

Student Feedback and Consultation Policy

	This policy is effective from	<u>November 2012</u>	
Approval body	<u>Academic Council</u>	Approval date	<u>November 2012</u>
Owner	<u>Head of Academic Affairs</u>	Next review date	<u>March 2019</u>

1. Aims and Objectives

- 1.1. The aims of student feedback are to:
 - 1.1.1. To monitor and improve the quality of student learning and experience through the collection, use and reporting of student feedback and consultation about the NCAD learning and research environment.
 - 1.1.2. To link student feedback with enhancement procedures and so recognise and support good practice where it occurs.
- 1.2. The objectives of student feedback and consultation are:
 - 1.2.1. Enhancement of the student experience through the systematic collection and analysis of student feedback as one basis for improvement activities.
 - 1.2.2. Enhancement of the student experience by providing students with the opportunity to actively participate in the improvement of learning and teaching methodologies via a range of feedback and consultative methods.
 - 1.2.3. Ensuring the provision of information to students regarding the purpose and outcomes of student feedback collected over time, including actions taken to address concerns raised in student feedback and representations.

2. Policy Provision

- 2.1. The prime aims of student feedback and consultation are to assist in the evaluation and to contribute to the enhancement of NCAD programmes. Consequently, the areas of focus for student feedback are:
 - 2.1.1. learning and teaching methodologies;
 - 2.1.2. assessment procedures;
 - 2.1.3. learning resources;
 - 2.1.4. operational and environmental issues;
 - 2.1.5. programme content;
 - 2.1.6. programme organisation.
- 2.2. All students will have the opportunity to provide feedback on these areas.
- 2.3. Formal programme and student experience surveys will be conducted by the Quality Office in accordance with an annual schedule.

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- 2.4. Student feedback and consultation is one component of programme evaluation which should include internal annual review and external peer review every five years.
- 2.5. Feedback processes will be systematic, rigorous and respectful of the rights of both students and staff.

3. Student Feedback and Consultation Code of Practice

- 3.1. The College shall have mechanisms in place to facilitate consultation with students about course matters and other details relating to their student learning experience as part of its commitment to continuous quality improvement.
- 3.2. Appropriate arrangements for accessing the views of students should be made both at undergraduate and postgraduate levels.
- 3.3. While the need for some measure of flexibility and subject autonomy is recognised, it is essential to ensure that there are effective procedures in place for assessing student opinions across the College. These will be agreed by Heads of School and implemented across the College.
- 3.4. A wide variety of methods are currently used to obtain student feedback. The most common methods are the use of questionnaires and student representation on staff/student committees/School Boards including group discussion.
- 3.5. It is important that whatever the method used to obtain feedback and achieve appropriate consultation, the process is meaningful to students and is adequately documented. This is best achieved by each School being able to demonstrate to students that it is committed to the evaluation process, and that it takes student feedback seriously.
- 3.6. Equally important is the need to 'complete the feedback loop'. Students need to hear how their comments have been addressed.
- 3.7. The College has adopted a policy on the evaluation of the student experience incorporating the use of student feedback and consultation. The policy should be made available to students.

4. Using Feedback and the Consultative Process

- 4.1. Student feedback and consultation will be used:
 - 4.1.1. as part of the continual improvement of the student learning experience;
 - 4.1.2. for improvement planning on an annual basis;
 - 4.1.3. to support the scholarship of teaching;
 - 4.1.4. to enhance programme design and the connection of inter-related programmes;
 - 4.1.5. to improve the provision of learning resources, facilities, equipment and services through the development of improvement plans.

5. Reporting Feedback and Consultation

- 5.1. Results of student surveys will be made available for the purposes of benchmarking, both internally for the purpose of sharing good practice and externally in accordance with Quality and Qualifications Ireland (QQI).
- 5.2. Reports on the results of student feedback will be distributed to the relevant staff with responsibility for improving the student experience and inform the consultative process with students.
- 5.3. Published feedback will be reported in a format which aims to ensure that individual respondents and staff are not named or identified.