



INSTRUCTIONS FOR ADMINISTERING FEEDBACK FORMS

IMPORTANT: Please note that failure to comply with these requirements may mean that your survey forms are unable to be processed.

Deadline for return of completed surveys: 5pm, Friday 28 October 2011

1. Please double check for accuracy the master feedback form you received from the PIPU Feedback Team. If there are any errors, please contact the Feedback Team immediately at 9479 1911 or 9479 3527, or email student.feedback@latrobe.edu.au.
2. Once you are satisfied that the master feedback form is correct, please ensure that the master form is printed using a printer that has **duplex** printing capabilities (to print on both sides of an **A4** sheet of white paper) and make a total number of **double-sided copies** as required.
3. Arrange, well in advance, for someone who is **NOT** teaching in the subject to administer the feedback form. The feedback form administrator may be a colleague, or a student. **Please note that neither the lecturer(s), nor tutor(s), nor any one else involved in teaching the subject should be present during distribution, completion, or collection of the forms.**
4. The feedback form administrator should read the following points to students before distributing the forms:
 - *While your feedback is important, useful, and appreciated, the completion of this feedback form is entirely voluntary*
 - *Your responses are anonymous. No individual responses will be reported*
 - *The feedback form will be processed independently of all teaching staff by the Planning and Institutional Performance Unit's Feedback Team*
 - *After — and only after — academic results have been published, the Feedback Team will provide the subject coordinator/lecturer/tutor/facilitator/demonstrator with a summary report of the quantitative data along with the original feedback forms containing all students' written comments*
 - *La Trobe values your feedback and will use it to improve the experience for future students*
5. The feedback form administrator should then distribute the feedback form (one per student), announce the 15-minute time limit and at the end of that time, collect all completed forms. Please ensure **ONLY** one survey type per envelope.
6. The feedback form administrator should place all completed forms in order and ensure that **none** of the forms are folded or stapled together and return them to 'Feedback Team, Planning & Institutional Performance Unit (PIPU), David Myer Building East Room 315, Melbourne'. Please seal the envelope(s) and **sign her or his name across the rear flap of the envelope**. The sealed envelope can be returned through the internal mail. Please ensure that all blank forms are discarded in confidential waste.

IMPORTANT NOTE: If the feedback forms are sent to the Feedback Team in batches, for example from 3 groups, please indicate this on the envelope(s) clearly by labelling them 1/3, 2/3, 3/3, etc. If envelopes are returned without any batch number, the data from the completed forms that come in **AFTER** the first or earlier envelope will **NOT** be entered.

7. If you have **any** questions or concerns about this process, please feel free to call Andy Chong on 9479 1911, Kim Seah on 9479 3527, or email: student.feedback@latrobe.edu.au