

# Student Evaluations (GC)



Queensland Institute of Business Technology Pty Ltd

ABN 38 076 195 027

## Document

<b>Document Name</b>	Student Evaluations (GC)
<b>Brief Description</b>	This Policy recognises the importance of student evaluations as a means of maintaining and enhancing the effectiveness and quality of programs, courses and teaching and learning. This Policy applies to all courses offered within the Foundation, Diploma, Associate Degree programs offered by the College and to all staff undertaking teaching roles within these courses.
<b>Responsibility</b>	Director Student and Academic Services
<b>Initial Issue Date</b>	22/04/2008
<b>Authorising Body</b>	Management Committee

## Version Control

<b>Date</b>	<b>Version No.</b>	<b>Summary of Changes</b>	<b>Reviewer Name and Department/Office</b>
19.08.2020	7	Amended to reflect that adhoc surveys be reviewed and approved by the relevant Director	Student and Academic Services Director
26.10.2022	8	Reviewed against legislation and updated RASCI	Student and Academic Services Officer

## Related Documents

<b>Name</b>	<b>Location</b>
n/a	

# Contents

1	Purpose and Scope .....	3
1.1	Introduction .....	3
1.2	Purpose .....	3
1.3	Scope .....	3
2	Policy Statement.....	3
2.1	Rationale for Evaluation .....	3
2.2	Focus of Evaluation .....	4
2.3	Student Experience of Courses and Teaching (SECT) Questionnaire .....	4
2.3.1	Frequency .....	4
2.4	Student Experience Survey .....	4
2.4.1	Frequency .....	5
2.5	Graduate Satisfaction Survey .....	5
2.5.1	Frequency .....	5
2.6	Approval and scheduling of new surveys .....	5
2.7	Confidentiality of Evaluations.....	6
2.8	Feedback to Staff .....	6
2.9	Publication of Outcomes .....	6
2.10	Retention of Data .....	6
2.11	Procedure .....	6
3	Responsibilities .....	7
4	Compliance .....	7
4.1	General .....	7
4.2	Relevant Legislation.....	7
4.3	Review .....	7
4.4	Records Management.....	8
	Survey Management Plan.....	9

## 1 Purpose and Scope

- a) Griffith College is committed to excellence in student centred education, continuous quality improvement and accountability, and the development and maintenance of programs, courses and teaching of the highest quality.

### 1.1 Introduction

- a) This Student Evaluations Policy sets out the approach of Griffith College relating to the management of student evaluations through core surveys.

### 1.2 Purpose

- a) The purpose of this Policy is to recognise the importance of evaluations as a means of ensuring quality teaching and learning of programs and courses. Surveys also collect data on the student experience which informs a continual cycle of improvement.
- b) This policy applies to all courses offered within the Foundation, Diploma, Associate Degree and Master's Qualifying programs offered by the College and to all staff undertaking teaching roles within these courses.

### 1.3 Scope

- a) This Policy has been prepared in accordance with the Student Survey Management Plan.

## 2 Policy Statement

### 2.1 Rationale for Evaluation

- a) Griffith College views evaluation as an essential element in the Colleges broader cycle of continuous improvement.
- b) The evaluation process serves to encourage continuous improvement in the quality of programs, courses and teaching and learning and helps to:
  - i. verify the quality of teaching and learning and curriculum for all relevant stakeholders (quality assurance);
  - ii. assure the Academic Director and other relevant stakeholders that courses are contributing to learning in the program as intended and that the learning outcomes are consistent with those stated for the course;
  - iii. encourage academic staff to engage in scholarship in teaching through reflection on course design;
  - iv. encourage academic staff to reflect on course design and the quality of teaching and learning within their courses by linking evaluation with performance management processes.

## 2.2 Focus of Evaluation

- a) Student evaluations will focus on:
  - i. the quality of courses (e.g. content, coherence, relevance, currency);
  - ii. the quality of teaching and learning (e.g. course delivery, learning mode, student-teacher interactions, learning outcomes and educational resources used to support teaching and learning).
  - iii. the quality of services and facilities (e.g. support, facilities, resources, customer service, communication and information)
  - iv. the overall experience of the student (e.g. generic skills development, overall teaching quality)
  
- b) Evaluation mechanisms used within the College include:
  - i. Student Experience of Courses and Teaching (SECT);
  - ii. Student Satisfaction Survey (QILT); and
  - iii. Graduate Satisfaction Survey.

