MONASH College

Policy Title

Student Survey Policy

Purpose

To provide a coordinated approach to student surveys at Monash College Pty Ltd (Monash College) so that they:
- support quality assurance and improvement
- identify quality enhancements in teaching and learning activities and
- avoid student survey fatigue and
- satisfy relevant regulatory and compliance obligations.

Definitions

SETU   Student Evaluation of Teaching and Units

Scope

All surveys conducted for students enrolled in English, Diplomas, Foundation Year and Professional Pathways programs at Melbourne and offshore partner locations.

Policy Statement

Monash College is committed to providing students with an outstanding learning experience that is student-centered in its approach and informed by feedback. The views of students are critical to monitoring, reviewing and improving programs, teaching and support services. All students will have the opportunity to provide feedback on their educational experiences.

Monash College commits to:
- provide students with the opportunity to give feedback on their learning and teaching experience, at least every six months;
- actively promote a range of methods to engage students in the class room in the feedback process;
- conduct student surveys within strict ethical guidelines, ensuring confidentiality is upheld;
- ensure that the methods used to seek feedback from students do not disadvantage any student from participating;
- incorporate student feedback into the relevant program's quality cycle of continuous improvement;
- communicate to students the actions taken in response to their feedback, where such communication is feasible; and
- use the feedback for strategic planning, course and unit review and to identify professional development opportunities.

Students are expected to:

- recognise the importance of their feedback for the continuous improvement of teaching and learning
- contribute constructive and honest feedback; and
- not provide feedback which is offensive or vindictive.

Mechanisms for capturing the student voice in learning and teaching

Monash college will seek formal feedback from students via a range of survey instruments, as appropriate to the program, including:

1. the Student Evaluation of Teaching and Units (SETU) survey; and
2. program and course level experience surveys;
3. focus groups;
4. national, sector-wide surveys and pilot surveys; and
5. other survey instruments as approved by the relevant program Director.

Use of student feedback

Feedback from students will be used to improve the quality of learning and teaching, including curriculum and assessment development. Monash College is responsible for "closing the feedback loop" by informing students of the action taken to address issues raised, where this is feasible (that is, where students' enrolment in the program in ongoing).

Records Management

The head of each program is responsible for ensuring, via appropriate delegations, that its survey tools and results are stored securely and are accessible only by authorized staff.

Legislation and Standards

For all programs except Professional Year:
National Code of Practice for Registration Authorities and providers of Education and Training to Overseas Students 2018

For Diploma programs:
Higher Education Standards Framework (Threshold Standards) 2021

For English program:
National Standards for ELICOS Providers and Courses, Standards P3.4 and P4.4

For Foundation Year programs:
National Standards for Foundation Year Programs and Explanatory Guide, Standard 1.1

For Professional Year programs:
Skilled Migration Internship Program: Accounting, Professional Year ICT & Engineering Agreements, as applicable

Reference Policies and Supporting Documentation	SETU Diplomas Procedure
Responsibility for Implementation	Director, Monash College Diplomas Director, English and Foundation Year Director, Monash Professional Pathways
Status	Revised
Key Stakeholders	Program Directors, Associate Directors and Deputy Directors Academic Managers, Team Leaders, Heads of Studies, Directors of Studies, Coordinators and Leaders Quality Improvement and assurance staff Teachers *and* Students
Approval Body	Academic Board
Date Effective	3/08/2017
Next Review Date	27/10/2024
Policy Owner **Job Title**	Director Governance [Owner Job Division]
Policy Author	Manager, Quality Improvement Processes, Diplomas
Contact	Associate Director, Governance
Other Location	Front Page of Monash College – Policies link

Policy Level	Level 2

Implementation plan

Step #1	Upload to The Source
Step #2	Upload to Monash College 'Our Policies' page
Step #3	Inform all key stakeholders of new policy created

Change history

Version number	Approval date	Approved by	Brief outline of changes
1.0	3 August 2017	Academic Committee	New
1.1	11.12.2019	Director, Governance	Legislation update
1.2	27.10.2021	Director, Governance	Legislation update