

STUDENT SURVEY POLICY

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1. Purpose

1.1 This Policy and the related Procedures establish the methods and frequency with which Monaro Higher Education (MHE) conducts surveys and coordinates those surveys to minimise confusion, streamline methods for contacting samples and identify possible problems with study or services.

2. Principles

2.1 MHE values students’ opinions regarding every aspect of their student experience and encourages their feedback for use in its continuous review.

3. Context

3.1 This policy is aligned with applicable Australian Government legislation including the *Higher Education Standards Framework 2021*, particularly section 5-3-5 and 5-3-7.

4. Scope

4.1 This policy applies to all students, all academic staff and all staff involved in the quality management process.

5. Definitions

Non-Core Survey – Survey which is not applicable to the entirety of MHE and generally happens only once rather than every trimester or every year.

Quality Indicators for Learning and Teaching (QILT) – a set of surveys, authorised by the Federal Government, of higher education experiences with results published online.

Survey – set of questions (written, spoken or online) intended to gather data for analysis.

6. Policy details

6.1 Surveys Conducted at MHE

6.1.1 The Dean must approve the timing of all surveys.

6.1.2 MHE will conduct a New Student Survey to evaluate the application and enrolment process and students' adaptation to academic life.

6.1.3 MHE will conduct an annual Unit Satisfaction Survey to evaluate students' attitudes towards the delivery of the teaching, its assessments, the texts and reading material.

6.1.4 MHE will conduct an annual Graduands' Survey to evaluate graduands' perception of the course and their student experience immediately after completing their studies. (QILT)

6.1.5 Other senior staff may devise and conduct non-core surveys to gauge students' attitudes to issues of particular concern, innovations or conditions particular to their course or unit or aspect of their delegated responsibility. The Dean must approve all non-core surveys.

6.1.6 MHE will conduct a survey of alumni as part of each course reaccreditation review.

6.2 Survey Results

6.2.1 The content and timing of all academic surveys to students will be approved by the Dean.

6.2.2 Results of all surveys of students and reports from QILT received by MHE will be submitted to the Learning and Teaching Committee for their consideration. Any recommendations for action resulting from the surveys will be submitted to the Academic Board.

6.2.4 Summaries of survey data and actions taken, or changes made in response will be made known to the relevant unit outlines.

6.3 Confidentiality and Privacy

6.3.1 MHE is determined to preserve the privacy and confidentiality of all survey respondents.

6.3.2 Administrative staff will collate the responses and produce reports within two weeks. All reports will be completely anonymised.

6.3.3 Individual survey responses will be accessible only to admin staff involved in collating the surveys. Only aggregated and anonymised data will be publicised.

7. Relevant Legislation and Regulations

MHE acknowledges its legal and regulatory obligations under the following frameworks:

- Higher Education Standards Framework (HESF) 2021
- Education Services for Overseas Students (ESOS) Framework 2013
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Act 2000
- NSW Privacy and Personal Information Protection Act (1998)

8. Policy Administration

Policy category	Quality Assurance
Policy owner	Academic Board
Responsible officer	Student Administration Manager

Approving authority	Academic Board
Contact officer	Student Administration Manager
Approval date	29 th July 2022
Commencement date	29 th July 2022
Review date	Three years
Version	1.2
Related documents	Student Survey Procedures Course Review and Continual Development Framework Privacy Policy Stakeholder Engagement Policy and Procedure

9. Version control and change history

Version	Approval date	Approved by	Summary of changes
1.1	27 th May 2022	Academic Board	
1.2	29 th July 2022	Academic Board	Make the alumni survey only at re-accreditations

10. Reference /Benchmark

- Eastern College Australia
[Quality Improvement Survey Policy | Eastern College Policy Portal](#)
- Federation University
[Student Survey Policy \(federation.edu.au\)](#)
- Griffith University
[Surveying of Griffith Students and Staff Policy \(windows.net\)](#)
- Macquarie University
[Student Survey Policy / Document / Policy Central \(mq.edu.au\)](#)