

# Academic User Guide

SEC / SET Survey System  
experience@griffith

*The Office of Planning Services*



# 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

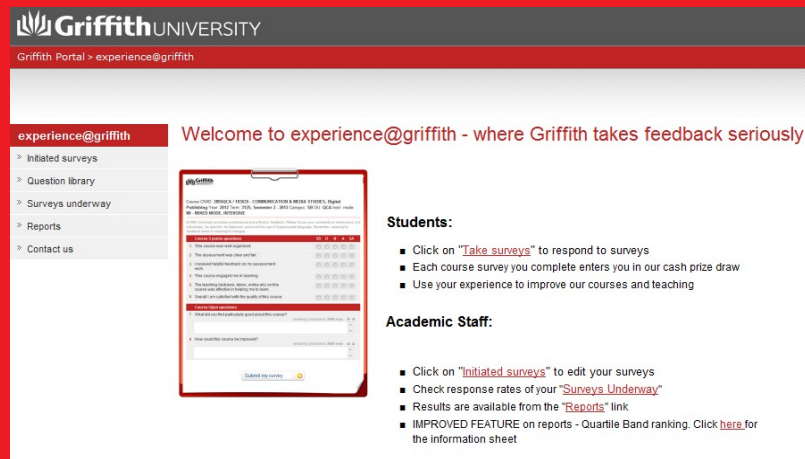
# System introduction

Visit [www.griffith.edu.au/experience](http://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)



**Students:**

- Click on **"Take surveys"** to respond to surveys
- Each course survey you complete enters you in our cash prize draw
- Use your experience to improve our courses and teaching

**Academic Staff:**

- Click on **"Initiated surveys"** to edit your surveys
- Check response rates of your **"Surveys Underway"**
- Results are available from the **"Reports"** link
- IMPROVED FEATURE on reports - Quartile Band ranking. Click [here](#) for the information sheet



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# 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



# Student Experience of Course (SEC)

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

**SD – Strongly Disagree**

**D – Disagree**

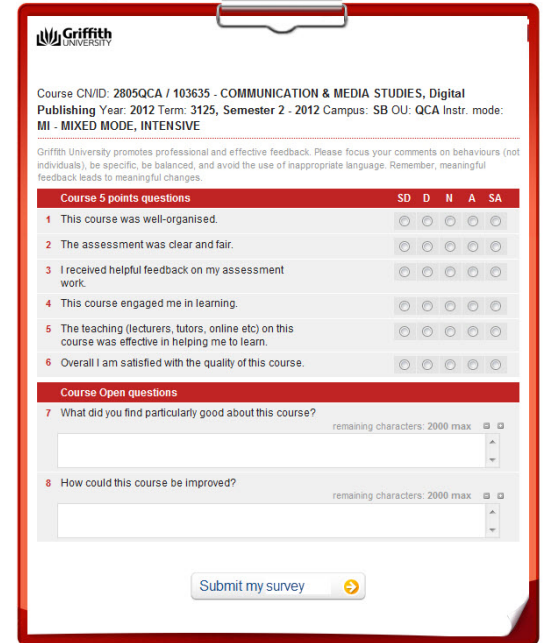
**N – Neutral**

**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).



The screenshot shows a digital survey form titled "Griffith UNIVERSITY". The course information is: "Course CNID: 2805QCA / 103635 - COMMUNICATION & MEDIA STUDIES, Digital Publishing Year: 2012 Term: 3125, Semester 2 - 2012 Campus: SB OU: QCA Instr. mode: MI - MIXED MODE, INTENSIVE". A note states: "Griffith University promotes professional and effective feedback. Please focus your comments on behaviours (not individuals), be specific, be balanced, and avoid the use of inappropriate language. Remember, meaningful feedback leads to meaningful changes." The survey consists of two sections: "Course 5 points questions" and "Course Open questions".

Course 5 points questions	SD	D	N	A	SA
1 This course was well-organised.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 The assessment was clear and fair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 I received helpful feedback on my assessment work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 This course engaged me in learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 The teaching (lecturers, tutors, online etc) on this course was effective in helping me to learn.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 Overall I am satisfied with the quality of this course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Course Open questions**

