

STUDENT SURVEYS

Section	Quality		
Approval Date	30.11.2011	Approved by	Academic Board
Next Review	Oct 2012	Responsibility	Curriculum and Quality Manager
Key Evaluation Questions	1 - 6	ITPNZ Quality Standard	2.0

PURPOSE

- To find out students' opinions throughout their learning journey with NMIT.
- Student surveys are a vital tool for evaluators to conduct systematic, evidence based inquires that are an integral part of NMIT's Self Assessment process – not just for specific programmes but also for business support areas. It also provides evidence that improvements are actually occurring.
- To highlight opportunities for improvement and to meet TEC reporting requirements.
- To report to NMIT's stakeholders when required.
- Student satisfaction ratings must be reported in the Annual Report.

SCOPE

Survey all students enrolled on NMIT programmes which lead to a recognised qualification (certificate, diploma or degree) including all sub-contracted programmes. Refer to the *Awards* section of the *NMIT Academic Statute*. Survey other programmes at the discretion of the Programme Area Leader.

All students enrolled in the programme when the survey is undertaken, including those studying part-time, should have the opportunity to complete a survey. Only students enrolled in qualification levels 3 to 7 will be surveyed by the Australasian Survey of Student Engagement (AUSSE).

All students enrolled on Tertiary Pathways courses.

All NMIT graduates will be surveyed.

NMIT aims to achieve a 75% response rate of the possible survey population for each programme for the Learner Experience Survey and AUSSE.

All students withdrawing from a programme will be surveyed.

If other student surveys are identified, that are not described in this policy, a proposal should be made to the Quality Committee for approval to proceed.

POLICY

Where possible, paper based surveying should be minimised.

The preferred survey method is by email or directing students to a web-based survey. A reminder email or text message is sent approximately 1-2 weeks later.

A postal survey may be used if response rates are very low and this method has been identified as the preferred method in the Annual Survey Plan. If response rate is still low, the remainder of students are followed up with a reminder postcard/text message or email.

Data collected for programmes will not be analysed at a programme level where the response rate is less than 50% or less than 5 students but may contribute to overall institute data.

If satisfaction is less than 80% on any variable measured, Programme Area Leaders or Business Support Team Leader/Manager will be requested to provide feedback to the Quality Committee. This feedback should include consultation with relevant staff.

Where changes will be made as a result of data collected from student surveys, an overall summary or indication of any changes to be made, are expected to be communicated directly by the Tutor or Programme Area Leader to the relevant students..

Survey questions should be reviewed each year by the Quality Committee to ensure NMIT is gathering relevant and timely data.

SECURITY AND INDEPENDENCE

If the survey method is identified in the NMIT Student Survey Plan, as being a paper form in a classroom situation, then the person responsible for collating the survey shall not be directly involved in delivering the programme and shall maintain security of the information until it has been delivered to the Curriculum and Quality Team for analysis. This could either be Programme Representative, Programme Area Administration staff, Learning and Study Support staff or a Curriculum and Quality Team member.

Tutor and Course Evaluations may NOT be carried out by the tutor in class.

Raw data collected will not be available outside the Curriculum and Quality Team unless permission is sought from the Quality Committee. Requests for further data analysis may be made to the Curriculum and Quality Team.

SUPPORTED SURVEY COMPLETION

It is important to identify those learners who would benefit from support to complete the surveys, which may include students with learning difficulties and disabilities, or learners whom English is their second language.

For the purposes of surveys, support may vary as follows:

- In normal circumstances students may be encouraged to request support. However, as this is a “one-off” activity, a more proactive approach may be taken.
- No evaluative or judgmental terms in explanations to students should be used. Only examples given as a last resort.
- Provide the same level of support that the student would normally require to access the curriculum, including explaining the meaning of words or terms used in the surveys. These surveys are an individual rather than class activity (with the exception of student focus groups), but it may not be practical to offer one-to-one support for each eligible student at a different time.
- If a staff member inputs responses onto the survey website/database, this should be done with the student present, even if it is just a case of them being in the same room, so that they are aware of what is being stated on their behalf.

PROMOTION OF STUDENT SURVEYS

To increase response rates and ensure all students have the opportunity to participate in student surveys it is critical students know when and why they are happening. Responsibility for this promotion lies with all NMIT staff.

The following methods will be used for promotion:

- Discussion at Student Programme Representative meetings on survey results and actions taken. As well as, reminders about upcoming surveys.
- Programme Area Leaders meetings with Student Programme Representatives.

- Tutors making students aware that they will have the opportunity at the various stages of their learner journey to feedback to NMIT on how they are going.
- Signage on student notice boards
- Messages on the Student Portal and NMIT Online and NMIT Website.

