



Legal entity: INSTITUTE OF HEALTH & MANAGEMENT PTY LTD.

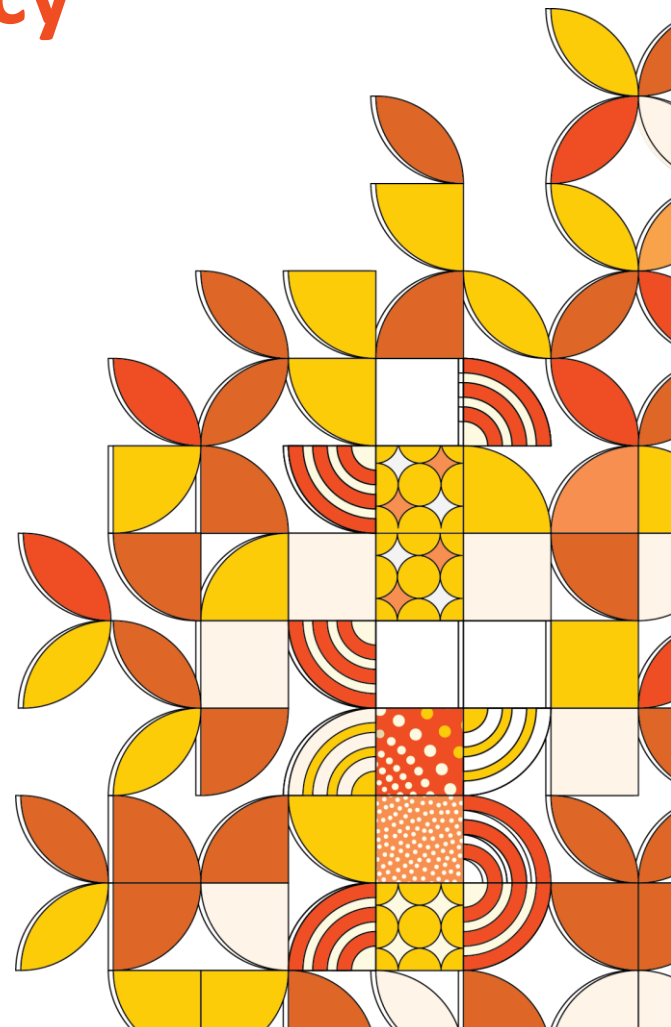
Category: Institute of Higher Education

CRICOS Provider: 03407G | Provider ID: PRV14040

ABN: 19 155 760 437 | ACN: 155 760 437

Student Survey Management Policy

www.ihm.edu.au
enquiry@ihm.edu.au



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.

Suite documents

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

SECTION 2

Policy

4. 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 aims 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), the institute 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 the 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 modifications from survey analysis will be shared with pertinent stakeholders in accordance with the responsibilities specified in Student Survey Management Procedure.

SECTION 3

Associated Information

<p>Related Internal Documents</p>	<ul style="list-style-type: none"> • Survey Management Procedure • Post Enrolment Survey • Unit Evaluation Survey • Student Satisfaction Survey • Course Experience Survey • Graduate Outcome Survey
<p>Related Legislation, Standards, and Codes</p>	<ul style="list-style-type: none"> • Higher Education Support Act 2003 and Guidelines https://www.education.gov.au/higher-education-support-act-2003-and-guidelines • https://www.teqsa.gov.au/teqsa-act • Privacy legislation https://www.oaic.gov.au/privacy/the-privacy-act/ • Privacy and Data Protection Act (2014) https://www.legislation.vic.gov.au/in-force/acts/privacy-and-data-

	<p>protection-act-2014/026</p> <ul style="list-style-type: none"> Freedom of Information Act (https://content.legislation.vic.gov.au/sites/default/files/2023-04/82-9859aa111-authorized.pdf)
Date Approved	29/02/2024
Date Endorsed	29/02/2024
Date of Effect	29/02/2024
Date of Next Review	29/02/2026
Approval Authority	Academic Board
Responsibility for implementation	Learning and Teaching Department
Document Custodian	Chair, Academic Dean
IHM Doc ID	IHM-SSMP1–5.0

Change History

Version Control	Version 5	
Change Summary	Date	Short description of the change, incl version number, changes, who considered, approved etc
	15/03/2021 Version 4	<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, March 2021 Version 4 approved by Academic Board meeting, March 2021
	21/02/2024 Version 5	<ul style="list-style-type: none"> Created new policy 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