

Student Experience Surveying Procedure

Section 1 - Purpose

(1) To define the processes for management, application, analysis and reporting of Student Experience Surveys in accordance with the [Student Experience Surveying Policy](#) and [Student Experience Surveying Schedule](#).

Scope

(2) This Procedure applies to all staff and students at all campuses and locations of the University.

Section 2 - Policy

(3) Refer to the [Student Experience Surveying Policy](#).

Section 3 - Procedures

Responsibilities and Required Actions

(4) There is a [Student Experience Surveying Procedure Flowchart](#) available for this Procedure.

Staff

(5) It is an expectation that all Macquarie University staff will comply with the [Student Experience Surveying Policy](#), this Procedure and [Student Experience Surveying Schedule](#) by actively pursuing opportunities to optimize and streamline University conducted or facilitated surveying of student experience.

(6) In cases where staff wish to conduct alternative surveys for the purpose of evaluation of quality assurance of a program / service, that fall outside the [Student Experience Surveying Schedule](#), staff are responsible for seeking procedural advice (and approval) from Faculty Associate Dean, Learning and Teaching or Office Directors (in the first instance), and from the Office of the Deputy Vice-Chancellor (Academic), if the enquiry cannot be addressed at Faculty or Office level.

Members of the Executive Group

(7) Led by the Deputy Vice-Chancellor (Academic), and the Chief Operating Officer, members of the Executive Group share the following responsibilities:

- a. review metrics generated across student experience surveying to inform planning and resource allocation in the interest of improving the student experience;
- b. consider collaborative approaches to issues relating to student experience;
- c. benchmark university outcomes and metrics against national and international universities; and
- d. provide reports to the Executive Group, Academic Senate, Council and the Student Advisory Board on outcomes of interventions and strategies to enhance the overall student experience.

(8) The Office of the Deputy Vice-Chancellor (Academic) will oversee adherence to the [Student Experience Surveying Policy](#), Procedure and [Student Experience Surveying Schedule](#), respond to related enquiries and consider requests for exceptions to this Procedure and the [Student Experience Surveying Schedule](#) in consultation with the Offices of the Chief Operating Officer and Deputy Vice-Chancellor (Academic).

Chief Operating Officer

(9) The portfolio of the Chief Operating Officer is responsible for conducting, facilitating and reporting on Enterprise surveys such as those forming the [Quality Indicators for Learning and Teaching](#) (QILT) under the Department of Education and Training, the new internal Macquarie University graduate destination survey, and other externally benchmarked surveys.

(10) The portfolio is also responsible for providing advice to staff on alternative approaches to student experience surveying such as sampling and collaborative approach to reduce survey fatigue among students (see the [Student Experience Surveying Schedule](#) for more information).

Deputy Vice-Chancellor (Academic)

(11) The portfolio of the Deputy Vice-Chancellor (Academic) is responsible for designing, conducting, facilitating and reporting on Learner surveys that focus on curriculum or teaching, typically provided through the Office of the Pro Vice-Chancellor (Learning and Teaching).

(12) The portfolio is also responsible for providing advice to staff on alternative approaches to student experience surveying such as embedding and interpretation of learning analytics (see the [Student Experience Surveying Schedule](#) for more information).

Section 4 - Guidelines

(13) Nil.

Section 5 - Definitions

(14) Commonly defined terms are located in the University [Glossary](#). Definitions specific to this Procedure are contained in the [Student Experience Surveying Policy](#).

Status and Details

Status	Historic
Effective Date	22nd February 2021
Review Date	1st April 2021
Approval Authority	Deputy Vice-Chancellor (Academic)
Approval Date	16th February 2016
Expiry Date	31st December 2021
Responsible Executive	Rorden Wilkinson Deputy Vice-Chancellor (Academic)
Responsible Officer	Taryn Jones Pro Vice-Chancellor (Education) +61 2 9850 2796
Enquiries Contact	Myff Sharp Head, Operations and Strategic Delivery