

STUDENT FEEDBACK PROCEDURES

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	June 2021
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Student Feedback Policy

1. PPINCIPLES

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 Procedures are designed to ensure openness, anonymity and comprehensiveness in the collection, processing, reporting and use of student feedback about subjects, courses and teaching quality at OIHE as outlined in the Student Feedback Policy.

2. SCOPE

This policy applies to collecting and evaluating student feedback and opinions about individual subject, 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 (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.

Subject

A *subject* (also called unit) 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. PROCEDURES

4.1 Subject and Teaching Survey

- 4.1.1 A *Subject and Teaching Survey* will be administered each time a subject is delivered.
- 4.1.2 All students will have the opportunity to provide feedback on the subjects of study.
- 4.1.3 All students will receive a request via email, a paper-based survey or a URL to participate in the survey.
- 4.1.4 The Academic Dean will ensure subject Convenors or subject Lecturers/Tutors upload the *Subject Evaluation Questionnaire* on the Moodle site on time.
- 4.1.5 Appropriate controls will be instituted to ensure the integrity and anonymity of the data collected. Students can choose to make their responses anonymous.
- 4.1.6 The result of the survey for each of the subject will be collated and presented to the relevant teaching staff followed by a discussion on subject design and professional development needs with the Head of Department if required.
- 4.1.7 The overall survey result for all subjects will be presented to the Learning and Teaching Quality Committee (LTQC) and Academic Board to inform and improve the quality of learning and teaching activities.

4.2 Student Experience Questionnaire

- 4.2.1 A *Student Experience Questionnaire* will be conducted for each course in accordance with an annual schedule.
- 4.2.2 This survey will include questions regarding students' experience of learning and teaching together with questions relating to the broader Institute experience.
- 4.2.3 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
- 4.2.4 All students will receive a request via email, a paper-based survey or a URL to participate in the survey.
- 4.2.5 The Academic Dean will ensure each course is surveyed annually.
- 4.2.6 Appropriate controls will be instituted to ensure the integrity of the data collected. Students can choose to make their responses anonymous.
- 4.2.7 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 if required.
- 4.2.8 The overall survey result for all courses will be presented to the Learning and Teaching Quality Committee (LTQC), Executive Management Team (EMT) and Academic Board to inform and improve different aspects of the Institute's operation.

4.3 Use of Student Feedback

Student Feedback will be used:

- 4.3.1 to improve the quality of courses and subjects through the development of annual improvement plans;
- 4.3.2 to support the scholarship of teaching;
- 4.3.3 to inform the professional development needs of academic staff;
- 4.3.4 to enhance course and subject design, and
- 4.3.5 to improve the provision of learning resources, facilities, equipment and services through the development of annual improvement plans.

4.4 Other forms of Student feedback

Other forms of collecting student feedback may be employed by the Academic Dean with the approval of the Vice President or by request from the Governing Board or Academic Board.

4.5 Reporting of Student Feedback

- 4.5.1 All feedback will be reported in a format which ensures that individual respondents cannot be identified, unless the respondent requests otherwise.

- 4.5.2 Students will be informed of the changes made to subjects and courses on the basis of feedback and this will be published in the Subject Profile for each trimester.
- 4.5.3 Staff will be consulted and informed regarding the use and dissemination of student feedback.
- 4.5.4 Feedback reports will be distributed to the relevant staff, committees and boards with designated responsibility for improving the student experience and outcomes, including relevant subject convenors, Academic Dean and Vice President.
- 4.5.5 Feedback reports on individual staff will not be made public but may be used for staff development purposes.

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards 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 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 procedure is welcomed by the listed Responsible Officers of the Institute.

7. VERSION CONTROL

Version	Date approved	Description	Approved by
2.0	June 2018	Initial issue	EMT
Related legislation/ regulation/standard	2015 HESF Threshold Standards 5.3		