Monash University Procedure

<table>
<thead>
<tr>
<th>Procedure Title</th>
<th>Student Evaluation of Teaching and Units (SETU) Procedures</th>
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<tbody>
<tr>
<td>Parent Policy</td>
<td>Student Voice in Learning and Teaching Policy</td>
</tr>
<tr>
<td>Date Effective</td>
<td>4-February-2019</td>
</tr>
<tr>
<td>Review Date</td>
<td>31-December-2019</td>
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<tr>
<td>Procedure Owner</td>
<td>Deputy Vice-Chancellor (Education)</td>
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<tr>
<td>Category</td>
<td>Academic Quality and Standards</td>
</tr>
<tr>
<td>Version Number</td>
<td>3.1</td>
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<td>Content Enquiries</td>
<td>Planning Quality</td>
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<tr>
<td>Scope</td>
<td>All coursework students</td>
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<td>All academic and professional staff involved in learning</td>
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<td>and teaching design, delivery and support</td>
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<td>Purpose</td>
<td>SETU is primarily a survey of student satisfaction with</td>
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<td>their units and teaching staff and also acts as an initial,</td>
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<td>broad indicator of teaching quality - directing</td>
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<td>subsequent investigation (using the University's 'traffic</td>
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<td>light' system) and providing valuable information to</td>
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<td>inform unit enhancement and the student learning</td>
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<td>journey. The data may be used by Faculty and other</td>
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<td>University staff within contexts such as (but not limited</td>
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<td>to) unit enhancement, strategic planning, course and</td>
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<td>unit review and staff development. In particular, it</td>
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<td>should be used by faculties as a basis for annual reports</td>
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<td>of improvements made to their units in response to</td>
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<td>student feedback and by Learning and Teaching support</td>
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<td>areas to identify priorities for targeted strategies to</td>
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<td>support teaching staff. A secondary purpose of SETU is</td>
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<td>to provide data that may be used by academic staff for</td>
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<td>the purposes of research.</td>
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PROCEDURE STATEMENT

1. Preparing the survey

1.1. University Planning and Statistics (UPS) prepares and publishes on the SETU website at the start of each standard semester and the summer teaching period a schedule for preparation, administration and reporting of results of SETU surveys.

Responsibility

UPS

1.2. Each unit-owning faculty reviews their faculty-specific unit evaluation questions and notifies UPS of any amendments at least two weeks prior to the commencement of semester.

Responsibility

UPS
Associate Deans (Education)
Faculty Managers
Monash University Procedure

1.3. The decision about which UOOs are evaluated each semester is made by the unit-owning faculty. Every unit must be evaluated at least once in each year that it is taught.

Responsibility
Associate Deans (Education)
Faculty Managers

1.4. The decision about which teachers are evaluated each semester is made by the unit-teaching faculty, in consultation with any other faculty involved in the teaching. The unit-teaching faculty informs staff that they are to be evaluated at least two weeks prior to the commencement of the survey period. Faculties should ensure that educators are only evaluated where they have made a substantial contribution to the teaching of the unit.

Responsibility
Associate Deans (Education)
Faculty Managers

1.5. All teaching staff can also request to be evaluated. The unit-teaching faculty will need to process these requests.

Responsibility
Associate Deans (Education)
Faculty Managers

1.6. UPS loads the semester's UOOs into the SETU module in Callista in week two of the relevant semester. Each faculty may then use one of three methods to manage the selection process:

- direct entry through the ‘Maintain UOO/Teacher Relationships' form;
- provide an upload file; or
- request an extract from the timetabling system

All three options require the faculty to:

1. Select or confirm which UOOs require evaluation
2. Assign to each UOO or confirm the teaching staff that require evaluation

In cases where the unit-owning faculty and unit-teaching faculty differ:

- The unit-owning faculty is responsible for selecting the units for evaluation on Callista and then informing the teaching faculty which units are selected for evaluation.
- The unit-teaching faculty is responsible for assigning any teaching staff that are to be evaluated to the UOOs on Callista.

Each faculty completes and checks their selection by the due date.

Responsibility
UPS
Faculty Managers

1.7. UPS prepares the survey project in the survey platform. If there have been any changes to the faculty item bank questions, the faculties will be asked to check and approve the templates, assign questions to each unit offering, and confirm survey periods and nominees for each unit offering.

Responsibility
UPS
Faculty Managers
Monash University Procedure

2. Administering the survey

2.1. UPS administers the survey through the survey platform and sets the survey period open and closed dates. For a standard semester, surveys will be opened in the last four weeks of the teaching period, including SWOTVAC, and will be closed prior to the exam period. Appropriate survey periods will be negotiated for other teaching periods with reference to teaching period end dates and exam result release dates.

