

Graduate Outcomes FAQ

What is the Graduate Outcomes survey?

Graduate Outcomes is the biggest UK annual social survey and captures the perspectives and current status of recent graduates

All graduates who completed a higher education course in the UK will be asked to take part in the survey 15 months after they finish their studies. The survey aims to help current and future students gain an insight into career destinations and development.

Why should I complete the survey?

You'll be helping Liverpool Hope University to understand the choices you've made since graduation and how this reflects the skills you developed whilst in studying here. This will ensure we're providing the best opportunities to current and future students.

What will I be asked about?

The survey asks what you're doing 15 months after completing your course. It also asks some subjective questions about how you feel about your current situation and general wellbeing.

What are the subjective wellbeing questions and do I have to provide responses?

The subjective wellbeing questions ask you to rate some statements on a scale of 0 to 10. They aren't mandatory so you don't have to share this information if you are unhappy to do so. We won't receive your answers to the subjective wellbeing questions in a way that identifies you.

When will I be surveyed?

Graduates are grouped into four cohorts based on the end date of your course. Depending on when your course ended, you will receive your survey invitation around 15 months later. For example, if your course ended in August to October, you'll receive the survey in December of the following year.

The table below shows when you'll be surveyed:

End date of course	Survey invitation
August - October	December the following year
November - January	March the following year
February - April	June the following year
May - July	September the following year

You'll have approximately 12 weeks to complete the survey and we'll send you emails and texts to remind you to take part.

How will I be surveyed?

- Email: The survey will be emailed to you - the email will come from Graduate Outcomes with our name in the email address. These emails will contain a link to the online survey. As an example, graduates will receive an email from: [liverpoolhopeuniversity]@graduateoutcomes.ac.uk.
- Text messages: You will receive text reminders from 'GradOutcome'. These texts will contain a link to the online survey.
- Phone: If you receive a phone call regarding the survey, it will be from IFF Research. It has been appointed to capture survey responses by phone. They will introduce themselves as calling on behalf of Liverpool Hope University.

Who will contact me about the survey?

Liverpool Hope is working with HESA to conduct the survey so you'll receive an email from Graduate Outcomes with the email address [liverpoolhopeuniversity]@graduateoutcomes.ac.uk.

You may be contacted by telephone if you don't complete the survey online. HESA is delivering the survey and has appointed IFF Research to call graduates to encourage survey participation over the phone. They will identify themselves as calling on behalf of Liverpool Hope University.

If you are not contactable by email, text or phone, HESA may try to get the answers to the survey from a third party, such as a family member who answers the phone. If someone else completes the survey on your behalf and you would rather provide your own answers, you can still complete the survey yourself and over-write the third-party answers. Please contact info@graduateoutcomes.ac.uk if you want to complete your own survey in place of a third-party response.

How long will the survey take to complete?

The survey should take about 10 minutes to complete online and slightly longer over the phone.

Following the link sent to you via email or text is the quickest and easiest way to take part. You can take the survey on most devices so you can complete it on the morning commute, on your lunch hour or when you get a spare few minutes in your day.

You can save your place in the survey and come straight back to where you left off – just don't forget to complete it in full. If you start the survey but don't complete it, you'll receive a reminder. If you don't want to finish the survey, HESA will keep your answers if you completed the core questions or delete everything if you didn't get that far.

How do I make sure I am invited to take part in the survey?

We securely pass on your contact details to HESA for the sole purpose of administering the Graduate Outcomes survey. All you need to do is make sure we have accurate contact information for you – especially a valid email address and phone number. You can do this at any point up to a week before the survey closes. Then make sure you respond to the email survey invitation as soon as you receive it.

Can I take the survey at a different time?

When you are sent a survey invitation is determined by the month you graduated. We need all graduates to complete the survey approximately 15 months after the end of your studies so we are unable to alter this timeframe otherwise it will lead to inconsistent results. Refer to the table in 'When will I be surveyed?' above to find out when you'll receive your invitation.

I need to make changes to my survey but it won't let me go back – why is this?

This is an additional security measure we have put in place to protect your partial survey response. If you wish to amend previously submitted information, please contact info@graduateoutcomes.ac.uk and we will contact you to arrange this.