RESPONSIBILITY

<p>Programme Area Leader</p>	<p>Liaise with the Survey Co-ordinator and complete an NMIT Student Survey Plan with endorsement from appropriate Academic Committees to ensure that surveys are completed in ways likely to maximise the response rates for their programmes.</p> <p>Take appropriate action, regarding any personal or sensitive comments in the survey results, and then approve the results for wider circulation.</p> <p>Make students, stakeholders (e.g. contractors, advisory committees), academic committees and staff aware of the survey results.</p> <p>Agree actions from the survey results - including any need to conduct more specific follow-up surveys.</p> <p>Monitor actions and improvements and include in Curriculum Area Self Assessment reports.</p>
<p>Youth and Community Manager</p>	<p>Ensure that all Tertiary Pathway courses are surveyed at the end of each course.</p> <p>Co-ordinate administration of Tertiary Pathway surveys with Programme Area Leaders and Information and Enrolment staff.</p> <p>Report to NMIT stakeholders regarding Tertiary Pathway survey results annually or as required.</p> <p>Agree actions from the survey results with Programme Area Leaders.</p>
<p>Tutors / Teaching staff</p>	<p>Explain to students that the survey is due to be done and its importance and benefits. This can markedly improve the response rate from students.</p> <p>Communicate overall summary or indication to students.</p> <p>Use professional judgment in identifying students who will need support to complete surveys. Include cohorts of students in the NMIT Student Survey Plan.</p>
<p>Business Support Team Leaders/Managers*</p>	<p>Take appropriate action, regarding any personal or sensitive comments in the survey results, and then approve the results for wider circulation.</p> <p>Make stakeholders and staff aware of the survey results.</p> <p>Agree actions from the survey results - including any need to conduct more specific follow-up surveys.</p> <p>Monitor actions and improvements and include in Business Support Self Assessment reports</p> <p>* Business Support Teams are teams that provide services to students eg: Information and Enrolment and IT Services etc.</p>

<p>Curriculum and Quality (C&Q Team) Team/Survey</p>	<p>Develop a Student Survey Plan annually by liaising with all relevant staff about when the survey is to be conducted to ensure best possible response rates. For example not during study and exam times or when students will be away on off-site practical and workplace components. Notify students that the survey is due to be done via various means (website,</p>
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<p>Coordinator</p>	<p>notices, email to relevant staff and SANITI) and its importance and benefits. This can markedly improve the response rate from students.</p> <p>Coordinate the overall survey process for the Institute, provide the survey forms, manage the data entry (if required), and distribute the survey results.</p> <p>Maintain confidentiality of any sensitive data collected, consult with Programme Area Leaders or Directors responsible, and remove comments as appropriate.</p> <p>Provide data from the survey for the NMIT Annual Report</p> <p>Coordinate Withdrawing Student Surveys and report to the Quality Committee and the Senior Management Team.</p> <p>Coordinate Student Survey Follow-up Forms and report to the Quality Committee.</p>
<p>Learning and Study Support Team</p>	<p>Talk to students during the student induction period about the importance of student surveys and when these will happen.</p> <p>Help develop Programme Area survey plan with Programme Area Leaders to identify where a supported survey completion approach is required. Agree whether the student or the supporting staff member will complete the survey responses.</p> <p>Prepare for the survey support session as you would any other support activity, so that you are aware of the methods and any materials you will require.</p> <p>Provide survey support where required.</p>

THE SURVEY PLAN

The survey plan is an important tool in ensuring that all students get the chance to feedback to NMIT on their teaching and learning experiences and maximising response rates. This plan will be compiled each year before programme commencement (finalised in January each year) with the information supplied by each Programme Area in a spreadsheet containing the following data:

- Programmes
- Start and finish dates
- Campus/delivery modes
- Survey start and finish date (for each survey type)
- Survey methods (for each survey type)
- Programme Area contact person
- Supported completion approach (if required)

When scheduling the surveys for the year, consideration should be given to the following:

- Examinations
- Off-campus excursions
- Work placements, clinical placements etc
- Heavy workloads ie large assignments due that may cause stress to students
- The timing of other surveys – where possible avoid student being surveyed multiple times in a short period of time.
- Availability of computer labs for completing surveys online (refer to [APPENDIX 2: GUIDELINES FOR ADMINISTERING STUDENT SURVEYS 2 For Online Based Surveys Administered in the Classroom](#))
- Common courses to multiple programmes – ensure that there is provision for these students to be surveyed under their correct Programme of Study.

Programme Area Plans will be approved by the relevant Academic Committee and before submitting to the Quality Committee to compile the NMIT Annual Student Survey Plan that the Survey Coordinator will use for implementation.

