



## Procedure: Student surveys and evaluations

### 程序：学生调查和评估

#### Purpose

##### 目的

To outline the processes for conducting student surveys and evaluations to monitor and improve the quality of learning, teaching and the student experience.

概述进行学生调查和评估的过程，以监控和提升学习、教学和学生体验的质量。

#### Procedure

##### 程序

#### Mechanisms for gathering student feedback

##### 收集学生反馈的机制

1. The University will gather student feedback via three distinct mechanisms:

学校将通过三种不同的机制来收集学生的反馈：

- a. Formative feedback, primarily qualitative in nature, including informal mid-semester evaluations or feedback gathered through student representatives;  
形成性反馈（主要是定性反馈），包括非正式的期中评估或通过学生代表收集的反馈；
- b. Summative evaluations, namely the Student Experience of Learning and Teaching (or its successor);  
总结性评估，即“学生学习和教学体验”（或其后续系统）；
- c. Core University surveys, including sector-wide surveys approved by government or peak bodies, and internal surveys approved by the Vice-Chancellor, or Deputy Vice-Chancellor. The administration of non-core surveys will be subject to approval.

核心大学调查，包括由政府或业界权威机构批准的全行业调查，以及校长或常务副校长批准的内部调查。非核心调查的实施将取决于是否获得批准。

## Formative evaluations

### 形成性评估

2. Teaching staff, either individually or as a team, may gather informal formative feedback from students in their course to improve the immediate experience of teaching and learning for those students.  
教职员工，无论是个人还是团队，都可以从入读所授课程的学生那里收集非正式的形成性反馈，以改善这些学生的直接教学体验。
3. Formative feedback mechanisms will be primarily qualitative in focus. Teaching staff may choose from a range of informal feedback options, detailed on the University's Survey website (<http://unistats.anu.edu.au/surveys/>), such as minute papers, "Stop, Start, Continue", "H form", focus groups and liaison with student representatives.  
形成性反馈机制主要关注定性反馈。教学人员可以从一系列非正式反馈选项中进行选择，这些选项在大学调查网站 (<http://unistats.anu.edu.au/surveys/>) 上有详细说明，例如会议记录、“停止、开始、继续”、“H 表格”，焦点小组以及与学生代表联络。
4. Formative evaluations will adhere to the principles outlined in the Student Surveys and Evaluations policy.  
形成性评估将遵守《学生调查和评估》政策中列出的原则。
5. Formative evaluations are ideally conducted early to mid-semester, to allow sufficient time for reflection and action arising from the feedback.  
形成性评估的最佳进行时间是在学期初至学期中，以便有足够的时间从反馈中进行反思和采取行动。
6. Formative evaluations will not be conducted:  
不在以下情况进行形成性评估：
  - a. after teaching week 10 for a standard semester courses; or  
在一个标准学期的课程教学 10 周后；或
  - b. after teaching week 7 for trimester courses.  
在三学期制的课程教学 7 周以后。
7. Teaching staff will provide their students with a summary of the formative feedback and inform them of actions arising.  
教学人员将向学生提供形成性反馈的概要，并将要采取的行动告知他们。

## Summative evaluations

### 总结性评估

8. Summative feedback, collected via the Student Experience of Learning and Teaching (SELT) (or its successor) is used for both quality assurance and quality improvement

of courses and teaching. Summative evaluations of courses are standardised across the University to allow for benchmarking. Summative evaluations will adhere to the survey administration processes outlined in this procedure.

总结性评估，通过“学生学习和教学体验”（SELT）（或其后续系统）来收集反馈，用于对课程和教学的品质管理和改进。整个大学对课程的总结性评估是标准化的，以便进行对标管理。总结性评估将遵守本程序中列出的调查管理流程。

9. SELT evaluations will be conducted using standardised questionnaires, mode of delivery and survey dates. SELT evaluations will be delivered online for efficiency and consistency. Only intensive courses taught in the field or offshore may request paper-based evaluations.

SELT 评估将使用标准化的问卷，依照标准化的提交方式和调查日期进行。SELT 评估将在线提交以保证效率和一致性。只有在现场或海外教学的密集型课程可能要求进行纸质评估。

10. Courses will be evaluated using the Student Experience of Learning Support (SELS), or its successor, at least every second offering.

学生将使用“学生学习支持体验”（SELS）或其后续系统，至少每隔一个教学周期对课程进行评估。

11. If a customised summative survey is required for a course, it may be locally administered in place of SELS in alternate offerings, or administered following the release of SELS results.

