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| <b>DOCUMENT TYPE</b>         | <b>D</b>   |  <b>LA TROBE UNIVERSITY</b> |
| <b>ACADEMIC</b>              | <b>1</b>   |  |
| <b>TEACHING AND LEARNING</b> | <b>1</b>   |  |
| <b>QUALITY ASSURANCE</b>     | <b>6</b>   |  |
| <b>NUMBER</b>                | <b>003</b> |  |

## STUDENT FEEDBACK ON SUBJECTS PROCEDURES

| <b>Parent Policy Title</b>                                | Student Feedback on Subjects Policy   |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
|---|---|--|------|---------|---------------|----------|-------------------------------------|----------|-----------------------------|----------|---------------------------------|----------|---|----------|------------------|----------|-----------------------------------|----------|-----------------------------------|----------|--------------------------|----------|--|-----------|-------------------------------------|-----------|---|-----------|----------------------------|-----------|
| <b>Associated Documents</b>                               | Student Feedback on Subjects Guidelines<br>Student Feedback on Subjects Questionnaire<br>Postgraduate Feedback on Subjects Questionnaire<br>Student Feedback on Teaching Policy<br>Student Feedback on Teaching Procedures<br>Postgraduate Feedback on Teaching Questionnaire<br>Student Feedback on Teaching Guidelines<br>Student Feedback on Teaching Questionnaire  |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Preamble</b>   | Student feedback is one element of a viable, comprehensive academic quality assurance system. Results from the student feedback process will be used in summative and formative evaluation of subjects and in curriculum and program review and evaluation, accreditation and other academic quality assurance processes.   |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>General</b>  | The Student Feedback on Subjects (SFSU) and Postgraduate Feedback on Subjects (PFSU), common University-wide questionnaires, 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.   |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
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| Item  | Section   |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Design</b>   | <b>1</b>  |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>SFSU and PSFU questionnaires</b>                       | <b>2</b>  |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Ethics and Anonymity</b>                               | <b>3</b>  |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Ownership and Management</b>                           | <b>4</b>  |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Administration of questionnaire – responsibilities</b> | <b>5</b>  |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Frequency</b>  | <b>6</b>  |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Responding to Feedback (1)</b>                         | <b>7</b>  |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Responding to Feedback (2)</b>                         | <b>8</b>  |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Access to results</b>                                  | <b>9</b>  |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Analysis and Interpretation of summary data</b>        | <b>10</b>   |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Response to student feedback</b>                       | <b>11</b>   |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Timing of questionnaire delivery to students</b>       | <b>12</b>   |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |
| <b>Alternative Formats</b>                                | <b>13</b>   |  |      |         |               |          |                                     |          |                             |          |                                 |          |   |          |                  |          |                                   |          |                                   |          |                          |          |  |           |                                     |           |   |           |                            |           |

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|                              |            | Policy Database Document Reference Number <b>116003D</b>                            |

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| <b>1. Design</b>   | The SFSU and PSFU questionnaires are designed to be valid, reliable, appropriate for purpose and context, effective and efficient.   |
| <b>2. SFSU and PSFU questionnaires</b>                       | SFSU and PSFU questionnaire are developed by the Planning and Institutional Performance Unit (PIPU) Feedback Team under the direction of the Director, Planning and Institutional Performance Unit and reviewed and approved by the Education Committee at least once every two years.   |
| <b>3. Ethics and Anonymity</b>                               | <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, reports summarising SFSU and PSFU responses are sent to the subject co-ordinators, who also receive the original questionnaires.</p> <p>Copies of the relevant aggregate reports are sent to Heads of School or Division, Associate Deans (Academic) and Deans. The Faculty aggregate reports are then made available to staff and students of the Faculty, on an internet site where it is accessible to all students.</p>  |
| <b>4. Ownership and management</b>                           | The SFS questionnaire and systems are owned by the Office of the Senior Deputy Vice-Chancellor and managed by the PIPU Feedback Team under the direction of the Director, PIPU.  |
| <b>5. Administration of questionnaire – responsibilities</b> | <p>The PIPU Feedback Team will</p> <ul style="list-style-type: none"> <li>• set and communicate deadlines for questionnaire receipt and reporting</li> <li>• provide questionnaires,</li> <li>• organise and co-ordinate questionnaire distribution and collection with faculties and schools,</li> <li>• analyse the resulting data,</li> <li>• prepare summary reports for relevant parties,</li> <li>• provide training in administering the questionnaire and interpreting the data, and</li> <li>• securely archive the data obtained and resulting reports.</li> </ul> <p>Faculties and Schools will</p> <ul style="list-style-type: none"> <li>• maintain a schedule of subjects to be surveyed in each year,</li> <li>• ensure that requests for questionnaires are timely,</li> <li>• distribute the questionnaires to subject co-ordinators,</li> <li>• ensure that completed questionnaires are collected and returned to PIPU by the stated deadlines, and</li> <li>• carry out all steps above strictly in accordance with the approved Student Feedback on Subjects Guidelines.</li> </ul> |

