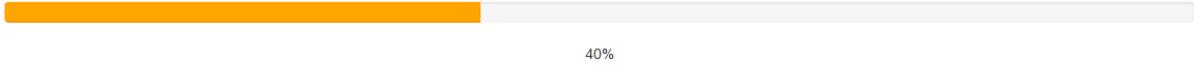
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Do you currently live in Australia or Overseas?

○ Australia
○ Overseas

[Previous] [Next]

![GOS - Graduate Outcomes Survey]

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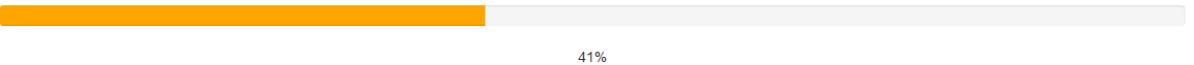
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In which state or territory do you usually live?

○ NSW
○ VIC
○ QLD
○ SA
○ WA
○ TAS
○ NT
○ ACT
○ Don't know

[Previous] [Next]

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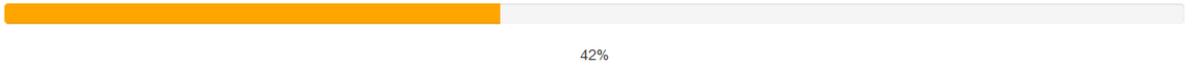
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What is the postcode or suburb where you usually live?

[_____]

☐ Not sure

[Previous] [Next]

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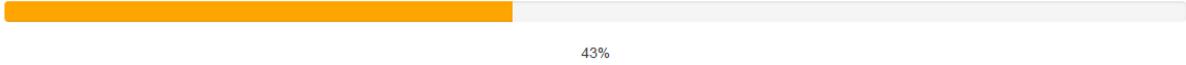
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Have you worked for your employer for 12 months or more?

○ Yes, more than 12 months
○ No, less than 12 months

[Previous] [Next]

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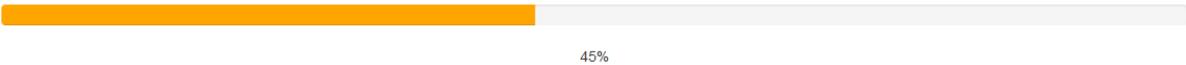
45%

Save

How many years have you worked for your employer?

Enter number of years [   ]

[Previous] [Next]

47%

Save

In **Australian dollars**, how much do you usually earn in **all your jobs**, before tax or anything else is taken out?

Please make only one selection. Specify in whole dollars, excluding spaces, commas, dollar sign ($).

Annual income for all your jobs: $0

- ○ Amount per **hour** (Please specify) [   ]
- ○ Amount per **day** (Please specify) [   ]
- ○ Amount each **week** (Please specify) [   ]
- ○ Amount each **fortnight** (Please specify) [   ]
- ○ Amount each **month** (Please specify) [   ]
- ○ Amount each **year** (Please specify) [   ]

- ○ No earnings
- ○ Don't know

And in **Australian dollars**, how much do you usually earn in your **main job** , before tax or anything else is taken out?

Please make only one selection. Specify in whole dollars, excluding spaces, commas, dollar sign ($).

Annual income for your main job: $0

- ○ Amount per **hour** (Please specify) [   ]
- ○ Amount per **day** (Please specify) [   ]
- ○ Amount each **week** (Please specify) [   ]
- ○ Amount each **fortnight** (Please specify) [   ]
- ○ Amount each **month** (Please specify) [   ]
- ○ Amount each **year** (Please specify) [   ]

- ○ No earnings
- ○ Don't know

Previous   Next

GOS
Graduate Outcomes Survey

54%

Save

The following statements are about your skills, abilities and education.

