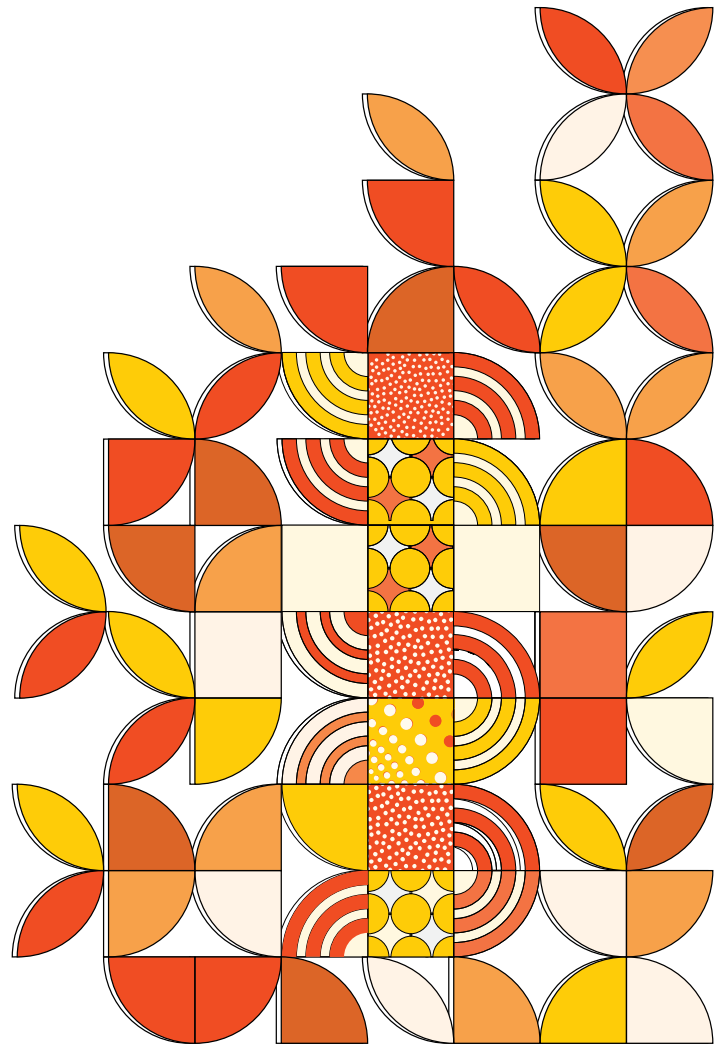


# Student Survey Management Policy



## SECTION 1

### Purpose

1. The purpose of this policy is to ensure a coordinated approach to student survey management across the Institute of Health and Management (IHM) when surveying students. A coordinated approach to survey management includes:
  - a) Clarity on the process for approval and implementation of core, external and internal surveys to students.
  - b) Management of the frequency of surveys involving students to reduce the risk of over-surveying.
  - c) Define the responsibilities of various stakeholders involved in the administration, management, implementation and reporting of student surveys.
  - d) Management of institution response rates for reporting and quality assurance purposes as well as monitor the quality of the qualitative feedback data.
  - e) Analysis, implementation, and interpretation of surveys is provided to ensure the accurate and timely collection of data in alignment with the Higher Education Standards Framework (2021). This data serves the dual purpose of meeting compliance requirements and facilitating quality assurance, benchmarking, research, and continuous improvement initiatives

### Scope

2. The policy applies to all IHM core, internal and external surveys that involve the methods of broad sampling or census of the population of current and prospective students, graduates and staff of the Institute. This policy does not apply to surveys that are:
  - a) Part of assigned coursework assessment
  - b) Surveys conducted at an event or service
  - c) Small-scale surveys.

### Definitions

3. Definitions for key terms are presented in the [Glossary of Terms](#).

### Suite documents

4. This Policy is linked to the following procedures:
  - a) Survey Management Procedure
  - b) See also Associated Information listed in the 'Related Internal Documents' in Section 3 below.

## SECTION 2

### Policy

#### 5. Principles

- a) Collecting students' perspective and feedback is important to IHM's success and integral to providing a positive experience for students.
- b) Gathering student feedback is crucial for IHM's commitment to quality assurance, enhancement and continuous improvement. Through various survey methods, IHM aim to collect valuable insights that contribute to benchmarking, monitoring, and decision-making processes. This feedback informs both operational and strategic decisions across all aspects influencing the student experience at IHM.
- c) In accordance with IHM's commitment to uphold the standards specified in the Higher Education Standards Framework (2021), IHM will fulfill its obligation to afford student opportunities for providing feedback on their educational experiences.
- d) The administration of student surveys will follow the Survey Calendar and Survey Schedule, which will be regularly updated and disclosed by the Learning and Teaching Committee before the commencement of each calendar year.
- e) The internal student survey conducted through learning management system (LMS).
- f) Students at IHM will be afforded the chance to participate in surveys during designated class sessions, whether conducted on campus or online, as applicable.
- g) Responses to survey outcomes from all essential surveys will be handled appropriately, aligning with the obligations outlined in Student Survey Management Procedure.
- h) An implementation plan detailing all the actions and modification from survey analysis will be shared with pertinent stakeholders in accordance with the responsibilities specified in Student Survey Management Procedure.

## SECTION 3

### Associated Information

<b>Related Internal Documents</b>	Graduate Outcome Survey Onboarding Experience Survey Practical Experience Placement (PEP) Survey Privacy Policy Privacy Procedure Student Support Services Survey Survey Management Procedure Unit and Teaching Evaluation Survey
<b>Related Legislation, Standards, and Codes</b>	<a href="#">Tertiary Education and Quality Standards Agency Act 2011</a> <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a> <a href="#">Privacy and Data Protection Act (2014)</a> <a href="#">The Privacy Act (1988)</a> <a href="#">The Freedom of Information Act (1982)</a>
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### Change History

Version Control		
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc
Version 3.1	May 2029	<ul style="list-style-type: none"> <li>Minor Editorial changes</li> </ul>
Version 4.0	15/03/2021	<ul style="list-style-type: none"> <li>Policy and Procedure separated into two documents</li> <li>Added version number, Minor editorial changes</li> <li>Amended by the Learning and Teaching Committee meeting, March2021</li> <li>Version 4 approved by Academic Board meeting, March 2021</li> </ul>
Version 5.0	21/02/2024	<ul style="list-style-type: none"> <li>Policy and Procedure updated specifically for Student Survey Management</li> <li>Transfer into new template</li> <li>Definitions removed as now refer to IHM Glossary of terms</li> <li>Feedback from Wells Advisory was updated</li> <li>Minor editorial changes have been made</li> </ul>