THE SURVEYS

COURSE EVALUATION SURVEY

Feedback from students is seen as an integral part of overall course and programme planning. Each curriculum area is asked to have a plan to evaluate courses that make up each programme of study. The idea is to identify early problems with delivery modes, learning resources and guidance materials.

TERTIARY PATHWAY COURSE SURVEY

Feedback from Tertiary Pathway students is seen as an integral part of engaging with schools and youth community groups. These surveys are conducted, on the last day, for each delivery of a Tertiary Pathway course.

TUTOR EVALUATION SURVEY

The idea is to identify patterns of response, so the tutor can see the spread of student experience of aspects of their teaching. It can be really useful for a tutor to identify where they are doing things that suit the student's learning styles, and where they need to do things differently.

THE FIRST IMPRESSIONS SURVEY

The First Impressions Survey is designed to measure the satisfaction level of students new to a programme or at the beginning of a new study contract, regarding the enrolment process, induction and orientation, the teaching so far and Support Services.

It is conducted across NMIT after the first 4 weeks and within the first 8 weeks of programmes of 40 credits or greater.

AUSTRALASIAN SURVEY OF STUDENT ENGAGEMENT (AUSSE)

The AUSSE is a survey undertaken annually by students enrolled in higher education institutions in Australia and New Zealand. It is closely linked to the North American Survey of Student Engagement (NSSE). Student Engagement is focused on students and their engagements with NMIT. It rests on the premise that learning is influenced by how an individual participates in educationally purposeful activities, and how NMIT and its staff generate conditions to stimulate involvement.

The AUSSE collects information about:

- The experiences and activities of students in relation to their studies;
- The experiences and activities of students outside of their formal education;
- The personal interactions students have with staff and fellow students at NMIT;
- The future study intentions of students;
- Student's perceptions of the values and quality of NMIT and
- Socio-demographic information about students.

The AUSSE is managed by the Australian Council for Educational Research (ACER) in close collaboration with NMIT.

LEARNING EXPERIENCE SURVEY

The Learning Experience Survey is designed to measure the satisfaction levels of students about to complete their programme regarding teaching experienced, the programme and all student support services.

The *Learning Experience Survey* is conducted across NMIT during the last 2-4 weeks of programmes of 40 credits or greater.

STUDENT FOCUS GROUPS

Student Focus Groups are an effective way of involving students in the outcomes of surveys and also for developing new solutions. It gives the ability to probe more deeply the issues that the surveys have brought to the surface. Sessions can be arranged in accessible locations over lunch periods, to break down potential barriers to attendance. Minutes are reported back in a “you said this ...we did this” format so that students involved can see the impact of their voices. The representation, frequency and programme combinations for these focus groups will be included in the Annual Survey Plan. Refer to *Student Focus Group Terms of Reference*.

WITHDRAWING STUDENT SURVEY

Withdrawing Student Surveys are completed with students withdrawing without completing programmes.

Where possible, this should be completed during an interview with the Tutor, Administrator or other appropriate support person. The Survey form is then forwarded to the Curriculum and Quality Team for data collection and analysis.

Where it is not possible to conduct an interview with the student then a survey form will be sent along with the withdrawal form to the student to complete – (ie distance students). This could be either paper or via email or a telephone interview. Completed forms will be sent directly to the Curriculum and Quality Team for data collection and analysis.

GRADUATE OUTCOME SURVEY

This Survey is designed to gather data on:

- Where students came from before enrolling at NMIT
- The main purpose of their study
- Their activities while they were studying
- What they are doing at the time of the survey
- Any plans for further study.

Usually conducted 6 months – 2 years after the student has graduated or as indicated in the Programme Area’s Annual Student Survey Plan.

The Graduate Outcome Survey will be administered by the Curriculum and Quality Team. Outcomes will be reported in conjunction with the Tertiary Accord of New Zealand (TANZ) for benchmarking purposes.

REPORTING

If an external survey company is used for data collection and analysis this data will be made available in the format reported by the company. Survey data will be analysed and reported in a format approved by the Quality Committee.

