

# Policy and Procedures

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## Survey Framework

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<b>Responsible Officer:</b>	<b>Senior Quality Assurance Coordinator</b>
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<b>Approving Authority:</b>	<b>Senate</b>
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### 1 Overview

The University of the South Pacific administers a number of surveys in order to receive feedback from students, staff and external stakeholders of the University. The University realizes and acknowledges the importance of evidence-based decision making using such surveys. Additionally, the University has established a survey framework to inform all survey-related issues and matters.

### 2 Purpose

- 2.1. The Survey Framework has been established to ensure that surveys conducted at the University:
- Are of a consistently high standard;
  - Do not duplicate data collection conducted through any other University surveys;
  - Do not over-survey the University's stakeholders;
  - Ensure effective dissemination and use of survey findings.

### 3 Scope

- 3.1. Surveys within the scope of this framework include:
- Institutional surveys administered by the Planning & Quality (P&Q) Office;
  - Surveys administered by the three Faculties; and
  - Surveys administered by all academic support sections (Library, Information Technology Services, Centre for Flexible Learning, and Student Administrative Services).
- 3.2. The following surveys are exempted from the scope of this survey framework:
- Surveys undertaken by academic staff for the purpose of academic research;
  - Surveys conducted by individual academic staff with students enrolled in their courses as part of learning and teaching quality assurance processes; and
  - Surveys administered by non-academic sections at USP (Human Resources and Finance)

### 4 Risk Management

- 4.1. A survey framework enables the University to manage the following risks:
- The possibility of over-surveying key University stakeholders namely students, staff and external stakeholders;
  - Data redundancy through surveys with overlapping samples;
  - Varying quality of surveys, which can pose a risk to data integrity, and confidentiality;

- d) Uncertainty as to who has the authority to conduct the surveys;
- a) Dissemination of survey results to unintended audiences.

## **5 Institutional Surveys**

The P&Q Office administers four institutional surveys at the University. These include:

### **5.1. Student Evaluation of Course (SEC)**

The SEC is administered from week 10 to the study week (week 15) of every semester. It is an online survey whereby undergraduate student taking 100, 200 and 300 level courses provide feedback about their courses. Online reports are generated and are accessible to academic staff via an online portal located on the P&Q Office website. The reports can be accessed by the relevant Course Coordinators, Heads of Schools and Deans.

### **5.2. Graduate Destination Survey (GDS)**

The GDS is administered every semester, two weeks prior to graduation. This survey provides information on graduate employment and offers indication of the extent to which University graduates are employed after completing their studies. Further, GDS provides insight into labor mobility especially on graduate intake by different types of industries. It also provides information on which qualifications are in demand and this information can potentially assist in the career planning of new students.

### **5.3. Total Experience Survey (TES)**

The TES is an online survey designed to ascertain how the University is supporting all undergraduate students to achieve success in their programmes. Undergraduate students provide their ratings against various aspects of their University experience. The survey is administered annually in the second semester and the feedback is used to aid the University in enhancing undergraduate student success. Online reports are generated and are accessible to the Senior Management Team, academic staff, Heads of Sections and Campus Directors via an online portal located on the P&Q Office website.

### **5.4. Employers Satisfaction Survey (ESS)**

The ESS is designed to elicit employers' perceptions about the quality of USP graduates and their feedback on ways to improve the preparedness of graduates for employment. It measures employer satisfaction with graduates' generic skills, technical skills and work readiness. The survey is administered every three years in the University member countries. The report is submitted to the Teaching Quality Committee (TQC) for consideration and action.

## **6 Localized Surveys**

Faculties administer localised First Year Student Experience (FYE) surveys on a needs basis. Academic support sections, namely Library and Information Technology Services also administer user satisfaction surveys to improve their services. While the University supports localized surveys for continuous improvements, it expects that surveys are undertaken in a professional manner, with adherence to the broad principles stated in Section 1 and administered and reported in accordance with Section 6.

## **7 Survey Administration, Analysis, Reporting and Communication**

### **7.1. Survey Administration**

The areas administering surveys shall ensure that:

- a) Approval for any new student survey is provided by the TQC;
- b) Surveys are administered with effective communication strategies to receive adequate response rates;
- c) The purpose of the survey is communicated to the targeted group and what the area intends to do with the findings;
- d) Explanation is given that data will be kept confidential or anonymous, where relevant.

### **7.2. Analysis and Reporting**

#### *7.2.1. Responsibilities - Survey Administrators*

The areas administering the surveys shall ensure that data collected are validated, analyzed and reported to the TQC within two months from the closing date of the survey. The survey administrators must ensure that:

- a) Reports of online surveys are accessible to academic staff and summary report on overall findings is presented to the TQC;
- b) The reports for print surveys include details of the survey findings and recommendations (if applicable); and
- c) Appropriate stakeholders must be made aware of the survey findings

#### *7.2.2. Responsibilities – Recipients of Survey Reports*

Reports of online surveys are accessible to academic staff, Heads of Schools, Deans and relevant Heads of Sections.

- a) The findings of the online surveys must be used by the recipients to drive improvements;
- b) The faculties and academic support sections (Library and ITS) must provide bi-annual updates to the TQC on actions undertaken in response to survey findings;
- c) Appropriate stakeholders must be made aware of the actions taken in response to survey feedback.

#### *7.2.3. Responsibilities – Teaching Quality Committee*

In keeping with the Terms of Reference for the TQC, the Committee has the responsibility to monitor the effective use of surveys and dissemination of findings to ensure continuous improvement in the institution. The TQC shall:

- a) Endorse any proposal for new surveys or changes to the existing suite of surveys as required;
- b) Review all the survey reports, and subsequent action plans resulting from the survey findings;
- c) Make any further recommendations or amendments prior to endorsement for submission to the Senate;
- d) Endorse submissions on action plans and progress for the Senate;

e) Make decisions about the availability of survey findings to particular stakeholders.

## 8 Communicating Actions Undertaken to the Stakeholders

The University stakeholders shall be informed of the survey findings and actions undertaken through effective means of communication that may include faculty and support section websites, all-staff/ students emails and potentially the course Moodle shells. The increased visibility of survey findings will help to enhance their standing and importance in the community and their use to improve practice.

## 9 Survey Cycle

The University survey follows a structured approach as depicted in the figure below:

