Procedure for Removing Comments from SPEQ Reports

1.   IDENTIFYING AN ISSUE

When comments need to be removed

Comments can be removed from SPEQ results to protect the health and safety of the people reading those comments.[1] The types of comments that will be removed are those that are harmful to the reader, including those that are discriminatory (sexist, racist, etc.) and those that threaten the reader. Negative comments about the classroom environment, including those about the reader, will not be removed unless those comments are discriminatory. Identification of such comments is likely to happen during the following scenarios:

- **Comments identified by text analytics**
  The Survey Analyst reads all comments that are categorised as alerts by blue's text analytic software and identifies any comments that need to be removed.

- **Comments identified by a report reader**
  If a report reader encounters a comment that is of concern, then they should notify the Survey Analyst who will examine the comment.

- **Staff concerns about students**
  If staff have been given reason to believe that a student intends to write something harmful in the SPEQ comments, they should notify the Survey Analyst who will monitor comments for that paper.

2. REMOVING COMMENTS

Step 1: Remove access to the report

Due to technological constraints, it may not be possible to review and remove a comment immediately after it has been reported. If the comment cannot be immediately removed, then access to the report should be removed from those who would be harmed by the comment.

Step 2: Review comment

SPEQs contain a course evaluation and one or more teacher evaluations. Standard SPEQ rules indicate those teacher evaluations can only be accessed by the teacher. However, asking the Survey Analyst to review comments contained within the teacher evaluation gives the analyst implicit permission to access the teaching data for the sole purpose of reviewing the comment. This does not apply to comments identified using text analytics as comments can be identified without reading the full report.

Step 3: Resolution

The comment is removed if it is deemed to be harmful to the reader. Access to the report will then be restored.

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[1] A separate process exists to protect the health and safety of those providing comments.