

Student Survey and Feedback Policy

1. Purpose and Scope

- 1.1 The Student Survey and Feedback Policy outlines types of student feedback collected by AIAT in order to
 - 1.1.1 monitor and improve the quality of the student experience; and
 - 1.1.2 assist with the development of staff and facility improvement plans.
- 1.2 This policy does not apply to the collection of information using methods requiring participant trial, assessment or experimentation or ad-hoc in-class surveys.
- 1.3 This policy applies to all academic and non-academic staff involved in survey and feedback processes.

2. Definitions

Refer to *Glossary of Terms* for commonly used terms. The definitions below are those specific to this policy and procedure.

Confidential Survey is a survey where personally identifiable information is requested and data collected is linked to the individual. Responses are combined with other respondents and summarised in any reports.

Institutional Surveys refers to student surveys that are related to learning and teaching or the overall experience of students. These include but are not limited to the SELT and other surveys conducted by AIAT regarding the student experience

National Surveys refers to student surveys that are endorsed or required by Government departments and or other authorised external organisations. These include but are not limited to the Student Experience Survey (SES), Graduate Outcomes Survey (GOS), Quality Indicators for Learning and Teaching (QILT) and the International Student Barometer (ISB).

Student Experience refers to the following activities: learning and teaching experience, curriculum, facilities and infrastructure, administration and support services, co-curricular activities, and events.

Survey Experience of Learning and Teaching (SELT) refers to student surveys conducted by AIAT which are related to the learning and teaching experience of students.

3. Policy Statement

- 3.1 AIAT is committed to providing students with an outstanding learning experience that is student-centred in its approach and informed by feedback. The views of students are

critical to monitoring, reviewing and improving courses, teaching and support services. All students will have the opportunity to provide feedback on their educational experiences.

- 3.2 Whilst not the only source of evaluation data about educational quality, AIAT considers students' views to be of critical importance in the evidence-based approaches used within AIAT to target improvements in teaching practices, the quality of subjects and courses and facilities.
- 3.3 AIAT is committed to surveying every subject every semester.

4. Policy Principles

- 4.1 An annual schedule of surveys will be developed and maintained by the Director: Quality Assurance and Risk Management.
- 4.2 Surveys and feedback mechanisms should:
 - 4.2.1 clearly indicate to respondents their purpose and potential use;
 - 4.2.2 be used for a clear and valid purpose;
 - 4.2.3 align with, and serve, strategic objectives;
 - 4.2.4 not duplicate the collection of data with other feedback mechanisms;
 - 4.2.5 be easily completed within a reasonable period of time;
 - 4.2.6 maintain the confidentiality of responses;
 - 4.2.7 ensure de-identification of respondents;
 - 4.2.8 comply with applicable legislative and regulatory obligations and ethical standards, in particular privacy and security requirements; and
 - 4.2.9 be valid and reliable.
- 4.3 Student surveys and feedback mechanisms are completed on a voluntary basis.
- 4.4 All survey and feedback data will be collected, analysed and reported in an ethical manner.
- 4.5 Student surveys will normally be anonymous. If a confidential survey will be used, students must be informed of what this means and informed that the survey is not mandatory.
- 4.6 Data gathered from surveys and feedback mechanisms must only be accessed and analysed by authorised staff and for the stated purpose.
- 4.7 Results from student feedback on subjects will be reported to students and staff no less than annually, along with plans for improvement, in a rolling cycle of improving the quality of subjects and other aspects of the student experience.
- 4.8 AIAT Board of Directors, Academic Board and the Executive Management Group use student feedback as one of the sources of data to:
 - 4.8.1 improve the quality of subjects and courses;

- 4.8.2 improve the quality of the student experience;
 - 4.8.3 support the scholarship of teaching;
 - 4.8.4 inform the Performance, Planning and Review process;
 - 4.8.5 improve the provision of learning resources and support services; and
 - 4.8.6 improve facilities.
- 4.9 Teaching staff are encouraged to use student feedback as one of the sources of evidence of teaching quality for the purposes of appointment, promotion and teaching awards.
- 4.10 The use of student surveys and feedback mechanisms is consistent with AIAT's Privacy Policy.
- 4.11 Non-identifiable (or aggregated) data may be used by AIAT for evaluation and reporting purposes. Any personal information provided as a result of completion of surveys (e.g., name, student number) will remain confidential to AIAT in accordance with the Privacy Policy.

