

Edith Cowan University  
Health and Wellness Institute



# ECU Survey Research Centre





## Our service

The Survey Research Centre provides survey and research services to assist organisations and groups in answering their research questions and in achieving their decision-making objectives.

## We offer

- A flexible and customised approach to working with clients.
- Specialised knowledge of research and decision-making processes.
- Access to high level of expertise in the areas of survey design, implementation and analysis of surveys.
- State-of-the-art facilities and equipment with capacity for up to 28 interviewer stations.
- ISO accreditation in phone and field interviewing and recruiting.
- Quality assurance through strict adherence to standards set by National Health and Medical Research Council and Privacy Principles.

## Our approach

Our approach is to meet with the client to develop a joint understanding of the problem or research question, and to clarify the appropriate course of action. We then agree on clear goals, costs and responsibilities.

We maintain ongoing communication with the client at all stages, to enable opportunities for input and feedback.



## Our clients

We work with organisations and groups across the medical and health sector.

We also undertake commissioned surveys for other organisations such as university departments, public sector agencies, non-government organisations and private companies.

## Our infrastructure

The Survey Research Centre is equipped with the following state-of-the-art facilities:

- A computer-assisted telephone interviewing facility with 28 permanent interviewer work stations that are networked with a supervisor.
- Surveycraft software that enables an innovative, cost effective and flexible means of capturing and processing questionnaire data.
- A web interviewing facility.
- Online survey capacity.





## Key capabilities

- Consultation with clients on appropriate research methodology and assistance in the decision-making process with regard to the use of research methods.
- Design of questionnaires in consultation with the client.
- Use of a state-of-the-art Surveycraft system ready for computer-assisted telephone or personal interviewing.
- Expert sampling procedure for any form of survey.
- Assistance and expert advice regarding computer entry of data.
- Ability to conduct postal surveys, large and small.
- Telephone surveys carried out at a local, statewide or interstate level.
- Ability to recruit focus groups and conduct indepth personal interviews.
- Survey record storage.
- Coordination of survey data analysis in conjunction with academic input.
- Collection of research data of the highest quality under best practice guidelines.
- Assistance in monitoring, improving and standardising data collection methods.
- Provision of opportunities for the education and research training of undergraduate and postgraduate students who are required to collect data using population-based surveys.
- Face-to-face and intercept surveying.



## **Our knowledge and expertise**

The Centre is staffed by an Academic Director, a Project Coordinator, a Survey Data Officer, a Research Centre Officer, four experienced Supervisors and an experienced team of telephone and field interviewers.

### **Professor Daniel Galvão, PhD, Co-Director, ECU Health and Wellness Institute**

Exercise Scientist and Cancer Council Western Australia Research Fellow. Co-authored leading exercise guidelines for cancer survivors in Australia and internationally.

### **Professor Robert Newton, PhD, Co-Director, ECU Health and Wellness Institute**

30 years of research experience both in Australia and the United States specialising in chronic disease prevention and management.

### **Vicki Graham, BA, Dip Ed- Project Coordinator, ECU Survey Research Centre**

Has over 25 years experience in all aspects of market and social research. An associate member of AMSRS (Australian Market and Social Research Society).

For more information refer:

**[www.ecuhealthwellnessinstitute.org/about/staff](http://www.ecuhealthwellnessinstitute.org/about/staff)**

## Contact Details

The Survey Research Centre  
Edith Cowan University  
Building 19.253  
270 Joondalup Drive, Joondalup, WA 6027  
Telephone (+61 8) 6304 2100  
Facsimile (+61 8) 6304 5002  
Email: [v.graham@ecu.edu.au](mailto:v.graham@ecu.edu.au)  
[surveyresearchcentre.ecu.edu.au](http://surveyresearchcentre.ecu.edu.au)



CRICOS IPC 00279B

Information contained in this brochure was correct at the time of printing and may be subject to change.

key2creative\_35844\_08/14