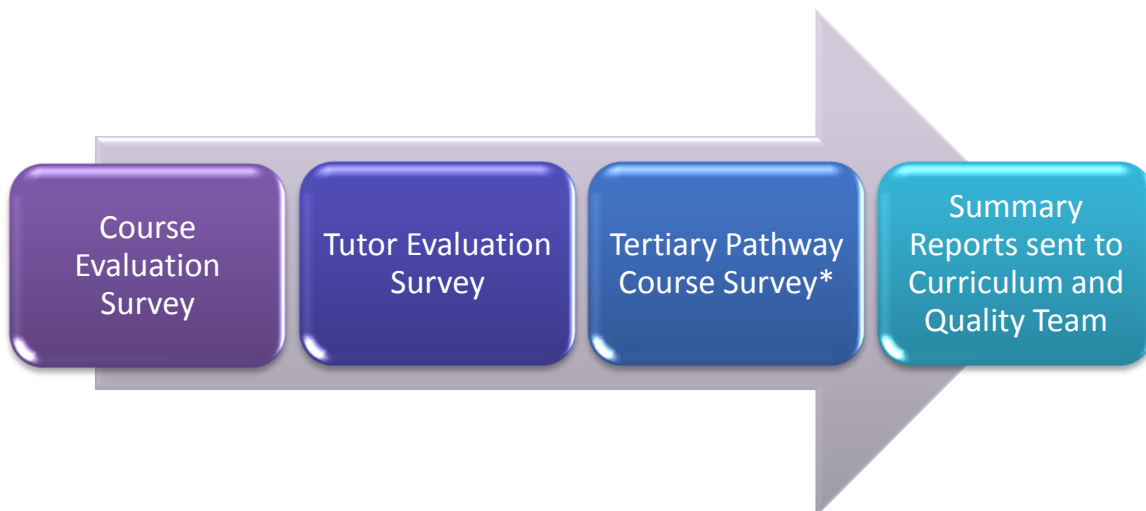
Overall, NMIT Survey results will be compiled each semester.

Survey results will be posted on the staff intranet. Access will be restricted to open ended questions.

PROCEDURE OVERVIEW

Refer also to [APPENDIX 2: GUIDELINES FOR ADMINISTERING STUDENT SURVEYS](#)

THE NMIT ANNUAL SURVEY PLAN WILL BE FOLLOWED FOR THE TIMING AND SURVEY METHOD FOR EACH TYPE OF SURVEY.



SCHEDULED AND ADMINISTERED WITHIN THE PROGRAMME AREA

**Tertiary Pathway students only*

TUTOR EVALUATION SURVEY

To be administered as and when considered appropriate by the Tutor and Programme Area Leader. Data collected is **confidential to the Tutor and Programme Area Leader**. This needs to be done regularly, at least two per year per tutor.

Tutor Evaluations must NOT be administered and or collected by the tutor. The tutor cannot be present when they are administered.

COURSE EVALUATION SURVEY

To be administered as and when considered appropriate by the Programme Area Leader. Data collected is confidential to the Programme Area and used as a source of evidence for Self Assessment.

The use and timing of this survey may not be appropriate to all courses; therefore, it is at the discretion of the Programme Area Leader when and if this survey should be used, but should be administered at least once per year per course that leads to a qualification.

Course Evaluations must NOT be administered and or collected by the tutor. The tutor cannot be present when they are administered.

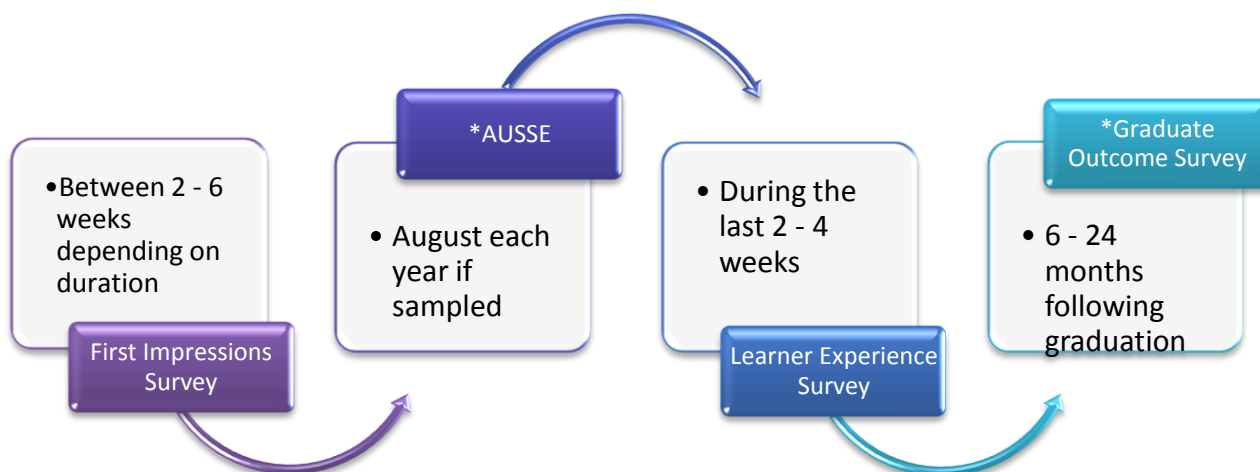
TERTIARY PATHWAY COURSE SURVEY

To be administered for each delivery of a course. Data collected is confidential to the Programme Area Leader and the Youth and Community Manager and is used as a source of evidence for Self Assessment and summary reports to community stakeholders.

