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STUDENT FEEDBACK POLICY

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:
7	General Manager	01 Dec 2022	01 Dec 2022	1 Dec 2025
Policy Custodian:	Student Services Manager		Document No:	UOWC-SS-POL-120
Purpose:	This policy outlines UOW College’s approach to feedback from students including: Principles underscoring feedback gathering and relating to responding to feedback at UOW College; The feedback mechanisms deployed by UOW College; Internal and external reporting requirements; and The roles and responsibilities of key staff involved in student feedback processes.			
Scope:	<div><div>UOWGE</div><div></div><div>UOWCA</div><div>✓</div><div>UOWD</div><div></div><div>UOWCHK</div><div></div><div>UOWMKDU</div><div></div></div>			
	This policy governs all activities at UOW College seeking student feedback including course and subject evaluation surveys. This policy excludes the management of formal grievances which are governed by the Student Grievance Policy. This policy excludes activities undertaken to seek the feedback of UOW College staff or the management of UOW College staff grievances.			
Related Documents:	Academic Quality Standards Student Grievance Policy Student Feedback Procedure			
References & Legislation:	Higher Education Standards Framework (Threshold Standards) 2015 Standards for Registered Training Organisations (RTOs) 2015			



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1. Definitions

1.1. Terms with capital letters in this policy are defined as follows:

Term:	Definition:
Contributor	A person providing feedback either via a formal survey or other feedback mechanism.
Feedback	Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly to or about UOW College, relating to services, products or staff.
Feedback Mechanisms	Formal, semi-formal and informal means of gathering feedback.
Natural justice	The right to be made aware of, and respond to, information which will be used in the course of a decision that may negatively affect the individual in question.
Survey	A formal feedback mechanism via which the College gathers the opinions or experiences of contributors, based on a series of questions.
Survey Owner	The person or business unit with responsibility for the feedback mechanism that is being employed.
Targeted	Where a feedback mechanism is deployed to specifically gather feedback from contributors with specific characteristics (e.g. current students, recent graduates).
Untargeted	Open feedback mechanisms used to gather feedback from contributors.



2. Policy Principles

- 2.1. An effective feedback system is an essential part of providing a quality service and drives continuous improvement.
- 2.2. Feedback mechanisms:
 - a. are consistently of a high standard; and
 - b. do not unnecessarily duplicate other surveys conducted by UOW College or external institutional bodies.
- 2.3. Where possible UOW College will aim to prevent the over-surveying of the student population.
- 2.4. All members of the UOW College student community are able to provide feedback through both structured surveys and general feedback opportunities which are designed to be easily accessible.
- 2.5. UOW College recognises the principle of natural justice in receiving student feedback and, as such, that a person is given an opportunity to respond to any adverse information that is credible, relevant and significant.

3. Feedback Mechanisms

- 3.1. UOW College utilises a range of robust targeted and untargeted mechanisms to gather feedback in formal, semi-formal and informal settings, including:

Formal Settings	Semi-Formal Settings	Informal Settings
<ul style="list-style-type: none">Online PortalSurvey InstrumentsFocus Groups	<ul style="list-style-type: none">Student Advisor ConsultationTeacher Consultation	<ul style="list-style-type: none">Social media commentary

- 3.2. Student feedback gathered from the feedback mechanisms in section 3.1 includes:
 - a. Summative evaluation of learning and teaching approved by the delegated authority;
 - b. Institutional level and sector-wide surveys approved by General Manager or delegated authority;
 - c. Qualitative feedback through an informal process such as face-to-face interactions, student focus groups, elected student representative groups and committees or other activities in which student is involved; and
 - d. Formal student complaint.

4. UOW College Surveys

Course and Subject Evaluation by Students

- 4.1. Subject evaluation is one tool that assists Subject Coordinators to reflect on their subject delivery, assess the effectiveness of the subject design and make improvements.
- 4.2. Course and subject evaluation by students provides students with an opportunity to give feedback on the design, delivery and quality of the subjects and courses they are studying including:



- a. Content,
 - b. Assessment,
 - c. Teaching materials,
 - d. Learning technology and platforms,
 - e. Delivery methods, and
 - f. Overall satisfaction with the subject or course.
- 4.3. Course and subject evaluation survey scaled question responses will be aggregated to provide a summary report.
- 4.4. Groups of fewer than six (6) students will not be surveyed for the aggregated survey report method.
- 4.5. To produce an aggregated survey report, the minimum response rate is twenty (20) percent. For surveys of twenty-four (24) or fewer students, a minimum of five (5) valid surveys must be returned.
- 4.6. Student feedback in surveys is confidential and an individual student's identity will not be revealed to the recipients of survey reports.

