

Student Feedback Policy

1. Purpose

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

This policy articulates the College's approach to systematic collection, analysis, reporting and use of student feedback.

2. Scope

This Policy applies to:

- (a) all students enrolled in College programs; and
- (b) all staff involved in delivering College programs, administering and responding to student feedback.

3. Policy statements

- (a) The College supports easily accessible, explicit, timely and mutually respectful feedback between and among students and staff, to better assist effective learning, strengthen student support and improve the overall student College experience.
- (b) All College students will be invited to provide feedback on their experiences, studies and interactions with the College.
- (c) Student feedback will inform improvements to admissions and enrolment processes, orientation, events and activities, programs and courses, curriculum and assessment design, teaching and learning, resources, facilities and services.
- (d) Student participation in feedback can be anonymous and is not mandatory, although the College encourages participation to improve the robustness of the information.
- (e) Individual student feedback is treated confidentially by the College in accordance with Australian privacy laws.
- (f) De-identified and aggregated student feedback is shared with participating student groups and includes resulting follow up action to be undertaken by the College.
- (g) To protect the anonymity of survey respondents and encourage constructive feedback, results with fewer than 5 responses will not be published.

4. Feedback mechanisms

- (a) The College employs several mechanisms to gather student feedback, including but not limited to quantitative and qualitative student surveys administered at



various times throughout the student life cycle, sector-led surveys, student focus groups and Student Representative Council (SRC) feedback.

- (b) Regular in-house student surveys administered by the College across the student lifecycle, include:

Student Journey Phase	College Feedback Mechanism
Beginning of program	Settling In Student Survey
During program	My Experience Student Survey (teaching and learning focus)
End of program	My College Student Survey
External/Education sector	QILT

- (c) The College also participates in;
- i. the Quality Indicators for Learning and Teaching (QILT) Student Experience Survey, a government endorsed survey for higher education providers that reports on multiple facets of the student experience; as well as
 - ii. surveys tailored to English Language studies.
- (d) The SRC meets with College leadership monthly and student feedback is shared during these meetings. Further, the Head of SRC and a former College student (currently studying at UNSW) provide student representation and a student voice at College Academic Board meetings.
- (e) 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 are coordinated through the Student Experience or Programs teams. to obtain insights on the student experience, including teaching quality, course quality, student support, facilities and resources, orientation, skills development and the overall quality of the education experience.

5. Survey Results and Reports

- (a) 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 the overall student experience at the College.
- (b) Student feedback is considered and analysed, with resulting action plans shared with relevant stakeholders, with further detail provided in the [Student Feedback Procedure](#).
- (c) Students will receive de-identified and summarised outcomes of surveys in which they have been invited to participate and communication will include learnings and resulting actions where appropriate.



6. Record Keeping

- (a) Any data resulting from survey processes, including responses, summaries, and reports, must be managed in keeping with the College [Data Governance Policy](#).

7. Privacy

- (a) The College will not disclose personal information obtained from student surveys or identify and contact students or staff, unless authorised in accordance with the College [Privacy Policy](#).
- (a) All surveys and student feedback comply with relevant College policies, including but not limited to the [Privacy Policy](#) and [Data Governance Policy](#).

8. 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"> • Higher Education Support Act 2003 (Cth) • Higher Education Standards Framework (Threshold Standards) 2021 (Cth) • Education Services for Overseas Students (ESOS) Act 2000 (Cth) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)
Policy	<ul style="list-style-type: none"> • Data Governance Policy • Privacy Policy
Procedure	<ul style="list-style-type: none"> • Student Feedback Procedure



9. Policy Governance

Student Feedback Policy	
Category/Business Group	Academic Services
Published Externally (Yes/No)	Yes
Approver	Academic Board
Responsible Officer	Executive Director, Students
Contact Officer	Head of Student Experience
Effective Date	23 May 2024
Next Review Date	23 May 2027
Version	2.0

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
2.0	Academic Board	23 May 2024	23 May 2024	Minor changes reflecting anonymity of surveys; non-publication of fewer than 5 responses; expanded range of feedback mechanisms; action plans for feedback responses; inclusion of record keeping and privacy references.
1	Academic Board	08 August 2023	17 August 2023	N/A

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