Student Survey Procedures

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1.   PURPOSE

The purpose of this document is to outline the procedures involved in 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. The document should be read in conjunction with the *Student Survey Policy*.

2.   PROCEDURES

The following procedures relate 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 Survey (GS) is a national online survey of all Australian Higher Education Providers. It is conducted in April and October each year. Its distribution at the Institute is 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 follow.
i)   The GS is used for both 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. The Student Experience Survey (SES) is drafted and conducted at the end of each term by Student Services. Student Services analyses and reports on the survey data to the Teaching and Learning Committee, Academic Board and IMC senior management. The data is maintained online by Student Services.

Some additional factors concerning the SES follow.

i)   The SES is used for both quality assurance and quality improvement of student experience.
ii)   SES evaluations are conducted using standardised questionnaires, mode of delivery and survey dates.

ii)   SES evaluations are delivered online for efficiency and consistency.

iv)   SES responses are confidential.

v)   SES surveys are administered at the end of every semester.

vi)   SES consists of student experience and services offered evaluations.

vii)   Reports on the results are available to related teams.

viii)   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 drafted by Student Services after receiving feedback from the Teaching and Learning 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 Deans of each of the Schools and the Teaching and Learning Committee. Tailored individual reports are prepared for the lecturers of each of the units surveyed. The data is maintained online by Student Services. Additional analysis of the SSS for offshore course offerings is conducted by the Offshore Campus Advisory Committee.

Some additional factors concerning the SSS follow.

i)   The SSS is used for both quality assurance and quality improvement of classes and teaching.

ii)   SSS evaluations are conducted using standardised questionnaires, mode of delivery and survey dates.

ii)   SSS evaluations are delivered online for efficiency and consistency.

iv)   SSS responses are confidential.

v)   SSS surveys are administered at every offering of a unit.

vi)   SSS consists of course and teaching evaluations.

vii)   Reports on the results of unit and teaching evaluations are available to academic staff after the release of student grades.

vii)   SSS evaluation reports are provided to the Dean of School and the Teaching and Learning Committee.

viii)   Individual teaching evaluation reports (quantitative and qualitative) are provided to the staff member responsible for the unit and are also available to the Dean.

2.d Non-Institute Approved Student Surveys are surveys that may be conducted at the Institute but do not require formal Institute wide approval. These may include class surveys, library surveys, other information gathering surveys conducted at the Institute. While they do not require formal Institute wide approval, they require the prior notification and authorisation of the Senior Student Services Manager. The Senior Student Services Manager will maintain a register of all such surveys.

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

a)   have a clear purpose and methodologically sound design;

b)   are not be overly complicated or onerous for students to complete;

c)   it contains clear information on the purpose of the survey, including the intended use of the data collected, and who will have access to that data; and

d)   the anonymity of respondents will be respected and protected.

Appendix – Student Surveys (indicative questions)

The following are indicative of the type of questions that are asked in the Student Satisfaction Survey (SSS) and the Student Experience Survey (SES). They can change in any given term to reflect new circumstances. These circumstances include the teaching of courses online, offshore, or in a language other than English.

Draft- Student Satisfaction Survey

Please evaluate the unit (Both UG and PG)	Strongly Agree	Agree	Neither Agree nor 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 nor Disagree	Disagree	Strongly Disagree
1.The lecturer was well organised.					

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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. Overall, I am satisfied with the lecturer.					
7. What were the best aspects of the lecturer? (Open Question)					
8. What improvements would you suggest? (Open Question)					

Please evaluate the Tutor (UG Only)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
1.The tutor organised 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 semester?

Given the current situation, we understand that your experience this semester has been quite unique and as we are now passing halfway, 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: Are you currently:

1. In Australia
2. Overseas

Q2: What are you currently enrolled in:

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

Q3: I am

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

Q4: My campus is located in:

1. Sydney
2. Hobart

Section 2: Regarding your study
This section is about your online learning platform Moodle and <u>not</u> about your lecturer/tutor.

Q1: Overall, how well have you been able to contact your lecturers/tutors via the online learning platforms (e.g., Moodle messages, email and/or Zoom)

Very much
Quite a bit
Some
Very little
Not at all

Q2: Have you had any difficulties using the online learning platforms?

No
Yes (to next question)

  Q2a: 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 to Zoom
Often/sometimes/rare/never happen

4. Hard to find relevant recourses
Often/sometimes/rare/never happen

5. Other problem: (please indicate) _____

Q3: 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

Q4: What has been the best feature of your online learning? (open question, optional)

Q5: What features of online study need the most improvements? (open question, optional)

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?

Q2: Have you seen our COVID-19 Student Support page on our website?

1. Yes (to next question)
2. No

Q2a: The COVID-19 page… (multiple answers accept)
1. Contains helpful information
2. Make me feel supported
3. Has too much information
4. Needs more information
5. Other: _____

Q2b: Do you have any suggestions for the COVID-19 support page?
Is there any other information you want to see included?

Q3: How have you found supporting 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 good aspects of our supporting staff? (open question, optional)

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

Q6: Overall, I'm satisfied with my experience.
Very much
Quite a bit
Some
Very little
Not at all