Please indicate the extent to which you strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with each of these statements.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
My job requires less education than I have	○	○	○	○	○
I have more job skills than are required for this job	○	○	○	○	○
Someone with less education than myself could perform well on my job	○	○	○	○	○
My previous training is being fully utilised on this job	○	○	○	○	○
I have more knowledge than I need in order to do my job	○	○	○	○	○
My education level is above the level required to do my job	○	○	○	○	○
Someone with less work experience than myself could do my job just as well	○	○	○	○	○
I have more abilities than I need in order to do my job	○	○	○	○	○

Previous   Next

GOS
Graduate Outcomes Survey

55%

Save

Your previous responses indicated that you have more skills or education than are needed to do your current job. What is the **main reason** you are working in a job that doesn't use all of your skills or education?

Please select only one answer.

○ No suitable jobs in my local area
○ No jobs with a suitable number of hours
○ No suitable jobs in my area of expertise
○ Considered to be too young by employers
○ Considered to be too old by employers
○ Caring for children
○ Studying
○ I'm satisfied with my current job
○ I had to change jobs due to COVID-19
○ Not enough work experience
○ Entry level job/career stepping stone
○ Changing jobs/Careers
○ Do not have permanent residency
○ For financial reasons
○ Other (Please specify) [   ]
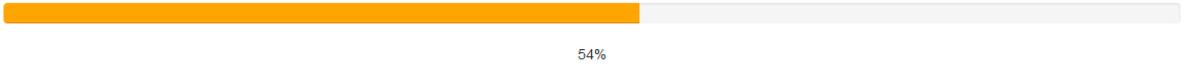
Previous   Next

![GOS - Graduate Outcomes Survey]

54%

Save

Are you currently a full-time or part-time student at a TAFE, university or other educational institution?

○ Yes - full-time
○ Yes - part-time
○ No

Previous   Next

![GOS - Graduate Outcomes Survey]

55%
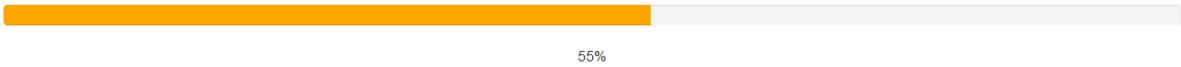
Save

Are you **currently studying in a new course** after completing your Bachelor of Arts?

○ Yes
○ No

Previous   Next

![GOS - Graduate Outcomes Survey]

56%
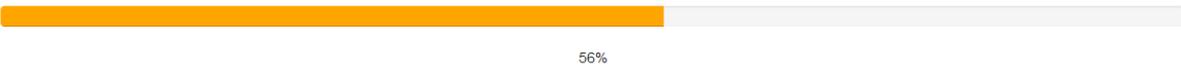
Save

What is the full title of the **qualification** you are currently studying?

[   ]

Previous   Next

57%

Save

What is your major field of education for this **qualification**?

○ Natural and Physical Sciences
○ Information Technology
○ Engineering and Related Technologies
○ Architecture and Building
○ Agriculture Environmental and Related Studies
○ Health
○ Education
○ Management and Commerce
○ Society and Culture
○ Creative Arts
○ Food, Hospitality and Personal Services
○ Mixed field qualification
○ Other (Please specify) [   ]

Previous   Next

GOS
Graduate Outcomes Survey

58%

Save

What is the level of this qualification?

○ Higher Doctorate
○ Doctorate by Research
○ Doctorate by Coursework
○ Master Degree by Research
○ Master Degree by Coursework
○ Graduate Diploma
○ Graduate Certificate
○ Bachelor (Honours) Degree
○ Bachelor (Pass) Degree
○ Advanced Diploma
○ Associate Degree
○ Diploma
○ Non-award course
○ Bridging and Enabling course
○ Certificate I-IV

Previous   Next

![GOS Graduate Outcomes Survey logo]

59%

Save

And the institution where you are currently studying?

Please type at least 3 letters.

[   ]

Previous   Next

![GOS Graduate Outcomes Survey logo]

60%

Save

Now a question regarding your **Bachelor of Arts** qualification.

Please indicate the extent to which you strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with the following statement.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
Overall, I was satisfied with the quality of this course	○	○	○	○	○

Previous   Next

GOS
Graduate Outcomes Survey

63%

Save

Now, a couple of general questions about your course...

