Procedure: Student surveys and evaluations

Purpose
To outline the processes for conducting student surveys and evaluations.

Procedure
1. The University gathers formal student feedback via:
   a. The Student Experience of Learning and Teaching surveys (or equivalent);
   b. Standard University surveys, including routine sector-wide surveys approved by government or peak bodies, and internal surveys approved by the Vice-Chancellor, or Deputy Vice-Chancellor (Academic) for coursework students and the Deputy Vice-Chancellor (Research and Innovation) for Higher Degree Research (HDR) students; and
   c. Non-standard surveys, including any one-off or infrequent surveys exploring a specific question or theme as approved by the Director of Planning and Service Performance Division (PSP).

2. Teaching staff, either individually or as a team, may also gather informal, local feedback from students in their class to improve the immediate experience of teaching and learning for those students.

Student Experience of Learning and Teaching Surveys (SELT)
3. The Student Experience of Learning and Teaching surveys (SELT) (or equivalent) are used for both quality assurance and quality improvement of courses and teaching. Evaluations are standardised across the University to allow for benchmarking.

4. SELT evaluations are conducted using standardised questionnaires, mode of delivery and survey dates.

5. SELT evaluations are delivered online for efficiency and consistency. Paper-based evaluations are only available for intensive courses taught in the field or offshore via email request to evaluations@anu.edu.au. All such requests require approval by the Director of PSP.

6. SELT responses are confidential.
7. Mandatory SELT surveys (both class and teaching components) are administered at every offering of the class, with the following exceptions:
   a. Classes excluded by PSP via the Student Administration System (SAS) (or equivalent) as Administrative, Thesis Research, Transfer Credit, or similar;
   b. Classes that do not lend themselves to SELT evaluation (for example, individually supervised project-based or research classes). Such exemption requests are made in writing to the relevant Associate Dean (or nominee) as their approval is required;
   c. Exceptional extenuating staff or student circumstances that are not covered by the above. Such exemption requests are made by the relevant Associate Dean to the Deputy Vice-Chancellor (Academic) as their approval is required.

8. SELT consists of class and teaching evaluations.

9. Reports on the results of class and teaching evaluations are available to staff and students after the release of student grades, in accordance with the survey timetable.

10. At the conclusion of each class, class evaluation reports (quantitative and qualitative) are provided to all staff known to be teaching the class, and the relevant course convenor, regardless of the number of responses.

11. Teaching evaluation reports (quantitative and qualitative) are provided to the staff member that the survey is about and are also available to their relevant management line and the College and University Executive.

12. Qualitative comments are provided to staff unedited.

13. Offensive or threatening comments are removed from survey results on application by the relevant staff member. The staff member emails their relevant Associate Dean. Where the Associate Dean supports the request, the Associate Dean emails the Deputy Vice-Chancellor (Academic) for approval.

14. All staff access past class evaluation reports online (qualitative and quantitative components) where there are greater than four responses, to facilitate quality improvement of the class or their teaching.

15. All students access past class evaluation reports online (quantitative component only) where there are greater than four responses, to facilitate their decision making on future enrolments.

16. Evaluations results with fewer than five responses are not available for general access by staff and students.

17. Aggregate course evaluation results are made available by PSP to enable staff to benchmark results.
18. Associate Deans (Education) prepare a report of all class results reviewed in a given year, for discussion with the Deputy Vice-Chancellor (Academic), and the relevant College Dean, on the quality of learning and teaching experience.

**Standard Surveys**

19. Standard University surveys are routine sector-wide surveys approved by government or peak bodies, and internal surveys approved by the Vice-Chancellor, or relevant Deputy Vice-Chancellor (Academic) for coursework students and the Deputy Vice-Chancellor (Research and Innovation) for Higher Degree Research (HDR) students. A list of standard surveys are found on the [PSP website](https://psp.anu.edu.au).

20. Standard surveys are administered consistent with any relevant codes of practice and survey methodologies.

21. Results from standard surveys are disseminated to the University via a range of methods, such as university committees and sub-committees, ANU Insight, ANU website or direct email to relevant staff.

**Non-standard Surveys**

22. Any student survey that is not a SELT, standard or local survey is defined as a non-standard survey.

23. Non-standard surveys are approved by the Director of PSP at least one month before the survey start date.

24. Parties wishing to conduct a non-standard survey use the approval request form available on the [PSP website](https://psp.anu.edu.au).

25. Approved non-standard surveys are subject to a survey exclusion period at the end of each semester.

26. Approved non-standard surveys are added to the register of surveys maintained by PSP.

27. Results of approved non-standard surveys are shared with PSP, and where appropriate, distributed to the survey participants. They are also disseminated to the University via an appropriate method such as university committees and sub-committees, ANU Insight, ANU websites or direct email to relevant staff.
Local Surveys

28. Local surveys are approved by the course convener for application in that course only. The survey is for immediate feedback to the course convener of the current iteration of the course.

29. Local surveys are primarily qualitative in focus.

30. PSP approval is not required for local surveys.

31. Local surveys are ideally conducted early to mid-semester or session, to allow sufficient time for reflection and action arising from the feedback.

32. Local surveys are not conducted:

   a. after teaching week 10 for a standard semester class; or

   b. after teaching week 7 for trimester classes.

33. Staff provide their students with a summary of the informal local feedback received and inform them of any actions arising.
### Document information

<table>
<thead>
<tr>
<th>Title</th>
<th>Student surveys and evaluations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Type</td>
<td>Procedure</td>
</tr>
<tr>
<td>Document Number</td>
<td>ANUP_004602</td>
</tr>
<tr>
<td>Version</td>
<td>15</td>
</tr>
<tr>
<td>Purpose</td>
<td>To outline the processes for conducting student surveys and evaluations to monitor and improve the quality of learning, teaching and the student experience.</td>
</tr>
<tr>
<td>Audience</td>
<td>Staff</td>
</tr>
<tr>
<td>Category</td>
<td>Academic</td>
</tr>
<tr>
<td>Topic</td>
<td>Students</td>
</tr>
<tr>
<td>Subtopic</td>
<td>Student and University Experience</td>
</tr>
<tr>
<td>Effective Date</td>
<td>2 Jan 2020</td>
</tr>
<tr>
<td>Review Date</td>
<td>2 Jan 2023</td>
</tr>
<tr>
<td>Responsible Officer</td>
<td>Registrar, Student Administration (<a href="mailto:registrar.student.administration@anu.edu.au">registrar.student.administration@anu.edu.au</a>)</td>
</tr>
<tr>
<td>Approved By</td>
<td>Deputy Vice-Chancellor (Academic) (<a href="mailto:dvc.academic@anu.edu.au">dvc.academic@anu.edu.au</a>)</td>
</tr>
<tr>
<td>Contact Area</td>
<td>Division of Student Administration and Academic Services (<a href="mailto:policy.regs@anu.edu.au">policy.regs@anu.edu.au</a>)</td>
</tr>
<tr>
<td>Authority</td>
<td>Tertiary Education Quality and Standards Agency (TEQSA) Threshold Standards Privacy Act 1998</td>
</tr>
<tr>
<td>Printed On</td>
<td>26 Jul 2021</td>
</tr>
</tbody>
</table>

Please ensure you have the latest version of this document from the Policy Library website before referencing this.