## 2.3 Student Experience of Courses and Teaching (SECT) Questionnaire

- a) The primary method for obtaining feedback on a student's experience of courses and teaching is the Student Experience of Courses and Teaching (SECT) questionnaire which has been designed to:
  - i. reflect characteristics of good curriculum design based on established research and industry advice;
  - ii. be both systematic and complete in its coverage of the appropriate issues to be evaluated;
  - iii. be flexible to allow academic staff to design survey questions targeted to area(s) of particular interest;
  - iv. provide academic staff with qualitative comments to assist in understanding the feedback received and in providing reinforcing or diagnostic feedback on aspects not necessarily covered by the questionnaire items;
  - v. provide staff with feedback on both the positive and negative aspects of the course design and teaching with the aim of implementing changes, where appropriate.

### 2.3.1 Frequency

- a) All courses are formally evaluated after their first offering, after any major revision, or where concerns are raised by students and, thereafter yearly.
- b) All teaching staff are formally evaluated when they teach a course for the second time, whenever concerns are raised by students or others and, thereafter yearly.

## 2.4 Student Satisfaction Survey

- a) The primary method for the evaluation of overall student satisfaction is the Student Satisfaction Survey (QILT).
- b) Implemented by the Social Research Centre (SRC), QILT has been designed to gain feedback from students regarding their overall level of satisfaction with five aspects of the student experience:

- i. Skills Development;
  - ii. Learner Engagement;
  - iii. Teaching Quality;
  - iv. Student Support; and,
  - v. Learning Resources.
- c) The survey outcomes can be benchmarked against the Quality Indicators for Learning and Teaching (QILT) for other Higher Education Providers, which fall into the same categories.

#### 2.4.1 Frequency

- a) Current students are evaluated annually.

### 2.5 Graduate Satisfaction Survey

- a) Griffith College's primary method for the evaluation of overall graduate satisfaction is the Navitas Graduate Satisfaction Survey which has been designed to gain feedback from graduates regarding their satisfaction with:

- i. program quality (effectiveness);
- ii. Teaching quality;
- iii. the development of graduated generic skills and abilities in general; and
- iv. customer service.

- b) The survey outcomes can be benchmarked against the Quality Indicators for Learning and Teaching (QILT) for other Higher Education Providers, which fall into the same categories.

#### 2.5.1 Frequency

- a) The Graduate Satisfaction Survey is implemented annually.

### 2.6 Approval and scheduling of new surveys

There are a number of core surveys which are conducted on a relatively fixed and predetermined schedule. Any approval for the administration and scheduling of new and non-core surveys must safeguard against any conflict with these existing core surveys.

New and non-core surveys must be approved by:

For College-wide Surveys -

- the Management Committee for non-academic surveys, and
- the Academic Director or Learning and Teaching Committee for academic surveys
- the Director of Student and Academic Services approves the scheduling of all surveys.

## 2.7 Confidentiality of Evaluations

- a) All feedback received from respondents will remain confidential with no information on the identity of respondents including IP addresses, being recorded by Griffith College.
- b) Outcomes of teaching evaluations will remain confidential and will only be accessible to the staff member evaluated, and their supervisor.
- c) Surveys conducted by the College will be compliant with the Privacy Act 1988 (Cwth)

## 2.8 Feedback to Staff

- a) The SECT outcomes will form part of the discussion in the individual staff performance planning and review.
- b) The SECT outcomes will form part of the discussion for all Course Coordinators annual performance and review.
- c) Student & Graduate Satisfaction are more generalised and simply fed back to staff by publication.

## 2.9 Publication of Outcomes

- a) After the closure of an evaluation, reports collating the results will be produced for publication.
- b) Program Convenors/Program Advisors review data and consider aberrant results.
- c) While reports will be aggregated by program, when reviewing data, the Program Convenors/Program Advisors will consider significant variations at each campus, in an attempt to ensure parity of student experience across the College.
- d) Appropriate action plans will be formulated to respond to results.
- e) Reports, including action plans, are provided to students, staff, Program Advisory Committees, Academic Board and Navitas.

## 2.10 Retention of Data

- a) All evaluation responses are to be retained for a period of five years after that time the College will dispose of the data.

## 2.11 Procedure

The Student Survey Management Plan articulates the mechanics of survey implementation and reporting.

