

STUDENT FEEDBACK POLICY

Revision Number		Accountability	Academic Dean
Policy Number		Operational Responsibility	Faculty
Date of Approval	Dec 2017	Last Reviewed	
Approval Authority	APC/T&LSPC Academic Board	Next Review	Q1 2021

OBJECTIVES

LCI MELBOURNE values the views and opinions of its student body. Thus, LCI MELBOURNE is committed to providing students with frequent opportunities to offer feedback on many of its organisational and educational components, such as the pedagogical praxis, teaching methods, quality of personal support services provided, assistance offered by student services and the overall learning experience. LCI MELBOURNE continually improves as a top quality higher education provider by responding to the comments made by students regarding their academic experience and making appropriate changes to increase student satisfaction and ensure success for all.

SCOPE

This policy addresses all students of LCI MELBOURNE.

EXCLUSIONS

There are no exclusions to this policy.

PROVISIONS

To allow students to voice their opinions, LCI MELBOURNE conducts teaching evaluations, which serve to support faculty and enrich the teaching practices employed at LCI MELBOURNE. Additionally, surveys asking students and graduates to rate the support services, facilities and resources offered by LCI MELBOURNE are conducted at various intervals.

The results of these evaluations and surveys serve to inform the senior administration on the current state of affairs relating to student services, educational standards and learning objectives established by LCI MELBOURNE. Student feedback is continuously used to improve program offerings, student support, facilities and resources.

SUPPORTING PROCEDURES

LCI MELBOURNE Teaching Evaluation Student Survey

Teaching evaluation questionnaires, such as the Student Course Evaluation Survey Form (see Appendix I, this policy), are presented in a digital format through LCI MELBOURNE's digital platform. The web-based form is anonymous and only students registered for the course under evaluation can assess the teaching of the faculty member.

Students are notified in week seven (7) that in weeks nine (9) to eleven (11) LCI MELBOURNE will be conducting teaching evaluations through LCI MELBOURNE's course management digital platform. Students are invited to complete the 5-8 minute survey that is available for the specified two (2) week period.

Questionnaires completed by students are accessible to LCI MELBOURNE employees for consultation purposes.

LCI MELBOURNE Graduate Satisfaction Survey

In order to acquire feedback from students at the end of their studies, LCI MELBOURNE conducts a Graduate Satisfaction Survey (Exit Interview) with all its graduating cohorts during the eleventh (11th) week of their last semester. In this questionnaire, members of the student body are asked to provide feedback on the educational training they received, as well as assess the material resources, administrative assistance and all other services offered to them by LCI MELBOURNE.

The Graduate Survey is made available in digital format via LCI MELBOURNE's course management digital platform. The forms are completed anonymously and can only be filled out by graduating students who are registered in the final term of a program offered by LCI MELBOURNE.

LCI MELBOURNE Alumni Satisfaction Survey

To assess programs of study offered LCI MELBOURNE conducts an anonymous Alumni Satisfaction Survey for each program offered by LCI MELBOURNE in order to evaluate the relevance of the programs in relation to the job market and industry needs.

All questionnaires completed by students and recent graduates are accessible to LCI MELBOURNE employees for consideration when making program alterations, thus allowing students and recent graduates to be involved in program development. The gathering of this data ensures the alignment of program resources and objectives with the socio-economic standards of the job market. For more information, consult the Program Evaluation Policy.

FURTHER INFORMATION

- Student Course Evaluation Survey Form (Refer Students Services Manager)
- Graduate Destination Survey (Refer QILT)
- LCI MELBOURNE Alumni Satisfaction Survey (Refer Marketing Manager)
- Employee Performance Review Policy
- Program Development and Modification Policy
- Program Evaluation Policy

Accountable Officers

The accountable officers for the implementation and relevant training of this policy are listed below.

Policy Category		Academic		
Responsible Officer		Academic Dean		
Review Date		Q1 2021		
Approved by				
APC/T&LSPC on behalf of the Academic Board				
Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Academic Dean	New policy	Dec.2017	Jan 2018