POLICY: Student Feedback Policy

Policy Group: B. Students  
C. Teaching and Learning  
D. Research

RMIT Statute and/or Regulation Reference No.:  
Relevant State/Federal Govt. Legislation: State and Federal Privacy Act, 2000

Policy Reference and Version No.: Version 2.0

Commencement Date: February 2005  Review Date: February 2008

POLICY STATEMENT

Intent: 1. To monitor and improve the quality of the student learning experience through the collection, use and reporting of student feedback about teaching and the learning environment.

Addressed in this policy are:

1.1 the use of RMIT surveys and other feedback mechanisms at the course level to support improved practice;

1.2 the use of RMIT surveys and other feedback mechanisms at the program level to support improved practice;

1.3. the use of local feedback mechanisms to support improved practice.

2. To link student feedback with the development of improvement plans and so recognise, support and extend good practice.

3. To celebrate success and good practice.

Scope: All RMIT accredited programs

Exclusions: There are no exclusions. Offshore student feedback and feedback systems are covered by this policy.

Objectives: The objectives of this policy are:

1. Enhancing the student experience through the systematic collection and analysis of student feedback as a basis for improvement activities.

2. Recognising and sustaining good practice by providing data to assist staff in improving professional practice and the scholarship of teaching and to inform the development of processes which recognise and reward good teaching.

3. Enhancing the student experience by providing students with the opportunity to actively participate in the continual improvement of their program and courses via a range of feedback methods.

4. Ensuring the provision of information to students regarding the purpose and outcomes of student feedback collected over time, including actions taken to address concerns.
Definitions and Acronyms:

**Feedback:** Judgments and opinions formed by students regarding their experience of RMIT and expressed through formal mechanisms such as program and course level surveys, Student-Staff Consultative Committees, or informal mechanisms such as focus groups and other methods of local data collection.

**RMIT Surveys:** The following surveys are the standard internal instruments for capturing student feedback about course, program, and broader University experience:

- *Course Experience Survey (CES):* designed to capture feedback about students learning experiences within a particular course.
- *Ongoing Postgraduate Research Experience Survey (OPRES):* designed to capture feedback about higher degree research students learning experiences.
- *Student Experience Survey (SES):* designed to capture feedback from undergraduate and postgraduate by coursework and TAFE students regarding their program experience and broader university experience including services and facilities.

**Staff:** All personnel employed by RMIT.

**Student:** Any person enrolled in any RMIT accredited program.

**Student Experience:** Students’ experience of RMIT including their experience of the academic, administrative, service and social environment, from the time they first engage with RMIT through to graduation.

Policy Provisions:

1) **General**

a) Student Feedback is a component of program evaluation which should also take account of feedback from graduates, industry partners, professions, academic peers and analysis of student assessment.

b) Feedback processes will be systematic, rigorous and respectful of the rights of students and staff and incorporate strategies to maximise student participation.

c) A range of feedback mechanisms including surveys, focus groups, comments, Student-Staff Consultative Committees and other participatory activities will be employed.

d) Where programs are delivered in partnership with other organisations, the agreement or memorandum governing that partnership will stipulate that adherence to RMIT academic and quality assurance policies apply.

e) All students should have the opportunity to provide feedback.

2) **Collecting Feedback**

a) **Course Feedback**

i) Staff will seek student feedback in a form which can be captured, analysed and reported every time a course is delivered. It is expected that the standard RMIT course survey will be administered annually for every course.
with current enrolments.

ii) A set of core questions will form the basis of a survey deployed to evaluate teaching and learning in all RMIT courses systematically.

b) Program Feedback

i) All students will have the opportunity to provide program level feedback.

ii) Formal program level surveying will be conducted in accordance with an annual schedule.

iii) Program level surveying will include questions regarding students’ experience of teaching and learning together with questions relating to the broader university experience.

iv) All coursework programs will establish and appropriately resource Student-Staff Consultative Committees.

c) Local Feedback Mechanisms

i) Other forms of feedback may be collected to inform local improvement planning activities.

