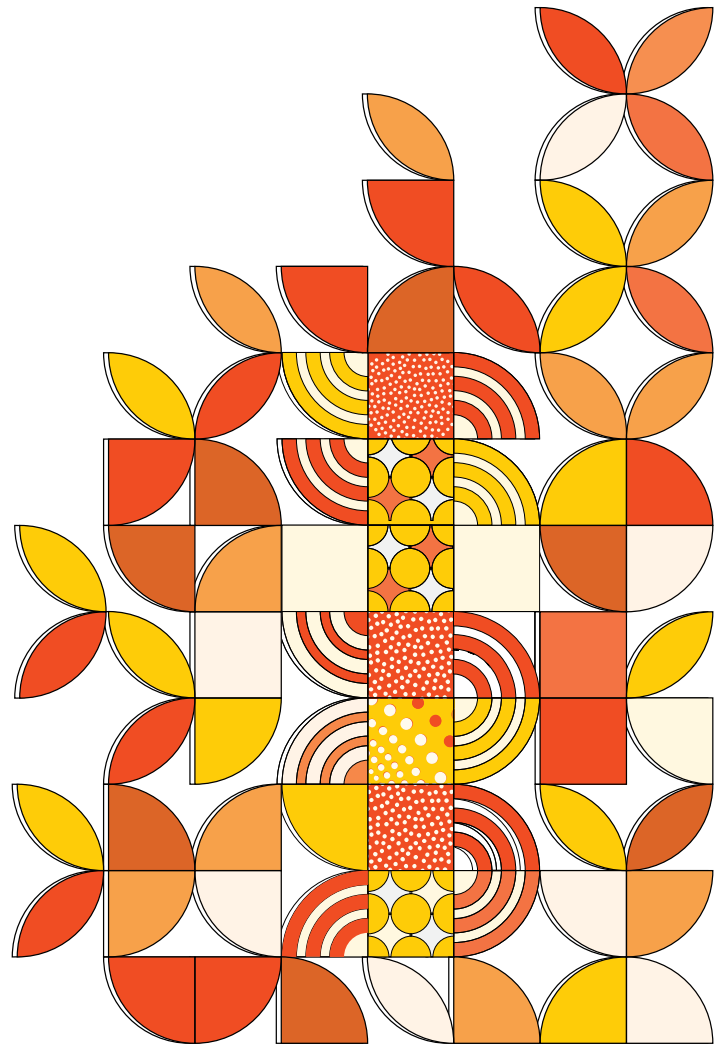


Student Survey Management Procedure



SECTION 1

Purpose

1. The purpose of this procedure 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 procedure 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:
 - a) Survey Management Policy
 - b) See also Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Procedure for implementation

5. Core surveys require institutional approval. IHM staff need to submit a Survey Proposal to the Learning and Teaching Committee which will be tabled at the next scheduled meeting.
6. The Registrar or delegate is responsible for assessing survey proposals using the following criteria:
 - a) Alignment with IHM’s strategic planning and priorities.
 - b) Relevance and usefulness of data for strategic planning, priorities, and improvement purposes.
 - c) Survey design, including survey methodology and measures, mode of delivery and timing.
 - d) Monitoring survey overload and impact of survey on students and staff.
 - e) Survey analysis and reporting of data and how this links to institutional planning and regulatory reporting requirements.
7. IHM conducts and participates in several surveys throughout the year that involve students, and external stakeholders through external surveys for example, Quality Indicators for Learning and Teaching (QILT) surveys such as:
 - a) Student Experience Survey (SES).
 - b) Graduate Outcomes Survey (GOS).
 - c) Graduate Outcomes Survey - Longitudinal (GOS-L).
8. IHM will actively promote student survey through various IHM communication channels. These channels may encompass email communication, IHM website, the Learning Management System, and other relevant systems. Additionally, promotion will be conducted within the classroom setting, facilitate by academic staff.