What were the best aspects of your course?

Please note, aspects could include things like the course content, teaching or assessments.

What aspects of your course were most in need of improvement?

Please note, aspects could include things like the course content, teaching or assessments.

Previous   Next

GOS
Graduate Outcomes Survey

67%

Save

Is a **Bachelor of Arts** or similar qualification a formal requirement for you to do your current job?

○ Yes
○ No

Previous   Next

GOS
Graduate Outcomes Survey

68%

Save

To what extent is it important for you to have a **Bachelor of Arts**, to be able to do your job?

○ Not at all important
○ Not that important
○ Fairly important
○ Important
○ Very important

Previous   Next

GOS
Graduate Outcomes Survey

69%

Save

Overall, how well did your **Bachelor of Arts** prepare you for your job?

○ Not at all
○ Not well
○ Well
○ Very well
○ Don't know / Unsure

Previous   Next

GOS
Graduate Outcomes Survey

70%

Save

What are the main ways that the Social Research Centre prepared you for employment in your organisation?

What are the main ways the Social Research Centre could have better prepared you for employment in your organisation?

Previous   Next

GOS
Graduate Outcomes Survey

71%

Save

What are the main ways that the Social Research Centre prepared you for further study?

What are the main ways that the Social Research Centre could have better prepared you for further study?

Previous   Next

GOS
Graduate Outcomes Survey

72%

Save

And now some specifics about your course.

Previous   Next

GOS
Graduate Outcomes Survey

67%

Save

Now a series of statements regarding your **Bachelor of Arts** qualification.

Please indicate the extent to which you strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with each of these statements.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The staff put a lot of time into commenting on my work	○	○	○	○	○
The teaching staff normally gave me helpful feedback on how I was going	○	○	○	○	○
The course helped me develop my ability to work as a team member	○	○	○	○	○
The teaching staff of this course motivated me to do my best work	○	○	○	○	○
The course provided me with a broad overview of my field of knowledge	○	○	○	○	○
The course sharpened my analytic skills	○	○	○	○	○
My lecturers were extremely good at explaining things	○	○	○	○	○
	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The teaching staff worked hard to make their subjects interesting	○	○	○	○	○
The course developed my confidence to investigate new ideas	○	○	○	○	○
The course developed my problem-solving skills	○	○	○	○	○
The staff made a real effort to understand difficulties I might be having with my work	○	○	○	○	○
Higher education stimulated my enthusiasm for further learning	○	○	○	○	○
The course improved my skills in written communication	○	○	○	○	○
I learned to apply principles from this course to new situations	○	○	○	○	○
	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
I consider what I learned valuable for my future	○	○	○	○	○
As a result of my course, I feel confident about tackling unfamiliar problems	○	○	○	○	○
My course helped me to develop the ability to plan my own work	○	○	○	○	○
My higher education experience encouraged me to value perspectives other than my own	○	○	○	○	○
Overall, I was satisfied with the quality of this course	○	○	○	○	○

Previous

Next

GOS
Graduate Outcomes Survey

70%

Save

Now, a couple of general questions about your course...

What were the best aspects of your course?

Please note, aspects could include things like the course content, teaching or assessments.

What aspects of your course were most in need of improvement?

Please note, aspects could include things like the course content, teaching or assessments.

Previous | Next

GOS
Graduate Outcomes Survey

71%

Save

Is a **Bachelor of Arts** or similar qualification a formal requirement for you to do your current job?

○ Yes
○ No

Previous | Next

GOS
Graduate Outcomes Survey

71%

Save

Is a **Bachelor of Arts** or similar qualification a formal requirement for you to do your current job?

○ Yes
○ No

Previous | Next

GOS
Graduate Outcomes Survey

72%

Save

To what extent is it important for you to have a **Bachelor of Arts**, to be able to do your job?

