

STUDENT SURVEY POLICY



Teaching and Learning Policy

Purpose

Student surveys are widely recognised as an important element in providing information that can assist the enhancement and assurance of education quality and improve institutional effectiveness and student satisfaction. The purpose of the Student Survey policy is to ensure a coordinated cross-university approach to surveying student opinion.

Policy

The Planning and Quality Office will coordinate all University-wide student opinion surveys to assure that:

- a consistently high quality of survey design, administration, analysis and reporting is maintained;
- specific and institutional needs for information may be combined in the same data collection, enabling oversight to ensure that students are not asked similar questions through two or more surveys within a short timeframe;
- student surveys are aligned with strategic priorities and needs, including timing of survey administration over the course of the academic year;
- longitudinal trends in student opinion may be tracked, reports of student sub-groups and thematic issues may be produced, and a consolidated student survey database can be assembled over time;
- Maori and Pacific equity data are produced;
- institution-wide expertise to be drawn upon at any stage for more effective use of available resources

Definition

A University-wide student survey may be a paper-based or electronic survey that:

- targets a student population drawn from more than two faculties; or
- spans a significant proportion of the student population

This policy is not meant to constrain initiatives taken by departments, schools, faculties, service divisions (et cetera) in obtaining feedback from students. Please note that that the following would not constitute a University-wide survey:

- surveys of student opinion conducted by individual departments or faculties of students for whom they have primary responsibility

- surveys of students enrolled in a conjoint programme where responsibility is shared between two faculties, and where the subject matter concerns the programme specifically
- surveys for research or teaching purposes that include student subjects
- Course and Teaching Evaluations conducted under the provisions of the Policy on Student Evaluations of Courses and Teaching
- National-level surveys in which the University participates, and which would normally be conducted through a central source external to the University

Audience

All staff and students

Procedures

Student Survey Plan

The Student Survey Plan is the rolling three-year plan of University-wide student surveys prepared annually by the Institutional Quality Analyst and submitted early in the calendar year to Education Committee for approval. The Institutional Quality Analyst will inform all faculties and service divisions concerning the content of the approved Student Survey Plan.

Survey Proposals and the Annual Plan Process

Faculties and service divisions will normally include proposals for University-wide student surveys in the respective Annual Plan. Ideas for University-wide surveys may also be raised with the Institutional Quality Analyst. The Institutional Quality Analyst will review Annual Plans and initiate discussions with potential survey sponsors concerning proposed projects. The sponsor will be invited to develop a formal draft proposal to submit to the Institutional Quality Analyst that includes the following:

- identification of the primary and any other survey sponsors;
- the survey aim and justification;
- the target subject groups, number of subjects and how they will be recruited;
- the timing of the survey and its duration;
- how information concerning the survey will be conveyed to participants;
- how the data will be collected and analysed, including sampling procedures and survey means (i.e., paper or electronic)
- the needs for confidentiality or anonymity;
- how the survey will be resourced;
- a draft of the survey instrument

Following this process the Institutional Quality Analyst will include faculty or service division survey proposals in the Student Survey Plan submitted to Education Committee. Decisions made by Education Committee will be conveyed to the sponsor by the Institutional Quality Analyst.

Other Student Surveys

To ensure a correlated approach to surveying students across the University, and in the interest of avoiding 'survey fatigue', survey sponsors should:

- consult the Student Survey Plan in order to identify opportunities to collaborate and to avoid any overlaps or conflicts;
- discuss survey details with the Institutional Quality Analyst;
- provide a final copy of the survey instrument to the Institutional Quality Analyst in advance of the survey administration;
- upon completion of the survey provide a copy of the data file and any summaries of findings or analytical reports for inclusion in the institutional database.

Please note that surveys of this nature are not subject to procedures as University-wide surveys, and do not require submission to Education Committee for approval.

Ethics Approval

Surveys identified in the Education Committee-approved Student Survey Plan, expressly not for the purpose of research, are exempt from ethics approval from the University of Auckland Human Participants Ethics Committee (cf UAHPEC, *Guiding Principles for Conducting Research with Human Participants*, April 2010, Section 3e).

Sponsors of other student surveys are responsible for obtaining ethics approval where required, and consultation with the Human Participants Ethics Committee is advised.

Privacy

The University will comply with all relevant privacy legislation. Please note that survey sponsors are responsible for ensuring appropriate protection of respondent identity and confidentiality, as well as identifying restrictions or other considerations to access, in data files and accompanying reports transferred for inclusion in the institutional database.

Adjustments and Appeals

Adjustments may be made to the Student Survey Plan in the course of the calendar year to take account of shorter-term or previously unanticipated surveying needs. Adjustments will be recommended by the Institutional Quality Analyst to the DVC (Academic) for approval.

The Student Survey Plan as approved by Education Committee is final. If a survey proposal is not included in this plan, the sponsor may appeal to the DVC (Academic) and the DVC (Research) who will act together as an appeal body.

Institutional Database

The institutional database will include data from University-wide and local surveys. This centralized source may be consulted and further analysed by interested members of University staff, facilitate strategic planning and may be used to assist in external reporting requirements. The database will retain copies of:

- survey instruments
- data files
- summaries of findings and analytical reports

The institutional database will be maintained by the Planning and Quality Office with access supervised by the Institutional Quality Analyst.

Related Documents

- Student Survey Plan
- UAHPEC

The University of Auckland—Document reference:

Prepared by:	Planning and Quality Office
Owned by:	Deputy Vice-Chancellor (Academic)
Approved by:	Council
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