



IONA COLLEGE
TRINITY

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Stakeholder Feedback Policy and Procedure

Approved by the Board of Directors on 24 February 2022

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1. Purpose

Stakeholder feedback is an important part of quality assurance and continuous improvement activities as the feedback provided facilitates improvements to course quality and delivery which could lead to improvement to the student experience at Iona Trinity College of Higher Education (**the College**).

This Policy and Procedure details the College's approach to gathering and addressing stakeholder feedback.

2. Scope

This policy applies to:

- all staff and students, including graduates, and
- members of the College's Governing Bodies.

3. Policy

3.1 Principles

The College's approach to seeking and using stakeholder feedback will be guided by the following principles:

- Student feedback on their educational experience will be collected at the end of each semester. Graduate feedback on their educational experience will sought when they are invited to the graduation ceremony
- Academic staff feedback on teaching and learning activities (e.g. curriculum content and structure, assessment tasks), campus resources and facilities will be collected
- Academic staff will be provided with anonymised student feedback on their teaching to guide improvement and professional development opportunities
- Stakeholder feedback will be analysed and used to inform decisions, actions and future planning activities at the College.

4. Procedure

4.1 Student and staff feedback

At the end of each teaching period, students will be invited to complete an online survey to measure their satisfaction with and to seek their views on:

- the content and assessment methods of the units they have completed
- the quality of teaching (knowledge, engagement with student and support given) and
- the adequacy of facilities and services, including library resources, academic skills support, personal support and other support services.

At the end of each year, academic staff will be invited to provide feedback on:

- professional development received including opportunities for contribution to scholarship
- course delivery and content including assessment methods of the units delivered to students and

- the adequacy of facilities and services, including library resources as a member of staff and for their students.

At completion of their course, graduates will be invited to complete an online survey to measure satisfaction with and to seek their views on:

- the course they completed
- the quality of teaching staff (knowledge, engagement with student and support given)
- campus facilities and services, and
- how well the course has equipped them for relevant employment.

Non-academic staff will be encouraged to provide ongoing feedback in the form of informal conversations, emails, regular meetings, training sessions, annual performance reviews.

In addition to the online surveys, feedback may be collected through other avenues including emails, in-class commentary, personal conversations, student and staff membership on the College's governing bodies, student grievances, statistical data including course results and attendance, unit and course reviews, graduate outcomes, professional development attendance and evaluation, external and internal audits and reports.

4.2 Reporting and responding to feedback

Feedback from all sources will be reported in a form that preserves the respondents' anonymity.

Feedback on academic matters will be submitted to the Academic Board for and feedback regarding other matters will be reported to the Board of Directors.

Following review by the relevant governing body aggregated results from student surveys will be published for internal audiences and external benchmarking partner(s) to promote good practice.

Academic teaching staff and students will be informed of changes to courses, units and teaching that have resulted from their feedback.

Feedback from students, academic staff and graduates will be used to improve course quality and teaching.

Feedback from teaching staff will inform course and unit reviews, development of facilities and resources as well as planning for professional development and scholarship. These changes will be reported to teaching staff.

Feedback received from external stakeholders will be shared with all staff and/or students through internal reports, meetings (staff, committees, students), forums, electronic notices and newsletters.

5. Responsibilities

The Course Coordinator is responsible for:

- coordinating, analysing and reporting student feedback, and
- implementing any recommendations arising from student feedback that have been approved by the Academic Board.

The Principal, or their delegate, is responsible for:

- coordinating, analysing and reporting feedback from staff (academic and non-academic) and external stakeholders, and
- implementing any recommendations arising from the feedback that have been approved by the Board of Directors.

6. Definitions

For the purposes of this Policy and Procedure, the following terms are defined as follows:

Education experience	Includes, but is not limited to, admissions process, orientation, curriculum content and structure, assessment tasks, feedback on assessment tasks, student support, facilities, learning resources (physical and electronic), academic staff
Governing Body	Means the Board of Directors or its sub-committees, and the Academic Board or its sub-committees
Stakeholder	Includes prospective and current students, graduates, staff (academic and non-academic), governing bodies and benchmarking partners

7. Version history

Version #	Changes	Approval Body	Approval Date
1.0	Original Version	Board of Directors	24/02/22

8. Additional Information

Policy Status	Approved
Policy Owner	Principal
Next Review Date	3 years from Approval Date
Associated Internal Documents	Quality Assurance Framework
Higher Education Standards Framework (Threshold Standards) 2021	Standards 2.3.3, 3.3.4, 5.3.5 and 5.3.6
National Code of Practice for Providers of Education and Training to Overseas Students 2018	No relevant standard
Other Applicable Legislation and Instruments	Tertiary Education Quality and Standards Agency Act 2011

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