ALL OTHER SURVEYS DEFINED IN THIS DOCUMENT

The following Surveys are administered by the Curriculum and Quality team:

- First Impressions Survey, Learning Experience Survey and AUSSE.
- Graduate Outcome Survey
- Withdrawing Student Survey



SCHEDULED BY THE PROGRAMME AREA LEADER AND ADMINISTERED BY THE CURRICULUM AND QUALITY TEAM

APPENDICES

- Appendix 1 Types of Student Feedback
- Appendix 2 Guidelines for Administering Student Surveys
- Appendix 3 Survey Announcements

REFERENCES

INTERNAL

NMIT Academic Statute
 Problem Resolution Framework
 Complaints Procedure
 Programme Representative Policy
 Programme Review
 Guidelines for Programme Design

EXTERNAL

Australian Council for Educational Research and the Australasian Survey of Student Engagement
<http://ausse.acer.edu.au/>
 Tertiary Accord of New Zealand (TANZ) <http://www.tanz.ac.nz/>

APPENDIX 1: TYPES OF STUDENT FEEDBACK

Resource	Objective	Reason	Who	When	Survey Method	Incentive offered	Administered By
AUSSE <i>(Australasian Survey of Student Engagement)</i>	Student feedback on their engagement (experiences and activities)	<ul style="list-style-type: none"> • Continuous improvement of the programme and business support areas. • Source of evidence for Self Assessment. • Benchmarking with other ITPs, Universities and overseas. 	Programmes of Study Levels 3 to 7	Students sampled by ACER 1 per year (approx August)	Email and mail out	\$100 book voucher per survey	C&Q Team and ACER
Formal Complaint <i>(refer to Problem Resolution Framework and Complaints Procedure)</i>	Student complaint about tutor	<ul style="list-style-type: none"> • Serious and anonymity not an issue. • Continuous improvement of teaching and learning. 	All NMIT students	As required by student	Written complaint	NA	Complaints Co-ordinator
Course Evaluation Survey	Student feedback on teaching and learning regarding a specific course	<ul style="list-style-type: none"> • Time to make adjustments to teaching and learning. • Continuous improvement of course and programme of study. 	All courses	As required by Programme Area Leader	On line or paper based in classroom	No	Programme Area Leader
Tertiary Pathway Course Survey	Student feedback on teaching and learning regarding a specific course	<ul style="list-style-type: none"> • Continuous improvement of a course 	All Tertiary Pathway courses	1 per course delivery on the last day	Paper based	No	Programme Area Leader / Youth and Communities Manager

First Impressions Survey	Student feedback on initial experiences with areas of first contact at NMIT	<ul style="list-style-type: none"> • Time to make adjustments to student support, business services and teaching. • Continuous improvement of the enrolment process, induction and orientation, the teaching so far and Support Services. 	Programmes of Study 40 Credits and over or more than 20 weeks	1 per year per Programme of Study between weeks 2 & 6	Online or paper based in classroom	\$100 book voucher per semester	C&Q Team and Programme Area
Graduate Outcome Survey	Student feedback on the value of their qualification and learning at NMIT after graduating.	<ul style="list-style-type: none"> • Continuous improvement of the programme of study and business support areas. • Source of evidence for Self Assessment. • Benchmarking with other ITPs. 	All Graduates of NMIT Certificates, Diplomas and Degrees	1 per year at least 6 months after graduation (approx August)	Online	\$100 book voucher per survey	C&Q Team and TANZ and SIL Research
Learner Experience Survey	Student feedback on their programme of study and Learning Support Services and overall impressions.	<ul style="list-style-type: none"> • Continuous improvement of the programme and business support areas. • Source of evidence for Self Assessment. 	All programmes of Study 40 credits and over	1 per year – during the last 2-4 weeks of the Programme of Study	Online or paper based in classroom	\$100 book voucher per semester	C&Q Team and Programme Area
Programme Representative (refer to Programme Representative Policy)	Student concern regarding Tutor performance	<ul style="list-style-type: none"> • Urgent and anonymity is an issue. • Continuous improvement of teaching and learning. 	Programme Representative	As required by student	NA	NA	SANITI & Programme Area Leader
Student Focus Groups	Student feedback on specific issues or groups of issues identified by other forms of feedback	<ul style="list-style-type: none"> • Continuous improvement of the programme of study and business support areas. 	Students and Programme Representatives	As required by Programme Area Leader or Quality Committee	NA (but minutes are recorded)	NA	SANITI, Programme Area Leader, Business Support Team Leaders and C&Q Team

