

 <b>BOND UNIVERSITY</b>	<b>Management of Student Satisfaction and Feedback Surveys Procedure</b>
<b>Endorsing Policy:</b>	Evaluation of Learning and Teaching Policy
<b>Procedure Owner:</b>	Director, Strategy and Planning
<b>Contact Officer:</b>	Senior Data Analyst – Office of Strategy and Planning
<b>Approval Authority:</b>	University Learning and Teaching Committee
<b>Date of Next Review:</b>	February 2028

### 1. PURPOSE AND OBJECTIVES

This Procedure sets out the requirements and processes for management of student feedback for teaching and [Subjects](#) through online surveys ([SSAFSs](#)).

The University recognises that academic staff may find the feedback received through the SSAFS process challenging. This Procedure includes processes by which academic staff can request removal of SSAFS results or part thereof.

### 2. AUDIENCE AND APPLICATION

All staff involved with delivery of coursework [Programs](#), and students enrolled in coursework Programs.

### 3. ROLES AND RESPONSIBILITIES

Role	Responsibility
<b>Executive Dean of <a href="#">Faculty</a> or Head of University Academic Unit (<a href="#">UAU</a>)</b>	<ul style="list-style-type: none"> <li>▪ reviewing Educator SSAFSs at timely intervals, including the annual professional development review process when appropriate</li> <li>▪ request an out-of-session SSAFS report from the Office of Strategy and Planning when appropriate</li> </ul>
<b>Associate Deans (Learning and Teaching)</b>	<ul style="list-style-type: none"> <li>▪ encourage and support responses to student feedback on behalf of the Executive Dean</li> </ul>
<b>Academic staff</b>	<ul style="list-style-type: none"> <li>▪ review their SSAFSs and respond to student feedback.</li> </ul>
<b>The Office of Learning and Teaching</b>	<ul style="list-style-type: none"> <li>▪ support and professional development of teaching academics</li> </ul>
<b>The Office of Strategy and Planning</b>	<ul style="list-style-type: none"> <li>▪ administration of SSAFSs and the analysis of quantitative and qualitative results.</li> <li>▪ removal of comments submitted by individual students in a <a href="#">SSAFS</a>, deemed unacceptable prior to release of reports to Educators</li> </ul>
<b>Provost</b>	<ul style="list-style-type: none"> <li>▪ authorise reversal of de-identification of SSAFS responses in select circumstances</li> <li>▪ authorise removal of comments or ratings submitted by individual students in select circumstances when requested by an Educator</li> <li>▪ approve requests for variations to the standard SSAFS instrument received via the ADLT or equivalent</li> </ul>

### 4. THE PROCEDURE

**4.1.** SSAFSs for all [Faculties](#) or UAUs are administered electronically through an approved cloud-based evaluation platform that is integrated with the University's Learning Management System.

**4.2** There are two SFASSs per Subject:

- An Educator survey will be administered for each instructor timetabled for the Subject, every semester the Subject is offered. In regard to team taught Subjects, Educators will be included in the SSAFS administration process if they have made a significant contribution to the delivery of the Subject as determined by the Associate Dean, Learning and Teaching or equivalent.
- A Subject survey will be administered each semester the Subject is offered unless otherwise requested by the respective Executive Dean/Head of UAU and must be run on an annual basis at minimum.

**4.3** Reports on SSAFS data for Educators include Likert scale responses, all student comments, descriptive statistics, qualitative analysis and graphical data presentation. Lead Educators/Subject Coordinators also have access to the relevant SSAFS results.

- 4.4** The SSAFSs are conducted in a de-identified manner so that students can provide anonymous feedback.
- Academics will not have access to information linking students to responses, nor indicating which students have and have not completed and submitted SSAFSs.
  - In cases in which there are substantial concerns about a student's wellbeing, comments are deemed to have breached the Student Code of Conduct, or in which the University is legally bound to identify the student, the de-identification of responses may be reversed by the Provost so that the student is identified for further action.
- 4.5** Comments submitted by students are reviewed and may be removed from the report if they are deemed 'unacceptable' in accordance with the Bond University Student Code of Conduct Policy. 'Unacceptable' responses are defined to include those that vilify, abuse or threaten academic staff members, or contain profanities or other statements not provided with the constructive intent of improving learning and teaching.
- This review is conducted for all reports by the Office of Planning and Strategy prior to release of the reports to Educators.
  - If despite this review, an Educator views a comment as breaching the above conditions they may request comments and/or ratings are removed. Such requests should be made to the Provost via the relevant Associate Dean, Learning and Teaching or equivalent.
- 4.6** SSAFSs are centrally administered by personnel of the Office of Strategy and Planning through the SSAFS system.
- Students may complete their SSAFSs at any time, any place and on any internet-connected device during the semester-based SSAFS administration period.
  - Students access their SSAFSs through the University's Learning Management System, by clicking on a link in an email released through the SSAFS system or survey link promoted by academic staff.
  - Academics have online access to their Educator SSAFS results through the SSAFS system.
- 4.7** SSAFS questions were researched and written by a Subcommittee of the University Learning and Teaching Committee. The questions were accepted by means of vote by the University Learning and Teaching Committee. Responses are given on a five-point Likert scale – Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree. There is also a Not Applicable response option and open text fields for submitting qualitative comments.
- 4.8** Variations to the standard SSAFS survey format and questions can be requested where the current instrument is not suitable for the Subject delivery as long the university overall satisfaction benchmarking questions are included. All variation requests require the approval of the Faculty Associate Dean, Learning & Teaching and the Provost.
- 4.9** Administrative access to SSAFS results is set within the SSAFS system on the basis of a hierarchy and is managed by Strategy and Planning personnel.
- Faculty Executive Deans/Heads of UAUs and Associate Deans, Learning and Teaching or equivalent receive unrestricted access to all Subject and Educator Reports within their respective Faculty, which includes both the quantitative and qualitative results.
  - The Heads of Program/Discipline receive full access to the quantitative and qualitative results for all Subjects and Educators within their respective Program(s).
  - Individual Educators only receive access to the reports for the Subjects/classes they taught during the semester.
- 4.10** Occasions will arise whereupon an Executive Dean/Heads of UAUs and/or Associate Dean, Learning and Teaching or equivalent wishes to make an exception to the established hierarchy and/or timing of SSAFS report distribution. In this case, the respective Faculty Executive Dean/Heads of UAUs and/or Associate Deans, Learning and Teaching or equivalent may approve a written request by email to Strategy and Planning for an out-of-session SSAFS report.
- 4.11** A Teaching Alert will be raised if the score on the SSAFS questions 'Overall I am satisfied with the quality of this Subject' or 'Overall this educator is effective in this Subject' is less than 3.25 out of a maximum of 5, with at least 5 responses. An Alert will result in consultation between the Subject coordinator/educator and their Executive Dean/Head of UAUs, or Head of Program/Discipline and will usually result in referral to support services from OLT particularly in repeated instances of low scores.
- 4.12** Subject SSAFS reports are available online to Bond University students and academics through the SSAFS results website. Only Likert scale items, descriptive statistics and graphical data are available through these reports. Student comments are not included in these reports. They will be available once final results have been released and will remain online for a maximum of three years.

