Procedure: Student surveys and evaluations

Purpose

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

Procedure

2. 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
   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 Performance Measurement Division (PPM).

3. 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 (SELT) Surveys

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

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

6. SELT evaluations are delivered online for efficiency and consistency. Only intensive classes taught in the field or offshore may request paper-based evaluations by emailing evaluations@anu.edu.au. All such requests require approval by the Director of PPM.

7. SELT responses are confidential.

8. Mandatory SELT surveys (both class and teaching components) are administered at every offering of the class, with the following exceptions:
   a. Classes excluded by PPM via 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 should be 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 should be made by the relevant Associate Dean to the Deputy Vice Chancellor (Academic) as their approval is required.

9. SELT consists of class and teaching evaluations.

10. 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.
11. 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.

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

13. Qualitative comments are provided to staff unedited.

14. A staff member may apply to have offensive or threatening comments removed from their evaluation results. They should email their relevant Associate Dean. If the Associate Dean supports the request the Associate Dean will email the Deputy Vice Chancellor (Academic) for their approval.

15. 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.

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

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

18. Aggregate course evaluation results are made available by PPM to enable staff to benchmark results.

19. Associate Deans (Education) prepare a report of all class results reviewed in an given year, for discussion with the DVC(Academic) and relevant Dean on the quality of the learning and teaching experience.

Standard Surveys

20. Standard University surveys are routine sector-wide surveys approved by the government or peak bodies, and internal surveys approved by the Vice-Chancellor, or Deputy Vice-Chancellor. A list of standard surveys are found on the PPM website.

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

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

Non-standard Surveys

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

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

25. Parties wishing to conduct a non-standard survey use the survey approval request form available on the PPM website. (https://services.anu.edu.au/business-units/planning-performance-measurement-division)

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

27. Approved non-standard surveys are added to the register of surveys maintained by PPM.

28. Results of approved non-standard surveys are shared with PPM, 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 web-sites or direct email to relevant staff.
Local Surveys

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

30. Local surveys are primarily qualitative in focus.

31. PPM approval is not required for local surveys.

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

33. Local surveys are not conducted:
   a. after teaching week 10 for a standard semester class; or
   b. after teaching week 7 for a trimester class.

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

Title: Student surveys and evaluations

Document Type: Procedure

Document Number: ANUP_004602

Version: 12

Purpose: To outline the processes for conducting student surveys and evaluations to monitor and improve the quality of learning, teaching and the student experience.

Audience: Staff

Category: Academic

Topic: Students

Subtopic

Effective Date: 2 Jan 2020

Review Date: 2 Jan 2023

Responsible Officer: Registrar, Student Administration
(registrar.student.administration@anu.edu.au)

Approved By: Deputy Vice-Chancellor (Academic)
(dvc.academic@anu.edu.au)

Contact Area: Division of Student Administration and Academic Services (policy.regs@anu.edu.au)

Authority

Printed On: 5 Feb 2020

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