#	POLICY TITL	.E:		PC	DLICY AREA:			VERSIC	N: I	DATE ADOPTED :
SINICHOLAS MONTESSORI		IER FEEDBACI S/POLICY/PRO			PROGRAMM RAINING	ES OF EDUCA ⁻	TION AND	3.0	,	August 2020
FORMAL	III —	→ ≜ . —		. → † -	→					
	SURVEY FORM APPLICANT	LEARNERS	COLLATED BY PROGRAMME MANAGER	PROGRAMME DIRECTOR	FEEDBACK REPORT					
INFORMAL	LEARNER	STAFF MEMBER	FEEDBACK RECORD		PROGRAMME DIRECTOR	PROGRAMME COMMITTEE	PROGRAMME COMMITTEE M	INUTES	ANNUAL PROGRAMME	ACADEMIC BOARD
LEARNER REPRESENTATIVE MEETINGS	LEARNER REP	LEARNER ENGAGEMENT OFFICER	MEETING MINUTES	PROGRAMME SPECIFIC?					REPORT (APR)	
SERVICES & FACILITIES										
	SURVEY & FACILITIES SURVEY	LEARNERS	COLLATED BY PROGRAMME MANAGER	DQEAA	FEEDBACK REPORT					

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.

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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

- Learner surveys will be distributed, and collated by Programme Managers.
- To facilitate the completion of surveys and to expedite the compilation and analysis of data, they should be
 - o Brief (each area represented by a small number of questions);
 - o Focussed, each question involving one clear idea;
 - Answerable on the basis of the learner's observation;
 - o Standardised across programmes for ease of comparability.
- Learner feedback gathered through surveys will be made available to Programme Directors within a timeframe which enables appropriate action to be taken.
- Learner feedback will be made available to lecturers by Programme Directors, as relevant, within a timeframe to enable appropriate action to be taken, as far as possible for the benefit of the current cohort.
- Evidence of actions taken on the basis of learner feedback will be made explicit to learners as soon as possible.
- In the case where learner feedback has not resulted in action this should also be made explicit, with reasons, as appropriate.
- Learner feedback will be incorporated into on-going review processes by the Programme Director and the Programme Committee and feed into the end of year Annual Programme Report (APR)
- Feedback gathered through all channels will be held, by the relevant member of staff, for a period of two academic years and made available to the Programme Director/s and the Director of Quality and Academic Affairs.

Staff Involved: Director of Quality and Academic Affairs; Programme Committee; Programme Manager; Lecturers; Student Engagement Officer

Procedure	Person/s Responsible	Records generated to ensure evidence of follow through
Procedure Outline Formal Modular Feedback:	Duaguaga	Completed Medule
 a) Learners will be given FQA 3.14 A: Module Delivery Assessment, by the Program Manager, at a time agreed by the Programme Director, at the end of each semes b) Data from the completed surveys will be collated by the Programme Manager are to the Programme Director (PD). 	ster. Manager	Completed Module Delivery Assessment forms on each module.
c) The PD will review the feedback gathered and will communicate actionable information to lecturers, programme review meetings and management as appli	cable, Programme Director/DPD	Graphs produced to illustrate the findings.

d) e) f)	within reasonable time to enable action to be taken, as far as possible, for the benefit of the current cohort of learners. Evidence of actions taken on the basis of learner feedback will be made explicit to learners as soon as possible. In the case where learner feedback has not resulted in action this should also be made explicit, with reasons, as appropriate. 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). Tal Modular or Programme Feedback:	Programme Director, Student Engagement Officer Lecturer/	Correspondence with lecturers and learners/report on actions taken Minutes of meetings
b) c) d)	When issues arise with particular cohorts, these may, depending on the circumstances, be resolved informally by lecturers and/or Programme Managers. Reports on the resolution of these issues (though informal) should be sent to the Programme Director, Programme Manager and the DQAA 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) 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 e and Supports Feedback	Programme Manager/DQAA Programme Director Programme Manager	Annual Programme Reports.
a) b) c)	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. The Form will (as a minimum requirement) ask the learner their opinion on the following: College administrative services (admission, registration, accounts, reception)	Programme Manager	Completed Services and Supports Assessment Forms.

d)	Educational facilities (IT infrastructure, printing/copying, library resources, online		Graphs produced to
	services)	Programme	illustrate the
e)	The College environment (campus/cleanliness etc.)	Manager /	findings.
f)	Data from the completed surveys will be collated by the Programme Manager and sent		Report by DQEAA
	to the DQAA.	DQAA/CEO	
g)	The DQAA will report on Services and Facilities to the CEO.		Correspondence
h)	The DQAA will inform Programme Management and learners of any action taken,		with CEO, learners
	reasons as to why action cannot be taken, as a result of feedback on Services and		and Programme
	Facilities.	PD	Management
i)	A summary (with commentary) of feedback gathered through Services and Facilities		
	assessment will be included by the Programme Director in the Annual Programme		
	Report (APR)	Programme	
j)	Services and Supports Feedback is held by the Programme Manager for a period of two	Manager	
	academic years and made available to the Programme Director and the Director of		APR FQA 11.2
	Quality and Academic Affairs		
Progra	mme Committee Meetings	Programme	
a)	The Programme Committee for each programme in the College must include a learner	Director/Programme	Records
u,	representative. (See QA 3.13 Terms of Reference of Programme Committee and QA	Committee	Minutes of
	11.2: Annual Programme Review)	members	Programme
b)	Programme Committee meetings are held twice a year with an interim Review		Committee
S,	meeting following semester one.		Meetings
c)	At these meetings learners have the opportunity to contribute to on-going programme	Programme	
c,	discussions and review.	Director/Director of	
d)	The minutes of Programme Committee meeting minutes will be held by the	Quality and	
۵,	Programme Director for a period of two academic years and made available to the	Academic Affairs	
	Programme Committee members and the DQAA.		
Learne	er Representative Meetings		
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a)	One learner from each programme of study and from each year of the relevant	Student Engagement	
	programme will serve as a Class Representative.	Officer	

b)	Class Representatives will attend Class Representative Meetings, on a bi-monthly basis,		Minutes of Learner
	with the Student Engagement Officer where they will discuss a range of college issues.		Representative
c)	The Student Engagement Officer will be responsible for referring issues raised		meetings.
	regarding the College to the Director of Quality and Academic Affairs who will in turn	DQAA	
	liaise with all PD's or the relevant PD, if an issue is programme specific.		
d)	The Student Engagement Officer will minute all meetings and these minutes will be		Minutes of
	held for a period of two academic years and made available to the Director of Quality		meetings
	and Academic Affairs.		Correspondence

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)	PD's/DPD's; Programme Managers/DQAA/CEO;
Designated Reviewer(s)	
Scope	College Wide

References

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

Revision

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