Teaching Evaluation by Students

- 4.7. Teacher evaluation is one tool that assists teachers and their managers to reflect on the delivery of UOW College courses and make improvements.
- 4.8. Teaching evaluation by students provides students with an opportunity to give feedback on their teachers
- 4.9. The results of the Teacher Evaluations will remain confidential to the academic staff member whose teaching is being evaluated and their immediate supervisor.
- 4.10. Results of Teacher Evaluations may be aggregated across the programs and reported to College governance committees for monitoring, review and improvement purposes.

Student Experience Questionnaire (SEQ)

- 4.11. The SEQ is undertaken in the second half of the academic year for students to provide formative feedback on four (4) aspects of their learning experience;
- a. Learning resources and facilities
 - b. Quality of teaching
 - c. Social Engagement; and
 - d. Student support.
- 4.12. Student participation in the SEQ should be voluntary, anonymous and/or confidential and in accordance with Australian privacy laws.
- 4.13. With the exception of short-term study tour students and students enrolled in collaborative delivery offshore programs, students enrolled in UOW College courses are encouraged to participate in the SEQ.

5. Responding to Feedback

- 5.1. With the exception of survey instruments, UOW College will respond to feedback within 10 working days of receipt, where the contributor is known.
- 5.2. Responses to feedback must be:

- a. Fair and impartial; and
 - b. Managed in a manner that is respectful of all parties.
- 5.3. Responses to survey instruments must be compiled and distributed to relevant staff within 20 working days of receipt of the survey report.

6. Reporting Survey Results and Feedback

- 6.1. UOW College will ensure that responses to survey results and feedback, including the actions undertaken in response, are appropriately reported within the internal governance structures.
- 6.2. UOW College will regularly communicate feedback trends and actions to the broader UOW College community in a de-identified manner.

7. Roles and Responsibilities

Officer:	Responsibility:
UOW College Student Services Manager	<ul style="list-style-type: none"> a. Operational oversight of all UOW College feedback mechanisms, including monitoring use and implementation of feedback; b. Managing the online feedback portal and feedback resulting from Student Advisor Consultation; c. Deployment and promotion of SEQ and sector-wide surveys to engage students in the feedback process; and d. Leading and conducting regular institutional reporting of internal and external student experience surveys and feedback trends and associated UOW College actions to students and the broader UOW College community.
UOW College Academic Quality Coordinator	<ul style="list-style-type: none"> a. Establishing a subject and course evaluation survey process in accordance with UOW College course and subject review cycles; b. Overseeing the development of subject and course evaluation survey instruments in consultation with UOW College Program Managers; c. Establishing and implementing processes to embed survey outcomes into course and subject reviews and related academic quality assurance activities; and d. Reporting annually to the UOW College Education Committee on subject and course evaluation survey outcomes, actions arising and changes made in response to survey outcomes.
UOW College Program Managers	<ul style="list-style-type: none"> a. Teacher evaluation survey instruments and analysing responses; in collaboration with the AQC or SSM. b. Coordinating the reporting of responses and actions with relevant stakeholders, advisory groups and committees with regard to the privacy of individuals and natural justice.



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UOW Global Enterprises Data and Analytics	<ul style="list-style-type: none">a. Managing the survey and feedback infrastructure (e.g. platforms, systems and software), including advising on the review and renewal of survey and feedback infrastructure;b. In consultation with Survey Owners, oversee the operation of the systems required to set-up, deliver, report and disseminate survey outcomes.
UOW College Marketing	<ul style="list-style-type: none">a. Maintaining the UOW College Response webpage, including updating the webpage with the information provided by the UOW Global Enterprise Academic Analytics Unit and UOW College Student Services Manager.

8. Change History

Version	Approved By	Date Effective	Amendment
1	08/03/2011	Marisa Mastroianni	New Policy.
2	02/08/2011	Donyahl Levett	Updated references from WCA to UOW College.
3	03/12/2014	Director Legal and Governance	Reflect branding changes – move to new template/titles – no content change.
4	21/07/2016	Compliance Officer	Minor change only – College branding and document formatting updated.
5	21/03/2017	Executive Director Legal and Governance	Review in line with the Policy Review Cycle. Policy simplified, information duplicated in procedure removed.
6	28/02/2018	Julie Renwick, General Manager	Substantive Review. Re-emphasise importance of feedback in continual improvement. Reassign responsibility for feedback in line with changes to internal structures.
7	1/12/2022	UOW College General Manager	Scheduled review including <ul style="list-style-type: none">• Migration to new template,• Inclusion of the subject and course evaluation survey process.