5. Roles and responsibilities

- 5.1 The CEO is responsible for
- 5.1.1 overseeing the development and management of non-learning and teaching focused surveys;
 - 5.1.2 ensuring survey data is used to inform approaches to facilities and infrastructure, support services, and events; and
 - 5.1.3 Makes recommendations for improvement to the Board of Directors.
- 5.2 The Academic Board is responsible for
- 5.2.1 approving Student Evaluation of Learning and Teaching surveys;
 - 5.2.2 reviewing Learning and Teaching Committee reports; and
 - 5.2.3 making recommendations to the Board of Directors when expenditure is required based on the Learning and Teaching Committee report.
- 5.3 The Learning and Teaching Committee is responsible for:
- 5.3.1 ensuring that surveys are administered to enhance the student experience and outcomes;
 - 5.3.2 providing information and resources to staff on methods to maximise survey engagement; and
 - 5.3.3 recommending improvements to the Academic Board based on feedback from the Head of Institute and Director: Learning and Teaching.
- 5.4 The Head of Institute and Director: Learning and Teaching are responsible for:
- 5.4.1 providing information, guidance, and support to enable the efficient administration of surveys;
 - 5.4.2 implementing strategies to maximise student response rates and ensuring the quality of survey data;

- 5.4.3 ensuring that processes are in place to implement recommendations and actions arising from survey findings;
 - 5.4.4 ensuring that survey findings and subsequent actions are communicated to relevant stakeholders;
 - 5.4.5 in consultation with teaching staff, identifying and supporting professional development opportunities in response to feedback;
 - 5.4.6 using survey data to inform approaches to quality learning and teaching, curriculum, support services, co-curricular activities, and events; and
 - 5.4.7 reporting outcomes and recommendations to the Learning and Teaching Committee.
- 5.5 Director: Learning and Teaching is responsible for the
- 5.5.1 development and annual review of the SELT surveys; and
 - 5.5.2 collection, analysis and reporting of SELT survey results to Students, Academic Board, Learning and Teaching Committee, and other groups as listed in Procedure Clause 3.8.1.
- 5.6 Course Directors are responsible for reviewing and approving surveys proposed by lecturers.
- 5.7 Course Directors and Subject Coordinators are responsible for:
- 5.7.1 promoting and supporting implementation of relevant surveys with teaching staff;
 - 5.7.2 planning and implementing strategies to maximise student engagement with SELT and other surveys;
 - 5.7.3 analysing and responding to survey results to guide and evaluate improvements and mitigate risks to quality;
 - 5.7.4 coordinating the development and implementation of subject or course specific improvements;
 - 5.7.5 using survey data to inform approaches to quality learning and teaching, curriculum, facilities and infrastructure, support services, co-curricular activities, and events;
 - 5.7.6 providing input to staff performance management activity based on survey results; and
 - 5.7.7 identifying and reporting good practices and priority improvement areas to the Director: Learning and Teaching.
- 5.8 Teaching staff are responsible for
- 5.8.1 implementing strategies to maximise student engagement with the SELT and any other surveys;
 - 5.8.2 encourage students to provide honest, fair, respectful, and actionable feedback to the SELT and any other surveys;
 - 5.8.3 providing class time for students to complete the SELT and any other surveys;
 - 5.8.4 reviewing and reflecting on survey results to guide and evaluate improvements and mitigate risks to quality;

- 5.8.5 contributing to the development and implementation of improvements in the subjects they teach;
 - 5.8.6 incorporating survey results into the performance, planning and review process; and
 - 5.8.7 engaging with professional development opportunities as appropriate in response to survey feedback.
- 5.9 Students are responsible for
- 5.9.1 responding to surveys within the specified period;
 - 5.9.2 providing honest, fair, respectful, and actionable feedback to inform institutional monitoring, quality assurance, improvement, and enhancement activities; and
 - 5.9.3 complying with the Student Code of Conduct and the Acceptable Use of ICT Policy in their responses to student surveys.
- 5.10 The Director: Quality Assurance and Risk Management is responsible for:
- 5.10.1 developing and maintaining the annual survey calendar;
 - 5.10.2 administering National Surveys; and
 - 5.10.3 ensuring survey responses are used for monitoring, quality assurance, improvement and enhancement, external referencing and/or other benchmarking activities through reports to the Executive Management Group and the Academic Board.

6. Policy Details

Institution	Australian Institute of Advanced Technologies (AIAT)
Policy name	Student Survey and Feedback Policy
Policy Reference No.	POL – 56
Policy Approval	Board of Directors in consultation with Academic Board regarding academic matters
Policy Authority	Executive Management Group
Responsible Officer	CEO
Governance Reference Threshold Standards	HESF 2021: 5.3.5, 5.3.6, 5.3.7
Related Documents	Course and Subject Lifecycle: Review, Monitoring and Change Policy Course and Subject Lifecycle: Review, Monitoring and Change Procedure External Referencing and Benchmarking Policy Privacy Policy Quality Assurance and Enhancement Policy Staff Performance Policy Staff Performance, Planning and Review Procedure Student Survey and Feedback Procedure

Related Legislation	Higher Education Standards Framework (Threshold Standards) 2021 (HESF) National Code of Practice for Providers of Education and Training to Overseas Students 2018
References	AIAT has referred and benchmarked with the following institutions and policies during the creation of this policy: Australian National University (2020) Policy: Student surveys and evaluations Macquarie University (unknown) Student Survey Policy, <i>retrieved 18/1/2022</i> Monash College (2021) Student Survey Policy Western Sydney University (2021) Student feedback on units and teaching survey policy
Date of approval	2 March 2022
Review date	December 2024
Policy Category	Operational

6. Document Version Control

Document No	POL - 56	Last Modify Date	Summary of Changes
Version No	1.0	NA	Initial version approved by Board of Directors
	1.01	8/4/2022	Modify policy number
Created Date	March 2022		