

## Student and Stakeholder Feedback Policy and Procedure HEPP39

### PURPOSE

The purpose of this policy is to provide a framework for eliciting, capturing, summarising and documenting information on student and stakeholder perceptions of the quality and effectiveness of Southern Cross Education Institute (Higher Education)'s courses, units and overall learning experience for use in course review, evaluation, accreditation and other academic quality assurance processes and activities.

### SCOPE

This policy and procedure applies to all staff, students and stakeholders of the Institute.

### DEFINITIONS

|             |                                                                                                                                                                                     |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SCEI-HE     | Southern Cross Education Institute (Higher Education)                                                                                                                               |
| Stakeholder | Refers to anyone who is invested in the Institute and its students, including administrators, academic staff, general staff, students, community, employers and accrediting bodies. |
| Student     | An individual who is formally enrolled to study at the Institute. The individual person is who appears on the enrolment documents, and who is assigned a Student ID.                |

### POLICY

Student and stakeholder feedback is a core component of the SCEI-HE's quality assurance framework and is guided by the following principles:

1. Monitoring and improving the quality of students' learning experiences through the timely collection, analysis and reporting of student feedback concerning teaching, learning and assessment;
2. Feedback processes will be systematic, rigorous and respectful of the rights of students, staff and stakeholders;
3. Providing all students and stakeholders with the opportunity to actively participate in the continuous quality improvement of courses;
4. Feedback will incorporate strategies to maximise student participation;
5. A range of feedback mechanisms including surveys, focus groups and informal comments will be utilised as appropriate;
6. Linking student and stakeholder feedback to the systematic development of improvement plans; and
7. Ensuring the provision of information to students and stakeholders regarding the consideration of feedback collected and the actions taken to address concerns raised in any feedback received.

### PROCEDURE

#### 1. Collecting Feedback

- 1.1 The Course Coordinators are responsible for implementing, collecting, analysing and reporting on student and stakeholder feedback.
- 1.2 SCEI-HE seeks student feedback, via an online survey, which can be captured, analysed and reported at:
  - 1.2.1 the conclusion of the delivery of a course unit;
  - 1.2.2 at the conclusion of each semester; and
  - 1.2.3 at the conclusion of a course.
- 1.3 A core set of questions will form the basis of the survey to evaluate the teaching, learning and assessment of course units and the students' learning experience at SCEI-HE.
- 1.4 Where online surveys are inappropriate for specific student cohorts (e.g., second-language students), alternative feedback mechanisms will be deployed e.g. focus groups.
- 1.5 All graduating and exiting students will be provided with the opportunity to provide feedback on their course, units and overall learning experience.
- 1.6 Stakeholder feedback will be collected as required for specific purposes using methods appropriate for the specific feedback sought e.g. industry placement partners.

#### 2. Analysing Feedback

The Course Coordinators will analyse the student and stakeholder feedback data and formulate reports for the Academic Director, who will report to the Teaching and Learning Committee.

#### 3. Utilising Feedback

- 3.1 All staff will engage with, and respond to, student and stakeholder feedback and will undertake improvement planning on the basis of such feedback.
- 3.2 Specifically, student and stakeholder feedback will be used by Course Coordinators and lecturers to:
  - 3.2.1 improve course teaching, learning and assessment through the development of improvement plans;
  - 3.2.2 enhance course design;
  - 3.2.3 motivate and support the scholarship of teaching and learning;
  - 3.2.4 improve the provision of learning resources, facilities, equipment and services; and
  - 3.2.5 inform professional development programs.

#### 4. Reporting Feedback

- 4.1 All feedback will be reported in a format that ensures the confidentiality of respondents.
- 4.2 Reports will be formulated by the Academic Director, informed by reports from the Course Coordinators, and submitted to the Teaching and Learning Committee for consideration.
- 4.3 Proposal for changes to courses and units will be submitted by the Academic Director to the Academic Programs Committee for consideration before being presented to the Academic Board for approval.
- 4.4 Recommended changes to courses and units will be approved by the Academic Board prior to implementation.
- 4.5 Reports on the results of student and stakeholder feedback will be distributed to staff with responsibility for improving course and units teaching, learning and assessment and the overall student learning experience.
- 4.6 Staff will be consulted and informed regarding the use and dissemination of student and stakeholder feedback.
- 4.7 Students and stakeholders will be informed of changes made to courses and units on the basis of feedback received.

#### RELATED DOCUMENTS

Course Review, Amendment and Approval Policy and Procedure HEPP28  
Quality Assurance Framework

#### LEGISLATIVE CONTEXT

Higher Education Standards Framework (Threshold Standards) 2021  
Tertiary Education Quality and Standards Agency Act 2011

#### RESPONSIBILITIES

**Academic Board:** Responsible for approving changes to courses, units, and assessments as a result of feedback outcomes.

**Academic Director:** Responsible for the collection, analysis and reporting of student and stakeholder feedback relating to academic programs.

**Teaching and Learning Committee:** Responsible for the consideration and response to the feedback reports.

#### DOCUMENT AND RECORD CONTROL

|                     |                                                                                      |
|---------------------|--------------------------------------------------------------------------------------|
| Created             | Dec 2015 (V1.0)                                                                      |
| Amended             | Mar 2019 (V1.1); May 2020 (V1.2); Mar 2022 (V1.3); Jan 2024 (V1.4); Sep. 2025 (V1.5) |
| Last reviewed by    | Quality Assurance and Compliance Unit (Sep. 2025)                                    |
| Last approved by    | Academic Board (Sep. 2025)                                                           |
| Version             | 1.5                                                                                  |
| Effective date      | Sep. 2025                                                                            |
| Next planned review | Sep. 2027                                                                            |