Tutor Evaluation Survey	Tutor wants feedback on performance. Student feedback on performance of tutor.	<ul style="list-style-type: none"> • Time to make adjustments to teaching. • Continuous improvement. 	All tutors	As required by the tutor and Programme Area Leader	Online or paper based in classroom	No	Programme Area Leader
Withdrawing Student Survey	Student feedback on why they withdraw from their programme of study	<ul style="list-style-type: none"> • Continuous improvement of the Programme of Study and business support areas. 	Withdrawing Students	1 per student withdrawal	Paper based or mail out.	No	C&Q Team and Programme Area



External Survey



Other type of feedback ie not a survey



Survey Administered within the Programme Area



NMIT Survey contributing to overall institute reports

APPENDIX 2: GUIDELINES FOR ADMINISTERING STUDENT SURVEYS

These guidelines have been developed to ensure:

- All students have the opportunity to feedback to NMIT at various stages of their learner journey
- Credibility to value of the learner voice
- Security and independence of the survey results
- Maximum response rates.

NB: Refer to the Student Survey Plan for Survey Method and timing. Programme Area Leaders and Administrators should schedule this in Outlook so it does not get overlooked and any adjustments made to scheduling as required and over surveying does not occur.

1 FOR PAPER BASED SURVEYS ADMINISTERED IN THE CLASSROOM

BEFORE SURVEY

1.1 Programme Area Leader may delegate responsibility for administration of the survey to:

- Student Programme Representative **OR**
- Programme Area Administrator **OR**
- If neither of the above persons is available contact the Student Survey Administrator as soon as possible to arrange an alternative person to administer the survey.

1.2 Prior to scheduled classroom visit the person with delegated responsibility will:

1.2.1 Determine the number of students to be surveyed and make appropriate number of copies and a coversheet.

NB: Ensure the correct Offered Teaching Component name (for courses) or Offered Teaching Entry name (Programmes of Study), Campus, Start Date etc are printed on both the surveys and the coversheet.

1.2.2 Prepare an envelope marked confidential for the surveys.

1.2.3 Contact the Tutor to confirm the time of the survey. Deliver the survey pack to Student Programme Representative if the student is to be administering it in class.

THE SURVEY

1.3 Student Programme Representative or Programme Area Administrator will introduce themselves then:

1.3.1 Ensure the tutor leaves the classroom

1.3.2 Explain the importance of the particular survey, how long it will take, assuring confidentiality and objectives and reasons for the survey etc. Explain any incentives available to complete the survey (not available for Course and Tutor Evaluations) and if they wish to participate, ask them to provide their contact details on the separate coversheet provided

Refer to **THE SURVEYS** on **Page 4** and **APPENDIX 3 SURVEY ANNOUNCEMENTS**

1.3.3 Hand out survey forms to students present.

NB: Some students may be from different programmes of study in the classroom. Ensure that get the correct survey form.

AFTER SURVEY

- 1.4 Collect the surveys and put in the envelope provided and thank the students for their participation.
- 1.5 If the survey is a Course or Tutor Evaluation - return the envelope to the Programme Area Leader who will arrange for collation of the survey, otherwise send the envelope directly to the Curriculum and Quality Team for collation as soon as possible.

2 FOR ONLINE BASED SURVEYS ADMINISTERED IN THE CLASSROOM

BEFORE SURVEY

- 2.1 Programme Area Leader delegates responsibility for administration of the survey to:
 - Student Programme Representative **OR**
 - Programme Area Administrator **OR**
 - If neither of the above persons is available contact the Student Survey Administrator as soon as possible to arrange an alternative person to administer the survey.
- 2.2 Programme Area Leader liaises with the Student Survey Administrator to ensure that an online version of the survey will be available for the Course, Tutor or Programme of Study and notifies them when the survey is to take place.
- 2.2 Student Survey Administrator notifies Programme Area Leader of the location of the Hyperlink to the online survey and password.
- 2.2 Programme Area Leader or delegate notifies the Student Programme Representative and the tutor of when the survey will take place ensuring that the students are in a timetabled in a computer lab or have access to one at the scheduled time.

THE SURVEY

- 2.3 Student Programme Representative or Programme Area Administrator will introduce themselves then:
 - 2.3.1 Ensure the tutor leaves the classroom
 - 2.3.2 Explain the importance of the particular survey, how long it will take, assuring confidentiality and objectives and reasons for the survey etc. Explain any incentives available to complete the survey (not available for Course and Tutor Evaluations) they can complete their contact details online at the conclusion of the survey. This contact data is not linked to the question and is stored separately.

Refer to [THE SURVEYS](#) on [Page4](#) and [APPENDIX 3 SURVEY ANNOUNCEMENTS](#)

NB: Some students may be from different programmes of study in the classroom. Ensure that they log on to the correct online survey.