### 3 Responsibilities

Responsibility	CDP	NLTS (GSS and SSS)	QCM	AD	MSAS	DSAS	PC	AB	PAC	DMA	SAS (SECT)	All
Maintain currency of policy	I	A	C	A		R	S	I	I	I	C	I
Scheduling courses/Surveys		R		C		A	C	I	I		R	
Collating student/course data		I						I	I		R	
Generating and distributing Surveys		R		S			S	I	I		R	
Conducting Surveys		R		S			R	I	I		S	
Generating data for Board evaluations/reports	I	C	I	I	R	I	I	I	I		R	I
Reviewing student feedback for recommendations of continual improvement	I		C	R	R	R	R	I	I			I
Providing relevant data annually to Regulator	A		R	R								
<p>CDP = College Director &amp; Principal, CFM = College Finance Manager, QCM = Quality &amp; Compliance Manager, AD = Academic Director, DSAS = Director, Student &amp; Academic Services, MSAS = Manager Student &amp; Academic Services, DMA = Director, Marketing &amp; Admissions, AB = Academic Board, All = Staff, PC = Program Convenor/Program Advisor, PAC = Program Advisory Committee, SAS = Student and Academic Services, Support, NLTS =Navitas Learning and Teaching Services</p> <p>R = Responsible, A = Accountable, S = Supporting, C = Consulting, I = Informed</p>												

### 4 Compliance

#### 4.1 General

The Director, Student and Academic Services will ensure staff are informed about this Policy through staff meetings and communications.

Students will be made aware of this Policy through the Griffith College website Policy Library and digital campus.

#### 4.2 Relevant Legislation

Higher Education Standards Framework (Threshold Standards) 2021 (HESF 5.3 and HESF 6.1.4)

#### 4.3 Review

This Policy is tested and reviewed at least every 24 months and when at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines. This review process aims to ensure alignment to appropriate strategic direction of Griffith College and continued relevance to Navitas' current and planned operations.

#### 4.4 Records Management

All records in relation to this document will be managed as follows:

<b>Record type</b>	<b>Owner</b>	<b>Location</b>	<b>Retention</b>	<b>Disposal</b>
Policy	Director of Student and Academic Services	Policy Hub	Permanently with control in place for revisions	Policy Hub archive
Plan	Director of Student and Academic Services	Document Library	Permanently with control in place for revisions	Document Library archive



## Survey Management Plan

SURVEY	FREQUENCY AND TARGET AUDIENCE	IMPLEMENTATION OF SURVEYS	DRAFT REPORT & ACTION PLAN	MEET WITH RELEVANT STAFF & CREATE ACTION PLAN	REVIEW OF DRAFT REPORT & ACTION PLAN	REPORT PUBLISHED/ DISTRIBUTED#					
<b>Student Experience of Courses and Teaching (SECT)</b>	Once per Trimester, all students in the course / taught by the staff member in which the evaluation is administered. Each course is evaluated after its first offering and then once per annum. Each teaching staff member is evaluated in their second or third Trimester of teaching and then once per annum.	Weeks 9-10 DHC Calendar, each Tri	Admin Officer (MG)	Week 14 Student Portal Report	Admin Officer	Not applicable.	Week 1 of following Tri (commentary of report only)	Program Convenors	Week 5 of following Tri	Admin Officer	
		Weeks 10-11 General Calendar, each Tri	Admin Officer (GC)	Week 14 Full SECT Report for Program Convenors	Admin Officer	Not applicable.	Not applicable.	Not applicable.	Week 5 of following Tri	Admin Officer	
		Online survey conducted in classes	Teaching Staff	Week 14 Individual SET Reports for Program Convenors	Admin Officer	Not applicable.	Not applicable.	Not applicable.	Week 5 of following Tri	Admin Officer	
<b>Student Satisfaction Survey (SSS) (developed &amp; administered by QILT)</b>	Once per year, trimester two All students that were enrolled in trimester one	August	Director Student & Academic Services	Upon release of results from QILT (December /January)	Director Student & Academic Services	January	Director Student & Academic Services	March	Director Student & Academic Services	Academic Board Report - May	Director Student & Academic Services
<b>NVT Graduate Satisfaction Survey (GS) (developed &amp; administered by NVT)</b>	Once per Trimester for Graduates of current calendar year: Trimester 3, previous year Trimester 1 & 2, current year	Weeks 0 - 5, Tri 1, 2, 3 (NVT Feb-Nov) Email link to Survey Monkey provided by NVT	Director Student & Academic Services	December - Student Portal Report	Director Student & Academic Services	October	Director Student & Academic Services	December	Director Student & Academic Services	Academic Board Report - May	Director Student & Academic Services