Elite Education Institute Pty Ltd trading as Elite Education Institute
ABN 65 162 298 580   CRICOS Provider Code: 03390A
Head Office & Sydney CBD Campus: Level 6, 8 Quay Street, Haymarket NSW 2000
Tel: +61 2 9211 4958
Website: www.ee.edu.au   Email: info@ee.edu.au

27. Student Feedback Policy

Purpose	Sets out the Institute's approach to collecting student feedback.
Location	The policy is maintained on owncloud (original: Pydio)-http://cloud.ee.edu.au/owncloud
Responsible executive	Registrar
Responsible office	Student Service Office
Effective date	30 November 2016
Review date	30 November 2018, 30 November 2021, 30 November 2025
Modification history	Jun 2013 (V1), Nov 2016 (V2)
Related documents	No related policies or plans
Authority	Approved by Council

1   Purpose

This policy outlines how student feedback on units and teaching is gathered, reported, and utilised, using approved standard surveys, as part of the Institute's ongoing commitment to providing a quality learning experience for students.

2   Scope

All students at Elite Education Institute

3   Principles

3.1   The Institute is committed to the provision of quality in learning and teaching and this is reflected in its governance processes, its codes and policies, and its integrated framework for quality assurance and improvement. The Institute maintains the importance of an evidence-based and well-integrated approach to the improvement of quality, drawing together information from multiple sources in evaluating quality, and targeting areas for improvement and refinement.

3.2   The Institute considers students' views to be of critical importance in the evidence-based approaches used to target improvements in both teaching practices and the quality of courses and units of study. The Institute provides numerous avenues for students to express their views about their experience including through discussions and feedback forums in classes, feedback channels via the web, telephone interviews, and numerous formal and informal surveys.

3.3   There will be two main surveys:
- Student Unit Satisfaction Survey conducted in all teaching sessions each year;
- Graduate Satisfaction Survey conducted at the completion of program to assess student attainment of generic skills and their experience of academic and non-academic support.

3.4   The Institute will undertake regular annual review of units of study, using student feedback along with other sources of information. Student feedback on units of study is gathered using the Institute-approved standardised questionnaire in all units.

3.5   Units of study are normally evaluated every semester they are offered, except where special circumstances apply.

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3.6   Results from student feedback on units are reported to students and staff, along with targets and plans for improvement, in a rolling cycle of improving the quality of units of study.

3.7   Staff undertake annual evaluation of their teaching effectiveness using a university-approved survey instrument.

3.8   Students are given adequate time to complete the survey.

3.9   To ensure the integrity of the data and protect student anonymity, all student and graduate feedback surveys are distributed and collected by a person other than the person whose teaching is being evaluated. Surveys distributed and collected by the person being evaluated may be invalid for use in promotions or similar processes.

3.10 Both the Student Unit Satisfaction Survey and Graduate Satisfaction Survey are presented to the Academic Board for discussion, identifying areas requiring improvement. The improvements identified by the Academic Board will be implemented, and discussed with students via student forums, and emails.

3.11 All completed surveys are sealed in the supplied return envelope as per administration protocol.

3.12 All survey data are stored in a secure environment and only authorised staff have access to completed surveys and data.

3.13 Survey reports are released only to the person named in the report.