7 What did you find particularly good about this course?  
remaining characters: 2000 max

8 How could this course be improved?  
remaining characters: 2000 max

Submit my survey

# 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.

The screenshot shows a web-based survey form for Griffith University. At the top, it displays the university logo and course information: Course CNID: 2805QCA / 103635 - COMMUNICATION & MEDIA STUDIES, Digital; Publishing Year: 2012 Term: 3125, Semester 2 - 2012 Campus: SB OU: QCA Instr. mode: MI - MIXED MODE, INTENSIVE. A note states: "Griffith University promotes professional and effective feedback. Please focus your comments on behaviours (not individuals), be specific, be balanced, and avoid the use of inappropriate language. Remember, meaningful feedback leads to meaningful changes." The survey is titled "Instructor Survey:" and includes the instruction: "Teaching evaluations should only be completed for the teachers who taught you." The form is for Tutor, Ima (junk@griffith.edu.au) and is for nominating a teacher for an award. It shows the class "CLSI01" and a table of five-point Likert scale questions. The questions are: 1. This staff member presented material in a clearly organised way. 2. This staff member presented material in an interesting way. 3. This staff member treated students with respect. 4. This staff member showed a good knowledge of the subject matter. 5. Overall I am satisfied with the teaching of this staff member. Each question has five radio buttons corresponding to the Likert scale (SD, D, N, A, SA). Below the table are two open questions: 6. What aspects of this staff member's teaching were most valuable to your learning? (remaining characters: 2000 max) and 7. How could this staff member's teaching be improved? (remaining characters: 2000 max). The form is for Tutor, Imanother (junk@griffith.edu.au) and has a "Submit my survey" button at the bottom.

Griffith UNIVERSITY

Course CNID: 2805QCA / 103635 - COMMUNICATION & MEDIA STUDIES, Digital  
Publishing Year: 2012 Term: 3125, Semester 2 - 2012 Campus: SB OU: QCA Instr. mode: MI - MIXED MODE, INTENSIVE

Griffith University promotes professional and effective feedback. Please focus your comments on behaviours (not individuals), be specific, be balanced, and avoid the use of inappropriate language. Remember, meaningful feedback leads to meaningful changes.

**Instructor Survey:**  
Teaching evaluations should only be completed for the teachers who taught you.

Tutor, Ima (junk@griffith.edu.au)  
Nominate teacher for an award YES

Classes: CLSI01

Teaching 5 points questions	SD	D	N	A	SA
1 This staff member presented material in a clearly organised way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 This staff member presented material in an interesting way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 This staff member treated students with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 This staff member showed a good knowledge of the subject matter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 Overall I am satisfied with the teaching of this staff member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Teaching Open questions**

6 What aspects of this staff member's teaching were most valuable to your learning?  
remaining characters: 2000 max

7 How could this staff member's teaching be improved?  
remaining characters: 2000 max

Tutor, Imanother (junk@griffith.edu.au)

Submit my survey

# Survey Lifecycle



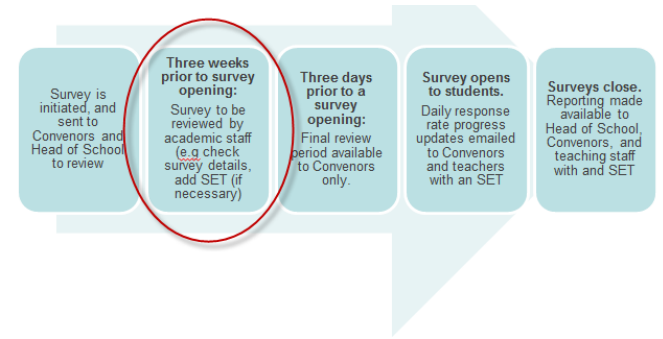
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# Review period for academic staff

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

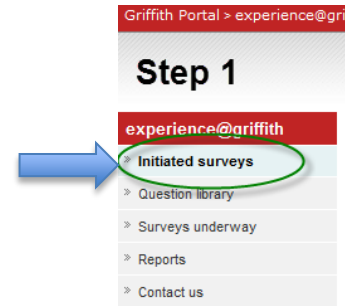
It is the Convenor's responsibility to:

- 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.



Initiated surveys  
Initialised surveys ready for editing and review

Term: any Course: 7216HSL Group: any

Element: any MoD: any

Step 2 Display: 25 Refresh

Found 1 records. Page 1 from 1.

