

## ACCESS TO STAFF AND STUDENT FEEDBACK POLICY AND PROCEDURE

### PURPOSE

This document sets out CG Spectrum Institute's (CGSI) policy and procedures for ensuring students are assisted in their study via appropriate access to academic teaching staff and for systematically collecting, analysing, reporting and acting upon student feedback.

### SCOPE

This policy and its associated procedures apply to all CGSI academic teaching staff and students.

### DEFINITIONS

Nil.

### RESPONSIBILITIES

The **CEO** is responsible for the implementation of this policy and its associated procedures.

The **Executive Dean** is responsible for taking all reasonable steps to ensure:

- the application and compliance monitoring of this policy and its associated procedures; and
- that any breaches of this policy are dealt with in a timely manner through CGSI's *Student Grievance Complaints and Appeals Policy and Procedures*.

The **Dean Learning and Teaching** is responsible for the collecting, analysing, and reporting on student feedback.

**Academic teaching staff members** are responsible for:

- responding appropriately to student enquiries submitted via email or the Learning Management System (LMS);
- responding promptly to student requests for online consultations during the times they have advertised their availability;
- keeping track of their scheduled appointments with students to ensure there are adequate opportunities for consultations;
- referring students who are struggling academically to the Student Support Manager and/or Dean Learning and Teaching as at risk students, even when such students have not requested consultation; and,
- offering regular reminders to students about the importance of completing subject and teaching evaluation surveys in a timely manner.

### POLICY AND PROCEDURES

1. All CGSI staff members treat students equitably, and with courtesy and respect.
2. CGSI regards individual student consultation with academic teaching staff as an integral part of the learning experience.
3. In class consultations: academic teaching staff will set aside time towards the end of each online teaching session to allow students the opportunity to clarify and discuss

questions regarding subject content and assessment requirements in detail.

4. Consultation times outside scheduled classes: academic teaching staff will advertise to their students the times that they are available for consultation at the beginning of the trimester. In determining their consultation times, staff members will take into account the timetabled commitments of students to ensure that, as far as is practicable, they are available for consultations when students are free to attend.
5. Students are encouraged to make appointments with academic teaching staff in advertised consultation times by email. Student requests are to include the matter they wish to discuss in order to enable the most effective use of consultation. Students may also ask questions by email or via the LMS if they require answers before the next teaching session.
6. Academic teaching staff and students are provided with a unique email address, which is CGSI's primary means of communicating academic and administrative information and enquiries. Academic teaching staff members are required to read and respond to emails/LMS messages in a timely fashion.
7. Consultations with the Course Director: The Course Director provides a range of academic and course advice on course sequence, subject enrolment, prerequisites and course progression. The Course Director is available for student consultation at times when not engaged in teaching and other administration duties. The Course Director will advertise consultation times on the Course LMS. Students may make appointments by email or by using other messaging systems within the LMS.
8. Consultations with the Dean Learning and Teaching: The Dean Learning and Teaching is available for student consultation on matters such as grievances, complaints, appeals, academic performance, course deferral and maximum course candidature. Students may make appointments by email.
9. Student representation on both the Learning and Teaching Committee and Academic Board is deemed to be an essential component of the student feedback process.
10. CGSI systematically collects and analyses student feedback on subjects, content, assessment and teaching at the end of each trimester as part of its quality assurance processes.
11. Student feedback data is analysed and reported to the Learning and Teaching Committee at each of its meetings and annually to the Academic Board within the Learning and Teaching Report.
12. Recommendations for improvement in course delivery, content and assessment will be part of the report and will be used to support the cycle of continuous improvement.
13. Students will receive regular updates on improvement actions taken as a result of their feedback.

## RELATED

Students at Risk Policy  
 Students at Risk Procedure  
 Student Grievance Complaints and Appeals Policy  
 Student Grievance Complaints and Procedure  
 Privacy Policy  
 Student Records Management Policy  
 Staff Induction Program Policy  
 Staff Induction Procedure  
 Quality Assurance Framework  
 Quality Assurance Procedure

## Version Control

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| <b>Document:</b> Access to Staff and Student Feedback Policy and Procedures (previously known as the <i>Student Feedback and Access to Staff Policy</i> ). |   |                                 |
| <b>Approved by:</b> Academic Board   |   | <b>Date:</b> Nov 30, 2023       |
| <b>Version:</b> V3.0   | <b>Replaces Version:</b> V2   | <b>Next Review:</b> 2025        |
|  | Change from Policy only to Policy and Procedures to more accurately reflect inclusions in the document + to reflect the online nature of learning and teaching at CGSI.<br><br>Greater emphasis on feedback has been achieved through the addition of associated policy points. | V2 was approved February, 2020. |
| V1.2   | Minor edits and logo  |                                 |