Responsibility
UPS

2.2. UPS sends out regular emails during the survey period to any student with an outstanding online survey. Each unit-teaching faculty communicates with their students to encourage completion of online surveys. Teaching staff are provided with engagement resources to encourage in class completion of SETU (where applicable) and to monitor response rates for their unit/s against aspirational University targets.

Responsibility
UPS
Faculty Managers
Unit Coordinators
Staff involved in teaching

2.3. During the main survey rounds (standard semesters), UPS provides daily response rate reports on their website, which enable faculties to drill down to UOO-level data. Nominated staff can also access a real-time response rate monitoring dashboard within the survey platform. Outside of the main rounds, these reports are updated weekly.

Responsibility
UPS

2.4. Each unit-owning and unit-teaching faculty reviews the response rate report and notifies UPS of any anomalies.

Responsibility
Faculty Managers

3. Reporting the survey results

3.1. UPS publishes quantitative analysis reports of the unit and teaching evaluation data through the survey platform and the Monash Business Intelligence (BI) Service (unit evaluation only) within one week of the teaching period exam results release date and notifies all relevant staff and all students (who completed at least one evaluation) that the reports are available.

Responsibility
UPS

3.2. Within one week of the teaching period exam results release date, evaluated staff are notified by email and receive a link to a quantitative report of their teaching evaluation data in the survey platform. These will be accessible to the teacher who was evaluated, the relevant associate deans, nominated senior faculty staff members, and the Deputy Vice-Chancellor (Education) (or nominee/s). The dean/s (or delegate) of the unit-owning and teaching faculties will nominate the senior staff members in their faculty/ies who will have access to the data. UPS notifies staff when the reports are available. Teaching staff will be required to include their SETU results in their performance development portfolio during the annual performance development process as outlined in the Performance Development Process: Academic Staff Procedure.
Monash University Procedure

Responsibility
UPS
Monash University - Office of Learning and Teaching (MU-OLT)

3.3. UPS sends a series of unit evaluation reports (pivot tables, summary tables and open ended comments) to each unit-owning and unit teaching faculty’s Associate Dean (Education) within one week of the exam results release dates.

Responsibility
UPS

3.4. The Associate Dean (Education) of the unit teaching faculty distributes the open ended comments to the Heads of School (or equivalent), unit coordinators (or equivalent) and UOO teaching staff. Each Associate Dean (Education) will approve and maintain oversight of a process for distributing open ended comments that includes:
   - how open ended comments of an offensive nature that are in breach of the University's Equal Opportunity Policy are managed; and
   - how comments that refer specifically to individual teachers are managed
   - approving UPS to release qualitative data to unit nominees.

Responsibility
Associate Deans (Education)

3.5. The Associate Dean (Education) of the unit-owning faculty and unit-teaching faculty will receive a raw data file of the results (and a pivot table of these data). These data are highly confidential and must not be distributed widely.

Responsibility
UPS

4. Analysing the Survey and Reporting Improvements

4.1. Each unit-owning faculty reviews the published reports and data files of the unit evaluation data and prepares an action plan, in conjunction with departments/schools, to address areas for improvement for faculty-wide issues. MU-OLT will work with faculties to facilitate this process.

Responsibility
Associate Deans (Education)

Responsibility for implementation

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<th>Responsibility for implementation</th>
<th>Deputy Vice-Chancellor (Education)</th>
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<tr>
<td></td>
<td>Faculty Deans</td>
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<td>Associate Deans (Education)</td>
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<td>Associate Deans (Research Degrees)</td>
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<td>Divisional heads</td>
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<td>Faculty General Managers</td>
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<td>Heads of academic units</td>
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<td>Chief Examiners</td>
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<td>Students</td>
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Status
Revised

Approval Body
Name: Learning and Teaching Committee
Meeting: 1/2019
### Monash University Procedure

**Date:** 4-February-2019  
**Agenda item:** 9.1  
**Minor amendments approved:** Deputy Vice-Chancellor (Education) 3-April-2019

#### Definitions
- **Unit Offering Option (UOO):** a unit offering at a specific location for a specific semester in a specific mode.  
- **Unit-teaching faculty:** the faculty that has the greatest percentage of teaching responsibility for the UOO.  
- **Unit-owning faculty:** is the faculty that owns the unit.

#### Legislation Mandating Compliance
- **Monash University Act 2009**  
- **Privacy and Data Protection Act 2014 No.60 (VIC)**  
- **Privacy Act 1998 (Commonwealth)**  
- **Monash University (Vice-Chancellor) Regulations**

#### Related Policies
- University Student Survey [Policy and Procedures](#)  
- Coursework Courses and Units  
- Accreditation [Policy and Procedures; Coursework Course Review Procedures; and Coursework Units Review Procedures](#)  
- Academic Review [Policy and Procedures](#)  
- Privacy of Student Records [Policy and Procedures](#)

#### Related Documents
- Monash University Student Charter  
- University Survey Framework  
- The Monash Quality Cycle