



STUDENT INVOLVEMENT AND FEEDBACK Policy

DEFINITIONS

Terms in this document, for which definitions are not provided in the text or may not be self-evident or for which usage at ACC may differ to that in other higher education institutions are as follows:

Student-Centred: refers to the design of student learning experiences and assessment of their learning outcomes that recognise and respond to the individual needs of each student and that encourage students to be active learners, taking every opportunity to enhance their acquisition of knowledge, understanding and skills to optimise learning outcomes.

PURPOSE

To provide students with the opportunity to participate in academic governance and a consistent and readily understood system of student involvement and provision of feedback to inform ACC's monitoring, review and improvement activities. Unit evaluation which supports the ACC's Learning and Teaching principles of a student-centred approach to learning in addition to the continuous improvement of individual subjects.

SCOPE

This Policy applies to all ACC staff and students.

POLICY STATEMENT

Students are provided with the opportunity to participate in academic governance via representation on both the Learning and Teaching Committee and the Academic Board. These student representative positions are appointed via election of the student body. These representative positions are full members of the relevant academic governing body except for the endorsement and/or approval of student grades.

Each year level of students is also provided with the opportunity to elect student representatives that meet each semester with members of the Academic Team to discuss academic operations and specific year level feedback. The year level student representatives and the representatives from the Academic Team formally come together as the Student/Staff Consultative Committee (SSCC). Actions are agreed at these meetings and the outcomes feed back to the SSCC.

Students provide feedback on their overall student experience and each unit of study at the end of each semester. Student evaluation of units ('unit evaluation') is an essential component of the ACC Quality Assurance Framework. Unit evaluations provide information on student perceptions of unit operation that can assist academic staff with their enhancement of the development and delivery of the unit and the program, in general.

ACC is also a participating provider in the Quality Indicators of Learning and Teaching (QILT) Student Experience Survey (SES) and the Graduate Outcome Survey (GOS). ACC provides student contact information to QILT who survey the students directly. These surveys are conducted independent of ACC and provide the government and

the sector with robust, nationally consistent performance data. ACC uses the information in these surveys to identify areas of improvement based on the student feedback provided.

The feedback generated by ACC students assists in providing an ongoing student-centred view across all year levels and learner experiences, enabling the ACC to identify and recognise best practice, from the perspective of its students, and to address all valid and substantiated issues raised.

Confidentiality and anonymity are maintained in all aspects of formal unit review in order to protect and respect the identify and rights of the individuals involved.

IMPLEMENTATION and MONITORING

The Academic Dean has responsibility for ensuring compliance with this Policy and is responsible for the Student/Staff Consultative Committee process described above.

The General Manager is responsible for advising staff/students of the timetable and process for formal unit evaluations and for oversight of the end of Semester and QILT surveys.

Unit coordinators and academic staff are responsible for encouraging students to complete the on-line evaluations at the end of each Semester, and for closing the feedback loop via on-line Unit Profile updates.

POLICY REVIEW

The ACC's *Student Involvement and Feedback Policy* is normally reviewed every three years.

It is a policy of the ACC that any Policy or Procedure may be reviewed earlier as indicated by internal or external factors (including but not limited to such factors as changes in the guidelines of regulatory authorities, accreditation/registration requirements of the profession, or relevant legislation at state or federal level) as determined the Board of Directors and/or Academic Board.

RELATED POLICY DOCUMENTS

- Program Development, Review and Approval Policy and Procedure
- Governance Framework
- Quality Assurance Framework.

VERSION CONTROL

Document: T008 Student Involvement and Feedback Policy		
Responsible Officer: Academic Dean		
Initially Approved by: Academic Board		Date: October 2018
Reviewed and approved by: Academic Board		Date: 10 March 2021
Reviewed and approved by: Academic Board		Date: 15 March 2023
Version: V3.0	Replaces Version(s): V2.0	Next Review: March 2026
HESF	5.3 Monitoring, Review and Improvement 6.3 Academic Governance	5.3.5 6.3.3

<p>Nature of Change</p>	<p>February 2021:</p> <ul style="list-style-type: none"> • Restructure of the Unit Evaluation process to reduce the frequency of formal unit evaluations from two to one per unit per semester (to obviate formal evaluation fatigue and, at the same time, to enhance student engagement in the identification of any emerging issues in unit delivery during the Semester). • Addition of mid semester Student Staff Consultative Committee meetings to the student feedback process. <p>March 2023</p> <ul style="list-style-type: none"> • Recognise student representation on the Learning and Teaching Committee and the Academic Board • Note the overall student experience survey at the end of each semester • Note ACC engagement in QILT surveys • Separate the Policy and Procedure • Add the Review and Related Documents Sections • Add the HESF reference to the Version Control Table.
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