

Surveys and Evaluations: Are we really improving quality?

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Quality assurance has been brought to the fore in the higher education sector worldwide since the inception of quality agencies. Universities now participate in quality reviews in which they are required to demonstrate that they have clear procedures and processes in place to ensure a quality experience for their students beyond the learning and teaching environment. A set of core evaluations and surveys are conducted at Monash University for both accountability and improvement purposes. These evaluations are utilized to fit within the quality cycle to improve the areas of teaching, research and support services and at the institutional level.

The diversity of Monash's operation is such that it is a large research-intensive and highly internationalised institution home to more than 56,000 students from over 100 countries operating across 6 Australian and 2 international campuses in Malaysia and South Africa. This paper focuses on the integration of the evaluation data from the various Monash sites in order to measure improvement. Furthermore, it will explore how the surveys and evaluations provide the opportunity for the various campuses and faculties to respond to the results and to benchmark against each other in order to ultimately improve the student experience. It will also aim to share some of the mechanisms that have been put in place over the last few years in order to visibly demonstrate improvement to students and external agencies.