

PROCEDURE

Procedure Title

Student Evaluation of Teaching and Units (SETU) Survey Procedure - Diplomas

Parent Policy

Student Surveys Policy

Preamble

The Student Evaluation of Teaching and Units (SETU) Survey is primarily a survey of student satisfaction with their units and their teaching. It also acts as an initial, broad indicator of unit and teaching quality - directing subsequent investigation (using a 'traffic light' system) and providing valuable information to inform unit enhancement and the student learning journey.

The feedback may be used, in conjunction with other evidence, by Diplomas for unit enhancement, strategic planning, course and unit review and to identify professional development opportunities. In particular, it should be used by Diplomas to report on improvements made to units in response to student feedback, and by Learning and Teaching support areas to identify priorities for targeted strategies to support teachers.

Definitions

UPS	University Planning and Statistics
LET	Diplomas Learning Engagement Team
PDP	Performance and Development Plan
Redact	To censor or remove part of the text for legal purposes or to prevent undue distress
SETU	Student Evaluations of Teaching and Units

Procedure

Ref	Steps	Responsibility
1.	<p>Survey administration and set up</p> <p>The Diplomas SETU will be administered by the University Planning and Statistics (UPS) Unit at Monash University in conjunction with Diplomas Learning Engagement Team (LET) each trimester.</p> <p>UPS administers the survey through the University survey platform and is responsible for setting the opening and closing survey period dates, setting up the Diplomas specific teacher</p>	<p>UPS</p> <p>UPS</p>

Ref	Steps	Responsibility
	<p>and unit questions, sending emails to students, compiling the data and reports.</p> <p>Diplomas will notify UPS of any changes to the SETU questions or survey timelines by at least Week 4 of the current trimester. If any changes are made to the unit or teacher evaluation</p>	LET
2.	<p>Teacher and Unit selection for evaluation</p> <p>All Diplomas Part 1 and Part 2 units and all ongoing, contract and timetabled sessional teachers will be evaluated every trimester. The units and teachers to be evaluated will be entered into a UPS spreadsheet by Week 2 each trimester.</p>	LET
3.	<p>Students completing SETU</p> <p>All enrolled Diploma students will be sent an email by UPS in Week 8 and invited to complete the SETU. Students with an academic encumbrance will not be included. Students can access the survey and monitor their survey completion for each unit through Moodle.</p> <p>The survey will close by Week 11 of the trimester. UPS will send two reminder emails to students who have not completed the survey throughout this period.</p> <p>Students will be given the opportunity in class to complete the survey. Teachers will be provided with engagement resources to encourage completion of SETU in class (where applicable). All teachers with unit leadership responsibilities/Subject Coordinator can monitor the response rates for their unit/s through the survey dashboard. Teachers with unit leadership/Subject Coordinators will not have access to the responses related to teacher feedback.</p> <p>Students will be emailed at the end of the SETU period and thanked for their participation. Students can access the SETU results on the University website.</p>	<p>UPS</p> <p>Teachers with unit leadership responsibilities/ Subject Coordinator</p> <p>UPS</p>
4.	<p>SETU data and reporting</p> <p>Once SETU has closed, UPS will conduct an automated screening against the Offensive Words database to flag potentially offensive material.</p>	UPS

Ref	Steps	Responsibility
	<p>This process cannot remove all inappropriate material as some material will only be offensive when read within the local context of the unit. Further redacting of the comments may be done by the Associate Director, Learning Teaching and Innovation (LTI).</p> <p>Within one week of the exam results release date, UPS will publish the results in the blue dashboard and the Monash Business Intelligence (BI) Service. All designated staff will be emailed when the reports are available.</p> <p>The Associate Director, LTI will receive a raw data file of the unit evaluation results and a redacted file of all qualitative data (unit and teacher). This data is highly confidential and will not be distributed further. The Associate Director, LTI receives this data to review the redaction of any comments and request further redaction of comments if they may cause undue distress. The accuracy of the recipient list will also be confirmed prior to distribution.</p> <p>The University's traffic light system will be used by the Associate Director, LTI to monitor unit evaluations in order to provide an evidence base for improvement. All units will be sorted into four bands:</p> <ul style="list-style-type: none"> • Outstanding (purple): > 4.70. • Meeting Aspirations (green): 3.80-4.69. • Needing Improvement (orange): 3.01-3.79. • Needing critical attention (red): < 3.00. <p>If a unit has received results needing critical attention, the Associate Director, LTI will discuss the results with the respective Associate Director/Team Leader/Academic Manager/Teachers with unit leadership responsibility/Subject Coordinator.</p> <p>In circumstances involving teachers subject to clause 15 of the Enterprise Agreement, the Associate Director, Learning Teaching and Innovation may make a written request to UPS for a teacher's teaching evaluation report.</p> <p>To ensure Monash College complies with the Child Safety Standards, the Associate Director, Learning Teaching and Innovation will provide any comments which indicate a staff member may be in breach of the Staff Personal and</p>	<p>Associate Director, LTI</p> <p>UPS</p> <p>Associate Director, LTI</p> <p>Associate Director, LTI</p> <p>Associate Director, LTI</p> <p>Associate Director, LTI</p> <p>Director, People and Culture</p>

