



**EXCELSIA  
COLLEGE**  
— Sydney —

### **Objects of Excelsia College**

Motivated by the Christian faith, as expressed by the Apostles' Creed and Nicene Creed, with fidelity to the Scriptures as the Word of God, the Objects of the College are the advancement of the Christian faith and higher education.

### **Document Number**

PO-STU-11

### **Document Name**

STUDENT AND STAKEHOLDER FEEDBACK POLICY

### **Document Status**

Owner	Chief Academic Officer	Date created/ last reviewed
Approving Authority	Management Committee	June 2016
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Review Date	Review of Version 4	August 2023

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## 1 Policy Statement

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 College'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.

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## 2 Scope

This policy covers all Excelsia College units and courses.

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## 3 Responsibility

The following members of staff are responsible:

- The Registrar will be responsible for the collection of student and stakeholder feedback relating to academic programs.
- The Chief Academic Officer will be responsible for the analysis and reporting of student and stakeholder feedback relating to academic programs.
- Coordination of responses to feedback will be the responsibility of the Director of Quality working with the Heads of Schools.
- The Chief Academic Officer will be responsible for the publication of School responses to student unit feedback each semester.
- The Director of Quality will take responsibility for the reporting and publication of College responses to student and stakeholder feedback, at least annually.

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## 4 Definitions

nil

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## 5 Principles

Excelsia College is committed to:

### 1. General 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 College 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 Excelsia 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.
- (f) The Quality Indicators for Learning and Teaching (QILT) Student Experience Survey will be collected and analysed. These are a suite of government endorsed surveys for higher education covering student life cycle from commencement to employment.

### 3. Utilising Feedback

- (a) All Excelsia College 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.
- (c) Used by marketing staff to promote the College and courses to prospective customers via advertising material over a range of mediums and delivery platforms.

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#### 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 based on feedback received.
- (e) Results of student surveys will be made public:
  - internally for the purpose of sharing good practice and encouraging ongoing improvement;
  - externally as needed, for the purposes of benchmarking, and
  - externally, as needed, for the information of stakeholders and regulators.

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## 6 Related Documents and References

n/a

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## 7 Mapped to HESF

The content of this policy is mapped to the HESF 6.

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## 8 Other

n/a

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## 9 Document History

This Policy has been amended as follows:

Version	Amendments / Date / Notes
4	Updated responsibilities

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