
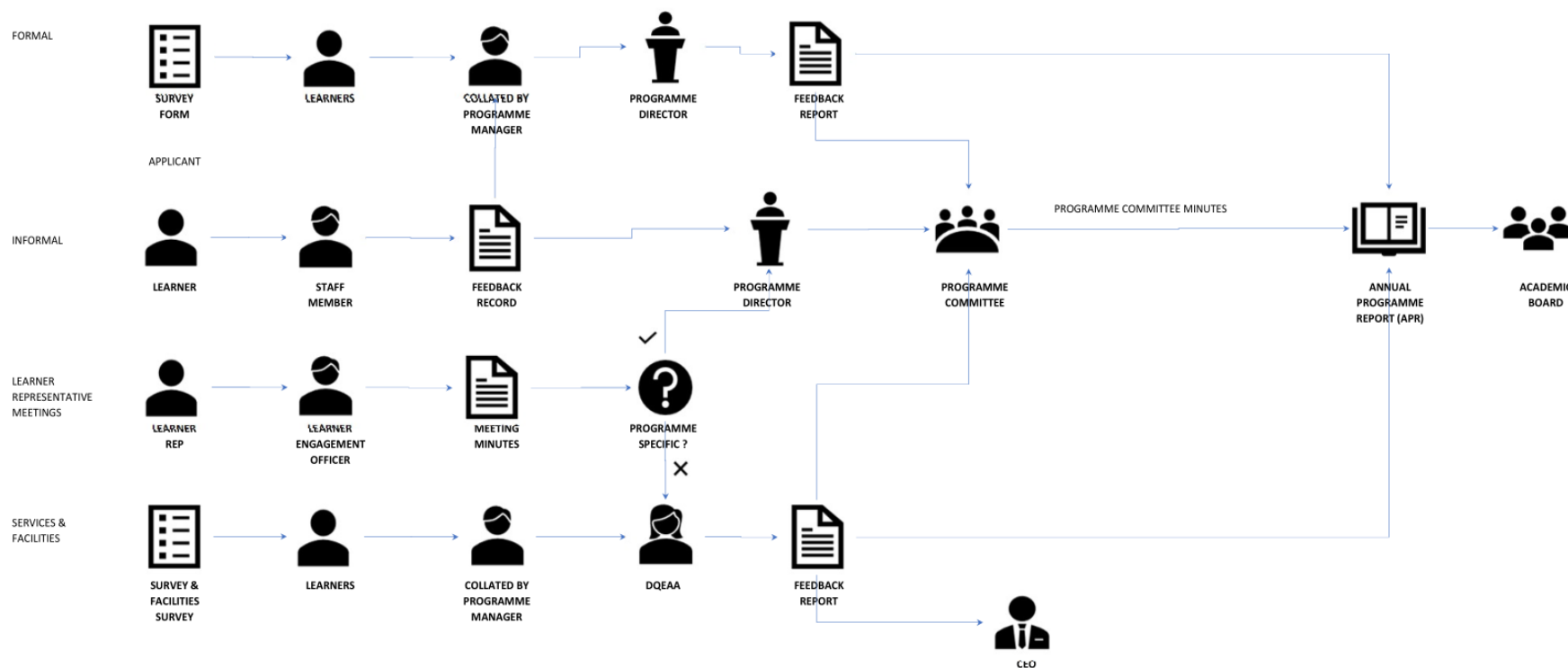


#	POLICY TITLE:	POLICY AREA:	VERSION:	DATE ADOPTED :
	3.14 LEARNER FEEDBACK PRINCIPLES/POLICY/PROCEDURE	3) PROGRAMMES OF EDUCATION AND TRAINING	3.0	August 2020



Introduction and Context

SNMCI recognises learners as an integral part of the academic learning community and as partners and co-creators of the learning experience. SNMCI believes that regular learner feedback is an essential element in the creation of good practice and an essential part of the College’s vision to continuously improve and enhance the quality of Teaching, Learning and Assessment. Learner feedback may be gathered formally (surveys, focus groups and learner representation) and informally, when issues arise in particular groups.

In general, SNMCI sees the purpose of learner feedback and participation as:

- Providing insight on how the College functions from a learner perspective
- Facilitating communication between the learner and programme management
- Providing insight in relation to on-going monitoring, programme design, content, delivery and assessment
- Helping to guide quality assurance, policy development and best practice
- Enabling learners to participate in their education experience
- Enhancing the quality of the learning experience and the standards achieved by learners
- Enabling the College to allocate resources to meet learner needs
- Enabling the College to match Teaching, Learning and Assessment to learner requirements

The purpose of this document is to describe the policy and procedures for obtaining feedback from learners and to outline responsibilities with regard to 'acting' on such feedback.

Policy Statement:

SNMCI is committed to ensuring that procedures for gathering learner feedback are fair, transparent, confidential, and in keeping with best practice.

