

DOCUMENT TYPE	D	 LA TROBE UNIVERSITY
ACADEMIC	1	
TEACHING AND LEARNING	1	
QUALITY ASSURANCE	6	
NUMBER	003	

STUDENT FEEDBACK ON SUBJECTS PROCEDURES


Parent Policy Title	Student Feedback on Subjects Policy																							
Associated Documents	Student Feedback on Subjects Guidelines Student Feedback on Subjects Questionnaire Student Feedback on Teaching Policy Student Feedback on Teaching Procedures Student Feedback on Teaching Guidelines Student Feedback on Teaching Questionnaire																							
Preamble	Student feedback is one element of a viable, comprehensive academic quality assurance system. Results from the Student Feedback on Subjects (SFS) process will be used in summative and formative evaluation of subjects and in program review and evaluation, accreditation and other academic quality assurance processes.																							
General	The SFS, a common University-wide questionnaire, will be used to elicit, document and summarise data from students about their perceptions of subjects. Feedback from academic peers, managers, graduates and other relevant stakeholders will also be sought and incorporated into the system.																							
Table of Contents	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Item</th> <th style="text-align: left;">Section</th> </tr> </thead> <tbody> <tr> <td>Design</td> <td>1</td> </tr> <tr> <td>SFS questionnaires</td> <td>2</td> </tr> <tr> <td>Ethics and Anonymity</td> <td>3</td> </tr> <tr> <td>Ownership and Management</td> <td>4</td> </tr> <tr> <td>Administration of questionnaire – responsibilities</td> <td>5</td> </tr> <tr> <td>Frequency</td> <td>6</td> </tr> <tr> <td>Access to results</td> <td>7</td> </tr> <tr> <td>Analysis and Interpretation of summary data</td> <td>8</td> </tr> <tr> <td>Response to student feedback</td> <td>9</td> </tr> <tr> <td>Timing of questionnaire delivery to students</td> <td>10</td> </tr> </tbody> </table>		Item	Section	Design	1	SFS questionnaires	2	Ethics and Anonymity	3	Ownership and Management	4	Administration of questionnaire – responsibilities	5	Frequency	6	Access to results	7	Analysis and Interpretation of summary data	8	Response to student feedback	9	Timing of questionnaire delivery to students	10
Item	Section																							
Design	1																							
SFS questionnaires	2																							
Ethics and Anonymity	3																							
Ownership and Management	4																							
Administration of questionnaire – responsibilities	5																							
Frequency	6																							
Access to results	7																							
Analysis and Interpretation of summary data	8																							
Response to student feedback	9																							
Timing of questionnaire delivery to students	10																							
1. Design	The SFS questionnaire is designed to be valid, reliable, appropriate for purpose and context, effective and efficient.																							
2. SFS questionnaires	SFS questionnaires are developed by Curriculum, Teaching and Learning Centre (CTLC) Evaluations Team under the direction of the Pro Vice-Chancellor (CAP) and reviewed and approved by the Curriculum, Teaching																							

DOCUMENT TYPE	D	 LA TROBE UNIVERSITY
ACADEMIC	1	
TEACHING AND LEARNING	1	
QUALITY ASSURANCE	6	
NUMBER	003	Policy Database Document Reference Number 116003D

