

STUDENT FEEDBACK POLICY

Approving authority	Academic Board
Purpose	To monitor and improve the quality of the student learning experience through the collection, use and reporting of student feedback about teaching and the learning environment.
Responsible Officer	Academic Dean
Next scheduled review	June 2021
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Quality Management Framework Learning & Teaching Plan Course & Unit Development, Approval & Review Policy and Procedure Student Grievances & Appeals Policy and Procedure Student Services & Support Policy and Procedure Student Feedback procedures

1. PRINCIPLES

Ozford Institute of Higher Education (hereafter referred to as “the Institute”) regards feedback from students as a very important source of input to ensure the maintenance of effective, high quality curriculum design, learning and teaching.

The Institute will provide a range of opportunities for students to provide feedback and evaluate feedback from students at different stages of students’ learning journey in line with the Quality Management Framework.

2. SCOPE

This policy applies to collecting and evaluating student feedback and opinions about individual unit, the course they are enrolled in, quality of teaching, resources and support available at the Institute.

Feedback from the institute to students on their performance is dealt with in the policies relating to assessment.

3. DEFINITIONS

Feedback

Feedback is a process in which the effect or impact of an action or interaction is communicated back (feedback) to modify or improve the next action or interaction.

Evaluation

Evaluation refers to a rigorous analysis of completed or ongoing activities that determine or support lecturer and management accountability, effectiveness, and efficiency.

Course Evaluation

A *course evaluation* is a process of collecting opinions of students on a paper or electronic questionnaire which requires a written or selected response answer to a series of questions in order to evaluate the relevance, contents, assessment and instruction of a given course.

Unit

A *unit* (also called subject) is a branch of knowledge studied or taught in a school, college or university that forms a part of a degree program or course.

Teaching Evaluation

Teaching evaluation refers to the formal vetting process of teachers that an educational institution uses to review and rate teachers' performance and effectiveness in the classroom in order to maintain its teaching standards.

4. POLICY

4.1 It is policy that the Institute will survey students to collect feedback on:

- courses and units;
- quality of teaching; and
- experience with the Institute.

4.2 Feedback processes will be anonymous, systematic, rigorous and respectful of the rights of students and staff and incorporate strategies to maximise student participation. Full privacy and confidentiality will be ensured at all stages of the process.

4.3 For every unit, a *Unit and Teaching Survey* will be administered each time a unit is delivered as per the provisions under the 'Procedures' section of this policy. A set of core questions will form the basis of the survey deployed to systematically evaluate teaching and learning in all Institute units.

4.4 For every course, a *Student Experience Questionnaire* will be administered annually. A set of questions constructed from Quality Indicators for Learning and Teaching (QILT) survey will form the basis of the survey deployed to systematically evaluate student experience at the Institute.

4.5 A *Graduate Outcome Survey* will be administered annually. A set of questions constructed from Quality Indicators for Learning and Teaching (QILT) survey will form the basis of the survey deployed to systematically evaluate graduate satisfaction level and employment outcomes.

4.6 A range of other feedback mechanisms will be employed when appropriate including student representatives on Learning and Teaching Quality Committee and Academic Board, focus group meeting and informal student comments.

4.7 All students will be provided with the opportunity to provide feedback in full confidence of anonymity.

4.8 Student Feedback will be used:

- to improve the quality of courses and units through the development of annual improvement plans;
- to support the scholarship of teaching;
- to inform the professional development needs of academic staff;
- to enhance course and unit design;
- to improve the provision of learning resources, facilities, equipment and services through the development of annual improvement plans; and
- to compare and benchmark the Institute's performance against the sector or other providers.

5. QUALITY ASSURANCE

To ensure that the Student Feedback Policy is fit for purpose and meet the requirements of the HES Threshold Standards, this policy will be:

5.1 internally endorsed by the Executive Management Team on development or review, prior to approval by the Governing Board, or the Academic Board or other delegated authority;

5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;

5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).

5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this policy is welcomed by the listed Responsible Officers of the Institute.

7. ACKNOWLEDGEMENTS:

This policy was initially developed with reference to the relevant policies of the following institutions:

La Trobe University, *Student Feedback on Subjects Policy*, December 2103

RMIT University, *Student Feedback Policy*, December 2013

CQUniversity, *Student Evaluation of Courses Procedures*, December 2013

CQUniversity, *Evaluation of Teaching Procedures*, December 2013

8. VERSION CONTROL

Version	Date approved	Description	Approved by
1.0	18 March 2014	Initial issue	AB
2.0	27 July 2015	Reflecting the requirements of the HESF standards and changes in academic leadership structure	AB
3.0	5 June 2018	Internal Review Separating Procedures from the Policy and tidying up.	AB
Related legislation/ regulation/standard	HES Threshold Standards (2015) 5.3 (Monitoring, Review and Improvement)		