Learners should view themselves as part of the academic community. They are expected to support the processes of gathering feedback on programme content, delivery, assessment, learner support and services and facilities and to be constructive in their observations and recommendations.

- At SNMCI Learner Feedback is used enhance the quality of students' learning experiences
- At the beginning of the academic year, learners will be informed of the opportunities to provide feedback.
- The frequency and method of feedback delivery will be outlined in the Learner Handbook
- Learners are provided with the opportunity to provide feedback anonymously, formally and informally.
- Learners will be asked to comment on module content, delivery, learning objectives, assessment and usefulness of module resources at the end of each semester; twice per academic year. (FQA 3.14A): Module Delivery Assessment Form). **Note:** From time to time (e.g during programme review and/or development) and in line with the further enhancement of Teaching, Learning and Assessment, the Assessment Board may ask learners to complete a survey directly related to assessment strategies in the College.
- Learners will be asked to comment regarding their learning environment and facilities at the end of each semester; twice per academic year. (F QA 3.14B) Services and Supports)
- Learner representatives will be invited to attend and contribute to Programme Committee meetings
- Learner representative will be encouraged to meet with the Student Engagement Officer

<p>within reasonable time to enable action to be taken, as far as possible, for the benefit of the current cohort of learners.</p> <p>d) Evidence of actions taken on the basis of learner feedback will be made explicit to learners as soon as possible.</p> <p>e) In the case where learner feedback has not resulted in action this should also be made explicit, with reasons, as appropriate.</p> <p>f) Elected class representatives will hold regular meetings with the Student Engagement Officer, whose responsibility it is to refer issues raised to the Programme Director/s. Minutes of these meetings will be made available to the Director of Quality and Academic Affairs (DQAA).</p> <p>Informal Modular or Programme Feedback:</p> <p>a) When issues arise with particular cohorts, these may, depending on the circumstances, be resolved informally by lecturers and/or Programme Managers.</p> <p>b) Reports on the resolution of these issues (though informal) should be sent to the Programme Director, Programme Manager and the DQAA</p> <p>c) A summary (with comment) of feedback gathered through formal and informal channels will be included by the Programme Director into the Annual Programme Report. (APR)</p> <p>d) Module Delivery Feedback Assessment is held by the Programme Manager for a period of two academic years and made available to the Programme Director and the Director of Quality and Academic Affairs</p> <p>Service and Supports Feedback</p> <p>a) Services and Supports Assessment feedback takes place twice per academic year. Learners will be given FQA 3.14 B: Services and Supports by the Programme Manager, at a time agreed by the Programme Director, at the end of each semester.</p> <p>b) The Form will (as a minimum requirement) ask the learner their opinion on the following:</p> <p>c) College administrative services (admission, registration, accounts, reception)</p>	<p>Programme Director,</p> <p>Student Engagement Officer</p> <p>Lecturer/ Programme Manager/DQAA Programme Director</p> <p>Programme Manager</p> <p>Programme Manager</p>	<p>Correspondence with lecturers and learners/report on actions taken</p> <p>Minutes of meetings</p> <p>Annual Programme Reports.</p> <p>Completed Services and Supports Assessment Forms.</p>
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<p>b) Class Representatives will attend Class Representative Meetings, on a bi-monthly basis, with the Student Engagement Officer where they will discuss a range of college issues.</p> <p>c) The Student Engagement Officer will be responsible for referring issues raised regarding the College to the Director of Quality and Academic Affairs who will in turn liaise with all PD's or the relevant PD, if an issue is programme specific.</p> <p>d) The Student Engagement Officer will minute all meetings and these minutes will be held for a period of two academic years and made available to the Director of Quality and Academic Affairs.</p>	DQAA	<p>Minutes of Learner Representative meetings.</p> <p>Minutes of meetings Correspondence</p>
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Policy Control Sheet

Policy	QA 3.14 Learner Feedback: Principles/Policy/Procedure
Version	3.0
Adopted/Effective	August 2020
Supersedes	2.0
Monitoring/ Next Review Date	Every Two Years /August 2022
Responsible Officer(s) Designated Reviewer(s)	PD's/DPD's; Programme Managers/DQAA/CEO;
Scope	College Wide

References

SNMCI Policy area	3) Programmes of Education and Training : QA Vol 2
Developed with reference to	<p>QQI <i>Core Statutory Quality Assurance Guidelines</i> (2016)</p> <p><i>Standards and Guidelines for Quality Assurance in the European Higher Education Area</i> (ESG), May 2015</p> <p>NStEP: <i>National Student Engagement Programme</i></p>
Related SNMCI Policies / Forms	<p>FQA 3.14 A: Module Delivery Assessment; FQA3.14 B: Services and Facilities</p> <p>QA 3.13: Terms of Reference of the Programme Committee; QA 11.2: Annual Programme Review</p>

Revision

Revision Number	Revision Description	Originator	Approved By
2.0/08/2020	Review for Blended Learning	Office of DQAA	AB