

Research by Design: CIHT survey FAQs

Why is the Chartered Institution of Highways and Transportation (CIHT) undertaking this research?

The purpose of this survey is to collect both member and non-member feedback on training in the highways and transportation sector, as well as their views on CIHT Learn (where applicable). The results will be invaluable in helping CIHT understand and improve the training landscape for everyone working in, or alongside, the Highways and Transportation sector.

What assurances do I have that Research by Design is a bona fide market research company?

Research by Design is an independent market research company that has been commissioned by the organisation to undertake research on its behalf. Research by Design operates under the Market Research Society's (MRS) Code of Conduct, which ensures that research participants' anonymity is protected, and that information provided is kept strictly confidential.

Research by Design's website is: <https://researchbydesign.com/>

What about data protection?

Research by Design is registered as a Data Controller to undertake research in any field, including market, health, lifestyle, scientific or technical research, under the UK GDPR, the EU GDPR, and the Data Protection Act 1998 as applicable; registration number Z5405593.

Research by Design is committed to meeting the requirements of the following laws and codes:

- The UK General Data Protection Regulation (UK GDPR)
- The EU General Data Protection Regulation (EU GDPR)
- Data Protection Act 2018
- ICC/ESOMAR (European Society for Opinion and Marketing Research) International Code on Market and Social Research

You can review Research by Design's privacy policy here: [Privacy Policy](#).

What type of research has been commissioned?

An online survey has been distributed via email to both members and non-members of CIHT.

Is the online survey secure?

Respondent data is encrypted in transit (via HTTPS) and is stored encrypted in EU data centres.

How will I be invited to participate in the online survey?

The survey is available online. All eligible CIHT members and non-members have received an email with a personalised survey link, directing recipients to their own version of the online survey. Reminder emails are sent at intervals to help encourage participation. These emails are automated and CIHT will not know who has completed the survey and who has chosen not to. An opt out will be included for those who wish not to receive any reminders.

Is my anonymity assured?

The survey is anonymous. The link provided in the email invitation is unique to you to ensure the integrity of the results. However, your responses will be submitted directly to Research by Design and the unique identifier will be removed before results are shared with CIHT.

What if I am a member and have not received a link to take the survey?

If you haven't received the survey and believe you should have, please contact sally.carrington@ciht.org.uk at CIHT to arrange a link to be sent to you. Please check your junk/spam emails first.

How long might the online survey take?

The short survey will take around 15 minutes to complete, depending on the answers you provide and the number of comments you wish to make.

Can I re-enter the online survey to make amendments or continue where I left off?

If the survey has not been submitted (by pressing 'submit' on the final page), you can log back into the survey using the link on the email to continue where you left off at any time. Your responses are saved each time you move to a new page of the survey.

Once you have submitted the survey, amendments are not possible. If you wish to make revisions once you have pressed 'submit', please contact Research by Design to discuss the options available.

How do I return my survey to Research by Design?

Once you have reached the final page of the survey you will be provided with a submit button at the bottom of the page. Your responses will be sent automatically to Research by Design. If you do not complete the survey, your saved answers may still be used in the analysis as a partial response.

How will my responses be used?

All responses from the online survey will be aggregated and reported together. Free text insights will be reported thematically. All responses will remain anonymous and confidential. Specific comments will not be attributed to any individual.

If you wish to speak to CIHT about the survey, please contact sally.carrington@ciht.org.uk.

To speak to Research by Design about the research, please contact Grace Sampayo (gsampayo@boxdelta.com) or call 0121 643 9090.