

Feedback Policy Version 1.0

1. Purpose

This policy explains how Nexus Institute of Higher Education fosters a culture of feedback, the procedures by which students, staff and other stakeholders can provide feedback, and how the Institute will respond to and act upon that feedback.

- Quality Assurance Framework
- Course Development and Review Policy
- Student Complaints and Appeals Policy
- Student Code of Conduct.

2. Scope

The Policy applies to all students and other stakeholders of Nexus Institute and all staff involved in conducting and responding to feedback and surveys.

3. Definitions

QILT. Quality Indicators for Learning and Teaching (QILT) is a national survey of the student experience which conducts surveys of the student experience and graduate outcomes from higher education in Australia.

4. Policy statement

The primary objectives of this policy are:

- To encourage open communication and feedback on good aspects and areas which need improvement at Nexus Institute
- To promote a culture of continuous improvement by actively seeking and valuing feedback from students, staff, and other stakeholders.
- To ensure that all feedback is treated confidentially and with respect, maintaining transparency in the feedback process.
- To use feedback for the enhancement of teaching, learning and the overall student experience.
- To establish clear and efficient procedures for feedback collection, analysis, and response.

5. Procedures

Students are encouraged to provide feedback through a variety of channels:

- *Subject evaluations*: anonymous surveys at the end of each subject to assess the quality of teaching, curriculum and resources.
- *Informal feedback*: Encouragement for students to provide positive feedback and suggestions for improvement at any time to their teachers or relevant staff.
- *Student representatives on committees*: student representatives will gather feedback from their peers and present it in committee meetings.

- *Focus groups*: periodic meetings with students to discuss concerns and suggestions for improvement.
- *Assessment of Student Services Surveys*: These focus on the quality of support services, such as advising, counselling, career services, and library resources.

Staff surveys are used to collect feedback from staff about their work environment, professional development job satisfaction and the overall climate and culture on campus, including issues related to equity, wellbeing and safety. Staff also have opportunities to provide feedback in a more personal and direct manner with their supervisors.

Stakeholder surveys are designed to gather feedback from various stakeholders, including graduates, employers and the community. In particular, graduates are asked about their experiences at Nexus Institute and how well it prepared them for their careers.

Collection and analysis of feedback

Surveys will be distributed electronically and responses will be collected and stored securely.

Feedback will be analysed systematically to identify recurring themes and issues. All feedback will be treated confidentially and personal data will not be included in any reports.

Where possible, student feedback will be broken down by cohorts, including

- Course of study
- Mode, location and period of study
- Country of origin
- Entry pathway and basis of admission
- Education agent

So that specific issues can be addressed at the appropriate level.

Response to feedback

Feedback will be used to improve the quality of the student experience - courses, teaching, resources and support services – and professional development programs for staff.

Individual staff receive feedback on their own work. Reports for wider circulation will not include names of individual staff.

Critical and urgent issues will be addressed promptly. For non-urgent issues, an action plan will be developed with specific timelines. Students, staff, and stakeholders will be informed of the outcomes and actions taken.

Survey results will be reviewed by the Academic Board and the Board of Directors.

6. Roles and responsibilities

The Executive Dean is responsible for implementing an efficient program for student and staff feedback and providing a report on student feedback to the Academic Board at the end of each trimester which identifies areas of good practice that will be promoted and the key targets and strategies for improvement.

Academic staff and staff responsible for student services should ensure that

- surveys are actively promoted and ethically conducted

- student participation is encouraged and students are engaged in the survey process
- there is a considered and constructive response to student feedback.

Students are urged to provide constructive, honest and considered feedback which does not seek to deliberately offend or insult.

7. Related information

- Higher Education Standards Framework (Threshold Standards) 2021, Standard 5.3
- Privacy Act 1988 (Commonwealth)
- TEQSA Guidance notes: Academic Quality Assurance, External Referencing (including Benchmarking).

8. Document control

Category	Academic
HESF Standard	5.3.5, 5.3.6
Policy name	Feedback Policy
Policy owner	Executive Dean
Policy approver	Academic Board
Date of approval	21 November 2023
Date of next review	1 November 2026
Change log	Version 0. Original version created on 15 October 2023
	Version 1. Feedback from Academic Board incorporated on 29 Nov 23.

Nexus Institute of Higher Education**Student Feedback Survey**

Your feedback is crucial in helping us improve the quality of education at Nexus Institute. Please take a few minutes to provide detailed feedback on your experience with the teaching and the subject. Your responses will remain confidential.

Subject: Year: Trimester:

Section 1: About You

Program/Major:

Year of Study:

Section 2: Teaching Quality

Please rate the following statements using the scale provided:

The lecturer effectively communicated course objectives and expectations.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The lecturer was knowledgeable about the subject matter.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The lecturer provided clear explanations and examples.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The lecturer was approachable and available for questions or concerns.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Section 3: Teaching Methods

Please rate the effectiveness of the teaching methods used in this course.

Very Effective Effective Neutral Ineffective Very Ineffective

The instructor promoted student engagement and participation in the class.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Section 3: Subject Matter Relevance

The subject content was relevant and aligned with the course objectives.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The subject challenged me to think critically and apply what I've learned.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Section 4: Assessment and Feedback

Please rate the effectiveness of the assessment methods used in this course.

Very Effective Effective Neutral Ineffective Very Ineffective

The feedback provided on assignments and assessments was constructive and helpful for my learning.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Section 5: Overall Experience

How satisfied are you with your overall experience in this course?

Very Satisfied Satisfied Neutral Unsatisfied Very Unsatisfied

Section 6: Open-Ended Questions

What aspects of the teaching in this subject did you find particularly effective or enjoyable?

What aspects of the teaching or subject matter in this subject do you think could be improved?

Is there anything else you'd like to share about your experience in this subject or any other aspects of your education at Nexus Institute?

Thank you for your valuable feedback.