

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	September 2026
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	<ul style="list-style-type: none"> 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 Staff Feedback Procedure

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 policy 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 (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 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. POLICY

4.1 The Institute will survey students to collect feedback on:

- Marketing and recruitment including services supplied by Education Agents;
- Courses and units;
- Quality of teaching;
- Student experience; and
- Student Support services.

4.2 This Institute collects and evaluates student feedback and opinions about individual units, the course students are enrolled in and the quality of marketing, recruitment, teaching, resources and support. Feedback from the Institute to students on their performance is dealt with in the ***Assessment Policy and Procedure***.

4.3 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.

4.4 Marketing and recruitment, including services supplied by Education Agents, will be assessed through a student survey administered during the Orientation process.

4.5 For every unit, a survey will be administered each time a unit is delivered. A set of core questions will form the basis of the survey deployed to systematically evaluate teaching and learning in all Institute units.

4.6 For every course, a survey or 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 which will be used to systematically evaluate student experience at the Institute.

4.7 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 which will be used to systematically evaluate graduate satisfaction level and employment outcomes.

- 4.8 A range of other feedback mechanisms will be employed, when appropriate, including:
- inviting student representatives to participate in the Learning and Teaching Quality Committee;
 - inviting student representatives to provide feedback to the Academic Board,
 - targeted focus group meetings; and
 - informal student comments supplied to staff.
- 4.9 All students will be provided with the opportunity to provide feedback in full confidence of anonymity.
- 4.10 Student Feedback will be used:
- to improve the quality of Institute services, courses and units;
 - to support the scholarship of teaching;
 - to inform the professional development needs of academic and other Institute 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.
- 4.11 Reports will be prepared for the Executive Management Team (EMT) Education Committee and Academic Board providing about a summary of the student feedback that has been supplied by students and the actions taken in response to the feedback.

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. ACKNOWLEDGEMENT

This policy 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 \(uts.edu.au\)](https://www.uts.edu.au/feedback-survey-policy))
- 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 \(usc.edu.au\)](https://www.usc.edu.au/student-evaluation-of-courses-and-teaching-procedures))
- Western Sydney University, Student Feedback on Units and Teaching Survey Policy, 2017 ([Student Feedback on Units and Teaching Survey Policy / Document / Policy DDS \(westernsydney.edu.au\)](https://www.westernsydney.edu.au/feedback-on-units-and-teaching-survey-policy))

8. VERSION CONTROL

Version	Date approved	Description	Approved by
1.0	March 2014	Initial issue	AB
2.0	July 2015	Reflecting the requirements of the HESF standards and changes in academic leadership structure	AB
3.0	June 2018	Internal Review Separating Procedures from the Policy and tidying up.	AB
4.0	June 2023	Internal Review	AB
4.1	September 2023	Internal review – minor formatting changes, alignment of definitions and add external referencing	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		

Notes:

AB = Academic Board

EMT = Executive Management Team