STUDENT FEEDBACK POLICY

Purpose

LEA is committed to delivering the best possible quality of student experience and student outcomes. To this end, LEA shall collect and collate 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.

POLICY

Scope

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

Principles

Students are a critical stakeholder of LEA. 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 shall be used to guide improvements of courses, teaching, student support services, administrative services, and physical infrastructure, amenities, and facilities.

Student experience feedback shall primarily be collected through Student Feedback surveys, however LEA shall also consider:

- Reports from learning and teaching staff
- Reports from student representatives on Committees and Boards

Students shall not experience reprisals as a result of the answers they provide. Student Feedback surveys shall be completely anonymous and confidential. Student Feedback surveys shall uphold the rights and privacy of learning and teaching staff.

PROCEDURES

Survey Development

Each course and subject at LEA shall have a Student Feedback survey undertaken at its conclusion.

The Course Advisory Committee shall develop and regularly refine Student Feedback surveys in collaboration with the Course Coordinators and the Teaching and Learning Committee.

Student Feedback surveys are designed to capture the student experience of the following aspects of studying at LEA:

- Courses
- Subject materials, content and curriculum
- Teaching and learning materials and practice
- Learning resources
- Academic and non-academic student support services
- Administrative processes
- Student facilities and amenities.

The Academic Board shall approve the final survey.

Conducting Student Feedback Surveys

Student Feedback surveys shall be administered at the end of each semester, and for each subject.   Additionally, a Student Feedback survey shall be issued at the end of a full course of study.

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

Feedback Collection

The Course Coordinator for each subject shall collect and collate Student Feedback survey data.   This shall occur after the finalisation of all student marks and grades for the semester.

The feedback shall be submitted to the Course Advisory Committee along with a summary of trends and recommendations for improvements of the course or subjects.

Improvements

The Course Advisory Committee's recommendations shall be carefully considered in the next review cycle.

The Dean shall review all feedback on teaching staff, and implement improvement strategies and monitoring as appropriate, including supervision of new or inexperienced staff, and develop individual professional development plans as necessary.

Policy Implementation and Monitoring

The Academic Board delegates responsibility for the day-to-day implementation of this policy to the Course Advisory Committee. The Academic Board shall review all periodic reports from relevant committees and staff members and 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 shall regularly provide reports to the Corporate Governance Board and ensure that findings are taken into account in planning, quality assurance and improvement processes.

Compliance

All staff and students at LEA are required to comply with this policy and its procedures, and with related policies and procedures. Non-compliance may result in disciplinary action.

File Number	LEA-GEN-COR-70058-D
Responsible Officer	Chief Executive Officer
Contact Officer	Student Experience Manager
Legislative Compliance	• *Higher Education Standards Framework (Threshold Standards) 2015* • *Privacy Act 1988 (Commonwealth)* • *Tertiary Education Quality and Standards Agency Act 2011*
Supporting Documents	
Related Documents	• *Strategic Plan* • *Teaching and Learning Plan* • *Student Learning Support Policy and Procedures* • *Staff Performance Planning and Review Policy*
Superseded Documents	
Effective Date	1 January 2022
Next Review	3 years from the effective date

Definitions

Academic staff: Staff employed at LEA in a learning and teaching or research capacity.

Corporate Governance Board: 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 Executive Management and delegates responsibility for academic matters to the Academic Board.

Course: Sequenced program of subjects that a student enrols in and for which they receive a qualification upon graduation.

Course Coordinator: Senior academic staff member responsible for the delivery, planning and development of a course, particularly subject curriculum information, and works in conjunction with other senior academic staff.

Strategic Plan: Outlines the LEA strategic direction and objectives within a five-year period, identifying strategies to achieve these goals and key performance indicators to measure the extent to which these objectives are met.

Student Feedback Survey: Completed by students at the end of each semester and used by LEA to determine student satisfaction with regards to all learning and teaching processes.

Review Schedule

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

Version History			
Version number:	Approved by:	Approval Date:	Revision Notes:
1.0	Academic Board	13/08/2020	New policy