○ Not at all important
○ Not that important
○ Fairly important
○ Important
○ Very important

Previous

Next

GOS
Graduate Outcomes Survey

73%

Save

Overall, how well did your **Bachelor of Arts** prepare you for your job?

○ Not at all
○ Not well
○ Well
○ Very well
○ Don't know / Unsure

Previous

Next

74%

Save

What are the main ways that the Social Research Centre prepared you for employment in your organisation?

What are the main ways the Social Research Centre could have better prepared you for employment in your organisation?

Previous

Next

75%

Save

What are the main ways that the Social Research Centre prepared you for further study?

What are the main ways that the Social Research Centre could have better prepared you for further study?

Previous

Next

GOS
Graduate Outcomes Survey

76%

Save

And now some specifics about your course.

Previous   Next

GOS
Graduate Outcomes Survey

77%

Save

Did you undertake any study during your course outside of Australia (e.g. student exchange or study abroad?)

○ Yes
○ No
○ Not applicable

Previous   Next

GOS
Graduate Outcomes Survey

90%

Save

In a couple of years' time, we are undertaking a follow up survey with graduates to see how their career has developed.

GOS-L
Graduate Outcomes Survey – Longitudinal

Do you consent to being invited to participate in this important future research?

For further information on the survey please click here.

○ Yes
○ No

Previous   Next

GOS
Graduate Outcomes Survey

91%

Save

Do you consent to your details being passed on to your Alumni services at your institution for them to update your details?

○ Yes
○ No

[Previous] [Next]

GOS
Graduate Outcomes Survey

92%

Save

We would like to make sure all your contact information is up to date. Is the email address below a permanent email address that we can use in the future?

Email address:

○ Permanent email address is as above
○ Enter new permanent email address [   ]
○ Don't have a permanent email address
○ Do not wish to be re-contacted by email

[Previous] [Next]

GOS
Graduate Outcomes Survey

93%

Save

We do not have any postal information provided for you. Would you like to update your postal details?

○ Yes
○ No
○ Do not wish to be contacted by post

[Previous] [Next]

GOS
Graduate Outcomes Survey

94%

Save

Please update your postal information.

Address line 1:

Address line 2:

Address line 3:

Suburb:

State:

Postcode:

Country:

Previous   Next

GOS
Graduate Outcomes Survey

95%

Save

Would you like to be notified via email when the national data is released on the Quality Indicators for Learning and Teaching (QILT) website?

○ Yes
○ No

Previous   Next

GOS
Graduate Outcomes Survey

96%

Save

If you would like to provide any additional information relating to your current situation please use the space below.

Previous   Next

GOS
Graduate Outcomes Survey

100%

Thank you for your responses.

Please click **'Submit'** to finalise your survey and be redirected to our homepage.

Everyone's experiences are different, if the questions in this survey have raised anything that you would like support for, you could contact:
- BeyondBlue on 1300 22 46 36
- Lifeline on 13 11 14

