

Student Survey and Feedback Procedure

1. Purpose and Scope

- 1.1 The Student Survey and Feedback Procedure operationalises the Student Survey and Feedback Procedure.
- 1.2 This procedure applies to all academic and non-academic staff involved in survey and feedback processes.

2. Definition

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

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. Procedure

- 3.1 AIAT gathers formal student feedback and benchmarking data via:
 - 3.1.1 Student Experience of Learning and Teaching surveys (SELTs);
 - 3.1.2 National Surveys;
 - 3.1.3 Institutional Surveys;
 - 3.1.4 focus groups; and
 - 3.1.5 membership on AIAT committees.
- 3.2 Feedback on learning and teaching is obtained through SELT surveys, focus groups and other mechanisms as approved by the Director: Learning and Teaching.
- 3.3 AIAT's-approved standardised Student Experience of Learning and Teaching (SELT) surveys are used in all subjects.

- 3.3.1 The development of the SELT is undertaken by the Director: Learning and Teaching with input from the Head of Institute.
 - 3.3.2 The SELT is reviewed and improved on an annual basis by the Director: Learning and Teaching.
 - 3.3.3 The Director: Learning and Teaching is responsible for the collection, analysis and reporting of SELT survey results to Students, Academic Board, Learning and Teaching Committee, and other groups as listed in Clause 3.8.1.
 - 3.3.4 Negative feedback that is malicious or vindictive will be removed from any public reports.
- 3.4 National Surveys
- 3.4.1 National surveys are endorsed or required by Government departments and/or other external organisations.
 - 3.4.2 The Director: Quality Assurance and Risk Management will administer these surveys and distribute results to the Academic Board and/or its subcommittees and the EMG.
- 3.5 Institutional Surveys
- 3.5.1 The development and management of non-SELT Institutional Surveys and feedback mechanisms are overseen by the CEO.
 - 3.5.2 Survey results will be provided to Students, Executive Management Group, Learning and Teaching Committee, Academic Board, Staff, and/or the Student Welfare and Services Committee based on the nature of the survey.
- 3.6 Student surveys from outside AIAT (except National Surveys) must be approved by the CEO and Head of Institute prior to any data collection when
- 3.6.1 students may be identifiable as AIAT students in the collection outcomes; and/or
 - 3.6.2 contact with students will be through AIAT ICT systems including email.
- 3.7 Data storage
- 3.7.1 Data will normally be collected electronically and stored securely.
 - 3.7.2 Data collected via focus groups and through student membership of committees will be treated confidentially and de-identified when stored.
 - 3.7.3 Data will be de-identified by the Data Owner after the data has been cleansed of offensive material (see Clause 3.8.2).
 - 3.7.4 Analysed data will be stored as per the Records Management Policy.
- 3.8 Access and availability
- 3.8.1 AIAT owned data is accessible and available as follows:

How data collected	Data Owner	Unanalysed (raw) data accessible by	Analysed data available to
SELT	Director: Learning and Teaching	Director: Learning and Teaching	Students Academic Board

			Learning and Teaching Committee Head of Institute Course Director Subject Coordinator Lecturing Staff
Institutional Surveys – non learning and teaching	CEO	Head of Institute Director: Learning and Teaching CEO Campus Manager	Students Executive Management Group Learning and Teaching Committee Academic Board Staff Student Welfare and Services Committee
Focus Groups	Focus Group Coordinator	Focus Group Coordinator	Students Executive Management Group Learning and Teaching Committee Academic Board Staff
One-on-one feedback	Individual who received feedback	Individual who received feedback	Students Executive Management Group Learning and Teaching Committee Academic Board

3.8.2 Data cleansing of offensive material

- a. Prior to releasing qualitative comments, the Data Owner must flag comments that may suggest a threat of harm to self or others, or may contain potentially offensive comments, including, but not limited to, abusive, discriminatory, malicious and/or demeaning language.
- b. The Data Owner must forward comments flagged as suggesting a threat of harm to self or others to the Campus Manager to determine what, if any action needs to be taken.
- c. The Data Owner must forward comments flagged as potentially offensive to the Head of Institute for review.
- d. The Head of Institute may approve redaction or removal of comments they deem to be offensive.
- e. Where a comment has been redacted or removed as an offensive comment, the Head of Institute should request that the student be provided with guidance on standards of acceptable feedback if possible.

- 3.8.3 Identifiable individual respondent-level survey data will otherwise only be accessible to staff directly involved in data processing and analysis.
 - 3.8.4 The Data Owner can grant access to unanalysed data only when the purpose of the analysis is in line with the original purpose of the data collection.
 - 3.8.5 Reports summarising feedback from surveys or feedback mechanisms with fewer than five responses are not available for general access by staff and students.
- 3.9 Students will be informed when improvements have been made due to student feedback in a timely manner.

