Student Feedback Policy

Version number	1
Approved by	Academic Board
Date of approval	27/04/2018

Purpose

Sydney Institute of Higher Education (**SI**) is committed to delivering the best possible quality of student experience and student outcomes. To this end, SI collects and collates student feedback data to feed into the continual review and improvement of its higher education operations.

This *Student Feedback Policy* outlines the principles underpinning the collection of student feedback, and elaborates on the development and administering of *Student Feedback Surveys*. It outlines the process of collecting and collating data from surveys for inclusion in review and improvement processes.

Scope

This policy applies to all staff, student, and members of the *Corporate Governance Board* and *Academic Board* at SI.

Principles

Students are a critical stakeholder of SI. Student feedback is thus one of the most sensitive and useful categories of data to measure and use to inform improvements.

Student feedback data and information will be used to guide improvements of programs, student support services, administrative services, and physical infrastructure, amenities, and facilities.

Student experience feedback will primarily be collected through student feedback surveys, the *Unit and Teaching Evaluation Survey (UTES)*, however SI will also consider:

- Reports from learning and teaching staff
- Reports from student representatives on Committees and Boards
- Students will not experience reprisals as a result of the answers they provide.
- Student feedback surveys will be completely anonymous and confidential.

Student feedback surveys will uphold the rights and privacy of learning and teaching staff with respect to other teaching staff. Program Directors, the Dean and the *Program Monitoring Committee* will have access to the survey results for the purpose of monitoring and improving the quality of teaching and learning.

Procedures

Survey Development

Each program and unit at SI will have a student feedback survey. Units will be surveyed using the *Unit and Teaching Evaluation Survey (UTES)* at its conclusion. Programs will be surveyed with a custom instrument similar to the *Program Experience Questionnaire*.

The *Program Monitoring Committee,* in accordance with the *Compliance Calendar*, will develop and regularly refine student feedback surveys at the end of each semester in collaboration with Program Directors and the *Learning and Teaching Committee*.

Student feedback surveys are designed to capture the student experience of the following aspects of studying at SI:

- Programs
- Unit materials, content and curriculum
- Learning and teaching materials and practice
- Learning resources
- Academic and non-academic student support services
- Administrative processes
- Student facilities and amenities.

The *Academic Board* will approve the final survey or surveys.

Conducting Student Feedback Surveys

Student Feedback Surveys will be administered at the end of each semester, and for each unit.

Additionally, a *Student Feedback Survey* will be issued at the end of a full program of study.

Students will be asked to fill in the survey online, with the link available on the student portal.

Feedback Collection

The Program Director for each unit will collect and collate *Student Feedback Survey* data.

Surveys will be returned to teaching staff only after the finalisation of all student marks and grades for the semester.

The feedback is to be submitted to the *Program Monitoring Committee* along with a summary of trends and recommendations for improvements of the program or units.

Improvements

The Program Director and *Program Monitoring Committee* recommendations will be carefully considered in the next review cycle, or sooner if the relevant Board or Committee approves.

Policy Implementation and Monitoring

Unit Feedback Surveys will be implemented in line with the *Unit and Teaching Evaluation Methodology*.

The *Academic Board* delegates responsibility for the day-to-day implementation of this policy to the *Program Monitoring Committee*, <u>Dean</u> and <u>Program Directors</u>.

The *Academic Board* will review all periodic reports from relevant committees and staff members in line with the *Compliance Calendar*.

Additionally, the *Academic Board* will review all relevant student complaints, concerns raised by staff members, and instances of student or staff misconduct on an ongoing basis.

Based on these monitoring activities, the *Academic Board* will provide a report to the *Corporate Governance Board*, in line with the *Compliance Calendar*, and ensure that findings are taken into account in planning, quality assurance and improvement processes.

Definitions

Academic staff: staff employed at SI in learning and teaching or research capacity.

Corporate Governance Board: the governing body responsible for oversight of all higher education operations, including the ongoing viability of the institution and the quality of its higher education delivery. The *Corporate Governance Board* guides Management and delegates responsibility for academic matters to the *Academic Board*.

Program: a sequenced program of units that a student enrols in and for which they receive a qualification upon graduation.

Program Director: the most senior academic staff member responsible for the delivery of a specific program at SI. The <u>Program Director</u> is responsible for the planning and development of a program, particularly subject curriculum information, and works in conjunction with other senior academic staff.

Student Feedback Survey: a survey completed by students at the end of each semester, used by SI to determine student satisfaction with regards to all learning and teaching processes.

Review schedule

This policy will be reviewed by the *Academic Board* every three years.

Version History				
Version number:	Approved by:	Approval date:	Revision notes:	Next review date:
1	Academic Board	27/4/2018		27/4/2021

▲ Related Documents

➡	[Academic Staff Supervision and Performance Review Policy](#)
➡	[Learning and Teaching Policy](#)
➡	[Assessment Methodology](#)
➡	[Learning and Teaching Plan](#)
➡	[Strategic Plan](#)