Submit

Appendix 7   Response rate by institution

Response rate by institution

	Universities	Response rate (%)			
Provider code	Institution name	Nov '20	Feb '21	May '21	Total
1019	James Cook University	45.3	50.0	44.1	44.9
1034	Murdoch University	42.3	44.5	45.1	44.4
1055	The University of Western Australia	35.5	60.0	39.2	38.4
1058	University of Wollongong	39.4	-	33.6	35.2
2154	Federation University Australia	42.4	34.5	39.6	40.1
2177	Swinburne University of Technology	44.4	-	40.6	42.2
2200	Central Queensland University	40.4	66.7	35.4	37.6
2201	University of Southern Queensland	54.3	-	52.2	53.0
2235	Edith Cowan University	38.8	44.5	46.5	43.6
2236	Curtin University	35.9	-	39.8	38.5
2241	University of Canberra	45.8	-	45.1	45.3
3001	Charles Darwin University	51.7	55.0	55.7	54.3
3003	Bond University	41.5	32.3	38.2	37.3
3004	Western Sydney University	39.5	-	42.6	41.8
3005	Charles Sturt University	36.8	28.3	39.9	37.8
3006	Australian Catholic University	48.2	-	48.9	48.8
3007	Victoria University	39.2	38.0	41.9	40.7
3010	The University of Adelaide	48.1	45.9	47.6	47.7
3013	University of New South Wales	35.9	21.6	29.9	29.4
3014	University of Newcastle	35.8	-	39.0	38.3
3016	University of Technology Sydney	36.0	-	39.4	38.2
3019	The University of Queensland	37.8	44.8	37.0	37.6
3020	La Trobe University	38.8	37.8	35.9	36.8
3025	Macquarie University	37.8	48.7	44.3	42.2
3027	The University of South Australia	36.8	-	44.3	42.3
3029	Flinders University	41.5	42.1	41.5	41.5
3030	Deakin University	46.0	-	40.5	43.1
3032	Griffith University	34.6	-	37.1	36.1
3033	The Australian National University	32.4	40.5	35.1	34.4
3034	RMIT University	33.7	46.3	41.6	39.5
3035	Monash University	39.1	39.2	38.7	38.9
3036	The University of Melbourne	45.0	44.0	42.0	43.0
3038	Southern Cross University	51.4	45.2	43.2	45.9
3039	University of New England	58.1	58.6	57.8	58.3
3040	The University of Sydney	35.8	36.7	38.1	37.3
3042	Queensland University of Technology	41.3	49.4	43.2	42.9
3043	University of the Sunshine Coast	51.8	55.9	46.1	48.6
3044	The University of Notre Dame Australia	43.3	47.9	37.1	38.9
3045	University of Tasmania	44.9	50.2	42.7	43.6
4331	University of Divinity	57.7	55.8	58.3	57.8

Provider Code	Non-University Higher Education Institutions	Response rate (%)			
	Institution name	Nov '20	Feb '21	May '21	Total
2170	Marcus Oldham College	100.0	-	46.8	47.7
2252	Avondale University College	43.8	-	49.3	48.9
4333	Christian Heritage College	58.5	49.5	-	52.5
4334	Tabor College of Higher Education	-	-	54.7	54.7
4335	Australian College of Theology Limited	50.8	45.1	55.7	53.0
4336	ACAP and NCPS	52.5	46.1	-	49.1
4337	Eastern College Australia	-	-	50.0	50.0
4338	Moore Theological College	-	-	57.1	57.1
4339	Holmes Institute	30.8	38.3	31.7	34.1
4343	The Australian Institute of Music	59.5	32.0	-	49.3
4346	Excelsia College	57.1	100.0	56.9	57.6
4347	Australian College of Christian Studies	-	-	63.2	63.2
4352	The Australian College of Physical Education	26.7	-	39.1	36.9
4355	Adelaide College of Divinity	54.5	-	44.4	50.0
4359	The College of Law Limited	32.6	31.9	31.3	32.0
4360	Perth Bible College	100.0	-	50.0	61.5
4361	Endeavour College of Natural Health	-	-	45.1	45.1
4362	International College of Hotel Management	45.2	-	-	45.2
4363	Melbourne Polytechnic	39.2	0.0	40.8	40.0
4366	Box Hill Institute	25.0	33.3	48.4	45.1
4367	Melbourne Institute of Technology	28.3	25.7	33.2	30.2
4368	Campion College Australia	-	-	42.1	42.1
4371	SAE Institute	40.8	49.4	39.8	41.0
4375	Think Education	57.8	57.1	63.2	59.3
4377	UOW College	33.3	-	30.6	31.1
4380	UTS College	27.7	16.2	26.8	25.2
4381	International College of Management, Sydney	34.0	11.6	26.6	27.2
4382	The Australian Guild of Music Education	-	-	100.0	100.0
4383	Holmesglen Institute	32.8	62.5	34.7	35.1
4384	Kaplan Business School	39.9	-	40.9	40.3
4386	Macleay College	-	-	37.0	37.0
4388	Australian Academy of Music and Performing Arts	71.4	-	50.0	56.5
4392	Gestalt Therapy Brisbane	-	-	65.8	65.8
4393	The MIECAT Institute	57.1	-	42.9	45.7
4394	William Angliss Institute	29.9	100.0	36.9	33.8
4395	Adelaide Central School of Art	-	-	66.7	66.7
4396	LCI Melbourne	-	-	33.3	33.3
4401	Whitehouse Institute of Design, Australia	-	-	40.0	40.0
4402	Leo Cussen Centre for Law	48.6	-	41.1	43.8
4405	Australian Institute of Professional Counsellors	60.0	46.4	50.0	48.6
4406	Canberra Institute of Technology	-	-	61.5	61.5
4407	Alphacrucis College	44.9	-	44.1	44.4
4411	Stott's College	32.8	100.0	29.3	31.7
4412	Morling College	-	-	48.3	48.3
4419	National Art School	-	-	51.5	51.5

