

GUIDELINES ON SURVEY TIMING AND DURATION

These guidelines should be read in conjunction with the *Quality of Teaching and Learning – Subject Review Procedure*, which can be found in the Policy Library at: <https://policy.unimelb.edu.au/MPF1198>

The aim of the Subject Experience Survey (SES) is to monitor student perceptions of their teaching and learning experiences. The survey is administered in taught subjects towards the end of each teaching period, and usually before the assessment period begins. As defined in SES policy, timing of surveys should ensure that:

- Students have sufficient time to experience and evaluate the subject before completing the SES;
- SES to close prior to the final piece of assessment in the subject; and
- Administration of the SES is only conducted once in each delivery of a subject, including year-long subjects.

It is the responsibility of Heads of Departments to ensure that students have sufficient opportunity to complete the SES, and SES administrators are expected to define appropriate survey periods in consultation with Heads of Departments and Subject Coordinators.

In cases where final assessment is due on the last day of teaching or fewer than 3 days after the last day of teaching, surveys may remain open beyond this point in order to allow students sufficient time to provide feedback on the subject. In these scenarios, surveys must close prior to release of subject results, and adhere to standard guidelines on survey duration.

This document provides further guidelines to assist in defining appropriate survey periods for subjects.

Standard Survey Period

A standard three-week survey period has been defined at the end of each major semester, covering weeks 11, 12 and Swotvac:

Standard period open date: Monday of Week 11

Standard period close date: Sunday at the end of Swotvac.

Faculties are encouraged to open surveys during this Standard Survey Period wherever appropriate, and where the SES policy objectives on survey timing (summarised above) can be met.

Use of the Standard Survey Period is recommended for the following reasons:

- A heightened awareness of the SES will exist in this period, due to stronger promotional campaigning during the standard survey period;
- Coordinating survey periods may increase the likelihood of responses if students can login and complete multiple surveys at once;

- Survey reminders and notifications are more likely to be synchronised, therefore limiting the number of emails to students;
- SES results will be included in the major 'batch' of survey results, for efficient processing.

Year-long subjects should be surveyed during the Standard Survey Period at the end of the subject.

Irregular Survey Periods (for non-standard teaching periods and intensive subjects)

In cases where it is not appropriate to use the Standard Survey Period, faculties are encouraged to follow the guidelines below (while still meeting SES policy objectives on survey timing).

- Surveys should open before the end of teaching, so that the survey's launch can be announced in class (as a guide, it is acceptable for a survey to open after 80% of teaching has occurred in the subject):
 - a survey for a 4-week intensive subject might open 3 days before the end of teaching
 - a survey for a week-long intensive subject might open on the last day of teaching
- To provide sufficient opportunity for students to complete the survey, surveys should remain open to students for no less than one week, unless timing of final assessment requires surveys to close sooner. Faculties should seek to have the survey open for as long as possible within the constraints of intensive subject delivery.
- Subject coordinators should be encouraged to liaise with Faculty SES Representatives to ensure appropriate timing of surveys.

Reopening Surveys and Multiple Administrations of the SES

SES policy states that multiple administrations of the online SES in the same subject are discouraged, to ensure that students are not overburdened with repeated requests for subject evaluations.

Further to this, surveys conducted in line with policy and guidelines are not to be reopened to collect additional feedback once they have closed.