# TE KUPENGA – CATHOLIC THEOLOGICAL COLLEGE

## STUDENT FEEDBACK POLICY AND PROCEDURES

*For those undertaking a Sydney College of Divinity (SCD) degree or paper, SCD policies also apply. Where there is a conflict between this policy and the SCD policies, the SCD policies should be followed.*

## Purpose

1. To receive feedback from students regarding the teaching programme at Te Kupenga – Catholic Theological College (CTC).
2. To evaluate Learning and Teaching, specifically related to the content, processes and delivery of the papers in CTC's academic programmes.
3. To assist in the ongoing review of papers, taking student feedback into account.
4. To receive feedback from students on other aspects of the College operations such as Moodle and Distance Learning, website, management of complaints, etc.

## Principles

- Both formal and informal feedback from students is valued, responded to, and used for continuous improvement.
- Feedback helps ensure services provided by CTC are meeting the needs of students.
- Student feedback is actively used in staff professional development and performance management processes.
- Evaluation is consistent, both in its frequency and form, to allow for analysis over time and across teaching and cohorts
- CTC sees feedback as a positive challenge to reflect on the quality of our service in the context of our community.
- Some informal venues to gather student feedback are anonymous since we acknowledge that anonymity could be helpful in concrete instances.

## Guidelines

### Student expectation survey

Who: All students in each paper
Timing: Given out in first class

1. The purpose is to gauge students' expectations, motivations and understanding of the paper outcomes.
2. Lecturers provide this survey as part of the first class (in a manner appropriate to the situation, which may differ if the paper is a block paper vs a semester-long paper).
3. Lecturers then use this information to adapt paper delivery as appropriate.
4. Lecturers save evidence of carrying out this activity and summarise findings as part of their paper reviews. This allows for CTC to better understand student motivations & expectations.

### Student self-assessment

Who: offered to all level 7 students in all classes
Timing: sent via Online Learning Platform after the first assessment

1. The purpose is to gather expectations and study habits
2. Lecturers view responses and respond to student needs as they arise

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*Paper survey*
Who: Students completing a paper
Timing: At the end of each paper
1. The purpose is to gain feedback to evaluate the paper, lecturer, delivery, experience, and engagement.
2. For papers which are part of an SCD award, the SCD Survey is used. For all other papers, the CTC student evaluation survey is used.
3. Each lecturer/tutor will provide the survey in the final class to obtain formal feedback from students.
4. Forms will be collected in a which does not identify the individual students.
5. Distance Education students will be sent a link to the online CTC Student Evaluation Form.
6. All student evaluation forms will be collated into a paper evaluation.
7. Issues raised through student feedback will be discussed with the Lecturer, Dean and Assistant Deans, and action taken as appropriate.
8. The Dean will discuss student feedback with staff, the Board of Studies and the Academic Advisory Board, as required.
9. Where similar issues are raised by a number of students, paper modifications to address those issues are to be implemented.
10. Lecturers/tutors will address students' formal and informal feedback (e.g. emails, conversations with students, etc.) as part of their own Lecturer Paper Review.
11. Feedback will also inform lecturer performance and development.

*Graduate Survey*
Who: All programme graduates
Timing: 4-6 months post programme completion
1. Feedback from all graduates will be sought 4-6 months after completing their studies, through a Graduate Survey.
2. The purpose is to gain feedback about the overall experience and how qual has contributed to their work, personal development, and community.
3. CTC will use the survey findings for quality assurance, CTC programme reviews, and overall direction setting.

*Consistency Review Interviews*
Who: selected graduates and employers, representative of each programme
Timing: at least 6 months post-study for each programme, every other year
1. Interviews will be conducted with selected graduates and employers to gather feedback and review consistency (as per the NZQA Consistency Review process).
2. CTC will use the survey findings for quality assurance, CTC programme reviews, and overall direction setting.

All of the feedback gathered from students and stakeholders is used as part of our quality management and programme development processes, and collated results are reviewed by staff, management, the Board of Studies, and the Academic Advisory Board.

**Review and Approval**

The Student Feedback Policy and Procedures are subject to the normal three-year review cycle. Review is the responsibility of the Academic Advisory Board, with approval by the Te Kupenga Governance Board.

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