4420	Kent Institute Australia	33.3	-	33.8	33.5
4421	Le Cordon Bleu Australia	27.8	-	24.5	26.2
4424	Kaplan Higher Education Pty Ltd	44.1	30.4	34.8	37.8
4425	Australian Institute of Business Pty Ltd	48.3	43.5	42.6	45.4
4428	Nan Tien Institute	45.8	72.7	40.0	52.5
4431	Montessori World Educational Institute (Australia)	-	-	77.8	77.8
4434	Wentworth Institute of Higher Education	56.9	-	46.6	50.6
4435	Australian Institute of Higher Education	36.1	27.8	56.4	39.4
4450	TAFE Queensland	43.3	66.7	50.0	48.3
4451	King's Own Institute	36.4	-	37.5	36.7
4453	Australasian College of Health and Wellness	-	-	41.7	41.7
4455	SP Jain School of Management	38.1	-	-	38.1
4456	Asia Pacific International College	42.9	25.6	23.8	33.1
4458	Australian Institute of Management Education & Training	48.0	53.6	54.3	51.7
4461	Elite Education Institute	18.6	20.0	33.3	19.6
4463	Institute of Health & Management Pty Ltd	34.3	15.5	49.4	34.2
4464	Australian College of Nursing	40.7	-	41.5	41.1
4467	Polytechnic Institute Australia Pty Ltd	43.5	41.7	58.3	46.8
4469	Engineering Institute of Technology	50.0	-	73.4	71.3
6014	Governance Institute of Australia	-	50.0	38.1	40.0
6022	Academies Australasia Polytechnic Pty Limited	33.3	34.3	40.9	34.7
6039	The Tax Institute Higher Education	-	68.8	92.3	79.3
6042	Ozford Institute of Higher Education	27.3	-	18.8	22.2
6043	The Cairnmillar Institute	-	-	45.5	45.5
6044	BBI - The Australian Institute of Theological Education	35.9	49.2	44.4	44.2
6045	ISN Psychology Pty Ltd	66.7	50.0	38.2	44.7
6046	National Institute of Organisation Dynamics Aust	-	-	77.8	77.8
6047	Higher Education Leadership Institute	100.0	-	-	100.0
6049	The Institute of International Studies (TIIS)	-	-	8.3	8.3
7001	Collarts (Australian College of the Arts)	-	-	36.5	36.5
7014	Jazz Music Institute	-	-	42.9	42.9
7025	CIC Higher Education	48.4	34.9	36.7	41.8
7035	Photography Studies College (Melbourne)	-	-	50.0	50.0
7073	Chisholm Institute	-	-	48.7	48.7
7075	TAFE NSW	30.7	-	37.3	35.1
7116	Study Group Australia Pty Limited	-	26.7	25.0	26.1
7124	Academy of Information Technology	38.7	35.6	46.6	41.7
7197	Ikon Institute of Australia	-	60.6	-	60.6
7221	VIT (Victorian Institute of Technology)	75.8	74.1	76.5	76.2
7338	TAFE South Australia	30.0	0.0	23.8	25.0
7660	Health Education & Training Institute	-	50.0	52.7	52.2

Appendix 8   ESS brochure

ESS

Employer Satisfaction Survey

What is the Employer Satisfaction Survey?

