



THE UNIVERSITY  
of ADELAIDE

# Student Experience of Learning and Teaching (SELT) Policy

## OVERVIEW

## SCOPE AND APPLICATION

## POLICY PRINCIPLES

## AUTHORITIES

## PROCEDURES

1. [Purpose and Use of Surveys](#)
2. [Preparing the Surveys](#)
3. [Running the Surveys](#)
4. [Student Rights and Responsibilities](#)
5. [Confidentiality and Anonymity](#)
6. [Preparing Survey Reports](#)
7. [Access to Survey Reports](#)
8. [Reporting and Analysis of Survey Reports](#)
9. [Providing Feedback to Students](#)

## DEFINITIONS

### OVERVIEW

The University of Adelaide (the University) is committed to the continuous enhancement of student learning experiences and outcomes and the quality of learning and teaching, and to promoting a culture of learning and teaching excellence through the use of SELT surveys.

The University places critical importance on feedback from students and uses SELT surveys alongside other sources of evidence of quality, to inform learning and teaching enhancement, for the reward and recognition of staff, and for staff performance, review and management.

This policy outlines the framework and responsibilities for the conduct of SELT surveys at the University.

### SCOPE AND APPLICATION

This policy applies to all staff and title holders who teach in undergraduate or postgraduate coursework programs and courses at the University including, at the discretion of the Head of School, guest lecturers. This policy is limited to surveys regarding the student experience of learning and teaching and does not apply to any other surveys undertaken at the University.

Further information on SELT surveys is available on the [Planning and Analytics website](#).

Implementation of this policy will be carried out in accordance with the University's Code of Conduct and the Academic Board Statement on Undue Influence. Any attempts to improperly exert pressure or influence actions or decisions made pursuant to this policy must be reported in accordance with the Fraud and Corruption Control Policy.

## POLICY PRINCIPLES

1. The University will conduct Surveys to measure students' satisfaction and engagement with programs, courses and teaching.
2. Students enrolled on a census date will have the opportunity to provide feedback on their educational experience of every course in which they enrol at the University, and annually, on their program.
3. Students are encouraged to recognise the importance of their feedback and that their feedback should be constructive.
4. Students will be informed of the outcome of Surveys to demonstrate that their opinions are highly valued and acted upon as appropriate.
5. Teaching staff will have the opportunity to receive and review student feedback for every course in which they teach.
6. Survey Reports will be used to inform the University's monitoring, review and enhancement activities including, approaches to course design, learning and teaching and academic support.

## AUTHORITIES

<b>Key</b>	<b>Authority Category</b>	<b>Authority</b>	<b>Delegation Holder</b>	<b>Limits</b>
Academic		Prepare and administer Surveys (Procedure 2a)	Director, Planning and Analytics	In accordance with Privacy Policy and related legislation
Academic		Set Survey Questions (Procedure 2c)	University Education Committee	
Academic		Grant exceptions to administering a Survey (Procedure 3a & 3biv)	Deputy Vice-Chancellor & Vice-President (Academic) (or delegate)	
Academic		Schedule Feedback Forum (Procedure 3h)	Executive Dean (or delegate)	
Academic		Remove feedback from Survey Reports (Procedure 4d)	Director, Planning and Analytics	Where feedback found to be in breach of Procedure 4
Academic		Withhold Survey Results (Procedure 5c)	Director, Planning and Analytics	Where there are less than 5 responses
Academic		Prepare and administer Survey Reports and Aggregated Data (Procedure 6a)	Director, Planning and Analytics	
Academic		Distribute Survey Results (Procedure 7)	Director, Planning and Analytics	To staff authorised as per Procedure 7
Academic		Publish aggregated Survey Reports for public access (Procedure 8 b iii)	Director, Planning and Analytics	Minimum of 5 responses
Academic		Provide quantitative data on Course Reports to students	Director, Planning and Analytics	

---

## PROCEDURES

### 1. Purpose and Use of Surveys

- a) Surveys are a formal survey instrument used:
  - i. as a mechanism for students to comment on their learning experiences to the University;
  - ii. to monitor student experiences and the efficacy of curriculum design and delivery;
  - iii. to inform quality enhancement of learning and teaching;
  - iv. to enable staff to reflect on the efficacy of their teaching practices;
  - v. in discussions with staff for [Planning, Development and Review](#) and performance management purposes;
  - vi. as a source of evidence for teaching staff applying for appointment, and promotion or for the award of learning and teaching prizes or grants;
  - vii. in formal school, program and course reviews;
  - viii. to monitor whether courses and teaching staff are meeting the Expectation Standards.
- b) The University will evaluate student satisfaction and engagement with its programs through:
  - i. Program Surveys;
  - ii. Feedback Forums; and
  - iii. Aggregated Data.
- c) The University will evaluate student satisfaction and engagement with its courses and the teaching delivered by the individual teaching staff delivering those courses through Course Surveys.
- d) The use of Surveys does not prevent additional evaluations being carried out for formative purposes provided that they are carried out during the period that a course is Offered.

