

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

1. Purpose

- 1.1 UHE is committed to enhancing the teaching quality and the student experience through the systemic collection and analysis of student feedback to inform course development and review, and service improvement.
- 1.2 This policy provides a framework for collecting, utilising and reporting student feedback on the quality of UHE's courses (BIT and BMFP) and services.
- 1.3 This policy applies to all students at UHE.

2. Framework

- 2.1 All students will have the opportunity to provide feedback, either through the formal student satisfaction survey or informally through the Academic Advisers.
- 2.2 Complaints or negative feedback should be viewed as an opportunity for improvement as it serves as an effective indicator of overall satisfaction, effectiveness or unmet expectations of learning outcomes.

3. Evaluating Teaching and Learning

- 3.1 Informal student feedback is collected throughout the teaching period and over the course of study through verbal consultation, written submissions and via online survey or data collection.
- 3.2 At the conclusion of each semester, a survey will be deployed to systematically evaluate teaching and learning in all UHE courses. This will include students' assessment of their teaching and learning experience and achievement of learning outcomes.

4. Utilising Feedback

- 4.1 Student feedback will be used to inform the course review and enhancement process, and the improvement of learning resources, facilities, equipment and services.
- 4.2 Student feedback will also 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.

4.3 Coordination of responses to feedback will be the responsibility of the respective Deans working with the relevant subject coordinators.

4.4 Significant concerns will be addressed in accordance with the Complaints Policy and Procedures.

5. Reporting Feedback

5.1 All feedback will be reported in a format that ensures student and staff anonymity is protected.

5.2 Reports on student feedback will be distributed to staff with responsibility for improving teaching quality and experience. The reports will also be submitted to Academic Board for discussion and monitoring.

5.3 Students will be informed of any corresponding change to UHE courses or services on the basis of feedback received.

5.4 Results of student surveys may be shared externally with other higher education providers for the purposes of benchmarking.