

Teaching and Course Surveys

Policy, Procedures and General Guidelines

Category: Academic
Last Modified: March 2008
Review Date: October 2013
Approved By: Chair, Learning and Teaching Committee
Contact Person: Academic Development Group (DVCO), Extn 4214

Note: This is an interim document which will be reviewed by September 2012. Comments and feedback regarding its efficacy should be sent to Keith Comer, Extn 4214, keith.comer@canterbury.ac.nz.

Introduction:

The Student Course and Teaching Surveys were introduced in 1994 by the Academic Staffing Committee and are now administered by the Survey and Testing Unit (STU) on behalf of the Teaching and Learning Committee. This document outlines policy, current procedures and general guidelines for administering course surveys.

Definition:

University of Canterbury Student Surveys are intended to allow students to reflect on their learning and offer a regular opportunity to comment on their courses and to provide their perceptions of the teaching involved.

Policy Statements:

1. Course Surveys

Student feedback **must** be sought from a course:

- at least once every three years;
- if it was [low scoring](#) when last surveyed;
- if it is a new course;
- it has been substantially changed;

- if the course is under review;
- if a request has been made by the students through and approved by the Chair of the TLC.

If a class has 15 or more students then the form of feedback **must** be a STU Student Survey.

The format of the survey and the questions used may vary depending on the College or type of course, i.e. distance/online/studio/lecture. Former College of Education courses may continue to use previous CEDU methods in the interim until the different formats are developed.

The STU will send Departments or Schools a summary of the survey history of all their courses over the previous three or four years for planning purposes by week 4 of Semester 1 each year.

Students **must** be informed of an upcoming survey prior to its administration in class. (This is automatic for surveys ordered using the Online Request System – by email to class@course)

Student Course Surveys have up to seven mandatory questions (five standard, plus any trial questions) and up to seven optional questions (maximum 12 questions overall).

2. Teaching Surveys

A Lecturer **must** seek systematic feedback over a three-year period on the full range of his/her significant teaching contributions, (a block of one term is considered significant) including all significant teaching contributions in Semester 1 of the year of a promotion application.

If a class has 15 or more students then the form of feedback **must** be a STU Student Survey. (Former College of Education lecturers may continue to use previous CEDU methods in 2008).

The STU will send Lecturers a summary of their survey history covering the previous two calendar years and Semester 1 of the current year by the Semester 2 Promotion summary date - for survey planning/promotion application purposes.

Teaching surveys **must** only be administered within the teaching block of the lecturer concerned or in the first week of the block of the following lecturer. The surveying of multiple lecturers at the end of a block taught course is invalid. (See the next statement for team taught courses.)

The lecturer(s) **must** be visually identified by including the lecturer's photograph on the form if the course is team-taught. (Surveys ordered using the Online Request System use the lecturer's Canterbury Card photo. Alternatively, an OHP based photograph may be used that clearly identifies the lecturer(s) concerned.)

Teaching surveys **should** only be administered **singly** and not in conjunction with any other survey.

Student Teaching Surveys have five mandatory questions and up to five optional questions.

3. Teaching Assistant (TA) Surveys

Teaching Assistants **must** be informed at the time of employment if their teaching will be surveyed and if the results will contribute to subsequent employment decisions.

Student Teaching Assistant Surveys have one mandatory question and up to 10 optional questions.

4. Survey Results

Survey summaries of Course and TA surveys are sent to the relevant Head of Department/School along with the student responses.

Survey summaries of Teaching surveys are sent to the lecturer concerned along with the student responses. A copy of the summary is also sent to the lecturer's Head of Department/School. (Not necessarily that of the course itself.)

Student responses are transcribed by the STU if the number of responses is less than 15.

Promotion summaries for both promotion and re-grades cover Teaching surveys held in Semester 1 in the year of applying for promotion and in the preceding two years. Surveys held in Semester 2 are not submitted for a current promotion round.

Formative Surveys are analysed and returned immediately to the lecturer concerned by prior arrangement with the STU. The results of Formative surveys are not used in any UC survey summaries or analyses.

TAs must also receive a copy of their survey results.

5. Feedback to Students

The first lecture of a course in the following year **should** close the feedback loop by informing new students of the feedback provided by previous students and what changes may or may not have occurred as a result of that feedback.

The numerical results of the mandatory questions for all courses are published annually on the STU website.

6. General Procedures

A minimum of six lecture hours (usually 6 x 50mins) must be given before any Course or Teaching survey can be carried out.

Surveys should be timed to maximise the response rate, should be administered at the beginning of class and should be administered in such a way as to ensure only one response per student.

Surveys **must** be administered to students by a third party who mails/delivers the surveys to the STU.

If multiple surveys **need** to be carried out in the one lecture then they **must** be handed out and collected in the order of Course followed by Teaching and then any teaching assistant surveys. In the case of multiple surveys, the administrator of the surveys **must** inform the class what and/or who the surveys cover before administering them.

Small classes: For reasons of anonymity and reliability, classes with fewer than 15 enrolled students should avoid using the standard course survey without class consultation. There are several alternatives. One way is to seek the agreement of the class to use the standard survey; another way to get feedback is to have the students discuss the standard survey questions among themselves and complete a group response. For information about these and other options, please contact the STU. *John Ogier, Extn 6850, <mailto:john.ogier@canterbury.ac.nz>*

Surveys (paper-based) are organised by generating a survey print-master through the Resources section of the Survey & Testing Unit web-page at <http://www.stu.canterbury.ac.nz/surveys.shtml>

Surveys can also be administered online. Please contact the STU well in advance of the anticipated survey date for more information.

Related Policies, Procedures and Forms:

[Undergraduate Courses with Low- and High- Rating Course Evaluations: Teaching and Learning Committee Policy](#)

Version Control Table		
Action	Approval Body	Date Amended
Full Review	Chair, Teaching and Learning Committee	05 March 2008

© *This policy is the property of the University of Canterbury.*