### 2. Preparing the Surveys

- a) All Surveys will be prepared, administered and published by Planning and Analytics in a systematic manner and in accordance with the requirements of the University's [Privacy Policy](#) and any related legislation.
- b) All Surveys will be administered online.
- c) Survey questions will be set by the University Education Committee.
- d) Executive Deans (or delegates) will ensure teaching staff for each course (including guest lecturers if required) are correctly recorded in the Student System by the required published deadlines.

### 3. Running the Surveys and Feedback Forums

- a) A Program Survey will be administered annually for every Program, unless an exemption has been granted by the Deputy Vice-Chancellor & Vice-President (Academic) (or delegate) on recommendation of the relevant Executive Dean.
- b) A Course Survey will be administered for every course, each time it is Offered unless:
  - i. the course is non-award and taught by [Professional and Continuing Education](#) (e.g. [TESOL](#));
  - ii. the course is a formally recognised Exchange Course;

- 
- iii. the course is Offered only for administrative purposes (e.g. a zero unit course); or
  - iv. an exemption has been granted by the Deputy Vice-Chancellor & Vice-President (Academic) (or delegate) on recommendation of the relevant Executive Dean.
- c) Where a Course Survey is not administered, student feedback should be obtained via alternative mechanisms.
  - d) Surveys will not be conducted during examination periods.
  - e) Surveys will normally commence 2-3 weeks before either the end of term or examination period (as indicated in the Student System) and be open for 2-3 weeks. This does not apply to courses in summer or winter semesters.
  - f) Students will be invited to complete Surveys via an email to their University email account.
  - g) Staff are strongly encouraged to schedule time for students to complete Course Surveys during class, where this is possible.
  - h) Feedback Forums will be scheduled annually by the Executive Dean (or delegate) for each Program (at a time that will meet the reporting requirements of Procedure 8).

#### **4. Student Rights and Responsibilities**

- a) A student's participation in a Survey is entirely voluntary and failure to participate will not result in any discrimination or penalty.
- b) Students are encouraged to recognise the value and importance of their feedback for the continuous enhancement of learning and teaching at the University.
- c) Students are expected to provide feedback that is honest, constructive and thoughtful.
- d) Feedback must be free from inappropriate or abusive language or behaviours (including but not limited to comments that are racist, sexist, offensive, vindictive or abusive). Such behaviours may be considered a breach of the University's [IT Acceptable Use and Security Policy](#), the [Student Misconduct Rules](#) and other applicable University policies. In the event that feedback is found to be in breach of this procedure, the relevant feedback will be removed from the staff member's Survey Reports.

#### **5. Confidentiality and Anonymity**

- a) The University will ensure that feedback identifying individual students is kept confidential at all times unless:
  - i. the University is required to provide that information in order to meet legal compliance obligations;
  - ii. feedback by a student indicates a significant risk to their own safety, or to the safety of other students or staff, or where the feedback is inappropriate or abusive (as described in Procedure 4 d), in which case the identity of the student may be accessed by the University in order that appropriate action can be taken.
- b) The University will ensure that feedback regarding the performance of individual teaching staff will be kept confidential and only be made available in accordance with Procedure 7.
- c) To preserve student anonymity, Survey Reports will be withheld where the number of student responses to the Survey is less than five.

- 
- d) All aspects of the Survey process will respect the rights and dignity of teachers and students.

## 6. Preparing Survey Reports

- a) Survey Reports and Aggregated Data will be prepared and administered by Planning and Analytics.
- b) Survey Reports will be sufficient and appropriate to enable Principle 6 to be achieved.
- c) Course Reports and Teaching Reports will be made available after the release of primary results.
- d) Program Reports will be made available in February of each year.
- e) When Survey Reports become available, Planning and Analytics will notify authorised staff of their availability.
- f) Where Survey Reports are not available due to less than five responses being received, authorised staff (as set out in Procedure 7) may request that a Survey Report be provided once five responses have been received over several offerings (whether sequential or concurrent) of the course or the program.

