



## Student Feedback Survey Policy

### 1. Purpose

- 1.1 Western Sydney University International College (WSUIC) uses a range of standardised surveys to enable students to give feedback on their experiences at many levels, and on many different dimensions identified in the WSUIC Risk, Quality and Standards Framework for Learning and Teaching. This includes gathering student feedback on the quality of teaching, their learning experience in units of study, their overall course experience, and their whole experience at WSUIC.
- 1.2 This policy outlines how student feedback on units, teaching, their overall course experience and their experience at WSUIC is gathered, reported, and utilised, using approved standard surveys, as part of WSUIC's ongoing commitment to providing a quality learning experience for students.

### 2. Scope

This policy applies to all students and staff of WSUIC.

### 3. Definitions

#### *'Student Feedback on Units (SFU) Survey'*

Refers to the survey which gathers feedback from students on their experiences of learning in taught units. The survey is used by staff teaching in units for the purposes of providing a key source of information about unit quality. Item by item data is used by the Academic Leadership Team for the purposes of providing a key source of information about program quality. The survey questions are listed in Appendix A.

#### *'Student Feedback on Teaching (SFT) Survey'*

Refers to the survey which gathers feedback from students on their perceptions of teaching effectiveness. The survey is used by individual WSUIC teaching staff for the purposes of providing a key source of information about their teaching effectiveness and to identify areas for improvement. The survey questions are listed in Appendix B.



*'Support Services and College Environment (SSCE) Survey*

Refers to the survey conducted by WSUIC which has four distinct sections: (1) campus facilities, (2) student services support, (3) academic support and (4) IT system support. The survey questions are listed in Appendix C.

*Graduate Satisfaction and Destination Survey (GSDS)*

Refers to the survey conducted by WSUIC to capture Graduate Satisfaction and Destination feedback as required by TEQSA. The survey questions are in the file embedded in Appendix D.

*QILT*

The QILT are a suite of government endorsed surveys for higher education, covering the student life cycle from commencement to employment. QILT makes available robust, nationally consistent performance data for Australian higher education, helping drive quality improvement.

*Student Experience Survey (SES)*

The SES is the only comprehensive survey of current higher education students in Australia. It focuses on aspects of the student experience that are measurable, linked with learning and development outcomes, and potentially able to be influenced by higher education institutions. Information collected in the SES helps higher education institutions and the government improve teaching and learning outcomes for students. QILT conducts this survey for WSUIC students.

**4. Policy Statement**

- 4.1 WSUIC is committed to the provision of quality in learning and teaching and this is reflected throughout its governance processes, its codes and policies, and its integrated framework for quality assurance and improvement.
- 4.2 WSUIC upholds the importance of an evidence-based and well-integrated approach to the improvement of quality, drawing together information from multiple sources in evaluating quality, and targeting areas for improvement and refinement.
- 4.3 WSUIC considers students' views to be of critical importance in the evidence-based approaches used within WSUIC to target improvements in both teaching practices and the quality of courses and units of study.
- 4.4 Apart from these surveys (SFU, SFT, SSCE and GSDS), WSUIC provides several avenues for students to express their views about their experience including through discussions and feedback forums in classes, through feedback channels via the web and through various formal and informal surveys.



- 4.5 At WSUIC the purpose of evaluating teaching and units is to improve teaching practice and unit quality respectively, in order to improve the likelihood that students will have a better experience and better outcomes of learning.

## **5. Student Feedback on Units (SFU) Survey**

- 5.1 WSUIC Academic Leadership Team will undertake regular annual reviews of units of study, using student feedback along with other sources of information.
- 5.2 Student feedback on units of study will be gathered using an approved standardised SFU survey in all units.
- 5.3 Units of study will normally be evaluated in every term they are offered, except where special circumstances apply.
- 5.4 SFU survey data will be collected, analysed and reported in accordance with WSUIC procedures approved by the WSUIC Academic Board.
- 5.5 Results from student feedback on units will be reported to students and staff, along with targets and plans for improvement, in a rolling cycle of improving the quality of units of study.

## **6. Student Feedback on Teaching (SFT) Survey**

- 6.1 SFT survey data will be collected, analysed and reported to individual teacher for their respective unit each term for the continuous improvement purposes, with the exception to any unit that has less than five responses, in accordance with WSUIC procedures approved by the WSUIC Academic Board.

