


#	POLICY TITLE:	POLICY AREA:	VERSION:	DATE ADOPTED :
	<b>3.15 EXTERNAL FEEDBACK</b>	3) PROGRAMMES OF EDUCATION AND TRAINING	3.0	AUGUST 2020

### Introduction and Context

The purpose of gathering external feedback is to enhance the quality of programmes in general, and to facilitate communication between external stakeholders and the College, regarding the quality of the programmes delivered and the graduates produced.

The purpose of this document is to outline SNMCI's policy and procedures with regard to gathering external feedback and to outline how it is used to inform all aspects of College life.

**Note:** This policy does not include here external examiner feedback, which is provided to the Examinations Office on an annual basis through the External Examiner's Report (See QA 6.11: Role and responsibilities of External Examiners and Form FQA 6.11: External Examiner's Report Template)

### Policy Statement:

SNMCI will gather external feedback from a range of sources to:

- Inform ongoing monitoring and review processes e.g.
  - o Annual Programme Reviews;
  - o Programmatic Reviews;
  - o Institutional Reviews;
  - o Programme Development.
- Enhance the quality of programmes delivered by the College in terms of content, learning outcomes and relevance
- Facilitate communication between external stakeholders and the College regarding the quality of the programmes delivered and the graduates produced
- Fulfil the College's Mission
- Inform the College's Strategic Plan

SNMCI will gather feedback from:

- Graduates (within 6 months of learners completing their studies). The Graduate Survey will be updated annually
- Alumni (for the purpose of institutional review, other institutional developments, quality enhancement)
- Industry/Professionals (trends and developments in various sectors/recommendations, quality enhancement)



<p>The Programme Director will feedback to the relevant Programme Committee<sup>1</sup> to ensure that a) any advice suggested by graduates, that could be reasonably incorporated into the programme for the current cohort, is taken on board and b) any longer term suggestions are noted for the next meeting of the Programme Committee</p> <ul style="list-style-type: none"> <li>- The Graduate Survey (with commentary) will be incorporated into the next Annual Programme Report (APR)</li> <li>- Graduate feedback will be held by the Quality Assurance Office and made available as required. It may be used for authorised research analysis in the future.</li> </ul>	<p><b>Programme Director/Programme Committee</b> <b>PD's/DPD's</b>  <b>DQAA</b></p>	<p><b>Correspondence APR</b>  <b>APR</b></p>
<p><b>Alumni Feedback</b></p> <p>Alumni feedback is most often sought for the purpose of Programmatic and Institutional Reviews as they arise. The Alumni Survey is revised and updated as necessary and normally seeks views on:</p> <ul style="list-style-type: none"> <li>- Initial / ongoing relevance of programme to chosen career</li> <li>- Suggestions for amendments to the programme for the future, in light of industry / professional experience</li> <li>- Suggestions for enhancing industry links</li> </ul> <p>Programme Directors, Programme Managers and the Director of Quality Enhancement and Academic Affairs normally initiate the Alumni Feedback process, which can take the form of surveys or more qualitative interviews and focus groups, as appropriate.</p> <p>Programme Managers will collate the feedback and provide a summary to Programme Directors, Programme Committees and Management as required, to inform relevant review process/es.</p> <p>Feedback received will inform relevant review process(es) and be incorporated into the relevant reports.</p>	<p><b>PD's/DPD's</b> <b>QA Office/Programme Manager</b>  <b>Programme Manager</b>  <b>As relevant depending on process e.g. PD for Programme Review, Academic Board for decisions on new programme</b></p>	<p><b>Summary Reports</b>  <b>SER/New programme documentation</b></p>

<sup>1</sup> The Terms of Reference for the Programme Committee (QA 3.13)

