STUDENT FEEDBACK

POLICY

1. Introduction

MEDICAMPUS regards feedback from students as a very important source of input to ensure the maintenance of effective, high quality curriculum design, learning and teaching.

The Institute will provide a range of opportunities for students to provide feedback and evaluate feedback from students at different stages of students' learning journey.

2. Scope

This policy applies to collecting and evaluating student feedback and opinions about individual courses, the programme they are enrolled in, quality of teaching, resources, facilities and support available at the Institute.

Feedback from the Institute to students on their performance is dealt with in the Assessment Policy.

3. Policy

The Institute will survey students to collect feedback on:

- Courses and programmes
- Quality of teaching
- Experience with the Institute
- Institute facilities

Feedback will be anonymous, systematic, rigorous, and respectful of the rights of students and staff and incorporate strategies to maximise student participation. Full privacy and confidentiality will be ensured at all stages of the process.

For every course, a course and teaching survey will be administered each time a course is delivered as per the provisions under the 'Procedures' section of

this policy. A set of core questions will form the basis of the survey deployed to systematically evaluate teaching and learning in all Institute courses.

A Student experience questionnaire will be administered annually. A set of questions will form the basis of the survey deployed to systematically evaluate student experience at the Institute.

All students will be provided with the opportunity to provide feedback in full confidence of anonymity.

4. Quality assurance

To ensure that the Student Feedback Policy is fit for purpose, this policy will be:

- Internally endorsed by the Managing Director on development or review, prior to approval by the Dean or other delegated authority.
- Internally reviewed by the Student Office every three years from the date of approval (if not earlier).
- Feedback or comments on this policy is welcomed by the Student Office.

5. Procedures

5.1 Course and teaching survey

- A survey will be administered each time a course is delivered.
- All students will have the opportunity to provide feedback on the subject of study.
- All students will receive a request via email, a paper-based survey, or a URL to participate in the survey.
- The Student Office will ensure Tutors send/upload the evaluation survey to the students on time.
- Students can choose to make their responses anonymous.

- The result of the survey for each of the course will be collected and presented to the relevant teaching staff followed by a discussion on course design and professional development needs with the Dean if required.
- The overall survey result for all courses will be presented to the Academic Advisory Board to inform and improve the quality of learning and teaching activities.

5.2 Student experience questionnaire

- A Student experience questionnaire will be conducted for each programme in accordance with an annual schedule.
- This survey will include questions regarding students' experience of learning and teaching together with questions relating to the broader Institute experience.
- All students will have the opportunity to provide feedback on the following 5 domains:

  - ✓ General teaching quality
  - ✓ Learner engagement
  - ✓ Student support
  - ✓ Learning resources
  - ✓ Skills development
  - ✓ Institute facilities
  - ✓ Student information system

- All students will receive a request via email, a paper-based survey or a URL to participate in the survey.
- The Student Office will ensure each course is surveyed annually.
- Students can choose to make their responses anonymous.
- The result of the survey for each of the programme will be collected and presented to the Dean and the Managing Director.
- The overall survey result for all programmes will be presented to the Academic Advisory Board to inform and improve different aspects of the Institute's operation.

5.3 Use of student feedback

Student feedback will be used:

- to improve the quality of courses and programmes.
- to inform the professional development needs of academic staff.
- to enhance course and programmmes design.
- to improve the provision of learning resources, facilities, equipment and services.
- to compare and benchmark the Institute's performance against the sector or other providers.

5.4 Reporting of student feedback

- All feedback will be reported in a format which ensures that individual respondents cannot be identified unless the respondent requests otherwise.
- Students will be informed of the changes made to courses and programmes on the basis of feedback and this will be published for each trimester.
- Staff will be consulted and informed regarding the use and dissemination of student feedback.
- Feedback reports will be distributed to the relevant staff and boards with designated responsibility for improving the student experience and outcomes, including the Dean and the Managing Director.
- Feedback reports on individual staff will not be made public but may be used for staff development purposes.