## **7. Student Services and College Environment (SSCE) Survey**

- 7.1 SSCE survey will be conducted at the end of each term along with SFU and SFT.
- 7.2 SSCE survey data will be collected, analysed and reported together with improvement plans in accordance with WSUIC procedures approved by the WSUIC Academic Board.

## **8. QILT - Student Experience Survey (SES)**

- 8.1 QILT-SES survey is conducted once a year. WSUIC has opted for August survey.
- 8.2 QILT shares the de-identified annual report once the data is analysed. It offers better comparison rates for survey results with similar institutes.
- 8.3 Data with student population as at census for Term 1 of the respective year is populated and provided to QILT for conducting the survey. Only Diploma students are included in scope of



student population data.

**9. Graduate Satisfaction and Destination Survey (GSDS)**

9.1 WSUIC will undertake Graduate Satisfaction and Destination survey at the end of each term for students who complete their course as part of provider's obligations for TEQSA's information collection. This is conducted through the assistance from Navitas. This survey is conducted through the assistance from Navitas.

**10. Responsibilities**

10.1 Academic Teaching and professional staff have responsibilities to:

10.1.1 Engage in regular evaluation to improve the effectiveness of their own individual contribution to the quality of students' learning experience, using an appropriate mix of standardised surveys along with other methods.

10.1.2 Use the SFT survey outcome to evaluate their own teaching, use the SFU to optimise the quality of unit design and use the outcomes of the WSSS to optimise the quality of student support, administration and the college environment.

10.1.3 If required, provide information to the Course Convenor and/or Academic Director to assist in the processing, collecting, analysing and reporting SFT and SFU survey data

10.1.4 Maintain their own personal and confidential records of information relating to their SFT results which they may use in performance review and professional development processes

10.1.5 If required, assist in conducting both SFT, SFU as well as and SSCE and GSD surveys

10.1.6 Contribute to unit improvement strategies and overall student support strategies arising from SFU and SSCE results

10.2 Course Convenors have responsibilities to:

10.2.1 Consult with the Academic Director and teaching staff to determine the most appropriate time (between Weeks 10 to 12 of the term) and strategy to administer the SFU survey to students

10.2.2 Coordinate the process of collecting, analysing and reporting the SFU survey data

10.2.3 Review the SFU results in conjunction with other sources of data about unit quality

10.2.4 Facilitate discussion of SFU and SSCE results with other academic and support staff working on the unit and ensure the discussions focus on the improvement of unit quality and student support.

10.2.5 Ensure that no SFU and SSCE survey data are used for staff performance management



purposes

- 10.2.6 Identify areas of best practice and key areas which the data indicate warrant improvement action
  - 10.2.7 Develop targets and plans for improvement and identify resources that are required to implement improvement solutions and who exactly is accountable for the outcomes of this process.
  - 10.2.8 Report back to the Academic Director and Academic Quality Committee best practice, improvement priorities and strategies for the unit, teaching and student support; subsequently provide a copy of the report to teaching staff involved in the unit delivery and/or professional staff involved in student support and administration.
  - 10.2.9 Inform WSUIC students of improvements implemented based on the SFU, SFT and SSCE results by preparing a summary and making it available on the WSUIC website, informing students of relevant unit improvements in the first class of each unit and placing 'Your views count' posters on the actions being taken in the student common rooms .
- 10.3 The Academic Director has responsibilities to:
- 10.3.1 Discuss with Course Convenors SFU survey results for all units in the program in conjunction with other sources of data about unit and program quality e.g. peer review, performance and outcomes data
  - 10.3.2 Identify areas of best practice and key areas which the unit data indicate warrant improvement action
  - 10.3.3 Access the areas of support that are required for improvement initiatives from academic staff, Student Services, Academic Quality Committee and the Academic Board to be effective.
  - 10.3.4 Report both best practice and improvement priorities for the unit, teaching and student support/administration to the Academic Quality Committee and Academic Board with a brief outline of plans to address the improvement priorities, and noting any specific forms of assistance which would help this process; subsequently provide a copy of the report to the teaching staff involved in the unit delivery
  - 10.3.5 Ensure students are informed about improvements
  - 10.3.6 Monitor evaluation processes and practices to ensure that the principles and processes outlined in this policy are observed, that defined protocols are strictly complied with and that agreed improvement initiatives are promptly, consistently and effectively implemented.
- 10.4 Student Services team is responsible to administer the Graduate Satisfaction and Destination Survey in liaison with Academic team.



