



Policy: Student surveys and evaluations

政策：学生调查和评估

Purpose

目的

To determine the process followed for surveys and evaluations required to be completed by students.

确定学生需要完成的调查和评估所遵循的过程。

Overview

综述

The policy covers the following aspects of student surveys and evaluations:

该政策涵盖了学生调查和评估的以下方面：

- Responsibilities
责任
- Evaluation Principles
评估原则
- Feedback Mechanisms
反馈机制
- Use of Student Feedback.
使用学生反馈。

Scope

范围

This policy applies to all students and staff.

本政策适用于所有学生和教职员工。

Policy statement

政策声明

Principles

原则

1. Collecting and responding to student feedback is an important means of enhancing the quality of teaching, learning and the student experience.
收集和回应学生的反馈意见是提升教学、学习和学生体验的重要手段。
2. The university will gather and report on student feedback using ethical, systematic and rigorous processes, consistent with the Tertiary Education Quality and Standards Agency Threshold Standards.
大学将基于高等教育质量和标准署的阈值标准，通过符合伦理的、系统性的和严格的程序来收集和报告学生的反馈。
3. Student feedback is used in conjunction with other sources of data to inform education-related decision making.
学生反馈与其他数据来源结合使用，以指导与教育有关的决策。

Responsibilities

责任

4. The University has a responsibility to:
学校有以下责任：
 - a. Make the existence and timing of feedback mechanisms known to students in a timely fashion
将反馈机制的存在和时间安排及时告知学生
 - b. Actively promote core and summative surveys to engage students in the feedback process
积极推动核心调查和总结性调查，让学生参与反馈过程
 - c. Ensure ethical procedures and confidentiality are upheld and regularly assessed
确保伦理程序和保密规定得到遵守并被定期的评估
 - d. Maintain all survey data compliant with relevant legislation and survey methodology
保持所有调查数据符合相关法规和调查方法
 - e. Maintain a register of approved surveys in Planning & Performance Measurement (PPM)
维护计划和绩效评估（PPM）中已获批准调查的记录

- f. Provide information, guidance and support to both staff and students when required

在有需要时为教职员工和学生提供信息、指导和支持

5. Students have a responsibility to:

学生有以下责任:

- a. Contribute constructive, honest and thoughtful feedback
提供具有建设性、诚实的和经过深思熟虑的反馈
- b. Provide feedback which is not derogatory or vindictive
不提供贬损或恶意报复式的反馈
- c. Recognise their important role in contributing to improvements in teaching, learning and the broader student experience
认识到他们在促进教学、学习和更广泛的学生体验方面的重要作用

6. Teaching staff have a responsibility to:

教职员工有以下责任:

- a. Encourage students to participate in feedback processes
鼓励学生参与反馈程序
- b. Engage with student feedback and actively respond, where possible, to improve the quality of teaching and learning
听取学生反馈并在可能的情况下做出积极回应, 以提高教学和学习的质量
- c. Maintain their own personal records of feedback, with due regard for the confidentiality of the data
保留自己的个人反馈记录, 并适当考虑数据的保密性
- d. Ensure confidentiality and ethical procedures are upheld
确保遵守了保密和伦理程序
- e. Reflect upon student feedback to provide information, guidance and support to students to enhance their learning
反思学生的反馈, 为学生提供信息、指导和支持, 以促进他们的学习

Evaluation principles

评估原则

Ethics

伦理

- 7. Surveys used for quality assurance purposes do not currently require ethics approval.
All other surveys will have ethics approval from the ANU Human Research Ethics

Committee.

用于品质管理的调查目前不需要经过伦理委员会的许可。所有其他调查都要事先获得澳大利亚国立大学人类研究伦理委员会的许可。

8. All mechanisms to gather student feedback will be conducted in an ethical manner, as per the guidelines on Student Survey Ethics.

所有收集学生反馈的机制都将按照《学生调查伦理》的指导原则以合乎伦理的方式进行。

9. Participation in student feedback will be voluntary.

参与学生反馈采取自愿原则。

10. Where respondents can be identified through the collection mechanism, unique demographic characteristics or identifiable content in open-ended comments, University staff will treat the survey response as confidential and act in accordance with the Procedure: Prevention of Discrimination, Harassment and Bullying.

如果可以通过收集机制、独特的人口统计学特征或开放式评论中的可识别内容来识别调查对象，大学工作人员将对调查答卷进行保密处理并按照以下程序采取行动：

《防止歧视、骚扰和霸凌》。

11. Students may lodge a complaint with the Dean of Students if they believe their survey responses have been used unethically.

如果学生认为对他们的调查答卷的使用方式不合乎伦理，则可以向教导主任投诉。

Incentives / permits

奖励/许可

12. Students must be made aware of any incentive offered for participating in student surveys and evaluations.

必须将参加学生调查和评估可能获得的奖励告知学生。

13. If a prize is offered in the form of a lottery, the survey administrator must obtain a trade promotion permit from the ACT Gambling and Racing Commission at least seven days prior to the start of the survey. This permit requirement does not apply to either of the incorporated ANU student associations.

如果奖品以抽奖的方式提供，则调查管理人员必须至少在调查开始前提前七天从澳大利亚首都领地博彩和赛马委员会获得贸易促销许可。该许可的要求不适用于任何一个已注册的澳大利亚国立大学学生会。

Privacy legislation

隐私法

14. The extraction and use of student data for survey populations and administration must be protected in accordance with the Commonwealth Privacy Act 1988 and the

University's Statement to Students on Protection of Personal Information.

必须根据《1988年联邦隐私法》和《大学对学生的个人信息保护声明》，对用于调查总体和实施的学生数据的提取和使用进行保护。

Feedback mechanisms

反馈机制

15. The University will gather student feedback via three distinct mechanisms, in accordance with the Procedure for Student Surveys and Evaluations:

根据学生调查和评估程序，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 and mid-trimester evaluations or feedback gathered through student representatives**

形成性反馈（主要是定性反馈），包括非正式的学期中和三学期制的学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，即学生的学习和教学体验（或其后续系统）

c. **Core University surveys; including routine sector-wide surveys approved by government or peak bodies, and internal surveys approved by the Vice-Chancellor, or Deputy Vice-Chancellor. Non-core surveys will be subject to an approval process.**

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。非核心调查需经过审批。

Use of student feedback

使用学生反馈

16. University executives, Academic Quality Assurance Committee and its sub-committees, Colleges, teaching staff and service divisions will use student feedback as one of the sources of data to:

大学管理层、学术质量保证委员会及其小组委员会、学院、教学人员和服务部门将把学生的反馈作为数据来源之一，用以：

a. **Improve the quality of courses and programs**

提高课程和项目的质量

b. **Improve the quality of the student experience**

改善学生体验

- c. Support the scholarship of teaching
支持教学
- d. Inform professional development programs
指导专业发展计划
- e. Improve the provision of learning resources and support services
改善学习资源和支持服务

17. Teaching staff may use student feedback as one of the sources of evidence of teaching quality for the purposes of appointment, promotion and teaching awards.
为了获得任命、晋升和师资证书，教职员工可以将学生反馈用作教学质量证据的来源之一。

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