

<b>Policy Title:</b>	<b>STUDENT FEEDBACK</b>	<b>Area of Responsibility:</b> <b>VICE PRESIDENT, ACADEMIC</b>
<b>Policy Section:</b>	<b>ACADEMIC</b>	
<b>Effective Date:</b>	<b>2021 07 29</b>	<b>Policy No: 1.3.11</b>
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### **1.3.11 STUDENT FEEDBACK (INSTRUCTIONAL AND COURSE FEEDBACK SURVEY)**

#### **Purpose**

1. In the course of carrying out its educational mandate, the College and its faculty members strive to ensure ongoing quality improvement in academic programming, the delivery and content of curriculum, the methodologies of teaching and the diversity of learning supports. As part of that process of continuous quality improvement, it is important to obtain feedback from our learners with respect to their experiences with the instruction and delivery of the curriculum as well as feedback on the various academic courses.

The purpose of this policy is to ensure that, both institutionally and individually, the college and its faculty members are committed to receiving this valuable feedback from our learners.

#### **Frequency of Instructional and Course Feedback**

2. There shall be a process for obtaining learner feedback on their experiences with instruction and course. This feedback shall be obtained for each course and for each instructor during each semester.
3. All online and apprenticeship courses delivered by St. Clair College instructors to St. Clair College students will be included in the Instructional Feedback Survey process though the survey itself and the related protocol will be appropriate to apprenticeship or online delivery as appropriate and necessary.
4. Other types of courses or programs, together with appropriate survey content and protocols, may be added to the Instructional Feedback Survey process as may be deemed appropriate and necessary by the Senior Administration of the College.

### **Purpose of the Feedback**

5. The purpose of obtaining feedback from our learners is to permit us to engage in ongoing quality improvements in our instructional activities and our course development. Access to this data will also help in the identification of professional development directions and learning opportunities. The data from each semester can be used in a comparative analysis to identify trends and directions in the results.

### **Participation in the Feedback Process**

6. Participation in the feedback process is mandatory for all faculty members both full-time and part-time.

### **Individual Feedback Results**

7. The College recognizes and affirms that feedback results from any individual semester are indicators or areas for attention only and should be used to support the professional development of the individual faculty member and to support the ongoing quality improvement of the course and the academic program.

### **Protocols for the Administration and Delivery of the Survey**

8. The Office of the Vice President, Academic is responsible for the organization, administration, delivery, and reporting of the Instructional and Course Feedback Survey.

### **Protocols for the Administration and Delivery of the Survey**

9. The College has developed a set of protocols that govern the actual administration or delivery of the Instructional Feedback Surveys to the various departments and programs which have different types of delivery. These protocols are tailored to meet the requirements and characteristics of differing program areas and are updated when needed.
10. Copies of the approved protocols are available at the through the Office of the Vice President, Academic and are provided to the respective departments and those who are involved in the administration and delivery of the surveys.