

## **Course and Subject Surveys Policy**

**Kaplan Higher Education Pty Ltd.**







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## Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Kaplan Professional Education (“Kaplan”).

## Overview

Kaplan 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 Kaplan to gain feedback from students on their learning experiences and the guidelines on implementing these surveys.

As part of Kaplan’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, resources and student support. In addition to SELTS, Kaplan participates in external Quality Indicators in Learning and Teaching (QILT) surveys which survey current and past students as well as employers on across all courses offered by Kaplan.

Students will be encouraged to provide constructive comments and feedback for the purpose of further improvement on the subject/course. The feedback will be treated in strictest confidence and student specific results will only be given to the lecturers after the final results of the main and supplementary examinations (where applicable) have been released. 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, academic entities are responsible for the development, administration and review of all SELTS. Academic entities are also actively encouraged to promote and administer QILT. Recommendations of change to the surveys or implementation must be made to the Vice President, Academic or delegate.

Subjects and courses offered by various academic units are to be surveyed in accordance with the agreed survey schedule and reporting of results within the academic entity should comply with internal business procedures.

## Survey Administration Standards

- All core subjects will be surveyed at least twice a year and electives at least once a year according to a schedule developed in consultation with the business heads, and the Vice President, Academic, or their nominated staff. Academic entities are encouraged to undertake surveys for all subject offerings in every study period. Subjects with low enrolments (fewer than ten enrolments) may be exempt from surveying on the grounds that the small number of enrolments and responses may mean that students may be identified. (Alternative arrangements for feedback may be arranged in consultation with the Vice President, Academic, or their nominated staff)
- 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 two week period to students
- Survey tools are made available only to the relevant student groups and students cannot be identified from completing the survey
- Individual subject reports will be available to relevant teaching and other staff and managers within 6 weeks of the survey closing and after final results of the main and supplementary examinations have been released, whichever is later. 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 the academic entity under the supervision of the relevant business head or nominee, with results circulated to relevant academic and business heads as appropriate.



- Survey results will be discussed at the Teaching & Learning Committee meetings, where action items will be identified and monitored on a regular basis
- Each academic entity is responsible for ensuring students and relevant teaching and other staff are given appropriate feedback of survey outcomes including interpretation of survey results; issues raised by students and any action taken to improve the subject/course. This may be done in a variety of ways, such as through physical or electronic means including on the relevant learning management system or business or subject website, by email broadcast, in subject handouts, newsletters or feedback analysis reports.
- 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 survey 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 the SELTS/QILTs 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. The 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.

<b>Policy Category</b>	Academic			
<b>Responsible Officer</b>	Vice President, Academic			
<b>Implementation Officer</b>	Relevant Business Unit Heads			
<b>Review Date</b>	March 2017			
<b>Approved by</b>				
KHE Academic Board				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
1.0	Quality & Standards Group	Unpacking of one document into existing document	01.01.2014	01.01.2014
1.1	VP, Academic	Changes to policy to reflect business structure and accountability changes. Simplify policy.	26.03.2015	01.04.2015
1.2	Academic Quality and Governance Team	Amended to reflect QILT context and clarifications made in relation to the academic entities' responsibility for supporting survey implementation. Policy restructured and additional information included for clarity, consistency and coherency.	10.03.2016	17.03.2016