

STUDENT SURVEY PROCEDURES

Table of Contents

| | |
|---|---|
| 1. Purpose..... | 1 |
| 2. Scope | 1 |
| 3. Principles | 1 |
| 4. Definitions | 1 |
| 5. Roles and Responsibilities | 1 |
| 5.1 Administration of Surveys | 2 |
| 5.2 Conduct of Surveys..... | 2 |
| 5.3 Reporting Results | 2 |
| 5.4 Use of Results | 3 |
| 6. Relevant Legislation | 3 |
| 7. Policy Administration | 3 |
| 8. Version control and change history | 4 |
| 9. Reference / Benchmark..... | 4 |

1. Purpose

1.1 These Procedures and the related Policy establish the methods and frequency with which Monaro Higher Education (MHE) conducts surveys and coordinates those surveys to minimise confusion, streamline methods for contacting samples and identify possible problems with study or services.

2. Scope

2.1 This policy applies to all students, all academic staff and all staff involved in the quality management process.

3. Principles

3.1 MHE values students' opinions regarding every aspect of their student experience and encourages their feedback for use in its continuous review.

4. Definitions

Non-Core Survey – Survey which is not applicable to the entirety of MHE and generally happens only once rather than every trimester or every year.

Quality Indicators for Learning and Teaching (QILT) – a set of surveys, authorised by the Federal Government, of higher education experiences with results published online.

Survey – set of questions (written, spoken or online) intended to gather data for analysis.

5. Roles and Responsibilities

5.1 Administration of Surveys

5.1.1 The content of all surveys conducted across MHE aimed at students must be composed with input from the Learning and Teaching Committee

5.1.2 The survey questionnaire must not ask for a respondent's name or student ID unless the Academic Board can state a valid reason to contact respondents to discuss their responses. In this case, students must be informed before they start that their details are confidential but not anonymous.

5.1.3 The Dean will oversee MHE's participation in QILT surveys.

5.2 Conduct of Surveys

5.2.1 Students will be encouraged to participate in any survey relevant to them, but participation will be voluntary. Students who give negative responses or who opt out of the survey must be in no way discriminated against in terms of their access to student services or educational resources or results in their assessments.

5.2.2 Student surveys will be conducted during tutorials and in the Learning Management System. Once submitted, a student cannot change any of his or her answers.

5.2.3 Members of staff should not be present while students are completing surveys. Staff are not permitted to discuss the questions or the students' responses with students while the students are completing their assessments and must not attempt to read students' questionnaires during writing.

5.2.4 Any student survey scheduled to be conducted on a certain day in class will also be available on the Learning Management System from five days before until five days after that day.

5.2.5 All data generated from surveys will be stored securely and access will only be permissible for staff authorised to use it as described in the Course Review and Continual Development Framework or quality assurance purposes.

5.3 Reporting Results

5.3.1 Administrative staff will collate the responses and produce reports within two weeks. All reports will be completely anonymised.

5.3.2 Unit Coordinators and staff in individual units will receive reports of distributions of answers to survey questions about their classes and units with a sample of students' comments.

5.3.3 Course Coordinators will receive a summary of the reports to individual staff and give a distribution of responses to all units across their course and separate distributions for each year level. If the course has one or more majors, the report will also include a distribution of responses for the units which comprise each major. These reports will also be collected and reviewed by the Learning and Teaching Committee during the course monitoring process as described in the Course Review and Continual Development Framework, as well as their next performance review with their manager.

5.3.4 Managers will receive distributions of responses from staff answerable to them and a sample of comments.

5.3.5 Reports on surveys of staff, managers, alumni and external stakeholders will be collected and reviewed by the Board of Directors and potentially be used to guide MHE's strategic direction, as well as to review student progress, admission criteria, approaches to course design, teaching methods, supervision and academic support.

5.3.6 Action taken in response to surveys will be made known to relevant stakeholders:

- To students on the MHE website and Learning Management System and possibly noticeboards around the campus

- To staff on the MHE website, at staff meetings and by memoranda
- To other stakeholders, by post or email and on the MHE website

5.4 Use of Results

5.4.1 The Student Services Officer will analyse the results of the survey conducted at the end of each Orientation and, if necessary, amend any aspect of the Orientation process.

5.4.2 Analysing the results of any non-core survey to reach conclusions about potential improvements is the duty of the staff member who commissioned it.

5.4.3 The Learning and Teaching Committee will consider data collated from surveys that relates to any aspect of a course.

5.4.4 Whenever the Learning and Teaching Committee considers it necessary, particularly where a QILT survey disagrees with MHE’s own survey, they will invite a selection of students to participate voluntarily in a focus group to determine students’ attitudes.

5.4.5 Based on survey and focus group research, the Learning and Teaching Committee will make recommendations to Academic Board.

5.4.6 Changes to units as a result of these findings will be stated in the next Unit Outline.

6. Relevant Legislation

MHE acknowledges its legal and regulatory obligations under the following frameworks:

- Higher Education Standards Framework (HESF) 2021
- Education Services for Overseas Students (ESOS) Framework 2013
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Act 2000

7. Policy Administration

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|---------------------|---|
| Policy category | Quality Assurance |
| Policy owner | Academic Board |
| Responsible officer | Student Administration Manager |
| Approving authority | Academic Board |
| Contact officer | Student Administration Manager |
| Approval date | 29 th July 2022 |
| Commencement date | 29 th July 2022 |
| Review date | Three years |
| Version | 1.2 |
| Related documents | Student Survey Policy Course Review and Continual Development Framework Privacy Policy Stakeholder Engagement Policy and Procedure |

8. Version control and change history

| Version | Approval date | Approved by | Summary of changes |
|---------|----------------------------|----------------|---------------------------------------|
| 1.1 | 27 th May 2022 | Academic Board | |
| 1.2 | 29 th July 2022 | Academic Board | Responsibility of Orientation surveys |
| | | | |

9. Reference / Benchmark

- Federation University
[Student Survey Procedure \(federation.edu.au\)](http://federation.edu.au)
- Macquarie University
[Student Survey Procedure / Document / Policy Central \(mq.edu.au\)](http://mq.edu.au)
- Monash University
[1931388 \(monash.edu\)](http://monash.edu)