- 2.4 Student Programme Representative or Programme Area Administrator thanks the students for participating and then notifies the Programme Area Leader and that the survey has been completed.

AFTER SURVEY

- 2.5 Programme Area Leader notifies the Student Survey Administrator the survey is complete and the reports can now be collated.

3 LINK TO SURVEY FORM ON STUDENT PORTAL OR NMIT ONLINE

BEFORE SURVEY

- 3.1 The Programme Area Leader asks for a link to a particular survey be placed on the Student Portal or NMIT Online (including specific programme or programme area “home pages”, providing details of the Student Survey required and closing date.
- 3.2 Student Survey Administrator notifies Programme Area Leader of the location of the Hyperlink to the online survey and password.
- 3.3 The Programme Area Leader or delegate communicates to the students the following information:
 - 3.3.1 The importance to the particular survey, how long it will take, objectives etc.

Refer to **THE SURVEYS** on **Page4** and **APPENDIX 3 SURVEY ANNOUNCEMENTS**
 - 3.3.2 Explain any incentives available to complete the survey (not available for Course and Tutor Evaluations) they can complete their contact details online at the conclusion of the survey. This contact data is not linked to the question and is stored separately.
 - 3.3.3 The closing date of the survey and password, and ensure that classes with students enrolled on multiple programmes get directed to the correct survey (a reminder should be included in this step before the survey is due to close).

AFTER SURVEY

- 3.4 When the closing date is reached the Student Survey Administrator will report the results of the survey to the Programme Area Leader.

4 EMAIL LINK TO SURVEY FORM DIRECTLY TO THE STUDENT

BEFORE SURVEY

- 4.1 Programme Area Leader liaises asks for the Student Survey Administrator to create a survey link for emailing to a group of students and confirms the group of students to be emailed.

THE SURVEY

- 4.2 Student Survey Administrator sends an email invitation to participate explaining:
 - the purpose of the survey
 - what the survey results will be used for
 - any incentive offered
 - confidentially measures taken
 - the date the survey closes refer to the Programme Area Student Survey Plan.

Refer to **THE SURVEYS** on **Page4** and **APPENDIX 3 SURVEY ANNOUNCEMENTS**

- 4.3 Student Survey Administrator monitors the response rate and sends a email reminder if applicable.

AFTER SURVEY

4.4 Student Survey Administrator sends report of Programme Area Leader.

5 MAILOUT

This is not a preferred method of surveying students but if necessary it is important to include:

A invitation to participate letter explaining:

- The purpose of the survey
- What the survey results will be used for
- Any incentive offered
- Confidentially measures taken
- The date the survey closes.
- A return envelope addressed to the NMIT Student Survey Administrator in the Curriculum and Quality Team and not to the programme area.
- The approved NMIT Survey Form.

Refer to [THE SURVEYS](#) on Page4 and [APPENDIX 3 SURVEY ANNOUNCEMENTS](#)

NB: Ensure the correct Offered Teaching Component name (for courses) or Offered Teaching Entry name (Programmes of Study), Campus, Start Date etc are printed on the survey form.

APPENDIX 3 SURVEY ANNOUNCEMENTS

To be read at by the Survey Administrator or Student Programme Representative for in class surveying.

ANNOUNCEMENT FOR THE FIRST IMPRESSIONS SURVEY – PAPER BASED IN THE CLASSROOM

BEFORE

[Introduce yourself if you are not known to the class]

NMIT hopes you have settled into your studies and are enjoying your time with us. We want to make sure your learning experience is as good as it can be for you but we need your help with this.

- *We want to know how you were guided and supported through you enrolment experience*
- *How effective is the teaching so far*
- *How well you have been guided and supported in your studies so far*
- *And if we are meeting your needs so far.*

This survey will only take a few minutes to complete and is confidential. You will not be identified and only summary information will be forwarded to teaching staff and management. You will be notified of any actions taken regarding the outcome of the survey.

If you participate in the survey you may wish to go into the draw for \$100 Booksellers Voucher. If so, when you hand in the completed survey please complete the separate form provided with your name and contact details.

AFTER

Thank the students for their time

ANNOUNCEMENT FOR THE FIRST IMPRESSIONS SURVEY – ONLINE IN THE CLASSROOM

BEFORE

[Introduce yourself if you are not known to the class]

NMIT hopes you have settled into your studies and are enjoying your time with us. We want to make sure your learning experience is as good as it can be for you but we need your help with this.

- *We want to know how you were guided and supported through you enrolment experience*
- *How effective is the teaching so far*
- *How well you have been guided and supported in your studies so far*
- *And if we are meeting your needs so far.*

This survey will only take a few minutes to complete and is confidential. You will not be identified and only summary information will be forwarded to teaching staff and management. You will be notified of any actions taken regarding the outcome of the survey.

