Student and Academic Staff Feedback Policy

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Related Documents	*Academic Progression Policy and Procedures* *Academic Staff Promotion Policy* *Benchmarking Policy and Procedures* *Course Development, Approval and Review Policy* *Information Management Security Policy* *Records Management Policy and Procedures* *Quality Assurance Framework* *Student Grievance, Resolution Policy and Procedures* *Student Performance Data Policy and Procedures* *Student Support Policy* *Students at Risk Policy and Procedures*

1. Purpose

a. This Policy provides a framework for seeking and reporting feedback from academic staff and students on their perceptions of the quality of Analytics Institute of Australia (AIA) operations.

b. Specifically, this policy provides a framework for:

- Monitoring and improving the quality of teaching and of students' learning experiences

- Providing academic staff and students with the opportunity to participate in the improvement of units and courses, and

- Linking academic staff and student feedback to the development of improvement plans through the AIA Quality Assurance Framework.

2. Scope

This Policy relates to all AIA students enrolled in courses leading to an AQF qualification and related academic staff.

3. Principles

a. AIA will monitor and improve the quality of the student learning experience and outcomes through the following processes:

- Systematic course evaluations

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- Teaching evaluations

- Support services evaluations

- Formulating action plans in a timely manner that clearly detail improvement initiatives with associated timelines

b. Student feedback is a core component of unit and course evaluation, and evaluation of student support.

c. Students and staff are encouraged to provide feedback.

d. Feedback processes will be systematic, rigorous, and respectful of the rights of students and staff; and will incorporate strategies to maximise student participation.

e. All feedback is reported in a format that ensures that individual respondents and individual staff cannot be identified.

f. A range of feedback mechanisms including surveys, focus groups, informal comments and other participatory activities will be employed as appropriate.

g. The AIA will use approved feedback survey instruments through the following process:

- A survey of students is conducted for selected units of study during each teaching period. This will comprise: Interim feedback after assessment milestones to enable Unit Convenors to address any early issues; and Final Feedback at the end of delivery of each unit.

- Student feedback is obtained at the completion of each Trimester on both academic and non-academic matters through a Student Experience Survey distributed to all students. The SES covers

  - Overall quality of educational experience
  - Learner engagement
  - Learning resources
  - Student support

- Student feedback for each course is collected periodically during Course delivery and at the end of Course delivery on both academic and non-academic matters.

- A survey of teaching staff is conducted at the end of each unit of study, in relation to student preparedness and engagement, and academic administrative support.

- Surveys of graduates and employers are conducted biennially.

h. Student feedback is also obtained via:

  i. Periodic student 'town halls' with the Course Convenor and attended by other key academic and administrative staff.

  ii. Individual student meetings with the Course Convenor

  iii. Student representation on AIA governance bodies

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Reporting Feedback

a. The Course Convenor will review the surveys of students and teaching staff, analyse the feedback, and summarise any issues raised.

b. The Course Convenor and Academic Dean will meet formally and informally with teaching staff to address any issues raised and to formulate possible strategies for improvement.

c. Teaching staff will be provided the opportunity to review feedback on their teaching and will be supported in enhancing their teaching in response to the feedback, in accordance with the Staff Development and Performance Review Policy

d. The Academic Dean will include in their report to each meeting of the Learning and Teaching Committee recommendations and strategies for improvement arising from stakeholder feedback.

e. All improvements that have been ratified by the Learning and Teaching Committee will be approved by the Academic Board.

f. Each improvement action will be allocated to a responsible person for completion within an agreed timeframe.

g. Students are informed of changes made to courses and subjects or to learning resources based on feedback received.

Responsibilities

The Academic Dean is responsible for overseeing the collection, analysis and reporting of feedback from students and academic staff, and reporting outcomes to the Learning and Teaching Committee and Academic Board.

Academic Staff

Academic staff have responsibility to:

i   Engage in regular evaluation to improve the effectiveness of their own individual contribution to the quality of students' learning experience, using an appropriate mix of standardized surveys along with other methods

ii   Use survey results annually to review and enhance their own learning and teaching practice

iii   Provide information to the Unit and Course Convenors as required to assist in the processes of collecting, analyzing, and reporting survey data

iv   Maintain their own personal and confidential records of information relating to their teaching evaluations for use in performance review and development processes with their academic supervisor and for use when making formal claims about learning and teaching achievements, such as when seeking academic promotion; and

v   Contribute to the analysis of surveys and other evaluation information relating to Units in which they teach or coordinate and to the identification and implementation of improvement strategies.

Unit Convenors

Unit Convenors have responsibility to:

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i   Provide information to the Course Convenor as required to assist in the processes of collecting, analysing and reporting survey data;

ii   Review the survey results for their unit(s) in conjunction with other sources of data about unit quality e.g. peer review activities;

iii Facilitate discussion of survey results with other academic and support staff working on the unit;

iv Ensure the discussions have as their focus the improvement of unit quality;

v   Identify areas of good practice and key areas which the data indicate warrant improvement action;

vi Report both the good practice and improvement priorities for the unit to the Course Convenor with a brief outline of the unit team's plan to address the improvement priorities. A copy of this report should be provided to all academics involved in the unit's delivery;

vii Provide feedback to students on improvements made based on their survey responses;

Course Convenors

Course convenors have responsibility to:

i. Receive information from the Unit Convenors to assist in the processes of collecting, analysing and reporting survey data;

ii. Receive and review survey and other feedback analysis and action plans from Unit Convenors;

iii. Prepare and forward a report on feedback outcomes to the Academic Dean;

iv. With the Academic Dean, meet with academic staff to discuss issues and solutions;

v. Ensure improvement plans are implemented, and feedback given to students on improvements resulting from their feedback.

Registrar, COO, and Student Support will meet to review Student Experience Survey feedback and undertake improvement planning based on collected feedback. The COO will prepare a report to the Executive Leadership Group on the outcomes and proposed actions from the SES after the completion of each Trimester. The CEO will report to the Board of Directors, and where outcomes and actions have academic implications, to the Academic Board.

4. Policy Responsibilities

The Academic Dean is responsible for maintenance and implementation of this policy

5. Legislation and Associated Documents

The following Standards in the Higher Education Standards Framework are relevant to this Policy: 1.3.3, 5.4.1, 2.2.2, 2.3.3, 5.3.3, 5.3.5, 5.3.6

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Version history

Version	Approved by	Approval Date	Details
1.0	Academic Board	16/11/2020	
1.1	CEO	15/06/2021	Addition that staff will have the opportunity to consider feedback

Document owner: Academic Board

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