Procedure for Learning and Teaching Surveys

9. IHM conducts Learning and Teaching surveys to obtain feedback from students related to their learning and teaching experience to inform quality assurance, enhancement and process improvement practices.
10. Learning and Teaching surveys include:
 - a) Onboarding experience survey which is conducted during orientation week for each intake throughout the year.
 - b) Unit evaluation survey which is conducted for every unit twice during a semester at Week 6 and Week 12.
 - c) Student evaluation of work/Clinical placements which is conducted during placements.
11. The surveys are administered by the Learning and teaching Committee.
12. Learning and Teaching Committee works with Business Intelligence and Reporting regarding the storage and management of surveys.
13. Student participation in these surveys will be maximised by ensuring that students are given the opportunity to complete the surveys during schedule class time (on or off campus).
14. All surveys will be conducted in accordance with the survey calendar (refer to Appendix below) for each study period.

Reporting of Learning and Teaching Surveys

15. Reports and analysis of learning and teaching surveys are generated via Power BI.
16. The reports are disseminated and deliberated upon with Learning and Teaching Committee.
17. Following the analysis, an implementation plan is formulated to address all the actionable points.

18. Each identified action point is communicated to the pertinent staff or the specific course team for the purpose of implementing the feedback.
19. IHM will actively ensure that the feedback from student survey is communicated to the relevant staff through various IHM communication channels. These channels may encompass email communication, IHM website, the Learning Management System, and other relevant systems.

SECTION 3

Associated Information

Related Internal Documents	Graduate Outcome Survey Onboarding Experience Survey Practical Experience Placement (PEP) Survey Privacy Policy Privacy Procedure Student Support Services Survey Survey Calendar Survey Management Policy Unit and Teaching Evaluation Survey
Related Legislation, Standards, and Codes	Tertiary Education and Quality Standards Agency Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Privacy and Data Protection Act (2014) The Privacy Act (1988) The Freedom of Information Act (1982)
Date Approved	29.02.2024
Date of Effect	29.02.2024
Date of Next Review	28.02.2026
Approval Authority	Academic Board
Responsibility for implementation	Academic Department
Document Custodian	Academic Dean
IHM Doc ID	IHM-SMP1-5.0

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"> • Minor Editorial changes
Version 4.0	15/03/2021	<ul style="list-style-type: none"> • Policy and Procedure separated into two documents • Added version number, Minor editorial changes • Amended by the Learning and Teaching Committee meeting, March2021

		<ul style="list-style-type: none"> • Version 4 approved by Academic Board meeting, March 2021
Version 5.0	21/02/2024	<ul style="list-style-type: none"> • Policy and Procedure updated specifically for Student Survey Management • Transfer into new template • Definitions removed as now refer to IHM Glossary of terms • Feedback from Wells Advisory was updated • Minor editorial changes have been made

Appendix: IHM Student Survey Calendar 2024-2025

IHM STUDENT SURVEY CALENDAR				2024-2025
January	February	March	April	
	Graduate Outcome Survey	Student on-boarding experience survey	Mid-semester Unit Evaluation Survey	
May	June	July	August	
Graduate Outcome Survey	End semester Unit Evaluation Survey	Student on-boarding experience survey	Student experience survey Mid-semester Unit Evaluation Survey	

IHM STUDENT SURVEY CALENDAR				2024 - 2025
September	October	November	December	
End semester Unit Evaluation Survey		Student on-boarding experience survey Graduate Outcome Survey	Mid-semester Unit Evaluation Survey	
<p>Student Onboarding Experience Survey</p> <p>This survey is conducted during orientation week of every intake in March, July and November. This survey is also conducted at other times during the year for some additional courses whose intake starts at different times than mentioned above.</p>	<p>Graduate Outcome Survey (GOS)</p> <p>This survey is conducted three times in a year in February, May and November by QILT.</p>	<p>Graduate Outcome Survey Longitudinal</p> <p>This survey is conducted once a year in February by QILT.</p>	<p>Unit Evaluation Survey</p> <p>This survey is conducted twice a year for every unit. Once at Week 6 and once at Week 12.</p>	
<p>Student Satisfaction Survey</p> <p>This takes place during placements for each intake.</p>				
<p>Student Experience Survey</p> <p>This survey is conducted once a year in August by QILT.</p>				