

EVALUATION OF SUBJECT, COURSE AND TEACHING PROCEDURE

Governing policy

[Evaluation of Subject, Course and Teaching Policy](#)

Purpose

This procedure sets out how the evaluation of coursework Courses, Subjects and Teaching practice of academic staff is conducted.

Definitions

Unless otherwise defined in this document, all capitalised terms are defined in the [glossary](#).

Course in this policy and procedure is defined as an award Course or program, i.e. postgraduate Course or research Course.

Subject can be defined as a unit of study usually completed in one term as part of a Course of study.

Teaching can be defined as activities undertaken in the delivery of education (including lecturing, preparation for and delivery of webinars, online fora, group or individual tutoring, preparation of teaching materials, supervision of students, marking, and preparation for the foregoing activities).

QILT means Quality Indicators of Learning and Teaching, a suite of government endorsed surveys for higher education, which cover the student life cycle from commencement to employment. (source: www.qilt.edu.au)

Procedure

1. Evaluation of Subject and Teaching

- 1.1. The feedback on Subjects and Teaching is collected via a single instrument, the Student Evaluation of Subjects and Teaching (SEST). To ensure that feedback is received and evaluated with sufficient time to inform the engagement of Online Learning Facilitators in subsequent Terms, the SEST is open to students between the Thursday of Week 6 and the Monday of Week 8 of each Term.
- 1.2. The SEST survey comprises a standard set of thirteen questions. The first four relate to the Subject quality with two additional free text options. The final four relate to the Teaching quality with two additional free text options. The final question is a Net Promoter Score (NPS) question.
- 1.3. An administrative staff member collates student feedback after Week 8 of each Subject.

- 1.4. The feedback results are provided in aggregated format to the Director of Academic Operations and the Academic Dean and any nominees as well as to the relevant staff member.
- 1.5. In the event of negative feedback on a Subject (minimum response rate of 10 students or at the discretion of the Academic Dean), the Academic Dean or nominee will discuss the student feedback results with the relevant Subject Coordinator and the Director of Online Learning. Any necessary remedial action will be undertaken on the advice and approval of the Academic Dean.
- 1.6. In the event of negative feedback on Teaching (minimum response rate of 10 students or at the discretion of the Academic Dean), the Academic Dean or nominee will discuss the student feedback results with the individual academic staff member and take such remedial action as may be deemed necessary by the Academic Dean or nominee. This may involve discussion with an online facilitator and giving the facilitator another opportunity to facilitate or, where the facilitator does not demonstrate potential to address the issues raised, the facilitator will be replaced.
- 1.7. Summaries of student feedback on Subjects and any actions arising from that feedback are made available to students via AIB student communication.
- 1.8. The SEST survey is attached as [Appendix A](#).

2. Evaluation of Course

- 2.1. The feedback on Course is collected via a single instrument, the Student Evaluation of Course (SEC).
- 2.2. The SEC survey is provided to students when they have completed an AIB award Course and the survey is open for 7 days.
- 2.3. The SEC survey comprises a standard set of twelve questions. The first five relate to the information About You. The final seven relate to the information About Your Study Experience, including two free text questions, an overall satisfaction question and a Net Promoter Score (NPS) question.
- 2.4. An administrative staff member collates student feedback every two months.
- 2.5. The feedback results are provided in aggregated format to the academic governing committees and boards.
- 2.6. The SEC survey is attached as [Appendix B](#).

3. Quality Indicators of Learning and Teaching (QILT)

- 3.1. AIB participates in the following national QILT surveys:
 - a) [Student Experience Survey](#) (one survey round a year)
 - b) [Graduate Outcomes Survey](#) (three survey rounds a year)
 - c) [Graduate Outcomes Survey – Longitudinal](#) (one survey round a year)
 - d) [Employment Satisfaction Survey](#) (one survey round a year).
- 3.2. All QILT surveys are administered by a third party, the Social Research Centre.
- 3.3. AIB liaises directly with the Social Research Centre to ensure the student data used in the survey (if applicable) is current.

- 3.4. AIB will normally advise the students about participation in the survey through the appropriate communication means.
- 3.5. The survey outcomes are provided in aggregated format to the academic governing committees and boards.

Related forms:

SEST
SEC

Responsibility:

Academic Dean

Current Status	Version 2
Approved By:	Academic Board
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APPENDIX A - SEST Survey

Subject	Response
<ol style="list-style-type: none"> 1. The Subject was designed in a way that helped me to learn. 2. The assignment requirements were clear. 3. The Subject has developed my work-related knowledge and skills. 4. Overall the Subject was coordinated effectively. 5. Please identify what you consider to be the strengths of the Subject. 6. Please identify how you consider the Subject could be improved. 	<p>Scale of 1 to 5 with 1 "Strongly Disagree" to 5 "Strongly Agree"</p> <p>Free text</p> <p>Free text</p>
Teacher	Response
<ol style="list-style-type: none"> 1. The quality of the Teaching you have experienced in this Subject was high. 2. The Webinars were engaging and assisted my learning of this subject. 3. My Online Class Facilitator was very good at explaining concepts. 4. My Online Class Facilitator provided helpful feedback on my questions and assignments. 5. Please identify what you consider to be the strengths of the teaching in the Subject. 6. Please identify how you consider the teaching in the Subject could be improved. 	<p>Scale of 1 to 5 with 1 "Strongly Disagree" to 5 "Strongly Agree"</p> <p>N/A "Not Applicable".</p> <p>Free text</p> <p>Free text</p>
Overall Study Experience	Response
<p>Based on your recent study experience in this subject, how likely is it that you would recommend AIB to a friend or a colleague?</p>	<p>Scale of 0 to 10 with 0=Not at all likely 10=Extremely likely</p>

APPENDIX B - SEC Survey

About You	Response
1. Which statement best fits your current working circumstances? 2. You mentioned that you are currently not working full time. Could you please advise which of the statements below apply to you? 3. Are you currently a full time or part time student at a TAFE, University or other education institution? 4. If you would you be happy to contribute a testimonial to be used for marketing purposes, please send an email to: alumni@aib.edu.au .	Multiple choice question Multiple choice question Multiple choice question n/a
About Your Study Experience	Response
5. Which program (or part thereof) have you completed with AIB? 6. Please rate the following statements: a. The study skill resources available throughout my program were helpful. b. The quality of academic staff at AIB was high. c. AIB student support staff provide prompt and efficient service. d. The online library contributed to my learning. e. AIB policies and procedures were easy to understand. f. The student learning portal was easy to navigate. g. The administrative information I needed was easy to find. h. The program structure and sequencing was easy to understand. i. The knowledge gained during the program was applicable at my workplace. j. The program enhanced my career. 7. Did you access English language services ? If Yes, please rate the following statement: English language services helped develop my academic writing skills (add n/a option), specify which support service you used [open textbox]. 8. Please identify what you consider to be the strengths of the AIB program. 9. Please identify how you consider the AIB program could be improved. 10. Overall I was satisfied with the quality of the program. 11. Would you recommend your study experience at AIB to your friends?	Multiple choice question Scale of 1 to 5 with 1 "Strongly Disagree" to 5 "Strongly Agree" Yes/No Scale of 1 to 5 with 1 "Strongly Disagree" to 5 "Strongly Agree" Free text Free text Scale of 1 to 5 with 1 "Very dissatisfied" 5 "Very satisfied" Scale of 0 to 10 with 0=Not at all likely 10=Extremely likely