3) Using Feedback

a) General

i) All staff at RMIT will engage with and respond to student feedback as part of the continual improvement of the student learning experience and undertake improvement planning on an annual basis.

ii) Student Feedback will be used by academic staff and their supervisors as part of the process of evaluating and enhancing teaching effectiveness and to inform promotion and probation decisions.

iii) Student Feedback will be used:

   (1) to improve the quality of programs and courses through the development of annual improvement plans,

   (2) to support the scholarship of teaching,

   (3) to inform professional development programs,

   (4) to enhance program design and the connection of inter-related programs, and

   (5) to improve the provision of learning resources, facilities, equipment and services through the development of annual improvement plans.

4) Reporting Feedback

a) General

i) All feedback will be reported in a format which ensures
that individual respondents and individual staff cannot be identified.

ii) Students will be informed of the changes made to courses and programs on the basis of feedback.

iii) Staff will be consulted and informed regarding the use and dissemination of student feedback.

iv) Results of course level student surveys aggregated to the program level, and program level student surveys will be made public for the purposes of benchmarking, both internally for the purpose of sharing good practice, between Schools and groups across the University and externally with relevant universities.

v) Reports on the results of student feedback will be distributed to the relevant staff with responsibility for improving the student experience.

Supporting/Related documents:
- Program Quality Assurance Policy
- Universities and their Students: Principles for the Provision of Education for Australian Universities (AVCC)
- The Student Experience at RMIT
- Australian Quality Training Framework
- RMIT Teaching and Learning Strategic Plan
- RMIT Research Code of Conduct
- RMIT Higher Education Enterprise Agreement and MECA
- RMIT Policy on Graduate Surveys
- RMIT Policy on Managing for Performance
- RMIT Partner agreements
- RMIT Privacy Policy
- Learning and Teaching Performance Fund Discussion Paper
- Code of Practice for Research Degree Supervision at RMIT
- University Enhancing the Research Environment at RMIT Policy

Key Words for Search Engine (SiM):
- Student feedback; Feedback; Student Feedback Survey; Survey Services Centre; SSCC; Student-Staff Consultative Committee; Learning and Teaching

Answers to FAQ's: Refer to Policy Guidelines

Supporting Procedures/ Guidelines:
1. Program level surveying (undergraduate coursework and TAFE).
2. Course level surveying.
3. Surveying of programs delivered in conjunction with Partner organisations.
4. The establishment and operation of Student-Staff Consultative Committees.
5. Higher Degree Research Surveying.

ACCOUNTABILITIES
Implementation: Pro Vice-Chancellor Teaching and Learning, Pro Vice-Chancellor Students, Pro Vice-Chancellors Academic, Pro Vice-Chancellor International, Enterprise and Community Development, Pro Vice-Chancellor Research and Innovation, and Director, Policy and Planning

Compliance: Heads of Schools and Managers of Service Groups

Monitoring and Evaluation: 1. Pro Vice-Chancellor Teaching & Learning and Pro Vice-Chancellor Students 2. Surveys Services Centre 3. Students Committee

Development/Review: 1. Pro Vice-Chancellor Teaching & Learning and Pro Vice-Chancellor Students 2. Survey Services Centre

Approval Authority: Academic Board and Board of Technical Studies

Interpretation and Advice: Policy and Planning Group

WHO SHOULD KNOW THIS POLICY
All staff at RMIT, including offshore partner institutions and RMIT Vietnam.

All students

EFFECTIVENESS OF THIS POLICY

Performance Indicator(s): 1. Student participation in student feedback mechanisms increases, along with the volume and quality of data used to inform improvement activities. 2. Use of student feedback is part of planning and monitoring systems. 3. Demonstrable improvement in the student experience as measured by survey instruments.

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