

STUDENT SURVEY POLICY

Category	Academic
Policy Owner	Deputy Vice Chancellor Academic
Last review	3 October 2023
Next review	3 October 2028
Approved by	Vice Chancellor
Effective date	3 October 2023

1. PURPOSE

To ensure that a coordinated and strategic approach is taken across the University to surveying student opinion and ensuring that students have the opportunity to see how their feedback informs University decision making.

This policy is to be read with the Student Surveys Procedures.

2. POLICY

Student feedback is a key element of the University's enhancement and quality management system.

The overall purpose of student surveys is to ensure that the University has a systematic process in place that enables student voices in order to inform University decision-making on core academic and other activities.

The Academic Quality Office (**AQO**) is responsible for the management of Core University-wide student surveys.

Note: 'University wide-surveys' is defined for the purposes of this policy to include cross-University focus groups or interviewing of students for the purposes of a significant project or university initiative.

2.1 Approval of Non-Core University-Wide Surveys

To ensure a coordinated approach and to minimise survey load on students, the approval of the Deputy Vice-Chancellor Academic is required to conduct new, ad-hoc or recurrent University-wide student surveys.

A limited number of such approved, ad-hoc University-Wide Surveys can be supported by the AQO each year. Where there is no available resource in the AQO Survey Sponsors must ensure that resources are available to cover the costs of the survey project. Smaller student surveys will be managed by the Survey Sponsor and must be notified to the AQO.

Only Core University-Wide Surveys or surveys approved by the Deputy Vice-Chancellor Academic are permitted to carry 'Auckland University of Technology' or 'AUT' in the survey title or use the AUT crest on any documents included as part of a survey (e.g., survey questionnaire, or cover letter etc.).

Applications for Deputy Vice-Chancellor Academic approval of new, ad-hoc or recurrent University-Wide Surveys must be submitted to the AQO.

[Application for DVCA Approval of a University-wide Student Survey](#)

Survey Sponsors must address a number of criteria on the purpose and design of the proposed survey. These are set out in the Student Survey Procedures. All approved University-Wide Surveys are added to the Student Survey Calendar which is held by the AQO.

2.2 Smaller surveys

Survey Sponsors for smaller student surveys and other structured student feedback exercises must notify the AQO, who will review the planned activity. Smaller surveys and other exercises must be coordinated with Core and approved University-Wide Surveys and added to Student Survey Calendar.

2.3 Ethics

Academic Quality Office surveys are operated in accordance with the ethical guidelines developed by Auckland University of Technology Ethics Committee (**AUTEC**) for survey research conducted for the purpose of reviewing and improving education practices and University processes.

The Survey Sponsor for a survey that falls outside the scope of a University-wide or other AQO initiated survey is responsible for obtaining separate ethics approval where such approval is required. Consultation with AUTEC concerning the need for approval for any proposed survey research will be advised by the AQO.

Information about ethics procedures is outlined in the [AUTEC Guidelines](#).

2.4 Student Survey Database

The AQO, working with Strategy and Planning, is responsible for the development and maintenance of a Student Survey Database to accommodate various reporting needs. The Database includes survey questionnaires and response data and/or analytical reports.

2.5 Reporting and feedback to students

The University has a responsibility to provide feedback to students on the results of survey and student voice activities, including how that information informs decision-making processes.

Aggregated results of Core University-Wide Surveys will be reported to staff and students through the relevant University committees, and survey reports will be shared with the Auckland University of Technology Students Association. Survey reports are made available to the University community on Tuia. AQO will utilise student communication channels as appropriate to inform students about survey results or changes made as a result of student feedback gathered through Core Surveys.

2.6 Responsibilities

The Deputy Vice Chancellor Academic is responsible for overseeing the Student Survey Policy, with authority delegated to the Director of Academic Quality for the implementation and application of the policy.

