

## Student Survey Procedures

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2024.06	Deputy President (Education)	27 June 2024	27 June 2024

### 1. PURPOSE

This document outlines the procedures for conducting student surveys at the Australian National Institute of Management and Commerce (the Institute). It forms part of the Institute's ongoing commitment to providing a quality learning experience for students. This document should be read in conjunction with the *Student Survey Policy*.

### 2. PROCEDURES

The following procedures apply to each of the Institute Approved Student Surveys (i.e., Graduate Survey, Student Experience Survey, and the Student Satisfaction Survey), and non-Institute Approved Student Surveys (e.g., class surveys, library surveys, other information-gathering surveys)

**2(a) The Graduate Outcomes Survey (GS)** is a national online survey of all Australian Higher Education Providers. It is conducted in April and October each year by IMC Student Services. Its distribution at the institute has been approved by IMC senior management. Student Services analyses and reports on the survey data to the IMC Council. The data is maintained online by Student Services.

Some additional factors concerning the GS are:

- i) The GS is used for quality assurance and quality improvement of course experience and graduate outcomes.
- ii) GS evaluations are conducted using standardised questionnaires, mode of delivery and survey dates.
- ii) GS evaluations are delivered online for efficiency and consistency.
- v) GS surveys are administered in April and October every year.
- vi) GS consists of course experience and graduate outcomes.
- vii) Reports on the results are available to the Council.

**2(b) Student Experience Survey (SES)** is conducted by Student Services at the end of each term. Student Services analyses and reports on the survey data to the Teaching Learning and Scholarship Committee, Academic Board and IMC senior management. The data is maintained online by Student Services.

Some additional factors concerning the SES are:

- The SES is used for quality assurance and to improve the quality of the student experience.
- SES evaluations are conducted using standardised questionnaires, mode of delivery and survey dates, SES evaluations are delivered online for efficiency and consistency
- SES responses are confidential.
- SES evaluates the student experience and student services at IMC.
- Reports on the results are available to appropriate teams.
- SES surveys administered to online and/or offshore students are tailored to suit specific environments whilst remaining compatible with onshore surveys.

**2(c) The Student Satisfaction Survey (SSS)** is administered by Student Services after receiving endorsement of the survey instrument from the Teaching Learning and Scholarship Committee. The survey's distribution is approved by IMC senior management. The survey is conducted for every unit that is offered in each term. Student Services analyses the data and prepares reports for the Deputy President (Education), the Director of Learning and Teaching and the Teaching, Learning and Scholarship Committee. Tailored individual reports are prepared for the lecturers of each unit surveyed. The data is maintained online by Student Services.

Some additional factors concerning the SSS are:

- The SSS is used for quality assurance and quality improvement of classes and teaching.
- SSS evaluations are conducted using standardised questionnaires, mode of delivery and survey dates.
- SSS evaluations are delivered online for efficiency and consistency.
- SSS responses are confidential.
- SSS surveys are administered at every unit offering.
- SSS consists of unit and teaching evaluations.
- Reports on the results of unit and teaching evaluations are available to academic staff after the release of student grades.
- SSS evaluation reports are provided to the Deputy President (Education), Director of Learning and Teaching, and the Teaching, Learning and Scholarship Committee.
- Individual teaching evaluation reports (quantitative and qualitative) are provided to the staff member responsible for the unit. They are also available to the Deputy President (Education) and the Director of Learning and Teaching.

**2(d) Informal Student Surveys** may be conducted at the Institute but do not require formal Institute approval. They may include class, library, and other information-gathering surveys conducted at the Institute. While they do not require formal institute-wide approval, they need the prior notification and authorisation of the Senior Manager of Student Services if they are distributed at an institutional level. The Senior Manager of Student Services will maintain a register of all such informal institution-wide surveys.

While these surveys do not require Institute-wide approval, they must exhibit sound principles in survey design, including that they:

- a) have a clear purpose and are methodologically sound in design;
- b) are not overly complicated or onerous for students to complete;
- c) contain clear information on the purpose of the survey, including the intended use of the data collected, who will have access to that data, how long the data will be kept and ensure the anonymity of respondents.

### 3 VERSION CONTROL

Historical Version	Approved by	Approval Date
2021.02	Academic Board	12 February 2021

*The Deputy President (Education) oversees the implementation and compliance of this policy. Please contact the Deputy President's office for any enquiries or clarifications related to this policy.*

**Appendix – Student Surveys (indicative questions)**

The following are the questions that are asked in the Student Satisfaction Survey (SSS) and the Student Experience Survey (SES) that have been endorsed by the LTSC.