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| <b>6. Frequency</b>                                    | <p>An SFSU or PSFU questionnaire will be administered to students in:</p> <ul style="list-style-type: none"> <li>• All new or redesigned subjects in the first semester of offer</li> <li>• All first year undergraduate subjects at least once each year</li> <li>• All postgraduate subjects at least once every two years</li> <li>• All other undergraduate subjects at least once every two years.</li> </ul>   |                           |                            |                            |                                     |                       |  |                 |                                     |                                      |                                     |  |                                     |                      |                                     |          |                                     |
|--|--|---------------------------|----------------------------|----------------------------|-------------------------------------|-----------------------|--|-----------------|-------------------------------------|--------------------------------------|-------------------------------------|--|-------------------------------------|----------------------|-------------------------------------|----------|-------------------------------------|
| <b>7. Responding to Feedback (1)</b>                   | <p>Recalling that student feedback reflects students' perceptions and that there are other measures of subject quality, student feedback on subjects should be considered with a view to making improvements. For example, cases (with a sufficiently high response rate) where scores in overall satisfaction, and at least two other questions, fall more than 0.5 standard deviations <b>below</b> the mean score for the School or Department or cases where there are very low response rates, may lead the subject co-ordinator and their supervisor or Head of School to consult and consider strategies to improve.</p>  |                           |                            |                            |                                     |                       |  |                 |                                     |                                      |                                     |  |                                     |                      |                                     |          |                                     |
| <b>8. Responding to Feedback (2)</b>                   | <p>Subjects with sufficiently high response rates and scores in overall satisfaction and at least 2 other questions falling more than 0.5 standard deviation <b>above</b> the mean score for the School or Department should be reviewed by the Subject Co-ordinator and Head of School or Department to consider whether there are aspects of the delivery of the subject that can be shared, and how to enable that sharing.</p>   |                           |                            |                            |                                     |                       |  |                 |                                     |                                      |                                     |  |                                     |                      |                                     |          |                                     |
| <b>9. Access to Results</b>                            | <table border="1" data-bbox="472 1171 1445 1680"> <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> <tr> <td>Deans and Associate Deans (Academic)</td> <td>Summary report of quantitative data</td> </tr> <tr> <td>Vice-Chancellor and Deputy Vice-Chancellor</td> <td>Summary report of quantitative data</td> </tr> <tr> <td>Other academic staff</td> <td>Summary report of quantitative data</td> </tr> <tr> <td>Students</td> <td>Summary report of quantitative data</td> </tr> </tbody> </table> <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> | 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 | 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 |
| 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  |                           |                            |                            |                                     |                       |  |                 |                                     |                                      |                                     |  |                                     |                      |                                     |          |                                     |
| 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  |                           |                            |                            |                                     |                       |  |                 |                                     |                                      |                                     |  |                                     |                      |                                     |          |                                     |
| <b>10. Analysis and Interpretation of summary data</b> | <p>Guidelines are available on university websites for analysis, reporting and interpretation of summary reports.</p> <p>PIPU will offer ongoing online and face-to-face training and consultation to academic staff and managers in interpreting feedback data summaries for responsible decision making and in using the data for improvement.</p>   |                           |                            |                            |                                     |                       |  |                 |                                     |                                      |                                     |  |                                     |                      |                                     |          |                                     |

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| <b>11. Response to student feedback</b>                 | 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. This information should be published on an internet site where it is accessible to all students.  |
| <b>12. Timing of questionnaire delivery to students</b> | Surveys are <b>not</b> to be administered in the final week or final session of a subject. They may be administered after approximately 75% of teaching is completed (usually during Weeks 10-12 of a 13-week semester or at an equivalent point during other teaching schedules).   |
| <b>13. Alternative formats</b>                          | Staff who are aware of students who will need to use an alternative format for the feedback form should email the Student Feedback Team at PIPU ( <a href="mailto:student.feedback@latrobe.edu.au">student.feedback@latrobe.edu.au</a> ) to arrange for the alternative format. Students may also contact the Student Feedback Team or the Equality and Diversity Centre for assistance. Once the feedback has been provided the information will be converted to paper format to ensure the anonymity and confidentiality of the student. |
| <b>Status</b>   | Minor update August 2011 to show the area now responsible. Revised March 2011. Prior approval Academic Board 11 February 2009 Minute 429.4.4<br>The implementation of the latest version of these procedures supersedes all previous versions of these procedures.   |
| <b>Approval Body</b>                                    | Academic Board 14 April 2010 Minute 439.3.2(c)   |
| <b>Initiating Body</b>                                  | Education Committee  |
| <b>Definitions</b>                                      | <b>Questionnaire:</b> the instrument (questions) used to conduct a survey.<br><b>Survey:</b> the method for collecting information.  |
| <b>Date Effective</b>                                   | March 2009   |
| <b>Next Review Date</b>                                 | March 2013   |
| <b>Keywords</b>   | feedback, survey, questionnaire, evaluation, accreditation, subject, review, SFSU, PFSU  |
| <b>Owner/Sponsor</b>                                    | Senior Deputy Vice-Chancellor  |
| <b>Author</b>   | Pro Vice-Chancellor (Curriculum and Academic Planning)   |
| <b>Contact person</b>                                   | Director, Planning and Institutional Performance Unit  |