SOUTHERN ACADEMY OF
HIGHER EDUCATION

Southern Academy of Higher Education (SAHE)

Stakeholder Feedback Policy

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1. Policy Statement

The Stakeholder Feedback Policy (the 'Policy') provides guidelines for the collection and use of student, staff and stakeholder feedback. This Policy represents the Southern Academy of Higher Education's ('SAHE' or the 'Academy') aim to achieve effective, accountable and transparent feedback and engagement for SAHE students, staff and stakeholders.

1.1 Definitions

For definitions, please refer to the '*Dictionary of Terms'*.

2. Scope

This Policy applies to all students, staff and stakeholders of SAHE.

3. Policy Principles

This Policy is supported by the following principles:

a. SAHE stakeholder engagement activities will be purposeful and communicated clearly with students, staff and other stakeholders;
b. SAHE stakeholder engagement activities will be appropriate and relevant to its mission, vision as stated in the *Strategic Plan*;
c. information derived from the stakeholder feedback process will be open and honest, including results from evaluation activities and surveys;
d. the perspective and needs of students, staff and stakeholders will be acknowledged and respected;
e. students, staff and stakeholder participation and feedback will be acknowledged and acted upon promptly.

4. Procedures

This Policy has been developed to ensure that students, staff and stakeholder feedback processes have a clearly defined purpose, are appropriately planned, designed and implemented. SAHE aims for the data acquired through stakeholder feedback to achieve its purpose by enabling:

a. coordination of the timing and quantity of feedback obtained, thus managing the feedback and survey load;
b. avoidance of excessive surveying through the provision of shared data and survey analysis; and
c. quality assurance on the questioning, sampling, delivery, data collection, privacy and storage of feedback and surveys obtained.

4.1 Feedback Collection

a. SAHE is committed to providing opportunities for all students to offer feedback on their educational experience.
b. Formal evaluations and surveys together with informal feedback and consultations will be used to enhance the quality of teaching & learning activities and to improve the student experience. For further details on student surveys and the feedback process, please refer to the *Student Support Services Policy*.
c. SAHE will encourage staff to provide feedback on their Academy experiences through:
    i. staff meetings (formal and informal);
    ii. Staff Satisfaction Surveys;
    iii. Annual Performance Appraisals (please refer to the *Human Resources Management Policy*); and
    iv. staff newsletters/bulletins/announcements.

d. Feedback initiated by the stakeholders may be received in the following ways:
   i. Email, phone or written correspondence facilitated by the publication of relevant contact details on the Academy's website;
   ii. regular meetings held by the Governing Council, Academic Board and other Committees at SAHE;
   iii. periodic internal and external audits and reports; or
   iv. informal discussion with a staff member.

4.2 Feedback Reporting

SAHE will engage with and report on students, staff and stakeholder feedback and will undertake improvement planning based on such feedback. This will include:

a. reports on the results of students, staff and stakeholder feedback distributed to staff with responsibility for improving students, staff and stakeholder experience;
b. staff will be consulted and informed regarding the use and dissemination of students, staff and stakeholder feedback;
c. students, staff and stakeholders will be informed of changes made to the program and units of study based on their feedback.

4.3 Utilising Feedback

Students, staff and stakeholder feedback will be used to:

a. improve the delivery of programs and units through the development of annual review plans (please refer to the *Program Development and Review Policy and Procedure*);
b. enhance the flexibility of the program's methods of delivery in relation to student need and demand;
c. improve the provision of teaching and learning resources, facilities, equipment, and support services; and
d. motivate and support the scholarship of teaching, inform professional development programs and Annual Performance Appraisals (please refer to the *Human Resources Management Policy*);

5. Responsibilities

5.1 SAHE

The Academy has the responsibility to:

a. make the existence and timing of feedback mechanisms known to students, staff and stakeholders in a timely fashion;
b. actively promote surveys to engage students, staff and stakeholders in the feedback process;
c. ensure ethical procedures and confidentiality are upheld and regularly assessed;
d. maintain all survey data, consistent with relevant legislation; and
e. provide information, guidance and support to students, staff and stakeholders in relation to surveys.

5.2 Students

Students have the responsibility to:

a. contribute constructive, honest and thoughtful responses to surveys. Feedback and survey responses should not be derogatory or vindictive, please refer to the *Student Code of Conduct*; and
b. recognise their important role in contributing to improvements in teaching, learning and the broader student experience.

5.3 Staff

All staff have the responsibility to:

a. encourage students to participate in survey and evaluation processes;

b. reflect upon student, staff and stakeholder feedback and actively respond, where possible, to improve the quality of teaching and learning and to provide information, guidance and support to students, staff and stakeholders in enhancing their experience at SAHE;

c. maintain their own personal records of survey and evaluation responses, with due regard for the confidentiality of the data; and

d. ensure confidentiality and ethical procedures are upheld.

6. Records

All records relating to students, staff and stakeholder feedback and surveys will be managed in accordance with the *Records Management Policy*.

Version Control

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Review	The Governing Council will review this Policy in accordance with the Southern Academy of Higher Education *Policy Documents Review Schedule*.
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Policy Custodian	Dean
Policy Contact	Dean
Higher Education Standards Frameworks (Threshold Standard) 2021 (Cth)	B1.1 "Higher Education Provider" Category Standard 1.3 ss 2,3 Standard 5.3, ss 5, 6, 7
Benchmarking Institutes	Australian National University Federation University La Trobe University
Related Document	Dictionary of Terms Human Resources Management Policy Planning and Review Policy Program Development and Review Policy and Procedure Quality Assurance Policy Records Management Policy Strategic Plan Student Consultation Policy Student Support Services Policy
Related Legislation	Higher Education Standards Framework (Threshold Standards) 2021