The survey provides the only national measure of the extent to which higher education institutions in Australia are meeting employer needs. The Employer Satisfaction Survey is undertaken on a systematic basis by asking employed graduates who participated in the Graduate Outcomes Survey to provide contact details for their work supervisor.

Why should supervisors take part?

This survey provides employers with an opportunity to provide feedback on:

> The specific skills and attributes needed in business today.
> How well higher education is preparing graduates for the workforce.
> The varied employment pathways graduates are taking after completing their study.

By taking part, supervisors' insights will benefit other employers through enhancements to Australian higher education policy and curricula.

What is needed from supervisors of recent graduates?

All supervisors are invited to participate via email or telephone. We understand supervisors are busy, the survey only takes 7 minutes and participation is voluntary.

94%

Supervisors reporting the qualifications prepared the graduate "very well" or "well" for current employment

Who is conducting the research?

The research is being conducted for the Australian Government Department of Education, Skills and Employment by the Social Research Centre.

What are the privacy provisions?

Any information provided will remain confidential, no direct identifying information forms part of the final data, and only aggregated data will be published. Further privacy information is available here.

QILT
Quality Indicators for Learning and Teaching

Social Research Centre

Australian Government
Department of Education, Skills and Employment

For more information about the study

1800 055 818 | ess@srcentre.com.au | www.qilt.edu.au/ess

Appendix 9   Small screen optimisation

Small screen optimisation

This appendix outlines key design decisions relating to the presentation of the online survey for the 2021 GOS and the QILT suite of surveys more broadly. Online survey presentation was informed by the literature and accessibility guidelines.

Small screen optimisation principles

Some of the device effects associated with completing online surveys via small screen devices, as reported in Callegaro et al. (2015), include longer questionnaire completion times, but quicker response times, higher break off rates, shorter answers to open ended questions, increased primacy effects and increased use of responses that appear on the screen without the need for vertical or horizontal scrolling. Small screen optimisation is the term used to try and mitigate some of these potential device effects. For the QILT suite of surveys, the Social Research Centre had sought to ensure that the surveys were optimised for small screen devices. Based on Callegaro, et al., (2015), the Social Research Centre adopted a set of basic guidelines for designing online surveys for completion on small screen devices. These included:

- Keeping the subject, content and survey link short in the email invitation, as long subject lines will create multiple lines of text requiring the respondent to scroll.

- Removing or reducing all non-essential, non-question content in question pages as these take longer to load. Information such as the Social Research Centre's privacy statement, and survey frequently asked questions, were made available as links at the bottom of email invitations and reminders and were not presented on screen by default.

- Minimising the use of grid / table format for questions as tables require respondents to zoom and scroll horizontally just to read the text. The current iteration of the survey had all grid statements presented as a set of items on small screen devices, so respondents only had to scroll vertically and were not required to zoom or scroll horizontally.

- Optimising the size and orientation of the navigation (Previous and Next) and Save buttons for small screen devices. The small screen layout stacked the buttons vertically at the bottom of the screen, with the Next button in the highest position, the Previous button in the middle and the Save button in the lowest position. The size of the navigation and Save buttons were also increased to assist with selection and reduce the need for scrolling.

- Drag and drop format questions (as often used for ranking) may not work well on a small screen device and are best avoided. There were no drag and drop format questions in the 2021 GOS questionnaire, but this is a consideration for the future.

- Consider splitting long bipolar scales into two questions, first the two main options (satisfied or dissatisfied) and then the level within each option (e.g. extremely, very, somewhat), particularly for scales with 7 or more points (this was not applied to items used for the QILT suite of surveys indicators to date).

- Continuing to avoid videos and large pictures wherever possible as they can be problematic and take a long time to load.

Optimisation within the GOS

Small screen users were classified using a JavaScript function that returned details from the respondent's browser, including browser name and version, device type and operating system and version. Small screen device optimisation was also triggered where screen width was less than 768 pixels, regardless of device type.