## 7. Access to Survey Reports

- a) Staff listed in column 2 of Table 1 will have access to Course Reports for the purposes set out in column 1, subject to the limitations specified in column 3.
- b) Staff listed in column 2 of Table 2 will have access to Teaching Reports for the purposes set out in column 1, subject to the limitations specified in column 3.
- c) Staff listed in column 2 of Table 3 will have access to Program Reports for the purposes set out in column 1, subject to the limitations specified in column 3.
- d) Staff with access to Survey Reports pursuant to this procedure:
  - i. may share those Survey Reports with their counterparts in other faculties and with others where required to do so for the purposes set out in Procedure 1a;
  - ii. will ensure that information derived from them is used in an appropriate manner, and that actions are taken, as appropriate, to protect the anonymity of individual students or staff members who have participated in the evaluation process.

## 8. Reporting and Analysis of Survey Reports

- a) Staff will review and interpret Survey Reports with reference to the [SELT Interpretation and Use Guideline](#) recognising, as appropriate, any limits imposed by sample size and response rates.
- b) Planning and Analytics will:
  - i. prepare and deliver a biannual consolidated Expectation Standards report detailing the individual Courses and teaching staff not meeting the Expectation Standards to the Executive Dean, Associate Dean (Learning and Teaching) and Head of School in January and August of each year;
  - ii. prepare and deliver a biannual report to the University Education Committee in January and August in each year detailing student participation rates in Surveys and the performance of faculties against the Expectation Standards;
  - iii. publish annual aggregated Survey Reports at the University, faculty and, where applicable, school level, for public access on the [Planning and Analytics website](#). A minimum of five individual responses must be included for the release of a publicly available report and the names of courses and individual teachers will not be identified.

- 
- c) Executive Deans (or delegates) will review Survey Reports and:
    - i. determine any actions required in order to ensure the continuous enhancement of learning and teaching;
    - ii. provide an annual report to the relevant Faculty Learning and Teaching Committee and to the second annual meeting of the University Education Committee:
      - 1) recognising and commending good Survey Reports and good learning and teaching practices;
      - 2) summarising the outcome of their review of the Survey Reports;
      - 3) specifying what actions will be implemented, and by when, to improve Survey Reports in relation to Courses identified as not having met the Expectation Standards.
  - d) The University Education Committee will:
    - i. advise the Deputy Vice-Chancellor & Vice-President (Academic) and Pro Vice-Chancellor (Student Learning) on issues associated with the student learning experience in courses, teaching and programs, based on the quality of learning and teaching as indicated by SELT data;
    - ii. discuss and review any issues in relation to the preparation and administration of Surveys and Survey Reports ;
    - iii. consider and recommend what additional actions, if any, be taken by faculties;
    - iv. set the Expectation Standards on a triennial basis.
  - e) Where alternative feedback mechanisms have been used they will be reported in accordance with Procedure 8c and 8d.

## **9. Providing Feedback to Students**

- a) Quantitative data from the Course Reports will be made available to students who were enrolled in the Course which was the subject of the Survey within 1 week of the release of primary results.
- b) The Course Coordinators will:
  - i. update the Learning Management System with a more detailed summary of any actions that will be, or have been, taken as an outcome of the Course Reports , to students enrolled in the Course;
  - ii. update Course Outlines with a brief summary of any actions that will be taken as an outcome of the Course Reports by the time that the Course is next Offered.
- c) Program Coordinators will annually provide a description to students of any actions that will be, or have been, taken as an outcome of the Program Reports;
- d) Where alternative feedback mechanisms have been used, students will be provided with feedback in accordance with Procedure 9b.

## **DEFINITIONS**

**Aggregated Data** means the data aggregated from Course Surveys.

**Course Reports** are reports on the data generated from the Course Surveys relating to the students satisfaction and engagement with the Course.

---

**Course Surveys** are SELT surveys about courses.

**Expectation Standards** are threshold SELT scores determined by the University Education Committee.

**Feedback Forum** is the annual student feedback forum.

**Offered** means that the Course has been timetabled, is active in the Learning Management System and is available for students to enrol in.

