

Student Feedback on Teaching Policy

Section 1 - Background and Purpose

(1) The evaluation, quality assurance, and promotion of effective, high quality curriculum design, teaching and learning are core professional responsibilities of the University's academic staff and academic management.

(2) As one element of its academic quality assurance system, the University seeks feedback from students on aspects of teaching that directly affect their learning and success. This feedback is sought through the University-wide Student Feedback on Teaching (SFT) questionnaire. SFT data is used in probation, promotions, performance management and other academic quality assurance processes.

(3) Feedback from academic peers, managers, graduates and other relevant stakeholders is also used to support quality assurance and quality improvement.

Section 2 - Scope

(4) All teaching staff of the University, including tutors, demonstrators and those in casual, part-time or contract employment in all teaching locations.

Section 3 - Policy Statement

(5) Individual teaching staff will use the University SFT questionnaire to gain feedback on their teaching and the results will be considered in promotions applications as well as annual performance management and probation discussions between staff and their supervisors.

(6) A SFT questionnaire will be administered in at least one subject in each teaching period during which a staff member is teaching. Selection of the subject(s) in which students are to be surveyed will be made in consultation with the Head of School or performance supervisor.

(7) Training and consultation will be provided by the Data and Performance Analytics (DAPA) to assist in interpretation of data and ensure its appropriate use in decision making and in promoting improvement.

Section 4 - Procedures

Design

(8) The questionnaires are designed to be valid, reliable, appropriate for purpose and context, effective and efficient.

Questionnaires

(9) SFT and SFTU questionnaires are developed by Planning and Governance Feedback Team under the direction of

the Director, Data and Analytics and reviewed and approved by the Education Committee at least once every two years.

Ownership and Management

(10) The SFTE and SFTU questionnaires and systems are owned by the Office of the Deputy Vice-Chancellor (Education) and managed by the DAPA Feedback Team under the direction of the Director, Data and Analytics.

Ethics and Anonymity

(11) Students must be confident that their anonymity is protected and that staff cannot gain access to the data before the students have received their results. Students must be made aware that their participation, while strongly encouraged, is voluntary.

(12) After the students have received their results, SFT responses are sent to the individual academic staff members who also receive the original questionnaires. Copies of the summary reports of quantitative responses are sent to the relevant Heads of School or Division.

Administration of Questionnaire - Responsibilities

(13) The DAPA Feedback Team will:

- a. provide questionnaires
- b. receive questionnaires and analyse the resulting data
- c. prepare summary reports for relevant parties,
- d. provide training in interpreting the data, and
- e. securely archive the data obtained

(14) Members of academic staff will:

- a. ensure that requests for questionnaires are timely
- b. schedule an appropriate date and adequate time for the administration of the questionnaire
- c. arrange for administration of the questionnaires and return of the completed questionnaires to DAPA Feedback Team in accordance with the approved Student Feedback on Teaching Guidelines

Frequency

(15) A feedback questionnaire will be administered to students in at least one subject taught by each staff member in semesters when that staff member is teaching.

(16) The subject in which students are to be surveyed will be selected in consultation with the Head of School or performance supervisor.

Responding to Feedback

(17) Recalling that student feedback reflects students' perceptions and that there are other measures of teaching quality, feedback on teaching staff may be considered with a view to making improvements. For example, cases (with a sufficiently high response rate) where scores in overall satisfaction, and at least two other questions, fall more than 0.5 standard deviations below the mean score for the School or Department or cases where there are very low response rates, may lead the staff member and their supervisor to consult and consider strategies to improve.

(18) Where feedback on teaching staff (with a sufficiently high response rate) with scores in overall satisfaction, and at least two other questions, that fall more than 0.5 standard deviations above the mean score for the School or

Department, the staff member and their supervisor should consult to identify areas of good practice that might be shared and strategies to enable that sharing.

Access to Results

Relevant LTU Stakeholders	Information made available
Teachers/Tutors of subject	Raw data (including written comments) and summary report
Subject Co-ordinators	Summary report of quantitative data
Deans of School	Summary report of quantitative data
Provost	Summary report of quantitative data
Vice-Chancellor and Deputy Vice-Chancellor	Summary report of quantitative data
Other academic staff	No access without teacher's express written permission
Students	No access without teacher's express written permission

(19) Senior Managers may receive data aggregated at appropriately higher levels upon request. No one other than the individual teaching staff will receive, see or have access to the raw data – i.e. the students' written comments – unless the staff member decides to share this information.

Analysis and Interpretation of Summary Data

(20) DAPA will offer ongoing online and face-to-face training and consultation to academic staff and managers in interpreting SFT data summaries to assist in responsible decision making.

Timing of Questionnaire Delivery to Students

(21) Surveys are not to be administered in the final week or final session of a subject. They should be administered after approximately 75% of the teaching is completed (usually during Weeks 10-12 of a 13-week semester or at an equivalent point during other teaching schedules).

Multiple Teaching Staff

(22) If the staff member is part of a team of teaching staff and is teaching only a section of a subject, the questionnaire should be administered as each staff member completes their section (provided that person has taught at least nine hours), rather than several weeks or months later at the conclusion of the subject.

(23) If a subject is team taught in intensive mode, questionnaires may be administered at the conclusion of the teaching period for all staff.

Alternative Formats

(24) Staff who are aware of students who will require an alternative format for the feedback form should email the DAPA Student Feedback Team (surveys@latrobe.edu.au) to arrange for the alternative format.

(25) Students may also contact the Student Feedback Team or the Equality and Diversity Centre for assistance.

(26) Once the feedback has been provided, the information will be converted to paper format to ensure the anonymity and confidentiality of the student.

Section 5 - Definitions

(27) For the purpose of this Policy and Procedure:

- a. Questionnaire: the instrument (questions) used to conduct a survey.
- b. Survey: the method for collecting information.
- c. Questionnaire: the instrument (questions) used to conduct a survey.
- d. Survey: the method for collecting information.
- e. Teaching Staff: staff involved in delivery of a subject, including lecturers and tutors

Status and Details

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Responsible Policy Officer	Anthony Perera Director, Data and Analytics
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