如果一门课程需要定制性的总结性评估，则可以用替代性的标准替换 SELS 进行本地化实施，或者在 SELS 结果发布之后实施。

12. Individual teaching staff may request an evaluation of their teaching using a Student Experience of Teaching (SET) questionnaire.

教职员工可以要求使用“学生教学体验”（SET）问卷对自己的教学进行评估。

### *SELT request process*

#### *SELT 申请流程*

13. Course evaluation requests may be submitted in bulk via Colleges, or may be requested by individual teaching staff or departmental or school administrators, in accordance with instructions on the SELT website.

课程评估申请可以通过学院批量提交，也可以由个别教学人员或部门或学校管理员按照 SELT 网站的说明提交。

14. Teaching staff requiring individual teaching evaluations will submit a request for the Student Experience of Teaching (SET), in accordance with instructions on the SELT website.

需要个人教学评估的教职员工可按照 SELT 网站的说明提交要求进行学生教学体验 (SET) 评估的申请。

15. Requests for all summative evaluations must be submitted by the due dates, set out in the survey timetable on the SELT website.

所有总结性评估的申请必须在 SELT 网站上的调查时间表中规定的截止日期之前提交。

### *Student Experience of Learning Support (SELS) reporting*

#### *学生学习支持体验 (SELS) 报告*

16. SELS reports will be available after the release of student grades, in accordance with published survey timetable.

根据已公布的调查时间表，在发布学生成绩后将提供 SELS 报告。

17. SELS reports will be provided to individual course convenors and lecturers at the conclusion of each course, regardless of the number of responses.

不管收到多少份回应，将在每门课程结束时向该课程的召集人和讲师提供 SELS 报告。

18. Open-ended comments will be provided to staff unedited. A staff member may apply to have offensive or threatening comments removed from their survey results with approval from their head of department by emailing [evaluations@anu.edu.au](mailto:evaluations@anu.edu.au) with the relevant details and approval.

开放式的评论将会按原样提供给教职员工。如果有冒犯性或威胁性的评论，教职员工在得到院系负责人批准的情况下，可将相关详情和批准发送到 [evaluations@anu.edu.au](mailto:evaluations@anu.edu.au)，申请移除这类评论。

19. New course convenors will be able to access past SELS reports (qualitative and quantitative components) to facilitate quality improvement of the course.

新的课程召集人可查阅过去的 SELS 报告（定性和定量部分），以便提高课程质量。

20. In cases where an individual student or member of staff is identified in SELS open-ended comments, those comments will be treated confidentially.

如果在 SELS 开放式评论中提到了个别学生或工作人员，那么这些评论会被进行保密处理。

21. Numeric SELS results, with a minimum of 5 responses, will be published on the Planning & Performance Measurement (PPM) website for access by staff and students. Numeric SELS results, with a minimum of 5 responses, will also be made available to Academic Quality Assurance Committee (AQAC), and used in the production of Key Performance Indicators (KPIs).

至少带 5 份调查答卷的数值型 SELS 结果将被发布在计划和绩效评估 (PPM) 网站上，供工作人员和学生使用。至少带 5 份调查答卷的数值型 SELS 结果也将提供给学术质量保证委员会 (AQAC)，并将其用于关键绩效指标 (KPI) 的编制。

22. Aggregate SELS results will be published by PPM to enable staff to benchmark course results. Benchmarks will be based on evidence of significant differences between groups.

汇总的 SELS 结果将会被发布在 PPM 上，以便教职员工对课程结果进行对标。对标将基于组间具有显著差异的证据进行。

23. Colleges will provide AQAC with a succinct report for each course with a SELS overall satisfaction agreement level below 60 per cent. The report shall focus on specific actions and timeframes to improve the student experience.

对于 SELS 总体满意度低于 60% 的课程，学院会向 AQAC 提供一份简要的报告。该报告应侧重于改善学生体验的具体行动和期限。

### *Student Experience of Teaching (SET) reporting*

#### *学生教学体验 (SET) 报告*

24. SET reports will be available after the release of student grades, in accordance with published survey timetable.

根据已公布的调查时间表，在发布学生成绩后将提供 SET 报告。

25. SET reports will be provided, regardless of the number of responses, directly and only to the academic staff member to whom the survey relates, for reflection on their professional practice.