- 10.5 Students have responsibilities to:
- 10.5.1 Contribute constructive feedback on the effectiveness of individual teaching staff through the SFT survey and other methods
  - 10.5.2 Contribute constructive feedback on the quality of units of study through the SFU survey and other methods
  - 10.5.3 Contribute constructive feedback on the quality of the WSUIC support and administrative systems and the total College environment.
  - 10.5.4 Provide feedback which is free from racist, sexist or abusive intent, as per WSUIC Acceptable Behaviour Policy and related policies
  - 10.5.5 Recognise improvements made as a result of student feedback.
- 11. Procedures**
- 11.1 Conducting SFU, SFT and SSCE Surveys
- 11.1.1 Collecting student feedback on units and teaching will be done each term. Units conducted in all terms will be surveyed in each term they are offered unless special circumstances apply.
  - 11.1.2 Students should be provided with adequate time to complete the survey in class.
  - 11.1.3 The Course Convenors and/or Academic Director will issue an announcement to all teaching staff to advise students of the date and time when the surveys will be conducted and to inform them to bring their electronic devices
  - 11.1.4 The class teacher will:
    - 11.1.4.1 Advise students of the date and time when the surveys will be conducted and remind them to bring their electronic devices
    - 11.1.4.2 Explain to students the rating used to answer the survey questions
    - 11.1.4.3 Explain to students the questions prior to students answering the survey then
    - 11.1.4.4 Leave the classroom to give time to students to complete the survey
- 11.2 QILT - Student Experience Survey (SES)
- 11.2.1 Data with student population as at census for Term 1 of the respective year is populated and provided to QILT for conducting the survey. Only Diploma students are included in scope of student population data.
  - 11.2.2 QILT team will make the survey ready and send instructions to applicable students on when and how to complete the survey
  - 11.2.3 WSUIC Student services Team will follow up with the students who have not taken the survey, the target complete rate should be minimum 50% of the target participants.
  - 11.2.4 QILT Team will collect and analyse the survey data and publishes the national report.



**11.3 Conducting Graduate Satisfaction and Destination Survey**

- 11.3.1 Navitas Learning & Teaching team will make the survey ready and send instructions to graduates on when and how to complete the survey
- 11.3.2 Students will answer the survey within the specified timeframe
- 11.3.3 After two weeks, Navitas Learning & Teaching team will provide the survey completion rate
- 11.3.4 WSUIC Student services Team will follow up with the graduates who have not taken the survey, the target complete rate should be minimum 50% of the target participants.
- 11.3.5 Navitas Learning & Teaching Team will collect and analyse the survey data and provide a report to the WSUIC Academic Director, who will liaise with WSUIC's Quality and Compliance Manager for submission of data to TEQSA

**12. Quality and Compliance**

- 12.1 This policy is reviewed periodically (at a minimum every two years) to ensure regulatory compliance, operational currency, the identification of continuous improvement opportunities and risk identification and mitigation. This review is reflected in WSUIC's Quality Management Framework and Risk Management Framework.
- 12.2 This policy will be available on the WSUIC website for students and the WSUIC SharePoint site for staff access.
- 12.3 Emails will be issued to all staff to inform and update them on any changes to the policy and/or procedures and guidelines.
- 12.4 New staff will receive policy information during the induction process where it relates to their position.

**13. Related Forms and Documents**

- SFU Survey is taken via Moodle, the questions are listed in Appendix A.
- SFT Survey is taken via Moodle, the questions are listed in Appendix B.
- SSCE Survey is taken via Moodle, the questions are listed in Appendix C.
- GSDS is taken via online survey system provided by Navitas, the questions are in the file embedded in Appendix D.

**Approval and Amendment History**

<b>Approval Authority:</b>	Western Sydney University International College Academic Board
<b>Policy Owners:</b>	Academic Director/Academic Leadership Team
<b>Approval Date:</b>	November 2016
<b>Date for Next Review:</b>	21 <sup>st</sup> August 2025



<b>Amendments</b>		
<b>Revision Date</b>	<b>Version</b>	<b>Summary of changes</b>
November 2016	1	New policy developed
02/09/19	1.1	Section 3 updated definition of Student Feedback on Teaching Survey; Added definition of Navitas Student Satisfaction Survey; Revised wording of section 4.3 and 4.4; Section 11 updated to include related forms and documents
21/09/2021	1.2	Inclusion of Graduate Survey and amendments to Clause 6
22/08/2023	2.0	Addition of Definition for QILT and SES survey, replacing NSSS with SSCE as the Survey is conducted by WSUIC and not Navitas Updated Appendix A, C and D with current Survey Questionnaire. Inserted QILT details in Section 8





