



Higher Education Student Feedback Procedure

1. POLICY AGREEMENT SUPPORTED

HE Student Feedback Policy

2. PROCEDURAL DETAILS

2.1 The quality of teaching and learning will be evaluated internally through the Student Feedback unit survey (eVALUate).

2.2 Monitoring the quality of higher education teaching and learning will be based on:

- a) Student Feedback reports; and
- b) Sources such as: focus groups; employer and graduate surveys; student pass rates; student study continuation rates and student retention rates.

2.3 Teaching and learning evaluation data will be used to:

- a) Improve teaching and learning experiences for students and teachers;
- b) Assist staff to engage in a scholarly review of their teaching by reflecting on unit design, delivery, student engagement, and assessment;
- c) Provide data to benchmark teaching and learning quality within Higher Education courses of study;
- d) Provide evidence for teaching staff to use as indicators of current teaching performance and course difficulties; and
- e) Provide evidence for academic staff promotion, performance management processes, and teaching portfolios.

3. RESPONSIBILITIES

3.1 The General Manager Training Services 1 is responsible for:

- a) Implementation and compliance monitoring of these procedures;
- b) Ensuring fair and transparent method for the collection and analysis of student feedback;
- c) The ongoing review and use of Student Feedback as an evaluation tool.

3.2 North Metropolitan TAFE's Technology & Records Services is responsible for the secure storage of Student Feedback data.

| Version No. | Approved/ Rescinded | Date | Authority | |
|-------------|---------------------|-------------|-----------------------|--------------------------------|
| 4.0 | Approved | 08 Aug 2016 | HE Standing Committee | Included reference to eVALUate |
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