

## **Student Feedback Policy**

### **1. Purpose**

UNSW College (the College) recognises that student feedback is essential for quality assurance, continuous improvement and improved student outcomes.

The intention of this Policy is to articulate the College's approach to systematic collection, analysis, reporting and use of feedback from students, derived from our student feedback mechanisms.

### **2. Scope**

All students enrolled in programs delivered by UNSW College.

### **3. Policy statement**

The College supports easily accessible, explicit, timely and mutually respectful feedback between and among students and staff. A feedback cycle is part of effective learning and student experiences. Provided students engage in feedback it should enhance their learning, and improve their overall experience whilst at the College.

#### **3.1 Principals**

- (a) All UNSW College students should have an opportunity to provide feedback on their experiences, their studies and interactions with the College.
- (b) The College employs a robust range of mechanisms to gather student feedback, including but not limited to quantitative and qualitative customised surveys, at the start, during, and at the end of programs; sector-wide surveys approved by peak bodies, or the Executive Director Student Life & Academic Services; individual Care Calls; student focus groups; via the Student Representative Council (SRC) and through informal processes such as face to face interactions.
- (c) Student feedback may be used to inform improvements and enhancements to the quality of admissions and enrolment processes, orientations, events and activities, programs and courses, curriculum and assessment design, teaching and learning, resources, facilities and services.
- (d) Participation in providing student feedback is voluntary. Individual student feedback will be treated confidentially by the College, and in accordance with Australian privacy laws. Students will have the opportunity to provide feedback anonymously, though the College may be able to implement a more tailored



response to the feedback if it has specific information about the concerns or issues raised (e.g. the courses, staff or other matters which triggered the feedback).

- (e) Responding to student feedback by sharing collected feedback with participating student groups is an important and expected step in student feedback processes and evidence of actions and/or improvements will be communicated to students. Individual student feedback will be de-identified when shared back with the group.
- (f) Each mechanism used to gather student feedback will not be used in isolation to evaluate the Student Experience and outcomes.

#### 4. Feedback mechanisms

- (a) UNSW College employs a series of formal surveys across the student lifecycle which ask for students' inputs and feedback including:

Student Journey Phase	Mechanism
Beginning of program	Settling in survey
During program	My Experience survey (teaching and learning focus)
End of program	End of Program survey

- (b) The College also facilitates the QILT Student Experience Survey and surveys tailored to English studies.
- (c) In addition to formal surveys, the College's SRC meet with College leadership on a monthly basis, and students' feedback is shared with UNSW College staff members during these meetings. Further, the Head of SRC and a former College student (currently studying at UNSW) provide student representation and student voice at regular College Academic Board meetings.
- (d) Focus Groups are formed on a needs basis and students in attendance may be remunerated with payment vouchers for their contribution to the research in question. Focus groups may be formed to obtain insights on a wide range of matters including program design, curriculum experiences, student activities and events, design and usage of student spaces on campus. Focus groups are coordinated through the Student Experience team, or the Programs team.

#### 5. Feedback loops

Student feedback data is considered, shared and acted on by members of the Education team, the Student Experience Team, Executive Team, Academic Board and the Board



of Directors. Collection, consideration and response to student feedback is a key part of institutional monitoring, review and mitigation of future risks to the quality of learning, teaching and overall student experience at the College. The data collected will be used to support a wide range of initiatives, for example to inform admission criteria, course design, teaching approaches, learning and academic support services and student progress and wellbeing.

Students will receive summarised results of surveys in de-identified form which they have been asked to participate, and communication will include learnings, recommendations and actions, where appropriate.

## 6. Roles and responsibilities

Role	Responsibility
Academic Board	Oversee the College program for seeking, assessing and responding to feedback and ensuring the College maintains a culture where student feedback is encouraged and is given freely and with confidence.
Head of Student Experience	Responsible for the implementation, administration and reporting of student-facing surveys and student focus groups.
UNSW College staff	Executives and supervisors are responsible for assisting in the implementation of and adherence to this Policy.
Students	Students are encouraged to participate actively in student feedback processes throughout their studies at the College.

Related Policy Documents and Supporting Documents	
Legislation	<ul style="list-style-type: none"> <li>• <a href="#"><u>Higher Education Support Act 2003 (Cth)</u></a></li> <li>• <a href="#"><u>Higher Education Standards Framework (Threshold Standards) 2021 (Cth)</u></a></li> <li>• <a href="#"><u>Education Services for Overseas Students (ESOS) Act 2000 (Cth)</u></a></li> <li>• <a href="#"><u>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)</u></a></li> </ul>



## Policy Governance

Student Feedback Policy	
Category/Business Group	Student Experience
Published Externally (Yes/No)	Yes
Approver	Academic Board
Responsible Officer	Executive Director, Students
Contact Officer	Head of Student Experience
Effective Date	17/08/2023
Next Review Date	17/08/2026
Version	1.0

## Revision History

Version	Approved by	Approval date	Effective date	Sections modified
1	Academic Board	08 August 2023	17 August 2023	N/A

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