<p>Alumni feedback will be held by the Quality Assurance Office and made available as required. It may be used for authorised research analysis in the future.</p>	<p><b>development etc. DQAA</b></p>	
<p><b>Industry / Professional Feedback</b>  Industry / professional feedback is most often sought in order to inform Annual Programme Review, Programmatic Review, Programme Development and Institutional Review. The Industry Survey is revised and updated as necessary and normally seeks views on:</p> <ul style="list-style-type: none"> <li>○ Perception / knowledge of the College and its programmes (Programmatic/Institutional)</li> <li>○ Experience of graduates (Annual Programme Review, e.g. learners on placement)</li> <li>○ Industry trends and developments (Programmatic Review/Programme Development)</li> <li>○ Recommendations for programme content (Programmatic Review/Programme Development)</li> <li>○ Recommendations for new programme developments (Programmatic Review/Programme Development)</li> </ul> <ul style="list-style-type: none"> <li>- Depending on the nature of the industry feedback sought, the Programme Director, Quality Assurance Office, Marketing Department, or another nominated person will initiate the Industry Feedback process, which can take the form of surveys or more qualitative interviews and focus groups as appropriate.</li> <li>- Summary reports of Industry Feedback will be issued by the initiating party/parties and made available as relevant.</li> <li>- Feedback received will be made available to the Programme Committee, Management Board etc. as appropriate within an agreed period of time to ensure that it can inform the relevant review process(es) and incorporated into the relevant reports</li> <li>- Feedback received will inform relevant review process(es) and be incorporated into the relevant reports.</li> <li>- Industry feedback will be held by the Quality Assurance Office and made available as required. It may be used for authorised research analysis in the future.</li> </ul>	<p><b>PD's/DPD's/ Marketing/ DQAA</b></p> <p><b>DQAA</b></p> <p><b>DQAA/ PD's/DPD's/ DQAA</b></p> <p><b>PD's/DPD's/ DQAA</b></p>	<p><b>Survey/ Focus group</b></p> <p><b>Summary report6s New Programme documentation/ Marketing materials</b></p> <p><b>On-going minutes/ Documentation Institutional Report /SER</b></p> <p><b>Survey results incorporated into programme documentation</b></p>
<p><b>Academic Peers</b></p>		

<ul style="list-style-type: none"> <li>- From time to time the College carries out an Institutional Review, usually on a timeline agreed with an accreditation body.</li> <li>- The College also engages in detailed Programmatic Review as programmes near the end of their validation period.</li> <li>- At these times a wide range of external views will be canvassed in the form of quantitative and qualitative feedback from all of the above named sources (graduates, alumni, industry) as well as from peers from other education and training institutions nationally and internationally.</li> <li>- For the purpose of Programmatic Review and Programme Development the College also sources 'critical' friends from the academic community. These academics from other institutions provide valuable constructive criticism which informs the new programme</li> </ul>	<p><b>DQAA/ PD's/DPD's/ DQAA</b></p> <p><b>PD's/DPD's/ DQAA</b></p>	
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### Policy Control Sheet

<b>Policy</b>	<b>QA 3.15: External Feedback</b>
<b>Version</b>	3.0
<b>Adopted/Effective</b>	August 2020
<b>Supersedes</b>	2.0
<b>Monitoring/ Next Review Date</b>	Every Two Years /August 2020
<b>Responsible Officer(s) Designated Reviewer(s)</b>	DQAA; PD's; DPD's; Programme Manager; Marketing
<b>Scope</b>	College Wide

### References

<b>SNMCI Policy area</b>	<b>3) Programmes of Education and Training : QA Vol 2</b>
<b>Developed with reference to</b>	QQI (2016) <i>Core Statutory Quality Assurance Guidelines</i> QQI (2016) <i>Statutory Quality Assurance Guidelines developed for Independent/Private Providers coming to QQI on a Voluntary Basis</i> <i>Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), May 2015</i>
<b>Related SNMCI Policies / Forms</b>	QA 3.14: Learner Feedback; QA 11.2: Annual Programme Review; QA 3.13: Terms of Reference for Programme Committees. <b>Forms: Survey documents</b>

### Revision

<b>Revision Number</b>	<b>Revision Description</b>	<b>Originator</b>	<b>Approved By</b>
2.0/08/20202	General revision for blended learning	Office of DQAA	AB