Edit button legend: Convenor, Head of School, my SET, Academic

	Edit	Course	MoD	Course title	Cam	Elm	SET #	Resp	Div End	Cls #	Opens	Closes	Term	Con	Sta tus	Info
1		7216HSL	P	Mng Fin...	GC	HSL		8	25-Jan-13	1	29-Jan-13	06-Feb-13	3128	1	20	

Step 3

# 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

Griffith UNIVERSITY  
Griffith Portal > experience@griffith > Initiated surveys >

Survey editor - Convenor  
On this page you can change Convenors, add SETs and add extra questions

experience@griffith

- Initiated surveys
- Question library
- Surveys underway
- Reports
- Contact us

Close Save

Griffith UNIVERSITY  
Survey 80356-3128-1-00

Course CN/ID: Example Course Year:  
2012 Term: 3128, Summer Semester 2012 (Nov-Dec) Campus: GC OU: Instr. mode: P - IN PERSON

Settings:

Classes: 1 Students: 8 Int templates: COR.7 + OU-8  
Open date: 29-01-2013 Close date: 06-02-2013

Convenors: ADD CONVENOR +

Ryan, Brett (b.ryan@griffith.edu.au)

SETs added to this SEC: **Step 1** ADD SET +

- SEC Survey Questions
- SET Common Questions - included in all SETs

Please clear the search fields then click Refresh to clear the previous search.

Element: any

s-number: Surname: ryan Givenname: brett

Step 2 Display 10 Refresh

Found 2 records. Page 1 from 1.

Person ID	Surname, Givenname, Email	OU roles	Survey roles	Add
s2790150	Ryan, Brett b.ryan@griffith.edu.au		TEACHER	Step 3 +

« Previous 1 Next »

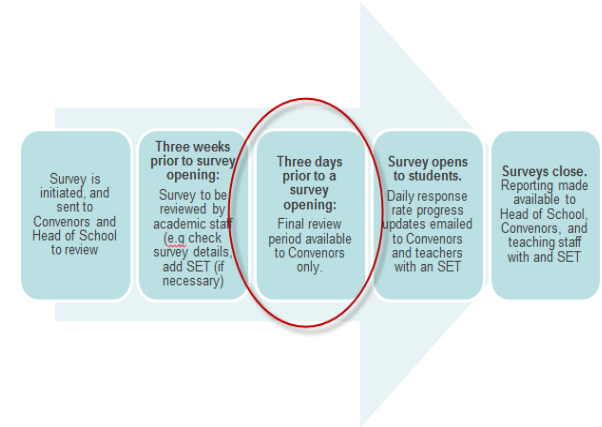
# Final review period (Convenors only)

## 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

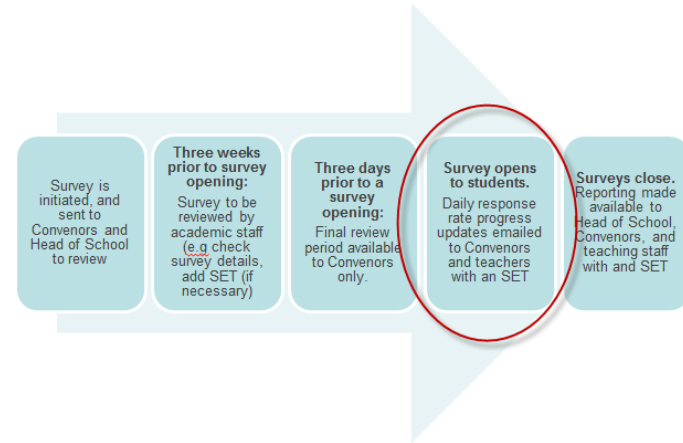




# Survey opens for students

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.

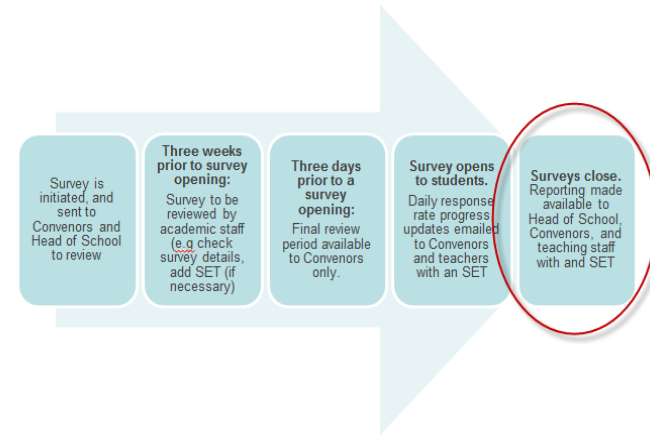


# Reports available (surveys close)

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.







# 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



*For more information:*  
call (07) 3735 4688 or email  
[experience@griffith.edu.au](mailto:experience@griffith.edu.au)  
[www.griffith.edu.au/experience](http://www.griffith.edu.au/experience)

**Get in touch with us!**

