

Quality Assurance Procedure – Student Feedback

Purpose

1. This Procedure gives effect to the Quality Assurance Policy through outlining the processes used by Global Higher Education (GHE) to collect and evaluate student feedback.

Scope

2. This Procedure applies to the collection and evaluation of student feedback about GHE units and courses and the quality of teaching, resource and support available at GHE.
3. Provisions relating to feedback to students about their performance can be found in the **Assessment** and **Academic Progress** policies.

Definitions

4. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the GHE website at <https://www.globalhe.edu.au/policy>

Suite documents

5. This Procedure is linked to the following suite documents:
 - a) Quality Assurance Policy;
 - b) Quality Assurance Procedure;
 - c) Quality Assurance Procedure – Benchmarking.

Procedure

Feedback processes

6. GHE will use a range of mechanisms to collect feedback from students including standing and ad hoc surveys, student representation on governance bodies, focus groups and the collection of individual student comments, including through student complaints and appeal processes.
7. Feedback processes will be systematic, rigorous, and respectful of the rights of students and staff, and anonymous wherever possible. Strategies will be used to maximise student participation and ensure privacy and confidentiality.
8. Student feedback is used:
 - a) to improve the quality of courses and units through the development of annual improvement plans;
 - b) to support the scholarship of teaching;
 - c) to inform the professional development needs of academic staff;
 - d) to enhance course and unit design;
 - e) to improve the provision of learning resources, facilities, equipment and services through the development of annual improvement plans;
 - f) to compare and benchmark the GHE's performance against the sector or other providers.

Standing surveys

9. GHE will regularly survey students to collect feedback on:
 - a) units and courses;
 - b) the quality of teaching;
 - c) their general experience of GHE.
10. Unit surveys are administered for every unit each time it is delivered, and course evaluation surveys are undertaken annually, according to the processes outlined in the **Course and Unit Review Policy**.
11. Sets of questions based on the Quality Indicators for Learning and Teaching will be used to administer a Student Experience Questionnaire and a Graduate Outcome Survey annually.

Approval and deployment of ad-hoc surveys

12. With the exception of standing surveys or those required for compliance purposes and/or government reporting, approval must be sought by the Survey Initiator from the Academic Director prior to deploying a survey either electronically or in paper form.
13. The request to deploy a survey tool must include:
 - a) a clear purpose or aim including the intended use of the information collected;
 - b) proposed timing of the survey;
 - c) proposed target group;
 - d) outline of methodological design;
 - e) information on privacy matters such as the persons or bodies who will have access to, or who may be provided with the information collected;
 - f) the means by which respondents will be able to access a summary of findings from the survey;
 - g) the terms and conditions of any incentives and/or prizes offered as a result of participation in the survey.
14. Where an application is not deemed to adequately address one or more of the items specified above the Academic Director may reject the application or seek further information.
15. Ad hoc surveys should be deployed, wherever possible, at a time in the academic calendar which minimises impact on student workload and standing surveys for unit and course monitoring.
16. In cases where GHE is invited, or is required, to participate in a student survey coordinated by an external organisation and flexibility exists in the implementation timeframe, implementation will be guided by consideration of the impact on participants and other surveys.
17. Surveys are generally conducted electronically via GHE's preferred survey software solution.
18. The Operations Director is responsible for ensuring:
 - a) surveys are deployed and closed within the agreed timeframe;
 - b) reminders are issued to students (no more than two reminders are to be issued for any one survey);
 - c) where the responses can be tracked to individual students that the data is de-identified;
 - d) the data quality of results;
 - e) timely release of results to the Survey Initiator.
19. For external surveys, the Operations Director is also responsible for the provision of requested data to the external body within the designated timeframe.

Analysis and reporting

20. The Survey Initiator is responsible for the analysis of the results and storage of the data in accordance with the **Course and Unit Review** and **Records and Data Management** policies.
21. The timing of the release of results or a summary of findings to respondents must be negotiated with the Academic Director in order to minimise impact on students and where possible, align with the internal communication schedule.
22. A copy of the results of all surveys must be provided to the Manager, Quality and Compliance to ensure all results are incorporated into the quality cycle.
23. The Academic Director will ensure that summary reports of unit and course monitoring are submitted to the Teaching, Learning and Quality Committee for review, as outlined in the **Course and Unit Review Procedure**.
24. The Manager, Quality Compliance will ensure that summary reports of the Student Experience Questionnaire, Graduate Outcomes Survey and findings of individual surveys are submitted to management and governance committees or the findings are incorporated into the annual Review of Quality Cycle, depending on the import and seriousness of any findings.

Roles and responsibilities

25. The CEO is responsible for adjudicating on appeals against a decision to decline the deployment of a survey.
26. The Academic Director is responsible for:
 - a) the analysis and reporting of results from unit and course surveys;
 - b) approving requests for the conduct of ad-hoc student surveys.
27. The Operations Director is responsible for:
 - a) facilitating surveys;
 - b) de-identification of data;
 - c) data quality;
 - d) data provision to external parties;
 - e) data provision to Survey Initiator(s).
28. The Survey Initiator is responsible for:
 - a) seeking approval to deploy a student survey;
 - b) analysis of the results;
 - c) negotiating the timing of release of survey findings or a summary of findings to respondents;
 - d) providing a copy of the findings to the Academic Director;
 - e) storage of data in accordance with the **Records and Data Management Policy**.
29. The Manager, Quality and Compliance is responsible for:
 - a) ensuring compliance with this Procedure;
 - b) benchmarking GHE policy and standards with those adopted elsewhere in the tertiary sector;
 - c) ensuring that staff are adequately notified of the existence of this Policy and the related procedures;
 - d) the maintenance of records arising from this Procedure.

Associated information

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| Related Internal Documents | <p>Quality Assurance Policy Quality Assurance Procedure Quality Assurance Procedure - Benchmarking Academic Progress Policy Admissions Policy Assessment Policy Course and Unit Review Policy Course Design Policy Enrolment Policy Privacy Policy Risk Management Policy Records and Data Management Policy Student Complaints, Grievances and Appeals Policy Student Disability Policy Student Diversity and Equity Policy Student Wellbeing, Orientation and Support Policy Governance Framework Human Resources Framework Glossary of Terms</p> |
| Related Legislation, Standards and Codes | <p><i>Tertiary Education and Quality Standards Agency Act 2011</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> TEQSA Guidance Notes: <i>Academic Quality Assurance, Version 2.2,</i> <i>Academic Governance, Version 2.3</i> <i>Education Services for Overseas Students Act 2000</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> <i>Disability Discrimination Act 1992</i> <i>Disability Standards for Education 2005</i></p> |
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| | 10-Oct-23 | V1.1 administrative updates following TEQSA registration |

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