

Survey Management Procedure



Institute of Health &
Management Pty. Ltd.

ABN: 19 155 760 437
HEP ID: PRV 14040
CRICOS Code: 03407G

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SECTION 1

Purpose

1. The purpose of this procedure is to ensure a coordinated approach to survey management across the Institute of Health and Management (IHM) when surveying students, staff and industry stakeholders. A coordinated approach to survey management includes:
 - a) Clarity on the process for approval and implementation of core surveys to students, staff and industry stakeholders.
 - b) Management on the frequency of surveys involving staff and students to reduce the risk of over-surveying.
 - c) Management of institution response rates for reporting and quality assurance purposes as well as monitor the quality of the qualitative feedback data.
 - d) Management of the implementation and analysis of surveys for accurate and timely data for quality assurance, benchmarking, research, and continuous improvement purposes.

Scope

2. This procedure applies to all IHM core surveys that involve the methods of broad sampling or census of the population of current and prospective IHM students, graduates, staff, and other stakeholders. This procedure does not apply to surveys that are:
 - a) Part of assigned coursework assessment
 - b) Surveys conducted on an event or service
 - c) Small-scale surveys

Definitions

3. The following definitions have their meaning as spelt out below:
 - a) **Core Surveys** - Surveys that provide data as the basis for the Institute's strategic planning, administrative and institutional quality assurance purposes.
 - b) **Evaluation** - The collection of feedback, analysis process, reporting and interpretation of data to relevant staff and students of the institution for administrative, planning and reporting purposes.
 - c) **External Surveys** - Surveys are a means of collecting information for analysis obtained through written, oral, or online questions. This includes, but is not limited to, surveys, face-to-face interviews, telephone interviews and focus groups.
 - d) **Internal Surveys** - Surveys developed by Institute staff for staff, students, and relevant partners.
 - e) **Survey** - Surveys are a means of collecting information for analysis obtained through written, oral, or online questions. This includes, but is not limited to, surveys, face-to-face interviews, telephone interviews and focus groups.
 - f) **Benchmarking** - Survey data can be benchmarked as outcome data which is aggregated to identify a set of characteristics. The form of analysis is quantitative in nature.

Suite documents

4. This Procedure is linked to the following policy / policies:
 - a) Survey Management Policy
 - b) See Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Procedure for Implementation

5 Complaints and Appeals

- a) Core surveys require institutional approval. IHM staff to submit a Survey Proposal to the Survey Management Committee secretary and will be tabled at the next scheduled meeting.
- b) The Registrar or delegate is responsible for assessing survey proposals using the following criteria:
 - a. Alignment with IHM's strategic planning and priorities.
 - b. Relevance and usefulness of data for strategic planning, priorities, and improvement purposes.
 - c. Survey design, including survey methodology and measures, mode of delivery and timing.
 - d. Monitoring survey overload and impact of survey on students and staff.
 - e. Survey analysis and reporting of data and how this links to institutional planning and regulatory reporting requirements.
 - f. Quality Indicators for Learning and Teaching (QILT).
 - g. Student Experience Survey (SES).
 - h. Graduate Outcomes Survey (GOS).
 - i. Graduate Outcomes Survey – Longitudinal (GOS-L).
- c) IHM conducts and participates in several surveys throughout the year that involve staff, students, and external stakeholders through internal and external surveys.

6 Internal Surveys

- a) Internal surveys are conducted for staff, students, and industry stakeholders.

7 External Surveys

- a) Surveys developed by external higher education organisations for data reporting purposes. For example, Quality Learning and Teaching Indicators (QILT) data.

8 Publication and Reporting

- a) All results from core surveys are to be de-identified for publication and reporting purposes.
- b) Results cannot be published when there are less than 10 participants in the survey for confidentiality reasons.
- c) Student survey results are to be reported to the Survey Management Committee and other relevant committees such as Learning and Teaching Committee.

SECTION 3

Associated information

Related Internal Documents	<ul style="list-style-type: none"> • Survey Management Procedure • Post Enrolment Survey • Unit Evaluation Survey • Student Satisfaction Survey • Course Experience Survey • Graduate Outcome Survey
Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • Higher Education Support Act 2003 and Guidelines https://www.education.gov.au/higher-education-support-act-2003-and-guidelines • https://www.teqsa.gov.au/teqsa-act • Privacy legislation • https://www.oaic.gov.au/privacy/the-privacy-act/ • Privacy and Data Protection Act (2014) • https://www.legislation.vic.gov.au/in-force/acts/privacy-and-data-protection-act-2014/026 • Freedom of Information Act (1982) • http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/cth/consol_act/foia1982222/
Date Approved	31/03/2021
Date Endorsed	14/04/2021
Date of Effect	14/04/2021
Date of Next Review	30/06/2024
Approval Authority	Academic Board (endorsed by Board of Directors)
Responsibility for implementation	Academic Registrar
Document Custodian	Academic Dean
Pinpoint Doc ID	IHM-SMP2

Change history

Version Control		Version 4
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc
	15/03/2021	<ul style="list-style-type: none"> • Policy and Procedure are separated into two documents • Added version number • Added definitions • Minor editorial changes • Version 3 approved by Academic Board in February 2021