



# STUDENT FEEDBACK POLICY

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:
8	UOWCA General Manager	19 May 2026	19 May 2026	19 May 2029
<b>Policy Custodian:</b>	UOWCA Student Services Manager		<b>Document No:</b>	UOWC-SS-POL-120
<b>Purpose:</b>	This policy outlines UOW College Australia's (UOWCA) approach to feedback from students including: <ol style="list-style-type: none"><li>1. Principles underscoring feedback gathering and relating to responding to feedback at UOWCA;</li><li>2. Feedback Mechanisms deployed by UOWCA;</li><li>3. Internal and external reporting requirements; and</li><li>4. Roles and responsibilities of key staff involved in student feedback processes.</li></ol>			
<b>Scope:</b>	This Policy governs all activities at UOWCA seeking student feedback including course and subject evaluation Surveys. This Policy excludes the management of grievances which are governed by the <i>Student Grievance and Appeals Policy</i> . This Policy excludes activities undertaken to seek the feedback of UOWCA staff or the management of UOWCA staff grievances.			
<b>Related Documents:</b>	Academic Quality Standards Student Grievance and Appeals Policy Student Feedback Procedure Privacy Policy			
<b>References and Legislation:</b>	Higher Education Standards Framework (Threshold Standards) 2021 2025 Standards for Registered Training Organisations (RTOs) 2025			



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## 1. Definitions

1.1. Terms with capital letters in this policy are defined as follows:

<b>Term:</b>	<b>Definition:</b>
<b>Contributor</b>	A person providing Feedback either via a formal Survey or other Feedback Mechanism.
<b>Feedback</b>	Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly, or implicitly to or about UOWCA, relating to services, products, or staff.
<b>Feedback Mechanisms</b>	Formal, semi-formal and informal means of gathering Feedback.
<b>Natural Justice</b>	The right to be made aware of, and respond to, information which will be used in the course of a decision that may negatively affect the individual in question.
<b>Survey</b>	A formal Feedback Mechanism via which UOWCA gathers the opinions or experiences of Contributors, based on a series of questions.
<b>Survey Owner</b>	The person or business unit with responsibility for the Feedback Mechanism that is being employed.
<b>Targeted</b>	Where a Feedback Mechanism is deployed to specifically gather Feedback from Contributors with specific characteristics (e.g. current students, recent graduates).
<b>Untargeted</b>	Open Feedback Mechanisms used to gather Feedback from Contributors.



## 2. Policy Principles

- 2.1. An effective Feedback system is an essential part of providing a quality service and drives continuous improvement.
- 2.2. Feedback Mechanisms:
  1. Are consistently of a high standard; and
  2. Do not unnecessarily duplicate other Surveys conducted by UOWCA or external institutional bodies.
- 2.3. Where possible UOWCA will aim to prevent the over-Surveying of the student population.
- 2.4. All members of the UOWCA student community are able to provide Feedback through both structured Surveys and general Feedback opportunities which are designed to be easily accessible.
- 2.5. UOWCA recognises the principle of Natural Justice in receiving student Feedback and, as such, that a person is given an opportunity to respond to any adverse information that is credible, relevant and significant.

## 3. Feedback Mechanisms

- 3.1. UOWCA utilises a range of robust Targeted and Untargeted Mechanisms to gather Feedback in formal, semi-formal and informal settings, including:

Formal Settings	Semi-Formal Settings	Informal Settings
<ul style="list-style-type: none"><li>• Online Portal</li><li>• Survey Instruments</li><li>• Focus Groups</li></ul>	<ul style="list-style-type: none"><li>• Student Advisor Consultation</li><li>• Teacher Consultation</li></ul>	<ul style="list-style-type: none"><li>• Social media commentary</li></ul>

- 3.2. Student Feedback gathered from the Feedback Mechanisms in Clause 3.1 includes:
  1. Summative evaluation of learning and teaching approved by the delegated authority;
  2. Institutional level and sector-wide Surveys approved by the UOWCA General Manager or delegated authority;
  3. Qualitative feedback through an informal process such as face-to-face interactions, student focus groups, elected student representative groups and committees or other activities in which student is involved; and
  4. Formal student complaint.

## 4. UOWCA Surveys

### Course and Subject Evaluation by Students

- 4.1. Subject evaluation is one tool that assists Subject Coordinators to reflect on their subject delivery, assess the effectiveness of the subject design and make improvements.
- 4.2. Student Course and subject evaluations provide students with an opportunity to give Feedback on the design, delivery and quality of the subjects and courses they are studying including:
  1. Content,



2. Assessment,
  3. Teaching materials,
  4. Learning technology and platforms,
  5. Delivery methods, and
  6. Overall satisfaction with the subject or course.
- 4.3. Course and subject evaluation Survey scaled question responses will be aggregated to provide a summary report.
- 4.4. Groups of fewer than six (6) students will not be Surveyed for the aggregated Survey report method.
- 4.5. To produce an aggregated Survey report, the minimum response rate is twenty (20) percent. For Surveys of twenty-four (24) or fewer students, a minimum of five (5) valid Surveys must be returned.
- 4.6. Student Feedback in Surveys is confidential and an individual student's identity will not be revealed to the recipients of Survey reports.

