

 <p>S P Jain School of Global Management 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 S P Jain School of Global Management’s (S P Jain) operations.
- b. Specifically, this Policy provides a framework for:
  - i. monitoring and improving the quality of students’ learning experiences
  - ii. providing academic staff and students with the opportunity to participate in the improvement of subjects 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 Office of the Registrar with the consultation of Vice President – Administration is 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 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 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. Vice President – Academic
  - ii. Course Director/Deputy Director (Dean/Assistant Dean)
  - iii. Area Heads
  - iv. Vice President – Administration
  - v. Registrar
  - vi. Heads of Campuses
- b. Vice President – Academic, Vice President – Administration, Course Directors (Deans), Registrar, 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) submit a Dean's Report to the Academic Board each quarter that includes data and analysis about student feedback on subjects, courses and campuses and recommendations for improvement.
- 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.