Several elements of the online survey were changed for small screen users. The size of pictures (such as the GOS logo) were scaled for optimal display on small screens and grid items were optimised to ensure response options on the right-hand side of the grid do not fall off-screen, leading to response error. The size and orientation of the navigation (Previous and Next) and Save buttons was also changed for small screen devices. The small screen layout stacks the buttons vertically at the bottom of the screen, with the Next button in the highest position, the Previous button in the middle and the Save button in the lowest position. The size of the navigation and Save buttons is also increased in the small screen view.

Font types and sizes were customised for small screen display and there were subtle differences in the user interface between touchscreen and non-touch enabled devices. For touchscreen devices proportionally larger buttons were used to reduce margin of error for selecting a response option, with the software being able to determine which response option was intended to be selected where a user had touched near, but not perfectly on the response option.

Grid (also known as table or matrix) items were reconfigured to display over multiple screens (navigated by vertical scrolling) on a small screen device. See Figure 1 and Figure 2 (on the next pages) for comparison of small screen and desktop grid item display.

Figure 1   Grid item display on small screen device
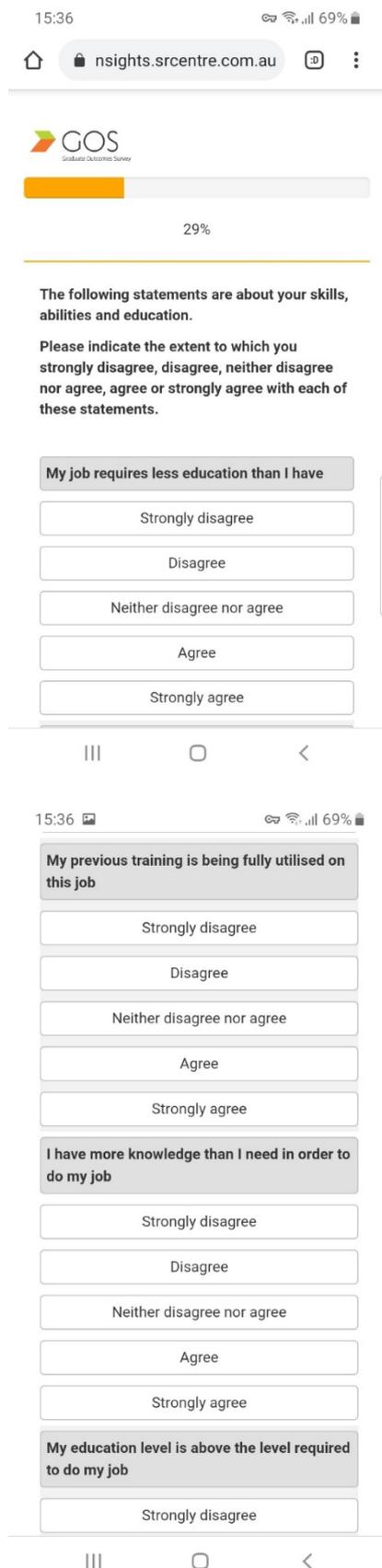
My education level is above the level required to do my job

Strongly disagree

Disagree

Neither disagree nor agree

Agree

Strongly agree

Someone with less work experience than myself could do my job just as well

Strongly disagree

Disagree

Neither disagree nor agree

Agree

Strongly agree

I have more abilities than I need in order to do my job

Strongly disagree

     ||| ◯   ‹

Neither disagree nor agree

Agree

Strongly agree

I have more abilities than I need in order to do my job

Strongly disagree

Disagree

Neither disagree nor agree

Agree

Strongly agree

Next

Previous

Save

     ||| ◯   ‹

2021 Graduate Outcomes Survey
Small screen optimisation

Figure 2   Grid item display on desktop device

References

Callegaro, M., Manfreda, K. L., & Vehovar, V. (2015). *Web survey methodology*. Los Angeles: SAGE.