

Student Survey Policy

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2024.06	Academic Board	27 June 2024	27 June 2024

1. PURPOSE

This policy provides a framework for implementing and utilising 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. The policy is intended to encourage initiatives to obtain feedback from students. It aims to regulate the consistency, quality and frequency with which students are asked to participate in surveys.

2. SCOPE

This policy applies to all Institute staff who approve, distribute, gather, report, or utilise Institute-approved student surveys. The policy applies to the Institute's onshore and offshore campuses and online delivery. It applies to all students who are invited to complete student surveys. The policy does not apply to less formal, ad-hoc information gathering in the classroom, the library, or other areas of the Institute.

3. DEFINITIONS

Graduate Outcomes Survey (GS) means a national online survey of all Australian Higher Education Providers. It obtains data from graduates on their experience with their course, and their employment status four months after completing their course. (See www.qilt.edu.au)

Institute-Approved Student Surveys include the GS, Student Experience Survey, and the Student Satisfaction Survey.

Informal Student Survey means a survey conducted at the Institute but not requiring formal Institute approval. For example, formative feedback surveys in class or online, library surveys, and other surveys conducted at the Institute are not covered under the Institute-Approved Surveys.

Student Experience Survey (SES) means the Institute's approved instrument which gathers student feedback on their campus or online experience, including their feedback on student-related services.

Student Satisfaction Survey (SSS) means the Institute's approved instrument which gathers feedback from students on their learning in units and their perception of teaching effectiveness in those units.

4. PRINCIPLES

4.1 Survey Design Principles

Any Institute-approved survey that requests students to provide feedback must exhibit sound principles in survey design, including:

- a) a clear purpose, methodologically sound design that is not overly complicated or onerous for students to complete;
- b) 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 used for and for what purposes; and specify protection for the anonymity of respondents

4.2 Valuing Student Feedback

The Institute is committed to delivering opportunities for students to provide feedback on their educational experiences. Student feedback from Institute-approved student surveys is a key component of the Institute's monitoring, review, and improvement activities. It is an important source of feedback for staff on their teaching. Survey data complements other sources of evidence about the quality and effectiveness of courses, units, teaching practices and other aspects of students' experiences at the Institute.

Notwithstanding the value that the Institute places on student feedback, student participation in Institute-approved student surveys is encouraged and voluntary. Further, any information obtained from student surveys will be maintained and treated in accordance with the Institute's *Privacy Policy*.

4.3 Utilising Student Feedback

The Institute's Executive, Council, Academic Board, Teaching Learning and Scholarship Committee, Director of Learning and Teaching, Academic Staff and Service Divisions use student feedback as one source of evidence to:

- a. Improve the quality of units and courses;
- b. Improve the student experience;
- c. Support the scholarship of teaching;
- d. Enhance the delivery of learning resources and support services; and
- e. Assure the equivalence of student experience across onshore, offshore and online delivery of courses and units.

Teaching staff are also encouraged to use student feedback as one of the sources of evidence of teaching quality for appointment, promotion and teaching awards.

4.4 Responsibilities Concerning Student Surveys

Students have the responsibility, *when they choose to participate in student surveys*, to contribute constructive feedback:

- a. on the effectiveness of the methods individual of teaching staff through the SSS survey;
- b. on the quality of units of study through the SSS survey
- c. on their campus or online experience, including their perception of student-related services through the SES;
- d. which is free from racist, sexist or abusive intent, as per the Student Code of Conduct and related policies; and
- e. which recognises improvements made as a result of student feedback.

Academic Staff have the responsibility to:

- a. engage in regular review and evaluation to improve the effectiveness of their contribution to the quality of students' learning experience;
- b. use the SSS results each term to review and enhance their teaching;
- c. use SSS survey results and other evaluation information relating to units in which they teach and to identify and implement improvement strategies; and
- d. maintain personal and confidential records relating to their teaching evaluations for use in performance reviews and academic promotions.

Unit Coordinators have the responsibility to:

- a. review the SSS results for their unit(s) in conjunction with other sources of data about unit quality, e.g., peer review activities;
- b. facilitate discussion of SSS results with other academic and support staff working on the unit;
- c. identify areas of good practice and key areas which the data indicate warrant improvement action;
- d. report both the good practice and improvement priorities for the unit to the Director of Learning and Teaching with a brief outline of the plan to address any improvement priorities; and
- e. provide feedback to students in unit outlines on improvements made based on their survey responses;

Deputy President (Education) and Director of Learning and Teaching have responsibilities to:

- a. in discussion with Unit Coordinators, to review SSS survey results for all units in a Course in conjunction with other sources of data about unit and program quality e.g., peer review activities, performance and outcomes data;
- b. provide a report on the overall outcomes, highlighting the identification of strengths and improvement targets to the Teaching, Learning and Scholarship Committee and the Academic Board;
- c. to identify the key areas of good practice that will be promoted and the key targets and strategies for improvement;
- d. to report on the achievement of targets and the effectiveness of strategies adopted; and
- e. use areas of good practice to promote IMC.

Senior Manager of Student Services has the responsibility to:

- a. maintain a schedule of all Institute-approved student surveys;
- b. manage the distribution and reporting of the institute-approved student surveys;

- c. provide a summary report on the findings of SSS survey results to the Deputy President (Education) and the Director of Learning and Teaching annually;
- d. provide a summary report on the findings of SES survey results to the Senior Academic Manager; and
- e. ensure compliance with this policy in the management of institute-approved student surveys.

Institute Senior Management has the responsibility to:

- a. ensure the confidentiality of individual student responses;
- b. provide support, resources and development opportunities to assist academics to improve the quality of the units they deliver; and
- c. solicit recommendations for improvement based on the survey data from academic staff teaching in units.

5. PROCEDURES

See the related document *Student Survey Procedures* for the details of the process of implementation of the principles in this policy

6. RELATED DOCUMENTS

Code of Conduct for Students

Privacy Policy

Staff Code of Conduct

Student Handbook

Student Survey Procedures

7. 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.