**Program Reports** are reports on the data generated from the Program Evaluation, annual student forum and Aggregated Data.

**Program Surveys** are SELT surveys about programs.

**Student System** means the business system used by the University (currently PeopleSoft).

**Survey(s)** means a Student Experience of Learning and Teaching (SELT) survey.

**Survey Reports** means the, Course Reports, Program Reports and Teaching Reports.

**Teaching Reports** are reports on the data generated from the Course Surveys relating to individual teaching staff delivering a course.

Other definitions are as contained in the University's [Glossary of Terms](#).

<b>RMO File No.</b>	F. 2014/2715
<b>Policy Custodian</b>	Deputy Vice-Chancellor & Vice-President (Academic)
<b>Responsible policy officer</b>	Pro Vice-Chancellor (Student Learning)
<b>Endorsed by</b>	Academic Board on 7 March 2018
<b>Approved by</b>	Vice-Chancellor and President on 7 March 2018
<b>Related Documents and Policies</b>	Coursework Academic Programs Policy
<b>Related Legislation</b>	Nil
<b>Superseded Policies</b>	Student Experience of Learning and Teaching Policy (effective 1 January 2015)
<b>Effective from</b>	7 March 2018
<b>Review Date</b>	6 March 2026 Policy reviewed and re-affirmed, without amendment, by Policy Custodian on 31 October 2022 – D2022/206769; re-affirmed, without amendment, on 8 November 2023 – D2023/645073.
<b>Contact for queries about the policy</b>	Educational Quality & Compliance: <a href="mailto:eqcompliance@adelaide.edu.au">eqcompliance@adelaide.edu.au</a>

**Table 1 – Access to Course Reports**

Column 1 - Purpose	Column 2 – Authorised staff	Column 3 - Limitations
Institutional management, quality assurance and enhancement, SELT reporting responsibilities	Vice-Chancellor and President	
	Deputy Vice-Chancellor & Vice-President (Academic)	
	Pro Vice-Chancellor (Student Learning)	
	Other staff with institutional management, quality assurance or SELT reporting responsibilities authorised by the Deputy Vice-Chancellor & Vice-President (Academic) (or delegate)	
Faculty management responsibility and quality assurance and enhancement	Executive Dean	Access to all Course Reports within their faculty only
	Associate Dean (Learning and Teaching)	
	Head of School	Access to all Course Reports for Courses within their school only
	Faculty staff with learning and teaching management and quality assurance responsibilities authorised by the relevant Executive Dean (or delegate)	
Course management responsibility and quality assurance	Program Coordinator	Access to Course Reports for programs which they are responsible for coordinating only
	Course Coordinator	Access to Course Reports for courses which they are responsible for coordinating only
Course Enhancement and other purposes indicated at Procedure 1	Individual staff member teaching the Course	Access only to Course Reports for courses taught, but not student comments

**Table 2 - Access to Teaching Reports**

Institutional management responsibility and quality assurance and enhancement	Vice-Chancellor and President	
	Deputy Vice-Chancellor & Vice-President (Academic)	
	Pro Vice-Chancellor (Student Learning)	
Faculty management responsibility and quality assurance and enhancement	Executive Dean	Access to Teaching Reports for courses taught within their faculty only
	Head of School	
	Associate Dean (Learning and Teaching)	
Teaching Enhancement and purposes indicated at Procedure 2	Teaching Staff	Specific to individual teacher who was the subject of the Teaching Report



**Table 3 – Access to Program Reports**

Column 1 - Purpose	Column 2 – Authorised staff	Column 3 - Limitations
Institutional management, quality assurance and enhancement and SELT reporting responsibilities	Vice-Chancellor and President	
	Deputy Vice-Chancellor & Vice-President (Academic)	
	Pro Vice-Chancellor (Student Learning)	
	Other staff with institutional management, quality assurance or SELT reporting responsibilities authorised by the Deputy Vice-Chancellor & Vice-President (Academic) (or delegate)	
Faculty management responsibility and quality assurance and enhancement	Executive Dean	Access to all Program Reports for programs within their faculty only
	Associate Dean (Learning and Teaching)	
	Head of School	Access to all Program Reports for Programs within their school only
	Faculty staff with management responsibility and quality assurance authorised by the relevant Executive Dean (or delegate)	
Program management responsibility and quality assurance and enhancement	Program Coordinator	Access to Program Reports for programs which they are responsible for coordinating only