

POLICY

STUDENT FEEDBACK

(02.007)

Order of Precedence:

1. *Kaupapa Here Mana Tāpae ā-Motu / National Delegations Policy*
2. *Education A Rēhita Mana Tāpae / Standing Delegations Register*
3. *Te Kawa Maiororo / Education Regulatory Framework*
4. *Divisional Policies*

POLICY

Te Pūkenga | New Zealand Institute of Skills and Technology trading as NorthTec (hereafter NorthTec) shall ensure opportunities for students to provide feedback on all aspects of their experience at NorthTec. Student feedback is a fundamental source of information that informs the teaching, learning and services provided.

PURPOSE

NorthTec is committed to continuous improvement. Student feedback is closely aligned to programme and organisational self-assessment. Student feedback on programmes, courses and services, along with other forms of observation and evaluation provides valuable information to support this. NorthTec is committed to using and sharing student feedback results to celebrate success and improve the services we provide.

APPLICATION AND SCOPE

This policy applies to all NorthTec programmes and activities.

DEFINITIONS

- *First Impressions Survey*
An independent process to collect, identify and analyse students' perceptions of their first few weeks' experience at NorthTec; and to establish how well the services provided meet their needs.
- *Student Experience Survey*
An independent process to collect, identify, and analyse feedback from students on their particular programme of study and the importance of and satisfaction with the services offered by NorthTec.
- *Student Graduate Outcome Survey*
An independent process to collect and analyse students' employment outcomes and satisfaction with their education and training provided by NorthTec.
- *Individual Course survey*
Undertaken with each course and tutor during or end of individual courses.

COMPLIANCE OBLIGATIONS

- *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*

Responsibility	Manager responsible for academic quality
Approval dates	June 2024
Next Review	May 2026

OTHER RELATED DOCUMENTS

Policy: *Ākonga Concerns and Complaints (National)*
Associated Procedures and Guidelines (Appendix 1)
Self-assessment Guidelines and Procedures
RANZ Code of Practice

PROCEDURES AND GUIDELINES

- 1.0 All student feedback surveys shall be conducted as prescribed in the yearly survey plan. The survey link shall be sent to Students by email or via a text message. Staff are encouraged to promote the completion of surveys with their students.
- 2.0 The **First Impressions Survey** shall be conducted once per semester, within the first six weeks of a programme commencement, and sent to all new students.
- 3.0 The **Student Experience Survey** shall be conducted once per semester and sent to all students in all programmes.
- 4.0 The **Student Graduate Outcome Survey** shall be conducted annually and sent to all students who have completed their programme of study at NorthTec within the last three calendar years.
- 5.0 Individual course surveys shall be conducted during or at course end to provide feedback to the teaching staff to inform continuous improvement processes.
- 6.0 In addition to the formal surveys, students are encouraged to participate with other forms of feedback; for example: end of programme of study graduate survey (used in NZQA Consistency) reviews, Student Voice Co-ordinator, student concerns and complaints, student class representatives, and student feedback forms on the portal.
- 7.0 Good practice and actions requiring improvement shall be included in training and development plans, Self-Assessment and Departmental Improvement Plans.
- 8.0 Students shall be provided with responses to the First Impressions and Student Experience Survey by the appropriate Manager or tutor within one month of Polytechnic receiving the survey results.
- 9.0 All institutional survey reports will be submitted to Academic Committee, Pathway and Service Centre Managers as appropriate. The Managers will review the Executive Summary and associated evidence in each Institutional survey and provide an action plan for improvements (if required) e to include on the Institutional Improvement Plan. Actions will be assigned to staff members or groups for completion within the timeframe set.
- 10.0 Action Plans will be monitored at the Pathway Manager meeting as a regular agenda item Action plans will also be notified to Academic Quality Assurance Committee (AQAC) on a semester basis.
- 11.0 Staff members or groups are responsible for completing actions assigned to them.
- 12.0 Pathway Managers are responsible for providing survey feedback to tutors and students.; Centre Managers are responsible for providing survey feedback to their staff and service providers

REVISION HISTORY			
Version	Description of Change	Author	Effective date
1	Replaced <i>Student Survey of Teaching Practice (02.007)</i> and <i>Student Survey of Teaching, Courses and Programmes (02.008)</i>	QMS Team	February 2015
2	Updated policy and guidelines to reflect the new survey processes.	QMS Team	November 2017
2.1	Add 'Ltd' to Northland Polytechnic Academic Board to Academic Committee Update position and committee titles	QMS Team	May 2020
2.2	Triennial review – update P & G to align with current practice	QMS Team /	October 2020
Updated April 2024		Version 4	Page 3 of 5
02.007 Student Feedback			
<p>Hardcopies of this document are considered uncontrolled copies of the original.</p> <p>Please refer to the electronic source (Quality Management System) for the latest version.</p>			

APPENDIX 1

		T & L Cttee	
2.3	Update P & G to reflect current practice: <ul style="list-style-type: none"> In-house surveys (changes to 1.0 and remove 5.0) Update role of Teaching and Learning Cttee 9.0 – 12.0 Changes endorsed by T & L Cttee 21/6/21	QMS Team	March 2020
2.4	Update title Compliance Obligation: <i>The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021</i>	QMS Team	May 2022
3.	Update Other Related Documents to reflect Te Pūkenga policy	QMS Team	March 2023
4	Review. Minor changes to wording. Update responsibility and institutional titles	QMS Team	June 2024

SURVEY PLAN

Survey Type	Semester 1	Semester 2
First Impression Survey	Weeks 3 and 4: Email to all new to NorthTec students	Weeks 3 and 4: Email to all new to NorthTec students
Student Experience Survey	Week 10 - 12: Email to all students	Week10 - 12: Email to all students
Graduate Outcome Survey		December/January/February for previous year: Email to all graduates