### **Teaching Evaluation by Students**

- 4.7. Teacher evaluation is one tool that assists teachers and their Managers to reflect on the delivery of UOWCA courses and make improvements.
- 4.8. Student Teaching evaluations provides students with an opportunity to give Feedback on their teachers.
- 4.9. The results of the Teacher Evaluations will remain confidential to the academic staff members whose teaching is being evaluated and their immediate Manager.
- 4.10. Results of Teacher Evaluations may be aggregated across the programs and reported to the relevant UOWCA governance committees for monitoring, review and improvement purposes.

### **Student Experience Questionnaire (SEQ)**

- 4.11. The SEQ is undertaken in the second half of the academic year for students to provide formative Feedback on four (4) aspects of their learning experience:
1. Learning resources and facilities
  2. Quality of teaching
  3. Social Engagement; and
  4. Student support.
- 4.12. Student participation in the SEQ should be voluntary, anonymous and/or confidential and in accordance with Australian privacy laws.
- 4.13. With the exception of short-term study tour students and students enrolled in collaborative delivery offshore programs, students enrolled in UOWCA courses are encouraged to participate in the SEQ.

## **5. Responding to Feedback**

- 5.1. With the exception of Survey instruments, UOWCA will respond to Feedback within ten (10) working days of receipt, where the Contributor is known.
- 5.2. Responses to Feedback must be:
1. Fair and impartial; and



2. Managed in a manner that is respectful of all parties.
- 5.3. Responses to Survey instruments must be compiled and distributed to relevant staff within twenty (20) working days of receipt of the Survey report.

## 6. Reporting Survey Results and Feedback

- 6.1. UOWCA will ensure that responses to Survey results and Feedback, including the actions undertaken in response, are appropriately reported within the internal governance structures.
- 6.2. UOWCA will regularly communicate feedback trends and actions to the broader UOWCA community in a de-identified manner.

## 7. Roles and Responsibilities

<b>Officer:</b>	<b>Responsibility:</b>
UOWCA Student Services Manager	<ol style="list-style-type: none"><li>1. Operational oversight of all UOWCA Feedback Mechanisms, including monitoring use and implementation of Feedback;</li><li>2. Managing the online Feedback portal and Feedback resulting from Student Advisor Consultation;</li><li>3. Deployment and promotion of SEQ and sector-wide Surveys to engage students in the Feedback process; and</li><li>4. Leading and conducting regular institutional reporting of internal and external student experience Surveys and Feedback trends and associated UOWCA actions to students and the broader UOWCA community.</li></ol>
UOWCA Academic Quality Coordinator	<ol style="list-style-type: none"><li>1. Establishing a subject and course evaluation Survey process in accordance with UOWCA course and subject review cycles;</li><li>2. Overseeing the development of subject and course evaluation Survey instruments in consultation with UOWCA Program Managers;</li><li>3. Establishing and implementing processes to embed Survey outcomes into course and subject reviews and related academic quality assurance activities; and</li><li>4. Reporting annually to the UOWCA Education Quality Subcommittee on subject and course evaluation Survey outcomes, actions arising and changes made in response to Survey outcomes.</li></ol>
UOWCA Program Managers	<ol style="list-style-type: none"><li>1. Teacher evaluation Survey instruments and analysing responses; in collaboration with the AQC or SSM.</li><li>2. Coordinating the reporting of responses and actions with relevant stakeholders, advisory groups and committees with regard to the privacy of individuals and Natural Justice.</li></ol>
UOWGE Data and Analytics	<ol style="list-style-type: none"><li>1. Managing the Survey and Feedback infrastructure (e.g. platforms, systems and software), including advising on the review and renewal of Survey and Feedback infrastructure;</li></ol>



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	2. In consultation with Survey Owners, oversee the operation of the systems required to set up, deliver, report and disseminate Survey outcomes.
UOWCA Marketing	1. Maintaining the UOWCA Response webpage, including updating the web page with the information provided by UOWGE Data and Analytics and UOWCA Student Services Manager.
Executive	1. Responding to Feedback in instances where it has been escalated to them by the relevant program Manager or at the request of the Contributor.

## 8. Change History

Version	Approved By	Date Effective	Amendment
1	08/03/2011	Marisa Mastroianni	New Policy.
2	02/08/2011	Donyahl Levett	Updated references from WCA to UOW College.
3	03/12/2014	Director Legal and Governance	Reflect branding changes – move to new template/titles – no content change.
4	21/07/2016	Compliance Officer	Minor change only – College branding and document formatting updated.
5	21/03/2017	Executive Director Legal and Governance	Review in line with the Policy Review Cycle. Policy simplified, information duplicated in procedure removed.
6	28/02/2018	Julie Renwick, General Manager	Substantive Review. Re-emphasise importance of feedback in continual improvement. Reassign responsibility for feedback in line with changes to internal structures.
7	1/12/2022	UOWCA General Manager	Scheduled review including <ul style="list-style-type: none"><li>• Migration to new template,</li><li>• Inclusion of the subject and course evaluation Survey process.</li></ul>
8	19/05/2026	UOWCA Student Services Manager	Ad hoc review which included administrative updates to scope, titles or roles, committees and formatting.