Student Survey Guideline

Section 1 - Purpose and Scope

(1) This Guideline supplements the Programs, Plans and Courses Quality Assurance Policy and supports the application of the Student Evaluation of Course and Teaching Procedure.

(2) This Guideline sets out the principles and requirements for surveys of students enrolled at the University of Queensland (UQ). UQ expects that surveys:

a. are of an appropriate quality;
b. adhere to appropriate ethical standards;
c. do not duplicate data collection conducted through other channels;
d. are disseminated and utilised appropriately;
e. are released at a time that does not compromise students' attention to mandated survey; and
f. do not make unreasonable demands on students' time.

(3) This Guideline provides information on student survey approval processes and explains the criteria used to evaluate survey approvals. It applies to all students, staff, and external stakeholders requesting to survey UQ students.

In-scope Surveys

(4) In-scope surveys include, but are not limited to:

a. internal quality assurance surveys (e.g. surveys conducted for quality audit or strategic planning purposes, or by the University and its organisational units in respect of teaching, learning and the student experience);
b. internal market research surveys (to students);
c. internal surveys of student attitudes and opinions (e.g. satisfaction surveys and climate surveys to gauge student perceptions of their experience at the University);
d. surveys conducted as part of cyclic review processes (e.g. Academic Program Reviews and School Reviews);
e. surveys commissioned by Government departments or agencies, or other external individuals or organisations.

In-scope Student Recipient Groups

(5) In-scope student recipient groups include, but are not limited to:

a. undergraduate and postgraduate coursework students;
b. domestic and international students;
c. student users of a UQ-delivered service or experience.

Out of Scope Surveys

(6) This Guideline does not apply to the following surveys:

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a. matters within the scope of the Ethics Committee;
b. surveys to future students, graduates, and non-student stakeholders in the University's educational endeavour;
c. surveys conducted by individual academic staff with only those students enrolled in their courses as part of course and teaching quality assurance and enhancement outlined in Assuring and Enhancing Course and Teaching Quality Guideline;
d. surveys undertaken by academic staff for the purposes of academic research, that span fewer than 500 students;
e. general calls for stakeholder opinions, with less than 500 students, that are made through faculty, school or student newsletters, social media (for example, a course Facebook site), organisational unit websites (Blackboard site), UQ Marketing and Communications data gathering, or general communications;
f. professional/accreditation agency surveys and moderation.

Section 2 - Key Student Survey Principles

(7) Student surveys inform:

a. mandated quality assurance processes and frameworks, including Programs, Plans and Courses Quality Assurance, Academic Program Reviews, and the School Reviews;
b. product development, digital tool acquisition, and other activities designed to support and improve the student experience;
c. improvement in the delivery of learning and student experiences for current and future students;
d. quality assurance and benchmarking processes.

(8) Surveys may be required or requested by external agencies including the federal government, regulatory bodies, and professional accreditation agencies. They may be administrated occasionally, cyclically, or annually.

(9) Student participation must be voluntary.

(10) All student surveys must comply with relevant university policies outlined in section 2 of the Student Evaluation of Course and Teaching Procedure.

Section 3 - Student Survey Approval

(11) All surveys within the scope of this Guideline must be approved by the Head of School, the Head of an Organisational unit, an Associate Dean (Academic) of a relevant faculty or the Pro-Vice-Chancellor (Education and Student Experience) before contacting and/or distributing to students.

(12) Once a survey is approved, the applicant or decision maker should check the Student Survey Calendar, before the distribution of the survey, to ensure there are no significant overlaps in survey distributions. The applicant or decision maker should then send the survey details (title, cohort surveyed and date of survey) to the Institute for Teaching and Learning Innovation (ITaLI), Student Surveys and Evaluations Team (SSET) (evaluations@uq.edu.au) to allow the student survey calendar to be updated.

(13) Applicants requesting to administer a student survey should provide the decision maker with details of the survey design, methodology, targeted cohort and timing. SSET is available to review and provide input on surveys should the applicant or decision maker require advice on survey design, methodology or possible timing.

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Section 4 - Roles, Responsibilities, and Accountabilities

Pro-Vice-Chancellor (Education and Student Experience)	• decision maker for University-wide student surveys • advising the ITaLI SSET of the survey approval result and details of the survey (title, cohort surveyed and date of survey) to allow recording of the survey in the Student Survey Calendar • advising applicants on the result of their survey request • monitoring compliance within the Guideline
Associate Deans (Academic), Heads of School and Organisational Units	• decision maker for Faculty, School or Organisational unit student surveys • advising the ITaLI SSET of the survey approval result and details of the survey (title, cohort surveyed and date of survey) to allow recording of the survey in the Student Survey Calendar • advising applicants on the result of their survey request
ITaLI SSET	• maintaining a Student Survey Calendar that allows the relevant decision maker to evaluate the proposed timing of the student survey • providing advice on the design and methodology of the survey when requested.
Applicants requesting to administer a survey	• checking the Student Survey Calendar to ensure dates don't conflict with other major surveys or fall in survey block out periods • provide the decision maker with details of the survey design, methodology, target cohort and timing so they can provide approval for the survey to be conducted • ensuring the survey is administered in alignment with this Guideline.

Section 5 - Monitoring, Review, and Assurance

(14) The Pro-Vice-Chancellor (Education and Student Experience) will review this Guideline as required.

Section 6 - Recording and Reporting

(15) The list of approved surveys will be tabled at the University's Teaching, Learning and Student Experience Committee for noting biannually.

(16) The person/organisational unit administering the survey is responsible for ensuring the storage of the data collected from the surveys aligns with the Information Management Policy.

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Status and Details

Status	Current
Effective Date	19th February 2024
Review Date	17th January 2029
Approval Authority	Pro-Vice-Chancellor (Teaching and Learning)
Approval Date	17th January 2024
Expiry Date	Not Applicable
Policy Owner	Kathryn Blyth Director, Academic Services Division and Academic Registrar
Enquiries Contact	Institute for Teaching and Learning Innovation

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