

# **POLICY**

## **STUDENT FEEDBACK**

### **(02.007)**

#### **POLICY**

Northland Polytechnic Limited shall ensure opportunities for students to provide feedback on all aspects of their experience at Northland Polytechnic Limited. Student feedback is a fundamental source of information that informs the teaching, learning and services provided.

#### **PURPOSE**

Northland Polytechnic Limited is committed to continuous improvement. Student feedback is closely aligned to programme and organisational self-assessment. Student feedback on programmes, courses and services, along with other forms of observation and evaluation provides valuable information to support this. Northland Polytechnic Limited is committed to using and sharing student feedback results to celebrate success and improve the services we provide.

#### **APPLICATION AND SCOPE**

This policy applies to all Northland Polytechnic Limited programmes and activities.

#### **DEFINITIONS**

- *First Impressions Survey*  
An independent process to collect, identify and analyse students' perceptions of their first few weeks' experience at Northland Polytechnic Limited; and to establish how well the services provided meet their needs.
- *Student Experience Survey*  
An independent process to collect, identify, and analyse feedback from students on their particular programme of study and the importance of and satisfaction with the services offered by Northland Polytechnic Limited.
- *Student Graduate Outcome Survey*  
An independent process to collect and analyse students' employment outcomes and satisfaction with their education and training provided by Northland Polytechnic Limited.

#### **COMPLIANCE OBLIGATIONS**

- *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*

<b>Responsibility</b>	Executive Manager responsible for academic quality
<b>Approval dates</b>	November 2017
<b>Next Review</b>	November 2023

#### **OTHER RELATED DOCUMENTS**

Policy: Concerns and Complaints (06.001)  
Associated Procedures and Guidelines (Appended)  
Self-assessment Guidelines and Procedures  
RANZ Code of Practice

## PROCEDURES AND GUIDELINES

- 1.0 All student feedback surveys shall be conducted as prescribed in the yearly survey plan. The survey link shall be sent to Students by email or via a text message. Staff are encouraged to promote the completion of surveys with their students.
- 2.0 The **First Impressions Survey** shall be conducted once per semester, within the first six weeks of a programme commencement, and sent to all new students.
- 3.0 The **Student Experience Survey** shall be conducted once per semester and sent to all students in all programmes.
- 4.0 The **Student Graduate Outcome Survey** shall be conducted annually and sent to all students who have completed their programme of study at Northland Polytechnic Limited within the last three calendar years.
- 5.0 In addition to the formal surveys, students are encouraged to participate with other forms of feedback; for example: end of programme of study graduate survey (Consistency), Student Voice Co-ordinator, student concerns, student class representatives, and student feedback forms on the portal.
- 6.0 Good practice and actions requiring improvement shall be included in training and development plans, Self-Assessment and Improvement Plans.
- 7.0 Students shall be provided with responses to the First Impressions and Student Experience Survey by their Pathway Manager or delegated tutor within one month of the Northland Polytechnic Limited receiving the survey results.
- 8.0 All institutional survey reports will be submitted to Teaching and Learning Committee. The Teaching and Learning Committee will review the Executive Summary and associated evidence in each Institutional survey and provide an action plan for improvements (if required) to Academic Committee. Actions will be assigned to staff members or groups for completion within the timeframe set.
- 9.0 Action Plans will be monitored by the Teaching and Learning Committee as a monthly meeting agenda item.
- 10.0 Staff members or groups are responsible for completing actions assigned to them.
- 11.0 Pathway Managers are responsible for providing survey feedback to tutors and students.

REVISION HISTORY			
Version	Description of Change	Author	Effective date
1	Replaced <i>Student Survey of Teaching Practice (02.007)</i> and <i>Student Survey of Teaching, Courses and Programmes (02.008)</i>	QMS Team	February 2015
2	Updated policy and guidelines to reflect the new survey processes.	QMS Team	November 2017
2.1	Add 'Ltd' to Northland Polytechnic Academic Board to Academic Committee Update position and committee titles	QMS Team	May 2020
2.2	Triennial review – update P & G to align with current practice	QMS Team / T & L Cttee	October 2020
2.3	Update P & G to reflect current practice: <ul style="list-style-type: none"> <li>• In-house surveys (changes to 1.0 and remove 5.0</li> <li>• Update role of Teaching and Learning Cttee 9.0 – 12.0</li> </ul> Changes endorsed by T & L Cttee 21/6/21	QMS Team	March 2020

Updated May 2022	Version 2.4	Page 2 of 4
02.007 Student Feedback		
<p style="text-align: center;"><b>Hardcopies of this document are considered uncontrolled copies of the original. Please refer to the electronic source (Quality Management System) for the latest version.</b></p>		

**APPENDIX 1**

2.4	Update title Compliance Obligation: <i>The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021</i>	QMS Team	May 2022
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## SURVEY PLAN

Survey Type	Semester 1	Semester 2
First Impression Survey	Week 6: Email and SMS to all new to NorthTec students	Week 6: Email and SMS to all new to NorthTec students
Student Satisfaction Survey	Week 11-13: Email to all students	Week 11-13: Email to all students
Graduate Outcome Survey		December/January/February: Email to all graduates
Informal, in-class survey of <b>graduates</b> for consistency review	Final in-class session	Final in-class session