



## Annual Programme Survey

### Quality Assurance Procedure Regarding Programmes

---

#### **1. Purpose**

The purpose of this document is to outline the procedure regarding the Annual Programme Survey (APS) with respect to academic quality assurance of programmes.

#### **2. Background**

The APS is conducted annually, between October and November, with invitations to complete the survey sent to students enrolled in programmes of 60 points or more that included at least one course other than a dissertation or thesis. The feedback gained from students in this survey is intended to assist the University and faculties with programme monitoring, review, development, and to support AUT's commitment to continuous quality improvement and assurance.

#### **3. Procedure**

Once the survey is completed the results are compiled into the APS aggregated report and a spreadsheet detailing key results such as response rates, programme and course ratings which should be used to identify trends, variances in student satisfaction in and across programmes. Individual APS faculty reports are also distributed. These reports summarise information available in the APS aggregated report and spreadsheet. Programmes that meet/do not meet University thresholds/benchmarks are identified. They also draw information from past APS results when considering programmes and courses flagged for concern and the previous SPEQ rounds when considering courses flagged for concern.

#### ***Benchmarks***

Areas of concern are identified by applying satisfaction and dissatisfaction benchmarks, where a programme is flagged for concern if the satisfaction on any item is at or below 50% or if the dissatisfaction on any item is at or above 20%. SPEQs will also be carried out for courses that have had concerns identified. These courses are added by the Survey Analyst to the list of courses to be surveyed in the next offering.

#### ***Annual Action Plan***

Nominated staff of each faculty is responsible for developing annual action plans to address areas for concern identified in the APS.

The action plan is sent to the survey analyst within two months of receiving the APS faculty report.

#### ***Monitoring Next Cycle***

Results of subsequent surveys (APS and SPEQ) are also tracked by the Survey Analyst and Faculties to monitor whether actions have been effective, to provide further context to aid in remedying areas of concern and whether satisfaction with programmes has improved.

### ***Programmes Repeatedly Flagged for Concern***

If a programme is flagged for concern again in the subsequent APS, the previously proposed action plan is added to the APS Faculty reports with any relevant feedback from student comments regarding the effectiveness of the initiatives outlined in the previous plan. If a programme is flagged for concern in a third consecutive APS then a discussion will take place between the relevant Dean or delegate and the Academic Director to determine an appropriate course of action in light of specific issues raised and actions taken to date. The APS academic quality assurance procedure is summarised by the accompanying flowchart (see below).

### ***Non-Action or No Change***

If no action plan is received within the two month time frame, follow-up emails will be sent to the relevant faculty members. In a case where still no action plan is received or the plan does not contain any actions to remedy identified issues, the matter shall be referred to the Deputy Vice Chancellor.

In the event that the programme continues to be flagged for concern in subsequent surveys, the matter shall be referred to the Group Director – Risk and Assurance and the Deputy Vice Chancellor for action.

## **4. Process flowchart (see over)**

