STUDENT FEEDBACK – 'THE STUDENT VOICE'

Section	Quality		
Approval Date	09.03.2016	**Approved by**	Academic Board
Next Review	15.02.2018	**Responsibility**	Director of Academic and Quality
Last Reviewed	15.02.2016	**Key Evaluation Question**	1-6

PURPOSE

To capture student feedback - the student voice - throughout the learner journey and use this feedback for overall organisational improvement.

SCOPE

- All students enrolled on programmes and courses delivered by NMIT and by NMIT's training partners
- All students withdrawing from a programme.
- All graduates who have received a recognised qualification through NMIT.
- At all locations and work areas of NMIT and of NMIT's training partners
- Encompassing all NMIT learning and teaching activities

POLICY

NMIT requires a range of surveys to be administered at appropriate times in the students' learner journey.

Online/web-based is the preferred method for delivery of surveys.
If paper-based is used it is the responsibility of the Programme Area to enter the data onto the survey website/database within one week of the survey's delivery.

Response rates will be continuously monitored with all survey deliveries, aiming for no less than a rate of 80% of a programme/ course's enrolments.

Student feedback will be used to inform decisions to bring about continuous improvement. Where significant concerns are identified the Programme Area or Business Support Team will plan actions to address these concerns.

The Director of Academic and Quality (or delegate) is responsible for monitoring the administration of student surveys and to review the responses that the surveys generate.

Where changes are to be made as a result of data collected from student feedback, an overall summary or indication of the changes to be made are expected to be communicated directly by the Tutor or Manager (Programme Area) and to the relevant students. This encourages a "You said – We did" culture.

Survey questions should be reviewed every three years by the Quality Committee to ensure NMIT is gathering relevant and timely data.

SECURITY AND INDEPENDENCE

If the survey is administered in person, then that person shall not be directly involved in delivering the programme. A survey supervisor can be a Programme Representative, Programme Area Administration staff member, Learner Services staff member or an Academic and Quality Team member.

Tutor and Course Evaluations may NOT be carried out by the tutor in class.

Where the Manager deems it necessary, access to feedback relating to individual staff members may be restricted to the staff member and their line management.

Raw data collected will not be available outside the Academic and Quality Team unless permission is granted by the Director of Academic and Quality (or delegate). Requests for further data analysis may be made to the Academic and Quality Team.

SUPPORTED SURVEY COMPLETION

It is important that all learners have the opportunity to participate in the feedback process.

- For individual students who have been identified as requiring support prior or during an arranged survey delivery, a member of Learner Services may be called upon. No evaluative or judgmental terms in explanations to students should be used.
- The same level of support should be provided that the student would normally require to access the curriculum, including explaining the meaning of words or terms used in the surveys.
- If a staff member inputs responses onto the survey website/database on behalf of a student, this should be done with the student present.

PROMOTION OF STUDENT SURVEYS

To increase response rates and ensure all students have the opportunity to participate in the student feedback process it is critical students know when and why surveys are happening. Responsibility for this promotion lies with all NMIT staff.

The following methods will be used for promotion:

- Discussion within Programme Area teams on upcoming surveys, recent survey results and actions that have resulted from feedback in previous surveys.
- Discussion at Student Programme Representative meetings on upcoming surveys, recent survey results and actions that have resulted from feedback in previous surveys.
- Manager (Programme Area) meetings with Student Programme Representatives.
- Tutors reporting back to students on actions that have resulted from feedback, and action plans as discussed within Programme teams
- Signage on student notice boards, digital media and monitors that conveys appreciation and value of the students' time and feedback, including any actions taken as a result of student feedback.
- Multiple access points to the surveys using digital media

Academic and Quality Team / Student Feedback Administrator	Maintain efficient institute-wide delivery of surveys, providing best methods for feedback from students and rapid access to reports for staff.
	Coordinate with Managers and Programme Area Administration staff ensuring best methods are used in gaining high response rates, and discuss a survey plan for the semester/year.
	Develop NMIT survey questionnaires / templates via a Working Group to ensure the information gathered is aligned and up-to-date to the needs of all stakeholders.
	Develop and maintain survey promotions.
	Report back to Programme Management and Quality Committee quarterly summaries of response rates / enrolment coverage, ratings and comments. Help develop action plans as a response to student feedback.
	Maintain student and staff confidentiality.
Managers (Programme) and Programme Area Administrators	Develop a semester/year survey delivery plan for the Programme Area.
	Work with the Student Survey Administrator to ensure good response rates and coverage of enrolled Programmes. Report back to relevant staff and students at the completion of delivery for each survey type.
	Report back to Director of Academic and Quality (or delegate) any areas of concern from the results of feedback collected.
Tutors / Teaching staff	Be aware of when surveys are due.
	Promote and report back to students, their feedback.
	Note: Tutors / Teaching staff are prohibited from being in the room where a survey is being delivered in class.
Business Support Team Leaders/Managers	Take appropriate action, regarding any personal or sensitive comments in the feedback.
	Make stakeholders and staff aware of the feedback.
	Agree actions from the feedback - including any need to conduct more specific follow-up surveys.
	Monitor actions and improvements and include in Business Support Self-Assessment reports.
Learner Services	Provide additional support to students in completing surveys, as required.