#### 4.13 Closing-the-Loop on Student Feedback

Reports of SSAFS results serve as input documents to the University Assurance of Learning (AoL) and subsequently the Subject Review processes as part of evaluation of Subjects and teaching. The SSAFS data allows Faculty staff to correlate student perception with the curriculum and pedagogy specific to learning outcomes, assessment tasks, organisation and workload.

##### 4.13.1 Response to Student Feedback

- Students will have access to continuous improvement actions taken as a result of the analysis of the quantitative and qualitative feedback via a dedicated section on the Subject page in the University's Learning Management System which acknowledges prior student feedback. This commentary will address areas identified for improvement and either an action that has been undertaken in relation to that feedback or an indication that no action was deemed necessary.
- Academics are responsible for preparing and submitting responses to student feedback via the SSAFS system, where it will appear on the Subject page in the University's Learning Management System.
- Faculty Associate Deans (Learning and Teaching) or equivalent will be responsible for:
  - ensuring 'closing the loop' comments are appropriate and in keeping with the Staff Code of Conduct; and
  - encouraging Academic responsiveness to student feedback and the use of the University's Learning Management System to distribute this information to students.

#### 4.14 SSAFS Results and Academic Affairs

Academic faculty are required to submit SSAFS for their probation/promotion processes. Academic faculty may choose to use the SSAFS data as evidence in support of PDR and internal and external learning and teaching citations and awards. Formal requests for data, not otherwise obtainable through the SSAFS system, should be directed to [eTEVAL@bond.edu.au](mailto:eTEVAL@bond.edu.au) in writing with reasonable notice.

#### 4.15 Professional Support

The University is conscious that receiving feedback, including through SSAFSs, can be challenging for individuals. OLT provides a range of opportunities for support and professional development of teaching academics.

Educators are encouraged to contact OLT for support, advice and strategies to incorporate responses to SSAFS feedback into their practice when appropriate.

In the context of SSAFSs, professional development may be considered as a partner to student evaluation of teaching via SSAFSs in the interests of enhancing scholarship of learning and teaching. Professional development may also be recommended by the Executive Dean/Heads of UAUs as an ameliorative measure in response to eTEVAL feedback.

## 5. DEFINITIONS, TERMS, ACRONYMS

<b>Assurance of Learning (AoL)</b>	AoL is the process of collecting and mapping educational data such as learning outcomes, graduate attributes and assessment to give universities specific information about how to strengthen contribution to student learning.
<b>SSAFS</b>	SSAFS is one of the instruments used to elicit student satisfaction feedback on Subject content and teaching of the Subject.
<b>Faculty</b>	Bond Business School, Faculty of Health Sciences & Medicine, Faculty of Law, and Faculty of Society & Design (each of which is headed by an Executive Dean)
<b>Program</b>	A combination of Subjects which according to degree rules leads to an academic award of the University.
<b>Program &amp; Subject Review</b>	A quality assurance assessment process to establish whether the published objectives of the Program and Subject are being achieved.
<b>Subject</b>	A segment of instruction approved by a Faculty as being a discrete part of the requirements for a Program offered by the University and identified by a unique Subject code.

**6. AFFILIATED POLICIES, GUIDELINES AND SCHEDULES**

[Evaluation of Learning and Teaching Policy \(TL 3.4.6\)](#)

**7. RELATED DOCUMENTS**

[Curriculum Management Policy \(TL 3.4.2\)](#)

[Student Code of Conduct Policy \(SS 5.2.1\)](#)

**8. MODIFICATION HISTORY**

Date	Sections	Source	Details
16 January 2025		Academic Senate	Date first approved