

Student Feedback Policy

Purpose	This policy addresses Australian Institute of Technology and Commerce (AITC) approach to collect feedback from Students.
Location	The policy is maintained on owncloud.
Responsible executive	Academic Dean
Responsible office	Academic Dean's Office
Contact officer	Academic Dean
Effective date	29 June 2020
Review date	TBA
Modification history	Version 4.0
Related documents	AITC Academic Integrity Policy AITC Monitoring Review and Improvement Procedure AITC Education Plan
Authority	Approved by Academic Board

1. Purpose

This policy outlines how feedback from Students on AITC Units of Study and teaching is gathered, reported, and utilised, using industry accepted standard surveys (for example the QILT Student Experience Survey), as part of AITC's ongoing commitment to providing a quality learning experience for students.

2. Scope

All academic staff and students at AITC.

3. Principles

- 3.1 AITC is committed to the provision of quality in learning and teaching and this is reflected in its governance processes, its codes and policies, and its integrated framework for quality assurance and improvement. AITC maintains the importance of an evidence-based and well-integrated approach to the improvement of quality, drawing together information from multiple sources in evaluating quality, and targeting areas for improvement and refinement.
- 3.2 AITC considers students' views to be of critical importance in the evidence-based approaches used to target improvements in both teaching practices and the quality of courses and units of study. AITC provides numerous avenues for students to express their views about their experiences including through discussions and feedback forums in classes, feedback channels via the web, telephone interviews, and numerous formal and informal student surveys and/or discussions with

senior academic staff.

- 3.3 Aspects of teaching and learning that need be explored with Students include the quality of teaching; assessment style and modes; teaching support materials provided; and the effectiveness and access of facilities.
- 3.4 There will be two main student/alumni surveys in addition to QILT:
 - Student Unit Satisfaction Survey conducted in all teaching sessions each year;
 - Graduate Satisfaction Survey conducted at the completion of program to assess student attainment of generic skills and their experience of academic and non-academic support.
- 3.5 AITC will undertake regular annual review of units of study, using student feedback along with other sources of information. Student feedback on units of study is gathered using an AITC approved standardised survey in all units.
- 3.6 Units of study are to be evaluated every semester they are offered, except where special circumstances apply and an exclusion authorised by the Academic Board.
- 3.7 Results from student feedback on units are reported to the Academic Board and it will convey these to students and staff, along with targets and plans for improvement, in a rolling cycle of improving the quality of units of study.
- 3.8 Staff undertake annual evaluation of their teaching effectiveness using an appropriate survey instrument provided by the Academic Dean of AITC.
- 3.9 Students are given adequate time to complete the survey.
- 3.10 To ensure the integrity of the data and protect student anonymity, all student and graduate feedback surveys are distributed and collected by a person other than the person whose teaching is being evaluated. Surveys distributed and collected by the person being evaluated may be invalid for use in promotions or similar processes.
- 3.11 Both the Student Unit Satisfaction Survey and Graduate Satisfaction Survey are presented to the Academic Board for discussion, identifying areas requiring improvement. The improvements identified by the Academic Board will be implemented, and discussed with students via student forums, and emails.
- 3.12 All completed surveys are sealed in the supplied return envelope as per administration protocol.
- 3.13 All survey data are stored in a secure environment and only authorised staff have access to completed surveys and data in accordance with the Records and Information Management Policy.
- 3.14 Survey reports are released only to the person named in the report.