

DOCUMENT TYPE	D	 LA TROBE UNIVERSITY
ACADEMIC	1	
TEACHING AND LEARNING	1	
QUALITY ASSURANCE	6	
NUMBER	004	

STUDENT FEEDBACK ON TEACHING PROCEDURES


Parent Policy Title	Student Feedback on Teaching Policy																				
Associated Documents	<p>Student Feedback on Teaching Guidelines</p> <p>Student Feedback on Teaching Questionnaire</p> <p>Student Feedback on Subjects Policy</p> <p>Student Feedback on Subjects Procedures</p> <p>Student Feedback on Subjects Guidelines</p> <p>Student Feedback on Subjects Questionnaire</p>																				
Preamble	Student feedback is one element of a viable, comprehensive academic quality assurance system. Results from the Student Feedback on Teaching (SFT) will be used in summative evaluation of teaching and in probation, promotion, performance management, and other academic quality assurance processes.																				
General	The SFT, a common University-wide questionnaire, will be used to elicit, document and summarise data from students about their perceptions of teaching. Feedback from academic peers, managers, graduates and other relevant stakeholders will also be sought and incorporated into the system.																				
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1. Design	The SFT questionnaire is designed to be valid, reliable, appropriate for purpose and context, effective and efficient.																				
2. SFT questionnaires	SFT questionnaires are developed by the Curriculum, Teaching and Learning Centre (CTL) Evaluations Team under the direction of the Pro Vice-Chancellor (Curriculum and Academic Planning) and reviewed and approved by the Curriculum, Teaching and Learning Committee at least once every two years.																				

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3. Ownership and management	The SFT 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).						
4. Ethics and Anonymity	<p>Students must be confident 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, SFT responses are sent to the individual academic staff members who also receive the original questionnaires. Copies of the summary reports of quantitative responses are sent to the relevant Heads of School or Division, Associate Deans (Academic) and Deans.</p>						
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, • provide training in administering the questionnaire and interpreting the data, and • securely archive the data obtained <p>Faculties and Schools will</p> <ul style="list-style-type: none"> • maintain a schedule of staff and the subjects for which surveys are to be conducted each year • ensure that requests for questionnaires are timely • schedule an appropriate date and adequate time for the administration of the questionnaire • distribute and collect the questionnaire to students and • return the completed questionnaires to CTLC Evaluations Team • carry out all steps above strictly in accordance with the approved SFT administration guidelines (to be developed) 						
6. Frequency	<p>An SFT questionnaire will be administered to students in at least one subject taught by each staff member in semesters when that staff member is teaching.</p> <p>The subject in which students are to be surveyed will be selected in consultation with the Head of School or performance supervisor.</p>						
7. Access to Results	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">Relevant LTU Stakeholders</th> <th style="width: 50%;">Information made available</th> </tr> </thead> <tbody> <tr> <td>Teachers/Tutors of subject</td> <td>Raw data (including written comments) and summary report</td> </tr> <tr> <td>Subject Co-ordinators</td> <td>Summary report of quantitative data</td> </tr> </tbody> </table>	Relevant LTU Stakeholders	Information made available	Teachers/Tutors of subject	Raw data (including written comments) and summary report	Subject Co-ordinators	Summary report of quantitative data
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	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	No access without teacher's express written permission
	Students	No access without teacher's express written permission
	<p>Senior Managers may receive data aggregated at appropriately higher levels upon request. No one other than the individual teaching staff will receive, see or have access to the raw data – i.e., 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 administration of the SFT questionnaire, and the analysis, reporting and interpretation of SFT summary reports.</p> <p>CTLC will offer ongoing online and face-to-face training and consultation to academic staff and managers in interpreting SFT data summaries for responsible decision making.</p>	
9. 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, promotion, performance management, teaching	
Owner/Sponsor	Deputy Vice-Chancellor	

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