

Course and Subject Surveys Policy

Scope

This policy is applicable to Kaplan Business School Pty Ltd, (KBS).

Overview

KBS is committed to the review of its courses and subjects and the implementation of recommendations from these reviews in a timely manner. This document provides an overview of the key survey tools used by KBS to gain feedback from students on their learning experiences and the guidelines on implementing these surveys.

As part of KBS's commitment to maintaining and improving the learning experience, students will be asked to evaluate subjects at the end of a teaching period according to a predetermined schedule. The instrument used is a Student Evaluation of Learning and Teaching Survey (SELTS) and is used to evaluate areas such as subject materials, assessment items, learning community, teacher performance, facilities, resources and student support. In addition to SELTS, KBS participates in external Quality Indicators for Learning and Teaching (QILT) surveys which survey current and past students as well as employers across all courses offered by KBS.

Students will be encouraged to provide constructive comments and feedback for the purpose of further improvement. This feedback will also be collected via non-survey means, such as forums and suggestion boxes. The feedback will be treated in the strictest confidence and only non-student-specific results will be given to the lecturers. Students can also provide feedback anytime during the subject to relevant academic or administration staff.

Administration and Timing

Under the guidance of the Vice President, Academic, KBS is responsible for the development, administration and review of SELTS. Recommendations of major changes to the surveys or their implementation will be made in consultation with the Vice President, Academic or delegate.

Subjects and courses are to be surveyed in accordance with the agreed survey schedule and reporting of results should comply with standard internal procedures.

Survey Administration Standards

- Surveys will be undertaken for all subject offerings in every study period.
- Subject surveys are to be conducted towards the end of the teaching period and before the release of results and will be available for a one-week period to students.
- The results of the surveys will be made available to relevant teaching and other staff and managers within one fortnight of the survey's closing date.
- QILT data and results will be shared with relevant teaching and other staff and managers as they become available.

Analysis and Dissemination of Feedback

- Analysis of SELTS is conducted by KBS personnel under the supervision of the Academic Dean or GM, National Operations.
- Survey results will be discussed formally by the Teaching & Learning Committee at meetings where action items will be identified and monitored on a regular basis.
- KBS is responsible for ensuring students and relevant staff are given appropriate feedback as a result of the survey outcomes including the interpretation of results, issues raised by students, and any action taken to improve the subject/course.
- Relevant subject/course managers will implement the recommendations of the surveys as appropriate and put in place mechanisms to ensure students are given appropriate feedback on survey outcomes.
- The relevant academic and business heads will prepare a summary report to the Academic Board on the QILT and SELTS results as they become available.

Using Surveys as an Evaluation of Teaching

Data from the student surveys will be provided to teaching staff and managers to use for ongoing training and performance review. Data may also be used to recognise exemplary teaching and learning practices and seek ways to disseminate and encourage good practice. It should be noted that SELTS and QILT are only one method used to gather information on teaching performance and should not be used in isolation.

Survey Structure

SELTS

The subject surveys are designed to provide a broad measure of the quality of students' learning experience in a given subject. SELTS will have a group of core qualitative and quantitative questions as well as the ability to add qualitative and quantitative questions to the survey in order to assess student perceptions of other aspects of their learning or of the delivery of the subject.

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officer	Vice President, Academic			
Implementation Officers	Academic Dean, GM National Operations or equivalent			
Review Date	September 2022			
Approved by				
KBS Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1	Academic Quality and Governance Team	New Policy introduced following publication omission in 2014. Aligns KBS with all other Kaplan Higher Education providers.	02.03.2016	17.03.2016

2.0	Academic Dean in collaboration with the Quality, Regulations and Standards Team	<p>In the “Overview” section of the policy it was added that all means of feedback received is considered.</p> <p>Survey Administration Standards simplified and made clearer, the results of surveys are made available to staff within a fortnight rather than 6 weeks, as before.</p> <p>Analysis and dissemination of feedback – responsibility extended to the GM, National Operations (in addition to the Academic Dean), results of feedback will be discussed formally at the T&L Committee meetings.</p>	04.09.2019	09.09.2019
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