Academic User Guide

SEC / SET Survey System
experience@griffith
The Office of Planning Services

Griffith UNIVERSITY

Overview

experience@griffith is a user-friendly online survey system that provides Griffith with student feedback on courses and teaching.

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Why do surveys?

Griffith University is committed to enhancing the quality of learning and teaching to further improve student learning experiences, student outcomes and retention. Surveys:

- Ensure courses contribute to learning
- Encourage academic staff to evaluate teaching and learning within their courses
- Assist scholarly reflection and the innovation of methods for learning and teaching
- Improve student learning experiences
- Provide a feedback mechanism for students

System advantages

- Minimises staff workload through partially automated data collection and report generation
- Facilitates the routine surveying of courses and teaching
- Provides real-time results for academic staff
- Upholds a holistic approach to course and teaching surveys

Advantages for...

Academic staff

- Facilitates academic planning
- Develops and updates teaching approaches
- Funnels opinion sharing through productive channels
- Collects evidence of career progression (student nominations for teaching excellence awards and Summary Reports)

Students

- Have their say on their experiences
- Contributes to their learning experience and improvement of course design / delivery
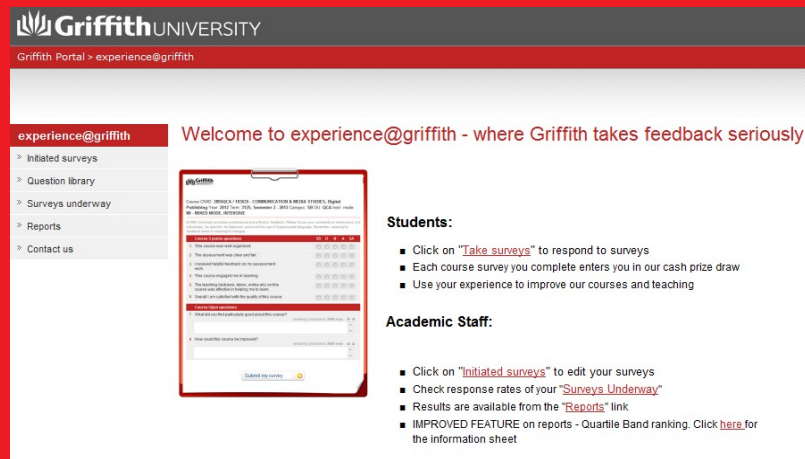- Nominates teachers for an award
- "Closes the loop" on their learning process

System introduction

Visit www.griffith.edu.au/experience and login to the Portal.

Or, a link to the system is available under Learning@Griffith.

The experience@griffith team will be in touch via email at every step of the survey process, when the survey:

- Is initiated and available for review
- Is in its final review stages (before it's due to open for students)
- Is open, with progress updates on response rates, and finally
- When the reports are available (after the survey closes)

Survey Parameters

Student Experience of Courses (SEC) and Teaching (SET) policy mandates:

- SEC surveys occur each time a course is offered

- SET surveys should occur (as a minimum) every second time a teacher takes a course, or every second Trimester

- SEC surveys occur automatically, SETs must be added by academic staff

- Responsibilities, access to the system and reports are governed by policy

Important dates

- Surveys open towards the end of a course
- The review period for academic staff is three weeks prior to a survey opening
- Reports are available the week after a survey closes

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Student Experience of Course (SEC)

The survey includes six core five-point Likert scale questions:

SD – Strongly Disagree

D – Disagree
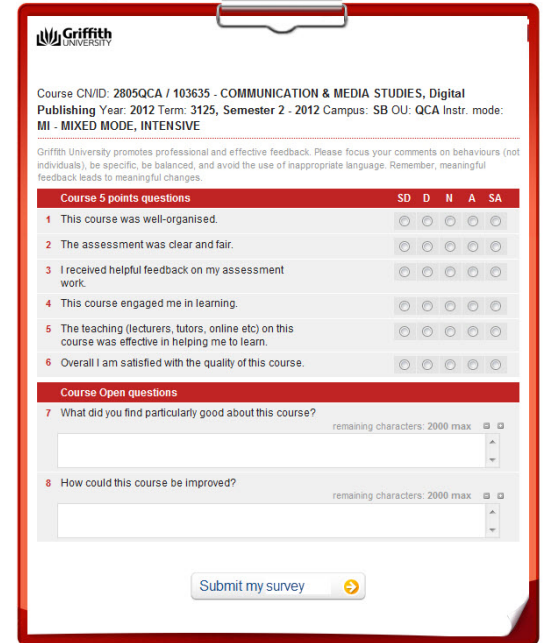
N – Neutral

A – Agree

SA – Strongly Agree

and two open questions.

Up to three extra five-point Likert scale questions can be added to the survey, from the questions in the Question Library, including "*Custom Questions*" (a question template that can be edited).

Student Experience of Teaching (SET)

The survey contains an option for students to nominate their teacher(s) for an award. The survey includes five, five-point Likert scale questions:

SD – Strongly Disagree

D – Disagree

N – Neutral

A – Agree

SA – Strongly Agree

and two open questions.

Survey Lifecycle

Review period for academic staff

Three weeks prior to the survey opening, Convenors and the Head of School are emailed once a survey enters the 'request review' stage.

