

Monash University Procedure

Procedure Title	Student Evaluation of Teaching and Units (SETU) Procedures
Parent Policy	Student Voice in Learning and Teaching Policy
Date Effective	17-March-2015
Review Date	03-June-2018
Procedure Owner	Vice-Provost (Learning and Teaching)
Category	Academic Quality and Standards
Version Number	2.0
Content Enquiries	Planning Quality
Scope	All coursework students All academic and professional staff involved in learning and teaching design, delivery and support
Purpose	<p>SETU is primarily a survey of student satisfaction with their units and teaching staff and also acts as an initial, broad indicator of teaching quality - directing subsequent investigation (using the University's 'traffic light' system) and providing valuable information to inform unit enhancement and the student learning journey.</p> <p>The data may be used by Faculty and other University staff within contexts such as (but not limited to) unit enhancement, strategic planning, course and unit review and staff development. In particular, it should be used by faculties as a basis for annual reports of improvements made to their units in response to student feedback and by Learning and Teaching support areas to identify priorities for targeted strategies to support teaching staff.</p> <p>A secondary purpose of SETU is to provide data that may be used by academic staff for the purposes of research.</p>
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

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- 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 UOO 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 survey templates in MOST (Monash Online Survey Tool). If there have been any changes to the unit evaluation questions, the faculties will be asked to check and approve the templates.

Responsibility

UPS
Faculty Managers

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2. Administering the survey

- 2.1. UPS administers the survey through MOST (Monash Online Survey Tool) 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
ITS

- 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. 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 evaluation data on the Unit Evaluation Reports website and the Monash Business Intelligence (BI) Service within one week of the teaching period exam results release date and notifies all staff and students that the reports are available.

Responsibility

UPS

- 3.2. Within one week of the teaching period exam results release date, evaluated staff receive a quantitative report of their teaching evaluation data in their my.monash portal. Teaching evaluation data are published under the 'teaching' tab and then under 'teaching development' in the portal. These will only be accessible to the teacher who was evaluated. 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 [Staff Development Procedure for the Academic Staff Performance Development Process](#).

Responsibility

UPS
Office of the Vice-Provost (Learning and Teaching) (OVPLT)

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- 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 three weeks 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 co-ordinators (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.

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. The OVPLT will work with faculties to facilitate this process.

Responsibility

Associate Deans (Education)

Responsibility for implementation	Vice-Provost (Learning and Teaching) Faculty Deans Associate Deans (Education) Associate Deans (Research Degrees) Divisional heads Heads of academic units Chief Examiners Students
Status	New
Approval Body	Name: Academic Board Meeting: 3/2015 Date: 03-June-2015 Agenda item: 3.2.2
Definitions	Unit Offering Option (UOO): a unit offering at a specific location for a specific semester in a specific mode.

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	<p>Unit-teaching faculty: the faculty that has the greatest percentage of teaching responsibility for the UOO.</p> <p>Unit-owning faculty: is the faculty that owns the unit.</p>
Legislation Mandating Compliance	<p>Monash University Act 2009</p> <p>Privacy and Data Protection Act 2014 No.60 (VIC)</p> <p>Privacy Act 1998 (Commonwealth) Monash University (Vice-Chancellor) Regulations</p>
Related Policies	<p>University Student Survey Policy and Procedures</p> <p>Coursework Courses and Units</p> <p>Accreditation Policy and Procedures; Coursework Course Review Procedures; and Coursework Units Review Procedures</p> <p>Academic Review Policy and Procedures</p> <p>Privacy of Student Records Policy and Procedures</p>
Related Documents	<p>Monash University Student Charter</p> <p>University Survey Framework</p> <p>The Monash Quality Cycle</p>