

# Overview of 2008 Student Surveys



The following surveys are part of our *Quality Management System*, designed so we can monitor how well we are 'delivering what is promised to a recognised professional standard' (CPIT's definition of 'quality').

	<b>Initial Feedback: centrally organised<sup>1</sup></b>	<b>Student Experience Survey: centrally administered</b>	<b>Course Evaluations: faculty administered</b>
<b>What is the purpose?</b>	To ensure new students have an easy way to contact someone if they need help and for us to catch any problems early on.	To find out more about students' experience of programmes and services and to make improvements where needed.	Faculties decide what is appropriate for short and/or non-assessed courses, as well as for individual courses within a programme <sup>2</sup> . In some cases, the standard <i>Quality of Teaching</i> evaluation or SGID is the best choice.
<b>Who is contacted?</b>	All new students, via 'student email', help desks set up during start of each semester and targeted group/s to follow up with phone survey (note that in some cases this will include students who withdraw within the first few weeks and/or those who apply for entry to a programme, but do not complete enrolment).	Students in <b>all programmes</b> leading to a qualification, unless alternative arrangements have been made.	
<b>When is the survey completed?</b>	Towards the start of each semester.	Near the end of <b>each year/stage of each programme</b> (but not at last session or during an assessment).	Responsibility for course evaluations is delegated to faculties. If the same course is offered several times a year, a 'sampling' approach should be used. There are many ways to collect valid information, eg paper & pencil questionnaires, SGIDs, other group discussion methods and 1:1 interviews.
<b>Who initiates it?</b>	Education Services Division, with assistance from Academic Division.	Academic Division	
<b>Who distributes it to the students?</b>	Not applicable	As for First Impressions Survey, but preferably collected by a student or admin person, rather than directly to the teacher.	
<b>Who collates the responses?</b>	Education Services	Academic Division	As determined by the faculty. For SGIDs/other evaluations requiring independent oversight (contact Helen Matthews or Robin Graham).
<b>What happens to the completed questionnaires and collations?</b>	Trends/patterns are identified and used to make improvements where needed.	Summary of responses, including all written comments, provided to the faculty as completed. A consolidated report (summarised by programme, school, faculty and CPIT levels) produced early in the following year.  The completed questionnaires, minus any marked 'confidential', are returned to the faculty to keep until at least the end of Term 1 of the following year.	Overseen by the Faculty  All staff involved in the course or programme should receive at least a summary of the results.  The completed questionnaires and/or results need to be kept by the faculty, with a note attached about the follow up actions taken. The usual rule is to keep the actual course evaluation forms until the particular group has finished the course, or in the case of full time programmes, until Term 1 of the following year.
<b>Who gets a copy of the final report?</b>	Management Team, Academic Board, Heads of School, other managers, CPISA, Council, benchmarking partners.		
<b>Who prepares the action plan?</b>	Overseen by Faculty Board for faculty issues and the relevant Division for other issue. CPIT wide issues handled by Academic Board or Management Team.		
<b>Who is responsible for follow up?</b>	Deans/HoS for Faculty issues. Executive or Directors for CPIT wide issues.		
<b>Feedback to students?</b>	Faculties provide feedback re results and actions to students as relevant. Education Services follows up issues re central enrolment & student services. Academic Division prepares brief summaries for Capsule from time to time.		
<b>What about: ★short/hobby courses? ★seminars? ★block courses?</b>	Not required Not required (too short) Included in overall methodology	Not required (see next column) Not required (see next column) <b>Last block</b> of each programme	All students expected to have opportunity to give feedback, with faculties deciding on best method. Results used to make improvements where needed.

<sup>1</sup> This more informal methodology replaces the First Impression Survey, which has been conducted since 1997. The plan is to reinstate the Survey in two or three years' time to monitor whether any changes have occurred. Refer 2007 'Overview of Student Survey' and each year's Summary Report for details related to First Impressions.

<sup>2</sup> Evaluating courses and programmes is an important part of students' learning experience, but it is equally important not to 'over evaluate' or 'over survey'. In some cases, the *Quality of Teaching* form or an alternative (such as the SGID) is of more benefit than separate course evaluations.