	and Learning Committee at least once every two years.								
3. Ethics and Anonymity	<p>Students must be confident that that their anonymity is protected and that staff cannot gain access to the data before the students have received their results. Students must be made aware that their participation, while strongly encouraged, is voluntary.</p> <p>After the students have received their results, SFS responses are sent to the subject co-ordinators, who also receive the original questionnaires. Copies of the reports are sent to the relevant Heads of School or Division, Associate Deans (Academic) and Deans.</p>								
4. Ownership and management	The SFS questionnaire and systems are owned by the Office of the Deputy Vice-Chancellor and managed by the CTLC Evaluations Team under the direction of the Pro Vice-Chancellor (Curriculum and Academic Planning).								
5. Administration of questionnaire – responsibilities	<p>The CTLC Evaluations Team will</p> <ul style="list-style-type: none"> • provide questionnaires • organise questionnaire distribution and collection with faculties and schools • analyse the resulting data • prepare summary reports for relevant parties and • provide training in administering the questionnaire and interpreting the data • securely archive the data obtained and resulting reports <p>Faculties and Schools will</p> <ul style="list-style-type: none"> • maintain a schedule of subjects to be surveyed in each year • ensure that requests for questionnaires are timely • distribute and collect the questionnaires to students and • return the completed questionnaires to CTLC Evaluations Team • carry out all steps above strictly in accordance with the approved SFS administration guidelines (to be developed) 								
6. Frequency	<p>An SFS questionnaire will be administered to students in:</p> <ul style="list-style-type: none"> • All new or redesigned subjects in the first semester of offer • All first year subjects at least once each year • All other subjects at least once every two years. 								
7. Access to Results	<table border="1"> <thead> <tr> <th>Relevant LTU Stakeholders</th> <th>Information made available</th> </tr> </thead> <tbody> <tr> <td>Teachers/Tutors of subject</td> <td>Summary report of quantitative data</td> </tr> <tr> <td>Subject Co-ordinators</td> <td>Raw data (including written comments) and summary report</td> </tr> <tr> <td>Heads of School</td> <td>Summary report of quantitative data</td> </tr> </tbody> </table>	Relevant LTU Stakeholders	Information made available	Teachers/Tutors of subject	Summary report of quantitative data	Subject Co-ordinators	Raw data (including written comments) and summary report	Heads of School	Summary report of quantitative data
Relevant LTU Stakeholders	Information made available								
Teachers/Tutors of subject	Summary report of quantitative data								
Subject Co-ordinators	Raw data (including written comments) and summary report								
Heads of School	Summary report of quantitative data								

DOCUMENT TYPE	D	
ACADEMIC	1	
TEACHING AND LEARNING	1	
QUALITY ASSURANCE	6	
NUMBER	003	Policy Database Document Reference Number 116003D

	Deans and Associate Deans (Academic)	Summary report of quantitative data
	Vice-Chancellor and Deputy Vice-Chancellor	Summary report of quantitative data
	Other academic staff	Summary report of quantitative data
	Students	Summary report of quantitative data
	<p>Senior Managers may receive data aggregated at appropriately higher levels upon request. No one other than the subject co-ordinator will receive, see or have access to the raw data – ie the students' written comments – unless the staff member decides to share this information.</p>	
8. Analysis and Interpretation of summary data	<p>Guidelines are available on university websites for analysis, reporting and interpretation of summary reports.</p> <p>CTLC will offer ongoing online and face-to-face training and consultation to academic staff and managers in interpreting SFS data summaries for responsible decision making.</p>	
9. Response to student feedback	<p>The faculties and schools will ensure summary information about their feedback is provided to students along with the faculty/school responses to significant issues or questions raised and suggestions for improvement.</p>	
10. Timing of questionnaire delivery to students	<p>Surveys are not to be administered in the final week or final session of a subject. They may be administered during Weeks 10-12 of a 13-week semester or at an equivalent point during other teaching schedules.</p>	
Status	Revised content	
Approval Body	Academic Board 11 February 2009 Minute 429.4.4	
Initiating Body	Curriculum, Teaching and Learning Committee	
Definitions	<p>Questionnaire: the instrument (questions) used to conduct a survey.</p> <p>Survey: the method for collecting information.</p>	
Date Effective	March 2009	
Next Review Date	March 2013	
Keywords	feedback, survey, questionnaire, evaluation, accreditation, subject, review	
Owner/Sponsor	Deputy Vice-Chancellor	

DOCUMENT TYPE	D	
ACADEMIC	1	
TEACHING AND LEARNING	1	
QUALITY ASSURANCE	6	
NUMBER	003	Policy Database Document Reference Number 116003D

Author	Pro Vice-Chancellor (Curriculum and Academic Planning)
Contact person	Executive Officer PVC(CAP)