### Document Name

**STUDENT AND STAKEHOLDER FEEDBACK POLICY AND PROCEDURE**

### Document Number

**PO-STU-11**

### Document Status

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<tr>
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Purpose and Scope

The purpose of this Policy is to provide a framework for eliciting, capturing, summarising and documenting information on student and stakeholder perceptions of the quality and effectiveness of the Institute’s curriculum for use in program evaluation, accreditation and other academic quality assurance processes and activities. Specifically, this Policy provides a framework for:

1. monitoring and improving the quality of students’ learning experiences through the timely collection, analysis and reporting of student feedback concerning teaching, learning and assessment;
2. providing students and stakeholders with the opportunity to actively participate in the continual improvement of programs of study via a range of feedback methods;
3. recognising, documenting, supporting and extending good practice;
4. linking student and stakeholder feedback to the systematic development of improvement plans; and
5. ensuring the provision of information to students and stakeholders regarding the consideration of feedback collected over time, including actions taken to address concerns raised in any feedback received.

The scope of this Policy covers all Wesley Institute units and courses.

Responsibilities

1. The Academic Director and the Registrar will be jointly responsible for the collection, analysis and reporting of student and stakeholder feedback relating to academic programs.
2. Coordination of responses to feedback will be the responsibility of the Dean of Quality working with the Heads of Schools.

Policy Provisions

   (a) Current-student feedback is a core component of program evaluation, but feedback is also sought from graduates, industry partners, and academic peers.
   (b) All students and stakeholders have the opportunity to provide feedback.
   (c) Feedback processes will be systematic, rigorous and respectful of the rights of students and staff; and will incorporate strategies to maximise student participation.
   (d) A range of feedback mechanisms including surveys, focus groups, informal comments and other participatory activities will be employed as appropriate.

2. Collecting Feedback
   (a) The Institute seeks student feedback in a form which can be captured, analysed and reported every time a course unit is delivered.
   (b) A core set of questions will form the basis of a survey deployed to systematically evaluate teaching and learning in all WI courses. This set will include questions regarding students’ experience of teaching and learning and, optionally, questions that may relate to students’ broader study experience.
   (c) Where a survey instrument is inappropriate for a specific delivery mode (e.g., on-line delivery) or for specific student cohorts (e.g., second-language students) alternative feedback mechanisms will be deployed.
(d) All graduating and exiting students will be provided with the opportunity to provide feedback on their courses/units of study.

(e) Stakeholder feedback will be collected as required for specific purposes using methods appropriate for the specific feedback sought.

3. Utilising Feedback

(a) All WI staff will engage with, and respond to, student and stakeholder feedback and will undertake improvement planning on the basis of such feedback.

(b) Specifically, student and stakeholder feedback will be used by academic staff and their supervisors to:
   • improve the delivery of programs and courses through the development of annual improvement plans,
   • enhance program design and the connection of inter-related programs,
   • motivate and support the scholarship of teaching,
   • improve the provision of learning resources, facilities, equipment and services, and
   • inform professional development programs.

4. Reporting Feedback

(a) All feedback will be reported in a format that ensures that individual respondents and individual staff cannot be identified.

(b) Reports on the results of student and stakeholder feedback will be distributed to staff with responsibility for improving student experience.

(c) Staff will be consulted and informed regarding the use and dissemination of student and stakeholder feedback.

(d) Students and stakeholders will be informed of changes made to courses, programs and units on the basis of feedback received.

(e) Results of student surveys will be made public:
   • internally for the purpose of sharing good practice,
   • externally with relevant universities for the purposes of benchmarking.