THE UNIVERSITY OF QUEENSLAND

STUDENT SURVEY FRAMEWORK

21 September 2010
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The University of Queensland Student Survey Framework

1. **Background**

   Student surveys conducted at The University of Queensland are undertaken to investigate, report and respond to feedback on the delivery and quality of learning experiences for current students, and the provision of facilities and services used by students at UQ. Surveys may also be undertaken to gather perceptions of future students.

   Annual surveys are undertaken of all UQ graduates to gauge the satisfaction of graduates with various aspects of their UQ experience. These surveys provide important data for quality assurance and benchmarking purposes.

   The UQ Student Survey Framework seeks to provide a procedure to ensure student surveys at UQ:
   - are consistently of a high standard;
   - do not duplicate or overlap with other UQ surveys;
   - do not over-survey UQ students and graduates;
   - adhere to right to information and ethical standards;
   - are disseminated and utilised appropriately.

   The Student Survey framework applies to all student surveys that target the whole UQ student population or a random sample of the whole UQ cohort.

2. **Scope of surveys**

   2.1 **Surveys within scope of this framework**

   Surveys within the scope of this framework include University-wide surveys where the surveyed activities span a significant proportion of the student population. These surveys may include, but are not limited to:
   - internal quality assurance surveys (e.g. surveys conducted for quality audit purposes, or by Schools or Faculties in respect of learning and teaching, or for the evaluation of student perceptions of aspects of their experience of the University);
   - surveys commissioned by Government departments or agencies, or other external individuals or organisations;
   - internal market research surveys; and
   - internal surveys of student attitudes and opinions (e.g. satisfaction surveys, climate surveys).

   A University-wide survey might include, for example, a survey of all postgraduate students, international students or first year students. It could also include surveys of students from several faculties concerning one or more specific issues.

   2.2 **Surveys outside the scope of this framework**

   Matters within the scope of the Ethics Committee are normally outside the scope of this framework.

   2.3 **Exemptions from review**

   The following types of surveys are exempt from review under this framework:
   - surveys undertaken by academic staff for the purposes of academic research, except where the surveyed activities span a significant proportion of the student population;
   - surveys conducted by individual academic staff with students enrolled in their courses as part of learning and teaching quality assurance processes; and
   - simple feedback surveys intended for quality assurance and improvement of administrative processes.
3. Student surveys currently undertaken at UQ

Once implemented, it is intended that the Student Survey Framework will be accompanied by a UQ Student Survey Register in which all student surveys undertaken at the University will be recorded.

The following surveys are currently administered by UQ as part of the student survey cycle.

3.1 Surveys of current students

Student Evaluation of Course and Teaching (SECaT)

The SECaT is a questionnaire that combines evaluation of both aspects of the student experience in one instrument. Each time a course is offered, students enrolled in that course will be invited to evaluate their courses and their teachers using one of the Student Evaluation of Course and Teacher (SETC) instruments at a time designated by the course coordinator, between weeks 10 and 13 in Semester 1 and Semester 2, and weeks 6 and 7 in Summer Semester.

Timing: Every time a course is offered

Reporting: Student Evaluation Reports are generated by the TEDI Evaluation Services Unit

Student Evaluation of Tutor (SETutor)

The Student Evaluation of Tutor (SETutor) is a questionnaire that evaluates the student experience of tutoring. It is designed to be used in courses where student learning is supplemented by small group learning, usually led by an individual who is called a tutor or lab demonstrator.

Timing: As required

Reporting: Student Evaluation Reports are generated by the TEDI Evaluation Services Unit

Australasian Survey of Student Engagement (AUSSE)

The AUSSE is conducted by the Australian Council for Educational Research (ACER). First and later-year bachelor degree students are surveyed, assessing several dimensions of students’ engagement in their university education and a range of learning outcomes. The data are benchmarked against other Australian universities.

Timing: August each year

Reporting: The results of the AUSSE are analysed by ACER. The data are circulated in an aggregated form within UQ; a full institutional report is available through Reportal and on the CTQA dashboard.

Supervision Experience Evaluation survey

The Supervision Experience Evaluation (SEE) survey is available to evaluate research higher degree students’ experience of the research environment and supervision processes. The survey is completed at School level to preserve the anonymity of student responses.

Timing: Many Schools complete this evaluation annually as part of the process of reviewing the research higher degree program.

Reporting: Reports are distributed by the Chair of the School Teaching and Learning or Research Committee.

UQ Library Survey

The UQ Library Survey was undertaken in August 2008 and August 2010. It is intended that the survey will continue to be administered every two years. The purpose of the Library Survey is to seek feedback from students (and UQ staff) about Library information provision, Library spaces, and Library services. Results from the survey are used also for international benchmarking.

Timing: August every two years

Reporting: Survey feedback is provided on the UQ Library website

International Student Barometer and Student Barometer

The International Student Barometer (ISB) is a survey of international students that is administered by the benchmarking organisation i-Graduate. The Student Barometer (SB) is a parallel survey, and is designed specifically for domestic students. The ISB and SB survey decision-making, perceptions,
expectations and experiences of international and domestic students. The survey provides for benchmarking against national and global institutions.

