

 <p>SPJ GLOBAL</p> <p>S P Jain School of Global Management</p> <p>DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<h2>Student and Staff Feedback Policy</h2>
Document Type	Policy
Administering Entity	Course Directors/Deputy Directors (Deans/Assistant Deans), Vice President – Academic, Vice President – Administration, Registrar, Heads of Campuses (HoCs), Course Offices
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1. Purpose

- a. This Policy provides a framework for seeking and reporting feedback from academic staff and students on their perceptions of the quality of course learning and teaching experiences at S P Jain School of Global Management (S P Jain/the School).
- b. Specifically, this Policy provides a framework for:
 - i. monitoring and improving the quality of students’ course learning experiences
 - ii. providing academic staff and students with the opportunity to participate in the improvement of subjects(units of study) and courses, and
 - iii. linking academic staff and student feedback to the development of improvement plans through S P Jain’s quality assurance framework.

2. Scope

- a. This Policy relates to all S P Jain’s students enrolled in degree courses leading to an AQF qualification and related academic and administration staff.

3. Responsibilities

- a. The Course Offices with the consultation of Registrar and Vice President – Administration are responsible for the collection, analysis and reporting of feedback from students and academic staff.

4. Principles

- a. Student feedback is a core component of subject (unit of study) and course evaluation.
- b. Students and staff have the opportunity to provide feedback.
- c. Feedback processes will be systematic, rigorous and respectful of the rights of students and staff; and will incorporate strategies to maximise student participation.
- d. A range of feedback mechanisms including surveys, focus groups, informal comments and other participatory activities will be employed as appropriate.

5. Types of Feedback

The following feedback is collected from students, academic staff and other stakeholders:

- a. Students are surveyed in relation to:
 - i. Units (subject) – student feedback for each unit is taken twice as below:
 - Interim feedback at the end of three sessions to enable the faculty to address any early issues.
 - Final Feedback at the end of delivery of each unit.
 - ii. Term/Semester – Student feedback is obtained in each term/semester on both academic and non-academic matters.
 - iii. Courses – Student feedback for each course is taken periodically during the course delivery and also at the end of the course delivery on both academic and non-academic matters.
- b. Student feedback is also obtained via:
 - i. periodic student ‘town halls’ with the Course Director/Deputy Director (Dean/Assistant Dean) and attended by other key academic and administrative staff.
 - ii. Student Council / student committee meetings with the Course Director/Deputy Director (Dean/Assistant Dean).
 - iii. Individual student meetings with the Course Director/Deputy Director (Dean/Assistant Dean).

- c. Finally, student feedback is sought from graduating students on their graduate destinations.
- d. Written feedback is sought from academic staff for each unit they teach in relation to student preparedness and academic administration support.

6. Reporting Feedback

- a. All feedback is reported in a format that ensures that individual respondents and individual staff cannot be identified.
- b. Reports are distributed to the relevant staff with responsibility for improving student experiences.
- c. Students are informed of changes made to courses and subjects or to learning resources on the basis of feedback received.

7. Using Feedback

- a. Course Managers in the Registrar's Office consolidate, summarise and disseminate survey feedback to:
 - i. President
 - ii. Vice President – Academic
 - iii. Vice President – Administration
 - iv. Course Director/Deputy Director (Dean/Assistant Dean)
 - v. Area Heads
 - vi. Registrar
 - vii. Heads of Campuses
 - viii. Student Experience Managers
- b. Vice President – Academic, Vice President – Administration, Course Directors (Deans), , Area Heads, and academic staff meet to review academic survey feedback and undertake improvement planning based on the feedback.
- c. Vice President – Administration, Heads of Campuses, Student Experience Managers and key administration staff meet to review non-academic survey feedback and undertake improvement planning based on the feedback.
- d. Course Directors (Deans) and Vice President – Administration submit reports to the Academic Board each quarter that includes data and analysis about student feedback on subjects, courses and campuses and recommendations for improvement. The Vice President – Administration also provides the Board of Directors a consolidated report at least annually.
- e. Specifically, student and staff feedback are used to:
 - i. improve the delivery of courses and subjects through the development of annual improvement plans,

- ii. enhance course design and the connection of inter-related courses
- iii. motivate and support the scholarship of teaching
- iv. improve the provision of learning resources, facilities, equipment and services, and
- v. inform professional development programs.

Related Documents

- a. Quality Assurance Framework