4. Roles and responsibilities

- 4.1 The CEO is responsible for
 - 4.1.1 overseeing the development and management of non-learning and teaching focused surveys;
 - 4.1.2 ensuring survey results are distributed to Students, Executive Management Group, Learning and Teaching Committee, Academic Board, Staff, and/or the Student Welfare and Services Committee based on the nature of the survey; and
 - 4.1.3 ensuring survey data is used to inform approaches to facilities and infrastructure, support services, and events.
- 4.2 The Academic Board is responsible for
 - 4.2.1 approving the Student Experience of Learning and Teaching survey;
 - 4.2.2 reviewing the Learning and Teaching Committee report; and
 - 4.2.3 making recommendations to the Board of Directors when expenditure is required based on the Learning and Teaching Committee report.
- 4.3 The Learning and Teaching Committee is responsible for:
 - 4.3.1 ensuring that surveys are administered to enhance the student experience and outcomes;
 - 4.3.2 providing information and resources to staff on methods to maximise survey engagement; and
 - 4.3.3 recommending improvements to the Academic Board based on feedback from the Head of Institute and Director: Learning and Teaching.
- 4.4 The Head of Institute is responsible for approving the redaction of offensive material.
- 4.5 The Head of Institute and Director: Learning and Teaching are responsible for:
 - 4.5.1 providing information, guidance, and support to enable the efficient administration of surveys;
 - 4.5.2 implementing strategies to maximise student response rates and ensuring the quality of survey data;
 - 4.5.3 ensuring that processes are in place to implement recommendations and actions arising from survey findings;
 - 4.5.4 ensuring that survey findings and subsequent actions are communicated to relevant stakeholders;

- 4.5.5 in consultation with teaching staff, identifying and supporting professional development opportunities in response to feedback;
 - 4.5.6 using survey data to inform approaches to quality learning and teaching, curriculum, support services, co-curricular activities, and events; and
 - 4.5.7 reporting outcomes and recommendations to the Learning and Teaching Committee.
- 4.6 Director: Learning and Teaching is responsible for the
- 4.6.1 development and annual review of the SELT survey; and
 - 4.6.2 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.
- 4.7 Course Directors and Subject Coordinators are responsible for:
- 4.7.1 promoting and supporting implementation of relevant surveys with teaching staff;
 - 4.7.2 planning and implementing strategies to maximise student engagement with SELT and other surveys;
 - 4.7.3 analysing and responding to survey results to guide and evaluate improvements and mitigate risks to quality;
 - 4.7.4 coordinating the development and implementation of subject or course specific improvements;
 - 4.7.5 using survey data to inform approaches to quality learning and teaching, curriculum, facilities and infrastructure, support services, co-curricular activities, and events;
 - 4.7.6 providing input to staff performance management activity based on survey results; and
 - 4.7.7 identifying and reporting good practices and priority improvement areas to the Director: Learning and Teaching.
- 4.8 Teaching staff are responsible for
- 4.8.1 implementing strategies to maximise student engagement with the SELT and any other surveys;
 - 4.8.2 encourage students to provide honest, fair, respectful, and actionable feedback to the SELT and any other surveys;
 - 4.8.3 providing class time for students to complete the SELT and any other surveys;
 - 4.8.4 reviewing and reflecting on survey results to guide and evaluate improvements and mitigate risks to quality;
 - 4.8.5 contributing to the development and implementation of improvements in the subjects they teach;
 - 4.8.6 incorporating survey results into the performance, planning and review process; and
 - 4.8.7 engaging with professional development opportunities as appropriate in response to survey feedback.
- 4.9 Students are responsible for

- 4.9.1 responding to surveys within the specified period;
- 4.9.2 providing honest, fair, respectful, and actionable feedback to inform institutional monitoring, quality assurance, improvement, and enhancement activities; and
- 4.9.3 complying with the Student Code of Conduct and the Acceptable Use of ICT Policy in their responses to student surveys.

4.10 The Director: Quality Assurance and Risk Management is responsible for:

- 4.10.1 developing and maintaining the annual survey calendar;
- 4.10.2 administering National Surveys; and
- 4.10.3 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.

5. Procedure Details

Institution	Australian Institute of Advanced Technologies (AIAT)
Procedure name	Student Survey and Feedback Procedure
Procedure Reference No.	PROC – 56
Procedure Approval	Board of Directors in consultation with Academic Board regarding academic matters
Procedure Authority	Executive Management Group
Responsible Officer	CEO
Governance Reference Threshold Standards	HESF 2021: 5.3.5, 5.3.6, 5.3.7
Related Documents	Privacy Policy Records Management Student Survey and Feedback Policy Learning and Teaching Policy
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 (2021) Procedure: Student surveys and evaluations Macquarie University (unknown) Student Survey Procedure, <i>retrieved 18/1/2022</i> University of Technology Sydney (2021) Feedback Survey Procedure
Date of approval	2 March 2022
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Policy Category	Operational
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6. Document Version Control

Document No	PROC - 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		