**Timing:** Surveys may be undertaken annually

**Reporting:** Reports are compiled by *i*-Graduate and distributed through the Office of the Deputy Vice-Chancellor (International)

Further information is provided on the following websites:

- *i*-Graduate website: [www.i-graduate.org/services/student_barometer.html](http://www.i-graduate.org/services/student_barometer.html)

### 3.2 Surveys of graduates

**Australian Graduate Survey (AGS)**

The AGS is coordinated by Graduate Careers Australia and administered by UQ. The AGS comprises the Graduate Destination Survey (GDS), the Course Experience Questionnaire (CEQ) and the Postgraduate Research Experience Questionnaire (PREQ). The data is used by UQ and government agencies to measure UQ's performance against other Australian universities.

**Timing:** April and October each year

**Reporting:** Survey results are made available through GCA in December each year

**Beyond Graduation Survey (BGS)**

The Beyond Graduation Survey (BGS), a three year follow-up to the AGS. This survey is conducted by UQ in conjunction with Graduate Careers Australia (GCA) to examine the importance of a higher education qualification in the lives of graduates three years after graduation.

**Timing:** Annual survey

**Reporting:** Survey results are made available through GCA


### 4. Student Survey Proposal

The Student Survey Proposal form includes information to be submitted to the Student Survey Steering Committee for approval of a new student survey. It is provided as an Appendix to this framework document. Please email the completed form to the Secretary, Student Survey Steering Committee (refer to Section 6 for contact details).

The Student Survey Proposal submission seeks information from applicants wishing to administer a new student survey that relates to the purpose of the survey, the target population, the survey design and intended timing. Specific information to be submitted includes:

- description and rationale;
- survey population
- survey method;
- method of population sampling;
- data collection methods;
- a copy of the survey instrument; and
- proposed dates of data collection commencement and completion.

Proposals will be considered by the Student Survey Steering Committee, which is chaired by the Deputy Vice Chancellor (Academic). Application forms for approved surveys will be displayed on the UQ Student Survey Register.
5. **Key Elements of the Application and Approval Process**  
An overview of activities involved in developing and gaining approval for a new student survey is listed below:

- identifying the objectives and rationale for the survey;
- determining whether there is an existing survey that can be used;
- determining whether approval from the Student Survey Steering Committee is required;
- completing and submitting a UQ Student Survey Proposal form to the Student Survey Steering Committee;
- confirming timing and commencement of the survey; and
- collating and reporting survey results in accordance with the survey objectives.

6. **Compliance with UQ Policies and Guidelines**  
It is the responsibility of survey applicants to ensure that they adhere to relevant University policies. The Student Survey Steering Committee emphasises the importance of adhering to these policies; however its role does not include monitoring and policing of these practices.

All surveys must comply with relevant University policies and guidelines including, but not necessarily limited to:

- Right to Information: HUPP 1.60.2 – Privacy Management Policy
- Research Ethics: HUPP 4.20.1 – Research Ethics Policy
- Records Management: HUPP 1.60.4 – Records Management
- Intellectual Property: HUPP 4.15.1 – Intellectual Property Policy for Staff, Students and Visitors
- Research Code of Conduct: HUPP 1.50.1 – Code of Conduct (section 5.10, Ethical conduct of research)

7. **Further information**  
For further information please contact:  
Ms Carole Tate  
Secretary, Student Survey Steering Committee  
Email: c.tate@uq.edu.au; phone: 3365 1067
# Appendix to UQ Student Survey Framework

## UQ STUDENT SURVEY PROPOSAL FORM

<table>
<thead>
<tr>
<th>Section</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Survey Name:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Survey Administrator:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Survey Details:</strong></td>
<td><em>(Please attach a copy of the survey instrument)</em></td>
</tr>
<tr>
<td><strong>Description and Rationale</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Survey administrator details</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Survey Population and Survey Method</strong></td>
<td><em>For example: paper, online, focus group, telephone</em></td>
</tr>
<tr>
<td><strong>Timeframe and recurrence</strong></td>
<td><em>Starting and reporting dates; outline of survey recurrence or cycle</em></td>
</tr>
<tr>
<td><strong>Storage and reporting arrangements</strong></td>
<td><em>Where will survey data be stored? How will survey results and analysis be reported?</em></td>
</tr>
<tr>
<td><strong>Follow up and feedback</strong></td>
<td><em>How will feedback be given? What procedures are in place for follow up?</em></td>
</tr>
</tbody>
</table>

| **Contact Details:**                         |                                                                                                                                      |
| **Survey Owner**                            |                                                                                                                                      |
| Name                                         |                                                                                                                                      |
| organisational Unit                         |                                                                                                                                      |
| Email                                        |                                                                                                                                      |
| Phone                                        |                                                                                                                                      |
| Date                                         |                                                                                                                                      |

Please forward completed form to:
Carole Tate, Secretary Student Survey Steering Committee c.tate@uq.edu.au