Ref	Steps	Responsibility
	Professional Code of Conduct and / or the Employee Interaction with Students Code of Conduct to the Director, People & Culture for appropriate action.	
5.	<p>SETU data security</p> <p>SETU qualitative data reports cannot be printed. Control is lost once the reports are printed and the information may be seen on the allocated printer or on the desk of an authorised person. The SETU reports cannot be emailed to other staff. For distribution, reports should be saved to a drive with a password protection with the password only available to staff in the line of management.</p>	All staff
6.	<p>Teacher access to feedback</p> <p>All teachers will be emailed and notified that they can access their own teaching evaluation data in their blue dashboard. Only the teacher will have access to this data and teachers are encouraged to share their SETU reports with their Manager as part of the PDP process.</p> <p>Resources such as the Employee Assistance Program are available to support staff wellbeing. These are available on the SETU website as well as in regular communication from UPS. Staff are encouraged to share their teaching evaluations with their Team Leader/Academic Manager as part of professional learning and career development discussions however are not obliged to do so.</p>	Teachers
7.	<p>Review of SETU results</p> <p>Team Leaders/Academic Manager will review the reports and will work with their teams to address areas for improvement in conjunction with other data available regarding the unit.</p> <p>The survey results and trend analysis will be discussed and monitored by the Diplomas Learning and Teaching Committee and Senior Management Team.</p> <p>The results of any interventions made to units as a result of SETU should be shared with students at the start of each trimester.</p>	<p>Team Leader/Academic Manager</p> <p>Teaching and Learning Committee</p> <p>Senior Management Team</p>

Legislation and Standards	Higher Education Standards Framework (Threshold Standards) 2015 Section 5.3
Reference Policies and Supporting Documentation	Student Surveys Policy
Responsibility for Implementation	Executive Director, Diplomas Associate Directors, Diplomas Deputy Directors, Diplomas Team Leaders, Diplomas Academic Manager, Diplomas Teachers with unit leadership responsibility, Diplomas Subject Coordinator, Diplomas Teachers Manager, Quality and Process Improvement
Status	Revised
Key Stakeholders	Executive Director, Diplomas Associate Directors, Diplomas Deputy Directors, Diplomas Undergraduate Planning and Statistics, Monash University Team Leaders, Diplomas Academic Manager, Diplomas Teachers with unit leadership responsibility, Diplomas Subject Coordinator, Diplomas Teachers Students
Approval Body	Monash College Pathways Committee
Date Effective	27/02/2017

Next Review Date	27/02/2020
Owner Job Title	Executive Director, Diplomas Diplomas
Procedure Author	Manager, Quality and Process Improvement
Contact	Associate Director, Learning Teaching and Innovation
Policy level	Level 3

Change History

Version number	Approval date	Approved by	Brief outline of changes
1.0	27 February 2017	Monash College Pathways Committee and Director Monash College Diplomas	Procedure created
1.1	February 2018	Executive Director Monash College Diplomas	<p>Updated information regarding redaction process.</p> <p>Included information about escalating comments which breach the Staff Personal and Professional Code of Conduct and/ or the Employee Interaction with Students Code of Conduct to the Director, People & Culture for appropriate action.</p> <p>Include statement 'teachers are encouraged to share their SETU reports with their Manager as part of the PDP process'.</p>