

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	Student Feedback on Teaching Guidelines Student Feedback on Teaching Questionnaire Postgraduate Feedback on Teaching Questionnaire Student Feedback on Tutoring Questionnaire Student Feedback on Subjects Policy Student Feedback on Subjects Procedures Student Feedback on Subjects Guidelines Student Feedback on Subjects Questionnaire Postgraduate Feedback on Subjects Questionnaire																													
Preamble	Student feedback is one element of a viable, comprehensive academic quality assurance system. Results from the Student Feedback on Teaching (SFTE), Student Feedback on Tutoring (SFTU) or Postgraduate Feedback on Teaching (PFTE) will be used in summative evaluation of teaching and in probation, promotion, performance management, and other academic quality assurance processes.																													
General	The SFTE, SFTU and PFTE, common University-wide questionnaires, 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.																													
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>Questionnaires</td> <td>2</td> </tr> <tr> <td>Ownership and Management</td> <td>3</td> </tr> <tr> <td>Ethics and Anonymity</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>Responding to Feedback (1)</td> <td>7</td> </tr> <tr> <td>Responding to Feedback (2)</td> <td>8</td> </tr> <tr> <td>Access to results</td> <td>9</td> </tr> <tr> <td>Analysis and Interpretation of summary data</td> <td>10</td> </tr> <tr> <td>Timing of questionnaire delivery to students</td> <td>11</td> </tr> <tr> <td>Multiple teaching staff</td> <td>12</td> </tr> <tr> <td>Alternative format</td> <td>13</td> </tr> </tbody> </table>		Item	Section	Design	1	Questionnaires	2	Ownership and Management	3	Ethics and Anonymity	4	Administration of questionnaire – responsibilities	5	Frequency	6	Responding to Feedback (1)	7	Responding to Feedback (2)	8	Access to results	9	Analysis and Interpretation of summary data	10	Timing of questionnaire delivery to students	11	Multiple teaching staff	12	Alternative format	13
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1. Design	The questionnaires are designed to be valid, reliable, appropriate for purpose and context, effective and efficient.
2. Questionnaires	SFTE, SFTU and PFTE questionnaires are developed by the Planning and Institutional Performance (PIPU) Feedback Team under the direction of the Director, PIPU and reviewed and approved by the Education Committee at least once every two years.
3. Ownership and management	The SFTE, SFTU and PFTE questionnaires and systems are owned by the Office of the Deputy Vice-Chancellor and managed by the PIPU Feedback Team under the direction of the Director, PIPU.
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, SFTE, SFTU and PFTE 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 PIPU Feedback Team will</p> <ul style="list-style-type: none"> • provide questionnaires • receive questionnaires and analyse the resulting data • prepare summary reports for relevant parties, • provide training in interpreting the data, and • securely archive the data obtained <p>Members of academic staff will</p> <ul style="list-style-type: none"> • ensure that requests for questionnaires are timely • schedule an appropriate date and adequate time for the administration of the questionnaire • arrange for administration of the questionnaires and return of the completed questionnaires to PIPU Feedback Team in accordance with the approved Student Feedback on Teaching Guidelines
6. Frequency	<p>A feedback 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. Responding to Feedback (1)	Recalling that student feedback reflects students' perceptions and that there are other measures of teaching quality, feedback on teaching staff may be considered with a view to making improvements. For example, cases (with a sufficiently high response rate) where scores in overall satisfaction, and at

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		Policy Database Document Reference Number 116004D

	<p>least two other questions, fall more than 0.5 standard deviations below the mean score for the School or Department or cases where there are very low response rates, may lead the staff member and their supervisor to consult and consider strategies to improve.</p>																
8. Responding to Feedback (2)	<p>Where feedback on teaching staff (with a sufficiently high response rate) with scores in overall satisfaction, and at least two other questions, that fall more than 0.5 standard deviations above the mean score for the School or Department, the staff member and their supervisor should consult to identify areas of good practice that might be shared and strategies to enable that sharing.</p>																
9 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>Raw data (including written comments) and summary report</td> </tr> <tr> <td>Subject Co-ordinators</td> <td>Summary report of quantitative data</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>No access without teacher's express written permission</td> </tr> <tr> <td>Students</td> <td>No access without teacher's express written permission</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	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
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<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>																	
10. Analysis and Interpretation of summary data	<p>PIPU will offer ongoing online and face-to-face training and consultation to academic staff and managers in interpreting SFTE, SFTU and PFTE data summaries to assist in responsible decision making.</p>																
11. Timing of questionnaire delivery to students	<p>Surveys are not to be administered in the final week or final session of a subject. They should be administered after approximately 75% of the teaching is completed (usually during Weeks 10-12 of a 13-week semester or at an equivalent point during other teaching schedules).</p>																
12. Multiple teaching staff	<p>If the staff member is part of a team of teaching staff and is teaching only a section of a subject, the questionnaire should be administered as each staff member completes their section (provided that person has taught at least nine hours), rather than several weeks or months later at the conclusion of the subject.</p> <p>If a subject is team taught in intensive mode, questionnaires may be</p>																

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	administered at the conclusion of the teaching period for all staff.
13. Alternative formats	<p>Staff who are aware of students who will require an alternative format for the feedback form should email the PIPU Student Feedback Team (student.feedback@latrobe.edu.au) to arrange for the alternative format.</p> <p>Students may also contact the Student Feedback Team or the Equality and Diversity Centre for assistance.</p> <p>Once the feedback has been provided the information will be converted to paper format to ensure the anonymity and confidentiality of the student.</p>
Status	<p>Minor update August 2011 to show the area now responsible. Revised March 2011. Prior approval Academic Board 11 February 2009 Minute 429.4.4</p> <p>The implementation of the latest version of these procedures supersedes all previous versions of these procedures.</p>
Approval Body	Academic Board 14 April 2010 Minute 439.3.2(c)
Initiating Body	Education Committee
Definitions	<p>Questionnaire: the instrument (questions) used to conduct a survey.</p> <p>Survey: the method for collecting information.</p>
Date Effective	<p>March 2009</p> <p>Amended February 2010</p>
Next Review Date	March 2013
Keywords	feedback, survey, questionnaire, evaluation, promotion, performance management, teaching, SFTE, SFTU, PFTE
Owner/Sponsor	Senior Deputy Vice-Chancellor
Author	Pro Vice-Chancellor (Curriculum and Academic Planning)
Contact person	Director, Planning and Institutional Performance