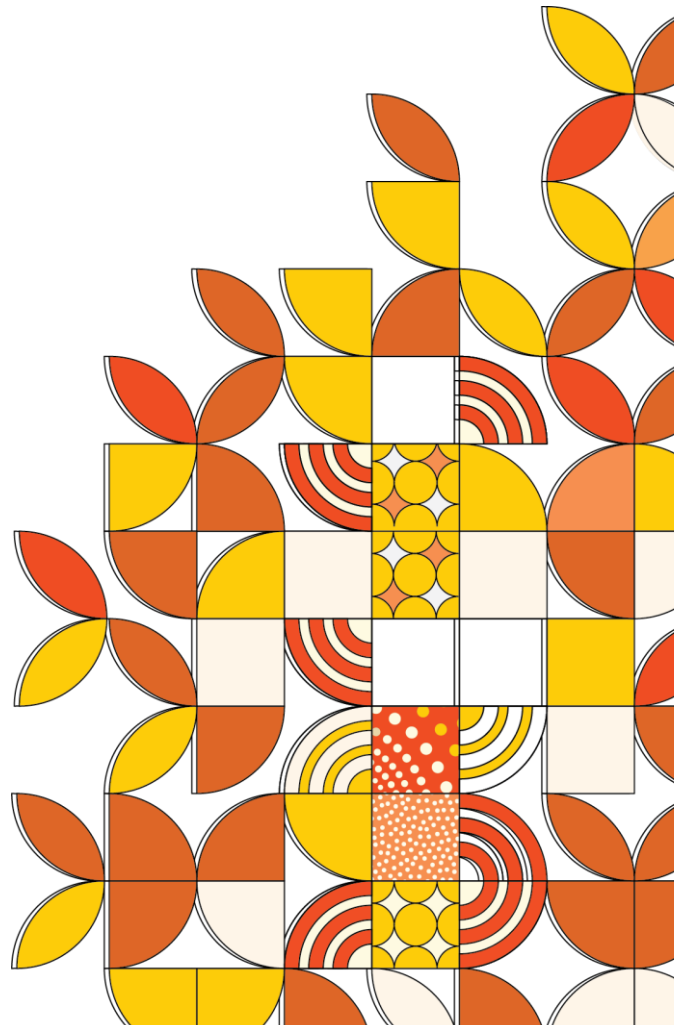


Student Survey Management Procedure



SECTION 1

Purpose

1. The purpose of this procedure is to ensure a coordinated approach to survey management across the Institute of Health and Management (IHM) when surveying students for core, external and internal surveys. A coordinated approach to survey management includes:
 - a) Clarity on the process for approval and implementation of core, internal and surveys to students
 - b) Management on the frequency of surveys involving students to reduce the risk of over-surveying.
 - c) Management of institution response rates for reporting and quality assurance purposes as well as monitor the quality of the qualitative feedback data.
 - d) Management of the implementation and analysis of surveys for accurate and timely data for quality assurance, benchmarking, research, and continuous improvement purposes.

Scope

2. This procedure applies to all IHM core surveys that involve the methods of broad sampling or census of the population of current and prospective IHM students, graduates, staff, and other stakeholders. This procedure does not apply to surveys that are:
 - a) Part of assigned coursework assessment
 - b) Surveys conducted on 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 procedure is linked to following Policy:
 - a) Student Survey Management Policy

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:
 - Alignment with IHM's strategic planning and priorities.
 - Relevance and usefulness of data for strategic planning, priorities, and improvement purposes.
 - Survey design, including survey methodology and measures, mode of delivery and timing.
 - Monitoring survey overload and impact of survey on students and staff.
 - 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:
 - a) Quality Indicators for Learning and Teaching (QILT)
 - Student Experience Survey (SES).
 - Graduate Outcomes Survey (GOS).
 - 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](#) 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	<ul style="list-style-type: none"> • Survey Management Policy • Post Enrolment Survey • Unit Evaluation Survey • Student Satisfaction Survey • Course Experience Survey • Graduate Outcome Survey
Related Legislation, Standards, and Codes	<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-protection-act-2014/026 • Freedom of Information (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 (endorsed by Board of Directors)
Responsibility for implementation	Learning and Teaching Department
Document Custodian	Academic Dean
IHM Doc ID	IHM-SSMP2-5.0

Change history

Version Control	Version 5	
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc
	15/03/2021 Version 4.0	<ul style="list-style-type: none"> • Policy and Procedure are separated into two documents • Added version number • Added definitions

	<ul style="list-style-type: none">• Minor editorial changes• Version 3 approved by Academic Board in February 2021
21/12/2023 Version 5	<ul style="list-style-type: none">• Transfer into new template• Student Survey Management Policy and Procedure separated from genetic survey management policy• Definitions linked to Glossary of Terms• Feedback from Wells Advisory incorporated