myExperience Survey Procedure

Version	Approved by	Approval date	Effective date	Next review date
1.0	Deputy Vice-Chancellor Education	9 December 2016	20 February 2017	February 2020

Procedure Statement		
Purpose	To specify the processes and responsibilities for the establishment and conduct of myExperience Surveys and reporting of survey outcomes.	
Scope	This procedure applies to all award and non-award courses within Undergraduate, Honours and Postgraduate Coursework Programs, and to coursework elements of higher degree research programs.	
Are Local Documents on this subject permitted?	☒ Yes, subject to any areas specifically restricted within this Document	☐ No

Procedure Processes and Actions

1. Purpose of the myExperience Survey

All students will have the opportunity to provide feedback on courses in which they are enrolled.

The myExperience Survey is the centrally supported survey tool that students can use to comment on their experience of learning and teaching in a specific course.

UNSW will use the feedback collected from myExperience Surveys to improve the quality of courses and teaching.

UNSW may also use the feedback:

- To inform staff professional development, performance planning, promotion and teaching awards, in accordance with the *UNSW Australia (Academic Staff) Enterprise Agreement*; and
- For research purposes to contribute to the scholarship of learning and teaching, in accordance with the conditions specified in section 4.2.

The collection and use of student feedback from myExperience Surveys must comply with this procedure.

2. myExperience Survey structure and questions

The myExperience Survey comprises:

- A set of common core questions on the student's overall experience with the course, teaching and individual teachers; and
- Optional questions selected from the Survey Question Data Bank.

Faculties, Schools and individual teachers can submit additional optional questions for inclusion in the Survey Question Data Bank using the online form available on the UNSW website. Requests must be endorsed by the Head of School or Dean's nominee (for Faculty-wide courses) and are approved by the Pro-Vice-Chancellor (Education).

3. Administering the myExperience Survey

3.1. Setting up the survey

The survey will be set up by the myExperience Survey System Administrator in the Survey Tool according to the Survey Schedule.

The Survey Schedule is published on the UNSW website and details the key dates for survey periods across each academic year. The Survey Schedule is approved by the Pro-Vice-Chancellor (Education).

3.2. Conducting the survey

All courses will be surveyed each teaching period as specified in the Survey Schedule. Courses that are taught over more than one teaching period will be surveyed in the final teaching period.

Provision should be made for the myExperience Survey to be conducted within class on the student's own device. A student ambassador, volunteer student, professional or other staff member should be present while the survey is being completed by students. Staff involved in teaching the course should leave the room.

A toolkit of materials to assist staff with the process is available on the UNSW website.

All students will be notified of the opportunity to complete the survey via email, and a notice in the Learning Management System and myUNSW. The notification will include a link to the survey.

It is expected that all students complete the survey.

Students who are unable to complete the survey in class, or who are enrolled in online or distance courses, can access the survey in their own time through the link provided in the survey notification.

4. Data governance and reporting

4.1. Collection, storage and access to data

The Pro-Vice-Chancellor (Education) is the Data Executive for myExperience Survey data. BRIDG is responsible for the storage of historical student feedback data in the UNSW Enterprise Data Warehouse for reporting purposes.

The Survey Tool will generate a range of standard reports. The collection and storage of data and access to reports will be in accordance with the *UNSW Data Governance Policy*, the UNSW Website's *Privacy Statement* and the *UNSW Australia (Academic Staff) Enterprise Agreement*.

Reports will be released each semester after the final course results have been released to students in accordance with the *Assessment Implementation Procedure*.

myExperience survey reports will be made publicly available via a webpage on the UNSW website. Data reported will be aggregated to School-, Faculty- and University-level so that individual teachers cannot be identified. Free-text comments will be excluded.

4.2. Use of data for research purposes

The use of myExperience Survey data for individual academic research will require Human Research Ethics Committee approval. Obtaining Ethics approval is the responsibility of the individual proposing to conduct this research.

5. Protecting student and staff privacy

Where respondents can be identified, survey responses will be treated in accordance with the *UNSW Privacy Management Plan* and *Student Privacy Code of Practice* and related legislation.

UNSW has strict privacy protocols related to data integrity, removal of identifiers and displaying response data in aggregates. Use of data will be in compliance with the *UNSW Data Governance Policy*.

In order to maintain the confidentiality of the respondents, data will not be reported at the course level for courses with fewer than five enrolled students. The responses will be aggregated and included in School- and Faculty-level reports.

6. Information provided to students

Information on the survey findings will be communicated to students through the Learning Management System.

Each semester, for each course, a summary of the feedback and information about enhancements made as a result of the feedback will be published on the course page of the Learning Management System.

7. Roles and Responsibilities

Pro-Vice-Chancellor (Education)

- Manage the myExperience Survey, Survey Schedule, myExperience Survey Question Data Bank, survey software and survey data governance.
- Provide advice on the interpretation of survey results and factors that may influence student responses.

- Use aggregated survey results to inform professional development programs.
- Approve requests to add questions to the Survey Question Data Bank.

Dean

- Ensure processes are in place for Faculty compliance with this procedure.

Head of School

- Oversee the implementation of the myExperience Survey within the School across all courses, in accordance with this procedure.
- Endorse School requests to add questions the Survey Question Data Bank.
- Review the myExperience Survey School-level results and develop quality enhancement plans.

Course Authority

- Implement the myExperience Survey at the course-level in accordance with this procedure.
- Identify and implement improvements at course-level in response to myExperience Survey feedback.
- Inform students of changes that have been made in response to feedback provided in prior surveys via the Learning Management System.

Individual teachers

- Communicate with students about the importance of their feedback for improving the quality of learning and teaching.
- Make provision for the survey to be conducted within class, in accordance with this procedure.
- Respect the confidentiality of student responses.

Students

- Complete the myExperience Survey in accordance with the *UNSW Student Code Policy*.

Accountabilities	
Responsible Officer	Deputy Vice-Chancellor Education
Contact Officer	Pro-Vice-Chancellor (Education)

Supporting Information	
Legislative Compliance	This Procedure supports the University's compliance with the following legislation: *Tertiary Education Quality and Standards Agency Act 2011* (Cth) Higher Education Standards Framework (Threshold Standards) 2015
Parent Document (Policy)	Learning and Teaching Quality Policy
Supporting Documents	Nil
Related Documents	Academic Offerings Governance Policy Academic Offerings Review Procedure Assessment Implementation Procedure Student Code Policy The University of New South Wales (Academic Staff) Enterprise Agreement Data Governance Policy UNSW Privacy Management Plan UNSW Website Privacy Statement
Superseded Documents	Nil
File Number	2016/36773

Definitions and Acronyms				
Nil				

Revision History				
Version	Approved by	Approval date	Effective date	Sections modified
1.0	Deputy Vice-Chancellor Education	9 December 2016	20 February 2017	New procedure