## Appendix A:

### Student Feedback on Unit Survey Questions (based on Western Sydney University's SFU Survey)

Edit ▾

#### Students Feedback on Unit

10. My learning in this unit was effectively supported by learning activities  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

11. My learning in this unit was effectively supported by learning materials.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

12. My learning in this unit was effectively supported by assessments.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

13. My learning in this unit was effectively supported by technology.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

14. My learning in this unit was effectively supported by opportunities to work with other students.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

15. My learning in this unit was effectively supported by access to timely help and advice.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

16. My learning in this unit was effectively supported by a reasonable workload relative to other units.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

17. I have the full understanding of the requirements / marking criteria of all the assessments.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

18. I have the full understanding of the FNS grade as the result of Non-Submission of Mandatory Assessment.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

19. This unit further developed my critical and analytical skills.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

20. This unit has enhanced my employment opportunities.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

21. Overall, I was satisfied with the quality of this unit.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

Edit ▾

22. Do you have any other comments or suggestions on your unit?

Edit ▾



## Appendix B:

### Student Feedback on Teaching Survey Questions (based on Western Sydney University's SFT Survey)

Feedback on the teacher	
1. The teacher effectively supported in my learning by encouraging me to participate in the learning activities.	<input type="radio"/> Strongly Disagree <input type="radio"/> Somewhat Disagree <input type="radio"/> Neutral <input type="radio"/> Somewhat Agree <input type="radio"/> Strongly Agree
2. The teacher effectively supported in my learning by having an effective teaching style.	<input type="radio"/> Strongly Disagree <input type="radio"/> Somewhat Disagree <input type="radio"/> Neutral <input type="radio"/> Somewhat Agree <input type="radio"/> Strongly Agree
3. The teacher effectively supported in my learning by being well prepared.	<input type="radio"/> Strongly Disagree <input type="radio"/> Somewhat Disagree <input type="radio"/> Neutral <input type="radio"/> Somewhat Agree <input type="radio"/> Strongly Agree
4. The teacher effectively supported in my learning by being approachable	<input type="radio"/> Strongly Disagree <input type="radio"/> Somewhat Disagree <input type="radio"/> Neutral <input type="radio"/> Somewhat Agree <input type="radio"/> Strongly Agree
5. The teacher effectively supported in my learning by creating a learning environment where teacher and students treated each other with fairness and respect.	<input type="radio"/> Strongly Disagree <input type="radio"/> Somewhat Disagree <input type="radio"/> Neutral <input type="radio"/> Somewhat Agree <input type="radio"/> Strongly Agree
6. The teacher effectively supported in my learning by providing a variety of perspectives and evidence.	<input type="radio"/> Strongly Disagree <input type="radio"/> Somewhat Disagree <input type="radio"/> Neutral <input type="radio"/> Somewhat Agree <input type="radio"/> Strongly Agree
7. The teacher effectively supported in my learning by providing feedback that supported my learning.	<input type="radio"/> Strongly Disagree <input type="radio"/> Somewhat Disagree <input type="radio"/> Neutral <input type="radio"/> Somewhat Agree <input type="radio"/> Strongly Agree
8. Overall, I was satisfied with the quality of this teacher's teaching.	<input type="radio"/> Strongly Disagree <input type="radio"/> Somewhat Disagree <input type="radio"/> Neutral <input type="radio"/> Somewhat Agree <input type="radio"/> Strongly Agree
9. Do you have any other comments or suggestions for your teacher?	<input type="text"/>



## Appendix C:

### Student Satisfaction Survey Questions

#### **Campus Facilities :**

1. The Campus at International College provides me with high quality spaces and facilities to study by myself or with other classmates.
2. The campus at International College provides me with high quality spaces and facilities to socialise with other classmates.

#### **Student Services Support:**

1. The Student Support team at International College provide fun and interesting activities and excursions for students off campus.
2. The Student Support team at International College respond in a helpful way when I make inquiries or require support.
3. The Student Support team at International College provided me with counselling support when required.

#### **Academic Support:**

1. I was offered suitable and helpful academic support outside of my formal classes that helped me manage my studies and achieve better results.

#### **IT System Support:**

1. The International College the IT systems I have used for managing enrolment and my learning have met my expectations and needs.



## Appendix D:

Navitas Graduate Satisfaction and Destination Survey (GSDS) questions:



Graduates survey  
questions.xlsx