

STUDENT FEEDBACK PROCEDURE

Approving authority	Executive Management Team
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	August 2028
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Student Feedback Policy Assessment Policy and Procedure Assessment Moderation Policy and Procedure Course and Unit Development, Approval and Review Policy and Procedure Marketing and Advertising Materials Policy and Procedure Records Management Policy and Procedure Student Grievances and Appeals Policy and Procedure Student Support and Services Policy and Procedure Learning and Teaching Plan Quality Management Framework

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.

The ***Student Feedback Policy and Procedure*** is designed to ensure openness, anonymity and comprehensiveness in the collection, processing, reporting and use of student feedback about units, courses and teaching quality.

2. SCOPE

This procedure applies to all staff and all current and prospective students.

3. DEFINITIONS

Feedback

Feedback is a process in which the effect or impact of an action or interaction is communicated back (fed-back) 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 of study is an individual subject that is studied as part of a course. It is the smallest stand-alone component of a course that can be recorded on an academic transcript and has an assigned credit point value. Units of study can be core (mandatory) or elective (optional). A unit can also be viewed as the study of a particular topic within a wider field and is a unit of the basic building block of a qualification.

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. PROCEDURE

Marketing and recruitment

- 4.1 The ***Marketing and Advertising Materials Policy and Procedure*** sets out how the Institute collects and analyses feedback about its marketing and recruitment of students.

Unit and Teaching Survey

- 4.2 A Unit and Teaching Survey will be administered each time a subject is delivered.
- 4.3 All students will have the opportunity to provide feedback on the units of study.
- 4.4 All students will receive a request via email, a paper-based survey or a URL to participate in the survey.
- 4.5 The Academic Dean or delegate will ensure the Unit Evaluation Questionnaire is administered on time.
- 4.6 Appropriate controls will be instituted to ensure the integrity and anonymity of the data collected. Students can choose to make their responses anonymous.
- 4.7 The result of the survey for each of the unit will be collated and presented to the relevant teaching staff followed by a discussion on unit design and professional development needs with the Head of Department if required.
- 4.8 The overall survey result for all units will be discussed in the Education Committee and presented to the Academic Board to inform and improve the quality of learning and teaching activities.

Student Experience Questionnaire

- 4.9 A Student Experience Questionnaire will be conducted for each course in accordance with an annual schedule.
- 4.10 This survey will include questions regarding students' experience of learning and teaching together with questions relating to the broader Institute experience.
- 4.11 All students will have the opportunity to provide feedback on the following 5 domains:
- General Teaching Quality
 - Learner Engagement
 - Student Support

- Learning Resources
- Skills Development

- 4.12 All students will receive a request via email, a paper-based survey or a URL to participate in the survey.
- 4.13 The Academic Dean or delegate will ensure each course is surveyed annually.
- 4.14 The Academic Dean or delegate will ensure appropriate controls are instituted to ensure the integrity of the data collected. Students will have the option to make their responses anonymous.
- 4.15 The result of the survey for each of the course will be collated and presented to the relevant Head of Department followed by a discussion on course design and development with the Academic Dean.
- 4.16 The overall survey result for all courses will be discussed by the Executive Management Team (EMT), the Education Committee and the Academic Board to inform and improve different aspects of the Institute's operation.

Use of Student Feedback

- 4.17 Student Feedback will be used:
- to improve the quality of Institute services, 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, and
 - to improve the provision of learning resources, facilities, equipment and services through the development of annual improvement plans.

Other forms of Student feedback

- 4.18 Students will be encouraged to participate in the Quality Indicators for Learning and Teaching (QILT) survey. The Institute will review the outcomes of the Quality Indicators for Learning and Teaching (QILT) survey.
- 4.19 Any matter arising from a student complaint or appeal that provides feedback or is a systemic issue which requires improvement action, this will be considered as part of the continuous improvement process. The ***Student Grievances and Appeals Policy and Procedure*** sets out the complaints and appeals process.
- 4.20 Other forms of collecting student feedback may be employed by the Academic Dean with the approval of the President and CEO or by request from the Governing Board or Academic Board.

Use of Student Feedback

- 4.21 The student feedback collected will be analysed
- 4.22 Staff will be consulted and informed regarding the use and dissemination of student feedback.
- 4.23 An action plan will be recommended to the EMT members. The action plan will be reviewed by the EMT and appropriate responsible person will be in charge of implementation of the action plan.

Reporting of Student Feedback

- 4.24 All feedback will be reported in a format which ensures that individual respondents cannot be identified, unless the respondent requests otherwise.
- 4.25 Students will be informed of the changes made to units and courses on the basis of feedback and this will be published in the Unit Profile for each trimester.
- 4.26 Feedback reports will be distributed to the relevant staff, committees and boards with designated responsibility for improving the student experience and outcomes, including relevant unit convenors, Academic Dean and the President and CEO.
- 4.27 Feedback reports on individual staff will not be made public but may be used for staff development purposes.
- 4.28 The student feedback records will be retained as set out in the ***Records Management Policy and Procedure***.

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meets the requirements of the TEQSA Compliance Frameworks the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review
- 5.2 externally reviewed as part of any independent review of the TEQSA Compliance Frameworks 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 TEQSA Compliance Frameworks requirement(s) and/or other legislation/regulation.

6. FEEDBACK

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

7. ACKNOWLEDGEMENT

This procedure was developed with reference to the following:

- Australian National University, Procedure: Student surveys and evaluations, 2021 ([ANU Policy Library - Procedure - Student surveys and evaluations](#))
- UTS, Feedback Survey Policy, 2022 ([Feedback Survey Policy | University of Technology Sydney \(uts.edu.au\)](#))
- University of Sunshine Coast, Student Evaluation of Courses and Teaching - Procedures, 2019 ([Student Evaluation of Courses and Teaching - Procedures | UniSC | University of the Sunshine Coast, Queensland, Australia \(usc.edu.au\)](#))
- Western Sydney University, Student Feedback on Units and Teaching Survey Policy, 2017 ([Student Feedback on Units and Teaching Survey Policy / Document / Policy DDS \(westernsydney.edu.au\)](#))

8. VERSION CONTROL

Version	Date approved	Description	Approved by
2.0	June 2018	Initial issue	EMT
3.0	June 2023	Internal Review	EMT
3.1	September 2023	Internal review – minor formatting changes, alignment of definitions and add external referencing	EMT
3.2	August 2025	Internal review – 2024 CRICOS review recommendation and minor edits for organisational changes	EMT
Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students Act (ESOS) 2000 Education Services for Overseas Students Regulations 2019 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 6		

Note: EMT = Executive Management Team