It is the Convenor's responsibility to:

- Ensure the Convenor information is correct (and add or delete others if required)
- Check survey open and close dates are appropriate
- Add SETs for instructors, or advise them to do so
- Inform instructors and Program Convenors of the surveys
- Add up to three extra SEC questions from the question library (optional)
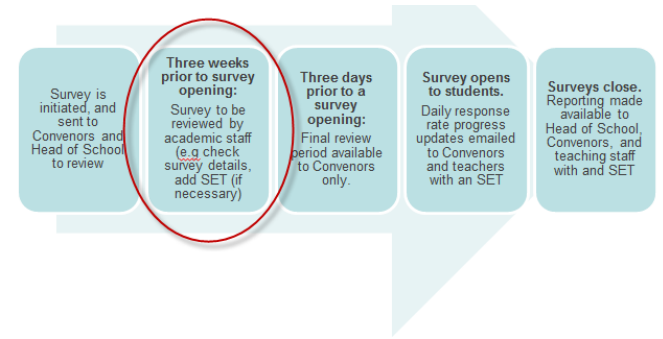
How to review your survey

1. In the experience@griffith system, click on the "*Initiated Surveys*" link.
2. Filter by course code only. Have all other drop down filters set to "*any*". Click the "*Refresh*" button and the survey record will appear.
3. Click on the icon in the "*edit*" column. The survey will open for your editing.

How to add an SET

1. Click on the "*add SET" button*" (a pop-up window will appear)
2. Enter your givenname and surname (or s-number) and click on the refresh button > your details will appear
3. Click on the "*add*" button next to your name > a pop-up window will remind you to choose your classes, click "*ok*"
4. On the main survey, choose your classes, then click "*save*" >a message will appear asking for a reason for editing
5. Enter your reason, and click "*save*" again

Final review period (Convenors only)

Three days prior to the survey opening

Convenors (and any teachers with SETs added) are emailed once a survey enters the "final review" stage.

It is the Convenor's responsibility to:

- Make any final changes to the survey information, including dates, Convenor information
- Ensure that all SETs have been added (where necessary)
- Make any last-minute changes on behalf of teaching staff
- Get ready to let students know the survey is going to open

Survey is initiated, and sent to Convenors and Head of School to review

Three weeks prior to survey opening: Survey to be reviewed by academic staff (e.g check survey details, add SET (if necessary)

Three days prior to a survey opening: Final review period available to Convenors only.

Survey opens to students. Daily response rate progress updates emailed to Convenors and teachers with an SET

Surveys close. Reporting made available to Head of School, Convenors, and teaching staff with and SET

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Survey opens for students

The experience@griffith team will email students (to their student email account) when the survey is open and waiting for their feedback. A weekly reminder to complete any unanswered surveys will also be sent.

Convenors and teachers will be emailed with an SET daily progress updates on response rates. If response rates are low, it is suggested to use student engagement strategies to encourage response, such as personal appeals to the students, discussing how feedback has been used in the past, and the prize draw.

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Reports available (surveys close)

An email will be sent when the report is available. Usually, it's the week after a survey closes. Only those associated with a course have access, as outlined in the policy.

Access to data depends on a teacher's role. Access to previous reports is at the discretion of the Course Convenor or the Head of School. Remember, feedback can be accessed from earlier courses in the **Previous Student Feedback** section of the Course Profile.

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How to review the report

1. In the system, click on the "*Reports*" link
2. Filter by your course code, and term code, and click the "*Refresh*" - the survey(s) record will appear
3. Click on the chart icon for your survey - a pop-up will appear
4. Set the report parameters, and download / display options to view your report. If you are viewing more than one report, you can use the **Summary Report** (aggregates all report data for courses selected) or **Multiple Report** (presents all data in one report)

Closing the loop

Meaningful feedback leads to meaningful change. Course Convenors are encouraged to complete a Course Improvement Plan (CIP) after receipt of SEC feedback. The mean score for the overall satisfaction question is made available to students.

Course Convenors must complete the Previous Student Feedback section of Course Profile, next time the course is offered, to demonstrate improvements and changes made to the course as a result of student feedback.

Role of the Head of School

- Ensure that SECs and SETs have been conducted

- Discuss SEC outcomes with Course and Program Convenors

- Access to SEC mandatory question scores and open-ended responses

- Access to SET mandatory question scores and open-ended responses

Role of the Course Convenor

- Overseeing that SEC and SET take place as per timeframes
- Add SETs when and where needed
- Access to SEC mandatory, optional, and open-ended responses
- Access to SEC mandatory, optional and open-ended responses

Role of the Teacher

- Initiate and oversee the process of their own SET in consult with their Course Convenor
- Discuss SET feedback with Convenor
- Access to SEC mandatory, optional and open-ended responses
- Access to their own SET mandatory, optional and open-ended questions

Helpful documents and resources

The experience@griffith support website has many resources that can assist you:

https://intranet.secure.griffith.edu.au/work/surveys/student-surveys/experience@griffith/resources

There you will find:
- "How to" documents
- Report interpretation guides
- Student engagement strategies and effective feedback presentations

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