Template - Student Satisfaction Survey

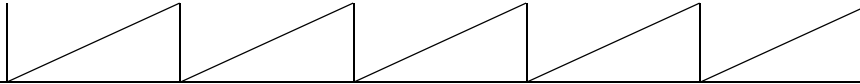
Please evaluate the unit (Both UG and PG)	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
1. I had a clear understanding of the aims and goals of the unit.					
2. The unit was well structured.					
3. This unit has developed my ability to think critically.					
4. Assessment requirements were made clear to me.					
5. Overall, I am satisfied with the quality of this unit					
6. What were the best aspects of this unit? (Open Question)	/	/	/	/	/
7. What improvements would you suggest? (Open Question)	/	/	/	/	/

Please evaluate the lecturer (Both UG and PG)	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
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1.The lecturer was well organized.					
2.The lecturer encouraged participation and questions in class.					
3. The lecturer provided timely and constructive feedback on assessment tasks.					
4. The lecturer demonstrated thorough knowledge of the subject area.					
5.The lecturer respected students.					
6. The lecturer utilised technology to enhance my learning.					
7. Overall, I am satisfied with the lecturer.					
8. What were the best aspects of the lecturer? (Open Question)					
9. What improvements would you suggest? (Open Question)					

Please evaluate the tutor (UG Only)	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
1.The tutor organized content in ways that facilitated my learning.					
2.The tutor provided clear and appropriate answers to student questions.					
3. The tutor respected students.					
4. Overall, I am satisfied with the tutor.					
5. What were the best aspects of the tutor? (Open Question)					

6. What improvements would you suggest? (Open Question)



### Student Experience Survey (SES)

What has your experience been like during the term?

We would like to get your feedback regarding your experience so far. Take part in this a 5-minute survey and give us your thoughts. Your feedback is valuable to us, and we would like to use it to make improvements in the future.

#### Section 1: About you

Q1: What are you currently enrolled in:

1. Bachelor course (Business)
2. Bachelor course (Law)
3. Master course
4. Research course

Q2: I am

1. Female
2. Male
3. Rather not say.

Q3: My campus is located in:

1. Sydney
2. Hobart
3. Perth

#### Section 2: Regarding your study

*This section is about your learning experience and not about your lecturer/tutor. To evaluate your lecturer/tutor, please take the Student Satisfaction Survey.*

Q1: How would you like to contact your lecturers/tutors?

1. Via online channels, such as Email, Moodle messages.
2. Face-to-face
3. Both

Q2: Overall, how well have you been able to contact your lecturers/tutors

Very much  
Quite a bit  
Some  
Very little  
Not at all

Q3: If you have sent your lecturer/tutors an email, you expect to receive feedback/reply in:

One working day  
Two to three working days  
One week  
More than one week  
Depends on how urgent my email enquire is.

Q4: Have you had any difficulties using the online learning platforms?

No  
Yes (to next question)

Q4a: I have had the following problems

1. Cannot access Moodle  
Often/sometimes/rarely/never happen
2. Connection is not very stable (e.g., freezing or dropping offline)  
Often/sometimes/rare/never happen
3. Cannot access Zoom  
Often/sometimes/rare/never happen
4. Hard to find relevant recourses

Often/sometimes/rare/never happen

5. Other problem: (please indicate) \_\_\_\_\_

Q5: Have you used any Generative AI tools (such as ChatGPT) to assist your learning? And if so, which one?

NO

YES (Text field)?

Q6: If you have had difficulties using online learning platforms, which person/department did you contact?

1. Academic Office
2. Student Services
3. IT
4. Lecturer/tutor
5. I did not contact anyone

Q7: What has been the best feature of learning experience? (open question, optional)

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Q8: What features of teaching and learning need the most improvements? (open question, optional)

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### Section 3: Student Support

Q1: Have you read our Student Newsletter?

1. Yes (to next question)
2. No



Q1a: I think the Newsletters ... (multiple answers are acceptable)

1. Provide interesting articles and resources
2. Contain helpful information
3. Make me feel connected
4. Contain too much information
5. Need more details (please comments below)
6. Other: \_\_\_\_\_

Q1b: Do you have any suggestions for our weekly newsletter?  
Is there any other information you want to see included?

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Q2: Have you joined our campus activities in last 6 months?

1. Yes (to next question)
2. No

Q2a: The campus activities... (multiple answers accept)

1. Offer helpful information
2. Make me feel supported
3. I had lots of fun
4. I made some new friends
5. Other: \_\_\_\_\_

Q2b: Do you have any suggestions for campus activities?  
Is there any additional information you want to see included?

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Q3: How have you found support staff members?

1. Availability  
Have not contacted/Not at all/Very little/Some/Quite a bit/Very much

2. Helpfulness

Have not contacted /Not at all/Very little/Some/Quite a bit/Very much

Q4: What are some of the positive aspects of our support staff? (open question, optional)

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Q5: What are some of the aspects that can be improved by our support staff? (open question, optional)

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Q6: Overall, I'm satisfied with my experience as a student.

Very much

Quite a bit

Some

Very little

Not at all