[Direct the students to the link on the NMIT Student Portal and notify them of the password to the survey].

If you participate in the survey you may wish to go into the draw for \$100 Booksellers Voucher. If so you will be prompted to supply your contact.

AFTER

Thank the students for their time.

ANNOUNCEMENT FOR THE LEARNER EXPERIENCE SURVEY – PAPER BASED IN THE CLASSROOM

BEFORE

[Introduce yourself if you are not known to the class]

Now that you have almost completed your learning at NMIT we would like to know how things went.

We want to make sure your learning experience was as good as it can be for but we need your help with this. We would like to find out the following:

- *How effective was the teaching?*
- *How well was your learning guided and supported?*
- *Did NMIT meet your needs?*

This survey will only take a few minutes to complete and is confidential. You will not be identified and only summary information will be forwarded to teaching staff and management. You will be notified of any actions taken regarding the outcome of the survey.

If you participate in the survey you may wish to go into the draw for \$100 Booksellers Voucher. If so, when you hand in the completed survey please complete the separate form provided with your name and contact details.

AFTER

Thank the students for their time

ANNOUNCEMENT FOR THE LEARNER EXPERIENCE SURVEY – ONLINE IN THE CLASSROOM

BEFORE

[Introduce yourself if you are not known to the class]

We want to make sure your learning experience was as good as it can be for but we need your help with this. We would like to find out the following:

- *How effective was the teaching?*
- *How well was your learning guided and supported?*
- *Did NMIT meet your needs?*

This survey will only take a few minutes to complete and is confidential. You will not be identified and only summary information will be forwarded to teaching staff and management. You will be notified of any actions taken regarding the outcome of the survey.

[Direct the students to the link on the NMIT Student Portal and notify them of the password to the survey].

If you participate in the survey you may wish to go into the draw for \$100 Booksellers Voucher. If so you will be prompted to supply your contact.

AFTER

Thank the students for their time.

ANNOUNCEMENT FOR THE COURSE EVALUATION SURVEY – PAPER BASED IN THE CLASSROOM

BEFORE

[Introduce yourself if you are not known to the class]

Now that you part way through your course we would like to know how things are going.

We want to make sure your learning experience was as good as it can be but we need your help with this. We would like to find if the course is meeting your needs so far? It will allow us to make adjustments to the course and programme of study and is integral to NMITs approach to continuous improvement.

This survey will only take a few minutes to complete and is confidential. You will not be identified and only summary information will be forwarded to teaching staff and management. You will be notified of any actions taken regarding the outcome of the survey.

AFTER

Thank the students for their time.

ANNOUNCEMENT FOR THE COURSE EVALUATION SURVEY – ONLINE IN THE CLASSROOM

BEFORE

[Introduce yourself if you are not known to the class]

Now that you part way through your course we would like to know how things are going.

We want to make sure your learning experience was as good as it can be but we need your help with this. We would like to find if the course is meeting your needs so far? It will allow us to make adjustments to the course and programme of study and is integral to NMITs approach to continuous improvement

This survey will only take a few minutes to complete and is confidential. You will not be identified and only summary information will be forwarded to teaching staff and management. . You will be notified of any actions taken regarding the outcome of the survey.

[Direct the students to the link on the NMIT Student Portal and notify them of the password to the survey].

AFTER

Thank the students for their time.

ANNOUNCEMENT FOR THE TUTOR EVALUATION SURVEY – PAPER BASED IN THE CLASSROOM

BEFORE

[Introduce yourself if you are not known to the class]

This survey is designed to give you an opportunity to comment on the work of your tutor. It also gives us the opportunity to make adjustment to teaching and is integral to NMIT's approach to continuous improvement.

We want to make sure your learning experience was as good as it can be for but we need your help with this. We would like to find if the tutor is meeting your needs so far?

This survey will only take a few minutes to complete and is confidential. You will not be identified and only summary information will be forwarded to and management. You will be notified of any actions taken regarding the outcome of the survey.

AFTER

Thank the students for their time

ANNOUNCEMENT FOR THE TUTOR EVALUATION SURVEY – ONLINE IN THE CLASSROOM

BEFORE

[Introduce yourself if you are not known to the class]

This survey is designed to give you an opportunity to comment on the work of your tutor. It also gives us the opportunity to make adjustment to teaching and is integral to NMIT's approach to continuous improvement.

This survey will only take a few minutes to complete and is confidential. You will not be identified and only summary information will be forwarded to teaching staff and management. You will be notified of any actions taken regarding the outcome of the survey.

[Direct the students to the link on the NMIT Student Portal and notify them of the password to the survey].

AFTER

Thank the students for their time.