

Institution	Universal Higher Education (UHE)
Policy name	Stakeholder Feedback Policy
Policy Governance	Academic Board & UHE Board

1. Introduction

Stakeholder feedback is an important part of UHE's Quality Assurance and Enhancement policy. UHE values stakeholder feedback in improving the quality of courses, teaching, support services, and the overall experience. The stakeholder feedback policy places onus on UHE to systematically collect, analyse, and communicate the results of the feedback with students, staff, and various governing committees. The policy also places accountability on various staff in closing the loop on stakeholder feedback.

2. Policy principles

UHE is committed to providing stakeholders with a quality of experience in learning, teaching, and overall experience. Gathering regular feedback from key stakeholders is one of the mechanisms in assessing the quality of courses, teaching and overall experience. The principles that govern why and how stakeholder feedback will be implemented include:

- UHE is committed to maintain positive learning, teaching and overall experience for students, staff, and employers and recognising good educational practice and making enhancements to courses, subjects, teaching, assessments, and overall experience.
- UHE values stakeholder feedback and uses a range of national and institutional survey questionnaires to assess the experience of courses, subjects, teaching, assessment, and overall experience.
- UHE is accountable to ensure that the results of the survey with various stakeholders is used to inform annual improvements at UHE, course, subject, and teacher level.
- The key governing bodies such as the UHE Board and the Academic Board are responsible for monitoring results and actions taken as a result.
- Key academic leaders at UHE such as the Chief Academic Officer and Deans are responsible to act on the results. The Registrar is responsible for ensuring that any areas needing improvement in non-academic areas are acted upon in timely manner.

3. Standard Instruments

UHE uses standard instruments to monitor the quality of courses, subjects, teaching, assessments, and the overall experience. The use of standard instrument enables UHE to systematically collect data and benchmark results with comparative institutions or internally with trend use of data. Table 1 below outlines the standard instruments at UHE.

Table 1: UHE Standard Survey Instruments

Survey tool	Aims	Frequency	Accountability
Institutional Level			
UHE First Year Experience Survey	Assess the experience of first year students	Annual in term 2	UHE Board and Academic Board
National Student Experience Survey*	National instruments to assess first and final year student experience	Biennial survey	Academic Board
UHE Alumni Survey	Aims to assess the relevance of UHE courses in employment and industry	Triennial	UHE Board and Academic Board
Course Level			
Graduate Outcomes Survey*	National instrument to assess graduate employment and quality of course experience	Annual after graduations	UHE Board and Academic Board
Subject and Teacher Level			
Subject and Teacher Evaluation Survey	To assess the quality of subject and teaching	Every term	Academic Board
Staff Level (academic and administrative staff including sessionals)			
Staff Opinion Survey	To assess employee perception of UHE	Triennial	UHE Board

(*) denotes national surveys in which UHE will participate

4. Stakeholder Compliments, Complaints and Suggestions

Apart from the standard instruments outlined in table 1, UHE uses qualitative feedback gathered from compliments, complaints, and suggestions which stakeholders can access online on UHE website or at student services office.

5. Responsibility

5.1 UHE and Academic Board

The UHE and Academic Board are responsible for reviewing the results of the survey and identifying areas needing improving. Improvements that require resourcing needs to be approved by the UHE Board. The Academic Board monitors any risk related to academic quality and student experience that requires attention.

5.2 Chief Academic Officer

The Chief Academic Officer is responsible for ensuring that the surveys are systematically undertaken and reports are prepared and discussed in various committees. He/she is also responsible for examining the results and recommend areas needing improvement. The Chief Academic Officer provides a progress report to various committees on actions taken as a result of the survey and the impact of such improvements.

5.3 Line Managers

Line managers at UHE are responsible for ensuring that the results of the survey are reviewed and improvements are implemented in various areas. Line managers are also responsible for raising issues and concerns with the Chief Academic Officer. The relevant Deans are responsible for reviewing the results of the Subject and Teacher Evaluation Surveys and discussing the results with teaching staff. Any areas that require improvement should be implemented in a timely manner.

6. Engagement of Students in Feedback

The engagement of students in the feedback process is important. UHE has the responsibility for ensuring that the summary results and actions to be taken on various surveys are undertaken on annual basis. This will be done via poster campaign, emails, and through the learning management system.

7. Annual student forum

UHE will hold an annual student forum to further engage students in student feedback. The forum will provide opportunity for students to collectively raise any issues and concerns and also to form strong partnership between the UHE and various student groups.