

Course and Unit Surveys Policy

Scope

This policy applies to Kaplan Higher Education Pty Ltd, trading as Murdoch Institute of Technology (“School”).

Overview

The School is committed to the review of its courses and units and the implementation of recommendations from these reviews in a timely manner. This document provides an overview of the key survey tools used by the School to gain feedback from students on their learning experiences and the guidelines on implementing these surveys.

As part of the School’s commitment to maintaining and improving the learning experience, students will be asked to evaluate units at the end of a teaching period according to a predetermined schedule. The instrument used is a Student Evaluation of Learning and Teaching Survey (SELTS) and is used to evaluate areas such as unit materials, assessment items, learning community, teacher performance, resources and student support. In addition to SELTS, the School participates in external Quality Indicators in Learning and Teaching (QILT) surveys which survey current and past students as well as employers on across all courses offered by the School.

Students will be encouraged to provide constructive comments and feedback for the purpose of further improvement. The feedback will also be collected via non-survey means, such as forums and suggestion boxes. The feedback will be treated in strictest confidence and only non-student-specific results will be given to the lecturers. Students can also provide feedback anytime during the unit to relevant academic or administration staff.

Administration and Timing

Under the guidance of the Vice President, Academic, the School is responsible for the development, administration and review of all SELTS. Recommendations of major changes to the surveys or implementation must be made in consultation with the Vice President, Academic or delegate.

Units and courses are to be surveyed in accordance with the agreed survey schedule and reporting of results should comply with internal procedures.

Survey Administration Standards

- Surveys will be undertaken for all unit offerings in every study period.
- Unit surveys are to be conducted towards the end of the teaching period and before the release of results and will be available for a one-week period to students.
- The results of the surveys will be made available to relevant teachers and managers within one fortnight of the survey’s closing date.
- Individual unit reports will be available to relevant staff and managers within 6 weeks of the survey closing and after final results of the main and supplementary examinations have been submitted, whichever is later. QILT data and results will be shared with relevant teaching and other staff and managers as they become available.

Analysis and Dissemination of Feedback

- Analysis of SELTS is conducted by the School's personnel under the supervision of the Academic Manager or the College Director.
- Survey results will be discussed formally by the Teaching & Learning Committee at meetings, where action items will be identified and monitored on a regular basis.
- The School is responsible for ensuring students and relevant staff are given appropriate feedback as a result of the survey outcomes including the interpretation of results, issues raised by students and any action taken to improve the unit/course.
- The Academic Manager will implement the recommendations of the surveys as appropriate and put in place mechanisms to ensure students are given appropriate feedback on survey outcomes.
- The relevant academic and business heads will prepare a summary report to the Kaplan Higher Education Academic Board and the Murdoch University Academic Committee on the QILT and SELTS results as they become available.

Using Surveys as an Evaluation of Teaching

Data from the student surveys will be provided to teaching staff and managers to use for ongoing training and performance review. Data may also be used to recognise exemplary teaching and learning practices and seek ways to disseminate and encourage good practice. It should be noted that the SELTS and QILT are only one method used to gather information on teaching performance and should not be used in isolation.

Survey Structure

SELTS

The unit surveys are designed to provide a broad measure of the quality of students' learning experience in a given unit. The SELTS will have a group of core qualitative and quantitative questions as well as the ability to add qualitative and quantitative questions to the survey in order to assess student perceptions of other aspects of their learning or of the delivery of the unit.

Relevant Legislation and Policies

As a registered provider, Murdoch Institute of Technology operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws.

Below, please find the most relevant legislation which apply to this policy:

- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
<https://www.legislation.gov.au/Details/C2017C00271>
- Higher Education Standards Framework 2015
<https://www.legislation.gov.au/Details/F2015L01639>
- Australian Qualifications Framework <https://www.aqf.edu.au/>

Other policies associated with this policy, to be found currently at following link:

<https://www.murdochinstitute.wa.edu.au/policies/>

- Assessment Policy
- Course and Unit Development and Review Policy
- Learning Facilities and Resources Policy
- Privacy Policy

- Progression Policy
- Reasonable Adjustment Policy
- Special Considerations Guidelines and Processes

Version Control and Accountable Officers

It is the joint responsibility of the Responsible Officer and the Implementation Officer(s) to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officer	Vice President, Academic			
Implementation Officer(s)	College Director, Academic Manager or equivalent			
Review Due Date	March 2023			
Approved by				
KHE Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.0	Quality & Standards Group	Unpacking of one document into existing document	01.01.2014	01.01.2014
1.1	VP, Academic	Changes to policy to reflect business structure and accountability changes. Simplify policy. Format and wording changes to align across all Kaplan businesses.	22.05.2015	15.06.2015
1.2	Academic Quality and Governance Team	Amended to reflect QILT context and clarifications made in relation to the Academic Director's responsibility for implementation of Surveys. Policy restructured and additional information included for clarity, consistency and coherency.	26.05.2016	16.06.2016
2.0	Quality, Regulations and Standards Team in collaboration with the team at MIT.	<p>Policy review.</p> <p>In the "Overview" section of the policy it was added that all means of feedback received is considered.</p> <p>Survey Administration Standards simplified and made clearer, the results of surveys are made available to staff within a fortnight rather than 6 weeks, as before.</p> <p>Analysis and dissemination of feedback – responsibility extended to the College Director (in addition to the Academic Manager), results of feedback will be discussed formally at the MIT & Murdoch University Academic Committee.</p>	26.03.2020	01.04.2020