

Key Features of Best Practice in Monitoring Student Satisfaction

Scope & content

The *Guide to Best Practice in Monitoring Student Satisfaction in ELICOS* aims to provide support to colleges wishing to make sure they are providing the best possible student experience before, during and after their English course by finding out how students respond to their programs and services.

The resource covers areas such as:

- reasons for monitoring student satisfaction
- survey purposes and methods
- written surveys - principles and tools
- spoken surveys – principles and tools
- responding to survey outcomes
- points to consider.

The resource is supported throughout by case studies outlining specific situations where a college is monitoring student satisfaction in a particularly effective way.

This document is a summary. The full Guide is available to staff at English Australia member colleges.

Key features of best practice

A number of key features of best practice in monitoring student satisfaction were evident within the member institutions.

1. There is a '**culture of continuous improvement**' within the institution where it is evident that the students' views are valued and acted upon and where monitoring student satisfaction is viewed as a process rather than event.
2. The institution uses **a variety of ways** – formal and informal, spoken and written – to find out how the students' experiences are being received and **acts on issues and problems** as soon as they arise, where practicable.
3. The **process is transparent**. Staff and students at the institution and other service providers such as agents and homestay providers are aware of the aims and outcomes of any student satisfaction process: there are no 'hidden agendas'.
4. The **monitoring methods and tools are appropriate** to the aims of the activity and the students involved ie survey tools are culturally appropriate and the language used easily understood by the students.
5. **Monitoring processes are evaluated and reviewed on a regular basis** to ensure monitoring is appropriate and relevant to the current student body.