
Student Feedback on Teaching and Courses Policy

Academic Policy

1 Purpose

The purpose of this policy is to outline the processes for collecting, analysing and reporting course and teaching feedback from students.

2 Organisational Scope

This is a University-wide policy.

3 Definitions

For purposes of this policy, unless otherwise stated, the following definitions shall apply:

Academic Staff:	Staff employed by the University with responsibility for research-led teaching in the form of lectures, tutorials and other teaching events.
AVC (Academic)	Assistant Vice Chancellor (Academic).
Tutoring Staff:	Staff employed by the University to support teaching of courses under the supervision of course coordinators or programme directors. This includes staff employed as sessional assistants, teaching assistants, laboratory assistants and in similar roles.
Tutorial:	A group interactive teaching session, including laboratories, workshops and formally managed online discussions.
Teaching Feedback:	Feedback from students on the quality of the teaching of an individual staff member.
Course Feedback:	Feedback from students on the quality of the learning opportunities in a particular course.
Teaching Performance Profile (TTP):	A summarised history of teaching feedback for an individual academic staff member.
UTDC:	University Teaching Development Centre

4 Policy Content

4.1 Administration of feedback process

- (a) Formal student feedback on courses and teaching at the University is administered by the UTDC, under the direction of the Assistant Vice-Chancellor (Academic).

- (b) The Director of the UTDC, in consultation with the AVC (Academic) sets out appropriate operational procedures to collect and report student feedback, in order to ensure the security, validity and usefulness of the information collected.
- (c) Only feedback collected independently and securely in compliance with the UTDC processes will be included in TPPs and in other formal feedback reporting by the UTDC.
- (d) The UTDC will assist staff in collecting informal and other forms of feedback from students, subject to available resources. This additional information will be summarised for staff use in teaching improvement but will not be formally reported.

4.2 Teaching feedback for staff

- (a) Any staff member involved in teaching a University course may request student feedback on their teaching performance in that course.
- (b) Teaching feedback for the range of teaching activities that a staff member is engaged in is required in the following circumstances:
 - (i) in the first trimester of a staff member's teaching at the University;
 - (ii) where a staff member has not sought feedback for the previous two full teaching years.
- (c) Heads of School are responsible for ensuring that student feedback is sought by all academic staff members in their School in compliance with section 4.2(b).
- (d) A summary of the teaching feedback for a staff member is sent to that staff member and to their Head of School.
- (e) The Head of School is responsible for reviewing the feedback and identifying with the staff member concerned any action that needs to be taken in the light of the feedback.
- (f) Course coordinators may request feedback on the teaching of the tutoring staff on their course, but only with the prior knowledge of the staff member(s) concerned.

4.3 Course Feedback

- (a) Student feedback on courses must be sought:
 - (i) in the first year that a new or substantially revised course is offered, including a change in teaching mode (e.g. to on-line teaching);
 - (ii) at least once in every three offerings of a course and not less frequently than once in four years;
 - (iii) each time a new 'Special Topic' course is offered.
- (b) The course coordinator is responsible for requesting student feedback on courses.
- (c) Heads of School are responsible for ensuring that student feedback is sought in compliance with section 4.3(a) for all courses offered by their School.
- (d) Heads of School are responsible for ensuring that course feedback results are formally reviewed by the academic staff of the programme.

4.4 Analysis, Reporting and Retention of Feedback Results

- (a) The UTDC will process, analyse, prepare reports on, and archive the statistical information from student feedback data.

- (b) Teaching feedback results will be provided directly to the individual academic staff member.
- (c) Feedback results for tutoring staff will be provided to course coordinators who are required to provide copies to the individual tutors within one week of receipt.
- (d) Course feedback results will be provided directly to course coordinators who will be responsible for discussing the feedback with others teaching on the course.
- (e) The original of each feedback form with student comments will be returned to the relevant academic or tutoring staff member once the final grades for the course have been entered. Individual staff members may request that teaching feedback forms *not* be returned to them.
- (f) Annual summaries of responses to the core feedback questions for all courses evaluated in a School each year will be:
 - (i) provided to the relevant Heads of School;
 - (ii) provided to the relevant Pro Vice-Chancellor for consideration by the Faculty Management Team; and
 - (iii) available to staff and students through the University portal with an appropriate general commentary from UTDC on the interpretation of such feedback. A summary for a particular course will be replaced when a new evaluation for that course has been carried out.
- (g) Annual summaries of responses to the core feedback questions on courses and teaching will be:
 - (i) provided to the relevant Heads of School; and
 - (ii) provided to the relevant PVC.
- (h) After receiving course feedback, course coordinators will provide to students who are enrolled in the course next time it is offered:
 - (i) a brief statement that summarises general feedback points from the previous cohort that are considered by the course coordinator to be salient;
 - (ii) comments on those points with an outline of any relevant changes that have been made to the course in the current offering.
- (i) A summary of the core questions from course feedback for every course within a programme will be supplied to schools prior to programme reviews.
- (j) Summary reports of the teaching and course feedback at the University will be produced on an annual basis by the UTDC; individual staff members will not be identified in the reports.
- (k) Summary reports will outline the overall teaching and course feedback by School, by Faculty, and for the whole University and will be made available to relevant managers, they will also be placed on the intranet website of the Office of the AVC (Academic).

4.5 Teaching Performance Profile

- (a) TPPs are produced by the UTDC in response to a request made in reasonable time from an individual staff member.
- (b) The TPP will include summaries of all the teaching feedback results stored by the UTDC for a given individual over the period of time specified.

4.6 Confidentiality of the Feedback Process

- (a) Information obtained from student feedback on teaching, tutoring and courses will usually relate to identifiable individuals. The University respects the rights of staff and students to the confidentiality of personal information and the UTDC will take all reasonable steps to maintain this.
- (b) The confidentiality and anonymity of the identity of student respondents to the feedback questionnaires will be preserved at all times by all staff.
- (c) TPPs are confidential documents that will not be revealed by the UTDC to any person other than the staff member concerned.

5 Legislative Compliance

Although the University is required to manage its policy documentation within a legislative framework, there is no specific legislation directing this policy.

6 References

Collection and Use of Student Feedback on Teaching and Courses Procedure (currently in draft)

7 Appendices

None

8 Approval Agency

Academic Board

9 Approval Dates

This policy was originally approved on:	13 May 2010
This version was approved on:	13 May 2010
This version takes effect from:	13 May 2010
This policy will be reviewed by:	13 May 2013

10 Policy Sponsor

Assistant Vice Chancellor (Academic)

11 Contact Person

The following person may be approached on a routine basis in relation to this policy:

Evaluations Administrator
University Teaching Development Centre