

<b>OTAGO POLYTECHNIC ACADEMIC POLICY</b>		<b>Number: AP0700.08</b>
Title:	<b>Surveys, Feedback and Course Evaluations</b>	
ITPNZ Std:	<b>7 Programme Delivery</b>	
TANZ Policy:	Ac Bd Paper No: <b>A137/09</b>	Ac Bd Date: <b>15 Feb 12</b>
Chief Executive Approval:	Approval Date: <b>18 Feb 12</b>	Effective Date: <b>18 Feb 12</b>
Previous Policy No:	<b>AP0700.07</b>	Review Date:
Contact Authority:	<b>Director: Quality</b>	Status: <b>Current</b>

### Purpose

To provide policy and procedures for surveys, feedback and course evaluations. The Polytechnic requires that self assessment and evaluation processes are informed by evidence that leads to continuous quality improvement which improves outcomes for students. Student feedback from surveys on courses, lecturers and programmes is an important aspect of this evidence. Collated data is reported internally and externally. Information from surveys and course evaluations informs course/programme reviews. Feedback on staff, including student and customer feedback, is used by staff for self review, reflection, development and evaluation.

### Compliance

#### Policy

1. Otago Polytechnic requires a range of surveys, feedback and evaluations to be carried out centrally through the Organisational Research Office, including the commencing student survey, course evaluations, student feedback on lecturers, staff feedback on colleagues, the Australasian Survey of Student Engagement (AUSSE), programme satisfaction survey, work environment survey, exit interviews for those students who leave without completing, and graduate destination survey.
2. It is the responsibility of the Head of School/Service Manager to ensure that a survey/feedback/evaluation plan is in place and that staff are obtaining feedback from students/customers and peers as required by the Polytechnic.
3. Information on how all feedback processes work will be available on Insite and from the Organisational Research Office.
4. Surveys will be conducted at a time which is appropriate and relevant to the individual survey type.
5. All courses will be evaluated annually.
6. All academic staff will obtain student feedback on teaching annually, as per MP0461 Staff Development.
7. All general staff will obtain customer feedback at least once every two years, as per MP0461 Staff Development.
8. All staff will obtain peer/colleague feedback at least once every two years, as per MP0461 Staff Development.
9. All survey data will be collated and analysed and individual reports provided to



the staff member/programme/school as appropriate.

10. Students will be provided with the response to their feedback on courses and programmes by their lecturer/programme manager/Head of School within one month of receipt of the report.
11. In the case of concerning feedback, the Organisational Researcher will consult with the Director: Quality re addressing this with the applicable Head of School / Service Manager,
12. Polytechnic-wide reports will be publicly available on the Performance Portal, the Student Portal, Moodle, the Otago Polytechnic website and will be reported externally.

### **Procedures**

1. School and Service Area survey/feedback/evaluation plans are provided to the Organisational Research Office by 31 March each academic year.
2. The Organisational Research Office is responsible for setting up the procedures for each individual survey.
3. Online surveys are preferred however if a paper survey is considered essential it must be administered by a neutral person. Student representatives and OPSA are available to do this. All surveys should be done by a neutral person.
4. The Organisational Research Office will ensure analysis is completed and reports provided to the relevant staff within four weeks.

### **Related Policy, Forms and Documents**

AP1201 Self Assessment and Internal Evaluation,  
MP0351 Students Withdrawal and Refund Policy  
MP0461 Staff Development

**Approved by Chief Executive**

**Date:**

