



Warwick Student Panel – FAQs

Questions	Answers
General	
What is a student panel?	The Warwick Student Panel is a group of students who have agreed to take part in regular market research activities. The Student Panel uses a web-based platform to manage the Panel community.
Who runs the University of Warwick Student Panel?	The Warwick Student Panel is run by the University of Warwick's Market Research and Insight team (MR&I).
Why does the University of Warwick need a Student Panel?	The University of Warwick is committed to having an ongoing dialogue with students to: <ul style="list-style-type: none"> *Understand how students are feeling *Understand what the University could do to (further) improve the student experience *Provide students with an opportunity to shape the student experience on campus *Test communications ideas
Why should I join the University of Warwick Student Panel?	The Warwick Student Panel is a great way to share your views and help shape the student experience. It gives you an opportunity to join a community of students and to win regular prizes throughout term time.
What is expected of me if I join the University of Warwick Student Panel?	As part of the Student Panel, you will have the opportunity to regularly participate in the activities on the panel platform. Ideally, we would like you to try and complete at least two activities and two quick polls every term. However, we do understand that your studies are your priority. <p>If we haven't seen you on the platform for a while, we might contact you to make sure you still want to take part, so we can offer your place to another student if you no longer have the time. You will be expected to follow the community guidelines, which cover the behaviours expected of panel members.</p>
What do I do if I want to complain, or raise concerns, about another panel member	We really hope this doesn't happen, as we ask all our panel members to abide by the community guidelines. We will of course be present on the platform, and will step in if we think those guidelines aren't being followed. <p>If you do have concerns about a panel member, please email us at insight@warwick.ac.uk (this will be monitored Monday to Friday during working hours).</p>

Questions	Answers
Prize Draws/Rewards	
How will I be rewarded for my time?	<p>Each activity will have an associated prize draw every fortnight. The main activity prize draw will win one of two £15 shopping vouchers. Every Quick Poll will also have an associated prize draw to win one of two £5 shopping vouchers.</p> <p>If an activity asks for more in-depth participation, the odds to win an activity prize draw will increase with the increase in the number of available prizes (three £15 shopping vouchers).</p> <p>If you are invited to take part in other activities such as focus groups, you will receive shopping vouchers for your time (between £15-£25 dependent on the specifics of the activity).</p>
How are the prize draw winners chosen?	Prize draw winners will be chosen via a random draw, performed by a computer process. This is supervised by an independent person on the draw date and winners will be notified by email.

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Joining/ Recruitment	
Are there any specific eligibility criteria to join the panel?	The Student Panel will be representative of the University's student population, so there is a possibility that you may not be selected. If you are not selected, you will be added to a waiting list. The panel will be regularly reviewed and inactive panel members will be replaced by those on the waiting list.
Can I invite others to join the panel?	From time to time, we may recruit new panel members and current panel members will be notified when we are recruiting. During these times, you can invite others to register.
Can I share my access with others to take part in activities on my behalf?	In order to protect the security of the platform and other panel members' data, you should never share your login access with others. It is important that the views and opinions given are from you. If we become aware that you have shared your access, we will need to withdraw you from the Student Panel.

Questions	Answers
Activities	
How will I know a new activity is available?	When a new topic goes live, we'll send you an email to let you know that there are new activities. When you login to the platform, you'll see the new activities available and you'll also be able to see any new responses from others in the Panel (unless the activity is private).
What is an activity?	An activity is a market research task, which can range from short polls to larger activities, or the opportunity to take part in focus groups.
How often will I be asked to take part in activities?	You will be asked to take part in activities fortnightly. These activities will be released on a Tuesday and you will have two weeks to complete them.

Are activities compulsory?	Other than the initial recruitment screener to join the Warwick Student Panel, there are no compulsory activities, but we would encourage you to complete at least one activity every month. The more activities you complete, the more chances you will have to win the prize draw.
How long do the activities take?	On average, we expect weekly activities to take no longer than 1-10 minutes, unless you are invited to take part in a longer activity, where the length will vary. In these cases, there will be more chances to win prizes to reflect the time the activity will take.
Can I edit an activity once I submit it?	Yes. Simply press 'Edit' at the top right of your post to change your response. However, once an activity has closed you will no longer be able to access that activity. If you wish to remove your response to an activity you can email insight@warwick.ac.uk to request this.
How will I be able to see my responses?	You will be able to see your responses by clicking on the activity icon while the activity is live on the platform. Once the activity is closed, you will not be able to see your responses.
Will others be able to see my responses?	Some activities will be private and others will be open to other panellists. You can also take part in an open chat and mark your response as *private, in which case only the Market Research team will see and be able to respond to you. *At the bottom of each task, there will be an option for you to change your response from 'public' to 'private'.
Can I suggest topics or activities for the panel?	We'd love to hear about what matters to you. We have an 'always on' community chat area where you can chat with us and other panel members about topics that you want us to know about. Feel free to use this area to tell us any great ideas you have for panel activities - we might not be able to run them all, or straight away, but we're definitely interested in hearing what you have to say!

Questions	Answers
Technical	
How do I leave the panel?	Contact insight@warwick.ac.uk and we'll remove your login and personal data, which will anonymise any responses from the panel within ten working days.
Who can I contact if I have questions about the panel or technical problems?	You can contact the Market Research and Insight team using the email insight@warwick.ac.uk
Can I use a mobile phone to take part?	Yes, the platform is enabled for mobile phones as well as laptops, tablets and PCs.

Questions	Answers
Data Protection	
Why do you need my demographic data?	<p>We need to collect your demographic data to ensure the panel is representative and to give you activities that are relevant to you. We may also use it in our analysis to see if different demographics respond differently to one another. We won't use it for any other purposes, and your data will never be shared or transferred.</p>
What do you do with my data?	<p>The Market Research and Insight Privacy Notice sets out how we use your personal data.</p> <p>We use your feedback to better support decision-making in the University and to improve your experience.</p> <p>When we report on the feedback we receive, all responses will be anonymous, unless you have given us permission to use your name and/or image (if you have uploaded videos or images).</p> <p>However, if your responses give us reason to be concerned about your wellbeing, or if there is a safeguarding concern, we may contact you to provide sign posting for support services. This would be treated confidentially and would not affect you, your results or your course in any way.</p>
How long do you store my data?	<p>The Market Research & Insight team will not keep your information for longer than is necessary for the purposes of the project and all personal data will be anonymised, by removing identifying information where possible. It will not usually be possible to withdraw your data after this point.</p> <p>You can read more in the Market Research and Insight Privacy Notice which sets out how we use your personal data.</p>