THE STUDENT FEEDBACK PLAN

All students will get the chance to feedback to NMIT on their teaching and learning experiences*. Managers (Programme) and Administrators are required to generate a Student Feedback Plan that covers all surveys. The plan will include:

- Delivery methods
- For Course and Tutor Evaluations: A selection of courses to cover all tutors
- Delivery periods/dates for all surveys

- Survey start and finish date (for each survey type)
- Survey methods (for each survey type)
- Programme Area contact person
- Supported completion approach (if required)

When scheduling the surveys for the year, consideration should be given to the following:

- Examinations
- Off-campus excursions
- Work placements, clinical placements etc.
- Heavy workloads ie. large assignments due that may cause stress to students
- The timing of other surveys – where possible avoid students being surveyed multiple times in a short period of time.
- Availability of computer labs for completing surveys online
- Common courses to multiple programmes – ensure that there is provision for these students to be surveyed under their correct Programme of Study.

Student Feedback Plans will be submitted to Quality Committee by the Manager for compilation of the NMIT Annual Student Feedback Plan, that the Student Feedback Administrator will use for implementation.

* NB The suite of student surveys are one, but not the only, means of gathering feedback from students

REFERENCES

INTERNAL
NMIT Academic Statute
Problem Resolution Framework
Complaints Procedure
Programme Representative Policy
Programme Review
Guidelines for Programme Design

EXTERNAL
Tertiary Accord of New Zealand (TANZ) http://www.tanz.ac.nz/

APPENDICES

APPENDIX ONE:

First Impressions Survey

Learner Experience Survey

Course Evaluation Survey

Tutor Evaluation Survey

Withdrawing Student Survey

Graduate Destination Survey

Trades Academy Survey

Star Course Evaluation Survey

APPENDIX ONE: SURVEYS

Students are encouraged to give informal feedback on their learning experience and through formal feedback mechanisms.

The coordination and administration of all NMIT Student Surveys is managed centrally to ensure the independence and standardisation of the process. Results are collated and summarised and made accessible to relevant staff.

FIRST IMPRESSIONS SURVEY

This survey is designed to measure the satisfaction level of students new to a programme or at the beginning of a new study contract. The questions cover the enrolment process, induction and orientation, the teaching so far and support services. It will be completed after the first 4 weeks and within the first 6 weeks of a programme of 40 credits or greater.

TUTOR EVALUATION SURVEY

This survey is designed to identify patterns of response, so the tutor can see the spread of student experience of aspects of their teaching. It can be really useful for a tutor to identify where they are doing things that suit the students' learning styles, and where they need to do things differently. To be administered as and when considered appropriate by the Tutor and Manager. At the Manager's discretion, the comments collected may be kept confidential to the Tutor and their line management, and can be used as a source of evidence for Self-Assessment.

COURSE EVALUATION SURVEY

Feedback from students is seen as an integral part of overall course and programme planning. Each curriculum area is asked to have a plan to evaluate courses that make up each programme of study. This survey is designed to identify early problems with delivery modes, learning resources and guidance materials. To be administered as and when considered appropriate by the Manager. At the Manager's discretion, the comments data collected may be kept confidential to the Programme Area, and can be used as a source of evidence for Self-Assessment.

LEARNER EXPERIENCE SURVEY

This survey is designed to measure the satisfaction levels of students about to complete their programme regarding teaching experienced, the programme and all student support services. It will be completed during the final 2-4 weeks of a programmeof 40 credits or greater.

WITHDRAWING STUDENT SURVEY

This survey is for students withdrawing without completing their programme of study. Where possible this should be completed during an interview with the designated tutor.

GRADUATE DESTINATION SURVEY

This survey will be conducted six months after a student has graduated.

TRADES ACADEMY SURVEY

This survey is designed to measure the satisfaction levels of Trades Academy students about to complete their course regarding their learner experience and the course in general. It will be completed at the end of a Trades Academy course.

STAR COURSE EVALUATION SURVEY

This survey is designed to measure the satisfaction levels of STAR course students regarding their learner experience and the course in general. It will be completed at the end of the course.