The AQO is responsible for:

- Communicating with Survey Sponsors on the approval of University -wide surveys;
- The management of the Student Survey Calendar and the Student Survey Database;
- Reporting, through University committees and to the Auckland University of Technology Students Association, on the results of Core University-Wide Surveys and on how student feedback collected through these surveys informs University decision-making; and
- Working in partnership with students and other stakeholders to periodically review, enhance and validate student survey instruments and related processes.

Survey Sponsors are responsible for:

- Working in partnership with students and other stakeholders to develop and validate high-quality student survey and feedback mechanisms;
- Coordinating with the AQO to seek approval of University-Wide Surveys or to advise the AQO on smaller survey exercises, and to provide the finalised questionnaire and survey results; and
- Ensuring that respondents and other student stakeholders are informed about the results of the survey and how the feedback will be used to inform decision-making.

3. DEFINITIONS

Core University-Wide Surveys:	University Experience Survey, Annual Programme Survey, Graduate Destination Survey, Student Readiness Survey, and Doctoral Exit Survey.
Non-Core University-Wide Surveys:	<p>Include (but are not limited to):</p> <ul style="list-style-type: none"> • Surveys of student opinion conducted by individual departments or faculties of students for whom they have primary responsibility, e.g., Masters students in business, or exit interviews with doctoral students in the School of Education. • Surveys of students enrolled in a conjoint programme where responsibility is shared between two faculties, and where the subject matter concerns the programme specifically. • Course and teaching evaluations conducted through AUT's centralised system. • National-level surveys in which the University participates, and which would normally be conducted through a central source external to the University. <p>Note: the Deputy Vice-Chancellor Academic would normally be involved in approving the University's participation in national-level surveys.</p> <ul style="list-style-type: none"> • Surveys for academic research purposes that include student participants (where that research is not focussed on assessing student experiences of AUT's delivery of education, support services or facilities etc.)
Population:	All members of a particular group (e.g., the AUT student Population is made up of all AUT students, the AUT international student Population is made up of all AUT international students).
Student Survey Calendar:	A rolling plan of all approved University-Wide Surveys in the next three calendar years.
Student Survey Database:	A database containing student survey questionnaires and response data and/or analytical reports.
Survey Sponsor:	The person primarily responsible in the academic unit or service area for the development and implementation of a student survey and subsequent reporting.

University:	means the Auckland University of Technology (AUT) and includes all subsidiaries.
University-Wide Survey:	Typically (though not exclusively) focuses on assessing student experiences of learning and teaching, support services and facilities. The target Population will comprise students drawn from two or more faculties; or, the surveyed activities or services will span a significant proportion or group of the student Population; or, the survey covers a significant cohort of students, e.g., postgraduate students, international students, first-year students. A University-Wide Survey also include surveys of students from a number of faculties concerning one or more specific issue, e.g., computing resources, accommodation, or library services; or cross-university focus groups or interviews as part of significant University projects or initiatives.

4. SCOPE

This policy applies to all levels of management and all academic and administrative departments who wish to gather feedback from students.

This policy is not meant to constrain initiatives taken by departments and faculties to obtain feedback from students and does not apply to the surveying of students as participants in academic research projects.

5. LEGISLATION AND COMPLIANCE

The University shall comply with all applicable New Zealand laws, legislation and regulations. See all the Register of Key Legislation and specifically:

[Education and Training Act 2020](#)

[Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)

[Privacy Act 2020](#)

[Unsolicited Electronic Messages Act 2007](#)

6. RELATED PROCEDURES/DOCUMENTS

[Application for DVCA Approval of a University-wide Student Survey](#)

[Applying for Ethics Approval: Guidelines and Procedures \(AUTEC\)](#)

[Privacy Policy](#)

[Student Survey Procedures](#)

Policies and Procedures can be found on [TUIA](#).

7. DOCUMENT MANAGEMENT AND CONTROL

Policy Owner: Deputy Vice Chancellor Academic

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