不管收到多少份回应，SET 报告会直接，并且只提供给与调查有关的教职员工，以便他们反思其教学实践。

26. The staff member may choose to incorporate their SET results and anonymised open-ended comments in their teaching portfolio, for the purpose of future appointments, promotions and teaching awards. Staff may also chose to share their SET results with others, including supervisors and/or educational developers for their individual professional development.

为了将来获得任命、晋升和师资证书，教职员工可以选择将他们的 SET 结果和匿名的开放式评论纳入其教学档案。员工还可以选择与其他人分享他们的 SET 结果，包括主管和/或教育开发人员，以促进他们的个人职业发展。

27. Open-ended comments will be provided to staff unedited. A staff member may apply to have offensive or threatening comments removed from their survey results with approval from their head of department by emailing [evaluations@anu.edu.au](mailto:evaluations@anu.edu.au) with the relevant details and approval.

开放式的评论将会按原样提供给教职员工。如果有冒犯性或威胁性的评论，教职员工在得到院系负责人批准的情况下，可将相关详情和批准发送到 [evaluations@anu.edu.au](mailto:evaluations@anu.edu.au)，申请移除这类评论。

28. Aggregate SET results will be published by PPM to enable teaching staff to benchmark their results. Benchmarks will be based on evidence of significant differences between groups.

汇总的 SET 结果将会发布在 PPM 上，以便教职员工对结果进行对标。对标将基于组间具有显著差异的证据进行。

## **Core surveys**

### **核心调查**

29. Core University surveys are routine sector-wide surveys approved by government or peak bodies, and internal surveys approved by the Vice-Chancellor, or Deputy Vice-Chancellor. Approved core surveys are:

核心大学调查是由政府或业界权威机构批准的常规全行业调查，以及校长或常务副校长批准的内部调查。被批准的核心调查：

a. Student Barometer Survey (both the International Student Barometer and the Domestic Student Barometer)

学生情况调查（国际学生情况和本国学生情况）

b. University Experience Survey

大学体验调查

c. Student Finances Survey (approximately every five years)

学生财务状况调查（大概每五年一次）

d. Higher Degree Research Exit Survey

高等学位研究项目结业调查

e. Australian Graduate Survey (incorporating the Graduate Destination Survey plus the Course Experience Survey or the Postgraduate Research Experience Survey)

澳大利亚研究生调查（包括研究生去向调查以及课程体验调查或研究生研究体验调查）

f. Beyond Graduation Survey

毕业后调查

30. Core surveys will be administered in accordance with any relevant codes of practice and/or proscribed survey methodologies.

核心调查将根据所有相关的操作守则和/或规定的调查方法进行实施。

31. Results from core surveys will be disseminated to the University via a range of methods, including ANU intranet, university committees and sub-committees, or direct email.

核心调查的结果将通过多种方法发送至校方，包括澳大利亚国立大学内网、大学委员会和小组委员会，或直接发送邮件。

**32. Further analyses may be requested from the relevant survey manager.**

相关调查管理人员可能会要求进一步的分析。

## **Approval of non-core surveys**

### **非核心调查的批准**

**33. Any student or graduate survey that is not a single course survey, multiple related course survey or a listed core survey will be defined as a non-core survey.**

不属于单门课程调查、多门相关课程调查或者公布的核心调查的任何学生或研究生调查都将被定义为非核心调查。

**34. Non-core surveys must be approved by the Director, PPM at least one month before the survey start date. Parties wishing to conduct a non-core survey will use the approval request template available on the University's Survey website.**

非核心调查必须至少在调查开始日期前一个月获得 PPM 主任的批准。希望进行非核心调查的各方将使用大学的调查网站上提供的已获批申请模板。

**35. Approval is not required for formative and summative evaluations administered at the course or multiple related course level.**

对一门课程或多门相关课程进行形成性和总结性评估，不需要事先获批。

**36. Approved non-core surveys will be subject to a survey exclusion period at the end of each semester.**

已获批非核心调查不得在每个学期结束时的调查排除期内进行。

**37. Approved non-core surveys will be added to the register of surveys maintained by PPM.**

已获批非核心调查会被添加到 PPM 维护的调查登记册中。

**38. Results of approved non-core surveys must be disseminated to the University, and where appropriate, be distributed to the survey participants. Reports may be disseminated via a range of methods, including ANU intranet, university committees and sub-committees, or direct email.**

必须将已获批非核心调查的结果发送至校方，并在适当情况下发送给调查参与者。报告将通过多种方法发送至校方，包括澳大利亚国立大学内网、大学委员会和小组委员会，或直接发送邮件。

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